O.3. Template for scheduling email to Territory NAP agency

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To: New respondents assigned to interview sections
When: Once respondents are assigned
Subject: SNAP and NAP Language Access Study – Interview Section Assignment

Dear [RESPONDENT assigned to interview sections],

[NAP Territory Administrator] has designated you to complete part of an interview for the SNAP and NAP Language Access Study. The Food and Nutrition Service (FNS) contracted with Mathematica to survey all 53 SNAP agencies and to interview the three Territories operating NAP to develop a deeper understanding of language access for SNAP and NAP participants and applicants with LEP or needing language assistance services. Please see the study overview linked here for more details. **Your responses can help shape future SNAP and NAP policies and contribute to larger discussions about better serving individuals needing language assistance services.**

You have been assigned to complete the following section(s) of the interview:
- [Fill "Language Access Policy" if assigned]
- [Fill " Language Access Operations" if assigned]
- [Fill "Civil Rights Policy" if assigned]
- [Fill "Language Access Training" if assigned]

<u>Complete the interview</u>
Please let us know if any of the times listed below would work for us to interview you for your section(s).
- Date, time 1
- Date, time 2
- Date, time 3

Within the interview, there are requests for your NAP agency to submit relevant documents. After you complete your interview, 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 Territory, but if it is very

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challenging for you to provide us with all requested documents, you may send us what you can.

FNS strongly encourages all NAP 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 interview.

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 and NAP Language Access Study