

**APPENDIX E2:**

**LETTER FROM STUDY COORDINATOR TO STATE SNAP DIRECTOR  
FOLLOWING FNS REGIONAL OFFICE LETTER**

The OMB Control Number for this information collection is <insert number> and the expiration date is <insert date>.

According to the Paperwork Reduction Act of 1995, persons are not required to respond to this collection of information unless it displays a currently valid OMB control number and expiration date. Responding to this survey is voluntary. Public reporting burden for this collection of information is estimated to average 70 minutes per response, including time for reviewing instructions and gathering materials that may be needed to support survey responses. Send comments regarding this burden estimate or any other aspect of this collection of information to Rosemarie Downer at [rosemarie.downer@fns.usda.gov](mailto:rosemarie.downer@fns.usda.gov).



Date: [Date]

From: [Name of study coordinator]  
(WRMA or IMPAQ International)

Subject: Participating in the Identifying Program Components and Practices that Influence SNAP Application Processing Timeliness Rates Study (*SNAP Timeliness Study*)

To: [State SNAP Director]

Recently [FNS Regional SNAP Director] wrote to inform you that FNS has retained WRMA, Inc. and IMPAQ International to conduct a comprehensive study identifying factors, practices, and processes that influence SNAP application processing timeliness. I have attached that letter here for your reference.

The study team recognizes the importance of this issue and understands that the untimely processing of SNAP applications exposes vulnerable families to greater hardship and contributes to a stressful environment for SNAP caseworkers and their supervisors. The study team looks forward to working with you and other States to determine the best practices and factors to improve SNAP timeliness rates nationally. An information sheet describing this study in more detail is attached.

As the study team's coordinator for all States within [Region], I am ready to answer any questions you might have and, of course, I will be happy to speak with you about your State's participation in the study. I will work with you to identify the study team's point of contact for the study. I will work with that study contact to:

- complete a survey, either online or via telephone interview, about policy options, efforts to modernize administration, and operational procedures related to SNAP application processing
- provide summary administrative data on SNAP caseload, policy documents, and procedure manuals
- identify a sample of local SNAP agency office managers to complete the survey, either online or via telephone interview, and provide summary administrative data on SNAP caseload and procedure manuals, if needed

Completing the survey may take approximately 70 minutes, which includes time that may be needed to gather materials to support your survey responses. Providing additional summary administrative data and

documents may take approximately 30 minutes. Participation is completely voluntary. There are no penalties if you do not participate in part or in full. The information you provide will be kept private and will not be maintained or disclosed in any identifiable form to anyone outside the study team, except as otherwise required by law.

I will call you within the next few days to confirm that you received this letter and answer any questions you may have.

Sincerely,

[Study Coordinator]

[Study Coordinator's Contact Information]

Attachments:

Letter from FNS Regional Office to State SNAP Director  
Study Information Sheet