

Appendix C-8. Clinic Visit Recruitment Emails

1. Warm Handoff Email: WIC Director to Clinic Manager

- › To: Clinic manager(s) of identified clinic(s)
- › From: WIC State agency director (or other point of contact)
- › Copied: Westat data collection team
- › Subject: Clinic visit request: *WIC Tribal Organizations and U.S. Territories*

Hello [clinic manager name],

[WIC State agency name] is participating in a study funded by the U.S. Department of Agriculture's Food and Nutrition Service 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, and ensure the best possible service to participants. FNS has contracted with Westat to conduct this study.

Our agency is participating in a site visit in [anticipated/estimated site visit dates] as part of this study. I have suggested that the study team visit [clinic name] to speak with some of your staff and see the clinic in action. **This is not a program evaluation, audit, or compliance visit;** these visits will help FNS understand how our clinics are best positioned to serve participants. Participation in a clinic visit is voluntary; please let me know whether your clinic is willing and has the capacity to participate in a clinic visit.

The study team from Westat would like to schedule an up to 30-minute meeting with you to plan for the clinic visit. They will follow up with more information to schedule the planning meeting.

Thank you,

[WIC director 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).

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. Scheduling Email: Westat to Clinic Manager

- › To: Clinic manager(s) of identified clinic(s)
- › From: Westat data collection team
- › Copied: WIC State agency director (or other point of contact)
- › Subject: Clinic visit request: *WIC Tribal Organizations and U.S. Territories*
- › Attachments: FAQ document

Hello [clinic manager name],

I am part of the study team for the FNS-funded study, *WIC Tribal Organizations and U.S. Territories*, that [WIC State agency name] is participating in. You can learn more information about this study in the attached document.

We would like to invite your clinic to participate in a clinic visit. Clinic visits include an interview with you (60 minutes), up to two frontline staff interviews (30 minutes each), one clinic observation, and [number] appointment observations.

If your clinic is willing to participate, we would like to schedule a 30-minute planning meeting with you. **Please use this link [hyperlink to Calendly provided by Westat] to schedule the planning meeting at a time convenient for you by [date].** Once you select a time, you will automatically receive a calendar invite. During this planning meeting, we will do the following:

- › Introduce the study team and review the study purpose.
- › Discuss the clinic visit timing and activities.
- › Determine how to conduct appointment observations.
- › Address any questions or concerns.

If you have general questions about the study, 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 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. FNS and the study team plan to share findings with WIC agencies through a webinar and other products.

Thank you,

[Westat data collection team 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).

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