
APPENDIX B.5 SURVEY NOTIFICATION EMAIL WITH WEB SURVEY LINK



From: 2M Study Team

To: State SNAP Director

Subject: How States Safeguard SNAP Participants' Personally Identifiable Information (PII) Study

X/XX/2020

Dear **[FIRST NAME] [LAST NAME]**:

[STATE] has been requested to participate in the *How States Safeguard SNAP Participants' Personally Identifiable Information (PII)* study. The U.S. Department of Agriculture (USDA) Food and Nutrition Service (FNS) has contracted with 2M Research (2M) to conduct the exploratory study. This study plans to address the following topics:

- (1) Describe legislation, regulations, and policies that address how participants' PII must be safeguarded
- (2) Describe methods that can be used to safeguard PII
- (3) Describe how States currently safeguard participant PII
- (4) Examine the consistency of safeguarding practices across States
- (5) Provide recommendations to States to improve safeguarding of PII

FNS will use the information collected to provide information to States on ways they can improve how they safeguard SNAP PII. In addition, this study will provide insight into the various constraints States face in their efforts to maintain PII protection. By further understanding these constraints, future policies and regulations can support States in maintaining adequate protection of PII.

Today, as part of the study, we are asking you to participate in the *How States Safeguard SNAP Participants' Personally Identifiable Information (PII)* web survey. The web survey is designed to be completed in approximately 90 minutes by the State SNAP Director, program/data analyst, and State information technology (IT) staff. The web survey is designed so that multiple staff can access the survey at different times and complete parts relevant to them. You will only need to forward the invitation email to them. All staff can use the same link; there is no login information. Respondents will be directed to the last completed survey question/section when reopening the web survey. If needed, survey respondents can simply navigate to their relevant section to answer and review questions. We encourage you to circulate

the survey questions among appropriate staff to obtain responses to questions prior to beginning the web survey. You can access the survey at **[Unique Link to survey]**.

This study is a census of all 53 SNAP State agencies (SAs) to explore PII security processes and procedures. This study is not an audit. We are asking you to be partners in describing your challenges, constraints, and successes in protecting SNAP PII. Your cooperation in this study is encouraged under the Food and Nutrition Act of 2008 Section 17. Your response is very important to the study. We hope you will complete it as soon as possible. Following the web survey, a subsample of responding States will be selected to complete the State Leaders interview.

If you have any questions or concerns, please do not hesitate to contact the 2M survey help desk any time by either calling (toll-free) **1-877-230-3035** or emailing SNAPPPII@2mresearch.com (or simply reply to this email). We have also included a list of responses to Frequently Asked Questions (FAQs).

Sincerely,

Dr. Dallas Elgin

Senior Researcher | 2M Research Project Director

Enclosed: FAQs

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