

WIC Customer Satisfaction Survey – Retention Summary (September 2016)		
1. What is your local WIC agency?		
Answer Options	Response Percent	Response Count
Boulder County Public Health	26.5%	9
Eagle County Public Health	8.8%	3
Jefferson County Department of Public Health	2.9%	1
Sunrise Community Health	5.9%	2
Tri-County Health Department	55.9%	19
<i>answered question</i>		34
<i>skipped question</i>		0
2. At what clinic do you work?		
Answer Options	Response Percent	Response Count
Arvada WIC Clinic	2.9%	1
Avon WIC Clinic	8.8%	3
Boulder WIC Clinic	11.8%	4
Castle Rock WIC Clinic	5.9%	2
Commerce City WIC Clinic	5.9%	2
Englewood WIC Clinic	29.4%	10
Evans WIC Clinic	5.9%	2
Firestone WIC Clinic	0.0%	0
Iiliff WIC Clinic	11.8%	4
Lafayette WIC Clinic	2.9%	1
Lone Tree WIC Clinic	2.9%	1
Longmont WIC Clinic	11.8%	4
<i>answered question</i>		34
<i>skipped question</i>		0
3. What have you valued most from the WIC program? (Check all that apply).		
Answer Options	Response Percent	Response Count
Healthy food	79.4%	27
Nutrition Education and information	64.7%	22
Child development information	23.5%	8
Breastfeeding support/pumps	11.8%	4
Relationships with staff	55.9%	19
Convenience of clinic location	14.7%	5
Referral to other community services/resources	17.6%	6
Other (please specify)	35.3%	12
<i>answered question</i>		34
<i>skipped question</i>		0
Number	Other (please specify)	
1	Food assistance for foster child	

2	All the milk & cheese we recieved	
3	Extra help with food and the nutrition information she got.	
4	The extra help she got.	
5	Formula	
6	I never knew that until wic that I can get help with other foods	
7	Speaking spanish really helps me.	
8	"Helped tons w/the grocery bill."	
9	"Helps out w/the grocery bill."	
10	Saving money	
11	The foods that she received are good quality foods.	
12	He loves his milk.	
4. How likely are you to recommend WIC to a friend or family member?		
Answer Options	Response Percent	Response Count
Very likely	100.0%	33
Somewhat likely	0.0%	0
Neither likely nor unlikely	0.0%	0
Somewhat unlikely	0.0%	0
Very unlikely	0.0%	0
<i>answered question</i>		33
<i>skipped question</i>		1
5. If you would not recommend WIC to a friend or family member, please explain why:		
Answer Options	Response Count	
	10	
<i>answered question</i>	10	
<i>skipped question</i>	24	
Number	Response Text	
1	NA	
2	Getting the food is helpful as well as the nutrition education.	
3	NA	
4	NA	
5	n/a	
6	n/a	
7	n/a	
8	n/a	
9	N/A	
10	Very very very likely to recommend the WIC program.	
6. Is there anything else that you would like us to know?		
Answer Options	Response Count	
	22	
<i>answered question</i>	22	
<i>skipped question</i>	12	
Number	Response Text	
1	No	
2	I would be doing WIC if I had a child that was of age to be in WIC.	
3	"It's helpful."	

4	"I appreciate WIC and the services they provide. It's a lot of help."
5	Thank you for helping me out and giving me a good customer service.
6	Nothing to say thank you.
7	The way we (staff) made her feel, she felt like she was home when she was at her appointments. Thank you very much.
8	Nothing to say thank you for all your help.
9	Formula help is awesome for single mothers
10	Dahlia was really helpful. She recommended other programs that are going to help me. I like that she is very nice and friendly.
11	We like that you speak spanish
12	I really like that you are bilingual
13	Englewood staff is great and she liked all of us
14	Englewood office is amazing
15	"I think the cut off line @5yr is too soon. I find it odd that I as a woman am the main supporter of my family yet the income line is...I either make barely over the guide lines & I can't offer to support my family. I won't qualify for any programs & I have to buy my own food, provide my own insurance, provide everything for my kids yet I don't have enough money. Or I make sure I stay under the income guide lines so that the government can help me provide for my family & I get Medicaid, food stamps, WIC, & free school lunches."
16	"I think lack of education is why people don't apply."
17	Nothing
18	No
19	WIC has helped me make healthy choices for my son. I learned a lot about juice and the sugars and portions and making small steps for a healthy life style
20	Everything is good about the program and that's why she now brings her baby to WIC.
21	That WIC is very important. It's a blessing to have the help. Would never abuse the WIC program.
22	I love everything about WIC!