**Q. Study description**

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SNAP Language Access Study

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 0.0668 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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| **Study overview** | The U.S. Department of Agriculture’s Food and Nutrition Service (FNS) is sponsoring the SNAP Language Access Study. FNS contracted Mathematica to conduct this study. It is the first nationwide review of language access policies in Supplemental Nutrition Assistance Program (SNAP) and Nutrition Assistance Program (NAP) agencies.  This study seeks to understand how States, Territories, and local areas implement language access requirements through policies, guidance, and operations. This study will also gather information on States’ and Territories’ perceptions of resources available to properly implement these requirements. The information gathered in this study will enable FNS to better help SNAP and NAP agencies serve individuals in need of language access services.  SNAP and NAP agencies must have policies and procedures to ensure materials such as applications, recipient notices, and information on program requirements are available in languages that meet the needs of program applicants and participants. In addition, agencies must ensure that program staff are trained to provide meaningful access to program information for individuals with limited English proficiency (LEP), by using qualified interpreters and translators. |
| **Study activities** | The study involves several key tasks that will inform the findings:   * **Survey of State SNAP agencies**. The “SNAP Language Access Survey” will gather information from States related to language access requirements, guidance, policy, and operations, as well as the application of these services to specific SNAP programs. Through this survey of States, we will also collect documentation of language access policies and operations. * **In-depth interviews with Territory NAP agencies**. The in-depth interviews will gather information from NAP agencies related to language access requirements and guidance and how agencies ensure that individuals in need of language access services have meaningful access to NAP. We will also collect documentation of language access policies and operations from Territories as part of the interview process. * **SNAP case studies in four States.** The case studies will provide a detailed understanding of how State and local SNAP agencies serve individuals with LEP. The study team will interview State SNAP policy officials, local policy officials, local office managers, and frontline staff. In addition, the study team will simulate the experience an LEP individual might have when applying for and participating in SNAP. * **Language landscape.** The analysis of the language landscape will examine the variation in language concentration and common languages spoken across counties and within a State or Territory. We will conduct this landscape analysis using American Community Survey and census data. |

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| **Study products** | The study team will develop several products:   * **Reports**.Three reports will summarize the results of the study. The first will report on the findings from the survey of State SNAP agencies and the review of documents from States; the second report will summarize the findings from the in-depth interviews with NAP agencies and related document review; and the third report will synthesize the findings from the SNAP case studies in four States. All reports will describe the language landscape in States and Territories and will include recommendations for FNS to help agencies ensure that LEP individuals have meaningful access to SNAP. States can also use these recommendations to inform their SNAP program implementation for LEP individuals. * **State and Territory profiles of language access.** PDF profiles will summarize language access policies and operations and the language landscape for each State and Territory. The profiles will highlight key findings from the study and provide States and Territories with a customized summary. * **Data visualization of language access.** A data visualization will summarize language access policies and operations and the language landscape, providing a resource to help understand variation across States and Territories. |
| **Study schedule** | |  |  | | --- | --- | | **Study development** | October 2021 to May 2023 | | **Survey of State SNAP agencies** | June 2023 to September 2023 | | **Interviews with NAP agencies** | June 2023 to September 2023 | | **SNAP case studies with States and local areas** | August 2023 to December 2023 | | **Analysis and reporting** | October 2023 to April 2024 | |
| **To learn more** | Contact the Mathematica project director, Maria Boyle, at [mboyle@mathematica-mpr.com](mailto:mboyle@mathematica-mpr.com). Contact the FNS project officer, Eric Williams, at [eric.williams@fns.usda.gov](mailto:eric.williams@fns.usda.gov). |

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