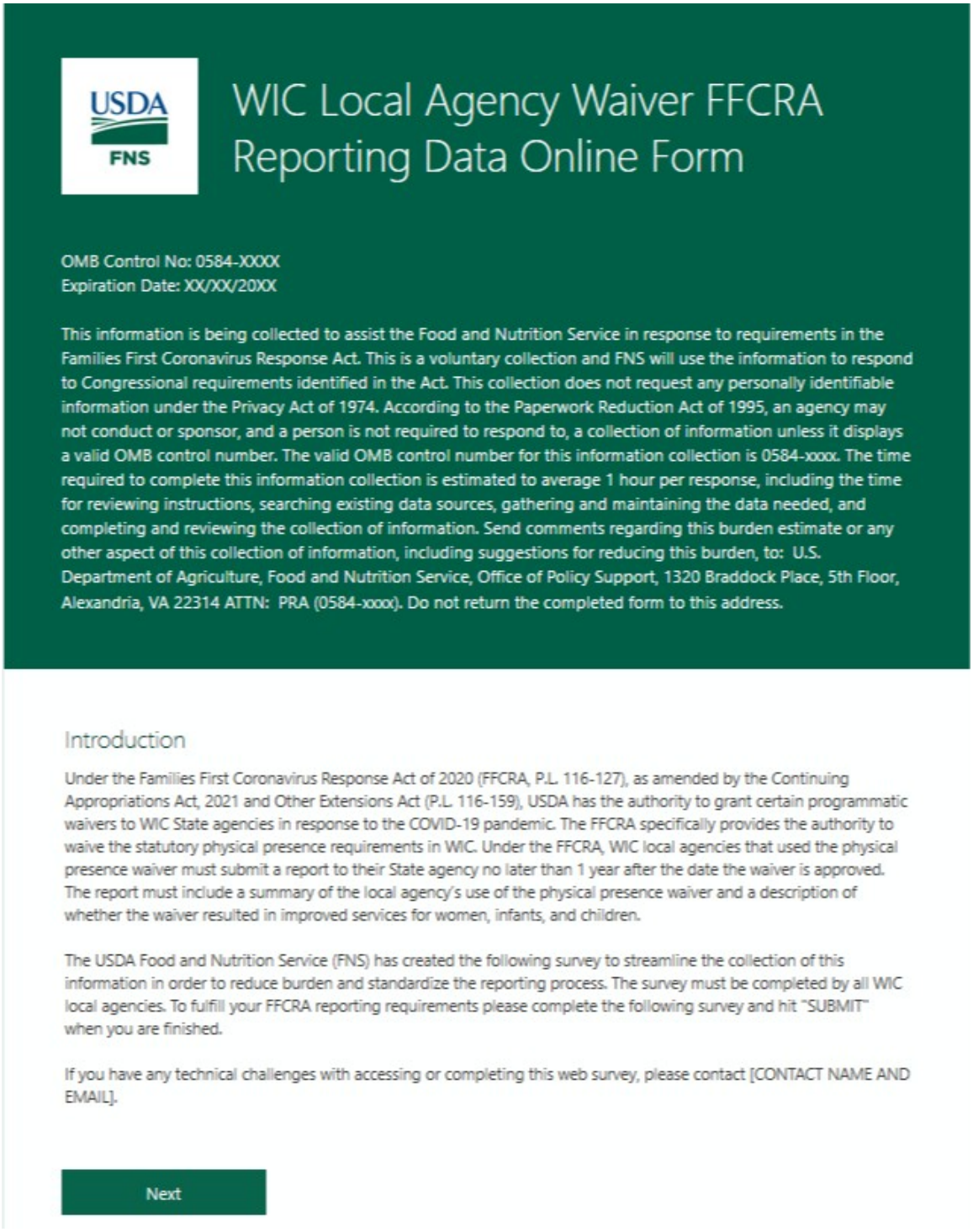
Appendix Y1a: WIC Local Agency Waiver FFCRA Reporting Data Online Form - Screenshots



WIC Local Agency Waiver FFCRA Reporting Data Online Form

OMB Control No: 0584-XXXX
Expiration Date: XX/XX/20XX

This information is being collected to assist the Food and Nutrition Service in response to requirements in the Families First Coronavirus Response Act. This is a voluntary collection and FNS will use the information to respond to Congressional requirements identified in the Act. 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 1 hour 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 22314 ATTN: PRA (0584-xxxx). Do not return the completed form to this address.

Introduction

Under the Families First Coronavirus Response Act of 2020 (FFCRA, P.L. 116-127), as amended by the Continuing Appropriations Act, 2021 and Other Extensions Act (P.L. 116-159), USDA has the authority to grant certain programmatic waivers to WIC State agencies in response to the COVID-19 pandemic. The FFCRA specifically provides the authority to waive the statutory physical presence requirements in WIC. Under the FFCRA, WIC local agencies that used the physical presence waiver must submit a report to their State agency no later than 1 year after the date the waiver is approved. The report must include a summary of the local agency's use of the physical presence waiver and a description of whether the waiver resulted in improved services for women, infants, and children.

The USDA Food and Nutrition Service (FNS) has created the following survey to streamline the collection of this information in order to reduce burden and standardize the reporting process. The survey must be completed by all WIC local agencies. To fulfill your FFCRA reporting requirements please complete the following survey and hit "SUBMIT" when you are finished.

If you have any technical challenges with accessing or completing this web survey, please contact [CONTACT NAME AND EMAIL].

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WIC FFCRA Local Agency Waiver Use Survey
Use of Remote Certification Appointments Prior to COVID-19 and Waiver Authority
Before we ask about your local agency's use of the physical presence waiver, we would first like to know if your local agency previously provided allowable remote certifications.
1. Under certain allowable circumstances, local agencies may have offered remote certification appointments prior to the COVID-19 pandemic or the physical presence waiver. Did your local agency conduct any remote certification appointments before its COVID-19 response?
Yes
No
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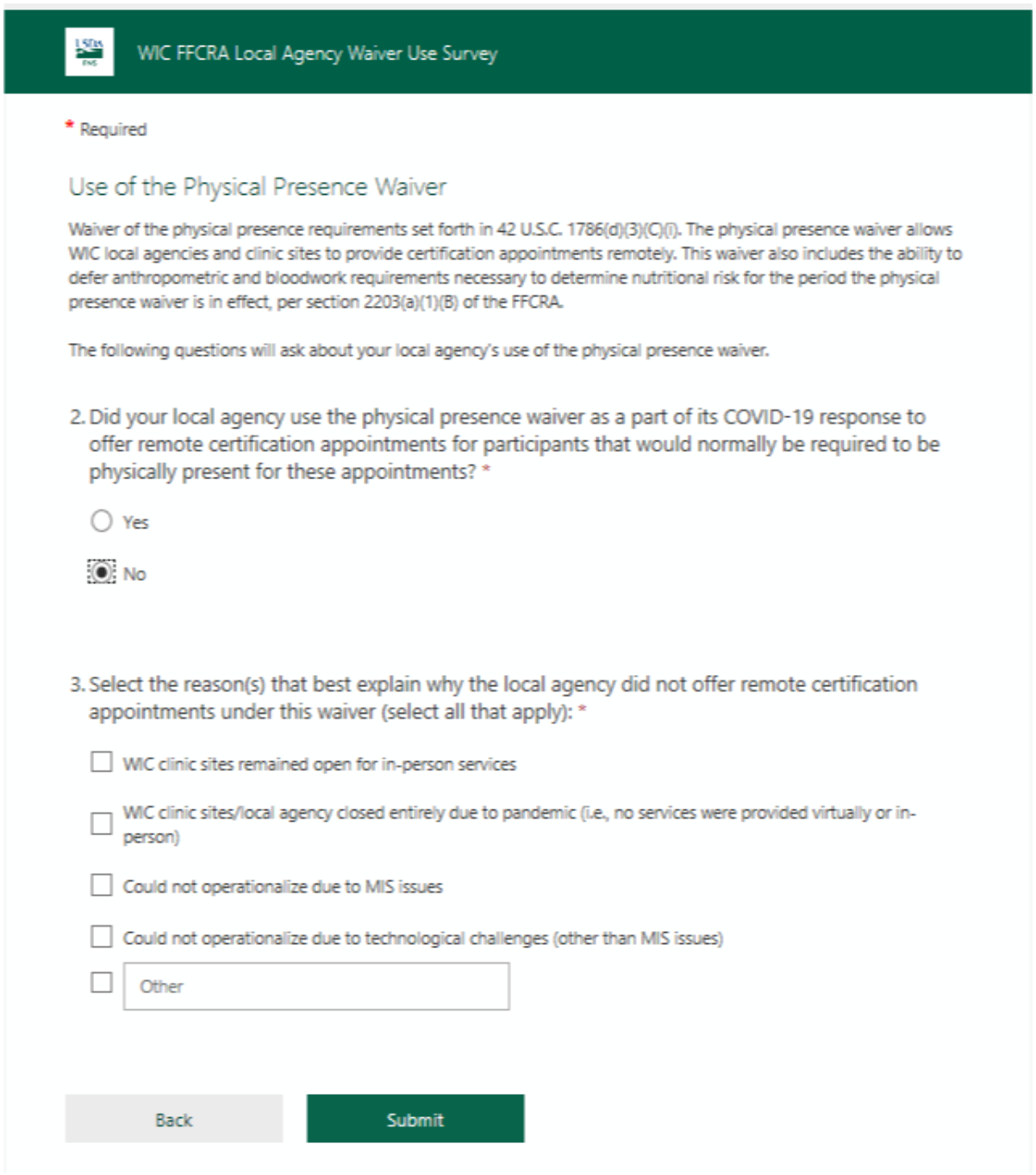

WIC FFCRA Local Agency Waiver Use Survey

* Required

Use of the Physical Presence Waiver

Waiver of the physical presence requirements set forth in 42 U.S.C. 1786(d)(3)(C)(i). The physical presence waiver allows WIC local agencies and clinic sites to provide certification appointments remotely. This waiver also includes the ability to defer anthropometric and bloodwork requirements necessary to determine nutritional risk for the period the physical presence waiver is in effect, per section 2203(a)(1)(B) of the FFCRA.

The following questions will ask about your local agency's use of the physical presence waiver.

2. Did your local agency use the physical presence waiver as a part of its COVID-19 response to offer remote certification appointments for participants that would normally be required to be physically present for these appointments? *

- ○ Yes
- ◉ No

3. Select the reason(s) that best explain why the local agency did not offer remote certification appointments under this waiver (select all that apply): *

- ☐ WIC clinic sites remained open for in-person services
- ☐ WIC clinic sites/local agency closed entirely due to pandemic (i.e., no services were provided virtually or in-person)
- ☐ Could not operationalize due to MIS issues
- ☐ Could not operationalize due to technological challenges (other than MIS issues)
- ☐ Other

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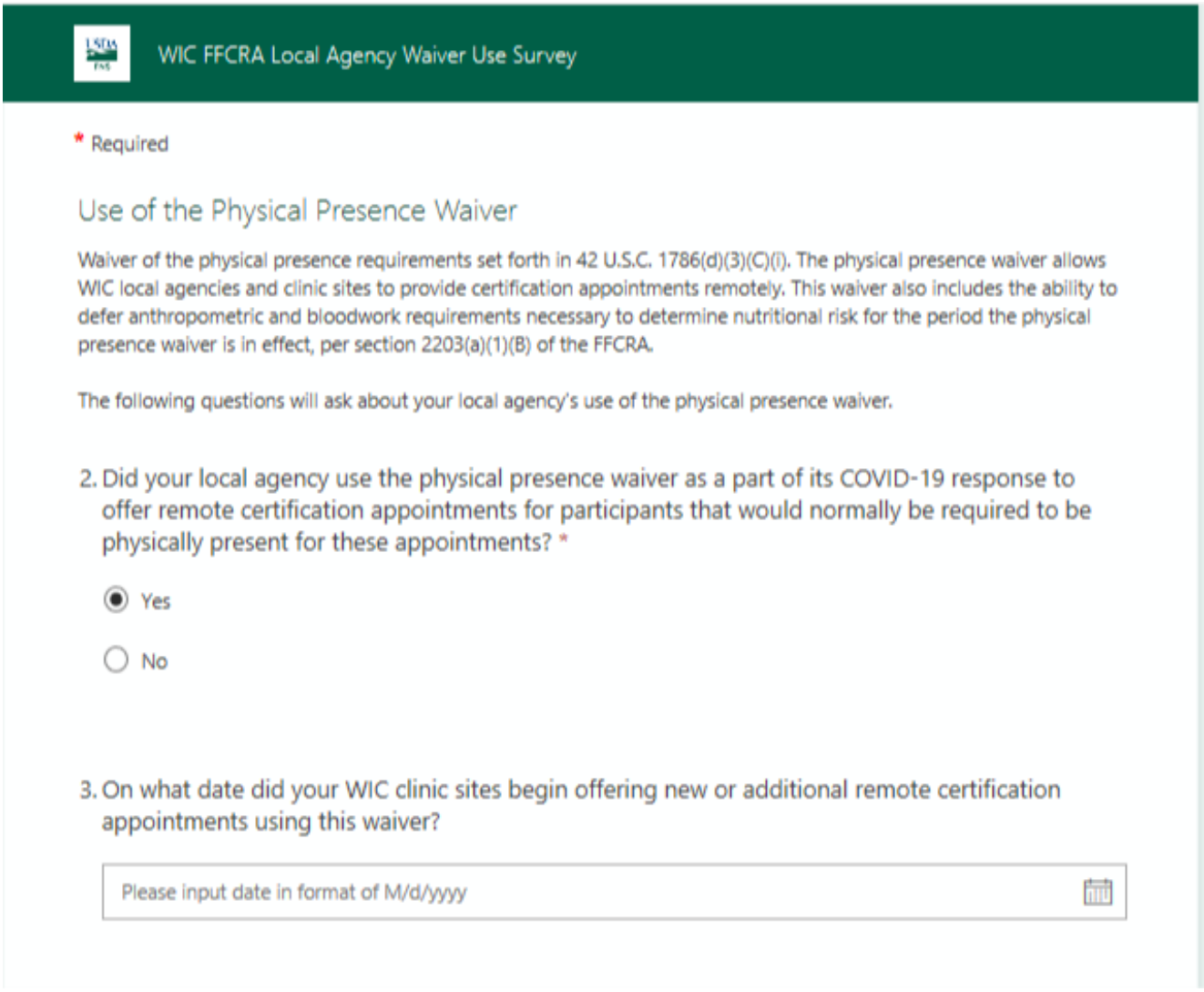

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Use of the Physical Presence Waiver

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The following questions will ask about your local agency's use of the physical presence waiver.

2. Did your local agency use the physical presence waiver as a part of its COVID-19 response to offer remote certification appointments for participants that would normally be required to be physically present for these appointments? *

- (●) Yes
- ( ) No

3. On what date did your WIC clinic sites begin offering new or additional remote certification appointments using this waiver?

Please input date in format of M/d/yyyy

4. Are your WIC clinic sites still offering new or additional remote certification appointments using this waiver? *

- ○ Yes
- ◉ No

5. On what date did your WIC clinic sites stop offering new or additional remote certification appointments using this waiver?

Please input date in format of M/d/yyyy

6. Why did your WIC clinic sites stop offering remote certification appointments? *

- ○ Waiver expired
- ○ Clinic sites reopened for in-person services
- ○ Other

7. How many WIC clinic sites does your local agency operate?

The value must be a number

8. How many of the WIC clinic sites in your local agency offered remote certification appointments as a part of their COVID-19 response?

The value must be a number

9. How challenging was it to conduct remote certifications? *

	1- Not at all challenging	2 - Slightly challenging	3 - Moderately challenging	4 - Very challenging	5 - Extremely challenging
	○	○	○	○	○

10. What were the most significant challenges to conducting remote certifications? *

Select all that apply

- ☐ Communicating the changes to WIC clinics
- ☐ Communicating the changes to WIC participants
- ☐ Insufficient financial resources
- ☐ Insufficient staffing
- ☐ Insufficient resources for WIC staff (e.g., staff did not have equipment needed to conduct appointment from home)
- ☐ Insufficient resources for WIC participants (e.g., participant could not access phone or video call technology)
- ☐ Getting in touch with WIC participants remotely (e.g., participant not answering phone)
- ☐ Understanding WIC participant nutritional needs
- ☐ Understanding if WIC participant should be referred to other services
- ☐ Conducting a comprehensive nutrition assessment
- ☐ Monitoring staff in remote environment
- ☐ Not enough guidance from the WIC State agency
- ☐ Technical challenges related to MIS capability
- ☐ Technical challenges with method of communication (e.g., poor video call quality)
- ☐ Training WIC local agency and/or clinic staff on new procedures
- ☐ Short timeline required to transition to remote services
- ☐ No challenges
- ☐ Other

11. You indicated "Insufficient resources for WIC staff" was a significant challenge to conducting remote certifications. Which of the following resource gaps made it challenging for staff to conduct remote certifications? *

Select all that apply

- [ ] Staff could not access MIS outside of clinic (i.e., WIC staff had to come into clinic to deliver remote services)
- [ ] Lack of equipment for telephone calls
- [ ] Lack of equipment for video calls
- [ ] Lack of access to Wi-Fi / internet
- [ ] Lack of training on new technologies
- [ ] Lack of remote language translation services
- [ ] Other

12. You indicated "Insufficient resources for WIC participants" was a significant challenge to conducting remote certifications. Which of the following resource gaps made it challenging for WIC participants to connect with staff for remote certifications? *

Select all that apply

- [ ] Lack of access to phone
- [ ] Lack of access to video call equipment
- [ ] Lack of access to Wi-Fi / internet
- [ ] Lack of childcare
- [ ] Lack of remote language translation services
- [ ] Other

13. How were WIC certification appointments conducted as a part of your local agency's COVID-19 response? *

Select all that apply

- [ ] In-person
- [ ] Telephone
- [ ] Video call (e.g., Zoom, Skype, etc.)
- [ ] Other

14. Which of the following services did you use to conduct WIC certification appointments remotely?

Select all that apply

- [ ] Zoom
- [ ] Skype
- [ ] Facebook
- [ ] Google (e.g., Google Meet/Hangouts)
- [ ] Microsoft Teams
- [ ] Other

15. How did participants (or other entities on behalf of participants) submit the following documents for remote certifications?

Select all that apply

16. Proof of income:

- [ ] Email
- [ ] Text message (e.g., sending pictures of documents)
- [ ] Online portal (e.g., secure file transfer website)
- [ ] Fax
- [ ] Postal mail
- [ ] In-person drop off
- [ ] Local agency uses verification systems (e.g., SNAP or Medicaid enrollment database)
- [ ] Not provided
- [ ] Other

17. Proof of adjunctive/automatic eligibility (e.g., SNAP or Medicaid eligibility):

- [ ] Email
- [ ] Text message (e.g., sending pictures of documents)
- [ ] Online portal (e.g., secure file transfer website)
- [ ] Fax
- [ ] Postal mail
- [ ] In-person drop off
- [ ] Local agency uses verification systems (e.g., SNAP or Medicaid enrollment database)
- [ ] Not provided
- [ ] Other

18. Proof of identity:

- [ ] Email
- [ ] Text message (e.g., sending pictures of documents)
- [ ] Online portal (e.g., secure file transfer website)
- [ ] Fax
- [ ] Postal mail
- [ ] In-person drop off
- [ ] Local agency uses verification systems (e.g., SNAP or Medicaid enrollment database)
- [ ] Not provided
- [ ] Other

19. Proof of address/residency:

- [ ] Email
- [ ] Text message (e.g., sending pictures of documents)
- [ ] Online portal (e.g., secure file transfer website)
- [ ] Fax
- [ ] Postal mail
- [ ] In-person drop off
- [ ] Local agency uses verification systems (e.g., SNAP or Medicaid enrollment database)
- [ ] Not provided
- [ ] Other

20. Proof of pregnancy:

- [ ] Email
- [ ] Text message (e.g., sending pictures of documents)
- [ ] Online portal (e.g., secure file transfer website)
- [ ] Fax
- [ ] Postal mail
- [ ] In-person drop off
- [ ] Not provided
- [ ] Not required
- [ ] Other

21. How did participants (or other entities on behalf of participants) submit the following documents to complete nutrition assessments remotely?

Select all that apply

22. Documentation of height and/or weight:

- [ ] Email
- [ ] Text message (e.g., sending pictures of documents)
- [ ] Online portal (e.g., secure file transfer website)
- [ ] Fax
- [ ] Postal mail
- [ ] In-person drop off
- [ ] Deferred/Will provide at a later date
- [ ] Other

23. Documentation of hemoglobin/hematocrit:

- [ ] Email
- [ ] Text message (e.g., sending pictures of documents)
- [ ] Online portal (e.g., secure file transfer website)
- [ ] Fax
- [ ] Postal mail
- [ ] In-person drop off
- [ ] Deferred/Will provide at a later date
- [ ] Other

24. In a few sentences, please describe how a typical remote certification appointment for your local agency is conducted from start to finish:

Enter your answer

25. In a few sentences, please summarize how your local agency used the physical presence waiver: *

Enter your answer

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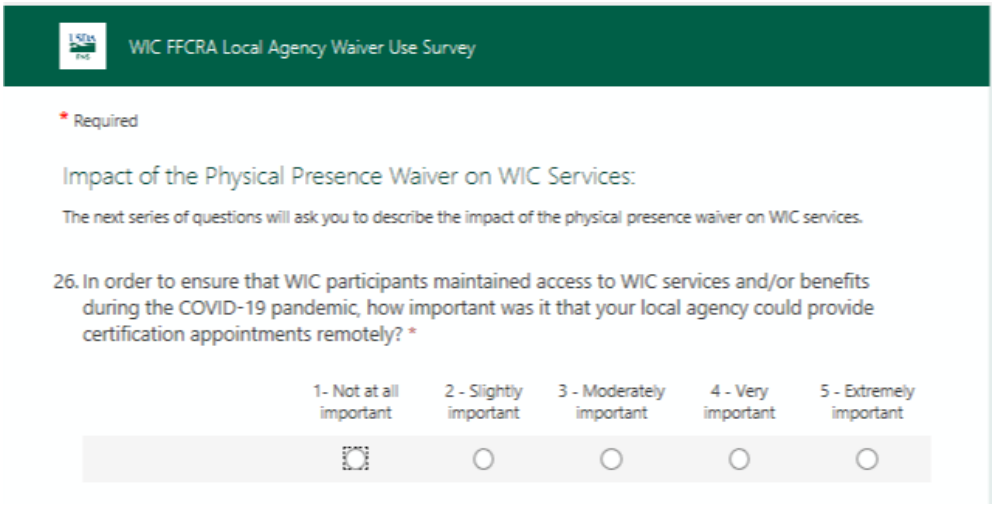

WIC FFCRA Local Agency Waiver Use Survey

* Required

Impact of the Physical Presence Waiver on WIC Services:

The next series of questions will ask you to describe the impact of the physical presence waiver on WIC services.

26. In order to ensure that WIC participants maintained access to WIC services and/or benefits during the COVID-19 pandemic, how important was it that your local agency could provide certification appointments remotely? *

	1- Not at all important	2 - Slightly important	3 - Moderately important	4 - Very important	5 - Extremely important
	☐	○	○	○	○

27. Did using the physical presence waiver improve WIC services for women, infants, and children in your local agency in any of the following ways? *

Select one option per row

	Yes	No	Don't Know
Kept WIC participants and staff safe by promoting social distancing	○	○	○
Made WIC more accessible when being physically present was difficult	○	○	○
Improved access to food for WIC participants during pandemic	○	○	○
Decreased WIC participant concerns about feeding themselves or their infants and young children during the pandemic	○	○	○
Allowed WIC clinic to serve more WIC participants in less time	○	○	○
Allowed WIC clinic to serve more WIC participants with fewer staff	○	○	○
Made WIC more convenient for WIC participants' schedules	○	○	○
Other, specify: _____	○	○	○

28. In a few sentences, please explain how your local agency's use of the physical presence waiver improved WIC services for women, infants and children:

Enter your answer

29. Please explain why you believe use of the physical presence waiver did NOT improve WIC services:

Enter your answer

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WIC FFCRA Local Agency Waiver Use Survey

Remote Nutrition Education and Breastfeeding Services During Use of this Waiver

The next two questions will ask you about how nutrition education and breastfeeding counseling were provided remotely. Many WIC local agencies offered some of these remote services before the COVID-19 pandemic. For these questions, please use the first column to indicate how your local agency offered these services remotely BEOFRE the COVID-19 pandemic (generally, before March 2020); and use the second column to indicate how the services were offered in-response to the COVID-19 pandemic (generally, after March 2020).

30. How was nutrition education conducted remotely?

Select all that apply

	Before COVID-19	In-Response to/During COVID-19
Live one-on-one education sessions by video call (e.g., Zoom, Skype, etc.)	☐	○
Live group education sessions by video call (e.g., Zoom, Skype, etc.)	○	○
Live one-on-one education sessions by telephone	○	○
Live group education sessions by telephone	○	○
Pre-recorded education videos	○	○
Interactive online education platform (website)	○	○
Online reading materials	○	○
Social media	○	○
Text messaging	○	○
Mailed hard copy reading materials	○	○
None of these	○	○

31. How was breastfeeding counseling conducted remotely?

Select all that apply

	Before COVID-19	In-Response to/During COVID-19
Live one-on-one counseling sessions by video call (e.g., Zoom, Skype, etc.)	○	○
Live group counseling sessions by video call (e.g., Zoom, Skype, etc.)	○	○
Live one-on-one counseling sessions by telephone	○	○
Live group counseling sessions by telephone	○	○
Pre-recorded counseling videos	○	○
Interactive online platform (website)	○	○
Online reading materials	○	○
Social media	○	○
Text messaging	○	○
Mailed hard copy reading materials	○	○
None of these	○	○

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