

E.2. Response to Public Comment 2 from Citizen (anonymous)

Dear Citizen (anonymous),

FNS has received your comment on Docket ID FNS-2025-0039. Thank you for the suggestion to include measures of customer satisfaction and participant-centered services. The study will incorporate these elements through a Participant Experience Council (PEC) to bring in participant perspectives and through site visits and appointment observations to examine participant-staff interactions and service delivery. In addition, the study uses community-engaged research methods to foster trust and transparency, ensuring results are actionable and aligned with WIC's mission.

We look forward to sharing the findings from this study.

Sincerely,

Karen Castellanos-Brown

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