

N.5. Template for biweekly reminder email for SNAP administrators

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To: SNAP State administrator
When: Biweekly, scheduled (weeks 3, 5, 7, 9, 11)
Subject: Reminder! Complete the SNAP Language Access Survey

Dear [SNAP State administrator FN LN],

This is a reminder to complete the SNAP Language Access Survey. [FNS contact, title], described the study and survey to you in an email sent on [DATE]. The information you provide about language access services will inform best practices to support SNAP language access programs across the country. It will also be included in a [State/Territory] profile as part of the study's final report.

About the survey

The survey will take about two hours to complete, plus an additional 30 minutes for gathering and sending documents. **Once you complete the introductory section, you may assign other staff to complete sections.** These sections include (1) SNAP language access policy, (2) SNAP language access procedures, (3) civil rights processes, (4) SNAP language access training, (5) SNAP Employment and Training language access procedures, (6) Disaster SNAP language access procedures, and (7) SNAP Education language access procedures.

Complete the survey

To start the survey, please visit [fill unique State web survey URL].

Please complete the survey 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. to 5:00 p.m. ET from Monday to Friday 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 [emailinbox]@mathematica-mpr.com.

Also, as a reminder, within the survey, there are requests for your State agency to submit relevant documents. After you submit 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

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.

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.

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 have analyzed 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 XXX@mathematica-mpr.com. Thank you for your time and your participation in this important study!

Sincerely,

Maria Boyle

Project Director, SNAP Language Access Study