

## Remote WIC Services Survey – WIC Staff Preview

### Note to WIC Staff:

**This survey will be conducted electronically for WIC Participants starting in early July. The survey will be available in both English and Spanish. Once the survey is posted to the WIC Shopper App and on-line, we will let you know so that you can begin encouraging WIC participants to take it.**

**Thank you! For questions, please contact [info@nutritionfirstwa.org](mailto:info@nutritionfirstwa.org).**

We are interested in how remote WIC services have worked for you so far, and how we can best provide you with WIC services going forward. “Remote WIC Services” means WIC appointments provided by phone and/or online with a virtual or video call instead of going to the clinic.

Your participation in this survey is optional, and each question is optional. This survey will take about 10 minutes to complete. Your responses are not linked to your name and taking the survey will not impact the WIC services you receive. If you have any questions about the survey, please contact [Cynthia.Huskey@doh.wa.gov](mailto:Cynthia.Huskey@doh.wa.gov) or [info@nutritionfirstwa.org](mailto:info@nutritionfirstwa.org).

We are grateful for your feedback. Thank you.

Note to WIC Staff – the on-line survey will use logic to display the appropriate questions based on previous responses.

### **1. Were you getting WIC earlier this year (2020) before the COVID-19 pandemic?**

YES - go to question 1a. / NO – Go to question 1b.

**1a.** Before the pandemic, how long was your travel time to get to your WIC clinic appointment?

- Less than 15 minutes
- 15 to 30 minutes
- Over 30 minutes

**1b.** Have you ever received WIC in the past?

YES – go to question 1c.

No – Go to question 2

**1c. Why did you come back to WIC (Select all that apply)**

- Need for food assistance
- New baby
- Newly pregnant
- Need for nutrition information
- Need for breastfeeding support
- Remote services/not having to go into clinic
- Other (write in)

**2. How have your remote WIC appointments been conducted? (Choose all that apply.)**

1. Phone
2. Video call
3. Both phone and video calls
4. I have not had remote WIC appointments.

**3. Which would you prefer? (Choose all that apply.)**

- Phone appointments
- Video call appointments
- In-person appointments
- No preference

**4. Are phone appointments hard for you? OR - Would phone appointments be hard for you?**

If No, go to question 5

If Yes, the following options will be given.

(check all that apply)

- I do not have a phone to use
- Not enough cell phone minutes
- Poor connection
- English is not my first language
- Hard to find a private place to talk
- Other (write-in)

**5. Are video call appointments hard for you? OR - Would video call appointments be hard for you? (Choose all that apply.)**

If No, go to next questions

If Yes, the following options will be given.

(check all that apply)

- I do not have a device to use for a video call appointment
- Not enough data
- Poor internet connection
- English is not my first language
- Hard to find a private place to talk
- Do not know how to use
- I'd like help on how to use video
- I am uncomfortable or not sure I want to be on video
- Other (write-in)

**WIC offices in Washington State started providing remote WIC services in response to the COVID-19 pandemic in Spring 2020.**

Please rank each of the following statements:

Strongly Disagree = 1

Somewhat Disagree = 2

Neither Agree or Disagree = 3

Somewhat Agree = 4

Strongly Agree = 5

No Opinion

Remote WIC appointments help me keep my WIC appointments.

Remote WIC appointments meet my needs.

In-person WIC appointments meet my needs.

Remote WIC appointments help me feel connected to my community.

In-person WIC appointments help me feel connected to my community.

As my community reopens, I would like remote services to be offered by WIC.

After the COVID 19 pandemic is over, I would like to continue using remote WIC appointments.

**We would like to hear your thoughts and ideas:**

What ideas do you have to make remote WIC appointments better?

Do you know of anyone who has not been able to get WIC during the Covid-19 pandemic?

Yes/No

If yes, why not? (write in)

What ideas do you have to make In Person WIC appointments better?

Please write any other thoughts you would like to share about WIC in person and/or remote services:

**Please tell us a little about yourself. (All questions are optional.)**

What is your age?

- Under 25
- 25-34
- 35-44
- 45 or older

What is your Zip Code?

Who in your family is getting WIC? (Choose all that apply.)

- Me
  - I am pregnant
  - I had a baby in the past year
  - I am breastfeeding
  
- My Spouse/Partner
  - They are pregnant
  - They had a baby in the past year
  - They are breastfeeding
  
- My Child
  - Infant up to 12 months old
  - Child over 12 months up to 2 years
  - Child over 2 years up to 3 years
  - Child over 3 years up to 4 years
  - Child over 4 years up to 5 years

How do you describe your Race/Ethnicity? Optional (Choose all that apply.)

- American Indian or Alaska Native
- Asian
- Black or African American
- Hispanic or Latino
- Native Hawaiian or Pacific Islander
- Other Indigenous, First Nations or Aboriginal People
- White or Caucasian
- Other (Write in option)

Thank You