

## WIC Child Retention Survey – Screenshots of the Web Version

This information is being collected to assist the Food and Nutrition Service in understanding why children ages 1 to 4 years leave the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC). This is a voluntary collection and FNS will use the information to better understand Local Agency strategies related to improving child retention in the WIC Program. This collection does not request any personally identifiable information under the Privacy Act of 1974. According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0584-0613. The time required to complete this information collection is estimated to average 0.33 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to U.S. Department of Agriculture, Food and Nutrition Service, Office of Policy Support, 1320 Braddock Place, Room 555, Alexandria, VA 22314 ATTN: PRA (0584-0613). Do not return the completed form to this address.

**WIC Child Retention Survey**

OMB Number: 0584-0613  
Expiration Date: 02/28/2021

[FREQUENTLY ASKED QUESTIONS](#)



*This information is being collected to assist the Food and Nutrition Service in understanding why children ages 1 to 4 years leave the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC). This is a voluntary collection and FNS will use the information to better understand Local Agency strategies related to improving child retention in the WIC Program. This collection does not request any personally identifiable information under the Privacy Act of 1974. According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0584-0613. The time required to complete this information collection is estimated to average 0.33 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to U.S. Department of Agriculture, Food and Nutrition Service, Office of Policy Support, 1320 Braddock Place, Room 555, Alexandria, VA 22314 ATTN: PRA (0584-0613). Do not return the completed form to this address.*

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## INTRODUCTION

Thank you for taking the time to complete this important survey.

As you likely know, child retention, or keeping children in WIC after their first birthday, is a challenge for WIC clinics across the country.

The goals of this survey are to:

1. Understand why children ages 1 to 4 years leave WIC, and
2. Identify solutions to keep eligible children ages 1 to 4 years on WIC.

Because you work directly with WIC participants, your input is very important. By participating in this survey, we hope you can help us understand and address the barriers to continued child participation.

This survey takes about 20 minutes to complete. You may complete the survey in one sitting or come back to it later — your answers will save automatically.

Findings from this survey will be summarized across all participants. We will not associate responses with a specific person. Your answers will be kept private to the extent allowed by law.

If you have any questions about the survey — or if you experience any problems with the survey — contact 2M Research at [1-877-440-0050](tel:1-877-440-0050) from 9:00 AM to 4:00 PM EDT Monday through Friday, or by email at [USDAWICRETENTION@2MRESEARCH.COM](mailto:USDAWICRETENTION@2MRESEARCH.COM).

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## INSTRUCTIONS

Move forward through the questions by clicking on the "**Next**" button on the bottom right.

Next

If you need to go back, click the "**Back**" button on the bottom left.

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To exit the survey and come back to it later, click the "**X**" on the top right. The survey can be accessed again by clicking on the survey link that was provided to you in the email notifying you about the survey.

X

When you reach the end of the survey, click "**Submit**".

Submit

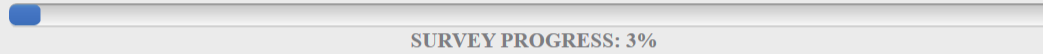
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## CHILD RECERTIFICATION APPOINTMENTS

These questions are about your WIC clinic's practices for [child recertification](#) appointments. Child recertification appointments are for children ages 1 through 4 years only.

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**This question is about your WIC clinic's practices for child recertification appointments. Child recertification appointments are for children ages 1 through 4 years only.**

1. | At your site, how do WIC participants schedule child recertification appointments?

*If you work at more than one clinic site, please answer for the site where you work most of the time.*

SELECT ONE RESPONSE PER ROW

	Yes	No
Telephone call	<input type="radio"/>	<input type="radio"/>
Text message	<input type="radio"/>	<input type="radio"/>
Email	<input type="radio"/>	<input type="radio"/>
Online	<input type="radio"/>	<input type="radio"/>
In person (for example, during a previous clinic visit)	<input type="radio"/>	<input type="radio"/>
As a walk-in for a same-day appointment	<input type="radio"/>	<input type="radio"/>
Other (specify) <input type="text"/>	<input type="radio"/>	<input type="radio"/>

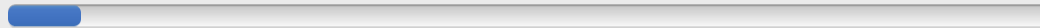
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SURVEY PROGRESS: 7%

**This question is about your WIC clinic's practices for child recertification appointments. Child recertification appointments are for children ages 1 through 4 years only.**

2. | Sometimes participants cancel their appointments. When this happens for a child recertification appointment, how likely is it that the participant will reschedule their appointment within the same month?

- Not at all likely
- A little likely
- Somewhat likely
- Very likely
- Don't know

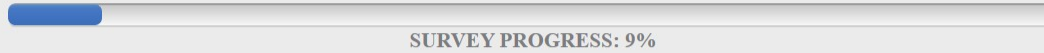
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### [FREQUENTLY ASKED QUESTIONS](#)



This question is about your WIC clinic's practices for child recertification appointments. Child recertification appointments are for children ages 1 through 4 years only.

3. | How does your site send routine reminders for upcoming child recertification appointments?

SELECT ONE RESPONSE PER ROW

	Yes	No	Don't know
Telephone call	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text message	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Letter or postcard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (specify) <input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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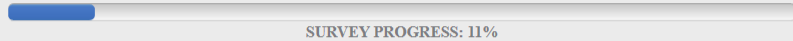
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**This question is about your WIC clinic's practices for child recertification appointments. Child recertification appointments are for children ages 1 through 4 years only.**

4. Whether or not your site uses them, which types of appointment reminders do you believe are most effective in ensuring that participants keep their child recertification appointments?

SELECT ONE RESPONSE PER ROW

	Yes	No	Don't know
Telephone call	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text message	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Email	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Letter or postcard	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (specify) <input type="text"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

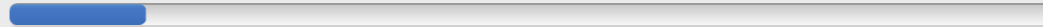
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[FREQUENTLY ASKED QUESTIONS](#)



SURVEY PROGRESS: 13%

**This question is about your WIC clinic's practices for child recertification appointments. Child recertification appointments are for children ages 1 through 4 years only.**

5. | About when are routine appointment reminders sent for child recertification appointments?

SELECT ALL THAT APPLY

- 2 weeks or more before the appointment
- 1 week before the appointment
- 1 or 2 days before or the same day as the appointment
- Don't know

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SURVEY PROGRESS: 15%

**This question is about your WIC clinic's practices for child recertification appointments. Child recertification appointments are for children ages 1 through 4 years only.**

6. | What are the top 3 reasons why parents/guardians say they miss child recertification appointments?

SELECT UP TO 3 RESPONSES

- Did not feel they could bring other children to the appointment
- Could not get to the appointment
- Had a conflict with the scheduled time
- Forgot about the appointment or was unprepared
- Had a negative experience at a previous visit
- Decided to stop participating in the WIC program
- Other (specify)

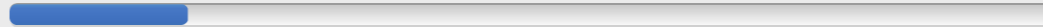
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[FREQUENTLY ASKED QUESTIONS](#)



SURVEY PROGRESS: 17%

**This question is about your WIC clinic's practices for child recertification appointments. Child recertification appointments are for children ages 1 through 4 years only.**

7. | How likely are these reasons for missing child recertification appointments causing children to leave the WIC program?

*SELECT ONE RESPONSE PER ROW*

	Not at all likely	A little likely	Somewhat likely	Very likely
Forgot about the appointment or was unprepared	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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### WIC Child Retention Survey

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SURVEY PROGRESS: 19%

**This question is about your WIC clinic's practices for child recertification appointments. Child recertification appointments are for children ages 1 through 4 years only.**

8. How does your site routinely follow up with "no-shows," or participants who miss child recertification appointments?

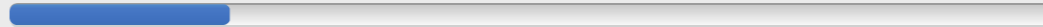
*SELECT ONE RESPONSE PER ROW*

	Yes	No
Telephone call	<input type="radio"/>	<input type="radio"/>
Text message	<input type="radio"/>	<input type="radio"/>
Email	<input type="radio"/>	<input type="radio"/>
Letter or postcard	<input type="radio"/>	<input type="radio"/>
Other (specify) <input type="text"/>	<input type="radio"/>	<input type="radio"/>

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SURVEY PROGRESS: 21%

**This question is about your WIC clinic's practices for child recertification appointments. Child recertification appointments are for children ages 1 through 4 years only.**

9. | Is it possible for your clinic or local agency to determine a "no-show" rate specifically for missed [child recertification](#) appointments?

- Yes
- No
- Don't know

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SURVEY PROGRESS: 23%

**This question is about your WIC clinic's practices for child recertification appointments. Child recertification appointments are for children ages 1 through 4 years only.**

10. | Does your local agency report the "no-show" rate specifically for missed child recertification appointments to the State WIC agency?

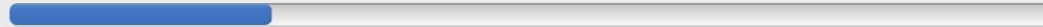
- Yes
- No
- Don't know

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SURVEY PROGRESS: 25%

The next question is about your WIC clinic's practices for all appointments.

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**This question is about all appointments.**

**11.** | What percentage of all appointments were no-shows at your clinic or local agency last month?

*Please enter the percentage below.*

Percent

Don't know or unable to report

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## REASONS CHILDREN LEAVE THE WIC PROGRAM

These questions are about the reasons children (ages 1 through 4 years) leave the WIC program.

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**These questions are about the reasons children (ages 1 through 4 years) leave the WIC program.**

12. Some child participants leave the WIC program shortly after their first birthday. In your opinion, what are the top 3 reasons child participants leave the WIC program at age 1?

*SELECT UP TO 3 RESPONSES*

- Believed they were no longer eligible due to the child's age
- Too difficult to be physically present for appointments
- Felt that needs were met by participation in other programs (for example, Head Start, CACFP, or SNAP)
- Negative experiences with the clinic or clinic staff
- Negative experiences redeeming food benefits in stores
- Food package no longer includes the foods and beverages participants want
- Felt they didn't need WIC any more
- Embarrassed to participate in WIC
- Believed they were no longer eligible due to household income
- Other (specify)

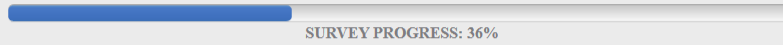
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**These questions are about the reasons children (ages 1 through 4 years) leave the WIC program.**

13. | Some child participants leave the WIC program between ages 2 to 4. In your opinion, what are the top three reasons child participants leave the WIC program at ages 2 to 4?

SELECT UP TO 3 RESPONSES

- Believed they were no longer eligible due to the child's age
- Too difficult to be physically present for appointments
- Felt that needs were met by participation in other programs (for example, Head Start, CACFP, or SNAP)
- Negative experiences with the clinic or clinic staff
- Negative experiences redeeming food benefits in stores
- Food package no longer includes the foods and beverages participants want
- Felt they didn't need WIC any more
- Embarrassed to participate in WIC
- Believed they were no longer eligible due to household income
- Other (specify)

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**These questions are about the reasons children (ages 1 through 4 years) leave the WIC program.**

**14.** You indicated that one of the reasons children leave the WIC program is difficulty being physically present for appointments. Which of the following factors make it difficult for participants to be physically present for appointments at your site?

*SELECT ONE RESPONSE PER ROW*

	Yes	No
Difficulty arranging child care	<input type="radio"/>	<input type="radio"/>
Inconvenient clinic hours	<input type="radio"/>	<input type="radio"/>
Inconvenient clinic location	<input type="radio"/>	<input type="radio"/>
Difficulty taking time off of work or school	<input type="radio"/>	<input type="radio"/>
Lack of transportation	<input type="radio"/>	<input type="radio"/>
WIC site does not have toys or a designated play area to help occupy children	<input type="radio"/>	<input type="radio"/>
Other (specify) <input type="text"/>	<input type="radio"/>	<input type="radio"/>

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**These questions are about the reasons children (ages 1 through 4 years) leave the WIC program.**

15.

You indicated that one of the reasons children leave the WIC program is negative experiences with the clinic or clinic staff. Which of the following factors make participants have negative experiences with the clinic or clinic staff at your site?

SELECT ONE RESPONSE PER ROW

	Yes	No
Did not feel they were treated respectfully	<input type="radio"/>	<input type="radio"/>
Difficulty contacting WIC staff to schedule an appointment	<input type="radio"/>	<input type="radio"/>
Long appointments	<input type="radio"/>	<input type="radio"/>
Language barrier	<input type="radio"/>	<input type="radio"/>
It takes a long time to get an appointment	<input type="radio"/>	<input type="radio"/>
Other (specify) <input type="text"/>	<input type="radio"/>	<input type="radio"/>

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## RETAINING CHILDREN IN THE WIC PROGRAM

These questions are about the practices your site uses to retain children (ages 1 through 4 years) in the WIC program, and the effectiveness of child retention practices. We are interested in your opinions. *There are no right or wrong answers.*

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### [FREQUENTLY ASKED QUESTIONS](#)

SURVEY PROGRESS: 44%

**These questions are about the practices your site uses to retain children (ages 1 through 4 years) in the WIC program, and the effectiveness of child retention practices. We are interested in your opinions. *There are no right or wrong answers.***

16A.

Which of the following clinic services and environment practices do you think is or would be effective for retaining children in the WIC program?

*SELECT ALL THAT APPLY*

- Provide transportation services
- Offer a WIC mobile clinic
- Make the clinic child-friendly (for example, offering toys or play area)
- Co-locate the WIC clinic with other medical or social service providers
- None of these

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### [FREQUENTLY ASKED QUESTIONS](#)

SURVEY PROGRESS: 46%

**These questions are about the practices your site uses to retain children (ages 1 through 4 years) in the WIC program, and the effectiveness of child retention practices. We are interested in your opinions. *There are no right or wrong answers.***

16B.

Which of the following clinic services and environment practices does your site currently use to retain children in the WIC program? *If you work at more than one clinic site, please answer for the site where you work most of the time.*

SELECT ALL THAT APPLY

- Provide transportation services
- Offer a WIC mobile clinic
- Make the clinic child-friendly (for example, offering toys or play area)
- Co-locate the WIC clinic with other medical or social service providers
- None of these

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[FREQUENTLY ASKED QUESTIONS](#)

SURVEY PROGRESS: 50%

**These questions are about the practices your site uses to retain children (ages 1 through 4 years) in the WIC program, and the effectiveness of child retention practices. We are interested in your opinions. *There are no right or wrong answers.***

17A.

Which of the following operational practices do you think is or would be effective for retaining children in the WIC program?

SELECT ALL THAT APPLY

- Offer nutrition education online (for example, website, Skype, etc.)
- Offer online recertification
- Reload electronic benefits remotely so that participant does not need to visit the clinic to reload the card
- Offer a 1-year certification period rather than a 6-month certification period
- Allow participants to complete certification paperwork (for example, providing proof of income or completing diet questionnaires) online
- None of these

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SURVEY PROGRESS: 46%

**These questions are about the practices your site uses to retain children (ages 1 through 4 years) in the WIC program, and the effectiveness of child retention practices. We are interested in your opinions. *There are no right or wrong answers.***

**17B.**

Which of the following operational practices does your site currently use to retain children in the WIC program? *If you work at more than one clinic site, please answer for the site where you work most of the time.*

**SELECT ALL THAT APPLY**

- Offer nutrition education online (for example, website, Skype, etc.)
- Offer online recertification
- Reload electronic benefits remotely so that participant does not need to visit the clinic to reload the card
- Offer a 1-year certification period rather than a 6-month certification period
- Allow participants to complete certification paperwork (for example, providing proof of income or completing diet questionnaires) online
- None of these

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### [FREQUENTLY ASKED QUESTIONS](#)

SURVEY PROGRESS: 54%

**These questions are about the practices your site uses to retain children (ages 1 through 4 years) in the WIC program, and the effectiveness of child retention practices. We are interested in your opinions. *There are no right or wrong answers.***

18A.

Which of the following scheduling practices do you think is or would be effective for retaining children in the WIC program?

SELECT ALL THAT APPLY

- Offer extended clinic hours (for example, early mornings, evenings, or weekends)
- Minimize the required number of visits
- Minimize the length of visits
- Use text messaging or other technology for appointment scheduling, rescheduling, or reminders
- None of these

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### [FREQUENTLY ASKED QUESTIONS](#)

SURVEY PROGRESS: 52%

**These questions are about the practices your site uses to retain children (ages 1 through 4 years) in the WIC program, and the effectiveness of child retention practices. We are interested in your opinions. *There are no right or wrong answers.***

18B.

Which of the following scheduling practices does your site currently use to retain children in the WIC program? *If you work at more than one clinic site, please answer for the site where you work most of the time.*

SELECT ALL THAT APPLY

- Offer extended clinic hours (for example, early mornings, evenings, or weekends)
- Minimize the required number of visits
- Minimize the length of visits
- Use text messaging or other technology for appointment scheduling, rescheduling, or reminders
- None of these

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SURVEY PROGRESS: 56%

**These questions are about the practices your site uses to retain children (ages 1 through 4 years) in the WIC program, and the effectiveness of child retention practices. We are interested in your opinions. *There are no right or wrong answers.***

**19A.** Which of the following customer service practices do you think is or would be effective for retaining children in the WIC program?

SELECT ALL THAT APPLY

- Provide customer service training for staff who interact with participants
- Ensure staff who speak participants' preferred language are available
- Tailor food packages to meet participant preferences
- Tailor nutrition education to meet participant preferences
- Use creative ways to connect with participants (for example, sending birthday cards for children)
- Engage with local WIC food vendors to improve the WIC shopping experience
- None of these

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[FREQUENTLY ASKED QUESTIONS](#)

SURVEY PROGRESS: 58%

**These questions are about the practices your site uses to retain children (ages 1 through 4 years) in the WIC program, and the effectiveness of child retention practices. We are interested in your opinions. *There are no right or wrong answers.***

**19B.**

Which of the following customer service practices does your site currently use to retain children in the WIC program? *If you work at more than one clinic site, please answer for the site where you work most of the time.*

**SELECT ALL THAT APPLY**

- Provide customer service training for staff who interact with participants
- Ensure staff who speak participants' preferred language are available
- Tailor food packages to meet participant preferences
- Tailor nutrition education to meet participant preferences
- Use creative ways to connect with participants (for example, sending birthday cards for children)
- Engage with local WIC food vendors to improve the WIC shopping experience
- None of these

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SURVEY PROGRESS: 60%

**These questions are about the practices your site uses to retain children (ages 1 through 4 years) in the WIC program, and the effectiveness of child retention practices. We are interested in your opinions. *There are no right or wrong answers.***

20. | Is there another practice that you think is or would be effective for retaining children in the WIC program?

- Yes
- No

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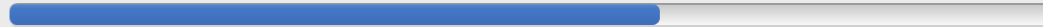
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SURVEY PROGRESS: 62%

**These questions are about the practices your site uses to retain children (ages 1 through 4 years) in the WIC program, and the effectiveness of child retention practices. We are interested in your opinions. *There are no right or wrong answers.***

21. | What other practice do you think is or would be effective for retaining children in the WIC program?

a children's play area

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[FREQUENTLY ASKED QUESTIONS](#)

SURVEY PROGRESS: 64%

**These questions are about the practices your site uses to retain children (ages 1 through 4 years) in the WIC program, and the effectiveness of child retention practices. We are interested in your opinions. *There are no right or wrong answers.***

22. | Does your site use a children's play area to retain children in the WIC program?

- Yes
- No

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### WIC Child Retention Survey

OMB Number: 0584-0613  
Expiration Date: 02/28/2021

[FREQUENTLY ASKED QUESTIONS](#)

SURVEY PROGRESS: 66%

**These questions are about the practices your site uses to retain children (ages 1 through 4 years) in the WIC program, and the effectiveness of child retention practices. We are interested in your opinions. *There are no right or wrong answers.***

23. You selected the following practices as ones that are or would be effective for retaining children in the WIC program. Which three practices do you think are or would be the most effective for retaining children in the WIC program at your site? *These may or may not be practices your site already uses.*

**SELECT UP TO 3 RESPONSES**

- Minimize the length of visits
- Offer a 1-year certification period rather than a 6-month certification period
- Tailor food packages to meet participant preferences
- Offer a WIC mobile clinic
- a children's play area

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### WIC Child Retention Survey

[FREQUENTLY ASKED QUESTIONS](#)

OMB Number: 0584-0613  
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SURVEY PROGRESS: 68%

**These questions are about the practices your site uses to retain children (ages 1 through 4 years) in the WIC program, and the effectiveness of child retention practices. We are interested in your opinions. *There are no right or wrong answers.***

24. Some practices need a lot of money and resources to implement, while others do not. Given the limited resources available, which three practices do you think are or would be the most cost-effective for retaining children in the WIC program at your site?

*SELECT UP TO 3 RESPONSES*

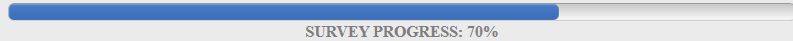
- Minimize the length of visits
- Offer a 1-year certification period rather than a 6-month certification period
- Tailor food packages to meet participant preferences
- Offer a WIC mobile clinic
- a children's play area

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**WIC Child Retention Survey**

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[FREQUENTLY ASKED QUESTIONS](#)



**These questions are about the practices your site uses to retain children (ages 1 through 4 years) in the WIC program, and the effectiveness of child retention practices. We are interested in your opinions. *There are no right or wrong answers.***

25. | What other changes to WIC requirements at the local, State, or Federal level would help retain children in the WIC program? *Please suggest up to 3 changes.*

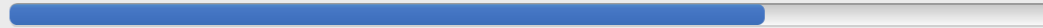
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**WIC Child Retention Survey**

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SURVEY PROGRESS: 72%

## CLINIC CHARACTERISTICS

These questions are about your WIC clinic site. If you work at more than one clinic site, please answer for the site where you work most of the time.

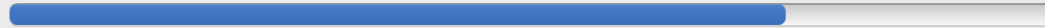
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## WIC Child Retention Survey

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[FREQUENTLY ASKED QUESTIONS](#)



SURVEY PROGRESS: 74%

**These questions are about your WIC clinic site. If you work at more than one clinic site, please answer for the site where you work most of the time.**

26. | When is your clinic site open?

SELECT ONE RESPONSE PER ROW

	Yes	No
5 or more days per week	<input type="radio"/>	<input type="radio"/>

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## WIC Child Retention Survey

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[FREQUENTLY ASKED QUESTIONS](#)

SURVEY PROGRESS: 77%

**These questions are about your WIC clinic site. If you work at more than one clinic site, please answer for the site where you work most of the time.**

27. | After participants arrive at your clinic for a child recertification appointment, about how long do they wait, on average, before the appointment begins? *Your best guess is fine.*

Minutes

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## WIC Child Retention Survey

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[FREQUENTLY ASKED QUESTIONS](#)

SURVEY PROGRESS: 85%

**These questions are about your WIC clinic site. If you work at more than one clinic site, please answer for the site where you work most of the time.**

28.

Not counting the time waiting for the appointment to begin, about how long does an average recertification appointment for one child take, starting from the beginning of the appointment to completion of benefit issuance? *Your best guess is fine.*

Minutes

**or**

Hours

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## WIC Child Retention Survey

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[FREQUENTLY ASKED QUESTIONS](#)

SURVEY PROGRESS: 87%

**These questions are about your WIC clinic site. If you work at more than one clinic site, please answer for the site where you work most of the time.**

29. | In what type of facility is your clinic site located?

- Health department
- Other health-related facility, such as a hospital, Indian Health Service facility, Federally Qualified Health Center, or nonprofit health facility
- Nonprofit facility, such as a community service agency, school or Head Start site, or faith-based agency
- Stand alone WIC site
- Other (specify)

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[FREQUENTLY ASKED QUESTIONS](#)



SURVEY PROGRESS: 89%

**These questions are about your WIC clinic site. If you work at more than one clinic site, please answer for the site where you work most of the time.**

**30.** | What is the total monthly caseload of WIC participants at your clinic site? *Your best guess is fine.*

- 300 or fewer participants
- 301 to 900 participants
- 901 to 2,500 participants
- More than 2,500 participants

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## WIC Child Retention Survey

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SURVEY PROGRESS: 91%

**These questions are about your WIC clinic site. If you work at more than one clinic site, please answer for the site where you work most of the time.**

31. Compared to the number of WIC participants served at your clinic site, how would you describe the staffing levels?

- Far too few staff for the number of participants
- Too few staff for the number of participants
- About the right number of staff for the number of participants
- Too many staff for the number of participants
- Far too many staff for the number of participants

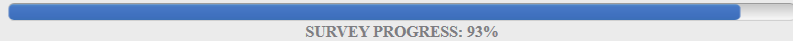
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[FREQUENTLY ASKED QUESTIONS](#)



**These questions are about your WIC clinic site. If you work at more than one clinic site, please answer for the site where you work most of the time.**

**32.** | What are your primary responsibilities in your WIC agency? *If you work at more than one clinic site, please answer for the site where you work most of the time.*

**SELECT ALL THAT APPLY**

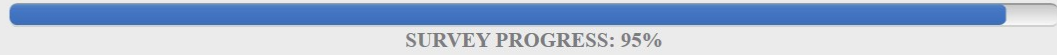
- Caseload management
- Following up with missed certification or recertification appointments
- Measure height and weight
- Food benefit issuance
- Nutrition education
- Anemia screening
- Determine income eligibility
- Determine nutrition risk
- Breastfeeding support
- Child certification
- Other (specify)

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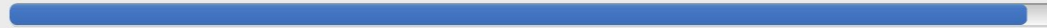
33. | How many years have you worked at this local WIC agency?

Number of Years

**WIC Child Retention Survey**

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[FREQUENTLY ASKED QUESTIONS](#)



SURVEY PROGRESS: 97%

34. | On average, how many children (ages 1 through 4) do you personally certify or recertify per week? *Your best guess is fine.*

Average Number of Weekly Child Certifications and Recertifications

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SURVEY PROGRESS: 99%

35.

Please share any additional comments you have about child recertification appointments, reasons children leave the WIC program, or strategies for retaining children in the WIC program.

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## WIC Child Retention Survey

[FREQUENTLY ASKED QUESTIONS](#)

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SURVEY PROGRESS: 100%

You have just completed the WIC Child Retention Survey. Are you ready to submit your responses?

*If you are ready, select "Yes" and press the "Submit" button below and your survey will be submitted. If you need to double check an answer, press the "Back" button below.*

Yes

Back

Submit



## WIC Child Retention Survey

OMB Nu  
Expiration

[FREQUENTLY ASKED QUESTIONS](#)

Thank you very much for your time.

### **QRS WIC Child Retention: Survey Programming Notes**

*Below are a few programming notes to accompany the screenshots for the online survey.*

#### **Overall**

- The OMB control number and expiration date will be added on all screens of the final programmed version once OMB clearance has been obtained.
- Frequently Asked Questions can be accessed from every screen by clicking on the link (blue text "FREQUENTLY ASKED QUESTIONS") in the upper right hand corner of the screen.
- Cannot select "don't know" and enter a response. Includes a hard check: "You have entered a response and selected "don't know." Please correct your response and continue."
- Includes a soft check if "other (specify)" field is left blank. "You selected 'other' but left the 'specify' field unanswered. Please provide your response and continue."
- In questions with rows: If a response is not selected in every row (including the "other" row) a soft check (in red font) will appear "Please select one response in each row." If respondents still choose not to answer, they will be able to advance since it is a soft check and not a hard check.

- Status bars showing progress through the survey are displayed on each screen. For the purposes of screenshots these may not be in sequence because we have had to create different paths through the survey to generate each screen.

### **Introduction Screen**

- This screen will include live links for phone and email. Respondents simply click on the links (blue text) to make a call or send an email message to the Study Team.

### **Instructions Screen**

- This screen includes instructions about how to navigate the web survey (i.e., don't use your browser's back button);
- Whether the survey must be done at once or whether they can save, exit, and continue later (includes screenshots of navigation buttons – these are not live links);
- What to do at the end of the survey to ensure responses are recorded (i.e., click on submit button).

### **Child Recertification Appointments Screen**

- This screen will include a hover definition (blue text) for “child recertification.” This same hover text is displayed on screens whenever the cursor is hovered over blue text “child recertification.”

Child recertification appointments are for children ages 1 through 4 years only.

### **Child Recertification Appointments Section**

- Includes a hover text definition for “child recertification.”

#### **Q2**

This screenshot shows an example of a respondent choice.

#### **Q4**

This screenshot shows an example of respondent choices.

#### **Q6**

- The screenshot shows an example of randomized response options.

#### **Q7**

- This screenshot shows an example of a respondent choice. Displays up to three responses chosen in Q6.

#### **Q9**

- This screenshot shows an example of a respondent choice.

## Q11

- For percentages entered greater than 40, this question includes a soft check: “You entered that [Q11 FILL] percent of all appointments were no-shows. Please confirm or correct your response and continue.”
- This question does not allow respondents to enter a number and also check the “don’t know or unable to report” box.

## **Reasons Children Leave the WIC Program Section**

- Response options are randomized for some questions in this section. Screenshots show an example of the randomized order. “Other (specify)” is not randomized and appears at the end of the response list.

## Q12

- The screenshot shows an example of randomized response options.

## Q13

- The screenshot shows an example of randomized response options. Responses for this question are to appear in the same order as randomized Q12 responses.

## Q14

- The screenshot shows an example of randomized response options except “Other”.

## Q15

- The screenshot shows an example of randomized response options except “Other”.

## **Retaining Children in the WIC Program Section**

### **Q16A-Q16B through Q19A-Q19B**

- The question pairs series starting with Q16A-Q16B and ending with Q19A-Q19B are randomized so that the order of the question pairs will change per respondent (e.g., Q16A-Q16B, Q19A-Q19B, Q18A-Q18B, Q17A-Q17B). The screenshots show the question pairs in their original sequential order.

## Q17B

- Response item #3 “*Reload electronic benefits remotely so that participant does not need to visit the clinic to reload the card*” displays only if EBT status is missing. This screenshot example does not display that response because the preloaded data is not missing for EBT status. The response item #4 “*Offer a 1-year certification period rather than a 6-month certification period*” is displayed in this example screenshot because the preloaded data is missing for 1-year certification.

## Q18B

- This screenshot example displays all the response items. Depending on previous answers, as detailed in the programming specifications in the hardcopy instrument, this item “Use text messaging or other technology for appointment scheduling, rescheduling, or reminders” will not display.

#### **Q21**

- This screen will include a hard check if unanswered: “Please provide your response and continue.”
- This screenshot is an example of the question answered.

#### **Q22**

- This screenshot is an example using a fill of the question verbatim text carried forward as answered in Q21.

#### **Q23**

- The screenshot shows an example of randomized response options.
- Responses selected in Q16A, 17A, 18A, and 19A will be displayed in Q23.
- If Q21 is answered this screen will display the verbatim text as a response item in the randomized list.
- This question shows preselected responses using the verbatim text “a children’s play area” as the fill in a response item.

#### **Q24**

- This question shows preselected responses using the verbatim text “a children’s play area” as the fill in a response item.

### **Clinic Characteristics Section**

#### **Q26**

- This screenshot is an example of a respondent-selected response item.

#### **Q27**

- This screen will display a soft check if the respondent enters a number greater than 30: “You entered that participants wait [Q27 FILL] minutes for a child recertification appointment to begin after they arrive at your clinic. Please confirm or correct your response and continue.”

#### **Q28**

- This screen will display a soft check if the respondent enters a number of minutes greater than 30: “You entered that an average recertification appointment for one child takes [Q28 FILL] minutes. Please confirm or correct your response and continue.”
- This screen will display a soft check if the respondent enters a number of hours greater than 0.5: “You entered that an average recertification appointment for one child takes [Q28 FILL] hours. Please confirm or correct your response and continue.”

- The screen will display a hard check if the respondent enters numbers in both the minutes and hours fields “You entered a response in both minutes and hours. Please enter your response in only one unit and continue.”

### **Your WIC Experience Section**

- This section break is not shown in the screenshots since it does not include any special instructions as do the other sections. This section break will appear in the final programmed version.

#### **Q32**

- The screenshot shows an example of randomized response options except “Other”.

#### **Q33**

- This screen will display a soft check if the respondent enters a number of years that is greater than 20: “You entered that you have worked in a clinic at this local WIC agency for [Q33 FILL] years. Please confirm or correct your response and continue.”

#### **Q34**

- This screen will display a soft check if the respondent enters a number of children certified or recertified per week that is greater than 25: “You entered that you personally certify or recertify [Q34 FILL] children per week. Please confirm or correct your response and continue.”