

WIC Customer Satisfaction Survey - August 2016		
<b>1. What is your local WIC agency?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
	<i>answered question</i>	179
	<i>skipped question</i>	0
<b>2. At what clinic do you work?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
	<i>answered question</i>	179
	<i>skipped question</i>	0
<b>3. We know there are different reasons why people do not return to WIC. Why have you not returned to WIC? (Check all that apply).</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Schedule changed or the time/day that the clinic held appointments did not work for me	8.5%	15
Transportation	6.2%	11
Thought no longer eligible for WIC because income has changed	13.6%	24
Thought no longer eligible for WIC because no longer on Medicaid	4.5%	8
Did not know infant was eligible past the age of one	1.1%	2
Did not do WICHealth.org	0.0%	0
Grocery store experience	1.1%	2
Did not like foods provided	3.4%	6
Customer service at clinic	0.6%	1
Moving/moved out?	11.3%	20
Did not need WIC anymore	10.2%	18
Other (please specify)	57.1%	101
	<i>answered question</i>	177
	<i>skipped question</i>	2
<b>Number</b>	<b>Other (please specify)</b>	
1	Did not have proof of income (kids are not on Medicaid)	
2	Babysits other kids so it's too difficult to go to appointments	
3	Its a hassle to shop for the food items	
4	Busy at work and family emergencies so she couldn't come back	
5	Needed help with formula only	
6	Had not called to resched.	
7	Just got back from Oklahoma for a funeral	
8	Had emergency	
9	Was busy with kids school	
10	Out of town	
11	no longer income eligible.	
12	Very busy with other things	

13	child does not like 1% milk
14	Client was in the middle of something did not want to answer survey questions
15	Client working did not have time to do survey
16	gets food stamps ,so didnt think could get wic
17	Busy and family was on vacation.
18	Got busy and forgot to call to schedule an appointment.
19	She always forgets to call to schedule an appointment.
20	Was a foster child and no longer with this family
21	Kept forgetting to call and reschedule
22	Had new baby and was adjusting
23	Client found out she was pregnant and though she needed proof to get back on program for herself
24	KIDS HAD BEEN SICK
25	over income
26	over income
27	Family busy, unable to return to WIC
28	had a family emergency out of town and won't be back until 09/08/2016
29	had miscarriage and didn't know that I could still get benefits
30	unsure of income guidelines
31	baby was Excl BF and she didn't want to ask for WIC.
32	Over income
33	Had an emergency in El Salvador long time ago and her kids are still there. They are coming back on 9/20, mom will call tomorrow to make an appt after talks to manager to get a day off.
34	She knows that she is over income, she asked maximum income and her and husband make more
35	moved to Las Vegas
36	stated that didn't use the food except fruits and veggies. She was accumulating a lot of milk and she didn't use it
37	One child turned 5 and she didn't want to drive for only one kid (one kid left in the program)
38	GMOC. HAS CUSTODY NOT MOM
39	moved to another county both parents working she thought that she did not qualify anymore
40	Haven't had time to schedule and appointment.
41	Moved to Lafayette, has been super busy. Needs to settle down first
42	family super busy. 5 kids. Parents day and night jobs. therapy for kids
43	Kids started school, busy.
44	Family was sick
45	Has been very sick and in and out from hospital
46	Client missed appointment and didn't have a chance to call back.
47	did not get a call back to make appointent
48	Adopted child thought they did not qualify anymore due to income
49	Client states she never received a call to reschedule her appointment.
50	She was going to move, decided not to and never called to reschedule an appointment.
51	lost Envelope and did not know when appt was.
52	THEY WANT 2% MILK
53	Forgot to call to reschedule appointment.
54	waiting for Dr . prescription for child
55	needed to bring income
56	Forget appointment date and time

57	Unable to provide proof of income
58	also lost WIC envelope
59	Move to another town, 45 min from Eagle
60	Was out of state on vacation
61	Do not want to share
62	had miscarriage and didn't know that I could still receive benefits
63	Job wouldn't let me leave or come into work late
64	Did not know that she could continue to get benefits after her miscarriage
65	Was out of state on vacation
66	work same hours WIC is open, appts after 5:00 would be nice
67	some else answer phone and said moc. was at work.
68	DOESN'T HAVE CUSTODY ANYMORE
69	Missed appointment and never called to r/s
70	working
71	Food allergies
72	Child is allergic to 90% of foods provide by WIC
73	Doesn't think WIC foods make a diference
74	client forgot to reapply
75	they will comeback to make appt. did not like the phone sistem
76	Transfer Wic Services to Arizona
77	Started school and schedule conflict
78	Participant tought Wic was until 6mo of age for baby
79	income changed but working less hours now.
80	out of town
81	Both working, husband and herself.
82	Had an emergency and had to go out of state.
83	went out of country
84	Busy schedule will call when ready.
85	child was out of the country
86	Phone was not in service
87	"I've been meaning to call, but I've been so busy."
88	Extended Vacation
89	Was full for the next day last time she called.
90	Moved out of state
91	need it formula
92	had a hard time to get to the office(transportation)
93	did need milk
94	didn't think I qualify
95	Will think I din't qualify, and had a hard time with checks.
96	baby was drinking a different formula
97	I can buy my own food, now that I don't need formula.
98	Forgot to make appointment
99	was calling old WIC #
100	Out of state
101	medical reason

4. If you answered that you did not need WIC anymore as the reason for not returning to WIC, please explain why:

Answer Options	Response Count
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		46
<i>answered question</i>		<b>46</b>
<i>skipped question</i>		<b>133</b>
Number	Response Text	
1	Is receiving food stamps and no longer is needing WIC	
2	Both she and spouse are working and feel they no longer need the program	
3	N/A	
4	did not qualify based on come.	
5	Financially Stable now	
6	Just needed help w/ formula , due to expensive	
7	Moved out of the Area with boyfriend and both agree that they no longer need the services	
8	n/a	
9	N/A	
10	No longer has foster child	
11	Client moved out of state	
12	Had transportation problems	
13	n/a	
14	Husband has a second job and don't need help with extra food, may apply again during the off season	
15	Move in to Oklahoma, receiving WIC benefits there	
16	n/a	
17	n/a	
18	over income, both working now. No medicaid	
19	n/a	
20	n/a	
21	n/a	
22	MOC. STATES HER INCOME CHANGED AND SHE DOESN'T NEED WIC, ALSO SHE OFFERS ONLY ORGANIC MILK AND ORGANIC PRODUCTS TO HER FAMILY	
23	n/a	
24	Baby is one, no longer need formula	
25	n/a	
26	Does not need WIC for family anymore	
27	Got married, over income	
28	I just got a job and it is harder for me to make to appointments now	
29	She no longer has medicaid and is over income guidelines. 4 members in the household and gross monthly household income is \$4,388.80	
30	She started working M-F from 8 to 5. She was unable to attend appointments with her new work schedule.	
31	Just no longer interested	
32	Pregnant and miscarried	
33	Food allergies and over income	
34	Allergies and over income	
35	" I'm ok now don't need the help anymore but thank you for helping for the last year, I will call back later if needed after I talked to my husband".	
36	I feel that i need to leave food for other families that may need it more than I do.	
37	n/a	
38	Was out on vacation for 4 weeks.	
39	Both working, husband and herself.	

40	n/a	
41	over income	
42	over income	
43	Husband is doing better at work and it doesn't feel right for her to have help from WIC.	
44	n/a, but will call to schedule an appt on her day off from work	
45	Husband got a new job and no longer qualify.	
46	appts to often	
<b>5. Are you interested in returning to WIC?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Yes - complete survey and schedule an appointment	71.9%	123
No - complete survey	28.1%	48
<i>answered question</i>		<b>171</b>
<i>skipped question</i>		<b>8</b>
<b>6. What could the WIC Program do differently to make you want to return?</b>		
<b>Answer Options</b>	<b>Response Count</b>	
	84	
<i>answered question</i>	<b>84</b>	
<i>skipped question</i>	<b>95</b>	
<b>Number</b>	<b>Response Text</b>	
1	Nothing, the enrollment process was seamless and staff wonderful	
2	N/A	
3	Nothing	
4	Nothing	
5	No	
6	Nothing	
7	nothing	
8	Nothing.	
9	everything was great while in the program	
10	Nothing.	
11	offer 2% milk	
12	nothing, my own choice , not to return	
13	Nothing is a great program	
14	Offer more organic or alternative foods.	
15	Nothing it's a good program	
16	Will return if new qualifying child is placed with her	
17	N/A	
18	Client moved from Weld County	
19	N/A	
20	n/a	
21	everything is good	
22	Increase the poverty federal line	
23	n/a	
24	n/a	
25	n/a	

26	n/a
27	n/a
28	n/a
29	n/a
30	n/a
31	EWIC WILL HELP, AND MY JOB HOURS CHANGE SO I AM ABLE TO GO.
32	nothing
33	Not interested anymore, my husband is working more.
34	Earlier times and later times, its hard for me to get time off and my working hours are 8 AM to 5 PM
35	no improvements needed it.
36	Offer organic, more fruits and veggies. Almond milk and cashew milk would be great.
37	I will call WIC when I find a time that works for me.
38	WIC is doing everything ok. I have a hectic schedule, 5 kids and working busy hours.
39	Its helpful for me if WIC could offer appointments after 5:00PM, that's usually when I can get a ride.
40	EBT card will help
41	Offer more fruits and veggies. My children drink 2 % milk and do not like 1% or fat free.
42	Everything is fine.
43	n/a
44	the program is great. I would not change anything
45	N/A
46	change nothing
47	She stated that WIC has helped her and her family when they really needed it. She does not think we need to do anything differently.
48	Everything is great.
49	She states it has nothing to do with us, but her income. She states we were a great help and she enjoyed being on the program.
50	no changes
51	N/A
52	wants to return
53	Nothing - just not interested any more
54	Nothing
55	Nothing
56	Nothing
57	late appts
58	I will call back to get new office wic# in englewood, am driving right now.
59	N/A
60	Provided more produce section foods
61	Provide more produce and food free of allergens
62	2% milk
63	n/a
64	Mailing checks, and do nutrition information over the phone
65	Was working full time had some difficulties scheduling appt
66	Nothing program is great.
67	n/a
68	More information about Eligible dates
69	n/a

70	Nothing WIC staff does a great job.
71	n/a
72	n/a
73	No not really.
74	Transferred out of state, still getting WIC
75	Nothing
76	Would like to schedule appointment when it's convenient for her.
77	Nothing program was good.
78	the EWIC will help.
79	ewic more private, and no body needs to know I am in wic.
80	EWIC will help.
81	EWIC will be much easier with card.
82	WIC is a great, program, I didn't return because didn't need the formula wic provide.
83	EWIC will help.
84	No since not in state but is in OR

#### 7. How likely are you to recommend WIC to a friend or family member?

Answer Options	Response Percent	Response Count
Very likely	91.4%	139
Somewhat likely	5.9%	9
Neither likely nor unlikely	1.3%	2
Somewhat unlikely	0.7%	1
Very unlikely	0.7%	1
<i>answered question</i>		<b>152</b>
<i>skipped question</i>		<b>27</b>

#### 8. If you would not recommend WIC to a friend or family member, please explain why:

Answer Options	Response Count
	29
<i>answered question</i>	<b>29</b>
<i>skipped question</i>	<b>150</b>

Number	Response Text
1	N/A
2	I wouldn't recommend someone to WIC because I don't know anyone else that might be under the right category
3	n/a
4	N/A
5	N/A
6	n/a
7	n/a
8	n/a
9	n/a
10	n/a
11	n/a
12	n/a
13	n/a
14	n/a
15	n/a

16	n/a
17	I would refer my friends that are in need of foods. I like the education and staff but the foods are not great for my family. I wasn't buying everything I was offered. WIC is a great program
18	n/a
19	I always recommend everyone to WIC
20	n/a
21	n/a
22	no reason
23	no reasons
24	n/a
25	n/a
26	N/A
27	Customer service is really good and she enjoys coming here.
28	They need the people that needs help.
29	her family and friends children are over the age of 5.

**9. Is there anything else that you would like us to know?**

Answer Options	Response Count
	61
<i>answered question</i>	<b>61</b>
<i>skipped question</i>	<b>118</b>

Number	Response Text
1	Everything with WIC has been a positive experience.
2	N/A
3	Everyone was very nice
4	Always recommends WIC
5	None
6	Nothing
7	No
8	No
9	No.
10	like all other foods, just not 1% milk
11	no
12	N/A
13	Nothing else to say. Thanks.
14	Nothing
15	STAY THE SAME FRIENDLY.
16	wic office is happy.
17	n/a
18	nothing thank you
19	I wish to come back to WIC but I am not eligible do to over income
20	n/a
21	n/a
22	n/a
23	n/a
24	n/a
25	n/a
26	n/a
27	n/a



28	no, I think WIC is a great program.
29	n/a
30	GMOC. HAS CUSTODY
31	she will call her new county wic office to make appointment
32	I likes WIC, its a big help for me and my family
33	Not at the moment.
34	It would be nice to get 2 % milk on my checks. I want more fruits and veggies too
35	EWIC WILL HELP A LOT.
36	No
37	We loved WIC, thanks for the help
38	I always recomend my friends to WIC
39	Nothing
40	N/A
41	N/A
42	No.
43	whole milk would be nice
44	they said the will call to make appointment soon
45	NO
46	Participant is also pregnant so decide to schedule an appt for both at the end of Survey
47	Great program
48	Was a great help and love the program
49	Currently receiving services in AZ
50	Make appts easier and reachable for busy schedule
51	She likes lunch meal plans
52	Did not know about eligible dates
53	will double check income before scheduling an appt.
54	N/A
55	She likes to get information about what is best for her family and thinks everyone here is nice.
56	n/a
57	"It's great." (said about WIC)
58	Wic program was great.
59	a complete physical will be nice.
60	everything is good.
61	Refer child to the right doctor if needed, for example my child has an ear infection, refer child to the doctor for ears.