

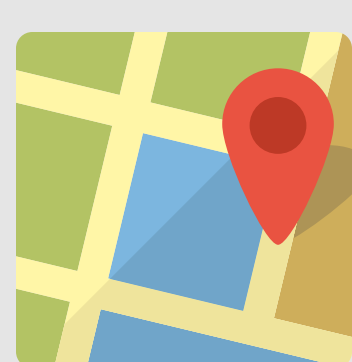


WIC Satisfaction Survey Results



9/18/18-10/1/18

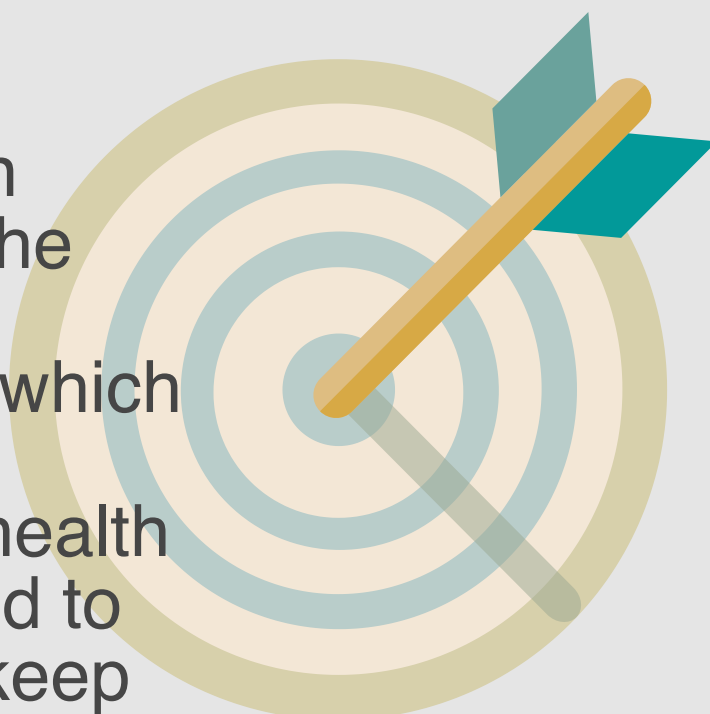
Response Rate



Overall: 48% (145/304 Families)
Bend: 36% (56/156 Families; 210 Clients)
Redmond: 59% (67/113 Families; 166 Clients)
La Pine: 43% (15/35 Families; 50 Clients)

Background and Rationale

The Deschutes County Public Health (DCPH) WIC Customer Satisfaction Survey was implemented to inform staff and improve the quality of services provided to Deschutes County residents. Implementation of Health Services satisfaction surveys is a Strategic Plan Goal. Additionally, implementation of the survey aligns with the Public Health Accreditation Board Standard 9.1.4A, which calls for a "systematic process for assessing customer satisfaction with health department services." Results are used to improve programs and services, and keep DCPH on target with goals.



Methodology

The WIC Survey was conducted from September 18th to October 1st, 2018 (2 weeks), and was distributed in at the Bend, La Pine, and Redmond locations.

The surveys were distributed via paper and through SurveyMonkey on tablet computers. The survey could be taken in either English or Spanish.

The surveys were voluntary and participants were assured that their responses were anonymous and would not influence their ability to obtain future services. To provide an incentive for clients and increase response rate, each respondent was entered into a raffle for a \$20 Safeway Gift Card. One winner was selected.



OVERALL SATISFACTION: 99.3%



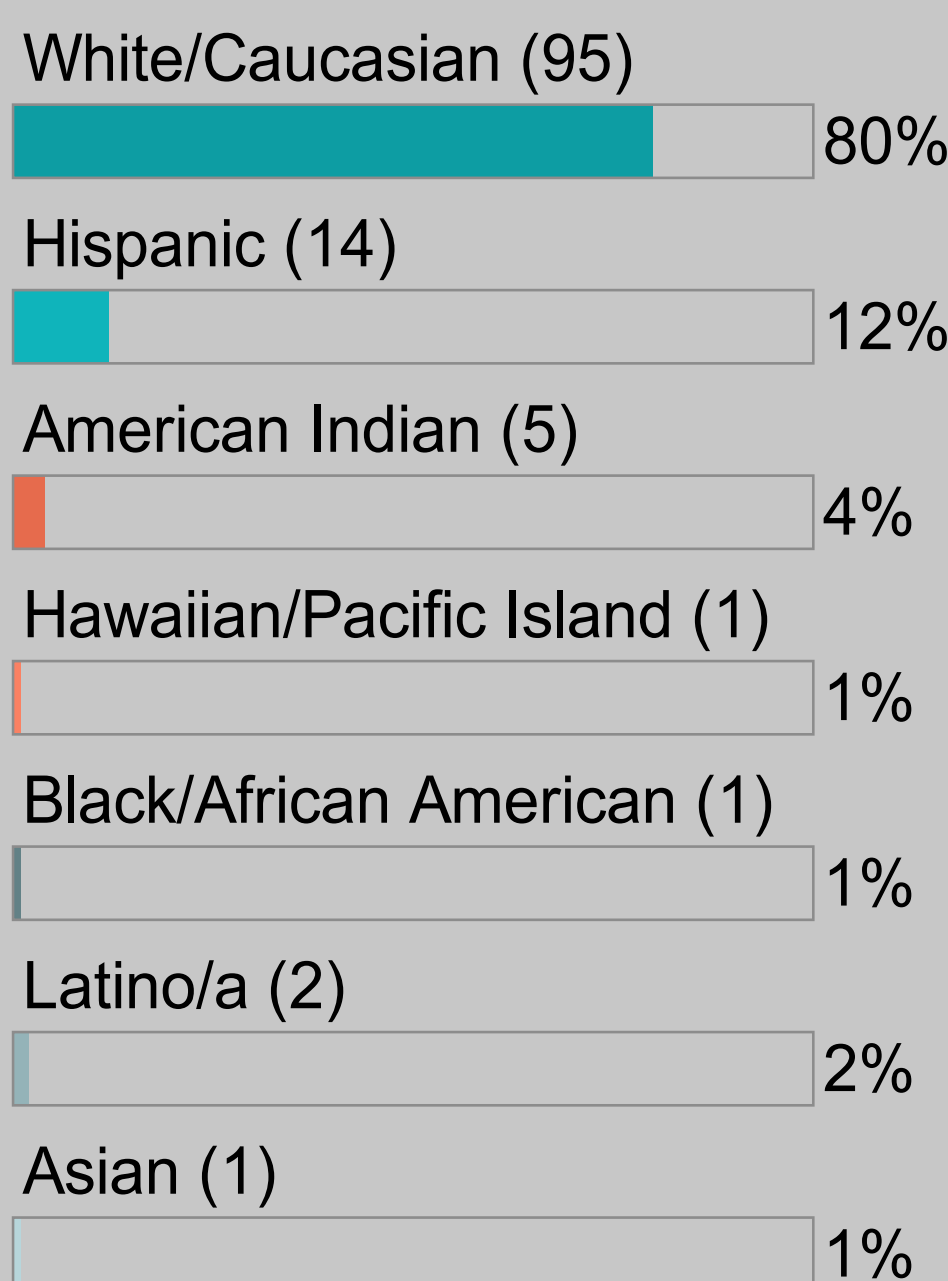
Preferred Language:
English: 133 (90%)
Spanish: 14 (10%)



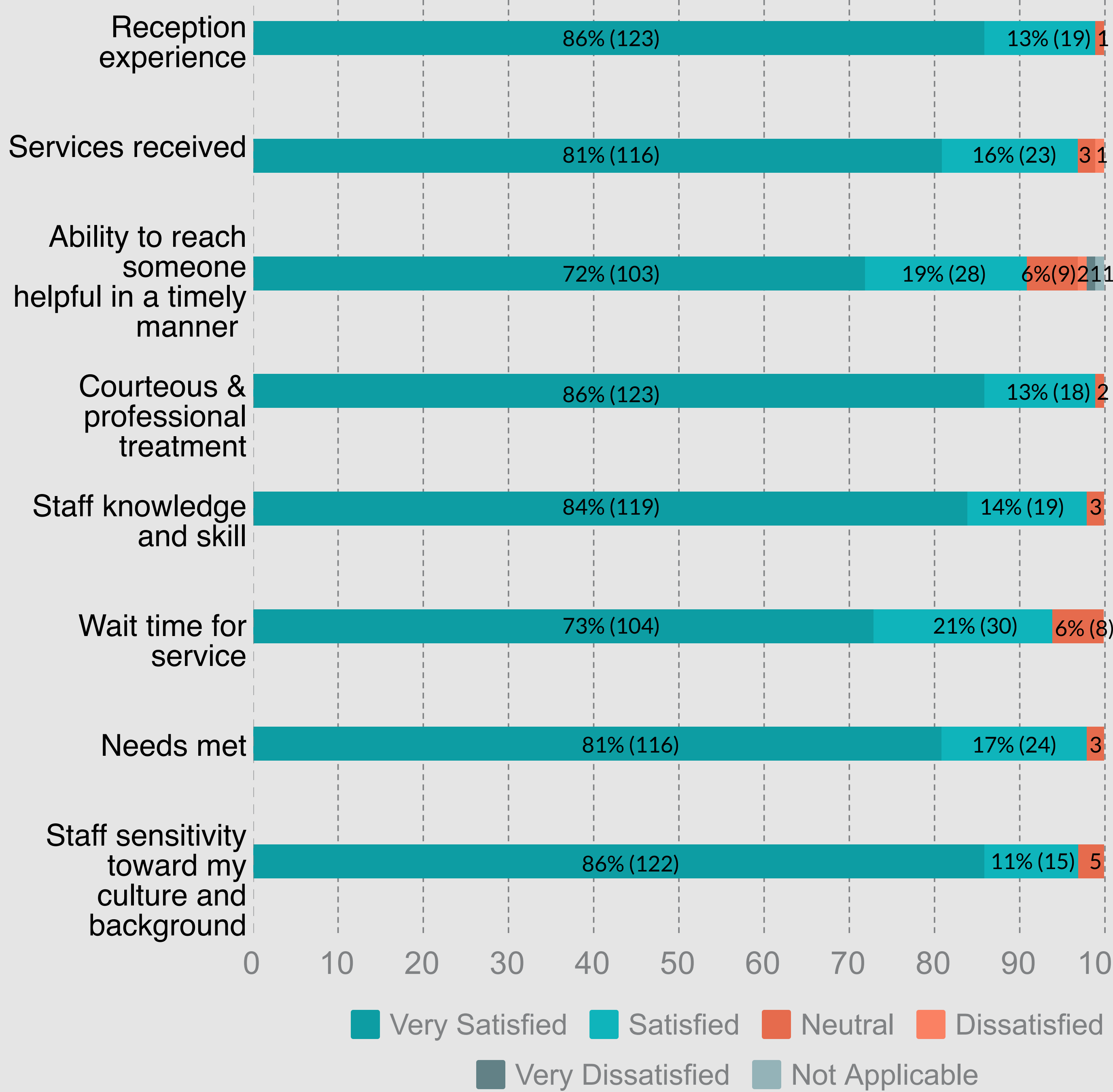
Gender Identity:
Female: 112
Male: 2
Transgender Man: 1



Race



Satisfaction with:



What clients are saying about WIC and what we can do to keep improving!

"Staff for WIC program were great! They got me an appointment right away and were very nice to work with!"

"In over 9 years of working with WIC, all staff have always been wonderful!"

"Always met with kindness and smiles. Always felt comfortable and not judged."

"Everyone we have seen has been exceptional. Friendly knowledgeable and professional."

"Para mí, todo está perfecto."

"Breastfeeding hotline. All those ladies [go above and beyond]. Thank you!"

"The service is great, clear, and understandable"

"The staff always go above and beyond to assist my needs and from what I've seen, others as well. Great Job!!!"

Some Ideas for Improvement

"Possibly more staff for the front desk."

"Bigger Play area for the kiddos while waiting, and more farmers market vouchers."

"Sending a text or call with the time of appointment."

"More farmers market vouchers. That was the best! Thank you WIC program."

"Have hot coffee :)"

"Call me when ASL interpreter is not available at the service."

"Allow pre-scheduling."