

Appendix C-6. Site Visit Recruitment Communications

1. Initial Recruitment Attempt

- › **To:** WIC directors/study point of contact of State agencies participating in a site visit (20 case study agencies)
- › **Copied:** FNS Regional Office study point of contact
- › **From:** Westat data collection team
- › **Subject:** Site visit request: *WIC Tribal Organizations and U.S. Territories*
- › **Attachments:** Project FAQ sheet (submitted with the outreach materials), site visit informed consent form

Dear [WIC State agency director],

The U.S. Department of Agriculture's Food and Nutrition Service (FNS) has contracted with Westat to conduct a study called *WIC Tribal Organizations and U.S. Territories*. Through this study, FNS aims to learn more about best practices, operational barriers and variations, and suggestions for improvement. FNS will use the study findings to consider future program or policy changes that may reduce operational barriers within Tribal Organizations and U.S. territories, inform the development of customized ways to measure program reach, and ensure the best possible service to participants. Please see the attached document for more information.

Westat would like to schedule an up to 60-minute virtual meeting with you to confirm your agency's ability to participate and co-plan a site visit to your State agency. The following points describe the purpose of this meeting:

- › If applicable, discuss progress toward receiving approval from [Tribal Organization's/U.S. territory's] IRB or other authorizing body and/or establishing MOU.
- › Review site visit components.
- › Identify staff and clinics to participate in site visit activities.
- › Identify preferred dates for the site visit (our team is planning to conduct site visits between [site visit start date] and [site visit end date]).
- › Determine whether data collectors may take photos during the site visit.

- › **[For Tribal Organizations only]** Review questions related to estimating program reach for your Tribal Organization. We will ask about any memoranda of understanding (MOUs) you have with other State or local agencies; it may be helpful to have these MOUs available during the interview.

Please use this link [\[hyperlink to Calendly\]](#) to schedule the co-planning meeting by **[date].** Please select a time that works for you and any staff members you would like to join the co-planning meeting. Once you select a time, you will receive an automated calendar appointment.

If you have general questions about the study or can no longer participate in a site visit, please immediately contact the study team (WICTTstudy@westat.com) or the FNS project officer, Dr. Karen Castellanos-Brown (karen.castellanos-brown@usda.gov). If you have questions about your rights as a study participant, please contact the Westat IRB at **[Westat IRB contact info]** or **[name of Tribal IRB, if applicable]** at **[Tribal IRB contact info, if applicable]**.

On behalf of Westat and FNS, we appreciate your time and participation in this important study. This study will collect valuable information about how WIC programs in the U.S. territories and Tribal Organizations operate. FNS and the study team plan to share findings with WIC agencies through a webinar and other products.

Thank you,

[Westat data collection team names and signatures]

Public Burden Statement

This information is being collected to assist the Food and Nutrition Service in learning about variations in WIC operations between Tribal Organizations, U.S. territories, and geographic States. FNS will use the information to inform program or policy changes that may reduce operational barriers and enhance services for WIC participants. 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-XXX. The time required to complete this information collection is estimated to average 0.0835 hours (5 minutes).

Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the following address: U.S. Department of Agriculture, Food and Nutrition Service, Evidence, Analysis, and Regulatory Affairs Office, 1320 Braddock Place, Alexandria, VA 22314, ATTN: PRA (0584-XXXX). Do not return the completed form to this address.

2. Reminders and Follow-Up Communications

Email Reminder: Westat to WIC Director

- › **To:** WIC directors of agencies participating in a site visit (20 case study agencies)
- › **Copied:** FNS Regional Office study point of contact
- › **From:** Westat data collection team
- › **Subject:** Reminder! Site visit request: *WIC Tribal Organizations and U.S. Territories*
- › **Attachments:** Project FAQ sheet (submitted with the outreach materials)

Dear [WIC agency director],

We recently sent a request for a meeting to co-plan a site visit as part of the FNS-funded study, *WIC Tribal Organizations and U.S. Territories*. You can find more information about this study in the attached document.

Westat requests your participation in an up to 60-minute virtual meeting to co-plan the site visit. The following points describe the purpose of this meeting:

- › If applicable, discuss progress toward receiving approval from [Tribal Organization's/U.S. territory's] IRB or other authorizing body and/or establishing MOU.
- › Review site visit components.
- › Identify staff and clinics to participate in site visit activities.
- › Identify preferred dates for the site visit (our team is planning to conduct site visits between [site visit start date] and [site visit end date]).
- › Determine whether data collectors may take photos during the site visit.
- › [For site visit Tribal Organizations only] Review questions related to estimating program reach for your Tribal Organization.

Please use this link [hyperlink to Calendly] to schedule the co-planning meeting by [date]. Please select a time that works for you and any staff members you would like to join the co-planning meeting. Once you select a time, you will receive an automated calendar appointment.

If you have general questions about the study or can no longer participate in a site visit, please immediately contact the study team (WICTTstudy@westat.com) or the FNS project officer, Dr. Karen Castellanos-Brown (karen.castellanos-brown@usda.gov). If you have questions about your rights as a study participant, please contact the Westat

IRB at [Westat IRB contact info] or [name of Tribal IRB, if applicable] at [Tribal IRB contact info, if applicable].

On behalf of Westat and FNS, we appreciate your time and participation in this important study.

Thank you,

[Westat data collection team signatures]

Phone Reminder: Westat to WIC Director

Outbound Call

Hello, may I speak with [WIC agency director]?

If Person Is Reached

Hello, my name is [interviewer name]. I am calling on behalf of the USDA Food and Nutrition Service about the *WIC Tribal Organizations and U.S. Territories* study. May I speak to [agency contact name]?

1. Yes, speaking with respondent.
1. No, speaking with gatekeeper/someone else.

[P1] If Person Reached Is Respondent

Our team at Westat is working with FNS to better understand the experiences of Tribal Organizations and U.S. territories in administering WIC. I am calling today to see if you are still available to participate in the study and to schedule an up to 60-minute meeting to co-plan the site visit.

If the Answer Is No to P1

Your agency's participation in this study is very important to better understand how WIC operates in Tribal Organizations and U.S. territories and identify policy or program changes to improve WIC for you and your participants. Do you have specific concerns, or can you say more about why you can no longer participate?

[Allow contact to respond; try to help alleviate barriers, if possible]

[If site visit not possible] We understand that WIC agencies have limited capacity to participate in site visits. FNS is very interested in including as many WIC agencies operated by Tribal Organizations and U.S. territories as possible in this study to better understand each agency's unique experience. Would you be willing to participate in a

up to 90-minute virtual interview to represent your agency's experience in this study? We can schedule the interview at a time convenient for you any time before [virtual data collection end date].

If Agency Agrees to Participate in An Interview

Great! I will send you an email with more information about the interview and a scheduling link. Can you please confirm the best email address to reach you is [confirm contact's email address]?

If Agency Does Not Agree to Participate in an Interview

Thank you for your time. As part of our agreement with FNS, we will let them know that you are no longer able to participate in this study.

If the Contact Agrees to Participate in P1

Great! We would like to schedule an up to 60-minute planning call to review site visit activities, discuss dates, and more. When would be a convenient time to schedule the planning meeting?

[Interviewer and contact identify interview time]

Thank you. Can you please confirm your email address so I can send you a calendar invite?

[Contact confirms email address]

Thank you. I will send you an email with a calendar invite with the meeting link and more information about what we will discuss. Is there anyone else who should join this planning meeting?

[If yes, collect names and email addresses of up to two additional interviewees]

Thank you again for agreeing to participate in this important study. Do you have any other questions?

If Gatekeeper (Someone Else) Is Reached

Can you please transfer me to [agency contact name]?

1. Yes, transferred to [agency contact name]—**return to P1**
2. No, respondent won't transfer—**continue to P2**
3. Yes, transferred to [agency contact name's] voicemail—**skip to P3**

If Leaving Message With Gatekeeper

[P2] Can you please let **[agency contact name]** know that I am calling on behalf of the USDA Food and Nutrition Service about the *WIC Tribal Organizations and U.S. Territories* study? We would like to confirm that your agency can still participate and schedule a 60-minute virtual meeting to co-plan a site visit to your agency. Can you please ask them to give me a call back or contact me by email, even if they are no longer able to participate in the site visit? The best way to contact me is by email, WICTTstudy@westat.com, or phone **[interviewer's phone number]**. Thank you for your help.

If Transferred and Agency Contact Voicemail Reached

[P3] Hello, my name is **[interviewer name]**. I work at Westat and am calling regarding USDA Food and Nutrition Service's WIC in the Tribal Organizations and U.S. Territories study. Our team spoke with you last summer about your agency's participation in a site visit as part of this study. We would like to schedule an up to 60-minute virtual planning meeting to discuss site visit activities, preferred dates, and more. I have sent a few emails to you at **[contact's email address]** with more information and a link to schedule the planning meeting. Please contact me at your earliest convenience to schedule the planning meeting. If for some reason your agency can no longer participate, please let me know. The study email address is WICTTstudy@westat.com, or you may reach me by phone at **[interviewer's phone number]**. We appreciate your time and assistance with this important study. Thank you.

Email Reminder: FNS Regional Office to WIC Director

- › **To:** As needed: WIC directors of agencies participating in a site visit (20 case study agencies)
- › **From:** Regional Office point of contact
- › **Subject:** Reminder! Site visit request: *WIC Tribal Organizations and U.S. Territories*
- › **Attachments:** Project FAQ sheet (submitted with the outreach materials)

Dear **[WIC agency director]**,

I am reaching out about the U.S. Department of Agriculture's Food and Nutrition Service-funded study, *WIC Tribal Organizations and U.S. Territories*. Through this study, FNS aims to learn more about best practices, operational barriers and variations, and suggestions for improvement. The study team from Westat recently contacted your agency to request your participation in a meeting to co-plan a site visit for the study. The **[Regional Office name]** encourages you to participate.

FNS's contractor, Westat, would like to schedule an up to 60-minute virtual meeting with you to plan a site visit. **Please use this link [hyperlink to Calendly provided by Westat] to schedule the planning meeting with Westat at a time convenient for you by [date].** If you can no longer participate in this study or you have any questions or concerns, please let me know as soon as possible.

On behalf of Westat and FNS, we appreciate your time and participation in this important study. FNS and Westat plan to share findings with WIC agencies through a webinar and other products.

Thank you,

[Regional Office name and signature]

Public Burden Statement

This information is being collected to assist the Food and Nutrition Service in learning about variations in WIC operations between Tribal Organizations, U.S. territories, and geographic States. FNS will use the information to inform program or policy changes that may reduce operational barriers and enhance services for WIC participants. 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-XXX. The time required to complete this information collection is estimated to average 0.0835 hours (5 minutes).

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