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## APPENDIX B.9 SURVEY REMINDER EMAIL 3



**From:** 2M Study Team

**To:** SNAP State Director

**Subject:** Third Reminder for the *How States Safeguard SNAP Participants' Personally Identifiable Information (PII)* Study Web Survey

XX/XX/2020

Dear [insert SNAP SA director name]:

Recently, we sent you an email about participating in the *How States Safeguard SNAP Participants' Personally Identifiable Information (PII)* study web survey. Your answers to this survey will help the Food and Nutrition Service (FNS) understand the challenges, successes, and innovative practices used in protecting SNAP participant and applicant PII. Your participation in this study will allow us to obtain a national picture of how States handle PII and how this varies in different contexts. By understanding these nuances, FNS can improve their support of SNAP State agencies in maintaining adequate PII protection.

***We strongly encourage you (or a designee), data/program analyst, or a senior State information technology staff member to complete the survey by clicking the following link: [Survey Link].***

If you would like to complete the survey over the phone, please contact the study team by email at [SNAPPPII@2mresearch.com](mailto:SNAPPPII@2mresearch.com) or call **1-877-230-3035** (toll-free) from 9:00 a.m. to 5:00 p.m. Monday through Friday ET. We will make arrangements with States and territories outside Eastern, Central, Mountain, and Pacific time zones to follow up on any questions. If you call outside of these hours, please leave a message, and we will return your call the following business day.

Thank you,

Dr. Dallas Elgin

Senior Researcher| 2M Research Project Director

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0584-XXXX. The time required to complete this information collection is estimated to average 3 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.