

Appendix C-9. Clinic Visit Planning Meeting Talking Points

- › Introduce site visit team members.
- › Review study purpose and activities:
 - Alignment between study purpose and agency's priorities (as discussed with WIC director).
 - How data will be shared back with WIC agencies.
- › Confirm willingness and staff and facility capacity to participate in a clinic visit:
 - **[If no longer willing or able to participate]** Seek to understand the obstacles and potential solutions (for example, altering the timing of data collection or the specific data collection tasks to align with what they might be comfortable accepting). Engage the State agency director, project director, and Contracting Officer's Representative for support, as needed.
- › Discuss clinic visit planning:
 - Review clinic visit activities and discuss preferred sequence.
 - Discuss clinic visit timing; ask whether the WIC clinic expects to have more appointments on specific days.
 - Discuss method to identify and recruit WIC participants for appointment observations:
 - Mode of client appointments (remote, in person, both).
 - Language(s) spoken during appointments.
 - **[for Puerto Rico]** Note that we can observe appointments where English or Spanish are spoken.
 - **[for all other sites]** Note that we can only observe appointments where English is spoken, including with the help of an interpreter.
 - Total number of WIC participants served and days/times of the week when the clinic has a higher volume of appointments.
- › **[If applicable based on discussion with WIC director]** Solicit their feelings or concerns about allowing data collectors to take photos of the clinic 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.

- **[If applicable based on discussion with WIC director]** Explain that we would like to offer participating WIC clinics a gift (for example, 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.
- Answer questions.
- Discuss next steps.

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 0.5 hours (30 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 (XXXX-XXXX). Do not return the completed form to this address.