

# Appendix L. Survey reminder email 2

OMB No. 0584-[NEW]

*Survey of Supplemental Nutrition Assistance Program (SNAP)  
Employment and Training (E&T) Case Management*

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Office of Policy Support  
Food and Nutrition Service  
U.S. Department of Agriculture  
1320 Braddock Place  
Alexandria, VA 22314

## SURVEY OF SNAP E&T CASE MANAGEMENT

### Survey reminder email 2: Introductory section incomplete (biweekly reminder)

**To:** SNAP director

**When:** Biweekly, scheduled (weeks 2, 4, 6, 8, and 10)

**Subject:** Reminder! Complete the FNS Survey of SNAP E&T Case Management

Dear [Name of SNAP director],

This is a reminder to complete the Survey of SNAP Employment & Training (E&T) Case Management. [Kathryn Law or whomever is sending the email for FNS], [title of email sender], described the study and survey to you in an email on [fill date]. The information you provide about case management, assessments, and participant reimbursements and other supports after referral to E&T will be used to inform best practices to support SNAP E&T programs across the country. It will also be included in a [State/territory name] profile as part of the study's final report.

#### **About the survey**

It will take approximately 45 minutes to complete the entire survey. **When you complete the introductory section, which will take about 6 minutes, you may assign other staff to complete sections 1 (case management), 2 (assessments), and 3 (participant reimbursements and support services), which will take about 13 minutes each to complete.**

#### **Complete the survey**

**Please visit [fill unique State web survey URL] to complete your survey.** A PDF version of the full survey is also available at [insert link].

**Please complete the survey by [fill date that is two weeks after email date].**

If you are unable to complete the survey online, please call us at [fill study toll-free number] during the hours of 9:00 a.m. to 5:00 p.m. Eastern Time to complete the survey over the phone. If you are unable to complete the survey online or over the phone, you may complete it as a fillable PDF and return the completed survey to [fill study email address].

As a reminder, participation in this study is voluntary. Be assured that there will be no penalties if you decide not to respond, either to the information collection as a whole or to any particular questions. The information you provide will be private and will not be maintained or disclosed in identifiable form to anyone, except as otherwise required by law.

If you have any questions or concerns, please contact the Mathematica study team at [fill study email address]. Thank you for your time and your participation in this important study!

Sincerely,

Kristen Joyce  
Project Director, Survey of SNAP E&T Case Management

Public Burden Statement

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