

# **Appendix N. Survey reminder email 4**

OMB No. 0584-[NEW]

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

September 9, 2021

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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 4: Sections 1, 2, or 3 incomplete (biweekly reminder)

**To:** Respondents named by SNAP director to respond to sections 1, 2, and 3

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

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

Dear [respondent],

[SNAP director] designated you to complete part of the Survey of SNAP E&T Case Management, but our records show that you have not yet completed it. **You have been assigned to complete the following section(s) of the survey:**

- [Fill “Case management” if assigned and incomplete]
- [Fill “Assessments” if assigned and incomplete]
- [Fill “Participant reimbursements and support services” if assigned and incomplete]

**To complete the survey, please visit [fill unique State web survey URL].** It will take approximately 45 minutes to complete the entire survey; however, each section of the survey that has been assigned to you takes about 13 minutes to complete. **Please complete the survey by [fill date that is two weeks after email date].**

*[If respondent assigned to Assessment section:*

To better understand what types of assessments SNAP E&T programs are providing, we are collecting assessment tools that States and territories use. **Please also email us one initial assessment tool commonly used in [State name] to assess E&T participants’ needs or work readiness after they are referred to the program.** We understand that you might need to reach out to an E&T provider for a copy of an assessment tool. The tool you select should:

- **Be an initial assessment tool that assesses participants’ needs or work readiness.**  
This would be the first assessment the participant would take after being referred to E&T. It might assess educational attainment, work experience, basic skills, barriers to employment, or service needs.
- **Be the most commonly used initial assessment tool in your State or territory,** either by the number of local SNAP offices or E&T providers that use it or the number of participants who take it.
- **NOT be a purchased, propriety aptitude or interest inventory assessment** like CASAS or ACT WorkKeys.

**Please email a PDF or Microsoft Word version of this assessment tool to [fill study email address] by [fill date that is two weeks after email date].** In your email, please include a brief

explanation of (1) how the assessment is used, (2) who administers it, and (3) when in the process it is administered. If you only use proprietary assessment tools for initial assessment, please just send us the name of the most commonly used proprietary assessment tool and the three pieces of information requested above.]

The information you provide will be used to inform best practices to support SNAP E&T programs across the country. It will also be included in a [State name] profile as part of the study's final report.

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]. 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 the PDF version [hyperlink to PDF] and return the completed survey to [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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