

**Appendix I2. Staff Questionnaire Advance Email with FAQ**

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

## Staff questionnaire advance email

FROM: [STUDY EMAIL]  
TO: [INTERVENTION STAFF]  
EMAIL SUBJECT: SNAP E&T Staff Questionnaire

Dear [INTERVENTION STAFF],

The U.S. Department of Agriculture (USDA) Food and Nutrition Service (FNS) has hired Mathematica, an independent research organization, to help with a study to learn how SNAP agencies can improve their SNAP Employment and Training (E&T) programs for participants. Through this study, eight sites, including [site name] implemented small-scale interventions. We are now trying to understand how implementation went and are reaching out to you to complete a questionnaire because you work directly with SNAP E&T participants through [SNAP E&T Program Name].

**To complete the questionnaire online, please click the user-specific link below.**

Questionnaire link: [User specific-URL]

The questionnaire will take about 15 minutes to complete. It asks about your background, your responsibilities related to the intervention, your time required for the intervention, your experiences and thoughts about the intervention, and any challenges you experienced during its implementation.

Participation in this questionnaire is voluntary, and your answers will be kept private to the extent permitted by law.

We have attached a frequently asked questions document to this email. If you have any other questions about the questionnaire, please contact Mathematica at [1-XXX-XXX-XXXX] or [STUDY EMAIL].

Thank you in advance for your help with this important study, and we look forward to hearing from you soon!

Sincerely,

[SURVEY DIRECTOR]  
Survey Director  
Mathematica

### Public Burden Statement

This information is being collected to assist the Food and Nutrition Service in evaluating operational improvements in Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E&T) programs that aim to improve delivery of services and program outcomes. This is a voluntary collection and FNS will use the information to assess the effectiveness of changes made to the SNAP E&T program. This collection does 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 1 minute (0.0167 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.

## Staff Frequently Asked Questions (FAQ)

### What is the study about?

The purpose of the study is to learn how SNAP agencies can improve their SNAP Employment and Training (E&T) programs for participants. Eight sites, including [SITE NAME] implemented small-scale interventions. We are now trying to understand how implementation went.

### Who is sponsoring the study?

The study is being sponsored by the U.S. Department of Agriculture (USDA), Food and Nutrition Service.

### Who is conducting the study?

The study is being conducted by Mathematica, an independent research firm. We do not work for the SNAP [NAME OF STATE PROGRAM] agency, USDA, or any other governmental agency.

### Why should I participate?

We are reaching out to you because you work directly with SNAP E&T participants through [SNAP E&T PROGRAM NAME]. [SNAP E&T PROGRAM NAME] is working to understand how different changes affect SNAP participants' satisfaction and engagement with E&T services. Your participation helps us understand how we can make the [SNAP E&T PROGRAM NAME] program better.

### What will you ask me?

We will ask you about your background, your responsibilities related to the intervention, your time required for the intervention, your experiences and thoughts about the intervention, and any challenges you experienced during its implementation.

### Is the information kept private? How is the information going to be used?

The information you provide will be considered private. We will summarize the information we collect and put it together with information that we gather from others. Nothing you say will ever be linked to your name. All information will be stored safely and destroyed at the end of the study.

### Do I have to participate?

No. Your participation today is voluntary. You don't have to answer any questions you don't want to, and you can stop the interview at any time.

### I would like to speak with someone about this study.

You can contact the project survey director, [NAME] at XXX-XXX-XXXX or by email at [EMAIL].