

### **N.3. Template for email from Mathematica to newly assigned respondents**

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**To:** New respondents assigned to modules  
**When:** Once respondents are assigned  
**Subject:** SNAP Language Access Survey - Section Assignment

Dear [RESPONDENT assigned to modules],

[SNAP State Administrator FN LN] has designated you to complete part of the **SNAP Language Access Survey**. The USDA Food and Nutrition Service (FNS) contracted with Mathematica to survey all 53 SNAP agencies to develop a deeper understanding of language access for SNAP participants and applicants with LEP. Please see the study overview linked [here](#) for more details. **Your responses can help shape future SNAP policies and contribute to larger discussions about better serving SNAP LEP individuals.**

**You have been assigned to complete the following section(s) of the survey:**

- [Fill “SNAP language access policy” if assigned]
- [Fill “SNAP language access procedures” if assigned]
- [Fill “Civil rights processes” if assigned]
- [Fill “SNAP language access training” if assigned]
- [Fill “SNAP E&T language access procedures” if assigned]
- [Fill “D-SNAP language access procedures” if assigned]
- [Fill “SNAP-ED language access procedures” if assigned]

**Complete the survey**

To complete your section(s), please visit [fill unique State web survey URL].

**Please complete your sections(s) by [DATE].**

A PDF version of the full survey is also available [here](#).

If you are unable to complete the survey online, please call us at 1-800-XXX-XXXX between 9:00 a.m. and 5:00 p.m. ET, Monday through Friday, to complete the survey over the phone. If you are unable to

**Public Burden Statement**

This information is being collected to assist the Food and Nutrition Service to better understand the language landscapes in which Supplemental Nutrition Assistance Program (SNAP) and Nutrition Assistance Program (NAP) agencies operate and their associated limited English proficiency (LEP) policies and operations. This is a voluntary collection and FNS will use the information to improve access of SNAP to LEP individuals. This collection does not request any personally identifiable information under the Privacy Act of 1974. According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0584-[xxxx]. The time required to complete this information collection is estimated to average 0.0334 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: U.S. Department of Agriculture, Food and Nutrition Service, Office of Policy Support, 1320 Braddock Place, 5th Floor, Alexandria, VA 22306 ATTN: PRA (0584-xxxx). Do not return the completed form to this address.

complete the survey online or over the phone, you may complete it as a fillable PDF and return it to [emailinbo]@mathematica-mpr.com.

[IF ASSIGNED TO SECTIONS 1–4: Within the survey, there are requests for your State agency to provide relevant documents. After you complete your survey, we will send you an email summarizing the documents you identified with instructions for submitting the materials directly to Mathematica. The documents will provide us important context about language access policies and operations in your State, but if it is very challenging for you to provide us with all requested documents, you may send us what you can.]

As a reminder, FNS strongly encourages all SNAP agencies to participate in this important study. 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. Once we analyze the data, we will provide you with a customized summary of study findings as a thank you for completing the survey.

If you have any questions or concerns, please contact the Mathematica study team at [emailinbo]@mathematica-mpr.com. Thank you for your time and participation in this important study!

Sincerely,

Maria Boyle  
Project Director, SNAP Language Access Study