



To: **[EMAIL ADDRESS OF CLINIC STAFF MEMBER]**

Subject: USDA FNS WIC Child Retention Survey

Dear **[NAME]**:

You have been selected by your WIC local agency (LA) to participate in the WIC Child Retention Survey. The USDA Food and Nutrition Service (FNS) has contracted with 2M Research and its subcontractor, Mathematica, to examine why child participants leave the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) and to identify local policies and practices to improve child retention in WIC.

You have been nominated by your LA to participate in the survey because you meet the following criteria:

- You work directly with WIC participants, perform clinic-level duties, and are knowledgeable of the certification process, caseload management, and/or LA no-show follow-up for child participants.
- You primarily work at the clinic level (*you may have joint duties at the LA level*).
- You have a minimum of 2 years of experience working at the clinic level.

**Today, we ask that you complete this quick, 20-minute web survey for the WIC Child Retention Study. The survey can be completed by clicking on the following [SURVEY LINK]. Please submit your response by [DATE].**

Only the Study Team will have access to your personally identifiable information and the information that identifies your LA. The answers you provide will be kept private and will not be associated with you or your local agency. FNS staff will only see deidentified survey responses and feedback.

We have also included a Frequently Asked Questions (FAQs) attachment that should answer questions about the study. For any assistance, you may contact the Study Team by phone at **1-877-440-0050** (toll-free) from 9:00 a.m. to 4:00 p.m. Eastern Time Monday through Friday or by email at [usdawicretention@2mresearch.com](mailto:usdawicretention@2mresearch.com). If you call outside of this time, please leave a message and we will return your call the following business day. The FNS contact person for this study is Alexander Bush, who may be reached by email at [Alexander.Bush@usda.gov](mailto:Alexander.Bush@usda.gov).

Thank you in advance for your participation in this study.

Linda Piccinino  
Project Director | 2M Research

**Attached:****(1) FAQs about the Study**

This information is being collected to assist the Food and Nutrition Service in understanding why children ages 1 to 4 years leave the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC). This is a voluntary collection and FNS will use the information to better understand Local Agency strategies related to improving child retention in the WIC Program. 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 0584-0613. The time required to complete this information collection is estimated to average 0.19 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, Room 555, Alexandria, VA 22314 ATTN: PRA (0584-0613). Do not return the completed form to this address.

### **Frequently Asked Questions**

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**Q Why is USDA conducting the study?**

**A** This study is being conducted to examine why child participants leave the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC). This information will be used to provide the USDA Food and Nutrition Service (FNS) with recommendations for improving child retention at the Federal, State agency, and local agency (LA) level. Input from clinic-level staff is critical to understand barriers to child retention.

This study will address the following research objectives:

- (1) Identify and describe the reasons why parents, guardians, or caretakers of eligible child participants discontinue receiving WIC benefits before the child turns 5 years old.
- (2) Describe how LAs operationalize certification, scheduling, and other service-related policies and procedures that may promote continued participation among children 1 through 4 years of age.
- (3) Identify clinic staff recommendations for programmatic policies and procedures that could promote continued participation among children 1 through 4 years of age.

**Q Why did you select our LA for the survey?**

**A** Your WIC office was chosen to help USDA FNS survey WIC clinic-level staff about reasons why child participants leave WIC, as well as other recommendations WIC clinic-level staff have for improving child retention in WIC. The selected LAs have been chosen as a nationally representative sample across the United States.

**Q Are we required to take the survey?**

**A** We kindly request your participation in this study. The Code of Federal Regulations for WIC stipulates that State and local WIC agencies must cooperate in studies and evaluations conducted by or on behalf of the USDA FNS [7 CFR 246.26(k)].

This is also your chance to voice your opinion about ways to improve retention of children in WIC.

**Q Who should complete the survey?**

**A** The survey should be completed by a clinic-level staff member affiliated with the LA who meets ALL the following criteria:

- Works directly with WIC participants, performs clinic-level duties, and who is also knowledgeable of the certification process, caseload management, and/or LA no-show follow-up for child participants.
- Has the designated experience outlined in the survey notification, preferably a minimum of 2 years at the clinic level.
- Usually works full-time, primarily at the clinic level (if no staff are full-time, then please consider a part-time staff member).

If you have any more questions about the survey, please call us at **1-877-440-0050** (toll-free) between the hours of 9:00 a.m. and 4:00 p.m. Eastern Time Monday through Friday or email us at [usdawicretention@2mresearch.com](mailto:usdawicretention@2mresearch.com). If you call outside of these hours, please leave a message, and we will return your call the following business day.

**Q How does USDA protect the privacy of the information provided?**

**A** Your feedback will only be used for research purposes and may not be disclosed or used in

identifiable form for any other purpose. This means that your personal information (name, telephone number, etc.) will be kept confidential, and the answers you provide will not be associated with your personal information or your WIC office. Your answers will be grouped together with other respondents across the country and be reported at the aggregate level. In addition, WIC headquarters will not be able to link your responses to you or your LA.

**Q What if we do not have time or staff to complete the survey?**

**A** We understand that your time is valuable. The survey has been carefully designed to collect the required information with the least burden to the clinic-level staff member who has direct experience with WIC participants, performs clinic-level duties, and who is also knowledgeable of the certification process, caseload management, and/or LA no-show follow-up for child participants. The study will collect this information using a brief (average of 20 minutes) survey.

**Q Who should I contact if I have questions about the study or survey?**

**A** If you have questions or concerns, please contact the Study Team by email at [usdawicretention@2mresearch.com](mailto:usdawicretention@2mresearch.com) or by phone at **1-877-440-0050** (toll-free) between the hours of 9:00 a.m. and 4:00 p.m. Eastern Time Monday through Friday. If you call us outside of these hours, please leave a message, and we will return your call the following business day.

**Q What is the contact information for the USDA FNS Project Officer?**

**A** USDA FNS Project Officer: Alexander Bush  
Phone: 703-305-2127  
Email Address: [Alexander.Bush@usda.gov](mailto:Alexander.Bush@usda.gov)