

Appendix C-7. Site Visit Planning Meeting Talking Points

Following data collector training, each site visit team will contact the WIC director (or a designated point of contact) of their assigned case study agency to schedule an up to 1-hour videoconference call to co-plan the site visits with each agency (see previous recruitment emails). These talking points list the high-level items site visit teams will cover during these calls; items may be added at the request of the case study agencies.

- › Introduce site visit team members.
- › Review information discussed during the introductory call:
 - Present the project goals and activities and how those overlap with the agency's own stated interests.
 - Share expectations regarding how the information will be used and what products will be created.
- › Summarize progress toward IRB and OMB approval. If still awaiting IRB (or similar) approval, discuss the expected timeline for clearance.
- › Confirm willingness and staff and facility capacity to participate in an in-person site visit:
 - **[If no longer willing or able to participate]** Seek to understand the obstacles and potential solutions (e.g., altering the timing of data collection or the specific data collection tasks to align with what they might be comfortable accepting). Engage the study director and/or FNS project officer for support, as needed.
- › Discuss site visit planning:
 - Request an organizational chart (or similar description) to help us visualize the overall staffing structure for the WIC agency.
 - Request most up to date food list
 - Discuss which clinic(s) could be included in the site visit. For each clinic mentioned, gather information about the following:
 - Feasibility of visiting those clinics during the site visit (e.g., travel distance).
 - Whether the clinic caseload is sufficiently large to enable observations.

- Mode (virtual, phone-based, in person) and timing of appointments.
- Whether they are co-located with other programs.
- Process to engage those clinics (e.g., collecting contact information, order and timing of communications to clinic, planning calls with clinics).
- Clinic staff that would participate in the interviews, including their title(s) and position description(s)
- Solicit their feedback on observations at clinics:
 - Expected reactions of clinics and participants; expected concerns entities may raise and how to address them.
- Summarize the feedback received during the introductory call regarding the times of year that would be more/less convenient for a visit and ask if anything has changed. Work to identify preferred dates or an approximate timeframe.
- Determine whether data collectors will be allowed to take photos of the clinic environment during the site visit (this is voluntary). Explain that we would like the option to include those photos in published materials. Explain that we would not take photos of staff or participants.
- Explain that we would like to offer participating WIC clinics a gift (e.g., children’s book[s] or toy[s]) for their participant waiting rooms to share our gratitude and ask what appropriate items might be. Explain that gifts should not be considered an incentive for their participation.
- › Discuss next steps and who will serve as the key points of contact from both the study team and WIC agency:
 - Core site visits (15 agencies): 1 clinic (1 clinic manager interview; up to 2 frontline staff interviews; 1 clinic observation; 2 appointment observations).
 - Expanded site visits (5 agencies): 2 clinics (2 clinic manager interviews; up to 4 frontline staff interviews; 2 clinic observations; up to 8 appointment observations between them).
- › [For Tribal agencies only] Administer WIC Eligibility Estimates program reach questions. Enter responses in the table below. [Note for moderator: more in-depth versions of the questions will be administered during the site visit. Tailor the interview protocol as needed based on State agency responses to the below questions.]

Category	Response
Does the Tribal Organization limit WIC eligibility to individuals residing on or near	☐ Yes ☐ No

Category	Response
Tribal lands?	
What programs confer automatic income eligibility? (Note: Do not include Medicaid, SNAP, and TANF, which confer adjunctive income eligibility.)	☐ List here: ☐ None
Does the Tribal Organization have MOUs with other WIC State agencies?	☐ Yes, explain what the MOU covers: ☐ No

MOU = memorandum of understanding; SNAP = Supplemental Nutrition Assistance Program; TANF = Temporary Assistance for Needy Families; WIC = Special Supplemental Nutrition Program for Women, Infants, and Children

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-XXXX. The time required to complete this information collection is estimated to average 1 hour (60 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.