

## WIC Customer Satisfaction Survey - Retention August 2016

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

Answer Options	Response Percent	Response Count
	<i>answered question</i>	<b>57</b>
	<i>skipped question</i>	<b>0</b>

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

Answer Options	Response Percent	Response Count
	<i>answered question</i>	<b>57</b>
	<i>skipped question</i>	<b>0</b>

### 3. What have you valued most from the WIC program? (Check all that apply).

Answer Options	Response Percent	Response Count
Healthy food	73.7%	42
Nutrition Education and information	78.9%	45
Child development information	31.6%	18
Breastfeeding support/pumps	12.3%	7
Relationships with staff	31.6%	18
Convenience of clinic location	12.3%	7
Referral to other community services/resources	10.5%	6
Other (please specify)	17.5%	10
	<i>answered question</i>	<b>57</b>
	<i>skipped question</i>	<b>0</b>

Number	Other (please specify)
1	Maria likes the extra food she gets with her wic checks.
2	Being able to have extra groceries.
3	Formula
4	Care for clients.
5	Formula something she can't afford because she was unable to breastfeed.
6	how WIC stays on top of immunizations
7	Learned how to cook better and learned about sugar content in beverages.
8	Help her save money on groceries.
9	She was always treated well.
10	Help with food when she wasn't working.

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

Answer Options	Response Percent	Response Count
Very likely	100.0%	57
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>		<b>57</b>
<i>skipped question</i>		<b>0</b>

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

Answer Options	Response Count
	26
<i>answered question</i>	<b>26</b>
<i>skipped question</i>	<b>31</b>

Number	Response Text
1	It was a great service, felt respected, staff was great
2	n/a
3	n/a
4	n/a
5	None
6	No
7	Would recommend people to wic.
8	None
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	n/a
18	n/a
19	n/a
20	n/a
21	n/a
22	n/a
23	n/a
24	n/a
25	n/a
26	n/a

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

Answer Options	Response Count
	51
<i>answered question</i>	<b>51</b>
<i>skipped question</i>	<b>6</b>

Number	Response Text
1	WIC is an overall great program
2	Moc states that she would prefer more organic products. Would really like to see organic milk in the program.
3	Moc is very excited about the Debit cards, using the checks is hard.

4	Having WIC was not just help with foods. It helped me make better choices for my child and for my family at home.
5	I recommend WIC to everybody because WIC helped me out a lot.
6	No comment
7	None
8	Thank you for the extra help.
9	Evelyn has already recommended her sisters because she likes the service we provide.
10	MOC states to be thankful with the kind staff that always answers her questions for her.
11	client states that she really likes everything about our program, with everything we offer.
12	Moc states that she needs a list of stores that accept WIC, she thinks that would be very helpful. Moc would like this list given at the first appointment.
13	MOC states to be very thankful that we made her aware that her child was beginning to become overweight and now thanks to our program she continues to keep him on a healthy diet plan.
14	Moc states that her experience was awesome.
15	Foc states that WIC was wonderful.
16	Moc states that she is very thankful for the program, it has made her very aware of what is healthy for her body, and her children's bodies. How to serve portion sizes, how to manage and learn to provide good snacks during the day. Helped her to establish a routine.
17	Some friends think it is inconvenient but to her it was a great program that she has carried information when she grocery shops.
18	Felt when she called she did not get a call back
19	None
20	Nothing to say.
21	Nothing
22	Nothing at this time felt WIC was very informative
23	Nothing
24	Nothing
25	Nothing
26	Moc states that WIC is great, no additional comments.
27	Nothing to say.
28	Nothing to say.
29	Thank you for helping our family.
30	Nothing else to say. Thank you.
31	Client stated that wic is a great program and has been able to help her family more than we could imagine.
32	Sometimes we got foods we didn't use because my child didn't like them.
33	Client loved that she was referred to the Delaney Farm, and her kids loved it.
34	No, everything is good.
35	M. SAID SHE IT WAS A VERY HELPFUL FOR HER FAMILY AND SHE LEARNED ABOUT NUTRITION.
36	Client said that she loves the program and always recommends friends to it.
37	Program is awesome.
38	Very good program for children
39	Had a very good experience with WIC
40	no comment
41	No thank you.
42	client had nothing else to say.
43	Everything is fine, thank you.

<b>44</b>	Client really enjoyed the classes, and all the information she got, she also mentioned that wic helped her a lot. She was thankful for the help she received.
<b>45</b>	Nothing.
<b>46</b>	Participant mentioned that everything was good while she was in wic and she really enjoyed coming here.
<b>47</b>	Wic is good and thank you for helping us.
<b>48</b>	Thank you for providing my family with healthy foods and having people that speak spanish.
<b>49</b>	The advice she received.
<b>50</b>	It would be nice to receive WIC until my child is 6 years of age.
<b>51</b>	This father recommends WIC to all of his friends and family. He's so appreciative that we've taken the time to talk to him about what's healthy for his boys and we've taken the time to show him how his boys are growing.