

P.2. Template for email from Mathematica to SNAP State agency

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To: SNAP State administrator
Subject: SNAP Language Access Study Site Visit

Dear [SNAP State administrator FN LN],

You should have received an email last week from [FNS contact] about participating in a case study site visit for the SNAP Language Access Study. The site visits are a key part of the study that will provide FNS with a deeper understanding of how language access policies, plans, procedures and operations function at the local level. The attached study overview, which you may have received previously, has more details about all of the study components including the case studies.

About the site visit: We will be conducting site visits to four States as part of the SNAP Language Access Study. Each site visit is expected to last three days. This includes a half day conducting interviews with staff at the State SNAP agency, and two and a half days conducting interviews with staff at three local SNAP offices. We also plan to conduct simulations of the experience an LEP individual might have when applying for and participating in SNAP at two of the three local offices. **Your State's participation in a site visit can help shape future SNAP policies and services for SNAP applicants and participants with limited English proficiency.**

As a next step, I would like to schedule a call with you and any other relevant members of your staff to discuss the site visit in detail. I have listed some times when I am available below. If none of these times work, please suggest alternatives or direct me to someone on your team who can help with scheduling. In the interim, please don't hesitate to contact me at [telephone number] or [email], the study's project director Maria Boyle at mboyle@mathematica-mpr.com, or the FNS project officer Eric Williams at Eric.Williams@usda.gov.

I look forward to working with you.

[Name]
[Title]
Mathematica
[Telephone number]
[Email address]

[Proposed dates and times for scheduling telephone call]

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.

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