

Appendix C. SNAS-RAD email to State Agencies

Dear WC State agencies,

In response to [Sec. 280 of OMB 2022 A-11 on customer experience efforts](#), USDA's Food and Nutrition Service (FNS) is partnering with [[contractor to be identified, insert contractor name](#)] (hereafter referred to as Project Team) to better understand how WIC State agencies may collect, analyze, and use information about the WIC participant experience. This could include information reported directly from WIC participants or collecting information from local agencies pertaining to the WIC participant experience. Information collected will help inform continuous program improvements, and development of technical assistance to enhance information collection related to the WIC participant experience.

As part of this evaluation, the Project Team is asking for your participation by completing a brief, 15-minute survey about your State agency's efforts to collect, analyze, and use this information. USDA FNS will use the information collected through this survey internally for general customer service improvement and program management purposes. USDA FNS is continually working to strengthen and improve the participant experience, improve support to WIC State agencies, and better meet the needs of the families who participate in WIC.

Thank you in advance for your feedback.

If you have any questions, please contact xxx@usda.gov

OMB BURDEN STATEMENT: This information is being collected to assist the Food and Nutrition Service in supporting WIC State agencies in how they collect, analyze, report, and act on WIC participant experiences. This is a voluntary collection and FNS will use the information to meet the needs and understand how State agencies approach information related to the WIC participant experience and how FNS can continue to support State agencies in these activities. 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 0584-0611. The time required to complete this information collection is estimated to average 0.08 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 (0584-0611). Do not return the completed form to this address.