



WIC Director's Webinar

Caseload Mgt &
Outreach

eWIC Update

Dual
Participation

Confidentiality &
Release of Information

Section 504
Compliance

Participant
Satisfaction Survey

Feb 13, 2018 / 9:00 – 11:00 CST

Agenda topics:

- Caseload management & Outreach
- eWIC Update
- Dual Participation
- Confidentiality & Release of Information
- Section 504 Compliance
- Customer Survey

Caseload Management

- What is it? Developing a strategic, comprehensive outreach plan to build and sustain caseload, and improve delivery of service.
- What should you be doing? (Oregon)
- Tools to use.

What should you be doing?

- ▶ Share Caseload Basics with Staff
 - ▶ Talk with your staff about caseload basics and its importance.

What should you be doing?

- ▶ Know your Agency's assigned caseload number – your annual caseload goal
- ▶ What issues effect your agency's caseload?
- ▶ Prioritize issues
- ▶ Make a plan for the year

Why is it important?

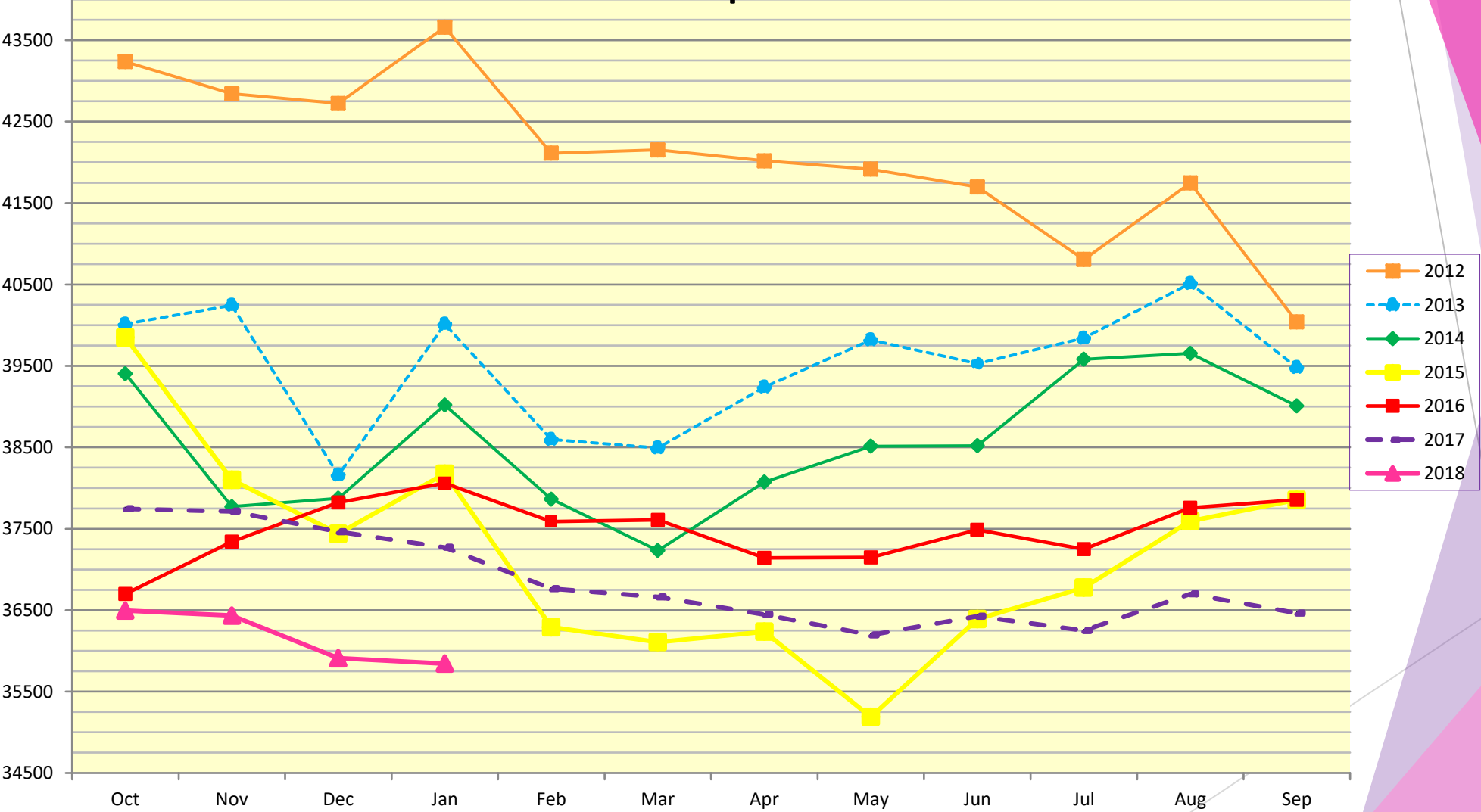
- ▶ Caseload Participation affects funding
 - ▶ Your local agency funding
 - ▶ Total state funding
- ▶ We want to serve as many families as possible
 - ▶ We know WIC can make a difference in people's lives

Nebraska State Participation 2010-18

Nebraska State WIC Participation										2018		
	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	Enrollment	%	
Oct	45569	43506	43236	40014	39404	39850	36699	37744	36495	42830	85.21%	
Nov	44997	43296	42843	40245	37772	38101	37341	37714	36433	42588	85.55%	
Dec	44413	43359	42724	38159	37874	37439	37822	37463	35910	42087	87.98%	
Jan	44865	43777	43659	40013	39019	38176	38059	37271	35843	42225	84.89%	
Feb	43567	41465	42112	38597	37864	36290	37589	36764				
Mar	44996	42192	42153	38493	37232	36108	37609	36663				
Apr	44963	41906	42018	39240	38073	36236	37143	36446				
May	43377	41905	41916	39819	38513	35189	37148	36195				
Jun	44437	43245	41698	39528	38520	36390	37488	36424				
Jul	44682	42539	40806	39842	39581	36777	37250	36249				
Aug	45095	44061	41746	40513	39654	37593	37758	36699				
Sep	44494	43677	40040	39480	39008	37855	37857	36463				
Average	44621	42911	42079	39495	38543	37167	37480	36841	36170	42433	85.91%	

Nebraska

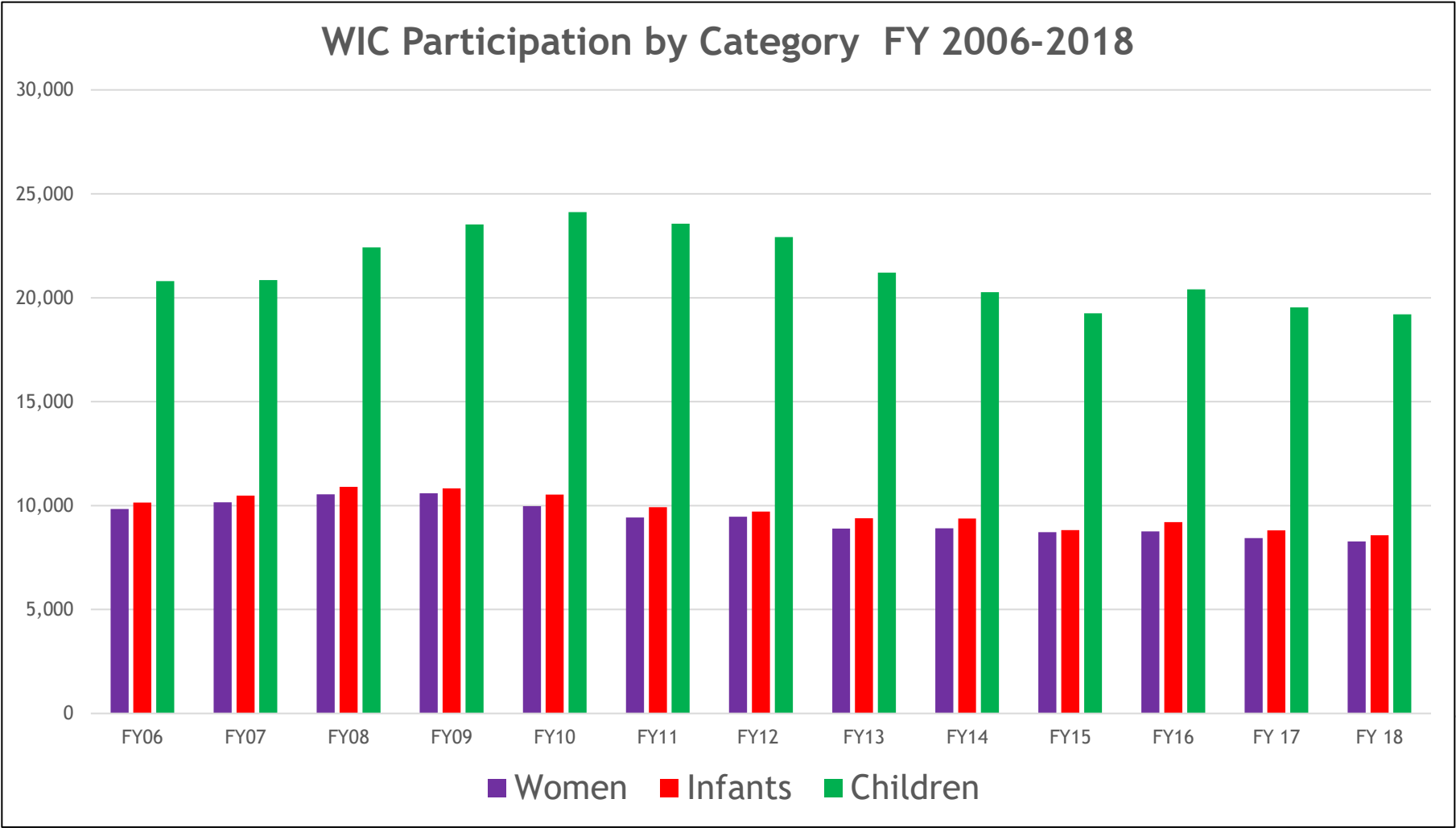
Nebraska WIC Participation FFY 2012-2018



How to get your own data

- ▶ Electronically
 - ▶ Via email in Excel
- ▶ Snail Mail
- ▶ Frequency
 - ▶ Monthly
 - ▶ Quarterly
- ▶ Do it yourself
 - ▶ Run reports

Nebraska Data Trends



Unduplicated Participation for Children By Age*

FFY17

10/1/2016 - 8/11/2017

Age Group					
	1--2	2--3	3--4	4--5	Total
Central Nebraska Community Action Partnership	157	158	140	216	671
Douglas County Health Department	2,721	2,028	1,764	2,703	9,216
Family Health Services	244	146	148	196	734
Family Services WIC	381	257	246	468	1,352
Lincoln/Lancaster County Health Department	815	593	507	778	2,693
Northeast NE Community Action Partnership	724	601	499	704	2,528
Central District Health Department	524	362	356	500	1,742
Blue Valley Community Action	126	121	84	172	503
Community Action Partnership of Mid NE	614	510	392	622	2,138
Community Action Partnership of Western NE	215	187	157	221	780
Peoples Family Health Services	241	163	186	285	875
East Central District Health Department	255	180	168	236	839
Western Community Health Resources	100	105	80	124	409
State Total	7,117	5,411	4,727	7,225	24,480

*WIC Performance Measurement -- Preliminary Data

OUTREACH



OUTREACH PYRAMID

All outreach strategies should focus on:

- **Changing Perceptions**

Addressing myths, integrating WIC message into community fabric.

"WIC is a public health nutrition education program. It empowers people to make healthy nutrition choices for themselves and their families."

- **Addressing Barriers**

Cultural Competency and Sensitivity, Literacy and Language

Use Frequently



Outreach Locations

Resource List of Places to do Outreach

- ★ School Based Health Centers, Day Care Centers, preschools, Headstart programs
- ★ Civic Organizations: Lions Club, Kiwanis Club, Rotary, Shriner's, etc.
- ★ Public Buildings: library, health department, courthouse, TANF offices
- ★ Medical Providers: provider offices, clinics, dentist offices, hospitals, maternity wards, pharmacies, perinatal units
- ★ Vendors & Farmers' Markets

Other Locations for Outreach

- ★ Social Service Programs
- ★ Private Businesses
- ★ Chamber of Commerce
- ★ Media: local newspaper, radio, t.v. (including cable)
- ★ Town or City events

NWA Outreach Materials



A photograph of a man with a beard and a checkered shirt leaning over a young child who is crawling on a carpeted floor. The man is smiling and looking down at the child. The child is wearing a denim shirt and is in a crawling position. The background shows a bright, indoor setting with a sofa.

**BABY'S
ON THE
MOVE.**

ARE YOU READY?

**NOT
ALL
HEROES
WEAR
CAPES.**



Questions????



The background features abstract geometric shapes, primarily triangles, in various shades of purple and pink. These shapes are layered and overlap, creating a dynamic, modern aesthetic. The colors range from deep, dark purples to bright, vibrant pinks.

QUESTIONS???

eWIC Update

► Topics

- UAT
- Pilot Schedule
- Rollout Schedule
- Stores in Your Agency
- Journey items to start working on
- Other items to think about

UAT (User Acceptance Testing)

- ▶ UAT begins March 7th
 - ▶ Continues through April 26
 - ▶ Will be testing newest version of MPSC
 - ▶ Will be testing eWIC Journey functionality
 - ▶ Week of March 26 – 30, testing interfaces to CDP/FIS
- ▶ Training Opportunity
 - ▶ March 19
 - ▶ April 2
 - ▶ April 16
 - ▶ Come back for additional practice / help test
 - ▶ 1 CPA & 1 Clerk (Considered to be your Super Users)

Pilot Schedule

▶ **Pilot Agency**

- ▶ Agency 70 – East Central District Health Department

▶ **Pilot Dates**

- ▶ Start - June 4
- ▶ End - August 3

▶ **Go / NO Go Decision**

- ▶ Around July 23

Rollout Schedule

- ▶ **Wave 1** – Agency 10

- ▶ **Wave 2** – Agency 50, 65,
75

- ▶ **August 6 – August 24**

- ▶ 6th & 7th Training
- ▶ 7th & 8th Mock Clinic
- ▶ See Clients 8th & 9th

- ▶ **August 27 – September 14**

- ▶ 27th Training
- ▶ 28th Mock Clinic
- ▶ See Clients 29th

Rollout Schedule cont.

- ▶ **Wave 3** – Agency 20, 26, 28, 40

- ▶ **Wave 4** – Agency 45

- ▶ **September 17 – September 28**

- ▶ 17th & 18th Training
- ▶ 18th & 19th Mock Clinic
- ▶ See Clients 19th & 20th

- ▶ **October 1 – October 12**

- ▶ 1st – Training
- ▶ 2nd – Mock Clinic
- ▶ See Clients 3rd

Rollout Schedule cont.

▶ **Wave 5** – Agency 5, 35

▶ **October 15 – November 2**

- ▶ 15th Training
- ▶ 16th Mock Clinic
- ▶ See Clients 17th

▶ **Wave 6** – Agency 30

▶ **November 5 – November 21**

- ▶ 5th Training
- ▶ 6th Mock Clinic
- ▶ See Clients 7th

Stores in Your Agency

- ▶ 2 types of Stores
 - ▶ Integrated
 - ▶ Stand Beside
- ▶ Integrated Stores will be getting themselves ready to take eWIC by working with their POS provider
- ▶ Stand Beside stores will work with the State and CDP/FIS to get a device that takes eWIC
- ▶ State will be certifying the stores in your agency 2 – 3 weeks before your Agency go live
- ▶ Only the stores in your wave will be made “active”
- ▶ Vendor Managers will be more involved in store support and other WIC vendor related activities

Journey Items to Work on

- ▶ **Date of Birth for Auth Rep**

- ▶ Setup of eWIC Card uses Auth Rep DOB

- ▶ **Address Zip Code**

- ▶ Setup of eWIC Card uses Zip Code set in Family Address panel

- ▶ **Get all family members on same issuance month/cycle**

- ▶ eWIC issues benefits to household, not individual
- ▶ eWIC requires all household members to have same issuance month

Other Items to Think About

▶ **MICR Toner for Check Printers**

- ▶ Limit toners being purchased if possible
- ▶ Contact the State Help Desk
- ▶ Share between Agencies

▶ **Check Printers**

- ▶ Check printers will be removed when you go live
- ▶ It is yours. You can keep the printer or have it removed and surplus
- ▶ It can be used as a regular laser printer
- ▶ Can use standard toner

QUESTIONS???

Send Questions to **vince.rea@nebraska.gov**

Dual Participation

State Actions

- ▶ Review Journey Report or Data File Matches
- ▶ Identify Dual Participants
- ▶ Send Dual Participant Follow Up to Local Agency(ies)

Local Agency Actions

Dual Participant Follow Up Form



Dual Participation Follow-up Form

The Nebraska WIC records match show that the following client received benefits from Nebraska WIC at two different agencies or clinics at the same time.

Name: Date of Birth: Category: Sex:

Agency: Family ID # Clinic Name:
WIC Responsible Party Name: Foster Child:
Most Recent Certification: From: To:
WIC Food Instruments Redeemed For:
Month: Month: Month: Month: Month:
WIC Food Instruments Have Been Issued, But Not Redeemed For The Following Month(s):
Month: Month: Month: Month: Month:
Next Appointment: Type of Appointment:

Agency: Family ID # Clinic Name:
WIC Responsible Party Name: Foster Child:
Most Recent Certification: From: To:
WIC Food Instruments Redeemed For:
Month: Month: Month: Month: Month:
WIC Food Instruments Have Been Issued, But Not Redeemed For The Following Month(s):
Month: Month: Month: Month: Month:
Next Appointment: Type of Appointment:

LA Determination: Participant was Dual Participating: Dual Participation was found to be:
Action Taken: Date Action Taken:

Staff Name: [Click to Submit Form](#)

Dual Participant Follow Up Form

the same time.

Name:		Date of Birth:		Category:		Sex:	
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Agency:		Family ID #		Clinic Name:	
WIC Responsible Party Name:		Foster Child:			
Most Recent Certification:	From:		To:		
<u>WIC Food Instruments Redeemed For:</u>					
Month:		Month:		Month:	
<u>WIC Food Instruments Have Been Issued, But Not Redeemed For The Following Month(s):</u>					
Month:		Month:		Month:	
Next Appointment:		Type of Appointment:			

Agency:		Family ID #		Clinic Name:	
WIC Responsible Party Name:		Foster Child:			
Most Recent Certification:	From:		To:		
<u>WIC Food Instruments Redeemed For:</u>					
Month:		Month:		Month:	
<u>WIC Food Instruments Have Been Issued, But Not Redeemed For The Following Month(s):</u>					
Month:		Month:		Month:	
Next Appointment:		Type of Appointment:			

Dual Participation

State Actions

- ▶ Review Journey Report or Data File Matches
- ▶ Identify Dual Participants
- ▶ Send Dual Participant Follow Up to Local Agency(ies)

Local Agency Actions

- ▶ Work with Other Agency if Applicable
- ▶ Talk with Authorized Representative
 - ▶ In Person
 - ▶ By Phone
- ▶ Document Conversation
- ▶ Fill in Local Agency Section of Follow Up Form

Dual Participant Follow Up Form

LA Determination:

Participant was
Dual Participating:

Dual Participation
was found to be:

Action Taken:

Date Action Taken:

Staff Name:

Click to Submit
Form

****Scan any documentation and/or letters into the client's record****

Rev: 10/06/17

- ❖ Unintentional
- ❖ Intentional 1st Offense - 3 months or less
- ❖ Intentional 1st Offense - More than 3 months
- ❖ Intentional 2nd Offense

Dual Participant Follow Up Form

LA Determination:

Participant was
Dual Participating:

Dual Participation
was found to be:

Action Taken:

Date Action Taken:

Staff Name:

Click to Submit
Form

*****Scan any documentation and/or letters into the client's record*****

Rev: 10/06/17

- ❖ Education/Documentation
- ❖ Assign Sanction Points/Documentation

Dual Participant Follow Up Form

State Action:

Claim Assessed:

Value of Claim:

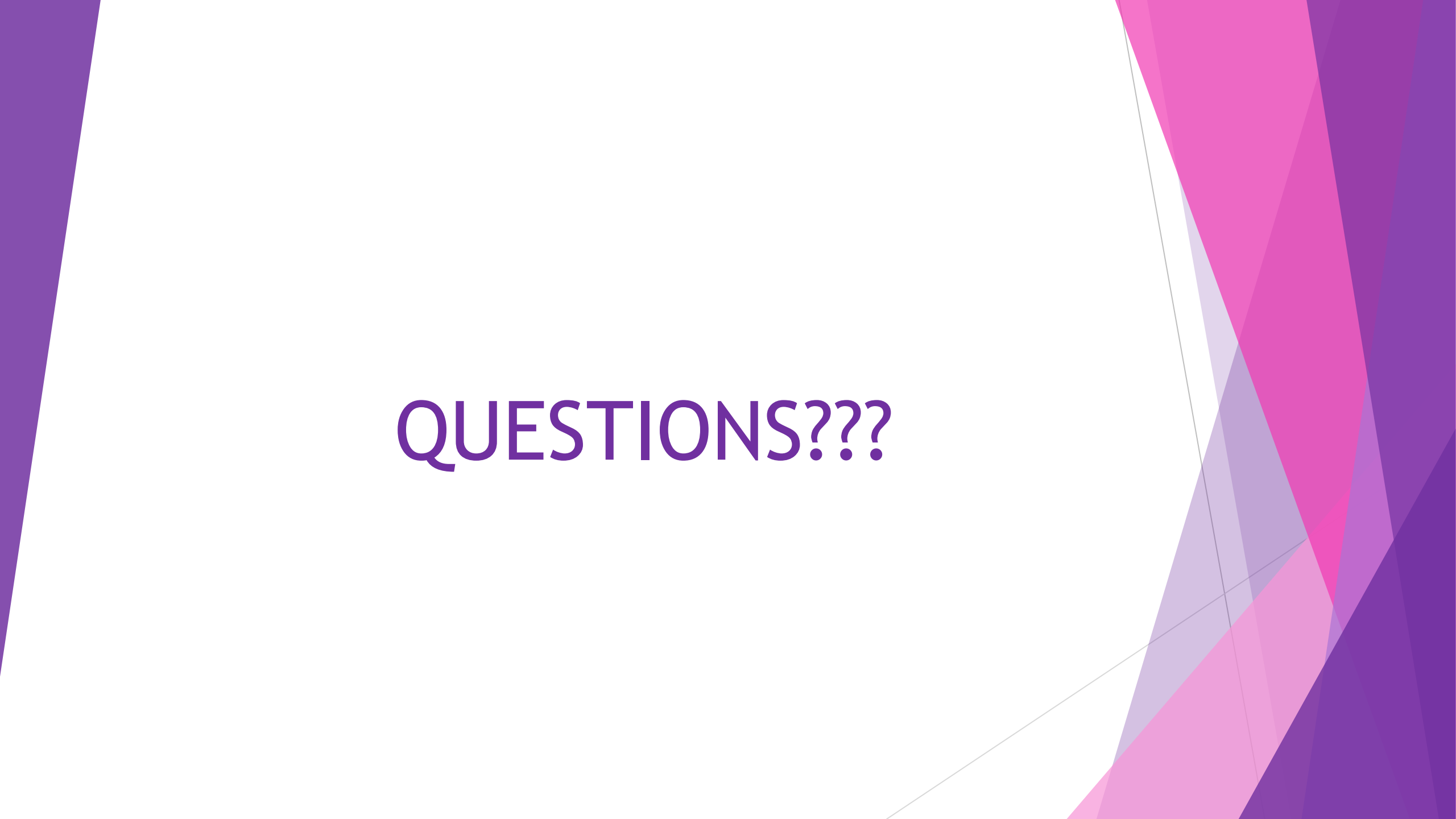
Disqualified Reason:

Date of Disqualification:

Date Disqualification Letter Sent:

State Staff Name:



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QUESTIONS???

Section 504 Compliance

What is Section 504?

- ❖ Part of the Rehabilitation Act of 1973
 - *7 CFR Part 15; Section 504 of the Rehabilitation Act of 1973*
 - *Americans With Disabilities Act of 1990 (ADA)*
- ❖ National civil rights law
- ❖ Grants equal access to qualified persons with disabilities to all programs and activities receiving federal funding

What Section 504 Says...

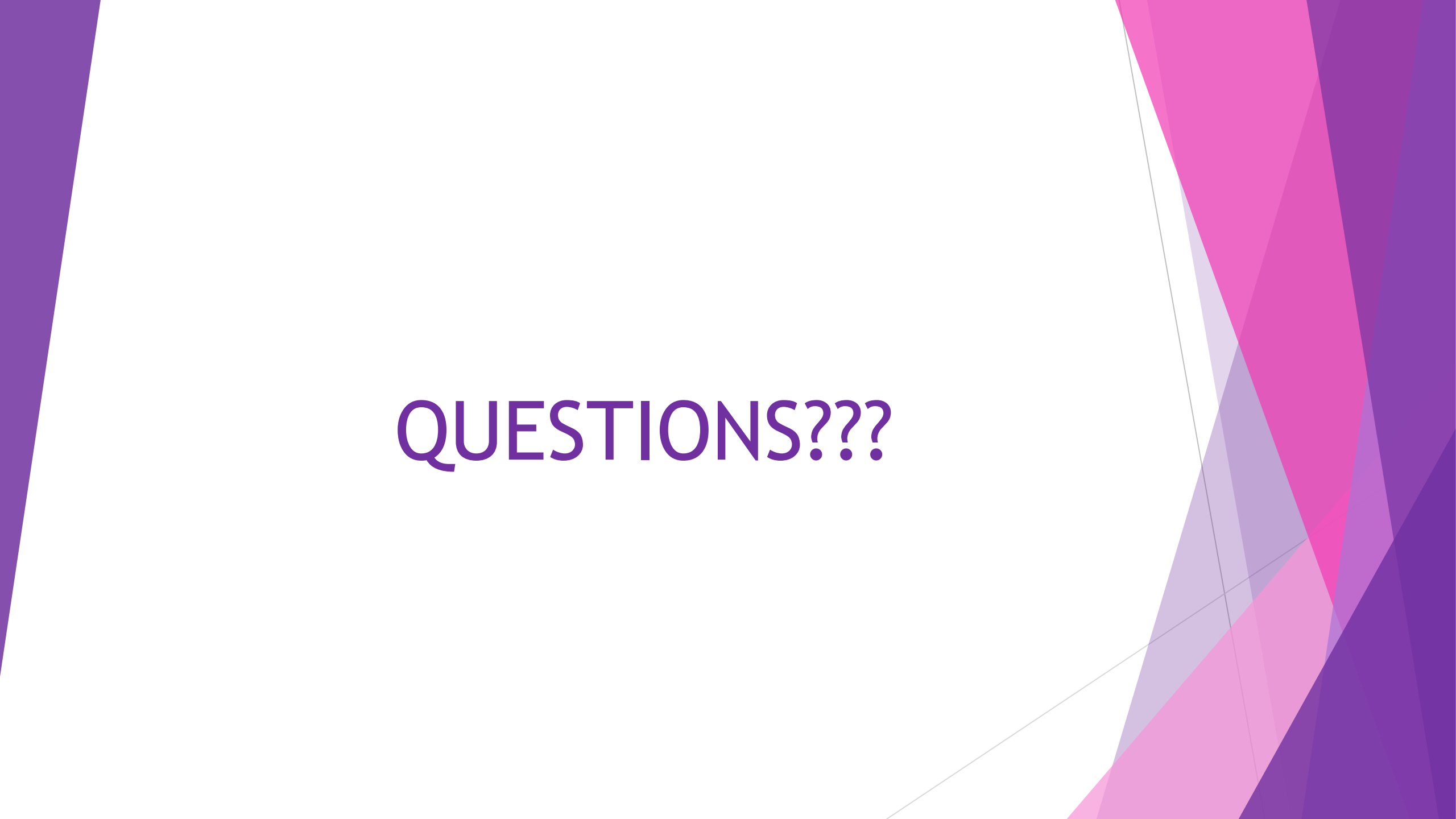
“No qualified person with a disability shall, solely by reason of his disability, be excluded from the participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving federal assistance.”

Section 504(a) of the Rehabilitation Act of 1973, as amended

Section 504 Coordinator

All Agencies that receive WIC Funding who have 15 or more employees must have a Section 504 Coordinator

- ❖ One for entire agency
- ❖ May be within Human Resources/Personnel
- ❖ Handle other Civil Rights areas

The background features a series of overlapping triangles in various shades of purple and pink, creating a dynamic, geometric pattern. The triangles are of different sizes and orientations, some pointing upwards and others downwards, creating a sense of movement and depth. The colors range from deep, dark purples to bright, vibrant pinks.

QUESTIONS???

Confidentiality & Release of Information

WIC's Requirements

- ▶ Outlined in Procedures
 - ▶ Regulatory Requirements for Confidentiality of Client Information
 - ▶ Release of Information
 - ▶ Reporting Abuse or Neglect
 - ▶ Responding to Subpoenas and Search Warrants
 - ▶ Students & Volunteers
- ▶ Functional Area VIII, Section J - Confidentiality

Regulatory Requirements

- ▶ All information in a client's WIC record is confidential
 - ▶ From client
 - ▶ Gathered during a certification visit
 - ▶ From another program/person/vendor
- ▶ Next appointment day and time
- ▶ Information about participation in WIC (current and past)



Releasing Information

Who Can We Release Information To?

- ▶ Client or guardian of minor clients
- ▶ WIC Staff (Nebraska, Other WIC programs, including Over Seas WIC programs, Guam, American Samoa, Puerto Rico, Virgin Islands, Saipan)
- ▶ Programs designated by DHHS Chief Health Officer
 - ▶ Listed within the Client Rights & Responsibilities
 - ▶ SNAP
 - ▶ SNAP Nutrition Education Program
 - ▶ Medicaid
 - ▶ Perinatal, Child and Adolescent Health Unit
 - ▶ Immunization Program

Clients/Guardians

WIC can Provide:

- ▶ Height/Weight, Growth Charts
- ▶ Hemoglobin
- ▶ Nutrition Interview information they provided to WIC
- ▶ Dates of Participation

WIC cannot Provide

- ▶ Notes or comments from staff
- ▶ Check Information
- ▶ PAFs
- ▶ Information provided to WIC from another source, ie. Physician, Medicaid

Other WIC Agencies

Within Nebraska

- ▶ Any information in the Family's record

Outside of Nebraska

- ▶ Information needed for transfer
- ▶ Current Food Package
- ▶ Current PAF, if applicable
- ▶ Risks Identified

Programs Designated by Chief Health Officer

Why Program Needs

- ▶ Outreach
 - ▶ Referral
 - ▶ Eligibility
-

- ▶ Administrative Processes

Share

- ▶ Names, Addresses, Phone Numbers
 - ▶ Who is Responsible for Minor
 - ▶ Foster Placement
-
- ▶ Used by State WIC office for Fraud and Claims Investigations.

Physician Designated in Journey

- ▶ Height
- ▶ Weight
- ▶ Hemoglobin
- ▶ Formula/Food Package

Abuse or Neglect Reports

- ▶ WIC staff must report abuse/neglect

Adult & Child Abuse & Neglect Hotline
1-800-652-1999

http://dhhs.ne.gov/children_family_services/Pages/cha_chainindex.aspx

Release of Information – When Do You Need?

REQUESTS FROM

- ▶ Law Enforcement
- ▶ Attorney
- ▶ Non Guardian
- ▶ DHHS/CPS/Case Manager
- ▶ Students
- ▶ Programs NOT listed in Rights & Responsibilities

Release of Information – Must Be Specific!!

Cannot Accept Releases That Ask for Entire Record



QUESTIONS???

MOUs & Agreements

Agreements Signed by WIC and another program/agency that allows information to be exchanged

- ▶ Head Start to share Height, Weight



MOUs & Agreements

Must Include:

- ▶ Assurance that the agency/program will not share the information with another party(ies)
- ▶ Specific information that will be shared
- ▶ Who the information will be shared with
- ▶ Time period the information will be shared for

Function Area VIII, Section C - Memorandum of Understanding

Function Area VIII, Section C – Interagency Agreements

MOUs & Agreements

Must be Approved by the State WIC Office Prior to
Implementation

Students & Volunteers

- ▶ Sign a Confidentiality Statement
- ▶ Must keep WIC information confidential



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QUESTIONS???

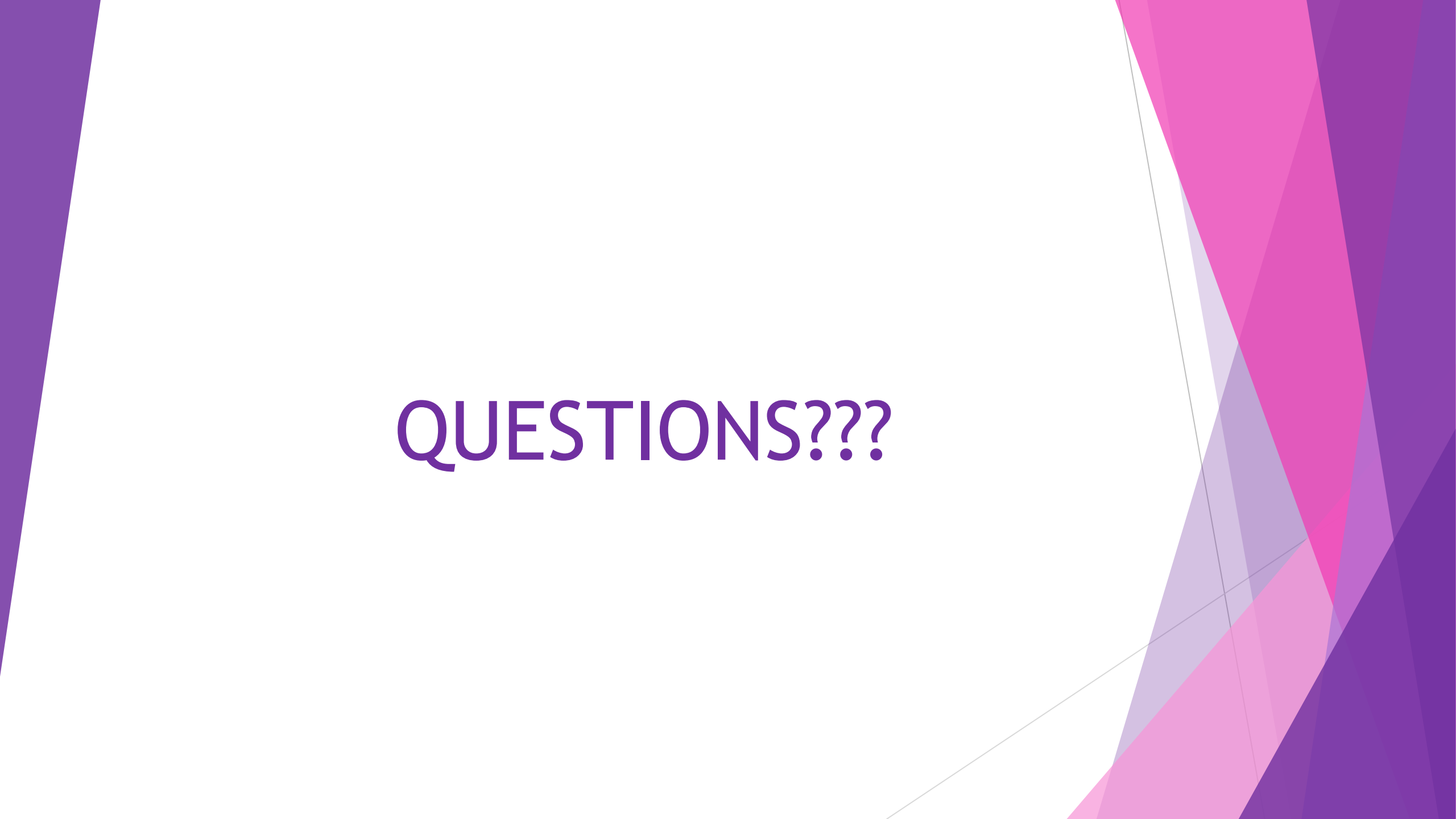
Subpoenas & Search Warrants

Subpoenas

- ▶ Must request specific information
- ▶ Has a timeframe for providing the information
- ▶ WIC Staff Should:
 - ▶ Collect Subpoena
 - ▶ Do not given any information
 - ▶ Take to supervisor
 - ▶ WIC Director/Coordinator review for what information is requested
 - ▶ Share with local agency attorney
 - ▶ Notify State WIC office

Search Warrants

- ▶ Must Provide Information Right Now!
- ▶ WIC Staff Should:
 - ▶ Collect Search Warrant
 - ▶ Let Supervisor Know Immediately
 - ▶ Document all Records Taken
- ▶ WIC Director/Coordinator Should:
 - ▶ Contact Local Agency Attorney Immediately
 - ▶ Read Warrant for Information Requested
 - ▶ Document all Records Taken
 - ▶ Call State WIC Office

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QUESTIONS???

Participant Satisfaction Survey



Purpose of Survey



- ▶ Provide feedback from clients to help improve WIC services
- ▶ Provide data to be used for potential customer service performance measures
- ▶ Provide before and after comparison data of client satisfaction before eWIC & after eWIC

Timeline & Duration

- ▶ Start surveys – end of February 2018
- ▶ End surveys – when you have reached your numbers
 - ▶ We don't want to over survey and create a lot more work
 - ▶ We also don't want to under survey or we won't have enough numbers to be valid
 - ▶ But we need enough surveys returned for your agency or sub-agency to be significant

Survey Numbers Needed – for reporting at the LA or Sub-Agency Level

- BVCA – 170
- CDHD – 228
- CNCAP - 185
- CAPWN – 198
- CAPMID - 237
- ECDHD – 191
- FHS – 188
- FS – 220
- LLCHD – 243
- NENCAP – 240
- PFHS – 202
- WCHR - 150
- Charles Drew – 331
- One World – 347
- UNMC – 62
- Douglas Co / Midtown - 353
- Douglas Co / 120th Dodge & Papillion – 288

These are minimum target numbers of “completed” surveys to received back for each LA/Subagency site

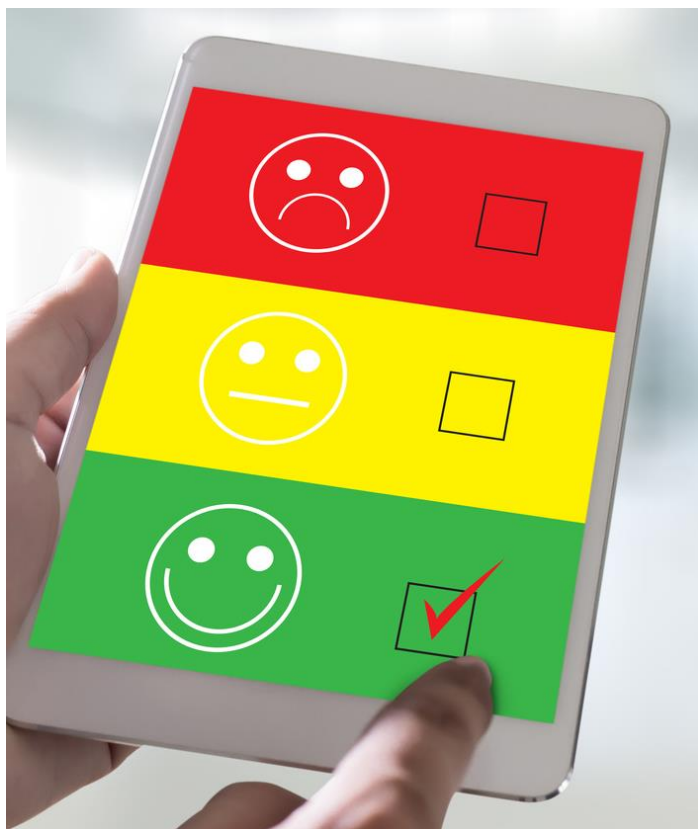
ONLINE SURVEY

OR

PAPER SURVEY



ONLINE SURVEY



- Laptop or tablets stations
- Access survey using a survey link
- Survey platform – Redcap
- Many benefits to completing it electronically
- Participant needs help getting started (Staff, student, or volunteer)

PENCIL/ PAPER SURVEYS



- Hand paper survey to clients (either English or Spanish)
- Collect the surveys
- Return the completed surveys to the state
- Student would enter the data manually into the survey platform
- It will take longer to get results

Participant Satisfaction Survey

INFORMATION WE NEED FROM YOU

- How do you plan to administer the survey?
- Choose either paper or electronic for each of your clinics
- If you choose paper, we let me know the # of English and Spanish to send out for each clinic
- Need to know within the next week or two

ONLINE SURVEY

Redcap Platform

33 Questions

Logic Questions
built in

Will be a separate
link to access
Spanish version

2018 Nebraska State WIC Participant Satisfaction Survey

Resize font:
+ | -

Your answers to this survey will help the Nebraska WIC Program improve the services you and your family receive. You don't need to give your name, and your answers will not be connected to you. Whether or not you complete the survey will not affect your receipt of WIC or other benefits. Thank you!

Local Agency Name

Section 1: WIC Services

1. How often do WIC appointment times work for you?

☐ Always
☐ Usually
☐ Sometimes
☐ Never

[reset](#)

2. How would you like to be reminded about your appointments?

☐ Phone call
☐ Text alerts
☐ Email
☐ Mailed letter
☐ Facebook
☐ Other

[reset](#)

3. Have you ever missed an appointment?

☐ Yes ☐ No

[reset](#)

4. How long do you usually have to wait in the clinic waiting room past the time of your scheduled appointment?

- ☐ Less than 5 minutes
- ☐ 6-15 minutes
- ☐ 16-30 minutes
- ☐ More than 30 minutes

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5. Is your clinic space private enough for you to feel comfortable asking or answering personal questions?

- ☐ Always
- ☐ Usually
- ☐ Sometimes
- ☐ Never

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6. Do you feel comfortable asking the WIC staff when you have questions?

- ☐ Yes
- ☐ No

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7. Which 3 things do you like the most about WIC?

- ☐ Checks for healthy foods
- ☐ Checks for infant formula
- ☐ Breastfeeding support
- ☐ Availability of breast pumps
- ☐ Nutrition information such as tips on feeding my family in a healthy way
- ☐ Referrals to health services and other programs
- ☐ Other

8. Would you recommend WIC to a friend?

☐ Yes ☐ No

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Section 2: Nutrition Education and Breastfeeding

9. How helpful is the nutrition information you receive?

☐ Very helpful ☐ Slightly helpful ☐ Not at all helpful

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10. Has the WIC program helped you learn about healthy eating?

☐ Yes ☐ No

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11. If WIC could give information in any of the following ways, which top 2 WAYS would you choose?

- ☐ Face to face (individual counseling)
- ☐ Group sessions in clinic
- ☐ Telephone calls
- ☐ Online website lessons
- ☐ Booklets or pamphlets
- ☐ Video group chat
- ☐ Video individual chat
- ☐ Texting

12. Have you heard about the online nutrition education website called WIC Health.org?

☐ Yes ☐ No

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13. Have you met with a breastfeeding peer counselor?

☐ Yes ☐ No

reset

14. Is your WIC office breastfeeding-friendly?

☐ Yes ☐ No

reset

12. Have you heard about the online nutrition education website called WIC Health.org?

☐ Yes ☐ No

[reset](#)

13. Have you met with a breastfeeding peer counselor?

☐ Yes ☐ No

[reset](#)

14. Is your WIC office breastfeeding-friendly?

☐ Yes ☐ No

[reset](#)

Section 3: WIC Checks

15. Did the WIC clinic staff tell you how to use your WIC checks at the store?

☐ Yes ☐ No

[reset](#)

16. Please rate your understanding of how to use your WIC checks.

☐ Good ☐ Fair ☐ Poor

[reset](#)

17. How easy are WIC checks to use?

☐ Easy ☐ Moderate ☐ Difficult

[reset](#)

SECTION 4: WIC Approved Foods and Stores

18. Do you usually buy All THE FOODS LISTED on your WIC checks?

☐ Yes ☐ No

[reset](#)

19. Do you usually use the FULL DOLLAR AMOUNT of your fruit/vegetable checks?

☐ Yes ☐ No

[reset](#)

20. How helpful is the WIC food list?

☐ Very helpful ☐ Slightly helpful ☐ Not at all helpful

[reset](#)

21. How often are the cashiers at the grocery store or pharmacy helpful?

☐ Always
☐ Usually
☐ Sometimes
☐ Never

[reset](#)

22. Do you ever feel embarrassed using the WIC checks at the store?

☐ Yes ☐ No

[reset](#)

Section 5: You and Your Family

23. Are you Hispanic?

☐ Yes ☐ No

[reset](#)

24. Please indicate your race(s) from the following list (check all that apply).

- ☐ White
- ☐ Black or African American
- ☐ Indian or Alaskan Native
- ☐ Asian
- ☐ Pacific Islander/Native Hawaiian
- ☐ Other

25. Which of these describe you (check all that apply)?

- ☐ Pregnant
- ☐ Postpartum, not breastfeeding
- ☐ Postpartum, breastfeeding
- ☐ Parent or guardian of child age 1-4 years on WIC
- ☐ Parent or guardian of baby on WIC

26. How long have you been coming to WIC?

- ☐ Less than 6 months
- ☐ 6-12 months
- ☐ 1-2 years
- ☐ 3-5 years
- ☐ More than 5 years

[reset](#)

27. Do you have access to a smartphone or computer with internet?

☐ Yes ☐ No

[reset](#)

28. Where did you first hear about the WIC program?

- ☐ Family or friends
- ☐ Hospital
- ☐ Grocery store or pharmacy
- ☐ Facebook ads
- ☐ Billboard
- ☐ Radio
- ☐ TV
- ☐ Newspaper
- ☐ Brochure or flyer
- ☐ Doctor's office
- ☐ Access Nebraska
- ☐ Internet
- ☐ Other

[reset](#)

29. Do you have children UNDER AGE 5 who are NOT on WIC?

☐ Yes ☐ No

[reset](#)

30. How many children do you have that are on WIC?

31. How old are your children that are on WIC (check all that apply)?

- ☐ Under 1 year
- ☐ 1-2 years
- ☐ 2-3 years
- ☐ 3-4 years

32. Until what age do you think a child can be on WIC?

33. Use the space below to tell us anything else you would like us to know.

2018 Nebraska State WIC Participant Satisfaction Survey

Local Agency Name _____

Your answers to this survey will help the Nebraska WIC Program improve the services you and your family receive. You don't need to give your name, and your answers will not be connected to you. Whether or not you complete the survey will not affect your receipt of WIC or other benefits. Thank you!

SECTION 1: WIC Services

- How often do WIC appointment times work for you?
☐ Always ☐ Usually ☐ Sometimes ☐ Never
- How would you like to be reminded about your appointments?
☐ Phone call ☐ Text alerts ☐ Email
☐ Mailed letter ☐ Facebook
☐ Other, please specify _____
- Have you ever missed an appointment?
☐ Yes ☐ No
 If yes, what reasons apply?
☐ I forgot
☐ The appointment time didn't work
☐ I or my child was sick
☐ I did not have a way to get to the clinic
☐ I had to work
☐ Other: _____
- How long do you usually have to wait in the clinic waiting room past the time of your scheduled appointment?
☐ Less than 5 minutes
☐ 6-15 minutes
☐ 16-30 minutes
☐ More than 30 minutes
- Is your clinic space private enough for you to feel comfortable asking or answering personal questions?
☐ Always ☐ Usually ☐ Sometimes ☐ Never
- Do you feel comfortable asking the WIC staff when you have questions? ☐ Yes ☐ No
 If no, explain why _____

- Which 3 things do you like the most about WIC?
☐ Checks for healthy foods
☐ Checks for infant formula
☐ Breastfeeding support
☐ Availability of breast pumps
☐ Nutrition information such as tips on feeding my family in a healthy way
☐ Referrals to health services and other programs
☐ Other: _____

- Would you recommend WIC to a friend?
☐ Yes ☐ No
 If no, why not? _____

SECTION 2: Nutrition Education and Breastfeeding

- How helpful is the nutrition information you receive?
☐ Very helpful
☐ Slightly helpful
☐ Not at all helpful
- Has the WIC program helped you learn about healthy eating? ☐ Yes ☐ No
- If WIC could give information in any of the following ways, which top 2 ways would you choose?
☐ Face to face (individual counseling)
☐ Group sessions in clinic
☐ Telephone calls
☐ Online website lessons
☐ Booklets or pamphlets
☐ Video group chat
☐ Video individual chat
☐ Texting
- Have you heard about the online nutrition education website called WIC Health.org?
☐ Yes ☐ No
 If yes, have you used WIC Health.org?
☐ Yes ☐ No
- Have you met with a breastfeeding peer counselor?
☐ Yes ☐ No
 If yes, was the breastfeeding counselor helpful?
☐ Yes ☐ No
- Is your WIC office breastfeeding-friendly?
☐ If yes - explain why _____

☐ If no - explain why _____

SECTION 3: WIC Checks

- Did the WIC clinic staff tell you how to use your WIC checks at the store? ☐ Yes ☐ No
- Please rate your understanding of how to use your WIC checks.
☐ Good ☐ Fair ☐ Poor
- How easy are WIC checks to use?
☐ Easy ☐ Moderate ☐ Difficult

SECTION 4: WIC Approved Foods and Stores

- Do you usually buy all the foods listed on your WIC checks?
☐ Yes ☐ No
- Do you usually use the full dollar amount of your fruit/vegetable checks?
☐ Yes ☐ No
 If no, what is the reason?

- How helpful is the WIC food list?
☐ Very helpful ☐ Slightly helpful
☐ Not at all helpful
- How often are the cashiers at the grocery store or pharmacy helpful?
☐ Always ☐ Usually ☐ Sometimes ☐ Never
- Do you ever feel embarrassed using the WIC checks at the store?
☐ Yes ☐ No

Section 5: You and Your Family

- Are you Hispanic? ☐ Yes ☐ No
- Please indicate your race(s) from the following list (check all that apply).
☐ White
☐ Black or African American
☐ Indian or Alaskan Native
☐ Asian
☐ Pacific Islander/Native Hawaiian
☐ Other, please specify: _____

- Which of these describe you (check all that apply)?
☐ Pregnant
☐ Postpartum, not breastfeeding
☐ Postpartum, breastfeeding
☐ Parent or guardian of child age 1-4 years on WIC
☐ Parent or guardian of baby on WIC

- How long have you been coming to WIC?
☐ Less than 6 months ☐ 6-12 months ☐ 1-2 years
☐ 3-5 years ☐ More than 5 years

- Do you have access to a smartphone or computer with internet? ☐ Yes ☐ No

- Where did you first hear about the WIC program?
☐ Family or friends ☐ Hospital
☐ Grocery store or pharmacy ☐ Facebook ads
☐ Billboard ☐ Radio ☐ TV ☐ Newspaper
☐ Brochure or flyer ☐ Doctor's office
☐ Access Nebraska
☐ Internet
☐ Other: _____

- Do you have children under age 5 who are not on WIC?
☐ Yes ☐ No
 If yes, why not? _____

- How many children do you have that are on WIC? _____

- How old are your children that are on WIC (check all that apply)?
☐ Under 1 year ☐ 1-2 years ☐ 2-3 years ☐ 3-4 years

- Until what age do you think a child can be on WIC?

- Use the space below to tell us anything else you would like us to know.

Paper Version

The background features a series of overlapping triangles in various shades of purple and pink, creating a dynamic, geometric pattern. The colors range from deep, dark purples to bright, vibrant pinks. The triangles are arranged in a way that they seem to radiate from the right side of the frame, with some pointing towards the left and others towards the right. The overall effect is modern and abstract.

QUESTIONS???

THANKS FOR ATTENDING!

Please complete the attendance poll and survey questions before logging off