



MULTI-STATE WIC PARTICIPANT SATISFACTION SURVEY: LEARNING FROM PROGRAM ADAPTATIONS DURING COVID

RESULTS FOR: ALL PARTICIPATING STATES

(COLORADO, CONNECTICUT, INTER TRIBAL COUNCIL OF ARIZONA, LOUISIANA, MAINE, MINNESOTA, NEVADA, NEW HAMPSHIRE, NEW MEXICO, NORTH CAROLINA, OHIO, AND WEST VIRGINIA)

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TABLE OF CONTENTS

EXECUTIVE SUMMARY	3
INTRODUCTION	4
METHODS	5
SURVEY RESPONDENTS	10
WIC ENROLLMENT OR RECERTIFICATION DOCUMENTATION	11
NUTRITION EDUCATION AND OTHER WIC INTERACTIONS	11
SHOPPING FOR WIC FOODS	13
USE OF WIC CARD AND WIC APP	14
STRENGTHS AND LIMITATIONS	16
APPENDIX A. PARTICIPANT SURVEY QUESTIONS	17
APPENDIX B. SAMPLE RECRUITMENT MATERIAL	29
APPENDIX C. DATA TABLES	30

EXECUTIVE SUMMARY

WHY SURVEY WIC PARTICIPANTS DURING COVID?

The COVID-19 pandemic resulted in nationwide disruptions to in-person interactions beginning in March 2020. In spring 2020, the U.S. Department of Agriculture granted states waivers to adjust operations of the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC). States adapted WIC services by not requiring participants be physically present to enroll and re-certify and by implementing flexible options for obtaining food benefits and nutrition education, counseling and referrals. Concurrently, but unrelated to the pandemic, by the end of 2020 nearly all WIC participants had transitioned from using paper WIC checks to using a WIC Card to redeem WIC foods. States had the option of implementing systems that either upload food benefits in-person only (offline systems that require the WIC Card to be swiped) or have the capacity to load benefits remotely or in-person (online systems that can load the WIC Card without it being physically present). To help participants know what and when benefits are available, most states also implemented a smartphone application (WIC App).

The purpose of this project was to survey WIC participants in multiple states on their experiences and satisfaction with interactions with WIC, shopping for WIC foods, and using the WIC Card and App during the pandemic to inform future policy and operational decisions.

WHAT WAS DONE?

Eleven states and one Indian Tribal Organization (hereafter referred to as states) volunteered to participate: Colorado, Connecticut, Inter Tribal Council of Arizona,

Louisiana, Maine, Minnesota, Nevada, New Hampshire, New Mexico, North Carolina, Ohio, and West Virginia. States recruited WIC participants to complete an online survey in English or Spanish between March and May 2021. Descriptive statistics were generated by language and in total by first averaging responses in each state and then averaging across the 12 states. Summary data were included from respondents (22,939 in English, 3,703 in Spanish) who were current WIC participants and completed select sociodemographic questions (age, race/ethnicity, education, current employment/school status).

WHAT WAS LEARNED?

Most survey respondents were between the ages of 25-39 years old, were white or Latinx, had completed a minimum of some college education, and had participated in WIC for 3 or more years. Approximately half were employed or going to school either part- or full-time.

COVID-19 HAS CHALLENGED WIC FAMILIES. Over half of respondents reported a decrease in household income since the pandemic began. Household food insecurity increased from 46.4% of respondents the year prior to the pandemic to 57.0% during the year of the pandemic, and nearly all reported having to rely on additional sources of free food besides WIC. Moreover, one-quarter said that their physical health and mental health had worsened.

THE MAJORITY OF WIC PARTICIPANTS ARE SATISFIED WITH REMOTE WIC SERVICES. Most respondents reported being comfortable providing documents to enroll or recertify in WIC and were very satisfied receiving nutrition education and other WIC services remotely. On average respondents rated the quality of phone, video, online, and curbside WIC appointments

during COVID as the same or better than in-person appointments before the pandemic. In addition to reduced risk of COVID-19, most respondents reported that remote interactions were easier as they didn't require taking children to WIC sites, saved time and money by not having to travel, and did not result in participants missing work or school. The most commonly reported disadvantage was that participants missed in-person interactions with WIC.

WIC PARTICIPANTS WANT TO CONTINUE THE OPTION TO RECEIVE WIC SERVICES REMOTELY EVEN AFTER THE PANDEMIC IS NO LONGER A CONCERN. The most commonly endorsed preferences for in-person services were to have measurements (e.g., height, weight) taken, to pick up items (e.g., WIC Cards, breast pumps), and to have one-on-one counseling with WIC staff. About half wanted to return to in-person appointments while the other half preferred to continue with remote services whenever possible. Among those wanting to return in-person, a frequency of every 3 or 6 months was preferred.

IN TERMS OF CHANGES IN AMOUNTS OF WIC FOODS PURCHASED DURING THE PANDEMIC, ABOUT ONE-THIRD REPORTED BUYING MORE WIC FOODS COMPARED TO BEFORE. However, nearly all respondents reported one or more reasons for not fully redeeming benefits. The most common reasons included: lack of access to online shopping, lack of access to curbside grocery pick-up, inability to find WIC foods at the store, not liking some of the WIC food choices, and safety concerns due to COVID-19 during shopping trips.

Although only half of survey respondents were aware of expansions to the WIC food options during the pandemic, **among those who had purchased from the expanded options, the majority wanted to continue to do so.** Finally, respondents were asked about shopping options they would use if available. **The most common preferences were for self-checkout aisles in stores, ordering online/phone for in-store or curbside pick-up, and a special section in stores for WIC foods.**

INTRODUCTION

The federal Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) provides nutrition assistance to income-eligible pregnant, breastfeeding and postpartum women, infants, and children up to 5 years old who are found to be at nutritional risk. WIC provides nutrition education, breastfeeding support, supplemental nutritious foods, and referrals to other health and social services. In January 2020, WIC served 6.16 million participants nationally; this increased to 6.31 million in January 2021. In each state, a WIC Agency administers the program through local agencies and sites, following regulations and guidance from the U.S. Department of Agriculture (USDA).

Prior to the COVID-19 pandemic, most WIC services were provided to participants attending in-person appointments at local WIC sites. In the spring of 2020, the USDA granted states various waivers to adjust WIC operations to ensure the safety of WIC participants and staff during the pandemic. States variously adapted WIC services by not requiring participants to be physically present at WIC sites to enroll and re-certify (required semi-annually or annually), and by implementing flexible options for obtaining food benefits and nutrition education. For example, states offered telephone or video

appointments and developed mechanisms for program applicants to transmit eligibility documents electronically. Some states extended the length of certification periods for children and others expanded WIC-eligible food options.

Concurrently, but unrelated to the pandemic, by the end of 2020 nearly all WIC participants in the U.S. had transitioned from using paper WIC checks to using an Electronic Benefit Transfer card (WIC Card) to redeem WIC food benefits. Using the WIC Card, WIC participants redeem monthly benefits similar to the EBT card used by federal Supplemental Nutrition Assistance Program participants, except that only certain healthy foods can be purchased. States had the option of implementing systems that either upload food benefits in-person only (offline systems that require the WIC Card to be swiped) or have the capacity to load benefits remotely or in-person (online systems that can load the WIC Card without it being physically present). To help WIC participants know what and when benefits are available, many states also implemented a smartphone application (WIC App) that allows participants to monitor their WIC benefit levels.

The purpose of this project was to survey WIC participants in multiple states on their experiences and satisfaction with interactions and appointments with WIC, shopping for WIC foods, and using the WIC Card and WIC App during the pandemic to inform future policy and operational decisions, when remote services may no longer be necessary to mitigate the spread of COVID-19. Findings from this project are particularly timely given that Congressional reauthorization of the federal child nutrition programs, including WIC, is anticipated in 2021 or 2022. This report summarizes survey responses from WIC participants from all 12 states that participated in the project.

METHODS

In October 2020, the National WIC Association, which spearheaded this project, sent an email to all directors of state WIC agencies (n=89) in the U.S. to invite them to participate in a WIC participant satisfaction survey. The goal was to recruit 5-7 state agencies representing different regions of the country, with a range of sizes based on number of participants served and using different methods to provide services under COVID-19 waivers. States had to be willing to recruit at least 500 WIC participants to complete the survey in the spring of 2021. Eleven states and one Indian Tribal Organization collectively representing all regions of the country volunteered to participate: Colorado, Connecticut, Inter Tribal Council of Arizona (ITCA), Louisiana, Maine, Minnesota, Nevada, New Hampshire, New Mexico, North Carolina, Ohio, and West Virginia (**Table A and Table B**).

A group of WIC researchers, WIC experts and state agency representatives drafted the participant survey (see report authors and acknowledgements). The team began by reviewing several recently used WIC participant satisfaction surveys to select topics and respective questions of interest. Next, they pilot-tested the survey to test skip logic and the time required to complete it. Participating states then reviewed the questions and provided input. The final survey included a common set of core questions with customization of questions and/or responses to be relevant to each state's operations. The final survey included 22 core and 9 optional questions and was designed to be completed in 10-15 minutes depending on skip patterns (See **Appendix A** for full survey topics and questions).

The following topics were included:

- a. Sociodemographic characteristics—9 questions (7 core, 2 optional)
- b. Participant general well-being—3 questions (0 core, 3 optional)
- c. WIC participation and enrollment—6 questions (5 core, 1 optional)
- d. WIC appointments and nutrition education—7 questions (6 core, 1 optional)
- e. Shopping for WIC foods—5 questions (3 core, 2 optional)
- f. Use of the WIC Card and App—4 questions (0 core, 4 optional)

Five states and the tribal organization (CT, ME, NH, NM, NV, ITCA) also included survey questions about child fruit and vegetable intake and the sufficiency of the cash value benefit (CVB) for fruits and vegetables in advance of the federal augmentation from \$9 to \$35 per month for 4 months in spring/summer of 2021. Findings from these questions will be reported in a separate report comparing pre- to post-augmentation responses.

No personal identifying information (such as respondent name or other protected health information) was collected from WIC participants who volunteered to complete the survey. The project was reviewed and deemed not to be human subject research by the Institutional Review Board (IRB) at the University of California, Davis. Two states (LA, OH) required their state IRB also review the project protocol; in both cases, the state IRB made the same determination.

The survey and sample recruitment materials (flyer and text or social media post; **Appendix B**) were translated into Spanish by a native Spanish speaking research assistant, and reviewed and revised as needed by a second native Spanish-speaker. In addition to English and Spanish, Maine translated their survey into 17 additional languages, and Minnesota translated their survey into Somali. The survey for each state was programmed into survey software (Qualtrics) to enable WIC

participants to complete it on a smartphone, tablet or computer. Each state received two survey links (English and Spanish versions of the survey) to share with participants through methods available to their state or local agencies. These included text message, email, flyer (handed out or mailed), WIC App, websites/social media, or verbal messaging during a WIC appointment or interaction (**Table C**). State agencies selected the recruitment strategies, including determining if local agencies/sites participated in providing the survey information to participants instead of or in addition to the state agency.

States recruited WIC participants in March and April 2021. The deadline for participants to complete the survey was extended for four state agencies with smaller monthly caseloads for 2 additional weeks in May to facilitate reaching the goal of 500 respondents per state agency. All surveys were completed online by WIC participants in English or Spanish with the exception of 3 administered by telephone in Arabic (n=2) and Spanish (n=1) with responses entered online by a WIC staff person.

Researchers tabulated survey responses, generated descriptive statistics, and prepared a summary of findings for each state and across all participating states by respondent language (English or Spanish) and overall for the 12 participating state agencies. Summary data were included only from respondents who were current WIC participants and completed select sociodemographic questions (age, race/ethnicity, education, current employment/school status) even if they did not complete all other survey questions; hence respondent numbers vary slightly by topic. Data were first averaged for respondents in each state and then averaged across the 12 state agency averages. This method was used because of widely different numbers of survey respondents per state (**Table D**); averaging across all respondents regardless of state

would have weighted the data in favor of those states with larger numbers of responses.

The following sections of the report provide cumulative data collected from survey respondents in total (n=26,642) and by survey language (n=22,939 in English and n=3,703 in Spanish). Participants could choose not to answer all questions and the survey was

individualized for each state. Therefore sample sizes are indicated in tables whenever different from 26,642. Additional information on the survey questions can be found in **Appendix A**. **Appendix C** contains the full data tables for each of the survey questions. Values in **[red font]** in tables indicate the corresponding survey question. Differences between Spanish and English respondents are also presented in full in **Appendix C**.

TABLE A. CHARACTERISTICS OF STATE WIC AGENCIES.

STATE AGENCY	REGION ¹	AVERAGE MONTHLY PARTICIPATION (OCT 2020 TO FEB 2021) ²	TREND IN PARTICIPATION (FEB 2020 TO FEB 2021) ³	FOOD BENEFIT ISSUANCE ⁴	WIC CARD USE STATEWIDE ⁴	SELECT COVID-19 WAIVERS APPROVED & IMPLEMENTED ⁵			
						FOOD PACKAGE MODIFICATIONS	PHYSICAL PRESENCE ⁵	REMOTE BENEFIT ISSUANCE ⁷	EXTENDED CERTIFICATION PERIOD FOR CHILDREN
COLORADO	MP	78,880	-1.2%	Online EBT	11/2016	Fluid milk ⁸ , whole wheat/ whole grain bread ⁹ , cheese ¹⁰	X	X	
CONNECTICUT	NE	43,453	-0.9%	Online EBT	6/2016	Whole wheat/ whole grain bread ⁹	X	X	
INTER TRIBAL COUNCIL OF ARIZONA	SW	7,059	-7.1%	Online EBT	11/2017	Fluid milk ⁸ , whole wheat/ whole grain bread ⁹ , eggs ¹¹ , yogurt ¹²	X	X	X ¹³
LOUISIANA	SW	89,124	-8.6%	Offline EBT	12/2019	Fluid milk ⁸	X	X	
MAINE	NE	16,649	+3.6%	Online EBT	6/2021	Fluid milk ⁸ , whole wheat/ whole grain bread ⁹ , eggs ^{11, 14}	X	X	
MINNESOTA	MW	101,231	+1.4%	Online EBT	8/2019	Fluid milk ⁸	X	X	
NEVADA	W	56,639	-3.3%	Online EBT	8/2009	Fluid milk ⁸ , whole wheat/ whole grain bread ⁹ , rice ¹⁸ , cheese ¹⁹	X	X	
NEW HAMPSHIRE	NE	13,707	+16.6%	Online EBT	10/2018	Whole wheat/ whole grain bread ⁹	X	X	
NEW MEXICO	SW	35,427	-8.7%	Offline EBT	12/2007	Fluid milk ⁸ yogurt ^{12,15,20} , cheese ¹⁶ , eggs ^{11,14,22}	X		
NORTH CAROLINA	SE	253,947	+20%	Online EBT	5/2018	Fluid milk ⁸ , Whole wheat/ whole grain bread ⁹ , yogurt ¹⁵	X	X	X
OHIO	MW	171,505	-10%	Offline EBT	8/2015	Fluid milk ²⁴	X		
WEST VIRGINIA	MA	33,909	+0.1%	Online EBT	10/2013	eggs ²²	X	X	X

1. USDA Food and Nutrition Service regions include: West (W), Southwest (SW), Southeast (SE), Mid-Atlantic (MA), Northeast (NE), Midwest (MW), and Mountain Plains (MP).
 2. Data source: WIC Data Tables: Monthly Data for FY 2021 Preliminary, <https://www.fns.usda.gov/pd/wic-program>.
 3. Data source: WIC Data Tables: State Level Participation, <https://www.fns.usda.gov/pd/wic-program>.

4. Data source: WIC EBT Detail Status Report, <https://fns-prod.azureedge.net/sites/default/files/resource-files/May2021WICEBTDetailedStatusReport.pdf>.
 5. Some state agencies decided to not implement all waivers approved by the USDA due to the short-term nature of food shortages or complex technology changes required for implementation. Waivers that were both approved and implemented are shown.

6. All state agencies taking part in the survey received and implemented a waiver to the requirement for participants to be physically present during certification appointments which allowed for remote certification.
7. Eleven of the state agencies received and implemented a waiver to the requirement to issue food benefits during in-person appointments. In state agencies using offline EBT, benefits were generally loaded on cards during participant curbside WIC visits. In most state agencies using online EBT, benefits were generally loaded through automated processes without requiring participants to be present at a WIC site.
8. Substitute milk of any available fat content if prescribed varieties are not available.
9. Substitute whole grains in package sizes up to 24 oz. when 16 oz. packages are not available.
10. Substitute up to two pounds of cheese at the rate of one pound of cheese per three quarts of milk.
11. Substitute 18-count packages of eggs when 12-count packages are not available.
12. Purchase 30 oz. containers of yogurt when the prescribed size is not available.
13. An extended certification period for children was implemented until 9/30/2020.
14. Substitute two 6-count packages of fresh eggs of any variety when 12-count packages are not available.
15. Substitute yogurt of any available fat content if prescribed varieties are not available.
16. Substitute 8 to 12 oz. containers of cheese when the prescribed size is not available; substitute sliced cheese and shredded cheese of all varieties when the prescribed form is not available.
17. Substitute any color or size of fresh eggs.
18. Families with aggregate food benefits allowed to purchase up to 32 ounce containers of brown rice.
19. Families with aggregate food benefits allowed to purchase up to 32 ounce containers of cheese.
20. Purchase 4 ounce/4 packs, 6 ounce, and 5.3 ounce containers of yogurt when the prescribed size is not available.
21. Substitute 12, 16, and 46 oz. containers of juice, when the prescribed size is not available; must still select 100% fruit or vegetable juice.
22. Substitute any size fresh eggs and organic brands.
23. Substitute package sizes up to 20 ounce when 16 ounce packages are unavailable; up to 28 ounce when 24 ounce packages are unavailable; and up to 36 ounce when 32 ounce packages are unavailable
24. Substitute 2% milk for 1% or nonfat when prescribed variety is not available.

TABLE B. SELECT COVID-19 WAIVER IMPLEMENTATION METHODS.

STATE AGENCY	METHODS AVAILABLE FOR APPOINTMENTS ¹					METHODS AVAILABLE TO PROVIDE ELIGIBILITY DOCUMENTS							FOOD PACKAGE CHANGES
	PHONE	VIDEO ²	CURBSIDE	ONLINE NUTRITION EDUCATION	TEXT	EMAIL	UPLOAD ²	FAX	SHOW ON VIDEO ³	MAIL	DROP-OFF	WIC STAFF PICKED UP ⁴	E=EARLY MONTHS ONLY; 0=ONGOING
COLORADO	X	X	X	X	X	X		X	X	X	X		E ⁵
CONNECTICUT	X	X	X	X	X	X		X	X	X	X		0
INTER TRIBAL COUNCIL OF ARIZONA	X	X	X	X	X	X	X	X	X		X	X	E ⁵
LOUISIANA	X		X	X	X	X	X	X			X		0
MAINE	X	X	X	X	X	X	X	X	X	X	X	X	0
MINNESOTA	X	X	X	X	X	X		X	X	X	X	X	0 ⁵
NEVADA	X	X		X	X	X	X	X	X	X	X		0
NEW HAMPSHIRE	X		X	X	X	X		X		X	X	X	0
NEW MEXICO	X		X	X	X	X	X				X		0
NORTH CAROLINA	X	X	X	X	X	X		X	X	X	X	X	0
OHIO	X	X	X	X	X	X		X	X	X	X	X	0
WEST VIRGINIA	X	X	X	X	X	X		X	X	X	X		0

1. Methods used under physical presence waiver; in-person appointments, modified for safety during the pandemic, were also available at some local sites in most state agencies.
2. Methods available for uploading eligibility documents include participant portals, online WIC applications, Teletask and other digital tools.
3. Video appointments were available at some, but not all, local sites within a state agency.
4. Picked up at participants' homes.
5. State agency chose to omit survey questions pertaining to food package modifications due to the limited time period these were in place early during the pandemic or the limited scope of the food package changes.

TABLE C. METHODS USED BY STATE AGENCIES TO RECRUIT SURVEY RESPONDENTS.

STATE AGENCY	TEXT MESSAGE		EMAIL		WEBSITES & SOCIAL MEDIA		WIC APP	FLYER ¹	VERBAL ²	ESTIMATED PARTICIPANT HOUSEHOLDS REACHED (NUMBER OR PERCENTAGE)
	STATE	LOCAL	STATE	LOCAL	STATE	LOCAL	STATE	LOCAL	LOCAL	
COLORADO ³	X									48,231 ⁷
CONNECTICUT	X								X	30,460 ⁷
INTER TRIBAL COUNCIL OF ARIZONA ³	X			X	X		X	X	X	7,800
LOUISIANA	X		X		X				X	31,000
MAINE ⁹	X				X		X	X	X	100% ⁸
MINNESOTA		X ⁴		X	X		X ⁵			150,000 ⁹
NEVADA	X						X		X	25,000
NEW HAMPSHIRE		X			X		X		X	10,986 ¹⁰
NEW MEXICO		X			X			X	X	11,500
NORTH CAROLINA	X		X ⁶		X	X	X ⁶	X	X	83% ¹¹
OHIO		X			X		X	X	X	27,500 ¹²
WEST VIRGINIA					X		X	X		16,669 ¹³

1. Flyers handed out during appointments and/or included with materials mailed to participants.
2. Verbal information shared during appointments and/or interactions with participants.
3. State agency offered participation in a gift card drawing for participants that completed a survey. CO and ITCA offered this incentive throughout the survey recruitment while ME offered it only during the final recruitment week.
4. Text messages sent by some, but not all, local sites.
5. Used WIC App to push out notifications about the survey.
6. Used WIC App to send emails about the survey.

7. Number of text messages with survey link successfully delivered.
8. Text messages with survey link were sent 3 times to all WIC households.
9. Number of registered mobile devices receiving notifications with survey link.
10. Combination of text messages sent, number of times WIC App banner clicked, and number reached on Facebook.
11. Percentage of participants that use the WIC App.
12. Combination of number reached through all methods used.
13. Combination of number reached through WIC App and number reached through WIC website.

TABLE D. WIC PARTICIPANT SURVEY RESPONSES BY STATE AGENCIES.

STATE AGENCY	ANY SURVEY DATA			ANALYTICAL SURVEY DATA ¹			PERCENT OF ANY SURVEY DATA
	ENGLISH	SPANISH	TOTAL	ENGLISH	SPANISH	TOTAL	
COLORADO	4974	1922	6896	3239	1031	4270	61.9%
CONNECTICUT	3584	2653	6237	1587	826	2413	38.7%
INTER TRIBAL COUNCIL OF ARIZONA	786	32	818	536	15	551	67.4%
LOUISIANA	4466	480	4946	2113	90	2203	44.5%
MAINE	1900	21	1921	1217	2	1219	63.5%
MINNESOTA	3969	505	4474	2545	182	2727	61.0%
NEVADA	3738	1806	5544	2055	768	2823	50.9%
NEW HAMPSHIRE	911	28	939	541	7	548	58.4%
NEW MEXICO	515	61	576	336	32	368	63.9%
NORTH CAROLINA	9463	2167	11630	5574	650	6224	53.5%
OHIO	5218	379	5597	2993	100	3093	55.3%
WEST VIRGINIA	326	1	327	203	0	203	62.1%
TOTAL	39850	10055	49905	22939	3703	26642	53.4%

1. Surveys used in the analyses included only respondents who were currently on WIC and answered a minimum of 4 sociodemographic questions (age, race/ethnicity, education, current employment/school status), even if they did not respond to all other survey questions or selected "prefer not to answer" on any of the 4 sociodemographic question. Most respondents were excluded due to not completing the 4 sociodemographic questions.

SURVEY RESPONDENTS

Survey respondents (n=26642) were asked questions about their age, race/ethnicity, education, employment and/or school status, and change in household income since the pandemic started in March 2020 (See **Appendix C, Table 1**). Most respondents (69.1%) were between the ages of 25-39 years old. The largest racial/ethnic groups were white (42.5%) or Latinx (23.7%). Most of the total sample had completed high school (29.4%) or had a minimum of some college education (54.7%). Approximately half of all respondents were employed or going to school either part- or full-time while the other half were not. Over half (52.1%) reported a decrease in household income since the COVID-19 pandemic began in March 2020. All respondents in the analytical sample were currently on WIC as WIC participation was one of the inclusion criteria for analysis. Nearly half (49.1%) had participated in WIC for 3 or more years. In

terms of family members currently on WIC, approximately one-third included a mother, one third an infant, and most respondents had one or more children 1-4 years old.

Household food insecurity increased from 46.4% the year prior to the pandemic to 57.0% during the year of the pandemic. In the prior month, nearly all (99.3%) reported using additional sources of free food (besides WIC). The Supplemental Nutrition Assistance Program (SNAP) was used by the largest proportion of families (43.1%), followed by Pandemic-EBT (30.9%), school meals (28.9%), food from family or friends (25.8%) and a local food pantry or food bank (22.9%).

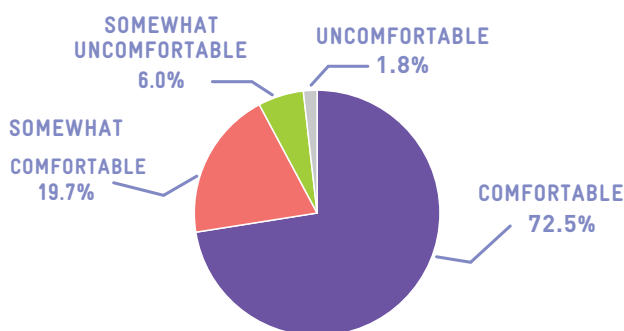
Respondents also were asked about changes in their physical and mental health since the pandemic began. While a majority indicated no change, 22.0% said that their physical health had worsened and 27.7% said that their mental health had worsened during the pandemic.

WIC ENROLLMENT OR RECERTIFICATION DOCUMENTATION

If respondents had enrolled or re-certified in WIC during the pandemic, they were asked which methods they had used to provide the required documentation (e.g., income, address, identification) to determine WIC eligibility (See **Appendix C, Table 2**). The most common methods used to provide documents were: email (58.9%), followed by text (36.0%) and in-person drop off to a WIC site (35.1%). Relatively few respondents had used U.S. mail (13.6%), fax (8.0%) or video (3.7%). Nearly a quarter (23.0%) of respondents had used a WIC website, portal or app for document sharing in the minority of states (ITCA, LA, ME, NV, NM) that had this option available. Among states where local agencies offered an option for WIC staff to pick up documents from WIC participants (ITCA, ME, MN, NH, NC, OH), 11.1% of respondents reported using this option.

Respondents were also asked to rate their comfort (on a scale of 1=uncomfortable to 4=comfortable) with the method(s) they had used to share their personal information with WIC. Most respondents (92.2%) were either comfortable or somewhat comfortable with the process resulting in an average rating of 3.64 (See **Figure 1** and **Appendix C, Table 2**).

FIGURE 1: WIC PARTICIPANTS COMFORT WITH PROVIDING DOCUMENTATION FOR ELIGIBILITY AND ENROLLMENT VIA ONLINE MECHANISMS*



*Full Survey Question: How comfortable were you sharing documents with WIC this way? n = 13241 (Follow up to the question, "How did you provide documents showing income, address, and/or identification?")

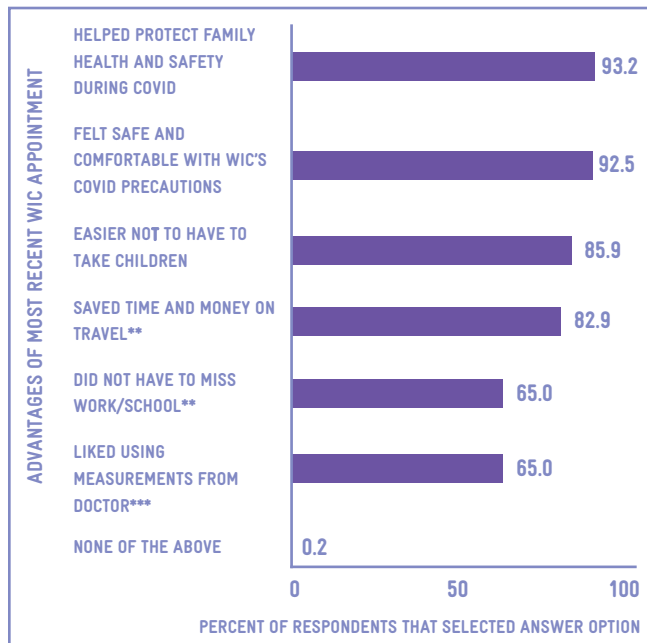
NUTRITION EDUCATION AND OTHER WIC INTERACTIONS

When asked about the ways in which they had received nutrition education and other interactions (e.g., enrolling or recertifying) with WIC during the COVID-19 pandemic, the majority of respondents indicated by phone (97.8%) with WIC staff (See **Appendix C, Table 3**). Other methods used by approximately half of respondents were online nutrition education, and texting or emailing with WIC staff. Notably, 40.9% reported in-person appointments and 36.1% reported curbside interactions with WIC staff. Video was used by 21.4% of respondents. An online WIC application for certification was used by 34.0% of participants in states with this option. Respondents were asked to rate their level of satisfaction (on a scale of 1=very unsatisfied to 4=very satisfied) with each method they had used. The majority of respondents were very satisfied with all methods, resulting in average ratings varying from 3.20 for video to 3.42 for phone interactions and 3.49 for online applications, compared to 3.37 for curbside and 3.39 for in-person appointments.

Respondents were also asked to compare their most recent phone, video, online nutrition education or curbside visit as better, the same, or worse than the in-person interactions that were typical before the pandemic. For each method, a minority (4.3% for phone, 1.4% for video, 1.5% for online nutrition education, and 2.5% for curbside) felt that the interaction during COVID was worse. On average, all 4 methods received a 2.5 average rating (on a scale of 1= worse than in-person, to 3 = better than in-person). When asked to rate the overall quality of current WIC services compared to before the pandemic, few respondents (4.8%) said worse, approximately half (49.7%) rated the quality as the same, and nearly a third (32.3%) rated current services as better than before the pandemic (See **Figure 2**

and **Appendix C, Table 3**). In comparison to English survey respondents, Spanish survey respondents were generally more satisfied with their interactions with WIC and rated the quality of WIC services higher (See **Appendix C, Table 3**).

FIGURE 2: ADVANTAGES OF MOST RECENT REMOTE WIC APPOINTMENT*

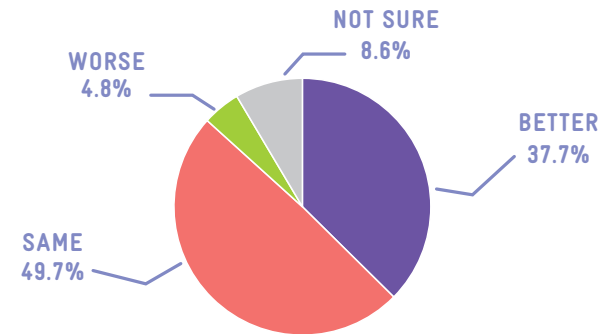


*Full Survey Question: How do you feel about your most recent WIC appointment (including for nutrition education)? (question not asked of OH WIC participants) n = 7891 to 10500 depending on response option
n (%) only includes subset of respondents who marked one of the listed advantages and had phone, video, online nutrition education or curbside interaction with WIC. Percentages add up to over 100% as options were "check all that apply".
**Response option not available to LA WIC participants
***Response option not available to CT or ITCA WIC participants

Survey respondents who had interacted with WIC by phone, video, online nutrition education or curbside were then asked to select among a list of possible advantages and disadvantages of remote compared to in-person interactions with WIC. All but a few respondents (<0.1%) endorsed one or more of the 6 advantages and all were endorsed by a majority of respondents. The most commonly endorsed advantages related to less exposure to COVID-19: protected families from risk (93.2%), and made participants feel safe (92.5%). Other advantages endorsed by most respondents were that remote

interactions were easier by not having to take children to WIC sites (85.9%), saved time and money by not having to travel (82.9%), did not result in missed work or school (65.0%), and ease of using height, weight and blood measurements from doctor visits rather than coming to WIC sites (60.0%). (See **Figure 3** and **Appendix C, Table 3**).

FIGURE 3: OVERALL QUALITY OF WIC SERVICES DURING COVID COMPARED TO BEFORE THE PANDEMIC*



*Full Survey Question: During the pandemic, would you say the quality of WIC services was the same, better or worse than it was before the COVID pandemic? n = 22844
Results displayed only for those that participated in WIC before the pandemic.

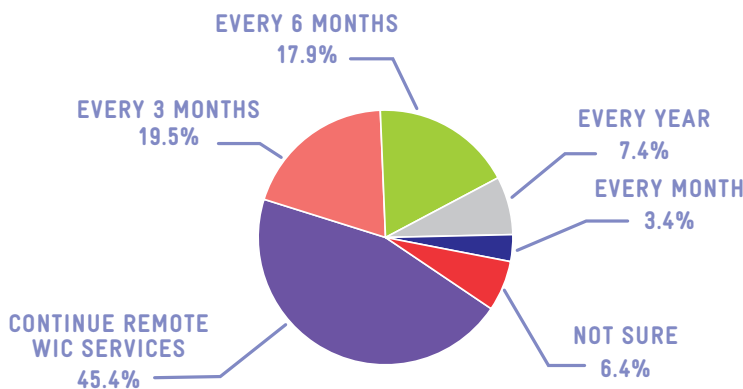
While a minority of respondents endorsed each of the 5 disadvantages, most (94.0%) selected at least one. The most commonly endorsed disadvantage was that participants missed seeing WIC staff in person (39.8%). Fewer said that they had inadequate time to talk with WIC staff (15.8%), had privacy concerns (12.6%), had a hard time hearing (5.6%), or got disconnected during the remote interaction (3.7%).

Finally, respondents were asked about their preferences for in-person WIC services in the future (See **Appendix C, Table 4**). When asked about protections they would like in place before returning in-person to WIC sites, the most common requests involved face masks: WIC staff required to wear masks (82.9%), sufficient masks available for families at WIC sites (82.8%) and WIC participants required to wear masks (62.7%). Other protections endorsed by a majority of participants were to: continue remote interactions except for measurements/bloodwork (80.1%), setting

WIC sites up to ensure social distancing (78.4%), and limiting the number of people inside WIC sites (74.6%).

When asked preferences for receiving in-person WIC services post-pandemic, the most commonly endorsed were to have measurements (e.g., height, weight, bloodwork) taken (54.9%), and to pick up items (e.g., WIC Cards, breast pumps) (43.9%) at WIC sites, and to have one-on-one in-person counseling (41.9%) and breastfeeding support (36.1%) from WIC staff. Less often requested was nutrition education classes with other WIC participants (18.8%). Participants were nearly equally split between those who preferred to return to in-person visits (48.2%) and those who wanted to continue with remote services when possible (45.4%). Among the participants wanting to return in-person, most preferred a frequency of every 3 months (40.5%) or every 6 months (37.2%). See **Figure 4** and **Appendix C, Table 4**.

FIGURE 4: WIC PARTICIPANTS PREFERRED FREQUENCY OF IN-PERSON VISITS*



*Full Survey Question: When it is safe to go to WIC sites, how often would you like to go to WIC to receive services in-person? n=20978 (Question not asked of LA, NM and OH WIC participants as offline WIC Cards must be loaded in-person approximately every 3 months.)

SHOPPING FOR WIC FOODS

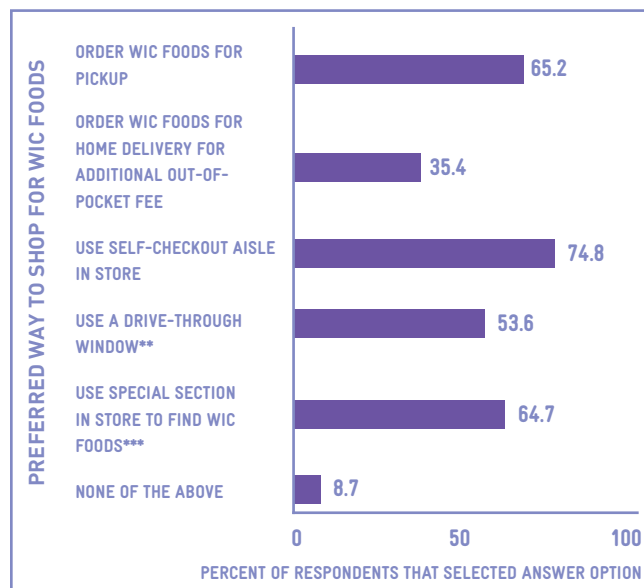
Because disruptions in the food retail supply chain during the pandemic limited stock at some grocery retailers, the USDA granted states a waiver to expand WIC-eligible foods. In states that were implementing these waivers at the time of the survey (CT, LA, ME, NC, NH, NM, NV, OH), WIC participants were asked if they were aware of the expanded food options (**Table 5**). Half of survey respondents (50.3%) responded affirmatively to this question. Among those aware of the expanded options, two-thirds (66.7%) had purchased some of the options, while 14.5% had not, and 18.8% were not sure. Among those who had purchased from the expanded options, most (94.4%) said they were likely to continue to do so. Among those who had not purchased from the expanded options, the most common reason given was not knowing how (40.0%), followed by not wanting or needing the options (34.4%), or not being able to find the options where they shopped for groceries (25.6%).

Respondents in all states were asked about changes in their shopping experiences in the 6 months prior to survey completion. The most common challenge reported involved shortages of WIC-eligible foods (50.8%), followed by difficulty finding childcare so that participants could shop without taking their children (39.4%), and concerns about their own safety from COVID while shopping (28.0%). Fewer reported difficulties finding transportation to grocery stores (13.8%). In states where relevant, 42.4% said they shopped more at stores that offered self-checkout of WIC foods, and 6.0% said they pre-ordered WIC foods by phone or online for in-store or curbside pick-up.¹

In terms of changes in amounts of WIC foods purchased in the 6 months prior to survey completion, 35.6% reported buying more WIC foods and 20.5% bought fewer WIC foods, meaning that 43.9% bought about the same amounts compared to before the pandemic. Nearly all respondents (98.0%) reported at least one reason for not redeeming all of their benefits in the prior 6 months. The most commonly selected reasons included: lack of access to online shopping (52.6%), lack of access to curbside pick-up (51.2%), inability to find WIC foods at the store (48.7%), not liking some of the WIC food choices (42.1%), and safety concerns when grocery shopping (36.5%). Fewer respondents selected a lack of transportation (18.8%), not needing WIC as much due to SNAP (16.6%) or food pantries/ other food distribution (12.2%), and not receiving a WIC Card in time to purchase their allocation for the month (12.7%).

Finally, respondents were asked about several shopping options they would use if available ((See **Figure 5** and **Appendix C, Table 5**). The most common preferences were for self-checkout aisles in stores (74.8%), ordering online or by phone for in-store or curbside pick-up (65.2%), and a special section in stores for WIC foods (64.7%). Fewer respondents said they would use a drive-through window (53.6%), or order for home delivery with an additional out-of-pocket fee (35.4%).

FIGURE 5: WIC PARTICIPANTS PREFERRED WAYS TO SHOP FOR WIC FOODS IF AVAILABLE*



*Full Survey Question: If the following options for WIC shoppers were available, would you use them? (Question not asked of CO WIC Participants)
n=6455 to 22372 depending on the response option.

Responses add up to over 100% as options were "check all that apply"

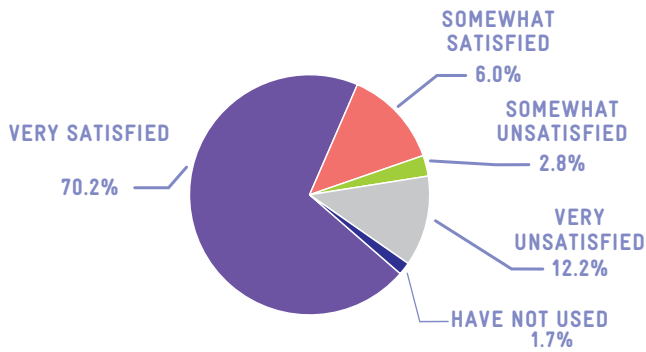
**Response option not available to ITCA, LA, MN, NC, NH, NM, OH and WV WIC participants.

***Response option not available to CT, NM and OH WIC participants

USE OF WIC CARD AND WIC APP

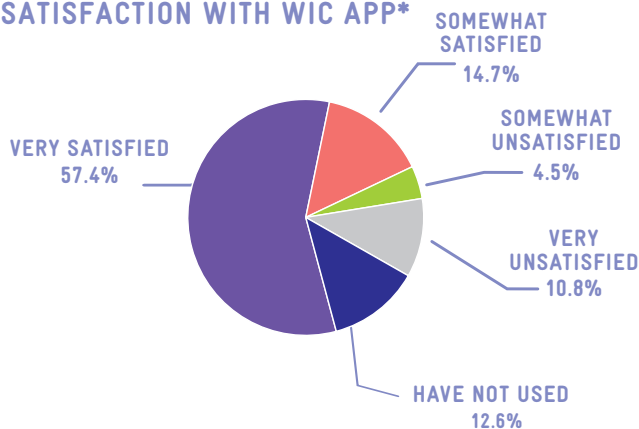
Although not related specifically to changes due to the pandemic, most states chose to ask optional questions on the use of the WIC Card (CO, CT, LA, ME, MN, NC, NH, NM, NV, WV), and all states opted to ask optional questions on the use of their state agency's WIC App (**Table 6**). Satisfaction (rated on a scale of 1=very unsatisfied to 4=very satisfied) was high for both the WIC Card (See **Figure 6**) and WIC App (See **Figure 7**), with a minority of respondents being somewhat or very unsatisfied with the WIC Card (15.0%) or WIC App (15.3%). Of note, 12.6% of respondents had not yet used the WIC App and therefore were not asked about their satisfaction with it.

FIGURE 6: WIC PARTICIPANTS' LEVEL OF SATISFACTION WITH THE WIC ELECTRONIC BENEFITS TRANSFER (EBT) CARD*



* Full Survey Question: How satisfied are you with the WIC Card?
n=22706

FIGURE 7: WIC PARTICIPANTS' LEVEL OF SATISFACTION WITH WIC APP*



*Full Survey Question: How satisfied are you with the WIC App(s)? n=26339

The most common reason for not using the WIC App were not knowing about it (44.2%). Other frequently cited reasons included: inadequate cellular data or Wi-Fi when at the grocery store (27.5%), not knowing how to use it (25.5%), not owning a smartphone (24.7%), or not having a smartphone while shopping (23.9%). Less common barriers were not knowing how to download the WIC App (17.1%), not feeling the need for the WIC App (14.9%), the WIC App requiring too much phone capacity (13.9%), not remembering how to log in (11.5%), or due to the WIC App crashing or being too slow (6.8%).

Additional questions were asked of all respondents about preferences for changes to the WIC App and all had one or more suggestions to offer. The most frequent requests by WIC participants in states where the WIC App did not already include these options were for it to show upcoming WIC appointments (91.3%), allow for scheduling of WIC appointments (82.7%), show the remaining WIC foods balance (88.8%), remind about benefit expiration (84.8%), and allow for scanning to identify WIC eligible foods (82.5%). A majority of respondents also wanted to use the WIC App to find stores that offer ordering of WIC foods for curbside pick-up (76.8%) or self-checkout (68.3%), ability to share certification documents (74.8%), include a chat feature (67.0%), and allow access to online nutrition education (67.0%). Many also suggested making the WIC App run faster and crash less often (58.7%), and making logging in easier (49.4%). Fewer respondents suggested making the WIC App available in other languages besides English or Spanish, not surprising given that the survey was administered only in English or Spanish.

In comparison to English survey respondents, Spanish survey respondents rated their satisfactions with the WIC Card and WIC App lower. Additionally, more Spanish survey respondents compared to English survey respondents requested making the WIC App easier to log into (63.7% vs. 47.0%), and requested having the WIC App made available in Spanish (93.6% vs 26.1%).

¹ At the time of this survey, online ordering for home delivery of WIC foods was not yet an option.

STRENGTHS AND LIMITATIONS

There are many strengths of this project. This project is novel in that it is a survey of program satisfaction among WIC participants across multiple states conducted during the same months of a time period when WIC services were modified. While many state WIC agencies conduct participant satisfaction surveys, the questions asked and the survey time frames vary, limiting aggregation of data or comparison of results across states. This project includes state WIC agencies in 11 geographic states and one Indian Tribal Organization, with at least one state agency from each of the USDA's administrative regions—Mid-Atlantic, Midwest, Mountain Plains, Northeast, Southeast, Southwest, and Western. While not nationally representative, the state agencies taking part in the project serve diverse populations and use a range of practices for delivering services under USDA's COVID-19 waivers as well as prior to the waivers. The survey provides timely information to inform policy changes in the WIC program when the federal child nutrition programs are reauthorized—anticipated in 2021 or 2022. It also provides insights for conducting future participant satisfaction surveys within or across states.

Despite the strengths and novelty of this project, it has several limitations. Although the survey participants are from states that represent all USDA administrative regions, the data are not generalizable to all state WIC agencies and tribal organizations as it is not weighted to be geographically or demographically representative of WIC participants across the nation nor within each state surveyed. Further, the data only include survey responses collected

in English or Spanish, therefore it is not representative of WIC participants that can only speak languages other than English or Spanish. Finally, all survey responses were collected from online or mobile devices with the exception of two surveys conducted in Spanish over telephone and manually entered online by WIC agency staff in one state agency. Therefore, this survey is not representative of WIC participants without access to online or mobile devices or with limited internet service.

APPENDIX A. SURVEY QUESTIONS

PURPOSE: Survey WIC participants from multiple states on their experience with WIC during COVID to inform future policy and operational decisions.

GOAL: Set of ‘core’ and ‘optional’ questions that state/local agencies can disseminate to participants and that can be answered online (on a smartphone, tablet or computer) in 15 minutes or less.

CONTENT: 31 questions, some core and some optional. Note that some marked as a single question, have multiple questions imbedded within them.

- A. Participation & Enrollment - 6 questions (5 core, 1 optional)
- B. Appointments & Nutrition Education - 7 questions (6 core, 1 optional)
- C. Shopping - 5 questions (3 core, 2 optional)
- D. WIC Card & App - 4 questions (0 core, 4 optional)

- E. Wellbeing - 3 questions (0 core, 3 optional)
- F. Sociodemographic Characteristics - 9 questions (7 core, 2 optional)
- G. Cash Value Benefit – 14 questions (14 core)

State-specific unique questions or responses options are indicated through with a subscript in **red font**.

APPROXIMATE TIME TO SELF-COMplete: 10-15 minutes; 5 additional minutes for Block G.

OPENING TEXT TO SURVEY: (State) WIC is inviting you to complete a survey about your experience with WIC during the COVID pandemic. The survey will take less than 15 minutes. Completing this survey is voluntary and will not affect your eligibility for WIC participation. We will not be asking for your name or any contact information and will not be sharing any private information about you with others. Please click the arrow to start the survey.

A. PARTICIPATION & ENROLLMENT – 6 QUESTIONS (5 CORE, 1 OPTIONAL)

QUESTION	ANSWER OPTIONS	CORE	OPTIONAL	NOTES
1. Who in your family, including foster children, currently participates in WIC? (select all that apply)	Pregnant woman Breastfeeding woman Non-breastfeeding woman whose pregnancy ended in the last 6 months Infant under 12 months of age 1 year old child 2 year old child 3 year old child 4 year old child No one in my family is currently on WIC [go to Q1a] Prefer not to answer	X		Newly developed question
1a. Did you or anyone in your family participate in WIC since March 1, 2020?	Yes [go to 1b, then Q2] No [not eligible, skip to end]	X		Newly developed question Those who haven't participated in WIC since the pandemic began will be ineligible to complete the survey.

QUESTION	ANSWER OPTIONS	CORE	OPTIONAL	NOTES
1. Who in your family, including foster children, currently participates in WIC? (select all that apply)	Pregnant woman Breastfeeding woman Non-breastfeeding woman whose pregnancy ended in the last 6 months Infant under 12 months of age 1 year old child 2 year old child 3 year old child 4 year old child No one in my family is currently on WIC [go to Q1a] Prefer not to answer	X		Newly developed question
1a. Did you or anyone in your family participate in WIC since March 1, 2020?	Yes [go to 1b, then Q2] No [not eligible, skip to end]	X		Newly developed question Those who haven't participated in WIC since the pandemic began will be ineligible to complete the survey.
1b. Who in your family, including foster children, participated in WIC since March 1, 2020? (select all that apply)	Pregnant woman Breastfeeding woman Woman who had a baby and is not breastfeeding Infant under 12 months of age 1 year old child 2 year old child 3 year old child 4 year old child Prefer not to answer	X		Newly developed question
2. Overall, how long has your family participated in WIC? (please count all pregnancies and children)	Less than 1 year [go to Q3] 1 - 2 years [skip to Q4] 3 years or more [skip to Q4] Prefer not to answer	X		Source: WIC Services During COVID
3. In what month and year did you enroll in WIC?	Month (January, February, March, April, May, June, July, August, September, October, November, December, Not sure) Year (2020 or 2021)		X	Newly developed question Only ask if response is less than 1 year to Q2. State agency is responsible for analysis of response, e.g., to consider practices in place when participant was enrolled.
4. Since March 1, 2020, did you have to provide WIC with documentation of your income, address and/or identification through email, text, or ways other than in-person? a. Since March 1, 2020, did you have to provide WIC with documentation of your income, address and/or identification through email, text, or ways other than in-person/curbside? ^{OH}	Yes [go to Q5] No [skip Q5 and Q6] Not sure [skip Q5 and Q6]	X		Source: 2020 WIC Parents Survey
5. How did you provide documents showing income, address, and/or identification? a. How did you provide documents showing income, address, and/or identification? (select all that apply) ^{NC}	Text No/Yes Fax No/Yes Email No/Yes U.S. mail No/Yes Video No/Yes Uploaded to WIC website, portal or app No/Yes No/Yes »Uploaded to NM WIC online portal. ^{NM} Uploaded to online application No/Yes »Uploaded to link sent by WIC staff. ^{NM} Dropped it off at the WIC site No/Yes WIC staff picked up from me No/Yes Teletask ^{ITCA}	X		Source: NPI CA WIC COVID survey States should tailor this list to include the options they are making available.
6. How comfortable were you sharing documents with WIC this way?	Uncomfortable Somewhat uncomfortable Somewhat comfortable Comfortable	X		Source: NPI CA WIC COVID survey, 2020 WIC Parents Survey

B. APPOINTMENTS & NUTRITION EDUCATION – 7 QUESTIONS (6 CORE, 1 OPTIONAL)

QUESTION	ANSWER OPTIONS	CORE	OPTIONAL	NOTES
1. The COVID pandemic has led to new ways of receiving WIC services. How satisfied are you with each of these interactions with WIC in the last 6 months? A. By phone B. By video C. Texting with WIC staff D. Online nutrition education E. By email F. Curbside visit to a WIC site G. In-person appointment inside a WIC site H. Online WIC application a. Online NC WIC Referral Form ^{NC} b. Online WIC eligibility check ^{NM}	Very unsatisfied Somewhat unsatisfied Somewhat satisfied Very satisfied Did not have this type of interaction	X		Source: 2020 WIC Parents Survey States should tailor this list to include the options they are making available. If phone, video, online education and/or curbside visit responses are anything other than 'did not have this type of interaction', continue to Q2 and Q3; otherwise skip to Q4.
2. Compared to in-person WIC appointments you may have had in the past, how do you feel about your most recent WIC appointment by: A. Phone B. Video C. Online nutrition education D. Curbside	It was worse It was about the same. It was better Not sure I haven't had an in-person appointment yet.	X		Source: WIC Participant Feedback, WIC Services During COVID Asked separately about responses to Q1 (A, B, D and F) unless chose 'did not have this type of interaction'.
3. How do you feel about your most recent WIC appointment (including for nutrition education)?	A. I saved time and money by not having to travel to the WIC site. No/Yes/Not applicable or not sure B. I didn't have to miss work or school for my WIC appointment. No/Yes/ Not applicable or not sure C. I missed seeing WIC staff in person. No/Yes/ Not applicable or not sure D. It helped protect my family's health and safety during COVID. No/Yes/ Not applicable or not sure E. I felt concerned about my privacy. No/Yes/ Not applicable or not sure F. I didn't have enough time to talk with WIC staff. No/Yes/ Not applicable or not Sure G. The appointment was easier because I didn't have to take my children to the WIC site. No/Yes/Not applicable or not sure H. It was hard to hear. No/Yes/Not applicable or not sure I. My phone call or video connection was dropped. No/Yes/Not applicable or not sure J. I liked being able to use height, weight, and bloodwork from doctor appointments. No/Yes/Not applicable or not sure *** K. I feel safe and comfortable with the measures WIC has taken in response to the COVID pandemic. No/ Yes/Not Applicable or not sure Prefer not to answer		X	Source: WIC Participant Feedback Ask if responses to Q1 (A, B, D and/ or F) are anything other than 'did not have this type of interaction'. ***asked only if relevant to state
3a. Thinking about your most recent WIC appointment by phone, would you say the amount of time spent on the phone was. ^{OH}	too short just right too long			Newly developed question
3b. If available, would you be interested if WIC offered virtual "video" appointments? ^{CT}	No Yes Maybe			Newly developed question

<p>3c. What video platforms do you know or have used before?^{CT}</p>	<p>Zoom Google Meet Doxy Me Microsoft Teams Other (write-in)</p>	<p>Newly developed question</p>
<p>3d. Why aren't you interested in virtual video WIC appointments?^{CT}</p>	<p>Don't have access to platforms Don't have stable Internet connection Don't have video or phone on device Not interested in being on camera Other (write-in)</p>	<p>Newly developed question</p>
<p>4. 4. WIC sites are working to protect you from COVID exposure when in-person visits are allowed. How do you feel about each of the following statements?</p>	<p>A. At a WIC site, all WIC staff should wear masks. No/Yes/Not sure a. At a WIC site, masks should be mandatory for all WIC staff.^{WV} B. At a WIC site, all WIC participants over 2 years old should wear masks. No/Yes/Not sure a. At a WIC site, masks should be mandatory for all WIC participants over 2 years old.^{WV} C. WIC sites need to be set up to follow the social distancing guidelines in my area. No/Yes/Not sure a. WIC sites need to be set up to follow the social distancing guidelines in my Parish.^{LA} D. WIC needs to limit the number of people in the WIC site at one time, even if that means I have to wait outside or in my car. No/Yes/Not sure E. I prefer to complete nutrition education, counseling, and paperwork by phone or other ways and only come into the WIC site for height and weight measurements and bloodwork. No/Yes/Not sure a. I prefer to complete nutrition education, counseling, and paperwork by phone or other ways and only come into the WIC site for height and weight measurements and/or bloodwork (hemoglobin) when bloodwork is not available from my or my child's doctor.^{CT} b. I prefer to complete nutrition education, counseling, and paperwork by phone or other ways and only come into the WIC site for height and weight measurements and bloodwork, and to pick up my benefits.^{LA} F. I have enough masks for myself and my child(ren) to wear at the WIC site. No/Yes/Not sure G. My WIC site made me feel safe and comfortable with the measures they have taken in response to the COVID-19 pandemic. No/Yes/Not sure^{NC} H. I have not been to my WIC site since March 2020 and have no comment on their efforts. Yes/No/Not sure^{NC} I. At a WIC site, masks and hand sanitizer should be provided to all participants. Yes/No/Not sure^{NC}</p>	<p>Source: WIC Participant Feedback</p> <p>X</p> <p>States should tailor this list to include the options they are or are planning to make available.</p>
<p>5. 5. Due to the COVID pandemic, WIC has not been able to offer all WIC services in the same way as before the pandemic. What would you like to have available when WIC is able to safely offer in-person services?</p>	<p>A. One on one counseling with WIC staff in-person at the WIC site. No/Yes/Not sure B. Classes with other parents in person at the WIC site. No/Yes/Not sure C. Measurements such as weight and height or bloodwork taken at the WIC site. No/Yes/Not sure D. Pick up items (WIC cards, breast pumps) at the WIC site instead of delivered through mail or non-contact drop off. No/Yes/Not sure E. Breastfeeding support in person at the WIC site. No/Yes/Not sure F. Share measurements from my clinic or doctor. No/Yes/Not sure^{MN} G. I prefer the new service delivery methods of WIC and would like to continue them, if possible, even after it becomes safe to return to in person services.No/Yes/Not sure^{NC}</p>	<p>Source: 2020 WIC Parents survey</p> <p>X</p> <p>States should tailor this list to include the options they are or are planning to make available.</p>

6. When it is safe to go to WIC sites, how often would you like to go to WIC to receive services in-person?	Every month Every 3 months Every 6 months Every year When possible, prefer to receive all WIC services remotely (phone, video, online) Not sure	X	Source: 2020 WIC Parents survey States that use offline EWIC may want to omit some of the answer options or not include this question.
7. During the pandemic, would you say the quality of WIC services was the same, better or worse than it was before the COVID pandemic?	Worse during the pandemic than before Same during the pandemic as before Better during the pandemic than before Not sure Didn't come to WIC before the pandemic	X	Source: 2020 WIC Parents survey
8. How would you like to receive nutrition and breastfeeding education in the future? ^{ITCA}	Over the phone no/yes/not applicable Through video (e.g. Zoom) One-in-one in the clinic Group classes in the clinic Group classes through video Online – phone, tablet or computer		Newly developed question
9. How would you like to receive materials about breastfeeding or nutrition? ^{ITCA}	In-person no/yes/not applicable Digital (through email or text message) U.S. mail I would not like to receive these materials		Newly developed question
10. How do you feel about NOT receiving special items such as kids cups, calendars, breast pads, kids books, during the pandemic? ^{ITCA}	I did not receive them prior to the pandemic I miss receiving them from WIC I was given them during the pandemic Not applicable - I was not on WIC prior to the pandemic		Newly developed question

C. SHOPPING – 5 QUESTIONS (3 CORE, 2 OPTIONAL)

QUESTION	ANSWER OPTIONS	CORE	OPTIONAL	NOTES
1. WIC expanded the approved foods to help make shopping easier during the COVID pandemic. Did you know about these added foods? a. WIC added larger sizes of bread and eggs, shredded/string cheese to an expanded food list to help make shopping easier during the COVID pandemic. Did you know about these added options? ^{CT} b. Louisiana WIC expanded the approved foods from 3/26/2020 through 5/31/2020 to help make shopping easier during the COVID pandemic. Did you know about these added foods? ^{LA} c. WIC expanded the approved foods to help make shopping easier during the COVID pandemic using WIC Food Waivers. Did you know about these added foods? ^{ME} d. WIC expanded the approved foods to help make shopping easier during the COVID pandemic. For instance, milk and yogurt fat content and size of whole wheat or whole bread. Did you know about these added foods? ^{NC} e. WIC allowed the purchase of 2% milk for ages 2 and up to help make shopping easier during the COVID pandemic. Did you know about this added food? ^{OH}	No [skip to Q3] Yes [go to Q2] Not sure Not applicable	X		Newly developed question Optional for states that have not implemented a food package waiver or expanded authorized food lists and for states that made short term changes that ended. States can choose to include the ways they expanded the food list in the question, e.g., included larger sizes of bread, added shredded cheese.

<p>2. Please choose all of the statements that are true for you about the expansions to approved WIC foods since the COVID pandemic.</p> <p>a. Please mark which statement is true for you about the foods (larger bread sizes, eggs sizes, shredded/string cheese) that were added to the expanded food list since the COVID pandemic.^{CT}</p> <p>b. Please mark which statement is true for you about the expansions to approved WIC foods due to the COVID pandemic from 3/26/2020 through 5/31/2020.^{LA}</p> <p>c. Please mark which statement is true for you about the expansions to approved WIC foods (2% milk) since the COVID pandemic.^{OH}</p>	<p>I did not purchase any expanded foods allowed because I did not know how.</p> <p>I did not purchase any expanded foods allowed because I could not find them where I shop.</p> <p>I did not purchase any expanded foods allowed because I did not want or need them.</p> <p>I purchased some of the expanded foods, but would not likely purchase them again.</p> <p>I purchased some of the expanded foods and would like to continue to do so in the future.</p> <p>I don't know if I purchased any of the expanded foods.</p>	X	<p>Newly developed question</p> <p>Optional for states that have not implemented a food package waiver or expanded authorized food lists and for states that made short term changes that ended.</p>
<p>3. Since the COVID pandemic, how has shopping for WIC foods changed? Thinking about your experience in the last 6 months, please choose an answer for each statement.</p>	<p>A. Finding transportation to the store was hard. No/Yes/Not applicable or not sure</p> <p>B. There were temporary shortages of WIC foods/formula where I shop. No/Yes/Not applicable or not sure</p> <p>C. I preordered WIC foods by phone or online for pick up at the store or curbside. No/Yes/Not applicable or not sure</p> <p>D. I went more often to stores that have a self-checkout aisle to buy WIC foods. Yes/No/Not applicable or not sure</p> <p>E. Finding someone to take care of my child(ren) so I could shop without them was hard. No/Yes/Not applicable or not sure</p> <p>F. I felt concerned for my safety going to the grocery store to shop for WIC foods. No/Yes/Not applicable</p> <p>G. I purchased more WIC foods than before the COVID pandemic. No/Yes/Not applicable or not sure</p> <p>H. I purchased fewer WIC foods than before the COVID pandemic. No/Yes/Not applicable or not sure</p> <p>I. I shopped more often at larger stores to buy WIC foods^{NC}</p> <p>J. I shopped for WIC foods at a time when less people were in the store^{NC}</p> <p>K. I shopped less often overall^{NC}</p>	X	<p>Source: WIC Participant Feedback, NPI CA WIC COVID survey</p> <p>States should tailor this list to include the options available or relevant in their states. (Note: Specifying 6 instead of 12 months to get at more recent problems states can work on).</p>
<p>3a. If you participated in the WIC shopping home delivery program, how satisfied were you with the program?^{NV}</p>	<p>Very unsatisfied</p> <p>Somewhat unsatisfied</p> <p>Somewhat satisfied</p> <p>Very satisfied</p> <p>I did not participate in the home delivery program</p>		<p>Newly developed question</p>
<p>4. If the following options for WIC shoppers were available, would you use them?</p>	<p>A. Preordering WIC foods by phone or online for pick up at the store or curbside. No/Yes/Not sure</p> <p>B. Preordering WIC food by phone or online for at home delivery for an additional fee that I would have to pay. No/Yes/Not sure</p> <p>C. Using a self-checkout aisle in the store to purchase WIC foods. No/Yes/Not sure</p> <p>D. Using a drive through window to pick up WIC foods. No/Yes/Not sure</p> <p>E. Using a special section in the store to find WIC foods. No/Yes/Not sure</p>	X	<p>Newly developed question</p> <p>States should tailor this list to include the options available or relevant in their states.</p>

<p>5. There are different reasons families may not buy all of their WIC foods. Thinking about shopping during the last 6 months, please choose an answer for each statement for reasons you may not have bought all of your WIC foods.</p>	<p>A. I didn't feel safe going to the store due to COVID. No/Yes//Not applicable or not sure</p> <p>B. I was able to buy enough food with SNAP and didn't need my WIC foods as much. No/Yes/Not applicable or not sure</p> <p>a. I was able to buy enough food with Food and Nutrition Services (EBT and/or P-EBT) and didn't need my WIC foods as much.NC</p> <p>C. I was able to get food from food pantries or meal distribution sites and didn't need my WIC foods as much. No/Yes/Not applicable or not sure</p> <p>D. I didn't have transportation to the store. No/Yes//Not applicable or not sure</p> <p>E. I couldn't find the WIC foods I wanted at the store. No/Yes//Not applicable or not sure</p> <p>F. I couldn't do online shopping for WIC foods. No/Yes/Not applicable or not sure</p> <p>G. I couldn't do curbside pick-up for WIC foods. No/Yes/Not applicable or not sure</p> <p>H. I/my children do not like some of the WIC food choices. No/Yes/Not applicable or not sure</p> <p>I. I didn't receive my WIC card in time to buy all my WIC foods. No/Yes/Not applicable or not sure</p> <p>J. I was able to buy enough food with stimulus funds and didn't need my WIC foods as much. No/Yes/Not applicable or not sure^{ITCA}</p>	<p>Newly developed question</p>
		<p>States can include the name of SNAP if it is something different and include the name of their WIC card. States should tailor this list to include the options available or relevant in their states.</p>

D. WIC CARD & APP – 4 QUESTIONS (0 CORE, 4 OPTIONAL)

QUESTION	ANSWER OPTIONS	CORE	OPTIONAL	NOTES
<p>1. How satisfied are you with the WIC Card?</p> <p>a. How satisfied are you with the Maine eWIC Card?^{ME}</p>	<p>Very unsatisfied</p> <p>Somewhat unsatisfied</p> <p>Somewhat satisfied</p> <p>Very satisfied</p> <p>Have not used</p>		X	<p>Newly developed question</p> <p>Change 'WIC Card' to specific way state refers to EBT card</p>
<p>2. How satisfied are you with the WIC App(s)?</p> <p>a. How satisfied are you with the WIC Shopper or EBT Edge Apps?^{NV}</p>	<p>Very unsatisfied</p> <p>Somewhat unsatisfied</p> <p>Somewhat satisfied</p> <p>Very satisfied</p> <p>I do not use the WIC App [skip to Q4]</p>		X	<p>Source: NPI CA WIC COVID survey</p> <p>Only ask if state has an app and change 'WIC App' if has a specific name</p>
<p>3. Would you like to see the following changes made to the WIC App(s)?</p> <p>a. Would you like to see the following changes made to the WIC Shopper or EBT Edge Apps?^{NV}</p>	<p>A. Make it easier to log in as I often forget my login information. No/Yes/Not sure</p> <p>B. Prevent the app from crashing or make the app run faster. No/Yes/Not sure</p> <p>C. Allow me to scan foods to see if they are WIC eligible. No/Yes/Not sure</p> <p>D. Show my WIC food balance. No/Yes/Not sure</p> <p>E. Show my next WIC appointment. No/Yes/Not sure</p> <p>F. Provide the option to schedule a WIC appointment. No/Yes/Not sure</p> <p>G. Make it easier to find stores near me that offer online/phone ordering and/or curbside pick up. No/Yes/Not sure</p> <p>H. Make it easier to find stores near me that offer self-checkout. No/Yes/Not sure</p> <p>I. Provide the option to access online nutrition education. No/Yes/Not sure</p> <p>J. Provide the option to send my paperwork. No/Yes/Not sure</p> <p>K. Add a chat feature. No/Yes/Not sure</p> <p>L. Remind me before my food benefits expire. No/Yes/Not sure</p> <p>M. Make it available in Spanish. No/Yes/Not sure</p> <p>N. Make it available in other languages besides English and Spanish. No/Yes/Not sure</p> <p>O. Add an option/feature for saving pictures of receipts. No/Yes/Not sure^{OH}</p>		X	<p>Newly developed question</p> <p>Only ask if state has an app and is interested in exploring additions AND/OR app is not already doing these things. Remove items that are already available or the state doesn't want to include. Change 'WIC App' if has a specific name.</p>

<p>4. There are different reasons for not using the WIC App(s). Please choose an answer for each statement about reasons you do not use it.</p> <p>a. There are different reasons for not using the WIC Shopper or EBT Edge Apps. Please choose an answer for each statement about reasons you do not use it.^{NV}</p>	A. I didn't know about the app. No/Yes/Not sure or not applicable.				
	a. I don't know about the Apps. ^{NV}				
	B. I don't have a smartphone No/Yes/Not sure or not applicable				
	C. I don't usually have a phone with me when I shop. No/Yes/Not sure or not applicable				
	D. I don't know how to download the App on my phone. No/Yes/Not sure or not applicable				
	a. I don't know how to download the Apps on my phone. ^{NV}				
	E. I don't know how to use the App. No/Yes/Not sure or not applicable				Newly developed question
	a. I don't know how to use the Apps. ^{NV}				Only ask if response is 'I do not use the WIC App' for Q2. Change 'WIC App' if has a specific name.
	F. I can't remember how to log in. No/Yes/Not sure or not applicable		X		
	G. The App keeps crashing or is too slow. No/Yes/Not sure or not applicable				
	a. The Apps keep crashing or are too slow. ^{NV}				
	H. The App takes up too much space on my phone. No/Yes/Not sure or not applicable				
	a. The Apps take up too much space on my phone. ^{NV}				
I. I don't need to use the App. No/Yes/Not sure or not applicable					
a. I don't need to use the Apps. ^{NV}					
J. Cellular data or WIFI is not available at the grocery store. No/Yes/Not sure or not applicable					

E. WELLBEING – 3 QUESTIONS (0 CORE, 3 OPTIONAL)

QUESTION	ANSWER OPTIONS	CORE	OPTIONAL	NOTES
1. Since the COVID pandemic started (March 2020), has your physical health changed?	Yes, gotten better Yes, gotten worse No, there has been no change Prefer not to answer		X	Source: Vanderbilt Child Health COVID Poll
2. Since the COVID pandemic started (March 2020), has your mental health changed?	Yes, gotten better Yes, gotten worse No, there has been no change Prefer not to answer		X	Source: Vanderbilt Child Health COVID Poll
3. Since the COVID pandemic started (March 2020), has your household income changed?	Yes, gotten better Yes, gotten worse No, there has been no change Prefer not to answer		X	Newly developed question

F. SOCIODEMOGRAPHIC CHARACTERISTICS – 9 QUESTIONS (7 CORE, 2 OPTIONAL)

QUESTION	ANSWER OPTIONS	CORE	OPTIONAL	NOTES
1. How old are you?	Under 18 18-24 25-29 30-34 35-39 40-50 Over 50 Prefer not to answer		X	Newly developed question
2. How would you describe yourself? (select all that apply)	American Indian or Alaskan Native Asian Black or African American Hispanic or Latinx Native Hawaiian or other Pacific Islander White Other (write in: _____) Prefer not to answer		X	Newly developed States were responsible for analyzing write in responses for "other".

2a. Which group do you identify with? (non-Hispanic) ^{MM}	Bhutanese-Nepali or B-N American Cambodian or Cambodian American Hmong or Hmong American KaRen or KaRen American Karenni or Karenni American Laotian or Laotian American Vietnamese or Vietnamese American Other - Asian Prefer not to answer		Newly developed question
2b. Which group do you identify with? (non-Hispanic) ^{MM}	Black Multigenerational American Ethiopian or Ethiopian American Kenyan or Kenyan American Liberian or Liberian American Oromo or Oromo American Somali or Somali American Sudanese or Sudanese American Other - Black Prefer not to answer		Newly developed question
3. What is the highest level of school you have completed or the highest degree you have received?	No formal schooling 8th grade or less Grade 9-12, but not a high school graduate High school graduate/GED Some college/trade school/associate degree 4-year college graduate Post graduate degree Prefer not to answer	X	Newly developed question
4. Are you currently working and/or going to school full-time, part-time, or not at all?	Not currently working and/or going to school Full-time (at least 35 hours or more each week) Part-time Prefer not to answer	X	Newly developed question
5. In the last 30 days, have you used any of the following to help feed your family?	A. Local food pantry, food bank or religious organization. No/Yes/Prefer not to answer B. School meals or school meal distribution site. No/Yes/Prefer not to answer a. Food Service Program meal distribution site. ^{MM} C. Food from friends, family or neighbors. No/Yes/ Prefer not to answer D. Supplemental Nutrition Assistance Program (SNAP, commonly known as food stamps or EBT). No/Yes/ Prefer not to answer a. Supplemental Nutrition Assistance Program (Food and Nutrition Services, commonly known as SNAP, food stamps or EBT). ^{NC} E. Pandemic-EBT. No/Yes/Not sure/Prefer not to answer F. FDIPIR (Food Distribution Program on Indian Reservations) ITCA G. Food Boxes / Farmers to Family Food Boxes ^{ITCA,OH}	X	Newly developed question
6. Here are some statements that people have made about their food situation. Please choose whether the statement was often true, sometimes true or never true for your household in the last 12 months: a. We worried whether our food would run out before we got money to buy more. b. The food that we bought just didn't last, and we didn't have money to get more.	Often true Sometimes true Never true Prefer not to answer	X	Ask for each of the A & B statements. Source: Question modified from USDA Food Insecurity Module .
7. Please choose whether the statement was often true, sometimes true or never true for your household in the 12 months BEFORE the COVID pandemic began (approximately March 2019-February 2020): a. We worried whether our food would run out before we got money to buy more. b. The food that we bought just didn't last, and we didn't have money to get more.	Often true Sometimes true Never true Prefer not to answer	X	Ask for each of the A & B statements. Source: Question modified from USDA Food Insecurity Module .

8. What is the zip code where you live? a. What county/parish do you live in? ^{LA,OH} b. Please select the county where you live. ^{NC}	Enter zip code: [text entry box validated to US zip code] or Select from list of counties/parishes: [pick list provided by state] Prefer not to answer	X	Newly developed May be useful for regional analyses by states. States can choose to use counties or parishes instead of zip codes if they provide the list of counties/parishes in their state.
9. Please share anything else about WIC that you would like us to know. [Displays at end of survey if Block G questions are include]	(Write in up to 200 characters)	X	Newly developed States are responsible for analyzing responses. This can be replaced with an open-ended question used by states in the past.

G. CASH VALUE BENEFIT – 14 QUESTIONS (14 CORE)

QUESTION	ANSWER OPTIONS	CORE	OPTIONAL	NOTES
1. If you have a child 1-4 years old enrolled in WIC, would you be willing to answer some questions about what your child is eating? These questions will take about 5 minutes to answer.	Yes [proceed to questions below] No [proceed to end of block] I do not have a child 1-4 years old enrolled in WIC [proceed to end of block]	X		Newly developed
Please select a child between the ages of 1 and 4 years old who is on WIC. If you have more than one child between the ages of 1 and 4 on WIC, please select your youngest child on WIC. Do not include an infant less than 12 months.		X		Newly developed question
2. What is the birthdate (month and year only) of your youngest child on WIC (between 1 and 4 years old) ?	Month (drop down Jan-Dec) Year (2017, 2018, 2019, 2020) Girl Boy	X		Newly developed question
3. Is your youngest child on WIC (between 1 and 4 years old) a girl or boy?	Girl Boy	X		Newly developed question
We would like to know about the foods your youngest child on WIC between 1 and 4 years old ate or drank the past month , that is, the past 30 days . Please include meals and snacks at home, at childcare, in restaurants or take out, and any other place. You can answer never or the number of times per month, per week or per day. Please select only one response for each question.		X		Source: NHANES 2009-10 Dietary Screener Questionnaires (DSQ)
During the past month, select how often YOUR CHILD ate each of the follow. Please only select one response.				
4. 100% pure fruit juices such as orange, mango, apple, grape and pineapple juices [Do not include fruit-flavored drinks with added sugar or fruit juice you made and added sugar to]	Never 1 time last month 2-3 times last month 1 time per week 2 times per week 3-4 times per week 5-6 times per week 1 time per day 2-3 times per day 4 or more times per day	X		Source: NHANES 2009-10 Dietary Screener Questionnaires (DSQ)

5. Fruit. Include fresh, frozen or canned fruit [Do not include juices]	Never 1 time last month 2-3 times last month 1 time per week 2 times per week 3-4 times per week 5-6 times per week 1 time per day 2-3 times per day 4 or more times per day	X	Source: NHANES 2009-10 Dietary Screener Questionnaires (DSQ)
6. Green leafy or lettuce salad , with or without other vegetables	Never 1 time last month 2-3 times last month 1 time per week 2 times per week 3-4 times per week 5-6 times per week 1 time per day 2-3 times per day 4 or more times per day	X	Source: NHANES 2009-10 Dietary Screener Questionnaires (DSQ)
7. Any kind of fried potatoes , including french fries, home fries, or hash brown potatoes	Never 1 time last month 2-3 times last month 1 time per week 2 times per week 3-4 times per week 5-6 times per week 1 time per day 2-3 times per day 4 or more times per day	X	Source: NHANES 2009-10 Dietary Screener Questionnaires (DSQ)
8. Any other kind of potatoes , such as baked, boiled, mashed potatoes, sweet potatoes, or potato salad	Never 1 time last month 2-3 times last month 1 time per week 2 times per week 3-4 times per week 5-6 times per week 1 time per day 2-3 times per day 4 or more times per day	X	Source: NHANES 2009-10 Dietary Screener Questionnaires (DSQ)
9. Refried beans, baked beans, beans in soup, pork and beans or any other type of cooked dried beans [Do not include green beans]	Never 1 time last month 2-3 times last month 1 time per week 2 times per week 3-4 times per week 5-6 times per week 1 time per day 2-3 times per day 4 or more times per day	X	Source: NHANES 2009-10 Dietary Screener Questionnaires (DSQ)
10. Other vegetables [Do not include green salads, potatoes, cooked dried beans]	Never 1 time last month 2-3 times last month 1 time per week 2 times per week 3-4 times per week 5-6 times per week 1 time per day 2-3 times per day 4 or more times per day	X	Source: NHANES 2009-10 Dietary Screener Questionnaires (DSQ)
11. Mexican-type salsa made with tomato	Never 1 time last month 2-3 times last month 1 time per week 2 times per week 3-4 times per week 5-6 times per week 1 time per day 2-3 times per day 4 or more times per day	X	Source: NHANES 2009-10 Dietary Screener Questionnaires (DSQ)

<p>12. Pizza. Include frozen pizza, fast food pizza, and homemade pizza</p>	<p>Never 1 time last month 2-3 times last month 1 time per week 2 times per week 3-4 times per week 5-6 times per week 1 time per day 2-3 times per day 4 or more times per day</p>	<p>X</p>	<p>Source: NHANES 2009-10 Dietary Screener Questionnaires (DSQ)</p>
<p>13. Tomato sauces such as with spaghetti or noodles or mixed into foods such as lasagna [Do not include tomato sauce on pizza]</p>	<p>Never 1 time last month 2-3 times last month 1 time per week 2 times per week 3-4 times per week 5-6 times per week 1 time per day 2-3 times per day 4 or more times per day</p>	<p>X</p>	<p>Source: NHANES 2009-10 Dietary Screener Questionnaires (DSQ)</p>
<p>14. Families with a child ages 1 through 4 years old receive \$9 per month from WIC to purchase fruits and vegetables for that child. What do you think about the \$9 amount given for fruits and vegetables? Would you say it is:</p>	<p>Too much Not enough Just right Don't know</p>	<p>X</p>	<p>Source: NHANES 2009-10 Dietary Screener Questionnaires (DSQ)</p>



APPENDIX B. SAMPLE RECRUITMENT MATERIAL

ENGLISH

RECRUITMENT TEXT/SMS/APP OR EMAIL NOTIFICATION:

We would like to hear from you about your recent experiences with WIC. Please complete a brief survey on your phone, tablet or computer by going to: [\[bitly link\]](#)

RECRUITMENT EMAIL:

We would like to hear from you about your recent experiences with WIC. If you are interested in completing a brief survey, please use your phone, tablet or computer to go to: [\[bitly link\]](#)

TELEPHONE, VIDEO OR IN-PERSON APPOINTMENT SCRIPT:

We would like to hear your opinions about your WIC appointment today and about shopping for WIC foods. Please complete a brief survey using your phone, tablet or computer by going to [\[state or local agencies add where the survey link is accessible, e.g., on WIC app, state or local WIC website, WIC portal, via QR code on flyer, etc.\]](#)

FLYER, SOCIAL MEDIA GRAPHIC, INTERNET ADVERTISEMENT: [\[See images below\]](#)



We would like to hear from **you** about your recent experiences with WIC.

If you are interested in completing a **brief survey**, please use your phone, tablet or computer to go to: [\[bitly link\]](#)

[\[QR CODE\]](#) [\[STATE/TRIBE WIC AGENCY LOGO\]](#)

SPANISH

RECRUITMENT TEXT/SMS/APP PUSH NOTIFICATION:

Nos gustaría saber de usted sobre sus experiencias recientes con WIC. Si está interesado en completar una breve encuesta, use su teléfono, tableta o computadora para ir a: [\[bitly link\]](#)

RECRUITMENT EMAIL:

Nos gustaría saber de usted sobre sus experiencias recientes con WIC. Si está interesado en completar una breve encuesta, use su teléfono, tableta o computadora para ir a: [\[bitly link\]](#)

TELEPHONE SCRIPT:

Nos gustaría saber de usted sobre sus experiencias recientes con WIC. Si está interesado en completar una breve encuesta, use su teléfono, tableta o computadora para ir a: [\[bitly link\]](#)

FLYER, SOCIAL MEDIA GRAPHIC, INTERNET ADVERTISEMENT: [\[See images below\]](#)



Nos gustaría saber de **usted** sobre sus experiencias recientes con WIC.

Si está interesado en completar una **breve encuesta**, use su teléfono, tableta o computadora para ir a: [\[bitly link\]](#)

[\[QR CODE\]](#) [\[STATE/TRIBE WIC AGENCY LOGO\]](#)

APPENDIX C. DATA TABLES

TABLE 1. SURVEY PARTICIPANT CHARACTERISTICS.¹

	ALL STATES ENGLISH (N=22939)	ALL STATES SPANISH (N=3510)	ALL STATES TOTAL (N=26642)
Age in years, n (%) [F1] (n=26642)			
Under 18	167 (0.7)	73(2.0)	240 (0.9)
18-24	3160 (13.8)	343 (9.3)	3503 (13.1)
25-29	4986 (21.7)	766 (20.7)	5752 (21.6)
30-34	6102 (26.6)	682 (18.4)	6784 (25.5)
35-39	4611 (20.1)	1237 (33.4)	5848 (22.0)
40-50	2809 (12.2)	506 (13.7)	3315 (12.4)
Over 50	859 (3.7)	13 (0.4)	872 (3.3)
Race/Ethnicity, n (%) [F2] (N=26642)			
American Indian/Alaska Native	716 (3.1)	6 (0.2)	722 (2.7)
Asian	864 (3.8)	0 (0.0)	864 (3.2)
Black	4142 (18.1)	3 (0.1)	4145 (15.6)
Latinx	2882 (12.6)	3429 (92.6)	6311 (23.7)
Native Hawaiian/Other Pacific Islander	88 (0.4)	0 (0.0)	88 (0.3)
White	11288 (49.2)	45 (1.2)	11333 (42.5)
Multiple	1617 (7.0)	114 (3.1)	1731 (6.5)
Other	385 (1.7)	22 (0.6)	407 (1.5)
Education level, n (%) [F3] (n=26642)			
No formal schooling	45 (0.2)	100 (2.7)	145 (0.5)
8th grade or less	168 (0.7)	412 (11.1)	580 (2.2)
Some high school	1590 (6.9)	786 (21.2)	2376 (8.9)
High school	6693 (29.2)	1127 (30.4)	7820 (29.4)
Some college	9825 (42.8)	460 (12.4)	10285 (38.6)
College graduate	2951 (12.9)	340 (9.2)	3291 (12.4)
Post graduate degree	947 (4.1)	50 (1.4)	997 (3.7)
Employment or school, n (%) [F4] (n=26642)			
Not currently	10671 (46.5)	2241 (60.5)	12912 (48.5)
Full-time	6563 (28.6)	305 (8.2)	6868 (25.8)
Part-time	4061 (17.7)	418 (11.3)	4479 (16.8)
Change in household income since pandemic began,^{2,3} n (%) [E3] (n=22773)			
Decreased	9437 (49.1)	2422 (68.3)	11859 (52.1)
Unchanged	6837 (35.6)	789 (22.3)	7626 (33.5)
Increased	1337 (7.0)	68 (1.9)	1405 (6.2)
Duration of family on WIC, n (%) [A2] (n=26642)			
3 or more years	11280 (49.2)	1788 (48.3)	13068 (49.1)
1-2 years	6276 (27.4)	945 (25.5)	7221 (27.1)
Less than 1 year	5166 (22.5)	856 (23.1)	6022 (22.6)

Family member(s) on WIC, ^{4,5} n (%) [A1, A1b] (n=26642)			
Pregnant woman	2565 (11.2)	354 (9.6)	2919 (11.0)
Breastfeeding woman	3605 (15.7)	661 (17.9)	4266 (16.0)
Other postpartum woman	1762 (7.7)	135 (3.6)	1897 (7.1)
Infant <12 months old	7282 (31.7)	1072 (28.9)	8354 (31.4)
1 year old child	5876 (25.6)	830 (22.4)	6706 (25.2)
2 year old child	5542 (24.2)	770 (20.8)	6312 (23.7)
3 year old child	4977 (21.7)	690 (18.6)	5667 (21.3)
4 year old child	4476 (19.5)	735 (19.8)	5211 (19.6)
Used for food in past 30 days, n (%) [F5] (n=26642)			
SNAP	10374 (45.2)	1107 (29.9)	11481 (43.1)
Pandemic-EBT ⁶ (n=25220)	6845 (31.8)	954 (25.8)	7799 (30.9)
School meals/school meal distribution site	6345 (27.7)	1361 (36.8)	7706 (28.9)
Food from family/friends	6019 (26.2)	862 (23.3)	6881 (25.8)
Local food pantry/food bank/religious organization	4733 (20.6)	1379 (37.2)	6112 (22.9)
Farmers to Family Food Boxes ⁷ (n=3644)	481 (13.6)	19 (16.5)	500 (13.7)
Any one of the above	17614 (76.8)	2827 (76.3)	20441 (76.7)
None of the above ⁸	5325 (23.2)	876 (23.7)	6201 (23.3)
Household food insecurity, ⁹ n (%) (n=26642)			
During year prior to pandemic [F6]	10182 (44.4)	2192 (59.2)	12374 (46.4)
During year of pandemic [F7]	12494 (54.5)	2682 (72.4)	15176 (57.0)
Perspective on change in health since pandemic began, ^{2,10} n (%)			
Physical health [E1] (n=16568)			
Unchanged	8413 (61.6)	1911 (65.9)	10324 (62.3)
Worse	3166 (23.2)	485 (16.7)	3651 (22.0)
Better	1068 (7.8)	136 (4.7)	1204 (7.3)
Mental health [E2] (n=16568)			
Unchanged	7223 (52.8)	2074 (71.5)	9297 (56.1)
Worse	4263 (31.2)	332 (11.4)	4595 (27.7)
Better	797 (5.8)	111 (3.8)	908 (5.5)

1. Sample size may vary due to incomplete surveys or preference to not answer survey questions. Data for all states is the average of each state's average. Percentages may not add up to 100% as participants were able to select 'prefer not to answer' as a response option. Abbreviations: EBT, Electronic Benefits Transfer; SNAP, Supplemental Nutrition Assistance Program. Respondents marking Latinx were included in that category only, regardless of whether they marked other racial groups. Results shown in *italics* pertain to only two states.
2. Start of pandemic referenced as March 2020; other response option was 'prefer not to answer'
3. Question not asked of ITCA and OH WIC participants.
4. Includes all survey respondents as WIC participation was used as a criteria for other data in this and other tables. All 26642 respondents included in data tables were currently participating in WIC.
5. Currently or at any time in prior year (since March 2020).
6. Response option not available to ME and WV WIC participants.
7. Response option only available to ITCA and OH WIC participants.
8. Respondents marked 'no' to all response options.
9. Based on 2 questions from the USDA Food Security Module, asked about the prior 12 months from present and 12 months from March 2019 when the pandemic began.
10. Question not asked of ITCA, NC and OH WIC participants.

TABLE 2. WIC ENROLLMENT OR RECERTIFICATION DOCUMENTATION DURING THE COVID-19 PANDEMIC¹

	ALL STATES ENGLISH (N=22939)	ALL STATES SPANISH (N=3510)	ALL STATES TOTAL (N=26642)
Method(s) of providing documents, ² n (%) [A5]			
Email ³ (n=13010)	6496 (58.7)	1172 (60.4)	7668 (58.9)
Text ³ (n=13010)	3467 (31.3)	1216 (62.7)	4683 (36.0)
Dropped off at WIC site (n=13241)	4088 (36.2)	560 (28.7)	4648 (35.1)
Uploaded to WIC website, portal or app ⁴ (n=3971)	744 (21.9)	168 (29.0)	883 (23.0)
U.S. mail ⁵ (n=12421)	1336 (12.7)	351 (18.2)	1687 (13.6)
Picked up by WIC staff ⁶ (n=5823)	539 (9.7)	108 (37.1)	647 (11.1)
Fax ³ (n=13010)	752 (6.8)	283 (14.6)	1035 (8.0)
Video ⁷ (n=11848)	268 (2.7)	170 (8.9)	438 (3.7)
Comfort providing documents, Mean (SD) ⁸ [A6] (n=13241)	3.64 (0.08)	3.70 (0.08)	3.64 (0.08)
Comfortable, n (%)	8146 (72.2)	1458 (74.7)	9604 (72.5)
Somewhat comfortable, n (%)	2256 (20.0)	349 (17.9)	2605 (19.7)
Somewhat uncomfortable, n (%)	675 (6.0)	119 (6.1)	794 (6.0)
Uncomfortable, n (%)	211 (1.9)	27 (1.4)	238 (1.8)

1. Sample size may vary due to incomplete surveys. Data for all states is the average of each state's average.

2. Respondents could select all that apply.

3. Response option not available for NM WIC participants.

4. Response option not available for CO, CT, MN, NC, NH, NV, OH, or WV WIC participants.

5. Response option not available for LA WIC participants.

6. Response option not available for CO, CT, LA, NM, NV, or WV WIC participants.

7. Response option not available for LA or NH WIC participants.

8. For the method(s) listed above (if included in their state survey) that the participant reported using. Scored as follows: Comfortable=4, Somewhat comfortable=3, Somewhat uncomfortable=2, Uncomfortable=1.

TABLE 3. NUTRITION EDUCATION AND OTHER INTERACTIONS WITH WIC DURING THE COVID-19 PANDEMIC¹

	ALL STATES ENGLISH (N=22939)	ALL STATES SPANISH (N=3510)	ALL STATES TOTAL (N=26642)
Method(s) of interaction in last 6 months,² n (%) [B1]			
Phone (n=26642)	22420 (97.7)	3626 (97.9)	26046 (97.8)
Online nutrition education (n=26642)	11054 (48.2)	2343 (63.3)	13397 (50.3)
Texting ³ (n=22372)	9304 (47.2)	1925 (72.0)	11229 (50.2)
Email ⁴ (n=22004)	9001 (46.5)	1645 (62.3)	10646 (48.4)
In-person appointment ⁵ (n=23861)	8421 (40.1)	1327 (46.6)	9748 (40.9)
Curbside ⁵ (n=21406)	6833 (35.4)	902 (42.8)	7735 (36.1)
Online WIC application ⁶ (n=10166)	2700 (31.0)	758 (52.0)	3458 (34.0)
Video ⁷ (n=23523)	3636 (18.2)	1407 (39.4)	5043 (21.4)
None of the above ⁸	85 (0.4)	29 (0.8)	114 (0.4)
Satisfaction with interaction(s) in last 6 months (average score and distribution)¹³ [B1]			
Phone, Mean (SD) (n=26642)	3.43 (0.04)	3.27 (0.11)	3.40 (1.08)
Very satisfied, n (%)	16426 (71.6)	2525 (68.2)	18951 (71.1)
Somewhat satisfied, n (%)	2293 (10.0)	359 (9.7)	2652 (10.0)
Somewhat unsatisfied, n (%)	559 (2.4)	120 (3.2)	679 (2.5)
Very unsatisfied, n (%)	3142 (13.7)	622 (16.8)	3764 (14.1)
Did not have this type of interaction, n (%)	519 (2.3)	77 (2.1)	596 (2.2)
Had this type of interaction and satisfied, n (%)	18719 (83.5)	2884 (79.5)	21603 (82.9)
Online nutrition education, Mean (SD) (n=26642)	3.42 (0.08)	3.28 (0.12)	3.40 (0.09)
Very satisfied, n (%)	7708 (33.6)	1513 (40.9)	9221 (34.6)
Somewhat satisfied, n (%)	1577 (6.9)	335 (9.0)	1912 (7.2)
Somewhat unsatisfied, n (%)	346 (1.5)	79 (2.1)	425 (1.6)
Very unsatisfied, n (%)	1423 (6.2)	416 (11.2)	1839 (6.9)
Did not have this type of interaction, n (%)	11885 (51.8)	1360 (36.7)	13245 (49.7)
Had this type of interaction and satisfied, n (%)	9285 (84.0)	1848 (78.9)	11,133 (83.1)
Texting, ³ Mean (SD) (n=22372)	3.44 (0.05)	3.25 (0.17)	3.41 (0.07)
Very satisfied, n (%)	6747 (34.2)	1224 (45.8)	7971 (35.6)
Somewhat satisfied, n (%)	1067 (5.4)	260 (9.7)	1327 (5.9)
Somewhat unsatisfied, n (%)	230 (1.2)	69 (2.6)	299 (1.3)
Very unsatisfied, n (%)	1260 (6.4)	372 (13.9)	1632 (7.3)
Did not have this type of interaction, n (%)	10396 (52.8)	747 (28.0)	11143 (49.8)
Had this type of interaction and satisfied, n (%)	7814 (84.0)	1484 (77.1)	9298 (82.8)
Email, ⁴ Mean (SD) (n=22004)	3.42 (0.11)	3.19 (0.12)	3.40 (0.11)
Very satisfied, n (%)	6355 (32.8)	1023 (38.8)	7378 (33.5)
Somewhat satisfied, n (%)	1182 (6.1)	242 (9.2)	1424 (6.5)

Somewhat unsatisfied, n (%)	303 (1.6)	56 (2.1)	359 (1.6)
Very unsatisfied, n (%)	1161 (6.0)	324 (12.3)	1485 (6.7)
Did not have this type of interaction, n (%)	10363 (53.5)	995 (37.7)	11358 (51.6)
Had this type of interaction and satisfied, n (%)	7537 (83.7)	1265 (76.9)	8802 (82.7)
In-person appointment, ⁵ Mean (SD) (n=23861)	3.40 (0.10)	3.28 (0.14)	3.39 (0.11)
Very satisfied, n (%)	5900 (28.1)	890 (31.3)	6790 (28.5)
Somewhat satisfied, n (%)	1029 (4.9)	170 (6.0)	1199 (5.0)
Somewhat unsatisfied, n (%)	307 (1.5)	54 (1.9)	361 (1.5)
Very unsatisfied, n (%)	1185 (5.6)	213 (7.5)	1398 (5.9)
Did not have this type of interaction, n (%)	12595 (59.9)	1518 (53.4)	14113 (59.1)
Had this type of interaction and satisfied, n (%)	6929 (82.3)	1060 (79.9)	7989 (82.0)
Curbside, ⁵ Mean (SD) (n=21406)	3.37 (0.15)	3.20 (0.13)	3.37 (0.14)
Very satisfied, n (%)	4901 (25.4)	577 (27.4)	5478 (25.6)
Somewhat satisfied, n (%)	736 (3.8)	126 (6.0)	862 (4.0)
Somewhat unsatisfied, n (%)	246 (1.3)	37 (1.8)	283 (1.3)
Very unsatisfied, n (%)	950 (4.9)	162 (7.7)	1112 (5.2)
Did not have this type of interaction, n (%)	12464 (64.6)	1207 (57.2)	13671 (63.9)
Had this type of interaction and satisfied, n (%)	5637 (82.5)	703 (77.9)	6340 (82.0)
Online WIC application, ⁶ Mean (SD) (n=10166)	3.51 (0.12)	3.36 (0.07)	3.49 (0.12)
Very satisfied, n (%)	1911 (21.9)	515 (35.3)	2426 (23.9)
Somewhat satisfied, n (%)	377 (4.3)	100 (6.9)	477 (4.7)
Somewhat unsatisfied, n (%)	78 (0.9)	22 (1.5)	100 (1.0)
Very unsatisfied, n (%)	334 (3.8)	121 (8.3)	455 (4.5)
Did not have this type of interaction, n (%)	6009 (69.0)	699 (48.0)	6708 (66.0)
Had this type of interaction and satisfied, n (%)	2288 (84.7)	615 (81.1)	2903 (83.3)
Video, ⁷ Mean (SD) (n=23523)	3.21 (0.08)	3.14 (0.17)	3.20 (0.08)
Very satisfied, n (%)	2253 (11.3)	851 (23.8)	3104 (13.2)
Somewhat satisfied, n (%)	577 (2.9)	220 (6.2)	797 (3.4)
Somewhat unsatisfied, n (%)	177 (0.9)	63 (1.8)	240 (1.0)
Very unsatisfied, n (%)	629 (3.2)	273 (7.6)	902 (3.8)
Did not have this type of interaction, n (%)	16313 (81.8)	2167 (60.6)	18480 (78.6)
Had this type of interaction and satisfied, n (%)	2830 (77.8)	1071 (76.1)	3901 (77.4)
Assessment of most recent interaction compared to past in-person appointments (average and distribution) ¹⁰ [B2]			
Phone, Mean (SD) (n=26046)	2.46 (0.06)	2.61 (0.07)	2.47 (0.06)
Better, n (%)	9436 (42.1)	1839 (50.7)	11275 (43.3)
Same, n (%)	8545 (38.1)	1132 (31.2)	9677 (37.2)

Worse, n (%)	576 (2.6)	35 (1.0)	611 (2.3)
Not sure, n (%)	881 (3.9)	97 (2.7)	978 (3.8)
Have not had in-person appointment yet, n (%)	2982 (13.3)	523 (14.4)	3505 (13.5)
Had this type of interaction and rated as better or same, n (%)	17981 (92.9)	2971 (95.8)	20952 (93.0)
Online nutrition education, Mean (SD) (n=13108)	2.38 (0.08)	2.63 (0.10)	2.41 (0.08)
Better, n (%)	3338 (30.9)	1083 (46.7)	4421 (33.7)
Same, n (%)	4392 (40.7)	663 (28.6)	5055 (38.6)
Worse, n (%)	177 (1.6)	21 (0.9)	198 (1.5)
Not sure, n (%)	1236 (11.5)	115 (5.0)	1351 (10.3)
Have not had in-person appointment yet, n (%)	1647 (15.3)	436 (18.8)	2083 (15.9)
Had this type of interaction and rated as better or same, n (%)	7730 (84.6)	1746 (92.8)	9476 (86.0)
Curbside, ⁵ Mean (SD) (n=7735)	2.38 (0.10)	2.65 (0.06)	2.41 (0.09)
Better, n (%)	2359 (34.5)	414 (45.9)	2773 (35.9)
Same, n (%)	2486 (36.4)	224 (24.8)	2710 (35.0)
Worse, n (%)	186 (2.7)	6 (0.7)	192 (2.5)
Not sure, n (%)	702 (10.3)	79 (8.8)	781 (10.1)
Have not had in-person appointment yet, n (%)	1100 (16.1)	179 (19.8)	1279 (16.5)
Had this type of interaction and rated as better or same, n (%)	4845 (84.5)	638 (88.2)	5483 (84.9)
Video, ⁷ Mean (SD) (n=5043)	2.33 (0.11)	2.61 (0.06)	2.38 (0.13)
Better, n (%)	786 (21.6)	502 (35.7)	1288 (25.5)
Same, n (%)	1068 (29.4)	306 (21.7)	1374 (27.2)
Worse, n (%)	60 (1.7)	11 (0.8)	71 (1.4)
Not sure, n (%)	822 (22.6)	135 (9.6)	957 (19.0)
Have not had in-person appointment yet, n (%)	900 (24.8)	453 (32.2)	1353 (26.8)
Had this type of interaction and rated as better or same, n (%)	1854 (67.8)	808 (84.7)	2662 (72.1)
Advantages of most recent WIC appointment, ¹¹ n (%) [B3]	(n=8405)	(n=2095)	(n=10500)
Helped protect family health and safety during COVID (n=10500)	7753 (92.2)	2028 (96.8)	9781 (93.2)
Felt safe and comfortable with WIC's COVID precautions (n=10500)	7712 (91.8)	1999 (95.4)	9711 (92.5)
Easier not to have to take children (n=10500)	7179 (85.4)	1841 (87.9)	9020 (85.9)
Saved time and money as no travel ¹² (n=9051)	5783 (82.3)	1719 (84.8)	7502 (82.9)

Did not have to miss work/school ¹² (n=9051)	4883 (69.5)	1002 (49.4)	5885 (65.0)
Liked using measurements from doctor ¹³ (n=7891)	3998 (60.4)	740 (58.4)	4738 (60.0)
None of the above ⁸ (n=10488)	15 (0.2)	6 (0.3)	21 (0.2)
Disadvantages of most recent WIC appointment, ¹¹ n (%) [B3]	(n=8405)	(n=2095)	(n=10500)
Missed seeing WIC staff in person ⁹ (n=10500)	3139 (37.3)	1039 (49.6)	4178 (39.8)
Inadequate time to talk with WIC staff ⁹ (n=10500)	852 (10.1)	804 (38.4)	1656 (15.8)
Concerned about privacy ⁹ (n=10500)	1097 (13.1)	221 (10.5)	1318 (12.6)
Hard to hear ⁹ (n=10500)	431 (5.1)	153 (7.3)	584 (5.6)
Phone call or video connection dropped ⁹ (n=10500)	286 (3.4)	103 (4.9)	389 (3.7)
None of the above ⁸ (n=8753)	1995 (23.7)	278 (13.3)	2273 (21.6)
Overall quality of services during COVID compared to before pandemic, ¹⁴ Mean (SD) [B7] (n=26642)	2.33 (0.09)	2.48 (0.11)	2.34 (0.09)
Better, n (%)	7149 (31.2)	1458 (39.4)	8607 (32.3)
Same, n (%)	9794 (42.7)	1553 (41.9)	11347 (42.6)
Worse, n (%)	869 (3.8)	62 (1.7)	931 (3.5)
Not sure, n (%)	1766 (7.7)	193 (5.2)	1959 (7.4)
Didn't come to WIC before pandemic, n (%)	3361 (14.7)	437 (11.8)	3798 (14.3)
Came to WIC before pandemic and rated services as better or same, n (%)	16943 (86.5)	3011 (92.2)	19954 (87.3)

1. Sample size may vary due to incomplete surveys or because not relevant to answer question. Data for all states is the average of each state's average.

2. Respondents could select all that apply.

3. Response option not available for CO WIC participants.

4. Response option not available for CO or NM WIC participants.

5. Response option not available for CT or NV WIC participants.

6. Response option only available for NH and NM WIC participants.

7. Response option not available for LA, NH, or NM WIC participants.

8. Respondents marked 'no' to all response options.

9. Scored as follows: Very satisfied=4, Somewhat satisfied=3, Somewhat unsatisfied=2, Very unsatisfied=1.

10. n (%) includes any respondent who had phone, video, online nutrition education or curbside interaction with WIC. Scored as follows: better=3, same=2, worse=1.

11. n (%) only includes the subset of respondent who marked one of the listed

advantages or disadvantages and had phone, video, online nutrition education or curbside interactions with WIC. Percentages may not add up to 100% as participants were allowed to select 'not applicable or not sure' as a response option. Question not asked of OH WIC participants.

12. Response option not available for LA WIC participants.

13. Response option not available for CT or ITCA WIC participants.

14. Scored as follows: better=3, same=2, worse=1.

TABLE 4. PREFERENCES FOR IN-PERSON WIC SERVICES AFTER RESOLUTION OF THE COVID-19 PANDEMIC.¹

	ALL STATES ENGLISH (N=22939)	ALL STATES SPANISH (N=3510)	ALL STATES TOTAL (N=26642)
Protections when in-person WIC visits initially resume, ² n (%) [B4] (n=20822)			
WIC staff wear masks	14067 (80.8)	3188 (93.2)	17255 (82.9)
Have sufficient masks for family	14624 (84.0)	2621 (76.6)	17245 (82.8)
Remote education, counseling and paperwork so in-person only for measurements and bloodwork	13864 (79.7)	2815 (82.3)	16679 (80.1)
Sites set up for social distancing	13235 (76.1)	3083 (90.1)	16318 (78.4)
Limits on number of people inside with others waiting outside	12705 (73.0)	2821 (82.5)	15526 (74.6)
WIC participants wear masks	10310 (59.2)	2739 (80.1)	13049 (62.7)
None of the above ³	95 (0.5)	4 (0.1)	99 (0.5)
Ways to receive in-person WIC services after the pandemic, n (%) [B5] (n=26642)			
Measurements taken at site	12064 (52.6)	2553 (68.9)	14617 (54.9)
Pick up items at site (e.g. WIC Card, breast pump) ⁴ (n=22998)	8123 (41.8)	1964 (54.7)	10087 (43.9)
One on one counseling with WIC staff	8823 (38.5)	2353 (63.5)	11176 (41.9)
Breastfeeding support ⁵	7661 (33.4)	1949 (52.6)	9610 (36.1)
Classes with other participants ⁶ (n=23915)	3396 (16.7)	1090 (31.0)	4486 (18.8)
None of the above ³	2815 (12.2)	104 (2.8)	2919 (11.0)
Frequency of in-person visits, ⁷ n (%) [B6] (n=20978)			
Continue remote WIC services	8388 (47.9)	1130 (32.5)	9518 (45.4)
Every 3 months	3167 (18.1)	927 (26.6)	4094 (19.5)
Every 6 months	2978 (17.0)	783 (22.5)	3761 (17.9)
Every year	1351 (7.7)	197 (5.7)	1548 (7.4)
Every month	474 (2.7)	242 (7.0)	716 (3.4)
Not sure	1139 (6.5)	202 (5.8)	1341 (6.4)

1. Sample size may vary due to incomplete surveys. Percentages may not add up to 100% as participants were able to select 'not sure' as a response option. Data for all states is the average of each state's average.
2. Question not asked of MN and OH WIC participants.
3. Respondents marked 'no' to all response options.
4. Response option not available to ITCA and OH WIC participants.
5. All respondents were able to respond to this question, not just those that were prenatal or breastfeeding participants, which may explain the low number of participants that selected this service.
6. Response option not available to MN WIC participants.
7. Question not asked of LA, NM and OH WIC participants as offline WIC Cards must be loaded in-person approximately every 3 months.

TABLE 5. SHOPPING EXPERIENCES FOR WIC FOODS DURING THE COVID-19 PANDEMIC.¹

	ALL STATES ENGLISH (N=22939)	ALL STATES SPANISH (N=3510)	ALL STATES TOTAL (N=26642)
Aware of expanded food options, ² n (%) [C1] (n=18551)	8467 (52.7)	862 (34.8)	9329 (50.3)
Did not purchase options, ² n (%) [C2]	1194 (14.1)	162 (18.8)	1356 (14.5)
Because did not know how	445 (37.3)	97 (59.9)	542 (40.0)
Because did not want or need	447 (37.4)	20 (12.3)	467 (34.4)
Because could not find where shop	302 (25.3)	45 (27.8)	347 (25.6)
Did purchase options, ² n (%) [C2]	5779 (68.3)	439 (50.9)	6218 (66.7)
Likely to purchase again	5465 (94.6)	405 (92.3)	5870 (94.4)
Not likely to purchase again	314 (5.4)	34 (7.7)	348 (5.6)
Unsure if purchased options, n (%) [C2]	1494 (17.6)	261 (30.3)	1755 (18.8)
Shopping experiences in the 6 months prior to survey completion, n (%) [C3]			
Shortage of WIC foods (n=23262)	10390 (52.3)	1429 (42.1)	11819 (50.8)
Shopped more at stores with self-checkout ³ (n=17067)	6316 (43.9)	915 (34.3)	7231 (42.4)
Difficulty finding childcare (n=22964)	7709 (39.5)	1331 (38.8)	9040 (39.4)
Purchased <i>more</i> WIC foods (n=20748)	6294 (35.6)	1088 (35.7)	7382 (35.6)
Purchased <i>fewer</i> WIC foods (n=20582)	3701 (21.1)	512 (17.0)	4213 (20.5)
Concerned for safety (n=24398)	5941 (28.4)	879 (25.3)	6820 (28.0)
Difficulty finding transportation (n=21681)	2158 (11.6)	833 (26.7)	2991 (13.8)
Pre-ordered WIC foods for pick-up ⁴ (n=4319)	249 (6.0)	12 (6.0)	261 (6.0)
None of the above ⁵	3480 (15.5)	641 (17.5)	4121 (15.8)
Preferred ways to shop for WIC foods if available,⁶ n (%) [C4]			
Use self-checkout aisle in store (n=22372)	15348 (77.9)	1395 (52.2)	16743 (74.8)
Order WIC foods for pick-up ⁷ (n=22372)	13160 (66.8)	1434 (53.7)	14594 (65.2)
Use special section in store to find WIC foods ⁸ (n=16498)	9486 (64.2)	1191 (69.5)	10677 (64.7)
Use a drive-through window ⁹ (n=6455)	2635 (54.2)	823 (51.6)	3458 (53.6)
Order WIC foods for home delivery for additional out-of-pocket fee (n=22372)	7239 (36.7)	672 (25.1)	7911 (35.4)
None of the above ⁵	1529 (7.8)	423 (15.8)	1952 (8.7)

Reasons families did not buy all their WIC foods, n (%) [C5]			
Online shopping for WIC foods unavailable ¹⁰ (n=20069)	10113 (57.8)	448 (17.3)	10561 (52.6)
Curbside pick-up for WIC foods unavailable ¹⁰ (n=19717)	9631 (55.8)	467 (19.0)	10098 (51.2)
Did not find WIC foods wanted (n=23529)	9619 (47.5)	1828 (56.0)	11447 (48.7)
Do not like some WIC food choices (n=21856)	7776 (40.7)	1428 (52.1)	9204 (42.1)
Did not feel safe at store due to COVID (n=23268)	6974 (34.7)	1521 (48.2)	8495 (36.5)
Lack of transportation (n=21759)	2560 (13.7)	1521 (50.6)	4081 (18.8)
Did not need WIC as much due to SNAP (n=17777)	2503 (16.4)	441 (17.6)	2944 (16.6)
Did not receive WIC Card in time ¹¹ (n=12913)	662 (6.2)	972 (45.2)	1634 (12.7)
Did not need WIC as much due to food pantries/meal distribution sites (n=19413)	1771 (10.7)	594 (20.7)	2365 (12.2)
None of the above ⁵	4217 (18.9)	478 (13.2)	4695 (18.1)

1. Sample size may vary due to incomplete surveys. Data for all states is the average of each state's average. Percentages may not add up to 100% as participants were able to select 'not sure' or 'not applicable' as response options.
2. Question not asked of CO, ITCA, MN and WV WIC participants. Follow-up questions on purchases of expanded food items asked only of respondents aware of the expanded food options
3. Response option not available to NC WIC participants.
4. Response option not available to CO, CT, LA, NC, NV and OH participants.
5. Respondents marked 'no' to all response options.
6. Question not asked of CO WIC participants.
7. Pre-ordering foods by phone or online for pick up at the store or curbside.
8. Response option not available to CT, NM and OH WIC participants.
9. Response option not available to ITCA, LA, MN, NC, NH, NM, OH and WV WIC participants.
10. Response option not available to ITCA WIC participants.
11. Response option not available to NC, NM and OH WIC participants.

TABLE 6. USE OF WIC CARD AND WIC APP.¹

	ALL STATES ENGLISH (N=22939)	ALL STATES SPANISH (N=3510)	ALL STATES TOTAL (N=26642)
Satisfaction with WIC Card, ^{2,3} Mean (SD) [D1] (n=22706)	3.50 (0.06)	3.17 (0.08)	3.46 (0.09)
Very satisfied, n (%)	13746 (71.7)	2185 (61.9)	15931 (70.2)
Somewhat satisfied, n (%)	2578 (13.4)	408 (11.6)	2986 (13.2)
Somewhat unsatisfied, n (%)	485 (2.5)	146 (4.1)	631 (2.8)
Very unsatisfied, n (%)	2028 (10.6)	742 (21.0)	2770 (12.2)
Have not used, n (%)	341 (1.8)	47 (1.3)	388 (1.7)
Satisfaction with WIC App, ² Mean (SD) [D2] (n=26339)	3.37 (0.15)	3.11 (0.14)	3.35 (0.14)
Very satisfied, n (%)	13116 (57.8)	2014 (55.3)	15130 (57.4)
Somewhat satisfied, n (%)	3703 (16.3)	164 (4.5)	3867 (14.7)
Somewhat unsatisfied, n (%)	916 (4.0)	264 (7.2)	1180 (4.5)
Very unsatisfied, n (%)	2203 (9.7)	650 (17.8)	2853 (10.8)
Have not used, n (%)	2759 (12.2)	550 (15.1)	3309 (12.6)
Desired changes in WIC App, ⁴ n (%) [D3]			
Show next WIC appointment, ⁵ (n=11130)	8973 (91.0)	1194 (94.2)	10167 (91.3)
Show WIC food balance, ⁶ (n=1595)	1377 (88.7)	40 (93.0)	1417 (88.8)
Add food benefits expiration reminder, ⁷ (n=5245)	3848 (84.3)	602 (88.4)	4450 (84.8)
Schedule WIC appointments,(n=16242)	11678 (82.5)	1761 (84.6)	13439 (82.7)
Scan foods to identify WIC eligibility, ⁶ (n=1595)	1281 (82.5)	35 (81.4)	1316 (82.5)
Find stores that offer online/phone ordering and/or curbside pick-up, ⁸ (n=1832)	1363 (77.2)	44 (65.7)	1407 (76.8)
Share re/certification documents, ⁹ (n=14036)	8605 (73.9)	1899 (79.6)	10504 (74.8)
Find stores that offer self-checkout, ¹⁰ (n=14273)	7992 (67.4)	1751 (72.7)	9743 (68.3)
Access online nutrition education, ¹¹ (n=11364)	6020 (65.8)	1599 (72.3)	7619 (67.0)
Add chat feature, ¹⁰ (n=14273)	7928 (66.8)	1628 (67.6)	9556 (67.0)
Prevent from crashing or make run faster, ¹² (n=15276)	7558 (57.6)	1410 (65.2)	8968 (58.7)
Make log in easier, ¹³ (n=15046)	6047 (47.0)	1389 (63.7)	7436 (49.4)
Make available in other languages besides English or Spanish, ¹⁴ (n=15588)	4878 (36.1)	1358 (65.5)	6236 (40.0)
Make available in Spanish, ¹⁵ (n=5083)	1270 (26.1)	204 (93.6)	1474 (29.0)
Any one of the above	16798 (97.9)	2951 (98.5)	19749 (98.0)
None of the above ¹⁶	365 (2.1)	44 (1.5)	409 (2.0)
Reasons for not using WIC App, ¹⁷ n (%) [D4]			
Did not know about the App	1329 (48.7)	116 (21.5)	1445 (44.2)

Cellular data or Wi-Fi not available at grocery store	777 (28.5)	121 (22.4)	898 (27.5)
Do not know how to use App	673 (24.7)	160 (29.7)	833 (25.5)
Do not own smartphone	539 (19.8)	269 (49.9)	808 (24.7)
Do not have phone while shopping	535 (19.6)	245 (45.5)	780 (23.9)
Do not know how to download App	392 (14.4)	167 (31.0)	559 (17.1)
Do not need to use the App	400 (14.7)	86 (16.0)	486 (14.9)
App takes up too much space on phone	379 (13.9)	75 (13.9)	454 (13.9)
Cannot remember how to log in ¹⁸ (n=3257)	286 (10.5)	89 (16.6)	375 (11.5)
App keeps crashing or is too slow	166 (6.1)	55 (10.2)	221 (6.8)
None of the above ¹⁴	74 (2.7)	7 (1.3)	81 (2.5)

1. Sample size may vary due to incomplete surveys. Data for all states is the average of each state's average.
2. Scored as follows: Very satisfied=4, Somewhat satisfied=3, Somewhat unsatisfied=2, Very unsatisfied=1.
3. Question not asked of ITCA and OH WIC participants.
4. Question not asked of NH and OH WIC participants. Percentages may not add up to 100% as participants were able to select 'not sure' as a response option.
5. Response option not available to CT, ITCA, or MN WIC participants.
6. Response option not available to CT, ITCA, MN, NM, ME, NC, or NV WIC participants.
7. Response option not available to CT, ITCA, MN, or NC WIC participants.
8. Response option not available to CT, ITCA, ME, MN, NC, or NV WIC participants.
9. Response option not available to NM or NC WIC participants.
10. Response option not available to NC WIC participants.
11. Response option not available to MN or NC WIC participants.
12. Response option not available to CT, MN, or NM WIC participants.
13. Response option not available to CT, ITCA, MN, WV WIC participants.
14. Response option not available to ITCA or WV WIC participants.
15. Response option not available to CT, ITCA or NC, NV, or WV WIC participants.
16. Respondents marked 'no' to all response options.
17. Only asked of respondents that said they had not used the App when asked about satisfaction with the App. Percentages may not add up to 100% as participants were able to select 'not sure' as a response option.
18. Response option not available to MN WIC participants.