

# HPRIL/WMTY Evaluation Client Survey

## Information About You

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**Page exit logic:** Skip / Disqualify Logic

**IF:** (#1 Question "

What is your WIC Center?

" is one of the following answers ("Other") OR #2 Question "Are you the parent or caregiver for a child that is currently enrolled in WIC?" is one of the following answers ("No","I don't know")) **THEN:** Disqualify and display:

Sorry, you do not qualify to take this survey.

1. What is your WIC Center? \*

- Corona (Queens)
- Ocean Avenue (Brooklyn)
- Ridgewood
- Other

**LOGIC** Show/hide trigger exists.

2. Are you the parent or caregiver for a child that is currently enrolled in WIC? \*

- Yes
- No
- I don't know

**LOGIC** Hidden unless: #2 Question "Are you the parent or caregiver for a child that is currently enrolled in WIC?" is one of the following answers ("Yes")

3. How old was your child at their last WIC visit?

- 6-10 months
- 18-22 months
- Other
- I don't remember

**LOGIC** Hidden unless: #2 Question "Are you the parent or caregiver for a child that is currently enrolled in WIC?" is one of the following answers ("Yes")

4. Did you certify or recertify your child for WIC between May 1, 2020 and December 31, 2020?

- Yes
- No
- I don't remember

**LOGIC** Hidden unless: #2 Question "Are you the parent or caregiver for a child that is currently enrolled in WIC?" is one of the following answers ("Yes")

5. Do plan to recertify your child for WIC in the next 6 months?

- Yes
- No
- I don't know

**LOGIC** Show/hide trigger exists.

6. Do you recall a conversation with WIC staff about the referral services WIC could offer and/or your needs outside of WIC?

*Note: The conversation may have taken place over the phone and during a time outside of your nutrition education appointment.*

- Yes
- No

**LOGIC** Show/hide trigger exists. Hidden unless: #6 Question "Do you recall a conversation with WIC staff about the referral services WIC could offer and/or your needs outside of WIC?"

*Note: The conversation may have taken place over the phone and during a time outside of your nutrition education appointment." is one of the following answers ("Yes")*

7. Did you discuss your needs/concerns outside of WIC during this conversation?

*Note: The conversation may have taken place over the phone and during a time outside of your nutrition education appointment.*

- Yes
- No
- I don't remember

**LOGIC** Hidden unless: #6 Question "Do you recall a conversation with WIC staff about the referral services WIC could offer and/or your needs outside of WIC?"

*Note: The conversation may have taken place over the phone and during a time outside of your nutrition education appointment." is one of the following answers ("Yes")*

8. Please rate how much you agree with the following statements.

***The conversation*** refers to the conversation you had with WIC Staff about your needs outside of WIC.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
The conversation made me feel comfortable talking about my needs outside of WIC.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The conversation helped me address issues that make it difficult to participate in WIC.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The conversation made WIC feel more valuable to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The conversation made me more likely to use all of my issued WIC benefits.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The conversation made me more likely to recertify for the WIC program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## **Referrals and Connection to Services Outside WIC**

**LOGIC** Hidden unless: #7 Question "

Did you discuss your needs/concerns outside of WIC during this conversation?

*Note: The conversation may have taken place over the phone and during a time outside of your nutrition education appointment.*

" is one of the following answers ("Yes")

9. Did you receive information via email about services in the community that could address your identified needs?

- Yes
- No
- I don't remember

**LOGIC** Show/hide trigger exists.

10. Did WIC staff offer to refer you to services in the community that could address your needs?

- Yes
- No
- I don't remember

**Logic** Show/hide trigger exists. Hidden unless: #10 Question "Did WIC staff offer to refer you to services in the community that could address your needs?"

" is one of the following answers ("Yes")

11. Did you consent (agree) to be referred to an organization outside of WIC?

- Yes
- No
- I don't remember

**LOGIC** Hidden unless: #11 Question "Did you consent (agree) to be referred to an organization outside of WIC?" is one of the following answers ("Yes","I don't remember")

12. Which organizations were you referred to? Select all that apply.

- Public Health Solutions
- Agudath Israel
- Brooklyn Star
- CAMBA
- Child Center of NY
- Elmcor
- Legal Services NYC
- Nazareth Housing
- Neighborhood Housing Services
- OHEL
- Part of the Solution (POTS)
- VIP
- Other - Write In
- I don't remember

**LOGIC** Hidden unless: #11 Question "Did you consent (agree) to be referred to an organization outside of WIC?" is one of the following answers ("Yes","I don't remember")

13. Which services were you referred to? Select all that apply.

- SNAP / Food Stamps
- Health Insurance
- Benefits Navigation
- Childcare / Day Care
- Disability
- Housing
- Job Search / Job Readiness
- Language Class
- Legal
- Mental Health
- Other - Write In
- I don't remember

**LOGIC** Hidden unless: #11 Question "Did you consent (agree) to be referred to an organization outside of WIC?" is one of the following answers ("Yes","I don't remember")

14. Did the organization you were referred to reach out (by phone or text) to you to enroll you in services?

- Yes
- No
- I don't remember

**LOGIC** Show/hide trigger exists. Hidden unless: #11 Question "Did you consent (agree) to be referred to an organization outside of WIC?" is one of the following answers ("Yes","I don't remember")

15. Did you receive services or benefits from the organization/program you were referred to?

- Yes
- No
- Still in process of getting connected to services or benefits
- I don't remember

**LOGIC** Hidden unless: #15 Question "Did you receive services or benefits from the organization/program you were referred to?" is one of the following answers ("No")

16. Do you know why you didn't receive services or benefits from the organization/program you were referred to? Select all that apply.

- I didn't meet eligibility criteria
- The process was too long
- I didn't understand what was happening
- The service/program was too far
- The hours of the service/program didn't work with my schedule
- I no longer needed the services
- I couldn't respond to call/text from organization
- I don't know
- Other: Write In

**LOGIC** Hidden unless: #11 Question "Did you consent (agree) to be referred to an organization outside of WIC?" is one of the following answers ("Yes")

17. Please rate how much you agree with the following statements.

**The referral process** refers to the process of getting connected with needed services in the community.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
The referral process connected me to needed services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The referral process helped me address issues that make it difficult to participate in WIC.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The referral process made WIC feel more valuable to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The referral process made me more likely to use all of my issued WIC benefits.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The referral process made me more likely to recertify for the WIC program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. Do you have any other comments about your experience in the WIC program?

*Reminder: this is an anonymous survey. Please don't enter personal information or request phone calls in the text box. If you need assistance, you can use the contact information on the next page after you submit the survey.*

**Thank You!**

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Thank you for providing your feedback about the WIC program. Your feedback is very important to us.

If you need help with your WIC benefits, you can call or email your WIC Center:

- **Corona (services available in Spanish)**
  - 718-335-7563
  - neighborhoodwiccorona@healthsolutions.org
  
- **Ocean Avenue (services available in Spanish, Russian, French, Hindi, Punjabi, Urdu, Polish, Mandarin, Arabic)**
  - 718-332-4059
  - neighborhoodwicoceanave@healthsolutions.org
  
- **Ridgewood (services available in Spanish, Arabic, French, Hindi, Punjabi, Urdu)**
  - 718-381-8343
  - neighborhoodwicridgewood@healthsolutions.org
  
- **You can also request services via the PHS Find Services website.**