

2015

WIC Participant Satisfaction Survey



Alexis Sannoh

Colorado Department of Public Health
1/8/2015

TABLE OF CONTENTS

Executive Summary	4
Results	6
WIC Customer Service Experience	6
Utilization of Online WIC Services and Printed Materials	11
Potentially helpful services.....	14
Reasons for Missed Appointments	15
Improving customer service	16
Referrals	18
Sources of Health Information.....	19
Impact of WIC on eating habits	20
Topics of Interest	23
Children on the WIC Program.....	25
Child Feeding Habits.....	25
Visiting a WIC Nutritionist or Nurse	28
Pregnant Now or in the Past Year	29
Breastfeeding Questions	29
Counties	33

Executive Summary

Since the year 2002, the Colorado WIC program has conducted the biennial Participant Satisfaction Survey to assess the satisfaction levels of both the clinical and shopping experiences, along with the health behaviors and attitudes of its participants. This survey is one measure the program uses to determine whether it is achieving its aim to improve the health of low-income pregnant, postpartum and breastfeeding women, infants and children under the age of five. To consistently reach this aim, the WIC program provides nutritious supplement foods in the form of food, nutrition education and counseling, breastfeeding support and referrals to various health care and social services.

While the length, format and context of the questions might have changed over the years, the WIC Participant Satisfaction Survey has consistently examined the service, use and customer shopping experience offered through WIC. Attitudes concerning breastfeeding practices, the food packages, voucher use, nutrition education and behavior change are also addressed. The survey questions are compiled at the state level and sent out to the 96 WIC Clinics through the 38 local agencies across the 64 counties in Colorado. The survey is printed in both English and Spanish and administered over the course of a few months in the target year. In particular, the 2015 survey was mailed out in the spring, with the responses electronically collated for analysis during the months of June to October.

To better understand the attitudes and patterns of the WIC participants, the 2015 Participant Satisfaction Survey will be analyzed and used as a baseline for results comparisons of appropriate surveys dating back to the year 2008. Surveys prior to 2008 are not included because questions in surveys from 2002 until 2008 are markedly different from the 2015 version. And while the questions from 2008 and later are not exactly the same, they do share a lot more commonalities, with the 2013 survey being the most similar to the 2015 version in terms of the types of questions asked.

Following are key findings of the 2015 Participant Satisfaction Survey:

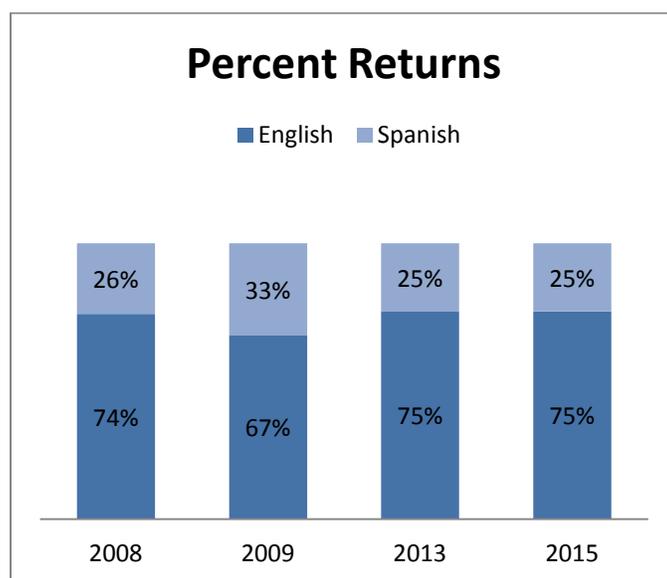
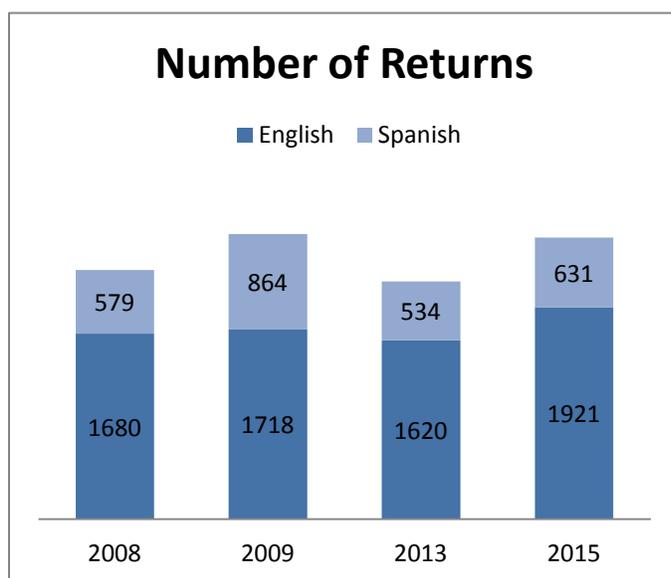
- 2,552 returned WIC Participant Satisfaction Surveys
- The majority of survey respondents lived in the larger counties
- 98% of respondents stated they were treated with respect
- 92% of respondents have stated that WIC provided appointment times that worked for them
- 73% said the checkout counter experience was friendly
- 60% found the printed materials and brochures useful
- Spanish speakers appeared a bit more aware of WIC services than their English counterparts
- 81% indicated that receiving text message appointment reminders would be helpful

- 52% rarely or never missed their WIC appointments and for those that missed, 24% admitted they forgot their appointments
- 85% said that they liked their current clinics hours. The alternative hours suggested ranged from 7 a.m. to 6 p.m.
- 98% would recommend the WIC Program to a friend
- 82% of Spanish speakers made the decision as to whether or not their child had eaten enough food. In comparison, only 55% of English speakers made the same decision.
- 98% agreed the WIC staff promoted breastfeeding over formula feeding
- Increased intake of fruits and vegetables was the number one eating habit influenced by WIC
- Healthy eating was the topic of interest to Spanish speakers, while English speakers favored healthy cooking

Results

Overall, there were a total of 2,552 returned WIC Participant Satisfaction Surveys for the year 2015. This number of returned surveys increased by 11.5% and 16% from the 2008 and 2013 surveys, which had return totals 2,259 and 2,154, respectively. However, this number was very close to the 2,582 returned in 2009.

Of the returned 2015 surveys, 75% were from the English respondents and 25% were from the Spanish respondents. These percentages were identical to the years 2008 and 2013, but the year 2009 had a slightly higher percentage of Spanish respondents (33%).



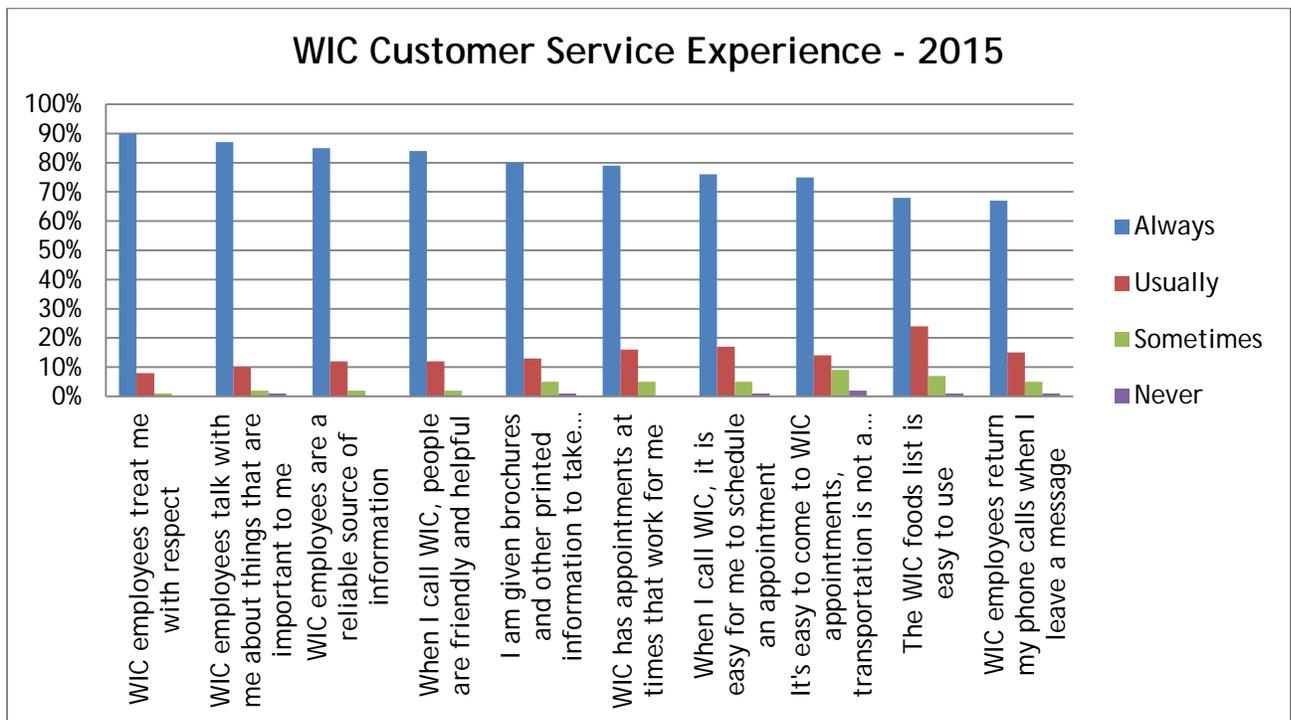
WIC Customer Service Experience

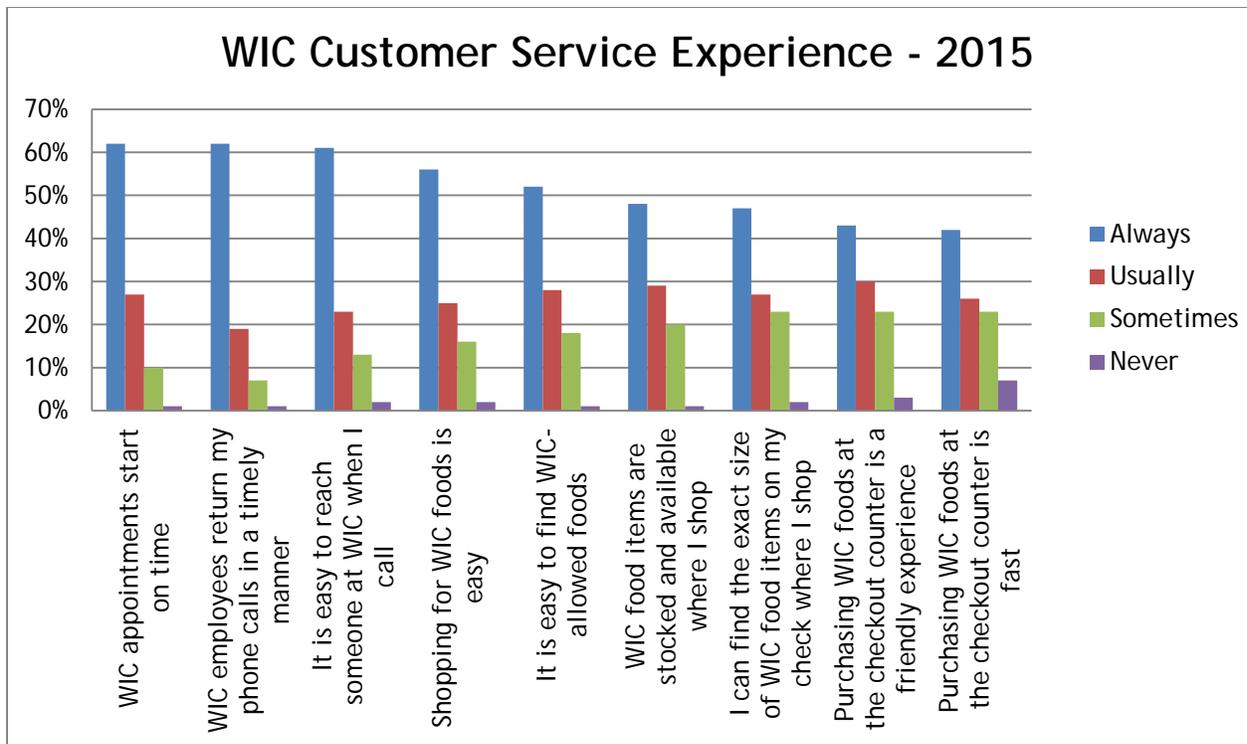
In 2015 many survey participants, regardless of spoken language, reported many positive aspects of their WIC experience, particularly in the clinics. Regarding service from WIC employees, 98% of respondents stated they were treated with respect, 97% were spoken to about things important to them, 87% viewed employees as a reliable source of information and 96% thought that WIC employees were helpful and friendly whenever respondents called the clinics. 93% of respondents said they were given brochures and other printed information to take home. 84% stated it was easy to reach WIC when they called. And when a call was missed and a message left, 82% of the survey participants stated that WIC employees did return their phone call. 81% reported the call was returned in a timely manner.

In terms of appointments, 95% of the survey respondents stated that WIC had appointment times that worked for them, 93% said that it was easy to schedule an appointment when they called WIC, and 89% reported it was both easy to go to WIC

appointments, as transportation was not a problem and that WIC appointments started on time.

The overall positive attitudes of the participants regarding their WIC experience did start to decrease when the questions focused on the grocery experience. The most positive aspect was that 92% of participants regarded the WIC foods list as easy to use. But barely 81% said shopping for WIC foods was easy. 80% of survey respondents said that it was easy to find WIC-allowed foods in stores, while 77% stated that WIC foods were stocked and available where they normally shopped. Only 74% of respondents admitted that they could find the exact size of the WIC food items listed on the check where they shopped. When it came to purchasing WIC foods at the checkout counter, 73% said it was a friendly experience and 68% said the experience was fast.





As previously mentioned, when compared to surveys in 2008, 2009 and 2013, there are a few questions that are different in the 2015 Participant Satisfaction Survey. Using the 2015 survey as the baseline of comparison, there are six common questions from the past years.

Since 2008, participants were asked whether or not WIC employees were friendly and helpful when they called into the clinics for any reasons. From that time until now, 90% or more respondents reported their experience was positive. So while the percentage of respondents indicating “always” to this question might show a slight decrease between the years 2013 and 2015, the small increase in the “usually” response made up any difference. It is of note that the options “always” and “usually” were considered positive and “sometimes” and “never” were considered negative thoughts, for the ease of reporting.

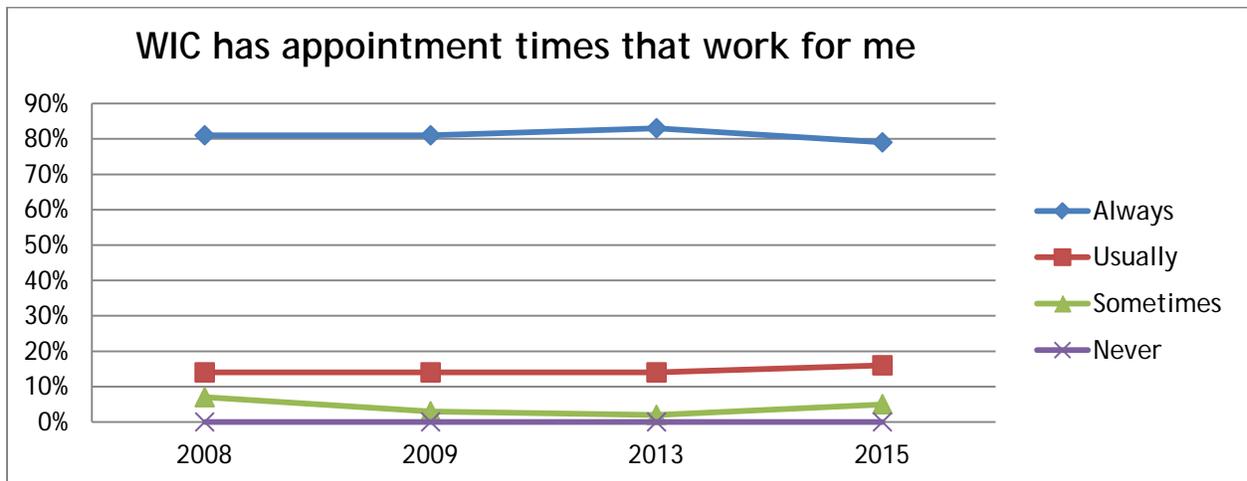
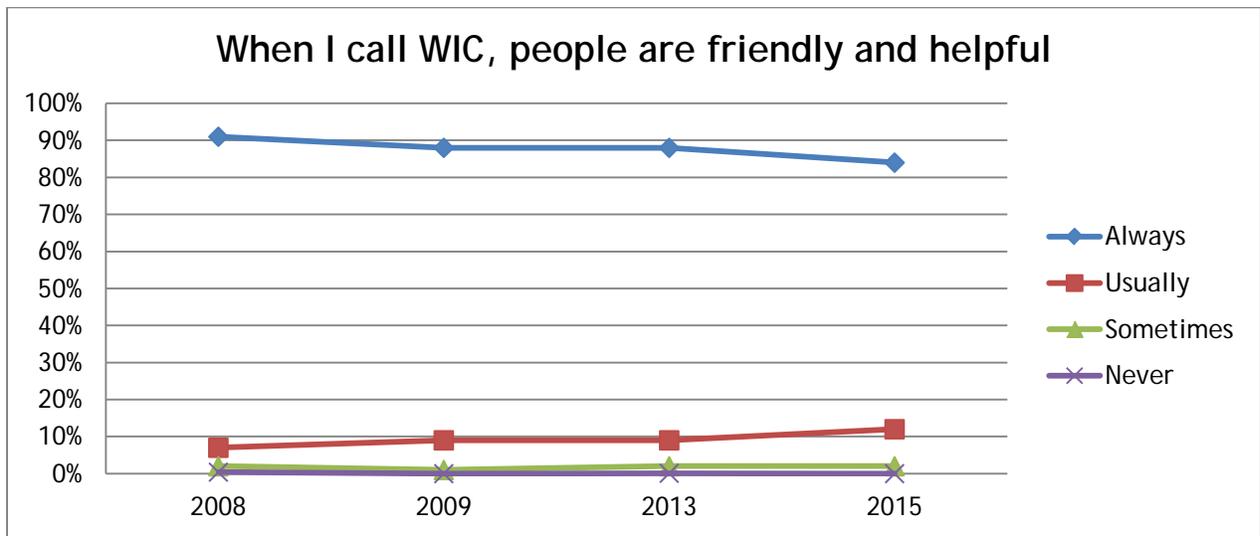
For the question of whether or not WIC provided appointment times that worked for the survey participants, the responses have consistently been positive over the years. Approximately 92% of respondents stated that WIC provided appointment times that worked for them in each survey year.

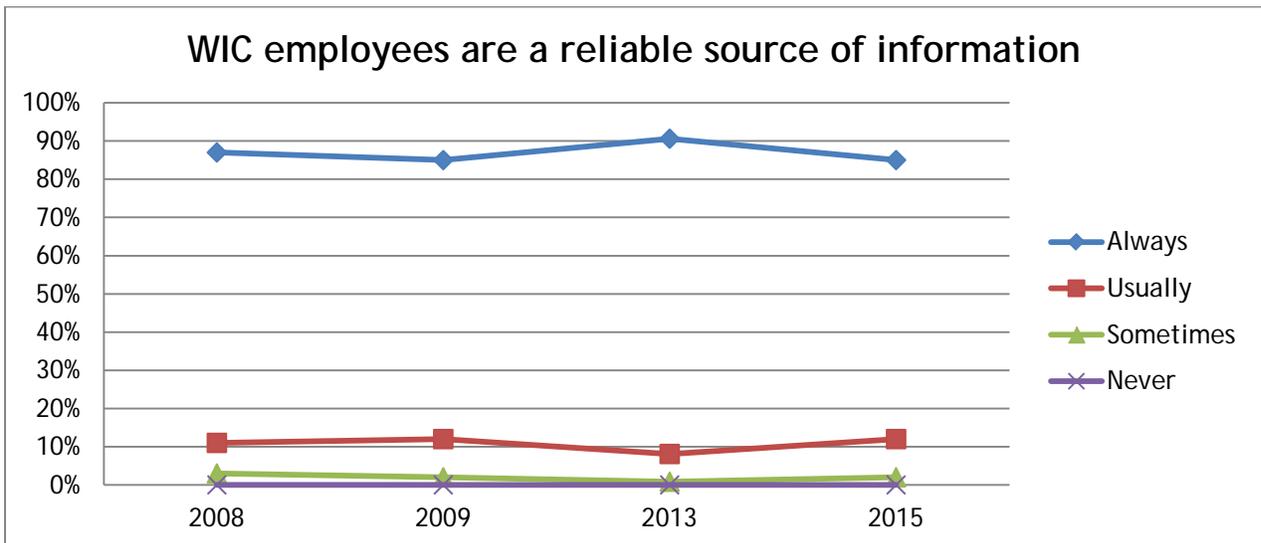
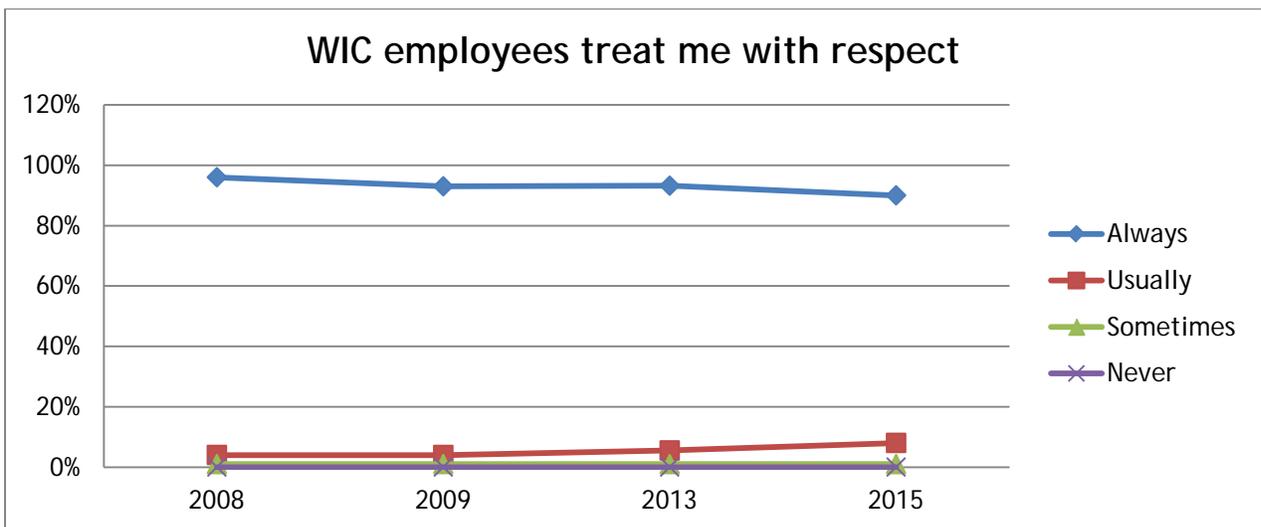
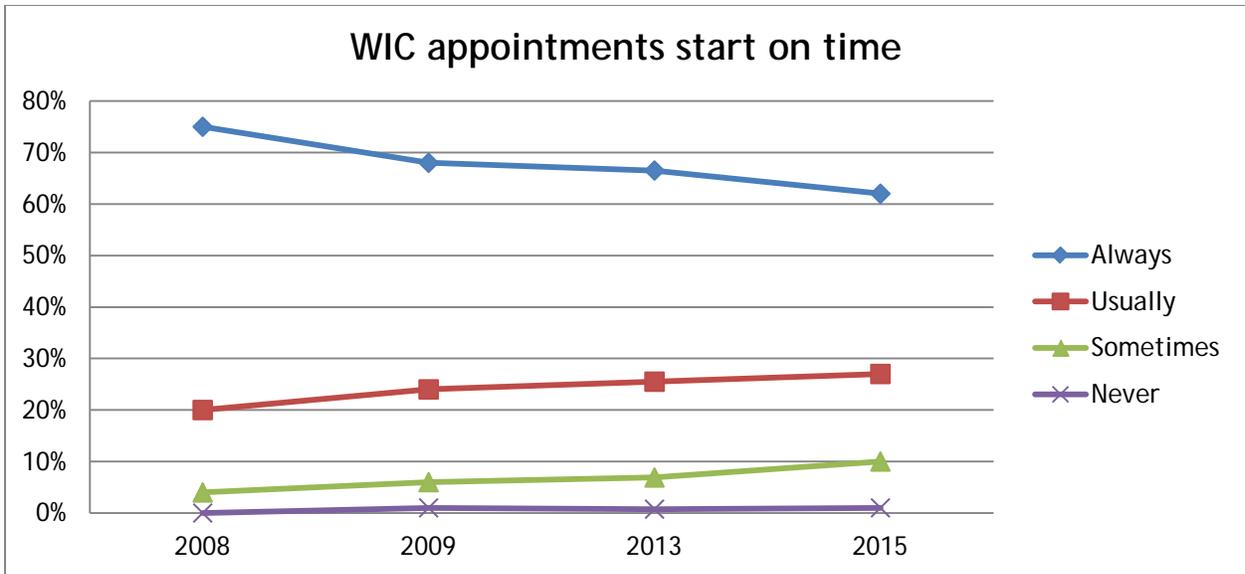
Another appointment question that survey respondents have been asked consistently since 2008 has been if WIC appointments started on time. In all of the targeted years, the responses have been positive with over 90% of respondents stating that WIC appointments do start on time. The answer choice “always” does seem to be declining

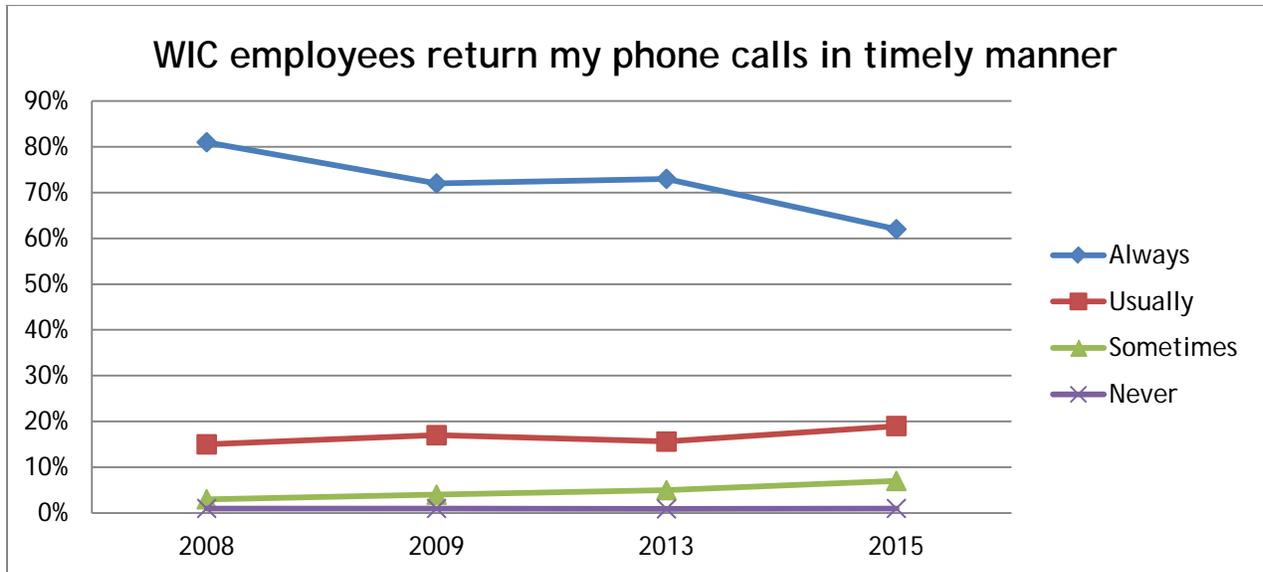
slowly every year the survey is conducted but again, the “usually” answer choice compensates for it.

Roughly 98% of survey respondents each year reported that WIC employees treat them with respect. As for whether WIC employees were a reliable source of information, 92% of survey respondents answered favorably, responding “always” or “usually.”

Survey respondents also had a positive view of WIC employees returning participants’ phone calls over the years. However, the “always” option for this question is decreasing at a faster rate than any of the other common questions. In this case, it seems there has been a slight increase of negative experiences with WIC employees returning phone calls in a timely manner between 2013 and 2015.







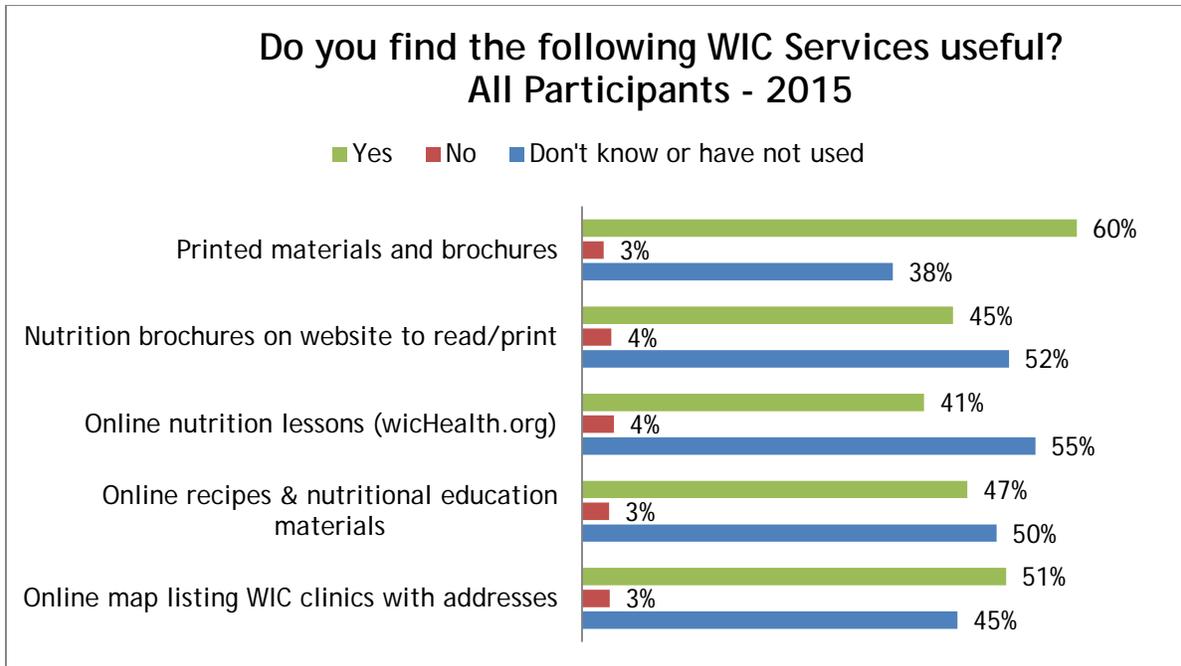
Most Frequent Comments or Suggestions:

- Everyone is very nice here at the office.
- It always takes a long time when to use multiple checks at once. Most King Soopers cashiers know what to do but not always.
- The WIC program is really helpful to families. I feel like stores including management are not helpful and look down on you.

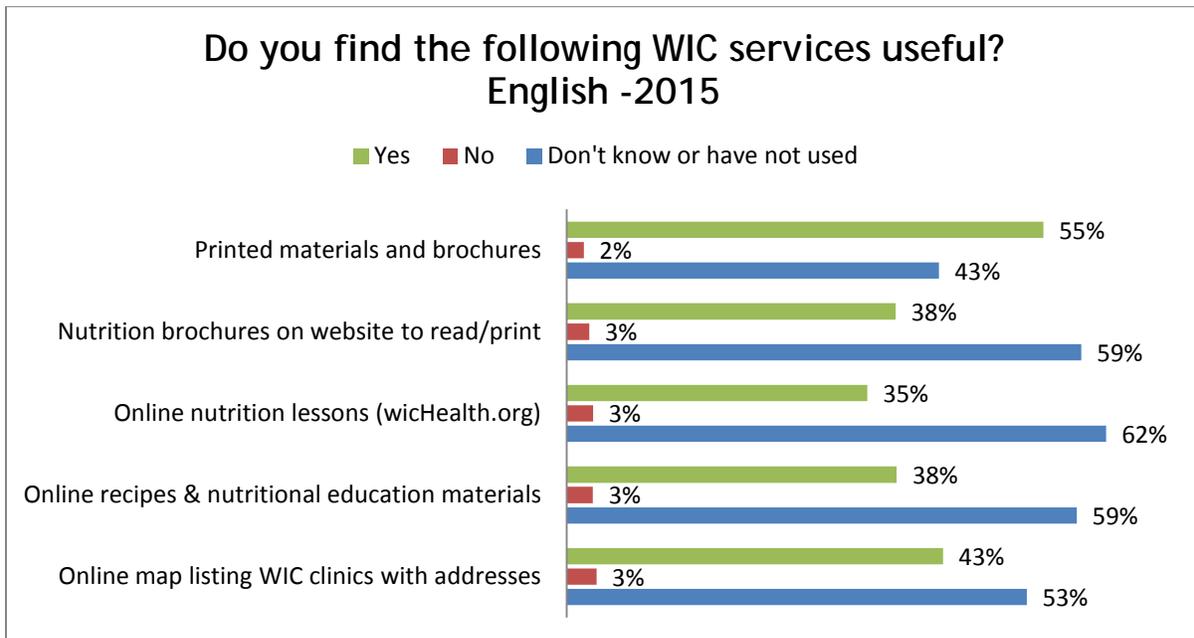
Utilization of Online WIC Services and Printed Materials

Regarding the current services available to WIC participants, 60% of the 2015 survey respondents found the printed materials and brochures useful, while 38% either did not know about or use them. 45% said the nutrition brochures on the WIC website were useful for reading/printing and 41% found online nutrition lessons via wicHealth.org useful. As for online recipes and nutritional education materials, 47% of respondents said it was useful and 50% did not know about them or ever use them. And lastly, 51% of respondents said the online map listing WIC clinics with addresses was useful, while 45% did not know or have never used it.

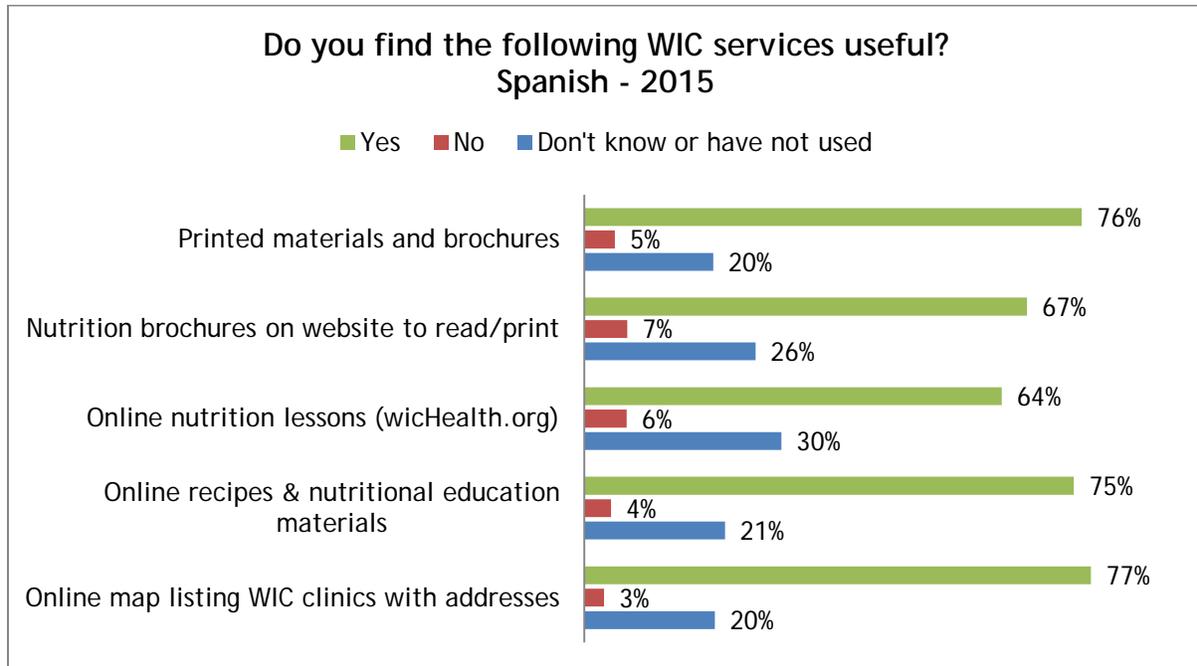
Overall, it seemed that participants were either aware of the respective service or did not know about it nor did they ever use it. When they were aware of it, the majority found it useful.



For English speakers, the positives were that survey respondents noted the printed materials and brochures (55%) and the online map listing WIC clinics with addresses (43%) was useful to them. However, close to 60% said that they did not know or have never used the WIC nutrition brochures, the online nutrition lessons (wicHealth.org) nor the online recipes and nutritional education materials.



Spanish speakers seemed a bit more aware of the current WIC services. 76% of the Spanish speaking respondents found the printed materials and brochures useful, 67% said the nutrition brochures on the website were useful to read/print, 64% agreed that the online nutrition lessons on WICHealth.org were useful, 75% said the online recipes and nutritional education materials were useful and 77% found the online map listing WIC clinics with addresses helpful. Overall, the Spanish speaking respondents knew more about the current WIC services and found almost all of them to be more useful than did English respondents.



Most Frequent Comments or Suggestions:

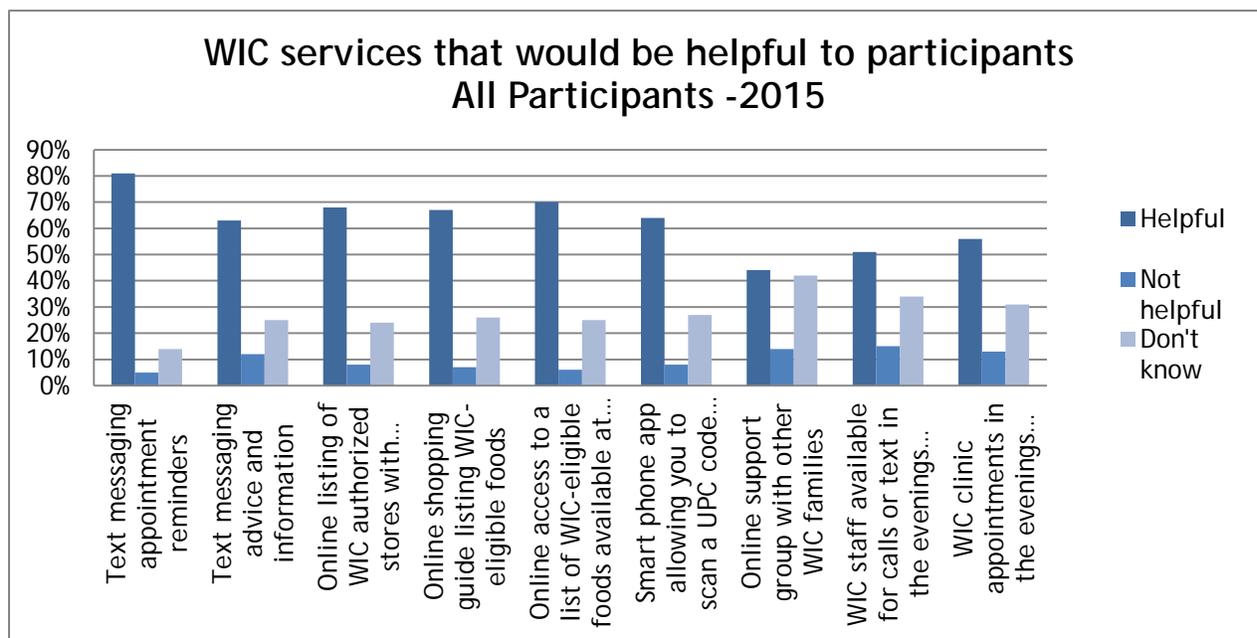
- I trust my WIC ladies very much. I get all my questions answered I never leave WIC office with doubts.
- I love WIC health.org program, very convenient.

Potentially helpful services

81% of all respondents of the 2015 survey indicated that receiving text message appointment reminders would be helpful. They also expressed interest in having online access to a list of WIC-eligible foods available at each store location (70%), an online list of WIC authorized stores with address (68%) and an online shopping guide listing the WIC-eligible foods (67%). Participants who mainly spoke Spanish valued these potential services as online map listing of WIC clinics with addresses was one of the most useful current WIC services to them.

Other potential services such as text messaging advice and information, a smart phone app that allows you to scan a UPC code on a product to see if it's a WIC-allowed food, WIC clinic appointments in the evenings and/or weekends (outside of regular business hours) and having WIC staff available for calls or text in the evenings and/or weekends (outside of regular business hours) all seemed somewhat helpful. They were ranked helpful by 51% to 63% of respondents.

It is important to note that providing WIC clinic appointments in the evenings and/or weekends (outside of regular business hours) might have been a bit lower on the helpful scale because most respondents had already indicated that WIC had appointments at times that worked for them in the customer experience portion of the survey. But the lowest potential service on the helpful scale was the possibility of an online support group with other WIC families. Only 44% of survey respondents thought it might be helpful.

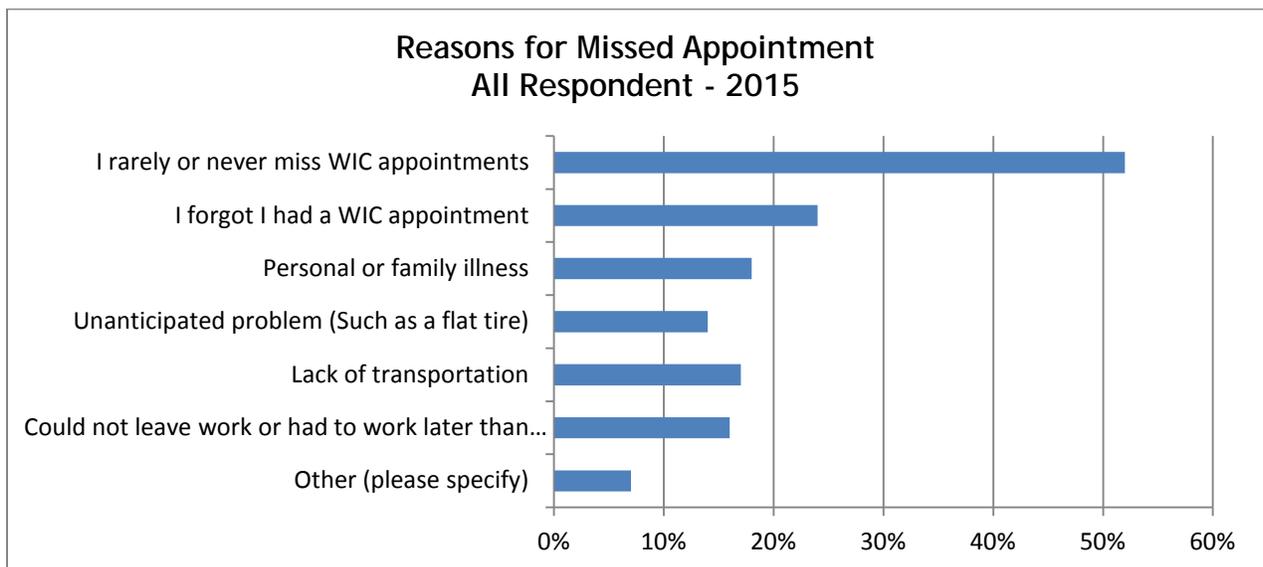


Most frequent comments or suggestions:

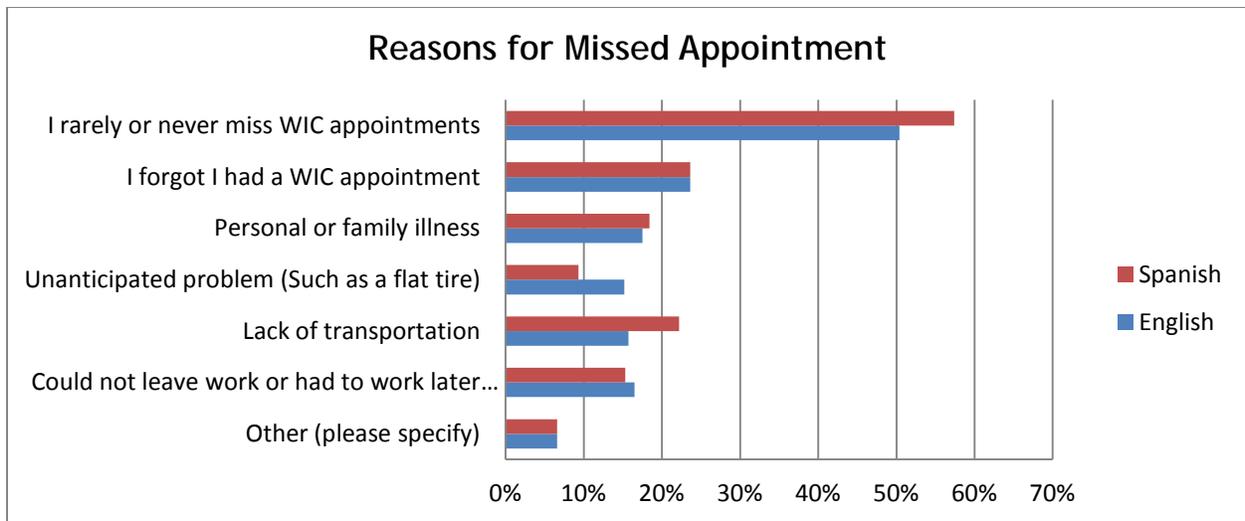
- The texting reminders are amazing. I only remembered my appointments today because of the text.
- UPC code would be really helpful

Reasons for Missed Appointments

In the 2015 survey, 52% of survey respondents said they rarely or never missed their WIC appointments. Among those who missed their appointments, 24% admitted they had forgotten their appointments, 18% had a personal or family illness, 17% lacked transportation, 16% could not leave work or had to work later than expected and 14% had an unanticipated problem such as a flat tire.



When compared to English speakers, 57.4% of Spanish speakers rarely or never missed their WIC appointments. When they did miss an appointment, 23.4% said they forgot, 22% lacked transportation and 18.4% had a personal or family illness. English speakers either forgot their WIC appointment (23.4%) or could not leave work or had to work late (16.5%).



Improving customer service

Six questions were asked about how WIC can improve its customer service:

When asked, “What hours should WIC be open to best serve you?” most respondents reported that they liked their current clinics hours; however, others suggested that clinics should be open between the hours of 7 a.m. - 6 p.m. The most prevalent reason for suggesting the expansion of clinic hours was to avoid WIC appointments interfering with their work schedules.

For the question of “Do you know family or friends who are not on WIC but could be? And why don’t they participate?” the most common responses were that they did not know any who could be on WIC but was not. Or they did know someone eligible for WIC but the income of the likely participants was too high. Other reasons included that there was no variety in the food packages and some felt the process of getting on the program was a hassle. There were also a few comments regarding potential participants feeling shame, fear and/or embarrassment to receive help. Some thought that their family members and/or friends were unsure if they would qualify for the program. Overall lack of knowledge about WIC, transportation issues and the preference of food stamps were also common suggested reasons.

As for the questions about “About what are the biggest difficulties or concerns of being on WIC? And if those difficulties or concerns would cause them to leave?” the most common concerns included the inability to either set an appointment at an earlier date or far in advance, fear of losing WIC due to missed appointments, limited food options, difficulty matching bread sizes, struggles with finding the right foods as written on the checks, uncertainty about how to use WIC and whether or not immigration court would approve. Often cited were being treated as a second class citizen for using WIC, the cut-off of children at the age of five, the inability of some

clinics to make exceptions, mistreatment by employees at the grocery stores, the policy changes at the stores of what is approved and what is not and the distance of the clinics from the participants' primary residence. Though some survey participants did have some concerns about the program, most did not have any problems and no one mentioned that any of these concerns would cause them to leave the program.

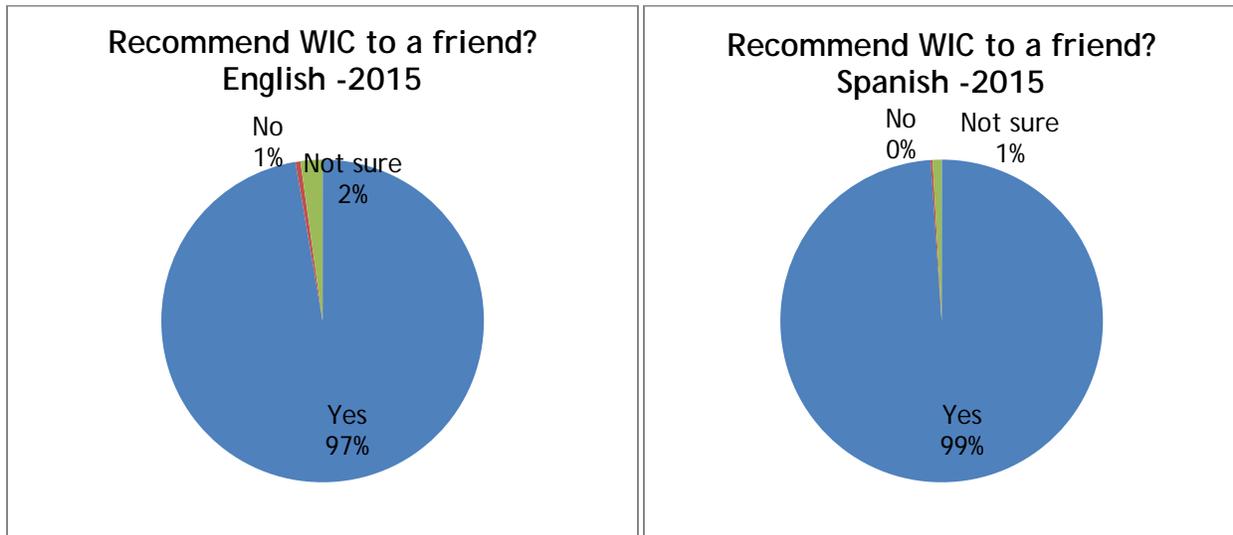
When asked "What can WIC change to improve service" many expressed that the WIC program did not need to change. But there were some participants who wanted to have the ability to build relationships with the WIC staff by being able to have an appointment with the same person each time, bring back the advance call option for appointments, make the shopping process easier, diversify the foods list to include a wider range of products and more ethnic foods, use a debit card instead of a check, increase staff and clinic hours and offer text reminders for appointments.

When asked how WIC could recruit more participants, the most frequent suggestions were for program advertisement (e.g. commercials on television, radio, social media), WIC brochures/flyers in hospitals, health clinics, billboards, and schools/colleges, promotion of WIC at food banks and shelters, lessening the restrictions around the program, speaking up more about the benefits of WIC and reducing the stigma surrounding it.

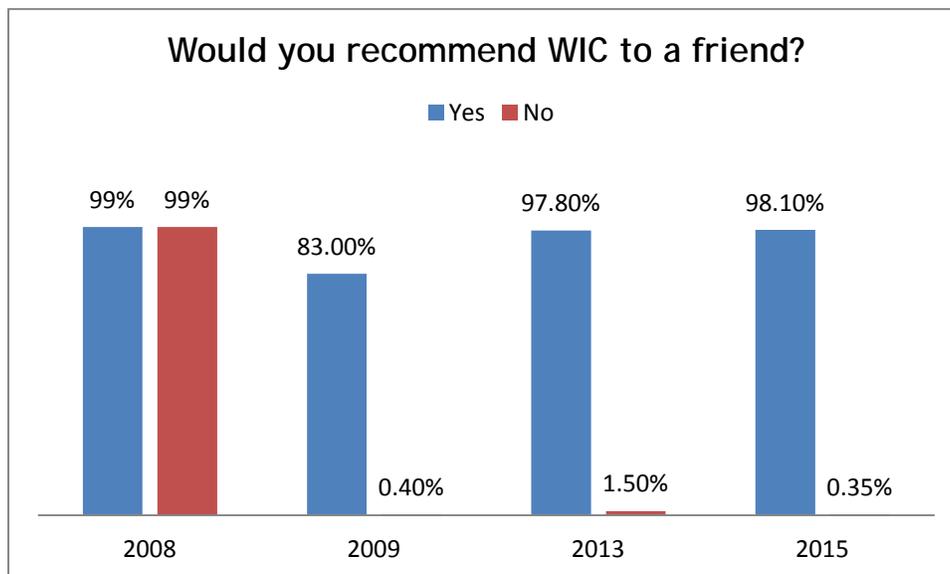
As for what new technology would be useful for WIC participants, most wanted a smart phone app, the ability to use EBT cards instead of checks, an app with WIC recipes and events, an online appointment system, text appointment dates and reminders and the use of a barcode scanner on foods to determine if they are WIC-allowed.

Referrals

Overall, participants who responded to the 2015 Participation Satisfaction Survey were overwhelmingly satisfied with the WIC Program. Almost all survey respondents said that they would recommend the program to a friend (98%). There were no specific reasons given for those not sure if they would recommend the program to a friend.



The high regard of survey respondents for the WIC program has been consistently high over the years. From the comments, they were aware of requirements and benefits.

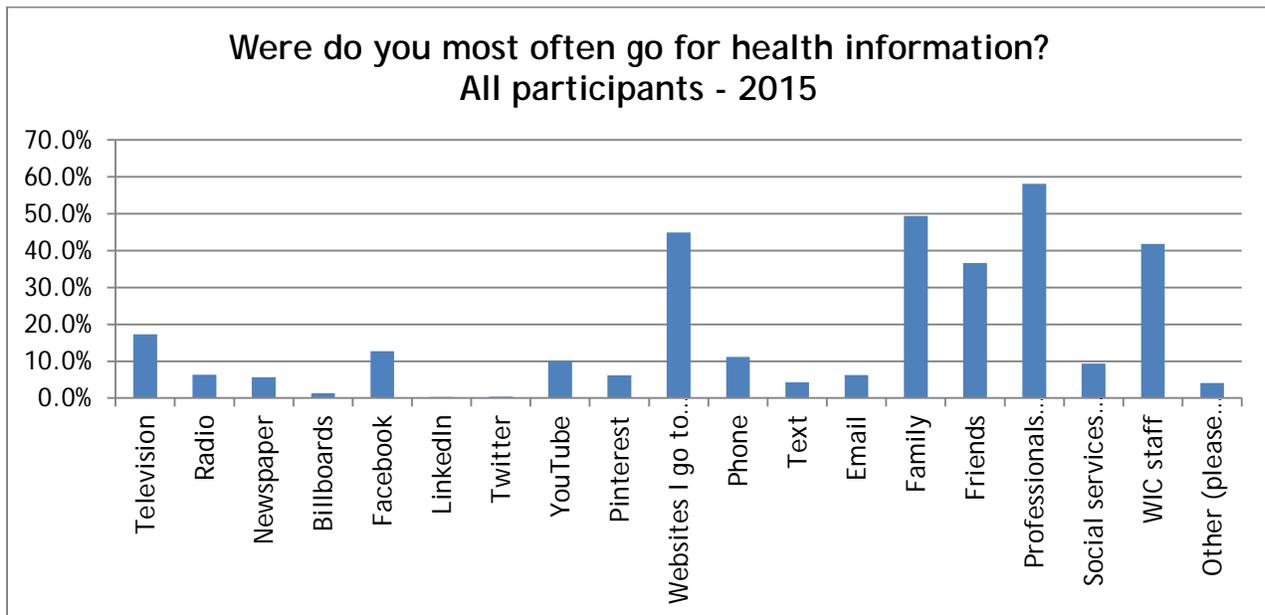


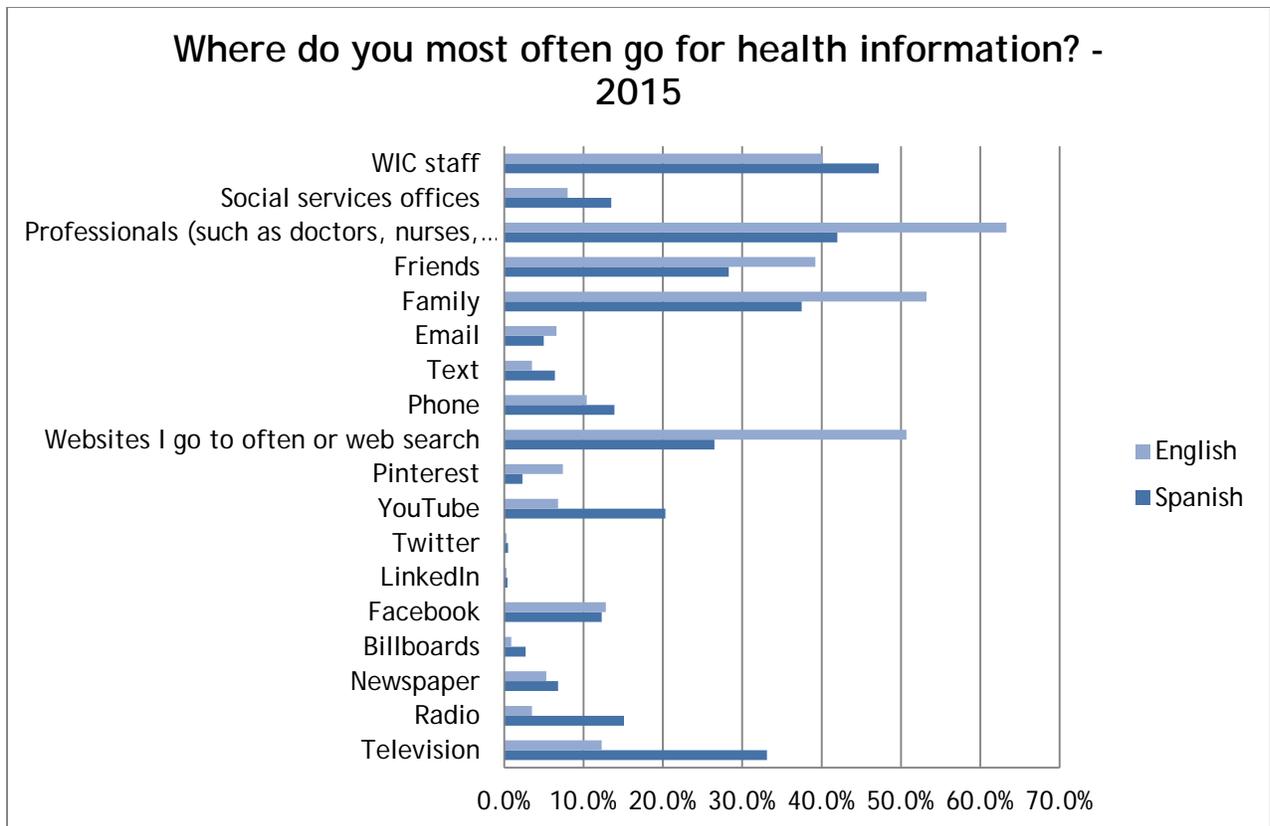
Most frequent comment:

- WIC is “very helpful and it’s nice to have.”
- Great source of help
- Outstanding way to help make sure your baby & you get great nutrition.

Sources of Health Information

When asked where most participants went to get their health information, 58% of all participants reported that they went to their health professionals. This figure was slightly higher for English speakers (63.3%) compared to Spanish speakers (49.4%). 42% of participants said the second best option for health information was family members. Once again, most English speakers (53%) preferred this option as compared to Spanish speakers (37%). The third best option for 44.9% of all survey respondents was searching the web. Visiting websites to get health information was common among English speakers (50%) but not as much for Spanish speakers (26%). WIC staff (42%) and television (17%) were the other noted options. Spanish speakers (47%) were more likely than English speakers (40%) to get their health information from WIC staff. Television was no different as it was more preferred among Spanish speakers (33%) than English speakers (12%). Also noteworthy is the fact that LinkedIn, Twitter, and YouTube were not chosen as sources of health information.





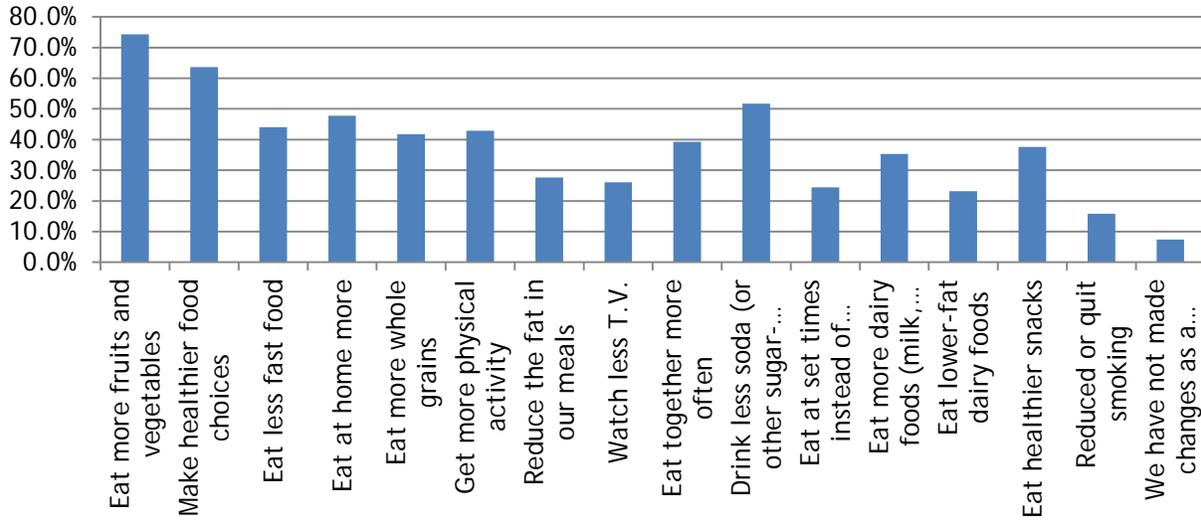
Impact of WIC on eating habits

For the question of what changes have participants or their family members made in the past year as a result of what they learned at WIC, the most notable changes were that 74% reported eating more fruits and vegetables, 63.3% were making healthier food choices, 51.7% drank less soda (or other sugar-sweetened drinks) and 47.8% ate at home more often.

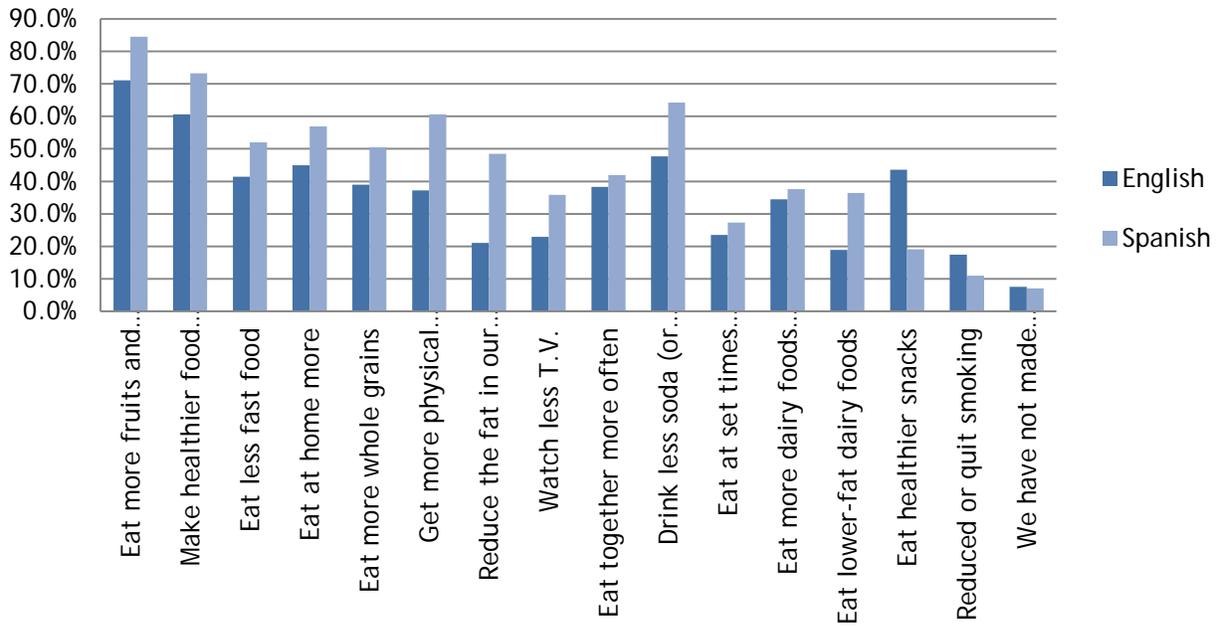
Compared to English speakers, Spanish speakers reported that they ate more fruits and vegetables (84% vs. 71%), made healthier food choices (73% vs. 60%), drank less soda (or other sugar-sweetened drinks) (64% vs. 48%) and ate at home more often (57% vs. 44.9%). Spanish speakers also said they were getting more physical activity (61% vs. 37%) due to WIC's impact.

It is important to note that three of the top four changes to survey participants' habits in 2015 have been the same for the past three survey years. Participants responding to each biennial survey have reportedly eaten more fruits and vegetables, made healthier choices and drank less soda (or other sugar-sweetened drinks) as a result of what they learned at WIC.

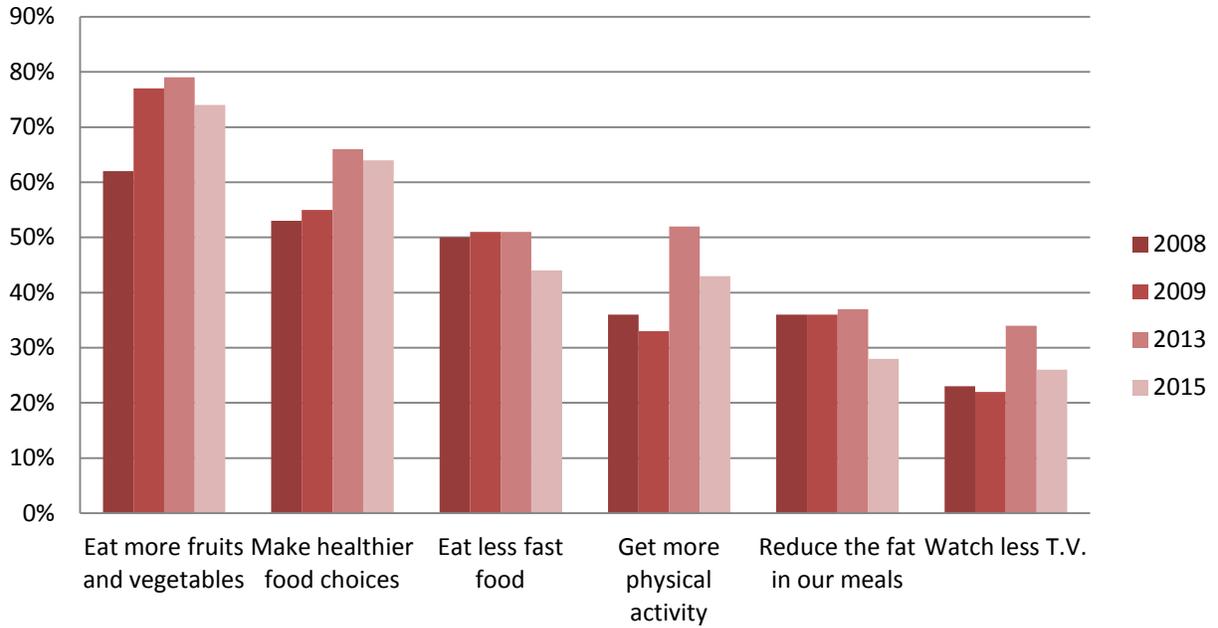
Food changes made in the past year as a result of WIC - 2015



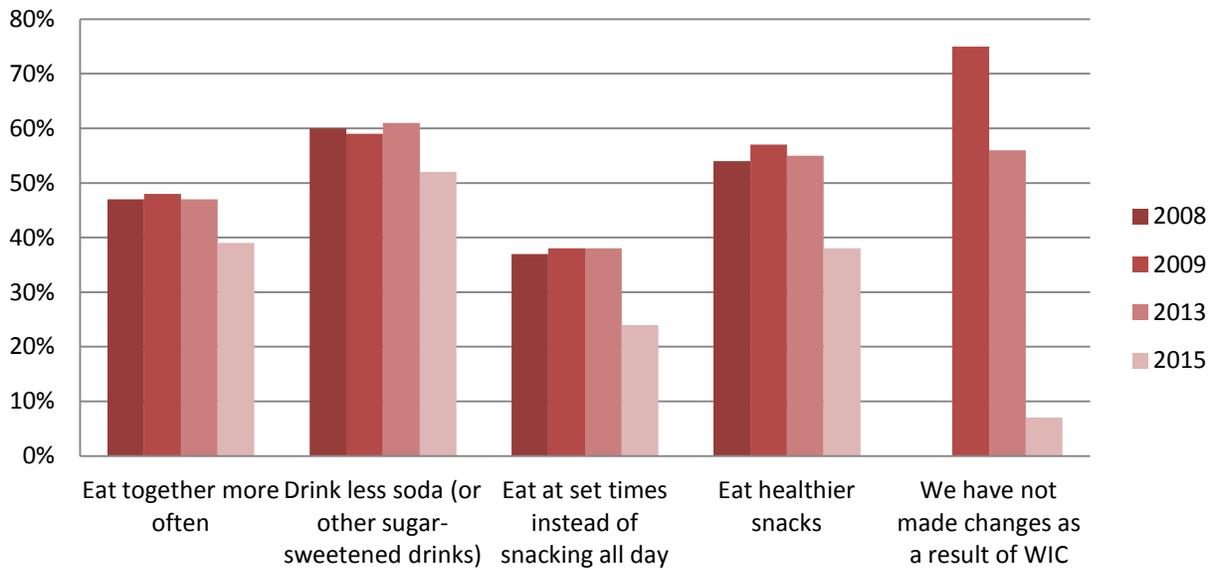
Food changes made in the past year as a result of WIC - 2015



Food changes made in the past year as a result of WIC

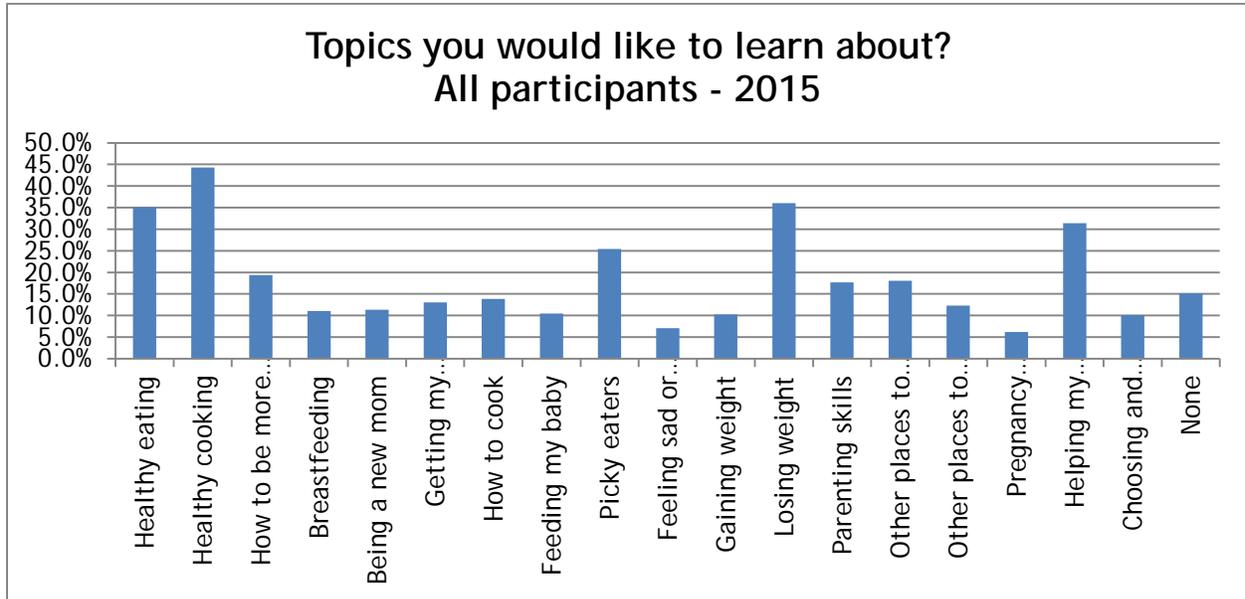


Food Changes made in the past year as a result of WIC

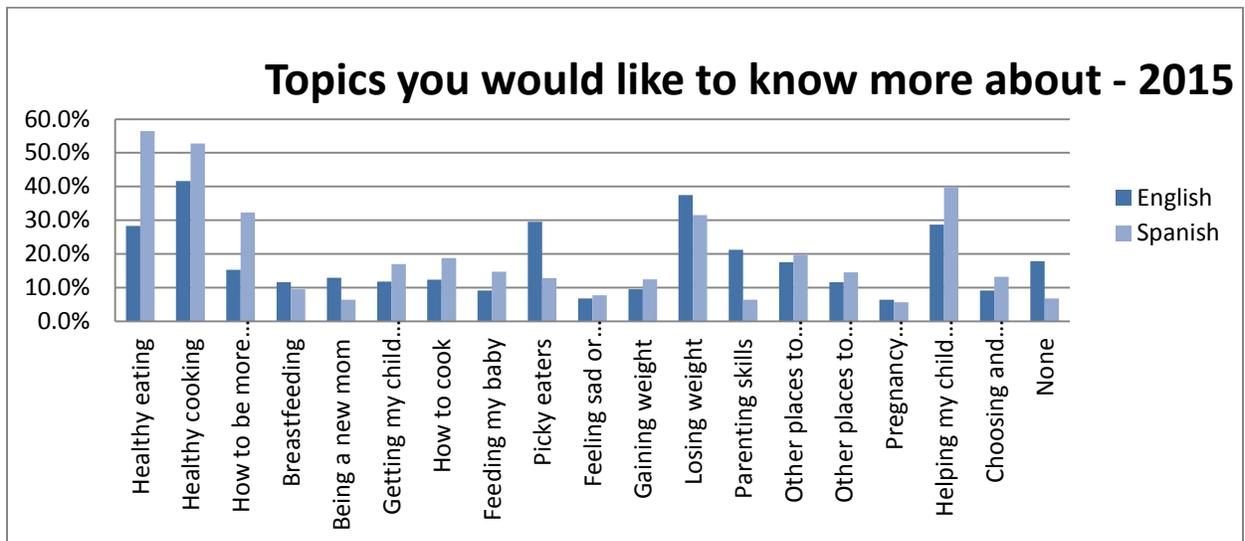


Topics of Interest

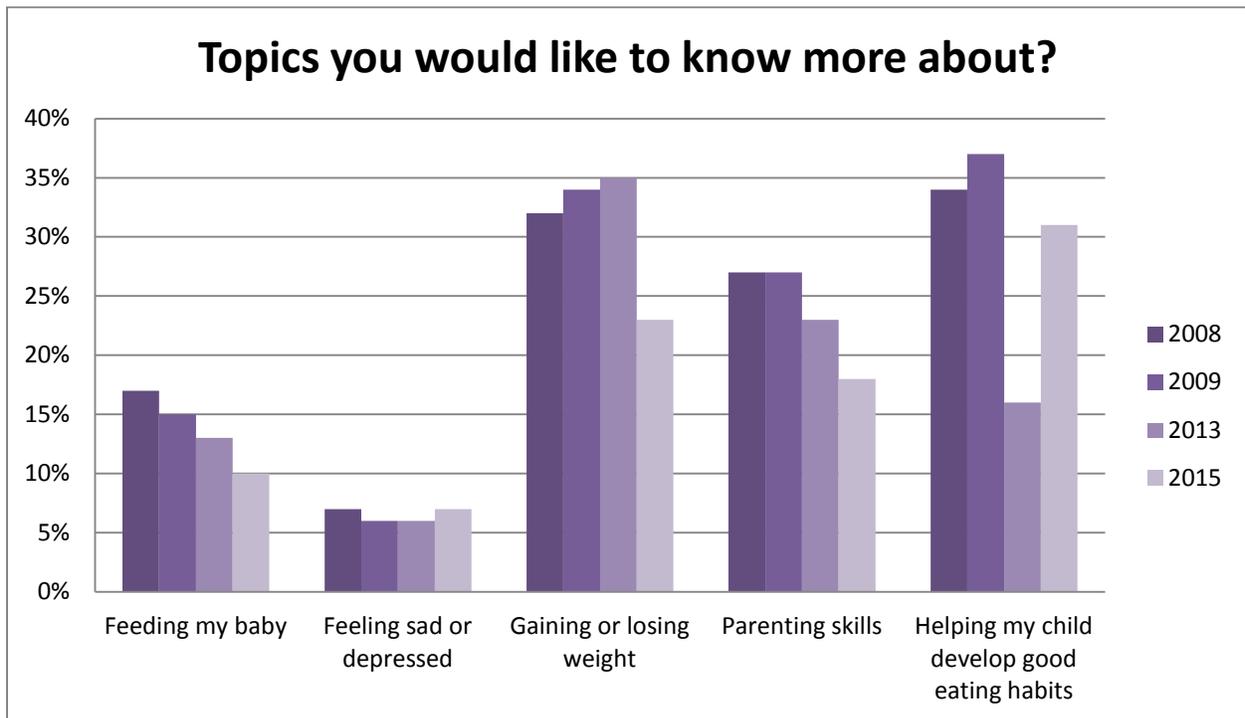
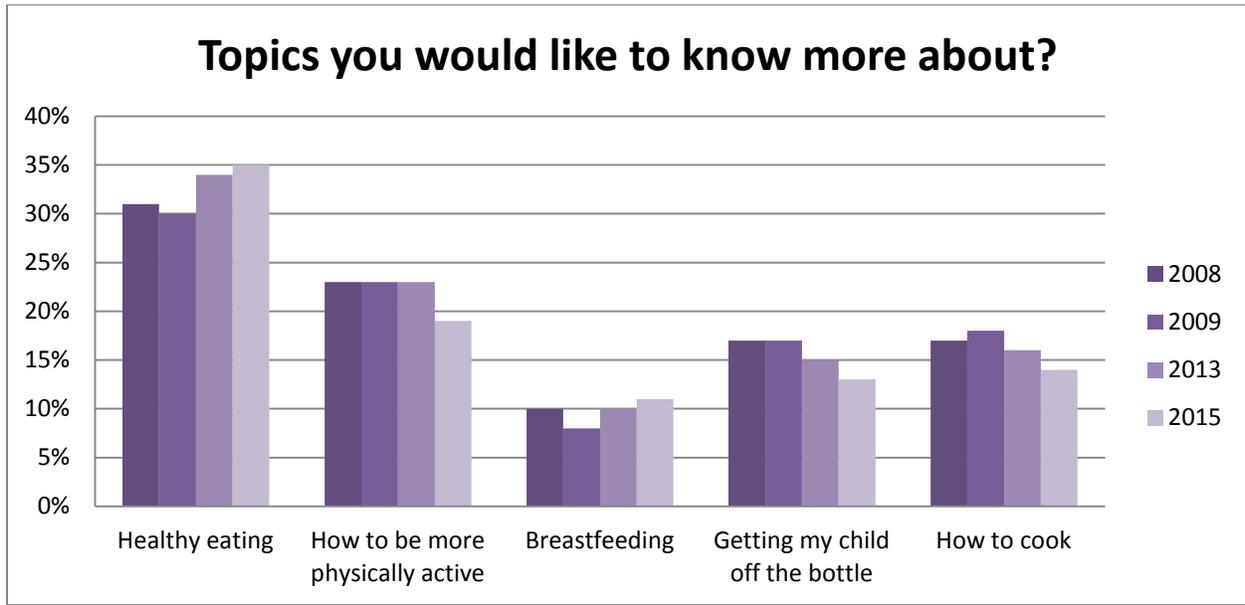
Among the topics that survey participants would like to learn more about from the 2015 survey are healthy cooking (44%), losing weight (36%) healthy eating (35%), helping my child develop good eating habits (31%) and picky eaters (25%).



The topics favored by the Spanish speakers included healthy eating (56%), healthy cooking (53%), helping my child develop good eating habits, losing weight (31%) and learning how to be more physically activity (32.2%). The English speakers, on the other hand, wanted to know more about healthy cooking (42%), losing weight (38%), picky eaters (30%), helping my child develop good eating habits (29%) and healthy eating (28%).

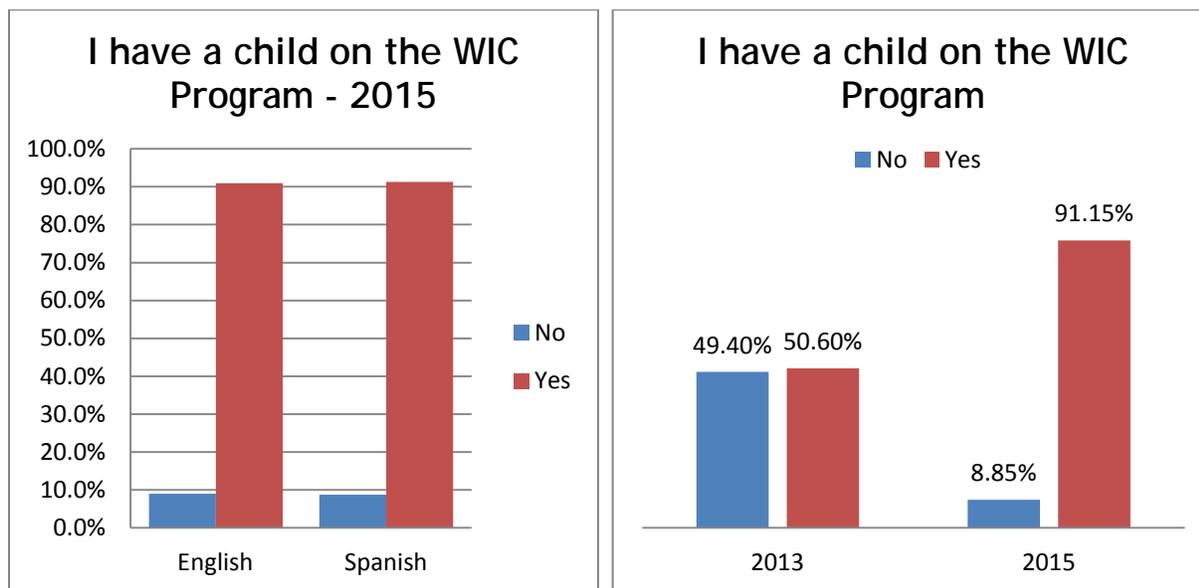


All topics of interest favored by both English and Spanish speakers in the 2015 survey have been the same topics selected by past survey participants. Healthy eating, for instance, has consistently been the topic of choice for survey participants. The exception was losing/gaining weight. While interest in the topic of losing /gaining weight was consistently increasing in the past years, participants in 2015 were not as interested in this particular topic.



Children on the WIC Program

An average of 91.2% of the survey respondents had a child on the WIC Program in 2015. Both English and Spanish speakers had equal percentages each (91%) of children on the WIC Program. This is a huge increase from the year 2013, when the question was first asked. Only 51% of survey respondents had a child on the program in 2013.



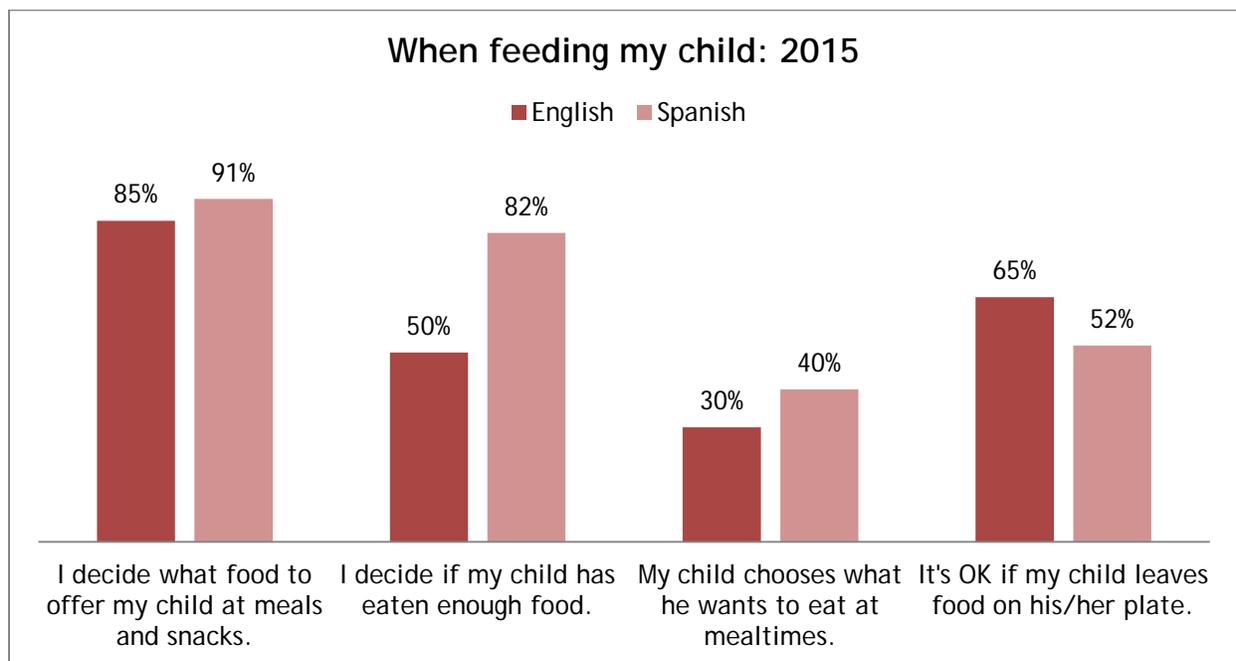
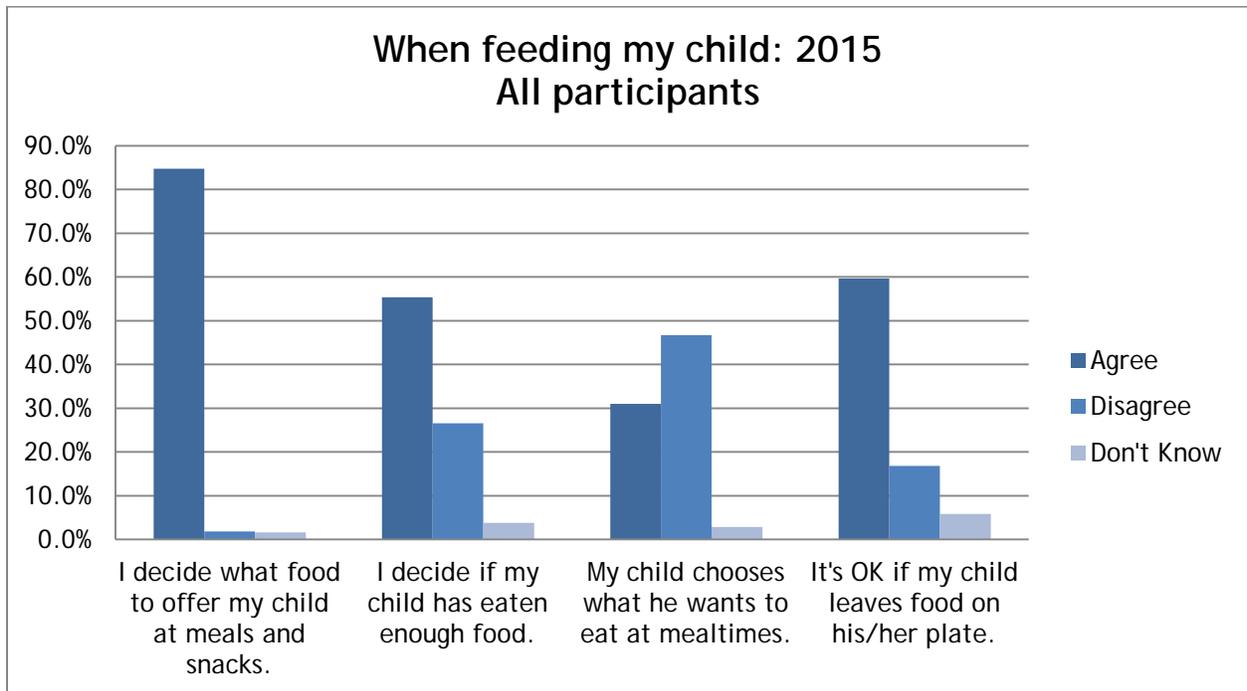
Child Feeding Habits

When asked about child feeding habits in 2015, 85% of all those who responded to the survey agreed that they decided what food to offer their child at meals and snacks, 55% decided if their child had eaten enough food, 31% agreed that their child chose what he/she wanted to eat at mealtimes and 60% agreed that it was OK if their child left food on his/her plate.

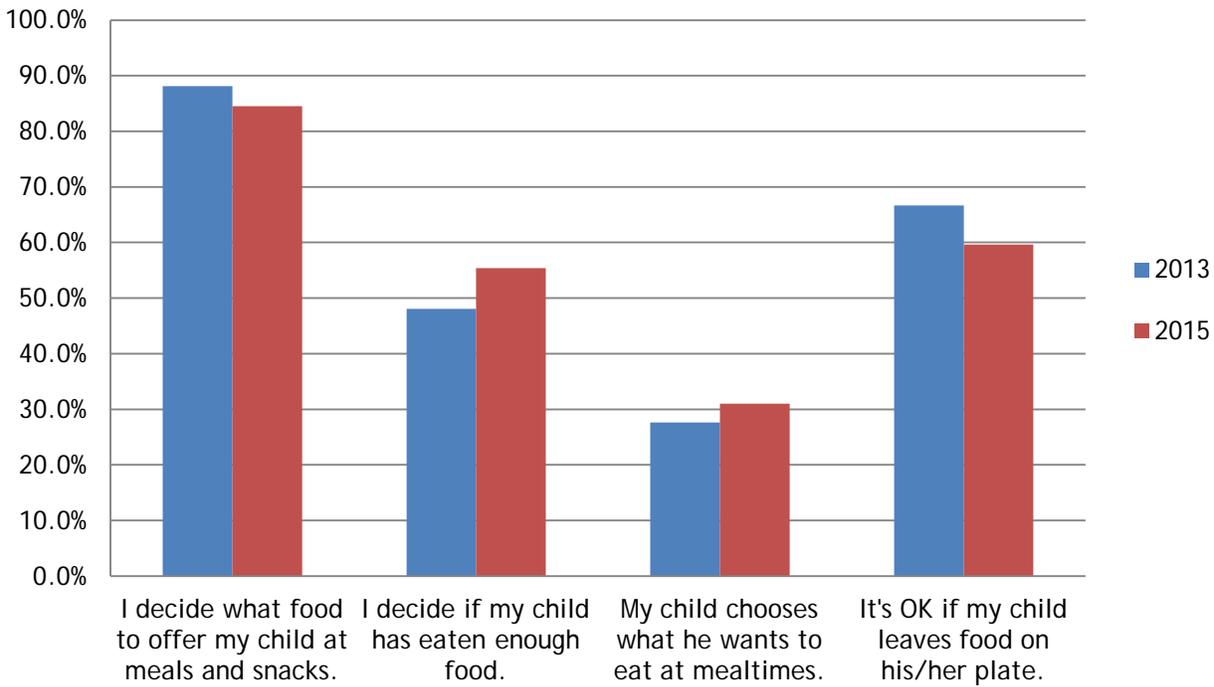
Between language speakers, the English group also had these same percentages of agreed statement. Of Spanish speakers, however, 91% of respondents agreed that they decided what food to offer their child at meals and snacks, 82% decided if their child had eaten enough food, 40% agreed that their child chose what he/she wanted to eat at meal times and 52% agreed that it was OK if their child left food on his/her plate.

Compared to 2013, the percentage of survey participants deciding what food to offer their child at meals and snacks and agreeing to the statement that it was ok for their child to leave food on his/her plate decreased slightly, -4% and -7% respectively. However, the percentage of parents agreeing to both the statements that they

decided if their child had eaten enough food and chose what their child wanted to eat at meal times increase a bit, +7% and +3%, respectively.

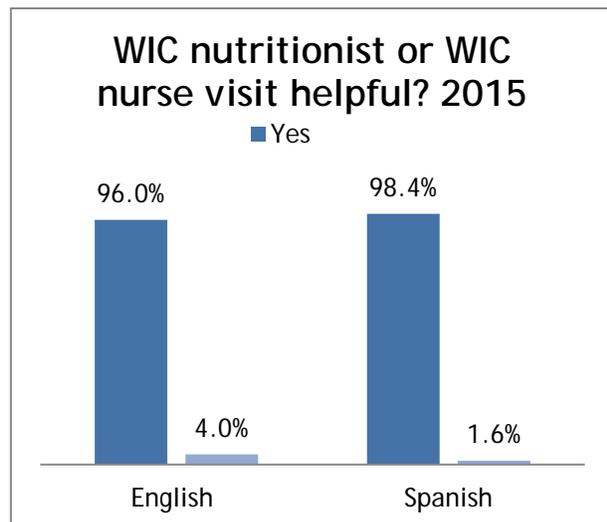
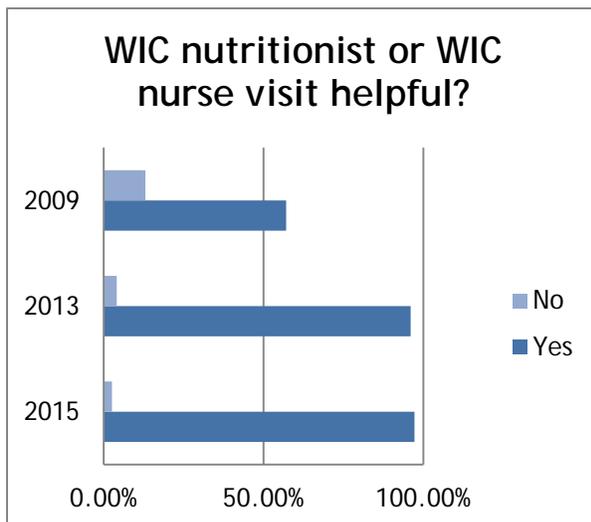
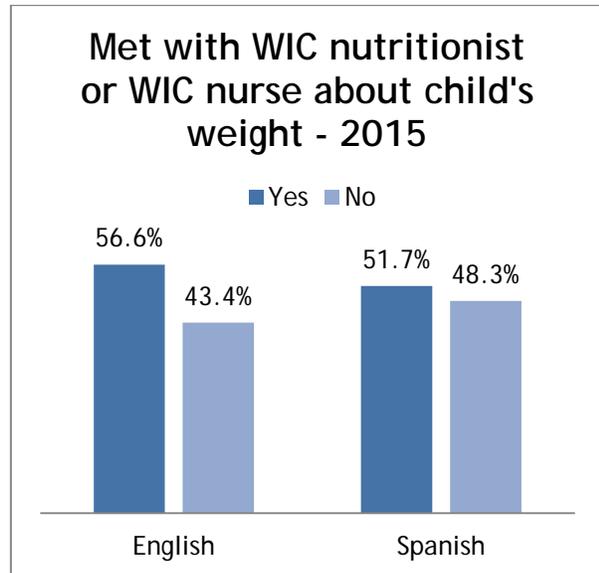
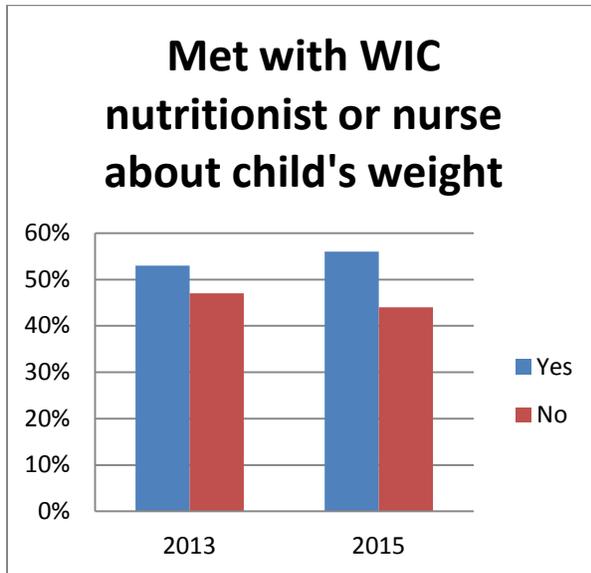


When feeding my child: All participants



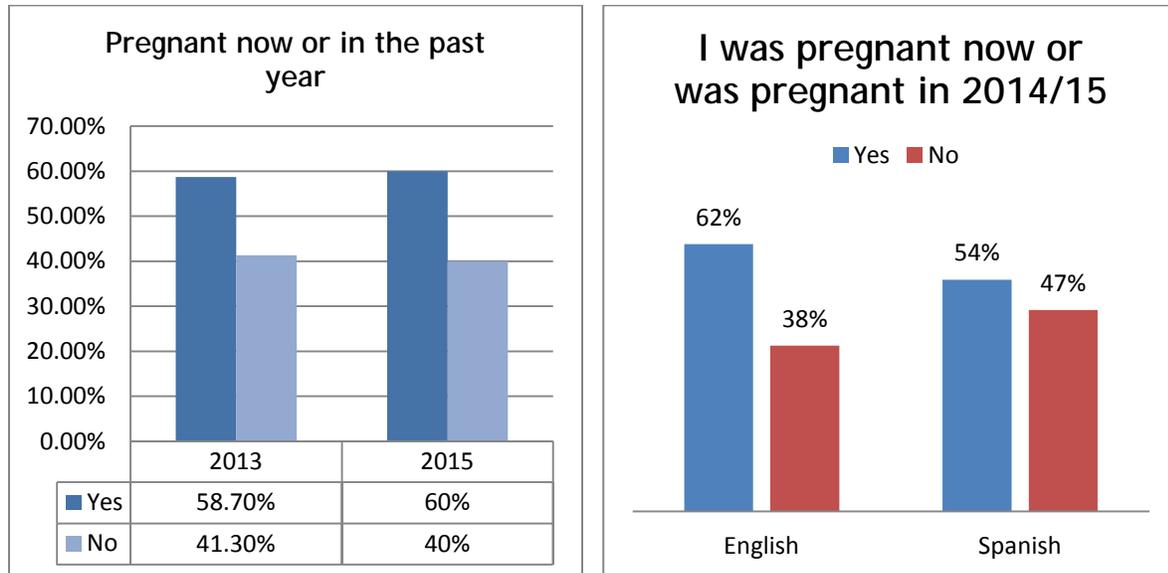
Visiting a WIC Nutritionist or Nurse

56% of 2015 survey respondents met with the WIC nutritionist or WIC nurse about their child's weight in the past year. This was a slight increase over the previous survey year of 2013, in which 53% of participants met with the WIC nutritionist or nurse. For both English and Spanish speakers, a little more than 50% met with the WIC nutritionist or nurse. About 97% of all participants said that these visits were helpful, which was reflective of 2013.



Pregnant Now or in the Past Year

Among the 2015 respondents, 60% acknowledged they were either currently or had been pregnant in the past year. This figure was similar to the 2013 survey results, which showed that 58.7% had been pregnant in either 2012 or 2013.

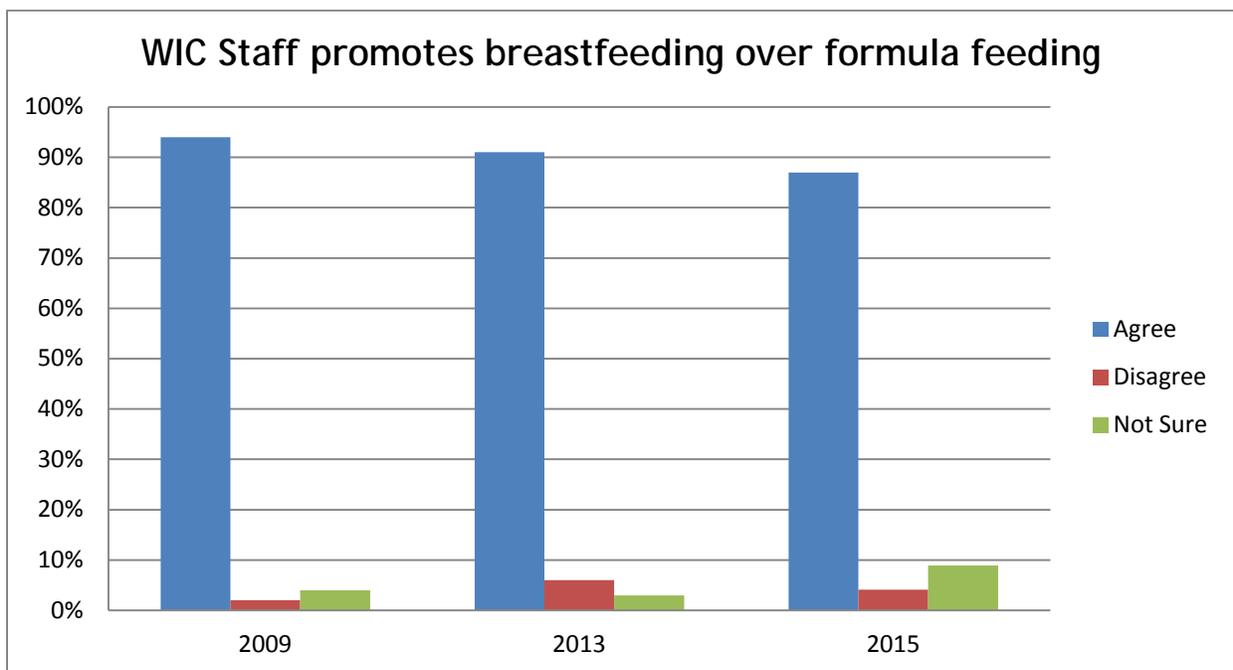
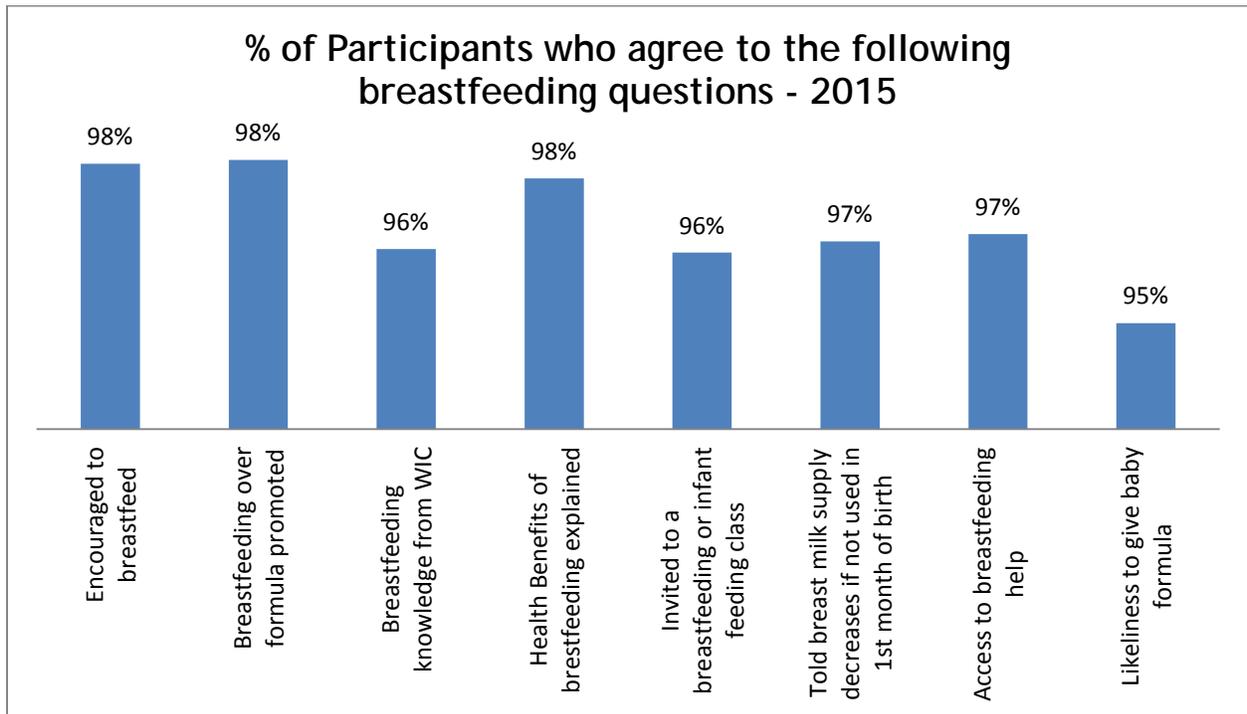


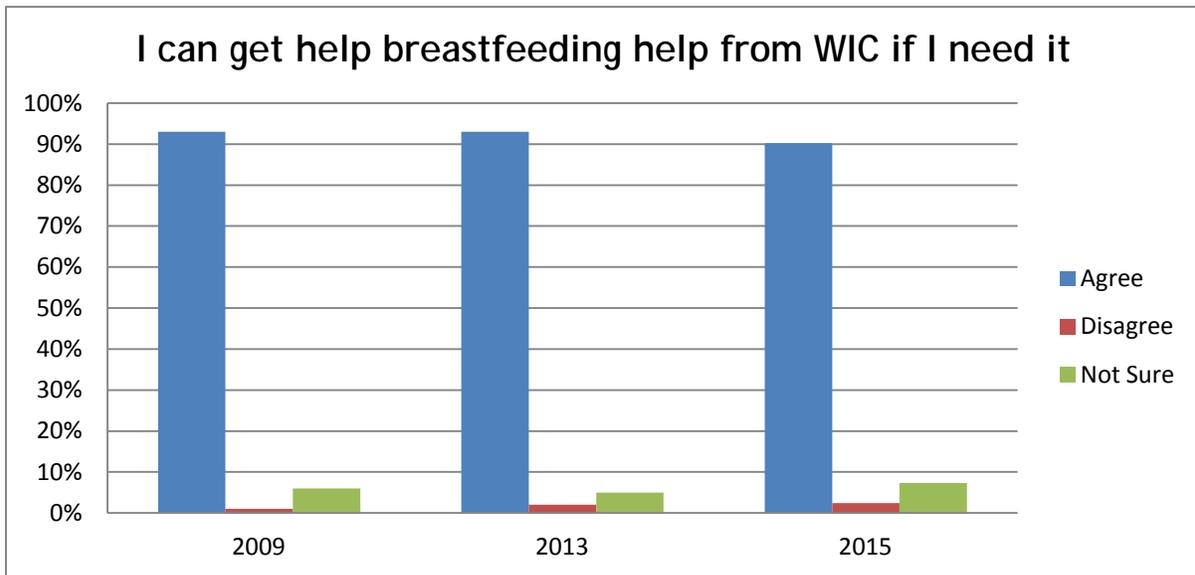
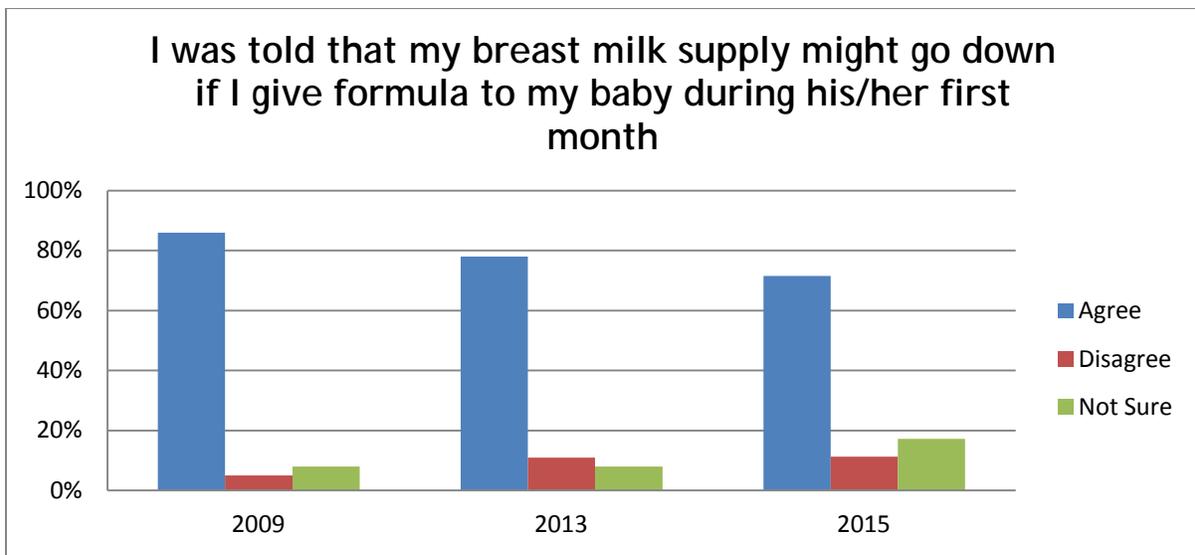
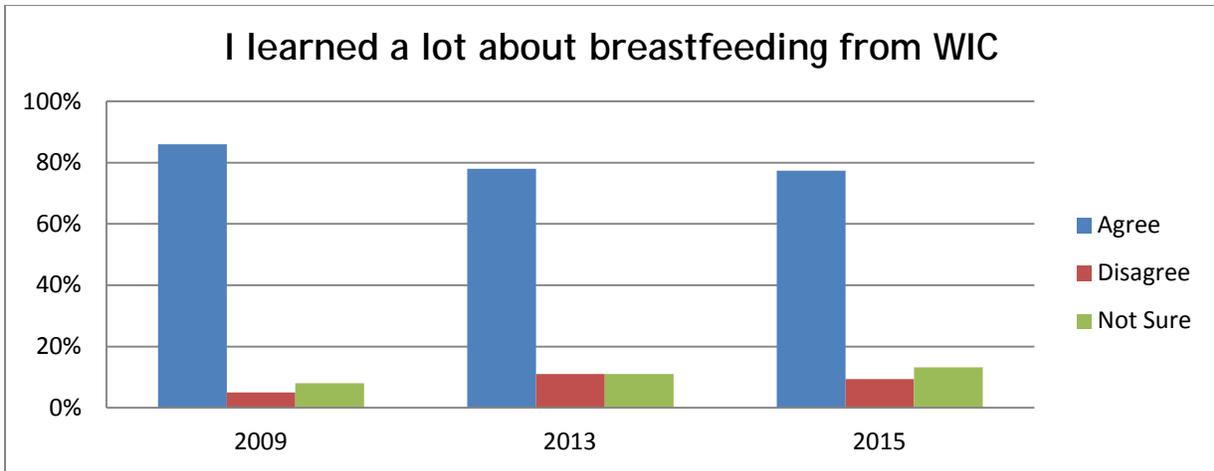
Breastfeeding Questions

According to survey respondents, 98% agreed that they were encouraged to breastfeed and given explanations regarding the health benefits of breastfeeding for both mother and baby by the WIC staff. 98% also agreed that the WIC staff promoted breastfeeding over formula feeding. 97% were told that their breast milk supply might go down if they were to give formula to their baby during his/her first month of life and knew that breastfeeding help from WIC was available if needed. 96% agreed that they learned a lot about breastfeeding from WIC and had been invited to attend a breastfeeding or infant feeding class. And finally, 95% of the respondents agreed that they were likely to give their baby formula, even if they were breastfeeding, considering it was free from WIC.

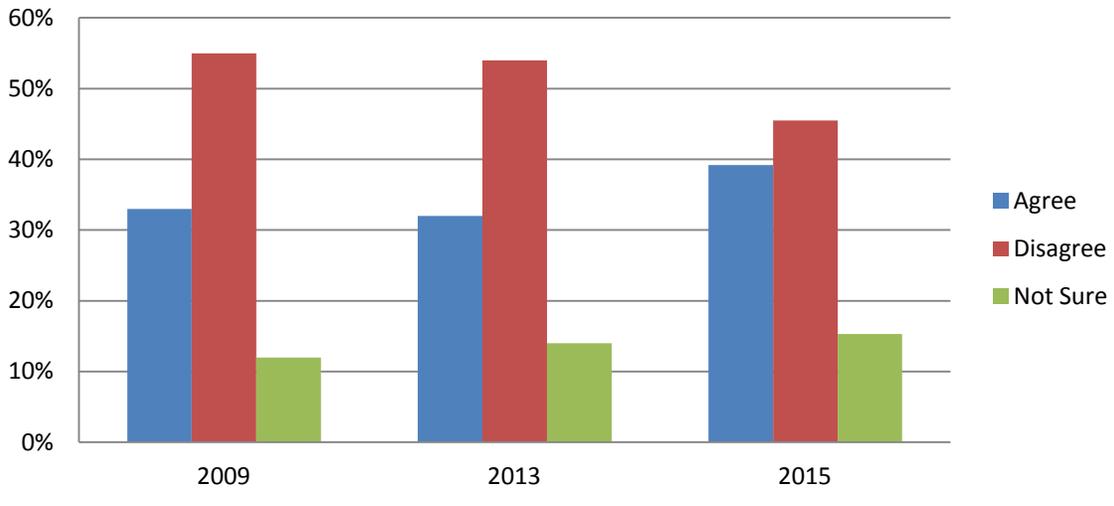
While some of these breastfeeding questions were introduced in this 2015 survey, others had been part of the biennial survey for quite some time. For instance, since 2009, survey respondents have consistently and positively agreed that WIC staff promoted breastfeeding over formula feeding (~90%), they could get breastfeeding help from WIC, if needed (~90%), and they learned about breastfeeding from WIC (~78%). Also over the years, many agreed that they were told their breast milk supply might go down if they gave formula to their baby during his/her first month of life (77%), but the percentage of respondents agreeing to this statement seems to be on the decline, even if just a bit. Lowing increasing is the percentage of respondents

agreeing that they were likely to give their baby formula, even if they were breastfeeding because it was free from WIC.





I am likely to give my baby formula, even if I am breastfeeding, since formula is free from WIC



Counties

As for what counties survey respondents lived in for 2015, most of the survey respondents were from Adams, Arapahoe, Boulder, Denver, Garfield or Jefferson counties. Respondents from all these larger counties, with the exception of Garfield, were also responsible for filling out the surveys in 2013. Most of the medium to smaller counties filled out fewer than 10 surveys each.

WHAT COUNTY DO YOU LIVE IN?						
	2013 English Response Count (%)	2013 Spanish Response Count (%)	2013 Total Participant Response Count (%)	2015 English Response Count (%)	2015 Spanish Response Count (%)	2015 Total Participant Response Count (%)
Adams	30 (1.9%)	13 (2.5%)	43 (4.4%)	235 (12.3%)	75 (11.9%)	310 (24.2%)
Alamosa	19 (1.2%)	1 (0.2%)	20 (1.4%)	17 (0.9%)	7 (1.1%)	24 (2.0%)
Arapahoe	238 (14.8%)	116 (22.0%)	354 (36.8%)	499 (26.1%)	143 (22.7%)	642 (48.8%)
Archuleta	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.2%)	1 (0.2%)
Baca	24 (1.5%)	0 (0.0%)	24 (1.5%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Bent	21 (1.3%)	2 (0.4%)	23 (1.7%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Boulder	75 (4.7%)	63 (12.0%)	138 (16.7%)	71 (3.7%)	52 (8.3%)	123 (12.0%)
Broomfield	42 (2.6%)	14 (2.7%)	56 (5.3%)	17 (0.9%)	6 (1.0%)	23 (1.9%)
Chaffee	3 (0.2%)	1 (0.2%)	4 (0.4%)	5 (0.3%)	0 (0.0%)	5 (0.3%)
Cheyenne	2 (0.1%)	0 (0.0%)	2 (0.1%)	7 (0.4%)	0 (0.0%)	7 (0.4%)
Clear Creek	0 (0.0%)	0 (0.0%)	0 (0.0%)	8 (0.4%)	0 (0.0%)	8 (0.4%)
Conejos	7 (0.4%)	0 (0.0%)	7 (0.4%)	5 (0.3%)	0 (0.0%)	5 (0.3%)
Costilla	3 (0.2%)	0 (0.0%)	3 (0.2%)	4 (0.2%)	0 (0.0%)	4 (0.2%)
Crowley	3 (0.2%)	0 (0.0%)	3 (0.2%)	1 (0.1%)	0 (0.0%)	1 (0.1%)
Custer	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Delta	6 (0.4%)	2 (0.4%)	8 (0.8%)	28 (1.5%)	6 (1.0%)	34 (2.5%)
Denver	99 (6.2%)	67 (12.7%)	166 (18.9%)	250 (13.1%)	118 (18.7%)	368 (31.8%)
Dolores	0 (0.0%)	0 (0.0%)	0 (0.0%)	9 (0.5%)	0 (0.0%)	9 (0.5%)
Douglas	56 (3.5%)	19 (3.6%)	75 (7.1%)	63 (3.3%)	11 (1.7%)	74 (5.02%)
Eagle	15 (0.9%)	46 (8.7%)	61 (9.6%)	15 (0.8%)	47 (7.5%)	62 (8.3%)
El Paso	170 (10.6%)	4 (0.8%)	174 (11.4%)	20 (1.0%)	2 (0.3%)	22 (1.3%)
Elbert	4 (0.2%)	1 (0.2%)	5 (0.4%)	1 (0.1%)	0 (0.0%)	1 (0.1%)
Fremont	21 (1.3%)	0 (0.0%)	21 (1.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Garfield	0 (0.0%)	0 (0.0%)	0 (0.0%)	47 (2.5%)	73 (11.6%)	120 (14.1%)
Gilpin	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.1%)	0 (0.0%)	1 (0.1%)
Grand	11 (0.7%)	7 (1.3%)	18 (2.0%)	22 (1.1%)	1 (0.2%)	23 (1.3%)

Gunnison	16 (1.0%)	1 (0.2%)	17 (1.2%)	9 (0.5%)	2 (0.3%)	11 (0.8%)
Hinsdale	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Huerfano	12 (0.7%)	0 (0.0%)	12 (0.7%)	14 (0.7%)	0 (0.0%)	14 (0.7%)
Jackson	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Jefferson	292 (18.2%)	61 (11.6%)	353 (29.8%)	261 (13.6%)	6 (1.0%)	267 (14.6%)
Kiowa	1 (0.1%)	0 (0.0%)	1 (0.1%)	1 (0.1%)	0 (0.0%)	1 (0.1%)
Kit Carson	32 (2.0%)	5 (0.9%)	37 (2.9%)	32 (1.7%)	0 (0.0%)	32 (1.7%)
La Plata	10 (0.6%)	1 (0.2%)	11 (0.8%)	8 (0.4%)	0 (0.0%)	8 (0.4%)
Lake	0 (0.0%)	0 (0.0%)	0 (0.0%)	11 (0.6%)	4 (0.6%)	15 (1.2%)
Larimer	42 (2.6%)	12 (2.3%)	54 (4.9%)	49 (2.6%)	8 (1.3%)	57 (3.9%)
Las Animas	6 (0.4%)	1 (0.2%)	7 (0.6%)	6 (0.3%)	1 (0.2%)	7 (0.5%)
Lincoln	19 (1.2%)	2 (0.4%)	21 (1.6%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Logan	2 (0.1%)	0 (0.0%)	2 (0.1%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Mesa	17 (1.1%)	4 (0.8%)	21 (1.9%)	32 (1.7%)	2 (0.3%)	34 (2.0%)
Mineral	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Moffat	7 (0.4%)	0 (0.0%)	7 (0.4%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Montezuma	10 (0.6%)	0 (0.0%)	10 (0.6%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Montrose	5 (0.3%)	2 (0.4%)	7 (0.7%)	0 (0.0%)	5 (0.0%)	5 (0.8%)
Morgan	47 (2.9%)	32 (6.1%)	79 (9.0%)	15 (0.8%)	0 (0.0%)	15 (0.8%)
Otero	19 (1.2%)	2 (0.4%)	21 (1.6%)	24 (1.3%)	6 (1.0%)	30 (2.3%)
Ouray	3 (0.2%)	0 (0.0%)	3 (0.2%)	2 (0.1%)	1 (0.2%)	3 (0.3%)
Park	9 (0.6%)	1 (0.2%)	10 (0.8%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Philips	1 (0.1%)	0 (0.0%)	1 (0.1%)	5 (0.3%)	10 (1.6%)	15 (1.9%)
Pitkin	2 (0.1%)	4 (0.8%)	6 (0.9%)	2 (0.1%)	2 (0.3%)	4 (0.4%)
Prowers	61 (3.8%)	15 (2.8%)	76 (6.6%)	9 (0.5%)	2 (0.3%)	11 (0.8%)
Pueblo	55 (3.4%)	5 (0.9%)	60 (4.3%)	13 (0.7%)	4 (0.6%)	17 (1.3%)
Rio Blanco	7 (0.4%)	2 (0.4%)	9 (0.8%)	5 (0.3%)	0 (0.0%)	5 (0.3%)
Rio Grande	42 (2.6%)	3 (0.6%)	45 (3.2%)	8 (0.4%)	0 (0.0%)	8 (0.4%)
Routt	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Saguache	8 (0.5%)	0 (0.0%)	8 (0.5%)	7 (0.4%)	0 (0.0%)	7 (0.4%)
San Juan	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.1%)	0 (0.0%)	1 (0.1%)
San Miguel	5 (0.3%)	6 (1.1%)	11 (1.4%)	2 (0.1%)	0 (0.0%)	2 (0.1%)
Sedgwick	1 (0.1%)	0 (0.0%)	1 (0.1%)	4 (0.2%)	0 (0.0%)	4 (0.2%)
Summit	6 (0.4%)	10 (1.9%)	16 (0.0%)	3 (0.2%)	15 (2.4%)	18 (2.6%)
Teller	21(1.3%)	0 (0.0%)	21 (1.3%)	47 (2.5%)	0 (0.0%)	47 (2.5%)
Washington	0(0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Weld	1(0.1%)	2 (0.4%)	3 (0.5%)	18 (0.9%)	20 (3.2%)	38 (4.1%)
Yuma	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.1%)	0 (0.0%)	1 (0.1%)
Answered	1608	527	2135	1914	630	2544

