**N.7. Urgent reminder email for SNAP administrators**

**This page has been left blank for double-sided copying.**

OMB Control No: XXXX-XXXX

Expiration date: XX/XX/20XX

**To:**SNAP State administrator

**When:** Weekly, scheduled (weeks 13,14,15,16)

**Subject:** Urgent - Response needed for SNAP Language Access Survey

Dear [SNAP State administrator FN LN],

It is urgent that you complete the SNAP Language Access Survey. The survey is closing soon. If we do not receive your completed survey, [State/Territory name]’s information will be missing from the final study 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 have completed the introductory section you may assign other staff to complete the following sections: (1) SNAP language access policy, (2) SNAP language access procedures, (3) civil rights processes, (4) SNAP language access training, (5) SNAP E&T language access procedures, (6) D-SNAP language access procedures, and (7) SNAP-Ed language access procedures.** As a reminder, the survey will also ask for additional documentation.

Please encourage assigned staff to complete the survey as soon as possible. You may also complete the full survey yourself if you prefer.

**Completing the survey**

Please visit [fill unique State web survey URL] to complete your survey.

**Please complete the survey by [FILL DATE]. This is your last chance to participate!**

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

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.

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.

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

Sincerely,

Maria Boyle

Project Director, SNAP Language Access Study