Dear [State SNAP Director],

[AGENCY] is encouraged that [State team] is planning to partner with the U.S. Digital Service for technical assistance aimed at improving application timeliness and addressing backlog challenges. I wanted to share additional details and reassurances to ensure that you have everything you need to proceed with a productive engagement with the USDS.

* **[Agency] supports and authorizes the Digital Technical Assistance work of the U.S. Digital Service (USDS).**
  + As part of the Customer Experience Executive Order 14058, [Agency] entered into a charter with the [Agency] creating a cross-government effort and interagency team to tackle the designated life experience of facing a financial shock and becoming newly eligible for critical supports. In execution of this agreement, the [Agency] has authorized a collaboration with the United States Digital Service (USDS) to support states in diagnosing and implementing solutions to address the state’s SNAP application backlog challenges. This effort will consist of dedicated Technical Assistance (TA) delivered to states by a USDS team for the purposes of improving timeliness of application processing. This effort will serve to benefit states themselves, but also the broader SNAP state ecosystem by identifying best practices and strategies for increasing timeliness.
* **The USDS has clearance to view technical systems and processes, including but not limited to eligibility and enrollment systems including data matches from external data sources.**
  + As with all [agency] employees, USDS complies with the Privacy Act, 5 U.S.C. § 552a which ensures the team is using appropriate safeguards to ensure security and confidentiality of any systems of record.
* **The USDS and [agency] have established an operating model to support effective and candid state technical assistance:**
  + The USDS will draft a project charter with a state partner, receive clearance from [Agency] on that charter, and then conduct technical assistance with the state partner independently. If valuable insights emerge during the course of technical assistance, USDS, with the explicit permission of the state partner, can share those insights with [Agency]. [Agency] will continue to conduct its activities with the state partner independently and will assess compliance with requirements following its standard procedures. Engagement with USDS does not exempt the state from any compliance actions or standard [Agency] procedures.

If you have any questions, please don’t hesitate to reach out at [email] or [phone number].

Sincerely,  
[Name], [Title], [Agency]