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## APPENDIX C.3 LETTER TEMPLATE TO INTRODUCE STUDY FROM FNS HEADQUARTERS TO SNAP STATE DIRECTORS

**From:** Kathryn Law, Director, SNAP Research and Analysis Division,  
Office of Policy Support, USDA Food and Nutrition Service

**To:** SNAP State Director

**Subject:** Participating in the *How States Safeguard SNAP Participants' Personally Identifiable Information (PII) Study*

[FNS Letterhead]

XX/XX/2020

Dear [SNAP State Director],

The Food and Nutrition Service (FNS) has contracted with 2M Research (2M) to conduct a study of how the 53 SNAP State agencies (SAs) protect SNAP participant and applicant PII.

Between **TBD** and **TBD** 2020, your SA completed a web survey on personnel and security policies and procedures, as well as program operations involving PII. Based on the results of the web survey, discussions with data security and State management systems experts, and FNS input, your SA was identified as a leader in protecting SNAP PII. We have selected you to participate in a follow-up interview to help us understand the sources of your success and lessons that may be useful to others. This is your opportunity to showcase your SA's methods for protecting PII that are innovative and cost effective and that other SAs can learn from.

This letter is to request your support in this important study. The study team will request that each SNAP State Director designate the study team's point of contact. This SA administrator will be asked to coordinate with appropriate staff to complete a follow-up telephone interview about challenges, successes, staff experiences protecting PII, and insights that can be used to create strategies for improving PII protection practices.

A member of the study team will contact you shortly to schedule a call to discuss this study in more detail and to coordinate your State's participation.

SNAP is one of our country's strongest defenses against hunger and poverty and is a critical support for eligible low-income families. I hope you will join 2M in supporting FNS in this important endeavor.

Thank you in advance for your assistance.

Kathryn Law  
Director, SNAP Analysis and Research Division  
Office of Policy Support  
USDA Food and Nutrition Service  
703-305-2138

## Attachment: Frequently Asked Questions (FAQs)

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