

Attachment E.5 Email confirming State participation

This information is being collected to assist the Food and Nutrition Service in better identifying and understanding how States define and measure customer service for SNAP applicants and participants. This is a voluntary collection and FNS will use the information to better understand current efforts to strengthen customer service practices in SNAP. 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 0.05 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.

[To be used to document participation once a State contact says that they are able to participate.]

Dear **STATE CONTACT**,

Thank you so much for speaking with me on [**date of State recruitment call**]. We are excited that [**State**] has decided to participate in the Understanding States' Supplemental Nutrition Assistance Program (SNAP) Customer Service Strategies study. This email serves to confirm [**State's**] participation.

A member of the study team from Social Policy Research Associates or Mathematica will reach out to you in the next week to begin planning the 2-day site visit to [**State**]. As I mentioned before, we will be sure to schedule this visit at the convenience of [**State**], likely in the spring or summer of 2024.

Please feel free to reach out to me with questions at any time. You may also contact Madeleine Levin, the study director, at madeleine_levin@spra.com. If there is another contact (or additional contacts) that we should use for site visit planning, please let me know and we will update our records.

Thank you for your participation in this important study.

Sincerely,

[**Staff name**]