

## WIC Customer Satisfaction Survey - Summary Sept 2016

### 1. What is your local WIC agency?

Answer Options	Response Percent	Response Count
Boulder	2.3%	1
Eagle County Public Health	16.3%	7
Tri-County Health Department	81.4%	35
<i>answered question</i>		<b>43</b>
<i>skipped question</i>		<b>0</b>

### 2. At what clinic do you work?

Answer Options	Response Percent	Response Count
Avon WIC Clinic	4.7%	2
Boulder WIC Clinic	2.3%	1
Castle Rock WIC Clinic	23.3%	10
Commerce City WIC Clinic	7.0%	3
El Jebel WIC Clinic	11.6%	5
Englewood WIC Clinic	2.3%	1
Iliff WIC Clinic	37.2%	16
Lone Tree WIC Clinic	11.6%	5
<i>answered question</i>		<b>43</b>
<i>skipped question</i>		<b>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).

Answer Options	Response Percent	Response Count
Schedule changed or the time/day that the clinic held appointments did not work for me	11.6%	5
Transportation	9.3%	4
Thought no longer eligible for WIC because income has changed	7.0%	3
Thought no longer eligible for WIC because no longer on Medicaid	0.0%	0
Did not know infant was eligible past the age of one	4.7%	2
Did not do WICHealth.org	2.3%	1
Grocery store experience	0.0%	0
Did not like foods provided	4.7%	2
Customer service at clinic	0.0%	0
Moving/moved out?	20.9%	9
Did not need WIC anymore	11.6%	5
Other (please specify)	65.1%	28
<i>answered question</i>		<b>43</b>
<i>skipped question</i>		<b>0</b>

Number	Other (please specify)
1	Had family emergencies and had to go out of town a few times

2	Had a very busy summer and forgot to call
3	MISSED APPOINTMENTS
4	LEFT BABY WITH GRANDPARENTS.
5	Forgot to call to schedule her next appointment
6	She only wants organic food and the only organic food she can get with WIC are F/V.
7	Moved to Cripple Creek County and was not using WIC checks
8	Had personal problems
9	Moc was out of state visiting Parents
10	Had to go to another state to take care of sick sister
11	Daughter went on Vacation to her country coming back in 3 months
12	Moved out to North Carolina, but came back last week to Colorado
13	Organic Milk, or ( Almond Milk)
14	Move to Parker and bag was stolen could not proof ID
15	Need it only breastpump for the 1st year
16	Not living in Aurora anymore
17	Living in Virginia and coming back next month
18	No car
19	Busy with school and work
20	Miscarriage
21	just got busy/ thought she had to change offices
22	Says she just is too busy to come to WIC appointments
23	No time to come in to office
24	Child did not like whole milk, giving NIDO and WIC does not provide this.
25	Forgot that she had to call last month to schedule to recertify.
26	Easy to forget to schedule an apt
27	I keep forgetting to call
28	Forgot to schedule an appointment

**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
	6
<i>answered question</i>	<b>6</b>
<i>skipped question</i>	<b>37</b>

Number	Response Text
1	N/A
2	They are fine, no need to reapply.
3	Over income
4	Foster family purchases food for child
5	Thought everything was done on line now and couldn't figure that out.
6	Financial stable

**5. Are you interested in returning to WIC?**

Answer Options	Response Percent	Response Count
Yes - complete survey and schedule an appointment	79.1%	34
No - complete survey	20.9%	9
<i>answered question</i>		<b>43</b>
<i>skipped question</i>		<b>0</b>

6. What could the WIC Program do differently to make you want to return?		
Answer Options		Response Count
		13
<i>answered question</i>		13
<i>skipped question</i>		30
Number	Response Text	
1	N/A	
2	Allow organic foods	
3	n/a	
4	Did not schedule appt because daughter needs to be present for R appt	
5	If we take in a new foster child	
6	Does not need wic services at the moment child over 1	
7	Does not need wic products	
8	Nothing, is nothing against wic	
9	Schedule appt	
10	Information about qualification if pregnancy is not completed	
11	Schedule Conflict with classes	
12	offer flexible appointment times, outside of 8-5 for working parents or those needing a ride.	
13	It's a great program, I will not change anything right now	
7. How likely are you to recommend WIC to a friend or family member?		
Answer Options	Response Percent	Response Count
Very likely	88.1%	37
Somewhat likely	9.5%	4
Neither likely nor unlikely	2.4%	1
Somewhat unlikely	0.0%	0
Very unlikely	0.0%	0
<i>answered question</i>		42
<i>skipped question</i>		1
8. If you would not recommend WIC to a friend or family member, please explain why:		
Answer Options	Response Count	
	1	
<i>answered question</i>	1	
<i>skipped question</i>	42	
Number	Response Text	
1	N/A	
9. Is there anything else that you would like us to know?		
Answer Options	Response Count	
	17	
<i>answered question</i>	17	
<i>skipped question</i>	26	
Number	Response Text	
1	No	
2	I love WIC!	
3	SCHEDULED AN APPOINTMENT.	

4	N/A
5	N/A
6	N/A
7	no, I WOULD LIKE TO SCHEDULE AN APPOINTMENT.
8	She may consider coming back in November when we get the eWIC cards.
9	Everything is ok
10	Have Organic milk or Almond Milk
11	Offered Wic new location phone number but participant decline
12	You guys are great.
13	Will schedule appt when move back to Aurora
14	Using Similac as well
15	WIC staff is very nice
16	N/A
17	I recommend WIC to everyone.