

Appendix O. Survey reminder email 5

OMB No. 0584-[NEW]

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

May 5, 2021

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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 5: Sections 1, 2, or 3 incomplete (weekly reminder)

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

When: Weekly (weeks 12, 13, 14, 15, and 16)

Subject: Urgent – Response needed to Survey of SNAP E&T Case Management

Dear [respondent],

It is urgent that you complete the Survey of SNAP E&T Case Management. [SNAP director] designated you to complete part of the survey. We have been trying to reach you since [MONTH]. If we do not receive a completed survey soon, [State name]’s profile published in the study’s final report will be missing important information.

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]. Each section of the survey that you have been assigned takes about 13 minutes to complete. **Please complete the survey by [fill date that is one week after email date].**

[If respondent assigned to Assessment section:

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. 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.

Send a PDF or Microsoft Word version of this assessment tool to [fill study email address] by [fill date that is one week 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.]

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

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