



Report on the Missouri WIC Customer Satisfaction Survey



WIC and Nutrition Services
Section for Chronic Disease Prevention and Nutrition Services
Division of Community and Public Health
Department of Health & Senior Services
June, 2008

Acknowledgments

Many thanks to the staff at the local WIC agencies who distributed the surveys to participants, worked with interpreters when necessary, and returned the completed surveys to the state office in a timely manner.

Thanks also to the WIC participants who took the time to complete the survey. Their feedback will allow the WIC program to improve services to Missouri mothers, caregivers, and their children.

Thanks also to Joe Stockbauer from the Bureau of Health Informatics of the Missouri Department of Health and Senior Services, who provided guidance on the sampling methodology for this survey.

Michael Murphy developed the database. Wendy Werner and Katie Hollis entered the data.

Thanks to the University of Missouri-Columbia, Sinclair School of Nursing. The *Report on the 2006 Missouri WIC Mother-Caregiver Satisfaction Survey* was used as a template for this report.

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Executive Summary

The Missouri WIC program provides health screening and risk assessment, nutrition education and counseling, breastfeeding promotion and support, referrals to health, welfare, social service programs, and checks for supplemental foods. These services are provided through local WIC agencies to pregnant women, postpartum women, infants, and children up to five years of age who are at nutritional risk, based on medical and income eligibility. In the last ten years, the Missouri WIC program has seen a significant increase of WIC participants (especially Hispanic participants) whose native language is not English. It has been realized that effective communication between health care providers and program participants is vital in the whole process of service so as to achieve the program goals. In an effort to estimate the impact of language background on customer's satisfaction and meet the needs of different cultural groups, the Missouri WIC program conducted a survey in FY 2006 reaching as many different WIC participants as possible. Missouri WIC repeated this survey in FY 2008 in order to verify the FY 2006 survey results and compare the results between the two years.

The survey results of the two years verified that language background of the WIC participants has indeed an impact on the effectiveness of the WIC program. As communication happens throughout the time of service (application, health and nutrition assessment, nutritional education and counseling, etc.), the mutual understanding from the participants and the nutritionists becomes critical. The findings from the survey show that the language barrier has made some WIC participants feel program processes are "difficult" or "somewhat difficult" for them.

In both FY 2008 and FY 2006, the majority of the ELS (English Language Survey) participants or the NELS (Non-English Language Survey) participants described the application process, the health assessment process, and the nutrition assessment process as "easy." However, the percentages of the NELS participants who found these processes "easy" were significantly lower than those of the ELS participants in either of the two years. In FY 2008, the percentage of the NELS participants who perceived the WIC food list with pictures as "easy to understand" was significantly lower than that of the ELS participants. Also, the percentage of NELS participants who "always" understand the words used by WIC staff was significantly lower than that of the ELS participants. In both FY 2008 and FY 2006, the majority of the ELS participants and the NELS participants described the services they received from the WIC program as "excellent," but the percentage of the NELS participants who described the services as "excellent" was significantly lower than that of the ELS participants.

Overall, both ELS and NELS participants in FY 2008 and FY 2006 were very satisfied with most aspects of the WIC program. Table 1 summarizes the evaluation from the survey participants on some of the aspects of the WIC program in FY 2008. Improvements are recommended if more than 20% of participants from one or both groups chose the less positive responses, such as "somewhat difficult" or "difficult" as indicated in the "comment" column.

Table 1. Summary Results by English Language Surveys (ELS) and Non-English Language Surveys (NELS) in FY 08

Topic	Response	ELS	NELS	Comments
Application & Education Processes				
Application process	Easy	91.8%	77.5%	> 20% of the participants who completed Somali surveys and Vietnamese surveys said that the application process was "somewhat difficult" or "difficult".
Health assessment process	Easy	89.5%	82.3%	None.
Nutrition assessment process	Easy	88.4%	78.0%	> 20% of the participants who completed Somali surveys and Vietnamese surveys said that the process was "somewhat difficult" or "difficult".
Nutrition education	Helpful	87.0%	86.4%	None.
Nutrition education method	Talk to a nutritionist at the WIC clinic	54.2%	50.8%	None.
Access to the Internet	Home, school/work, public library	87.7%	39.0%	> 20% of the participants who completed English surveys, Russian surveys, Somali surveys, and Spanish surveys said that they did not have access to the Internet.
Pictorial WIC food list	Easy to understand	94.7%	85.3%	> 20% of the participants who completed Somali surveys said that the WIC food list with pictures was "somewhat difficult to understand" or "difficult to understand."
WIC Staff and Vendors				
Words used by WIC staff	Easy to understand	93.1%	74.2%	> 20% of the participants who completed Somali surveys, Vietnamese surveys, and Arabic surveys said that they "sometimes" or "never" understand the words used by WIC staff.
WIC staff	Helpful	92.9%	88.7%	None.
Cashiers at WIC store or pharmacy	Always helpful	70.4%	74.8%	Low compared to other results.
WIC store	Always has needed food	63.6%	77.3%	Low compared to other results.
WIC Checks				
Use all WIC checks	Always	79.2%	87.8%	None.
Why not use all WIC checks (from participants who said they did not use all the WIC checks)	Check expires before I can use it	55.1%	33.3%	None.
	Don't need all of the food I get on WIC	18.8%	31.1%	None.
	Forget to use the last check	26.8%	8.9%	None.
Favorite Things And Hard Requirements				
Three most favorite things about WIC	Both ELS and NELS participants: Information on healthy eating and lifestyle choices, checks for healthy foods, checks for infant formula			
Three hardest requirements from WIC	ELS participants: keeping appointments, bringing in children, attending nutrition education sessions NELS participants: keeping appointments, completing forms, attending nutrition education sessions			
Overall Satisfaction				
WIC services	Excellent or good	95.0%	91.0%	None.

Conclusions and Recommendations

Both ELS and NELS participants in FY 2008 were very satisfied with most aspects of the WIC program. Improvements are recommended if more than 20% of participants from one or both groups chose the less positive responses, such as “somewhat difficult” or “difficult” as indicated in the “comment” column in Table 1 in the executive summary.

- **Vendor Survey**
One specific program component should be investigated - WIC vendors. Although more than half of participants from both groups responded favorably to questions about WIC vendors, these proportions were much lower than those for other topics.
- **Communication**
The remaining areas for improvement focus primarily on communication. Results shows that more than 60% of the NELS participants whose first language was not English said that they “sometimes” or “always” need an interpreter. Data also suggests that some participants have difficulties communicating with WIC staff and may also have difficulties with written documents.

Given the large Spanish speaking population served by WIC, it may be beneficial to provide brief Spanish language training on words or phrases specific to WIC. Provide refresher cultural competency training for local WIC providers in the metropolitan areas due to the more diverse populations being served by these agencies.

More interpreters and translated educational materials need to be provided to some of the WIC participants whose native language is not English.

- **Nutrition Education**
Local WIC providers should consider scheduling individual counseling sessions for some NELS participants, especially for the Vietnamese, Somali, and Arabic populations.

Encourage local WIC providers to use alternative methods to provide nutrition education in addition to individual and group nutrition sessions. Develop web-based nutrition education modules for ELS participants and take home nutrition education modules for both ELS and NELS participants.

Introduction

The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) is federally funded and administered by the United States Department of Agriculture (USDA). The Missouri WIC Program is administered by the Missouri Department of Health and Senior Services (MO DHSS), Division of Community and Public Health, Section for Chronic Disease Prevention and Nutrition Services. The Missouri WIC program provides health screening and risk assessment, nutrition education and counseling, breastfeeding promotion and support, referrals to health, welfare, and social service programs, and checks for supplemental foods. These services are provided through local WIC agencies and are free to pregnant women, postpartum women, infants, and children up to five years of age who are at nutritional risk, based on medical and income eligibility. In 2006, Missouri WIC served a total of 45,403 women and 138,503 infants and children under five years of age (CDC/Missouri PedNSS/PNSS 2006).

In an effort to understand and meet the needs of the cultural groups, the Missouri WIC program launched a Cultural Competency Project in January 2006. One of the activities of this project was to conduct a survey reaching as many different WIC participants of various cultures as possible, not just the English- and Spanish-speaking participants. Missouri WIC repeated this survey in FY 2008 in order to verify the FY 2006 survey results and compare the results between the two years. Missouri WIC believes that culture is an integral part of providing health services because culture affects “how health care information is received; how rights and protections are exercised; what is considered to be a health problem; how symptoms and concerns about the problem are expressed; who should provide treatment for the problem; and what type of treatment should be given” (Office of Minority Health, 2001).

Overall Purposes

The purposes of the survey are: a) to determine how Missouri WIC can improve service for non-native English speaking participants; b) to determine how service needs differ between English and non-native English speaking participants; and c) to determine how service needs differ among specific groups of non-native English speaking participants.

Methods

Sample Size

To ensure there is a representative sample of the various non-English speaking WIC participants as well as a representative sample of the participants that speak English that can be assessed accordingly and have valid results, a language summary report was run from the WIC HANDS (Health Agency Network Data System), which collects the language spoken by participant. The data is provided by the participant or guardian at the time of certification and entered into HANDS.

The survey was set up with a convenience sample, yet a random sample was still being used to develop our estimate of sample needed. The state decided to just use WIC local providers with over a given number of non-English speaking participants instead of all agencies for the purpose of this

survey. Using the language summary report, 21 local WIC providers were selected to participate in the FY 2008 WIC Customer Satisfaction Survey based on the number of participants who spoke various languages. A total sample size of 1,850 surveys was determined from these estimates. Based on the estimates of the local agencies, participants who spoke the following languages were invited to participate in the survey: English, Spanish, Somali, Bosnian, Vietnamese, Arabic, and Russian.

Survey Instrument

The FY 2006 survey instrument was developed by a consultant from Sinclair School of Nursing, University of Missouri-Columbia, and the Cultural Competency Team based on the research questions provided by the Cultural Competency Team. The Cultural Competency Team revised the content and format to include other education questions for the FY 2008 WIC Customer Satisfaction Survey. The FY 2008 English and non-English survey instruments consisted of 21 closed-ended questions (see Appendix 1 for the English survey instrument). The International Language Center in St. Louis, Mo., translated the instrument from English into the six target languages.

Data Collection

Survey packets were mailed to each of the 21 participating local WIC agencies at the end of September 2007. The packets included instructions, return mailing labels, surveys, and Inventory and Tally Sheets that indicated the number of surveys per language to be collected. The number and language of surveys sent to the local agencies varied according to their individual sample size determined by the August estimates.

In order to maintain consistency, local agencies were asked to adhere to a list of general instructions. Interpreters were to be used as needed. WIC personnel were instructed to invite mothers or caregivers of WIC children or infants who spoke the languages listed on the Inventory and Tally Sheets and had been a WIC participant for a minimum of six months during the months of October and November 2007. Participants were invited to join the study based on their native language; however, a participant was allowed to complete an English survey if she so preferred. Surveys were anonymous. The survey was a voluntary, self-administered questionnaire distributed to a convenience sample of WIC participants who spoke specific languages. Some illiterate participants completed the surveys with the help of an interpreter. Each clinic mailed their completed surveys to the state office by mid-December 2007.

Data Entry & Analysis

Data entry was conducted by WIC and Nutrition Services. Data was entered into a Microsoft Access database, which was later converted into an SAS[®] 9.1 for Windows file. Z tests were conducted to determine statistical significance between English Language Surveys and Non-English Language Surveys on all the indicators. The level of statistical significance can be found in the corresponding data tables located in Appendix 3.

Some questions from the FY 2006 survey were asked again in the FY 2008 survey, which provided a chance to compare the change when using the FY 2006 data as the baseline. Z tests were also

conducted to determine the statistical significance of the Non-English Language Surveys between FY 2006 and FY 2008 on some of the indicators.

Results

The local agency response rate was 95.2% (20) as one agency’s packet of survey was lost in the mail. Survey response rate was 81.8% of the 1,850 surveys sent to the agencies were returned. Please refer to Table 2 below for the distribution of completed surveys by language. All 20 WIC agencies collected English and Spanish surveys, signifying a considerable Spanish-speaking population. The Arabic, Somali, Bosnian, and Vietnamese survey participants were predominately from Kansas City and St. Louis City, the major urban centers of Missouri. Appendix 2 contains a complete list of participating local WIC agencies, their districts, and the specific language surveys returned. As discussed in the next section, the vast majority of people who completed an English Language Survey spoke English as their first language, and the vast majority of people who completed a Non-English Language Survey were not native English speakers. Thus, throughout the remainder of the report, those who completed an English survey will be referred to as “English Language Survey” (ELS) participants, and those who completed a survey in another language will be referred to as “Non-English Language Survey” (NELS) participants.

Table 2. Distribution of Completed Surveys by Language

Language	Response Rate	Completed Surveys
English	100.0%	808
Spanish	68.7%	506
Somali	26.7%	44
Bosnian	37.1%	27
Vietnamese	73.3%	54
Arabic	29.3%	22
Russian	75.7%	53
Total	81.8%	1,514

Limitations

The state office was very thorough with translations; however, some of the participants spoke different dialects than presented in the translated surveys. Specific languages mentioned were Arabic and Russian. Local agencies reported that the survey was time consuming to complete, even more so for those participants who were illiterate and completed the survey with the help of interpreters. Two months were allotted for data collection; however, many agencies thought they could have collected more surveys if given more time, preferably six months.

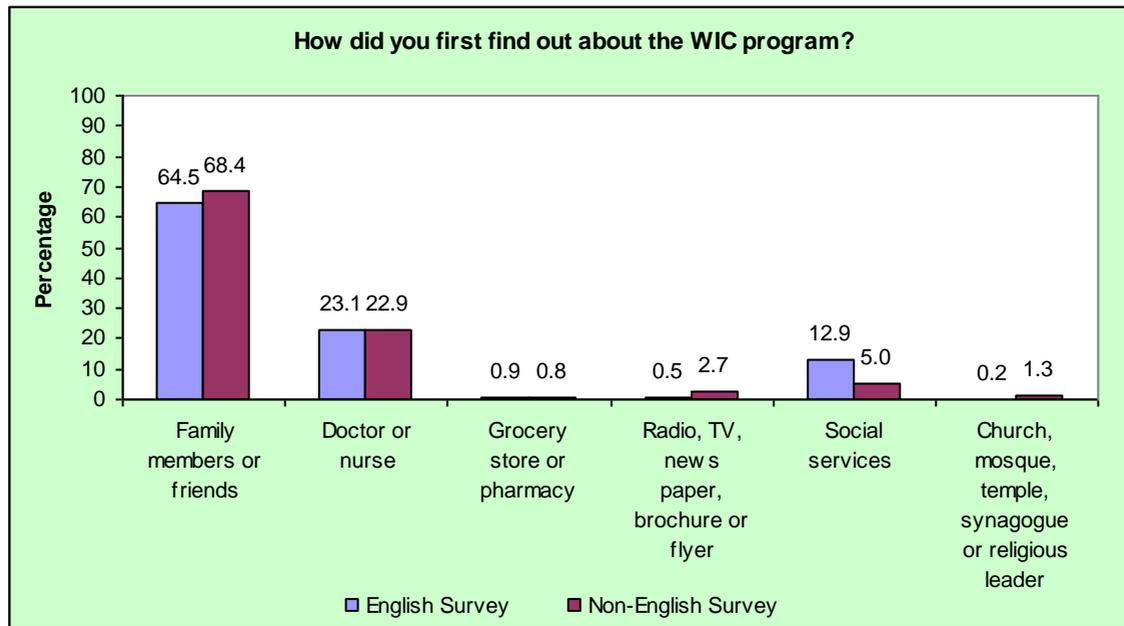
Participants are certified every six months. The time period of two months was chosen to coincide with the distribution of checks every other month. Due to time constraints, a longer data collection period was not feasible.

Findings and Discussion

Results from the analysis of the English Language Surveys and Non-English Language Surveys are discussed in this section. Tabular data for the graphs presented in this section are listed in Appendix 3. Topics were determined to be “area for improvement” if more than 20% of participants chose the less positive responses, such as “somewhat helpful” or “not helpful.” Data was also analyzed by individual language surveys. Tabular data by individual languages are listed in Appendix 4. Graphs with information about individual language results are available in Appendix 5.

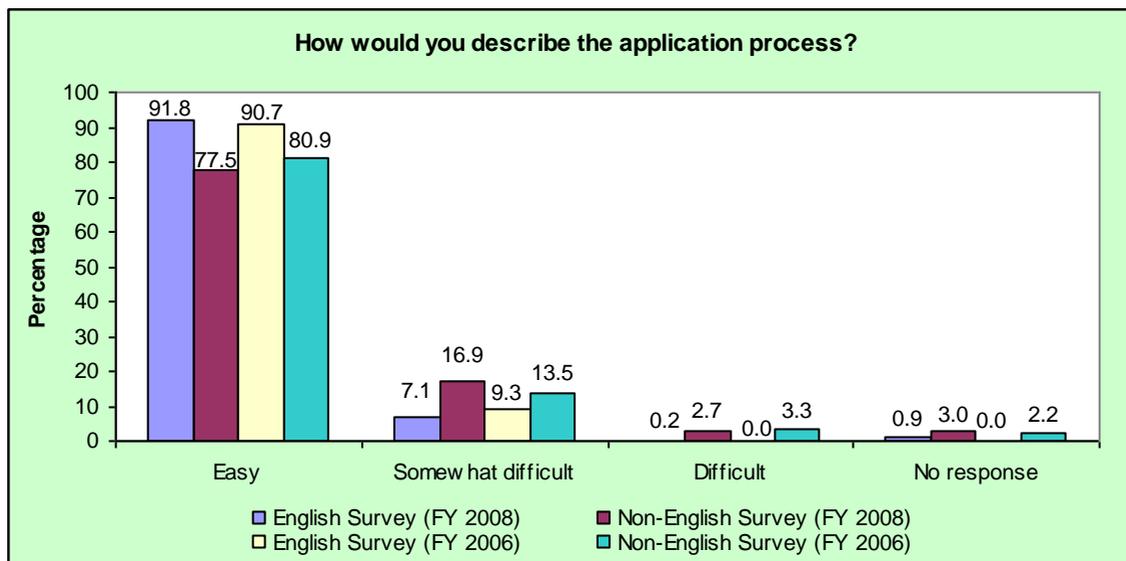
Question: How did you first find out about the WIC program?

In the FY 2008 survey, a higher percentage of NELS participants (68.4%) became aware of the WIC program through family members or friends than that of the ELS participants (64.5%). Doctors and nurses were also important people for finding out about WIC for both groups. The differences between NELS participants and ELS participants were not significant in all categories except for social services (Medicaid, Food Stamps, TANF, Social Security, food pantry).



Question: How would you describe the application process?

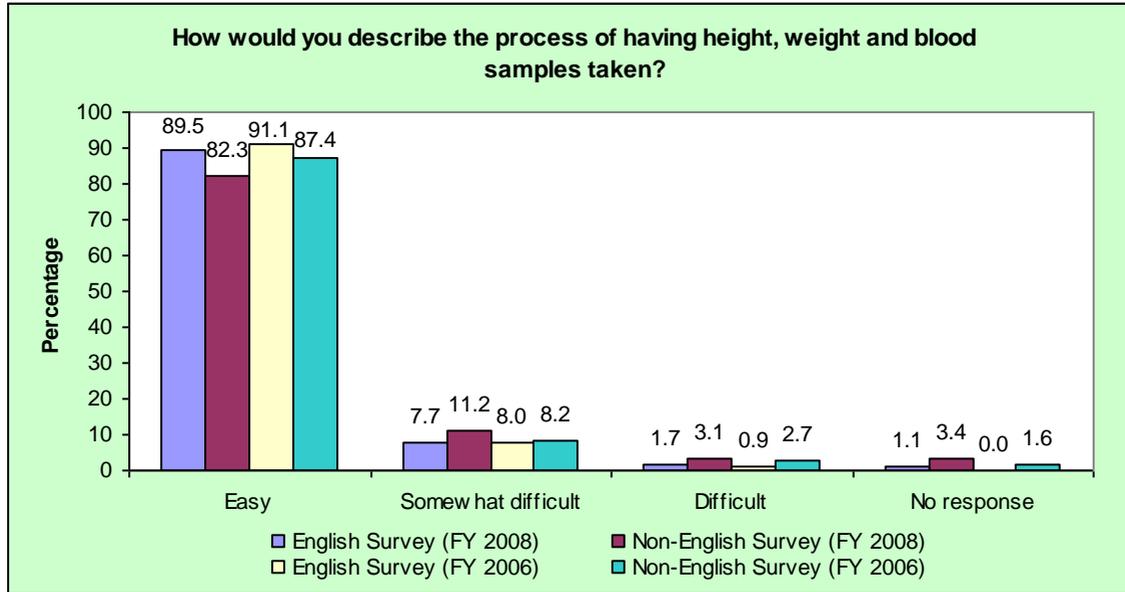
In both FY 2008 and FY 2006, the majority of the ELS (English Language Survey) participants or the NELS (Non-English Language Survey) participants described the application process as “easy.” However, the percentage of NELS participants who found this process “easy” was much lower than that of the ELS participants in either of the years. In FY 2008, out of the 808 ELS participants, 91.8% perceived the application procedure as “easy.” Out of the 706 NELS participants, 77.5% perceived the process as “easy.” The difference was 14.3% and it was statistically significant ($p < .001$). The respective two percentages in FY 2006 were 90.7% and 80.9%, and the difference (9.8%) was statistically significant ($p < .01$). For NELS participants, the percentage of those who described the process as “easy” decreased from 80.9% in FY 2006 to 77.5% in FY 2008, but the difference (3.4%) was statistically not significant.



When looking at those NELS participants by languages, it was found that the participants in FY 2008 who completed Somali surveys (43.2%), Vietnamese surveys (26.0%), and Arabic surveys (18.2%) were the top three language groups of participants who perceived the application process as “somewhat difficult” or “difficult.” In FY 2006, the participants who completed Spanish surveys (23.7%), Arabic surveys (21.9%), and Bosnian surveys (21.2%) were the top three groups of participants who perceived the application process as “somewhat difficult” or “difficult.”

Question: How would you describe having height, weight, and blood samples taken?

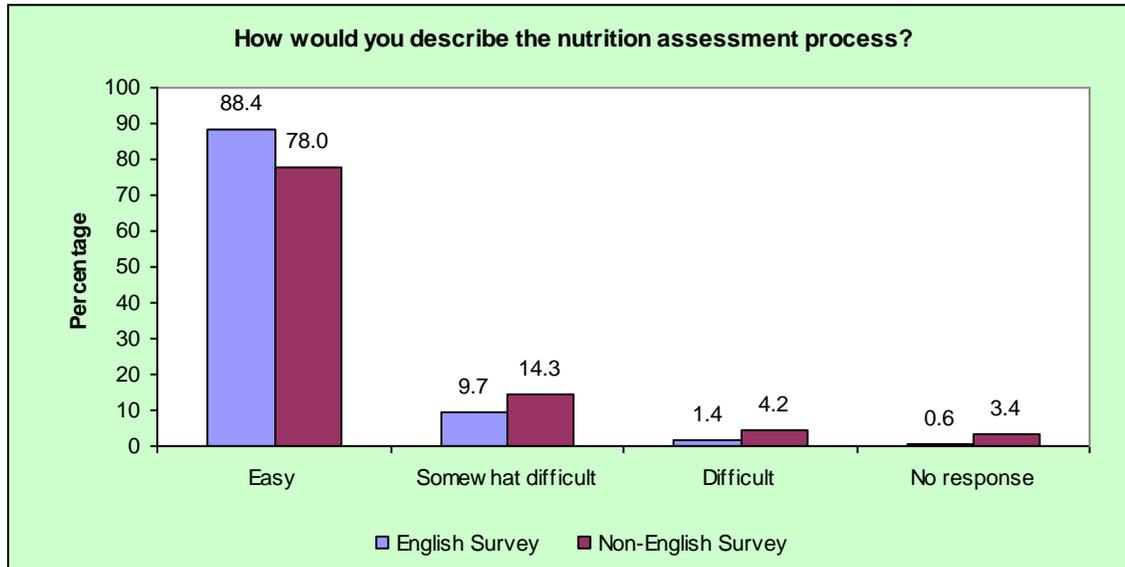
In both years, most of the participants perceived the process of having height/weight measured and blood samples taken as “easy.” In FY 2008, 89.5% of the ELS participants and 82.3% of NELS participants found the process “easy.” The difference was 7.2% and it was statistically significant ($p < .001$). In FY 2006, the two respective percentages were 91.1% and 87.4%. The difference was 3.7%, but it was statistically not significant. For NELS participants, the percentage of those who described the process as “easy” decreased from 87.4% in FY 2006 to 82.3% in FY 2008, but the difference (5.1%) was statistically not significant.



When looking at those NELS participants by languages, it was found that participants in FY 2008 who completed Somali surveys (34.1%), Bosnian surveys (25.9%), and Vietnamese surveys (22.2%) were the top three language groups of participants who perceived the process as “somewhat difficult” or “difficult.” In FY 2006, the participants who completed Ukrainian surveys (20.0%), Bosnian surveys (17.3%), and Spanish surveys (15.6%) were the top three groups of participants who perceived the process as “somewhat difficult” or “difficult.”

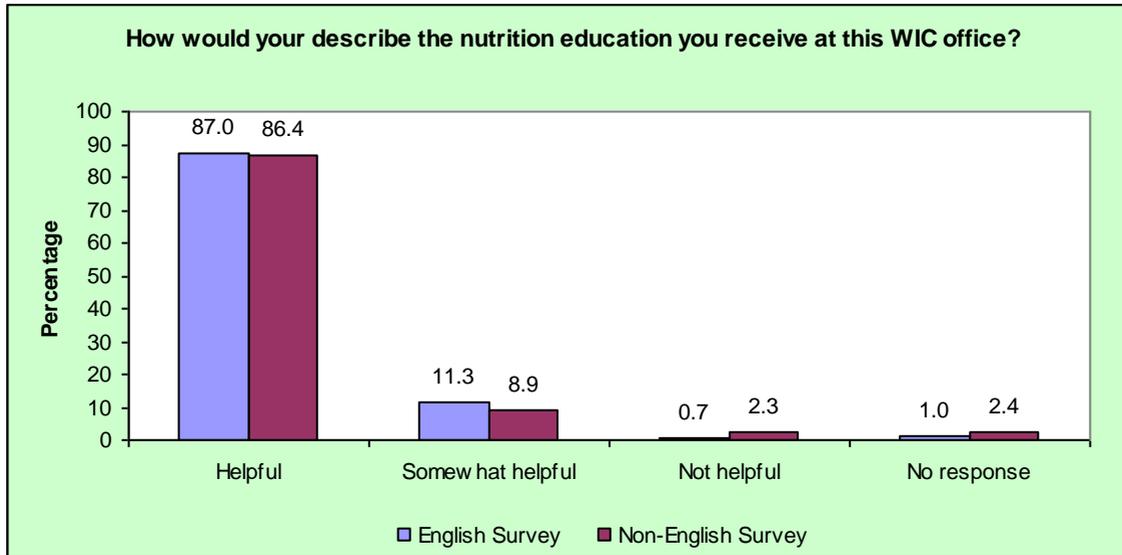
Question: How would you describe the nutrition assessment process?

The nutrition assessment process mainly includes a participant's giving information about her family's eating habits, meal patterns, foods that the family eats, and physical activity. This process requires intensive conversation between a nutritionist and the participant. In FY 2008, 88.4% of the ELS participants and 78.0% of the NELS participants perceived the process as "easy." The difference was 8.4% and it was statistically significant ($p < .0001$). The participants who completed Somali surveys (43.2%), Vietnamese surveys (20.4%), and Spanish surveys (17.4%) were the top three language groups who perceived the process as "somewhat difficult" or "difficult."



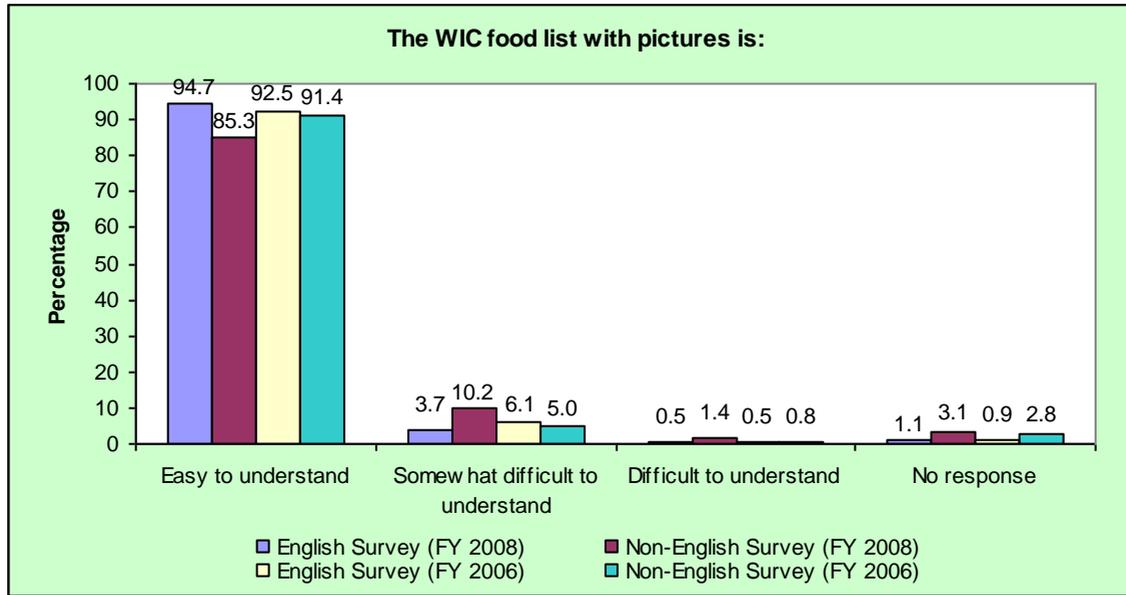
Question: How would you describe the nutrition education you receive at this WIC office?

In FY 2008, the ELS participants and the NELS participants did not show a significant difference on their evaluation on the nutrition education provided by the WIC program, for 87.0% of the ELS participants perceived the nutrition education process as “easy” and 86.4% of the NELS participants perceived the process as “easy.” The difference was only 0.6%, and it was statistically not significant. The participants who completed Somali surveys (54.6%), Vietnamese surveys (22.3%), and Arabic surveys (18.2%) were the top three language groups who perceived the process as “somewhat difficult” or “difficult.”



Question: The WIC food list with pictures is:

In FY 2008, out of those ELS participants, 94.7% perceived the WIC food list with pictures as “easy to understand,” and out of those NELS participants, 85.3% perceived the list as “easy to understand.” The difference was 9.4% and it was statistically significant ($p < .0001$). The respective two percentages in FY 2006 were 92.5% and 91.4%. The difference was 1.1%, but it was statistically not significant. For NELS participants, the percentage of those who perceived the food list as “easy to understand” decreased from 91.4% in FY 2006 to 85.3% in FY 2008, and the difference (6.1%) was statistically significant ($p < .001$).

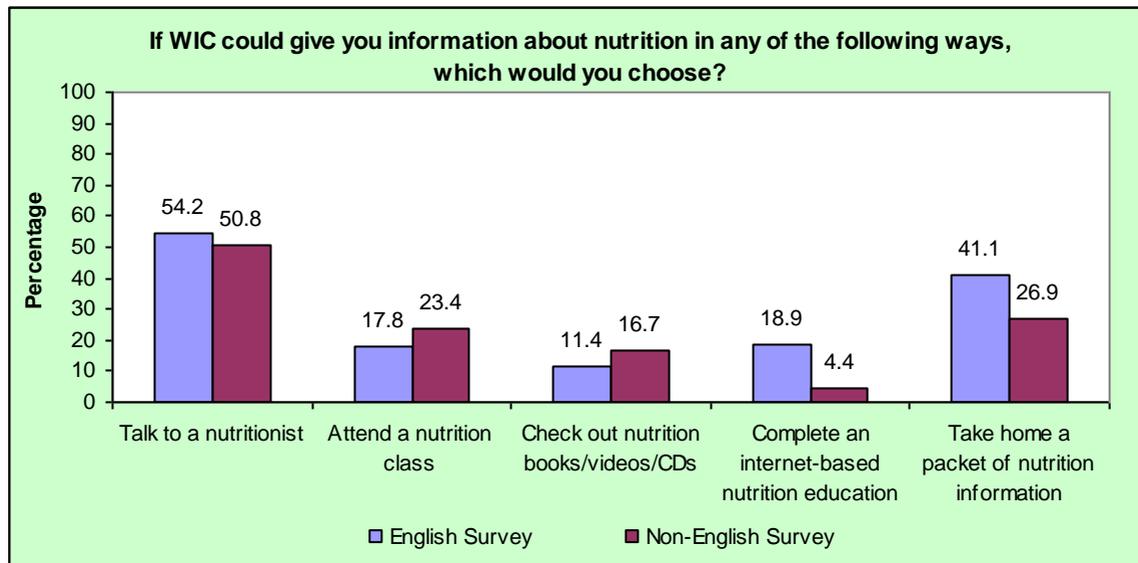


When looking at those NELS participants by languages, it was found that participants in FY 2008 who completed Somali surveys (36.4%), Vietnamese surveys (18.5%), and Spanish surveys (9.7%) were the top three language groups of participants who perceived the WIC food list with pictures as “somewhat difficult to understand” or “difficult to understand.” In FY 2006, the participants who completed Chinese surveys (18.2%), Arabic surveys (9.4%), and Spanish surveys (8.9%) were the top three groups of participants who perceived the WIC food list with pictures as “somewhat difficult to understand” or “difficult to understand.”

Question: If WIC could give you information about nutrition in any of the following ways, which would you choose?

In FY 2008, over half of the ELS participants (54.2%) and the NELS participants (50.8%) chose to talk to a nutritionist at the WIC clinic. The difference was 3.6%, but it was statistically not significant. Many participants who completed Vietnamese surveys (74.1%), Bosnian surveys (70.4%), and Somali surveys (61.4%) chose this way, compared to participants who completed English surveys and other non-English surveys.

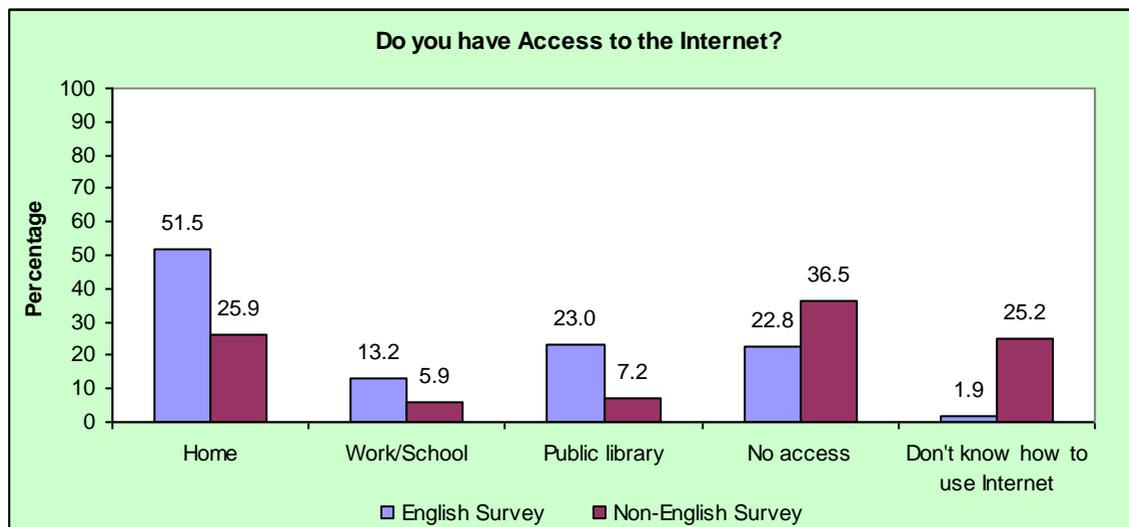
Take home a packet of nutrition information to read and complete a short quiz was another choice for some participants in the two language groups (41.1% and 26.9%, respectively). The difference was 14.2% and it was statistically significant ($p < .0001$). Among the NELS participants, only those who completed Spanish surveys had a relatively high percentage (31.8%) of making this choice. The percentages of all other NELS groups were all under 20%. This shows that some NELS participants might feel the package of information on nutrition education in English was difficult to read. They would rather choose to talk to a nutritionist, which could be a less difficult way to get the information.



Question: Do you have access to the Internet?

In FY 2008, out of the ELS participants, 51.5% said they had access to the Internet at home. Out of the NELS participants, only 25.9% said they had access to the Internet at home. The difference was 25.6% and it was statistically significant ($p < .0001$). In addition, the percentage of the ELS participants who had access to the Internet at work/school or public library was also higher than that of the NELS participants. More noteworthy is that 25.2% of the NELS participants said they didn't know how to use the Internet.

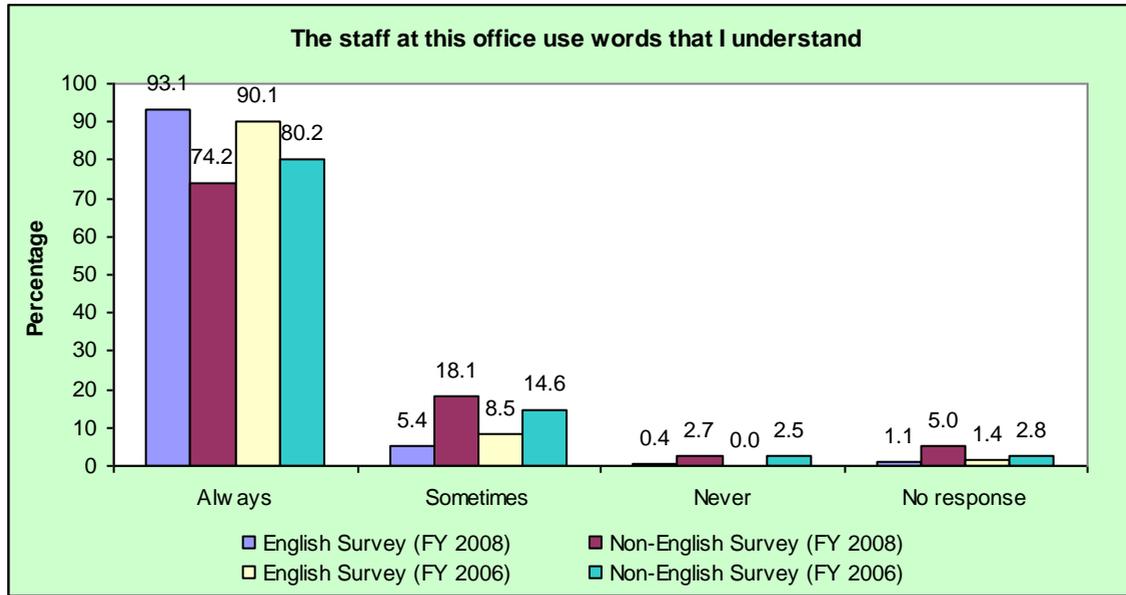
Out of the NELS participants, those who completed Spanish surveys had the lowest percentage of saying they had Internet at home, the highest percentage (43.1%) of saying they had no access to the Internet, and the highest percentage (28.3%) of saying they don't know how to use the Internet.



When combining the percentages of participants who had access to the Internet in the three categories (home, work/school, and public library), the total percentage of the ELS participants who had access to the Internet was 87.7%, and the total percentage of the NELS participants who had access to the Internet was 39.0%. The difference (48.7%) showed the disadvantage of the NELS participants in getting needed nutritional information through the Internet.

Question: The staffs use words that I understand:

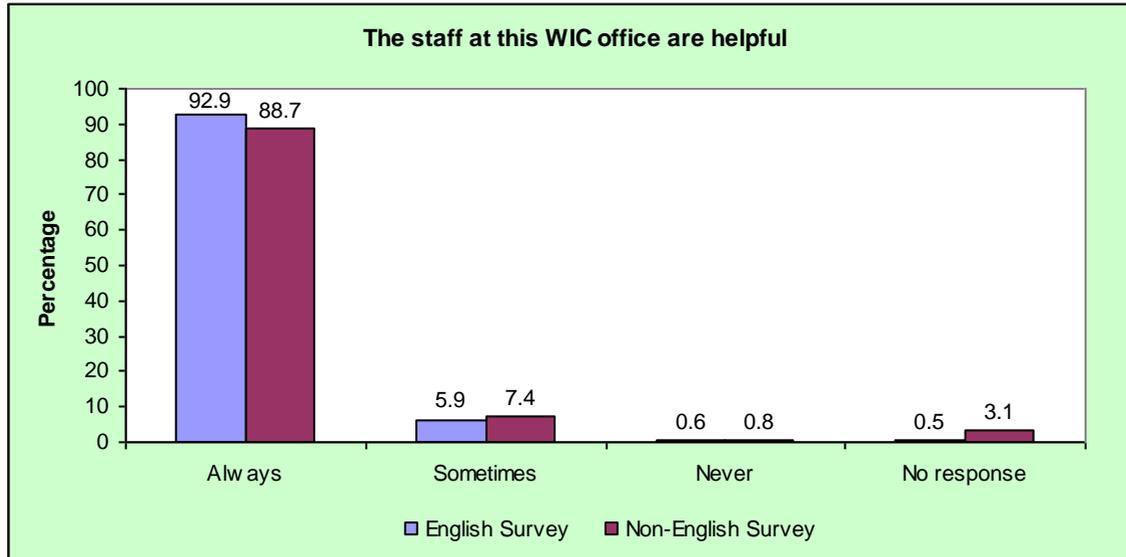
In FY 2008, out of the ELS participants, 93.1% said they “always” understand the words used by WIC staff. Out of the NELS participants, 74.2% said they “always” understood the words used by WIC staff. The difference was 18.9% and it was statistically significant ($p < .0001$). The respective two percentages in FY 2006 were 90.1% and 80.2%, and the difference (9.9%) was statistically significant ($p < .01$). For the NELS participants, the percentage of those who “always” understand the words used by WIC staff decreased from 80.2% in FY 2006 to 74.2% in FY 2008, but the difference (6.0%) was statistically not significant ($p > .01$).



When examining the answers by languages, it was found in FY 2008 that 40.8% of the participants who completed Vietnamese surveys, 34.1% of the participants who completed Somali surveys, and 31.8% of the participants who completed Arabic surveys said they “sometimes” or “never” understood the words used by the WIC staff. In FY 2006, 45.5% of the participants who completed Chinese surveys, 25.7% of the participants who completed Spanish surveys, and 21.9% of the participants who completed Arabic surveys said they “sometimes” or “never” understood the words used by the WIC staff.

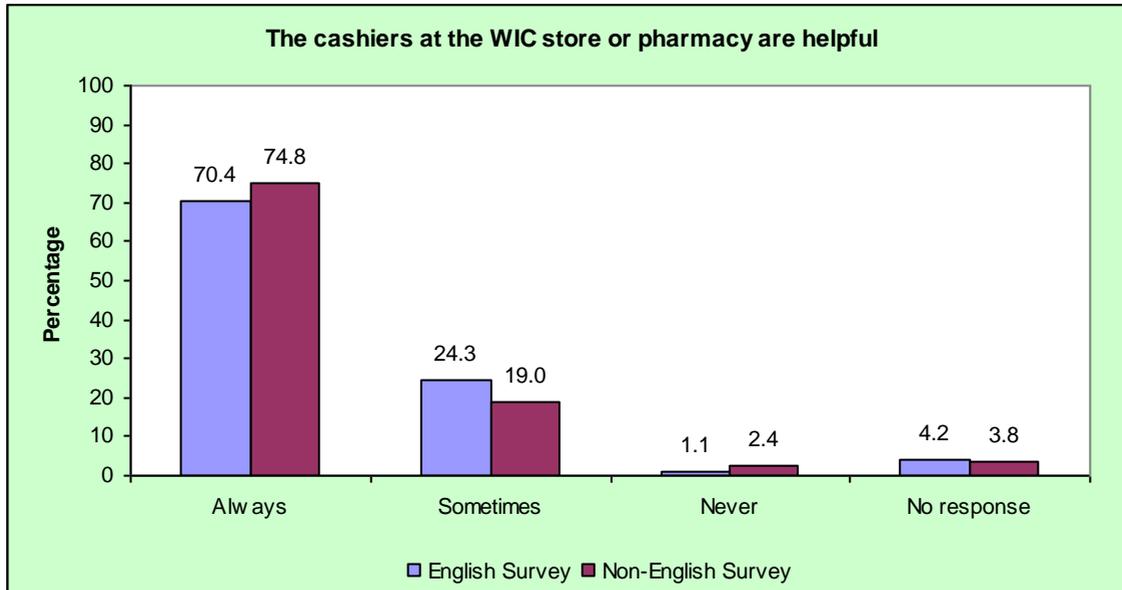
Question: The staff at this WIC office are helpful:

In FY 2008, most of the ELS participants (92.9%) and the NELS participants (88.7%) said that the staff in the WIC were “always” helpful. The difference was 4.2% and it was statistically significant ($p < .05$). Only 0.8% participants who completed non-English surveys said that the staff were “never” helpful. They were mostly the participants who completed Somali and Vietnamese surveys.



Question: The cashiers at the WIC store or pharmacy are helpful:

In FY 2008, a higher percentage of NELS participants (74.8%) than the ELS participants (70.4%) said that the cashier at the WIC store was helpful. The difference was 4.4% but it was statistically not significant. More than 20% of each of the two groups said that the cashiers were “sometimes” helpful or “never” helpful. Among the NELS participants, 15.9% of the participants who completed Somali surveys, 3.7% of the participants who completed Bosnian surveys, and 3.7% of the participants who completed Vietnamese surveys said that the cashiers at the WIC store or pharmacy were “never” helpful.



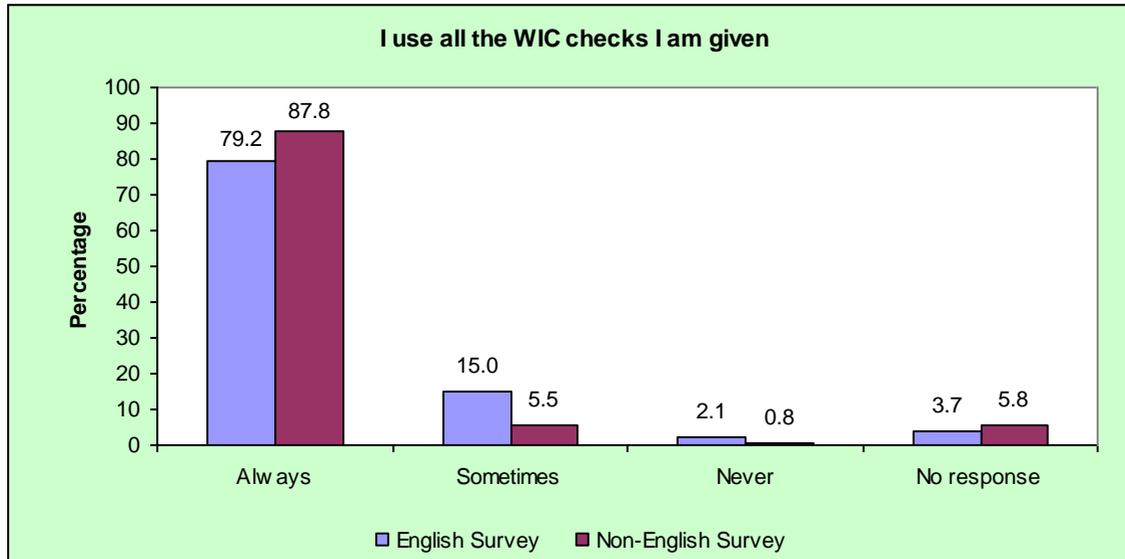
Question: The store that I shop has the WIC foods I want:

In FY 2008, a higher percentage of the NELS participants (77.3%) said the store they shop always had the WIC foods they wanted than those ELS participants (63.6%). The difference was 13.7% and it was statistically significant ($p < .0001$). Among the ELS participants, 35.2% of them said the WIC store “sometimes” or “never” had the WIC foods they wanted. Comparatively, only 19.4% of the NELS participants said the WIC store “sometimes” or “never” had the WIC foods they wanted. When examining by languages, it was found that 56.8% of the participants who completed Somali surveys, 35.2% of the participants who completed Vietnamese surveys, and 18.2% of the participants who completed Arabic surveys said that the WIC store “sometimes” or “never” had the WIC foods they wanted.



Question: I use all the WIC checks I am given:

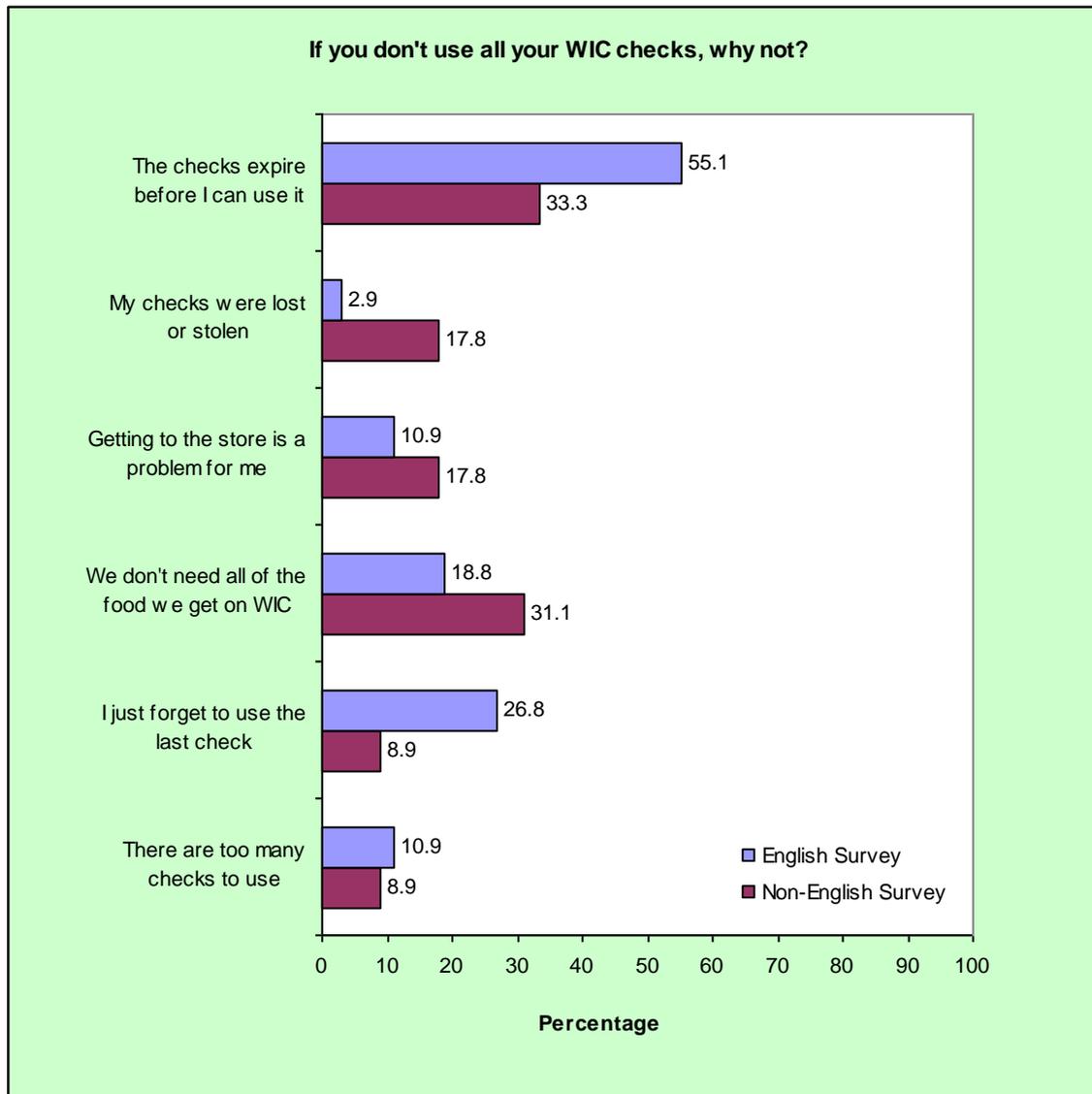
In FY 2008, a higher percentage of the NELS participants (87.8%) said they always used all the WIC checks as compared to the ELS participants (79.2%). The difference was 8.6% and it was statistically significant ($p < .0001$). There were 183 participants (138 ELS participants and 45 NELS participants) who said they “sometimes” or “never” used all the checks they were given. When examining by languages, it was found that 22.7% of the participants who completed Somali surveys, 10.0% of the participants who completed Vietnamese surveys, and 5.1% of the participants who completed Spanish surveys said that they “sometimes” or “never” used all the WIC checks.



The WIC program would like to give fewer checks (with the same amount of food) so as to encourage the participants to use all the food checks. A question was asked whether they would like to receive fewer checks per month if they don't use them all. Out of the 138 ELS participants, 32.6% said “yes,” and 48.6% said “no.” Out of the 45 NELS participants, 46.7% said “yes” and 31.1% said “no.”

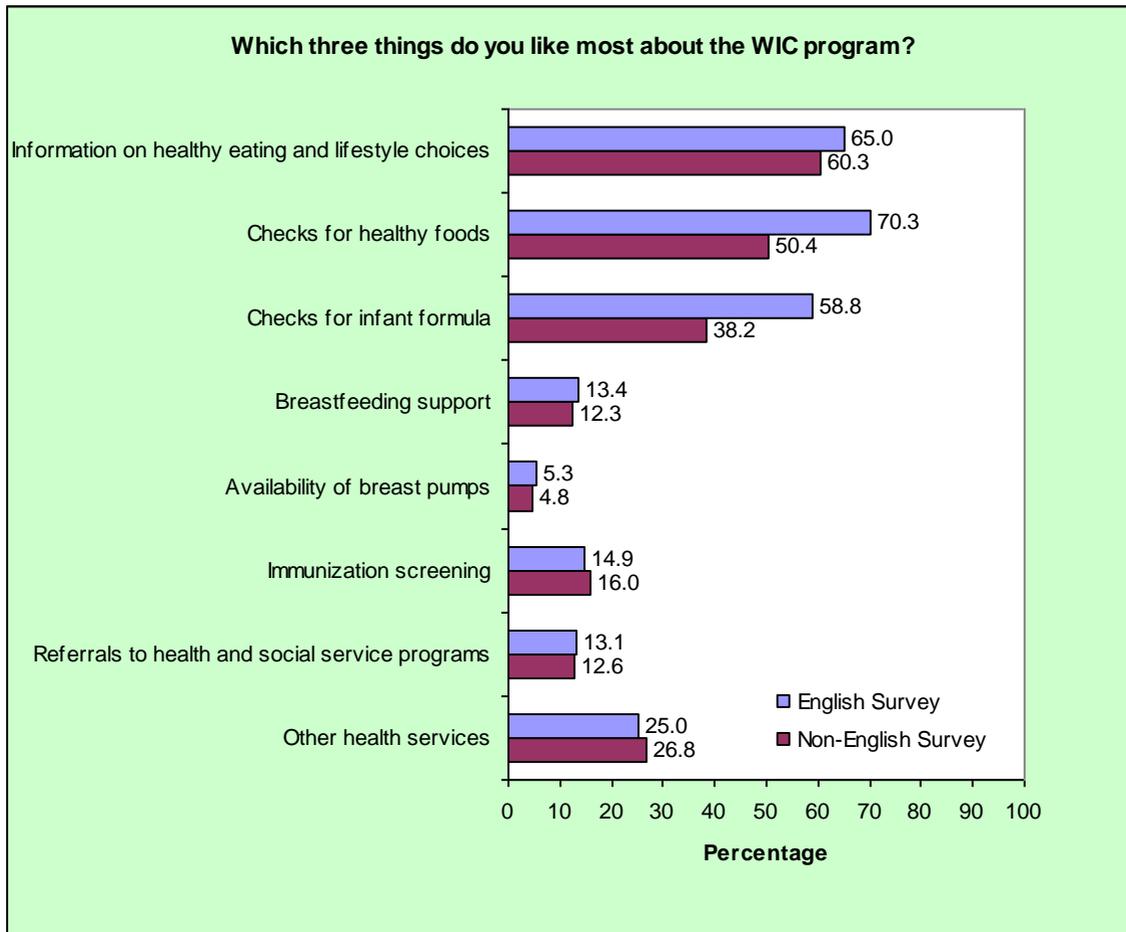
Question: If you don't use all your WIC checks, why not?

The main reason for some participants not using all the food checks was that WIC had given more foods than they really needed. Out of the ELS participants who said they did not always use all the food checks, 55.1% said the checks expired before they could use them, 26.8% said they just forgot to use the last check, and 18.8% said they didn't need all of the food they got on WIC. Out of the NELS participants who said they did not always use all the food checks, 33.3% said the checks expired before they could use them, and 31.1% said they didn't need all of the food they got on WIC. For some WIC participants, the amount of some food items has been more than enough to consume.



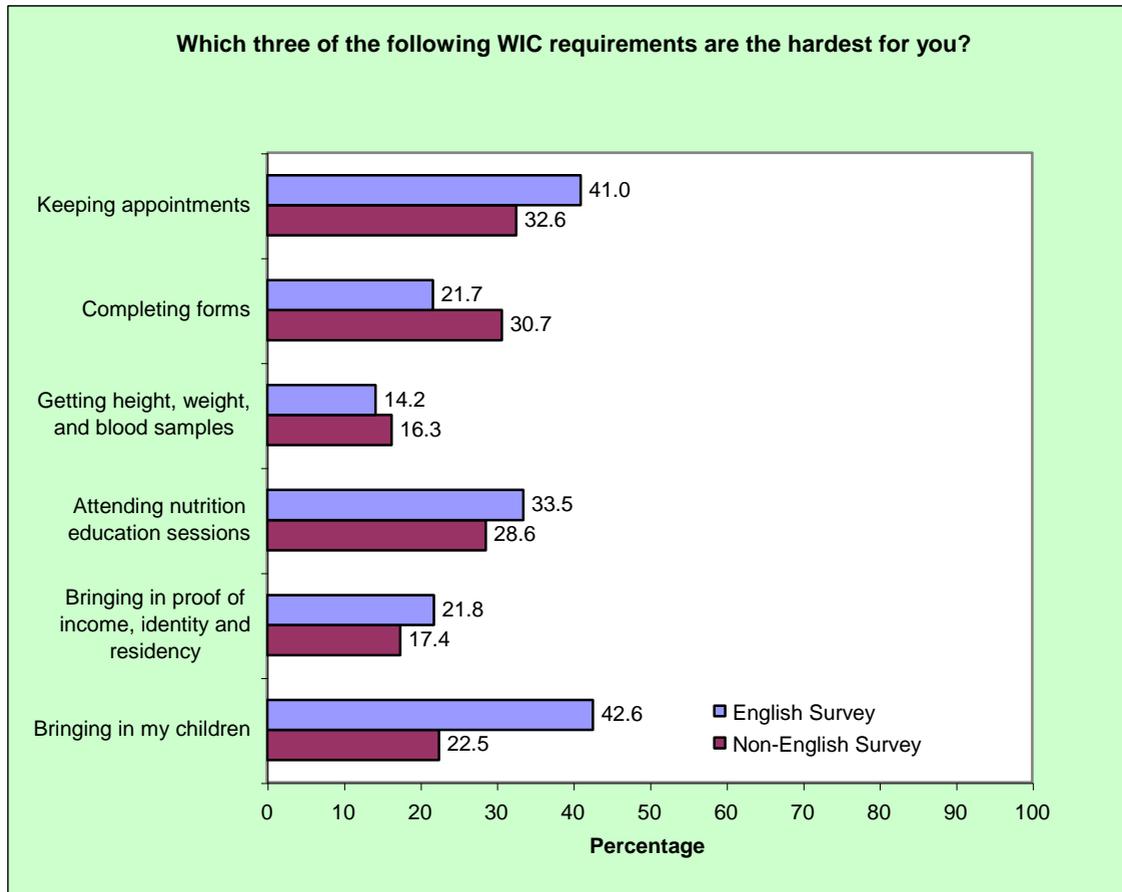
Question: Which three things do you like most about the WIC program?

In FY 2008, the first three things that participants liked most about the WIC program were “information on healthy eating and lifestyle choices,” “checks for healthy foods,” and “checks for infant formula,” which were the same choices that the participants made in FY 2006. The percentages of the ELS participants who chose these three items in FY 2008 were 65.0%, 70.3% and 58.8%. The percentages of the NELS participants who chose these three items in FY 2008 were 60.3%, 50.4% and 38.2%. The differences between the two groups for these three categories were statistically significant.



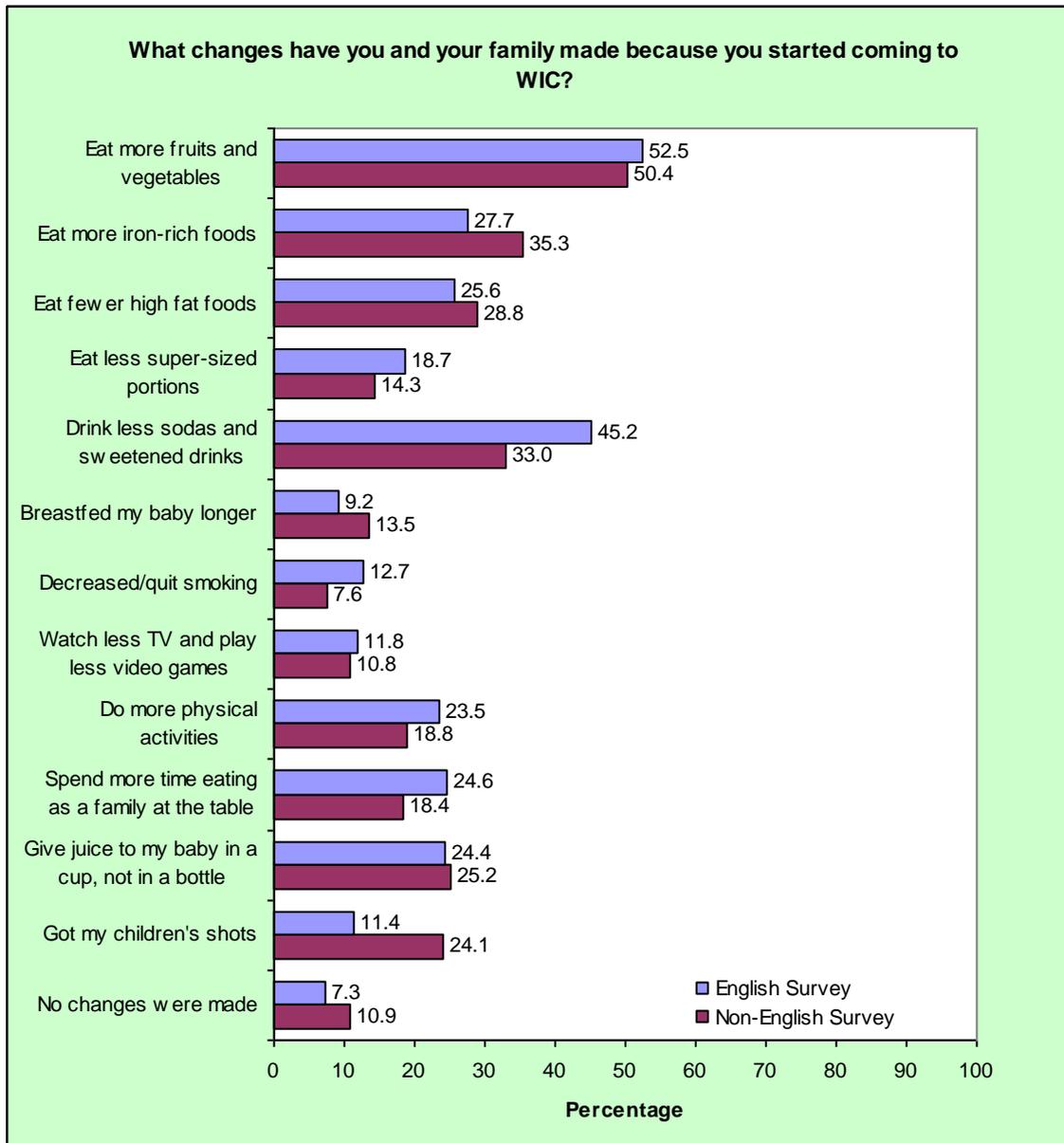
Question: Which three of the following WIC requirements are the hardest for you?

The three hardest requirements for the ELS participants in FY 2008 were “keeping appointments” “bringing in their children,” and “attending nutrition education sessions,” which were the same choices that the ELS participants made in FY 2006. The percentages of ELS participants who chose these three items in FY 2008 were 41.0%, 42.6% and 33.5%. The three hardest requirements for NELS participants in FY 2008 were “keeping appointments,” “completing forms,” and “attending nutrition education sessions,” which were the same choices that the NELS participants made in FY 2006. The percentages of NELS participants who chose these three items in FY 2008 were 32.6%, 30.7% and 28.6%.



Question: What changes have you and your family made because you started coming to WIC?

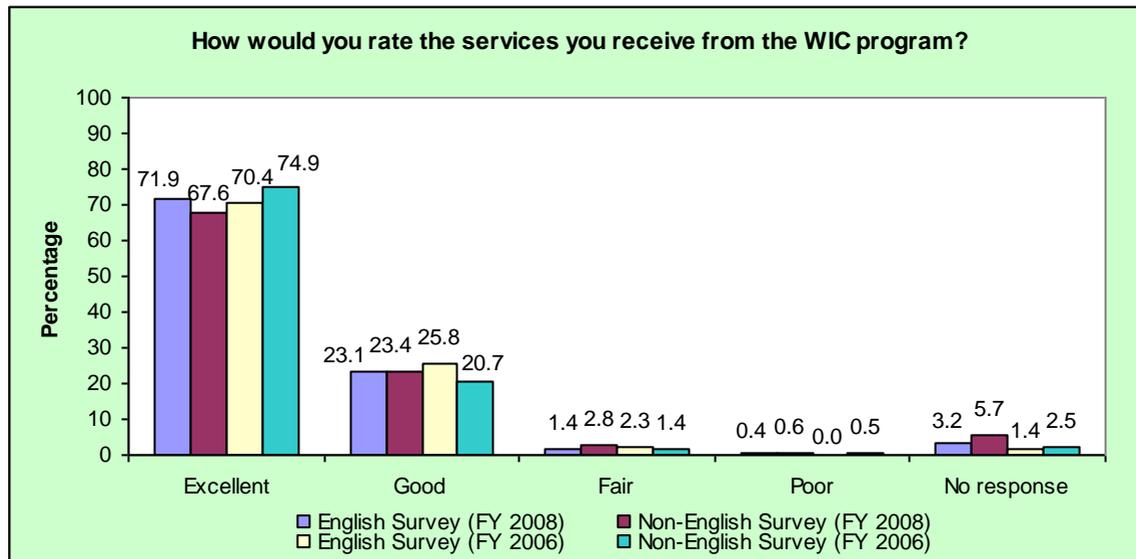
In FY 2008, “eat more fruits and vegetables,” “drink less sodas and sweetened drinks,” “eat more iron-rich foods,” and “eat fewer high fat foods” were the changes that many participants and their families have made since the participants started coming to WIC. Out of the ELS participants, 52.5% said that they had eaten more fruits and vegetables, 45.2% said they had drunk less soda and sweetened drinks, 27.7% said they had eaten more iron-rich foods, and 25.6% said they had eaten fewer high-fat foods. The respective percentages of the NELS participants on these indicators were 50.4% (not significant), 33.0% ($p < .0001$), 35.3% ($< .001$), and 28.8% (not significant).



Question: How would you rate the services you receive from the WIC program?

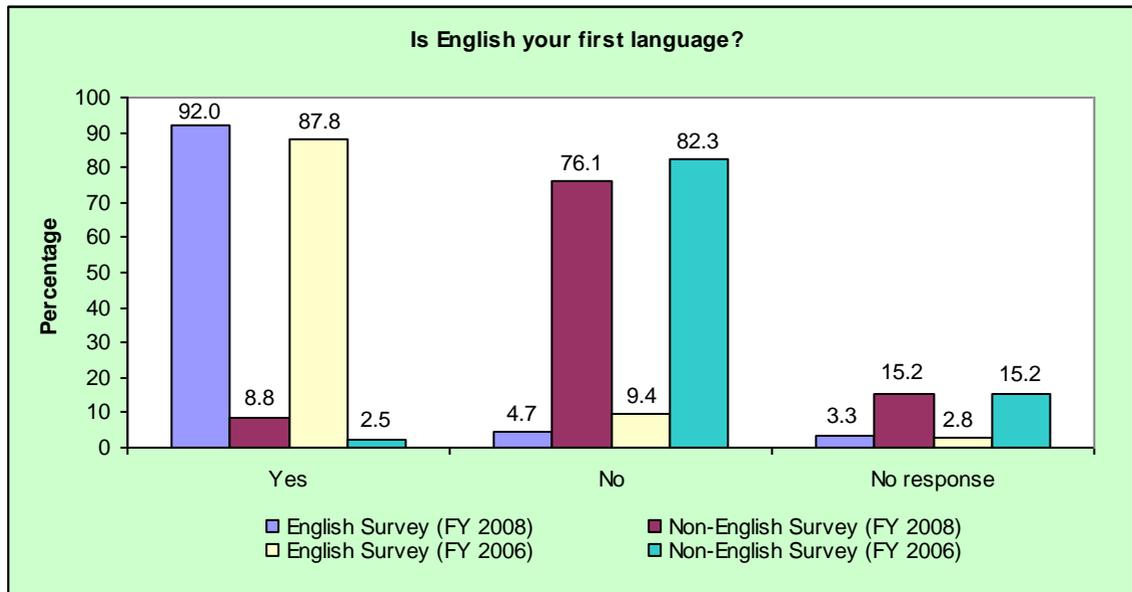
In FY 2008, the majority of the ELS participants (71.9%) and the NELS participants (67.6%) described the services they received from the WIC program as “excellent.” The difference was 4.3% and it was statistically significant ($p < .05$). More than 20% of the participants from each group this year rated the WIC services as “good.” The difference was only 0.3% and it was statistically not significant. Only 0.4% of the ELS participants and 0.6% of the NELS participants this year rated the services as “poor.” The difference was statistically not significant. When comparing the percentages of the NELS participants who rated the WIC services as “excellent” between the two years, it was found that the rate decreased from 74.9% to 67.6%. The difference was 7.3% and it was statistically significant ($p < .01$).

When looking at those NELS participants by languages, it was found that participants in FY 2008 who completed Somali surveys (15.9%), Vietnamese surveys (5.6%), and Bosnian surveys (3.7%) were the top three language groups of participants who rated the WIC services as “fair” or “poor.” In FY 2006, the participants who completed Chinese surveys (9.1%), Spanish surveys (3.0%), and Vietnamese surveys (2.1%) were the top three groups of participants who rated the WIC services as “fair” or “poor.”



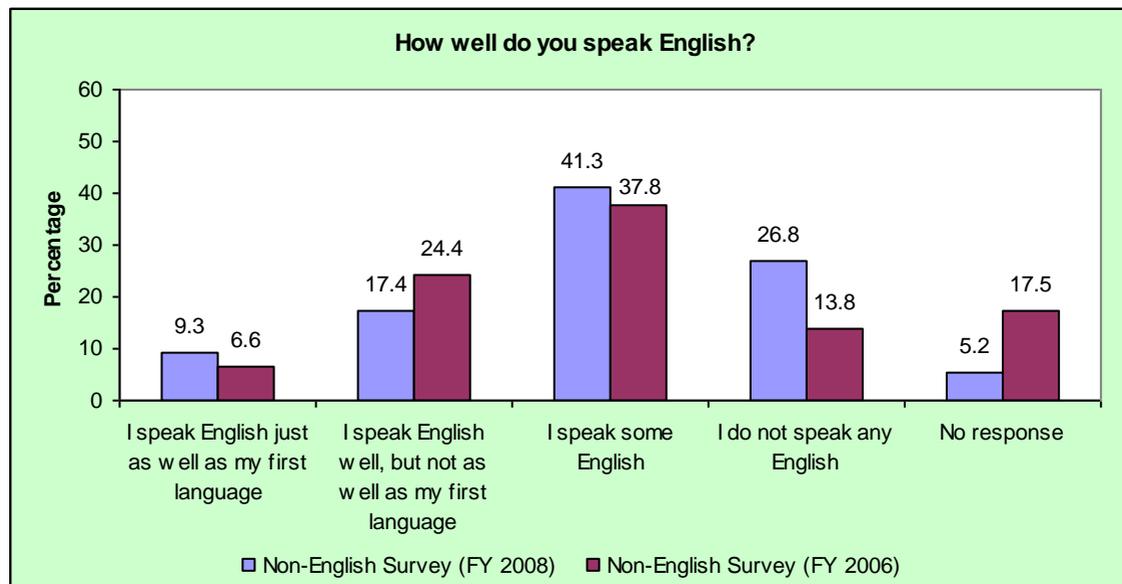
Question: Is English your first language?

In FY 2008, 76.1% of the NELS participants said that English was not their first language. In FY 2006, 82.3% of the NELS participants said that English was not their first language.



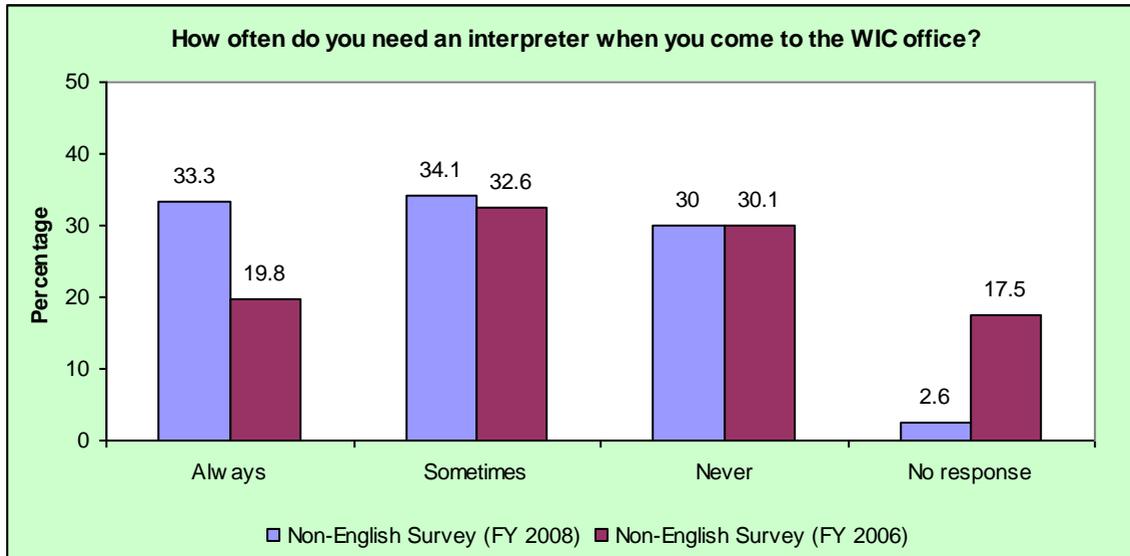
Question: How well do you speak English?

There were 706 participants in the Non-English Language Survey group in FY 2008, out of which 537 participants said that English was not their first language. Among them, 41.3% said they only spoke some English and 26.8% said they did not speak any English. In FY 2006, these two percentages were 37.8% and 13.8%.



Question: How often do you need an interpreter when you come to the WIC office?

In FY 2008, out of the 537 NELS participants whose first language was not English, 33.3% said they always needed an interpreter, 34.1% said they sometimes needed an interpreter. The two respective percentages in FY 2006 were 19.8% and 32.6%.



When looking at those NELS participants by languages, it was found that participants in FY 2008 who completed Spanish surveys (72.3%), Somali surveys (69.3%), and Vietnamese surveys (63.9%) were the top three language groups of participants who “always” or “sometimes” needed an interpreter when they came to the WIC office. In FY 2006, the participants who completed Spanish surveys (76.5%), Urdu surveys (71.5%), and Vietnamese surveys (59.6%) were the top three groups of participants who “always” or “sometimes” need an interpreter when they came to the WIC office.

Conclusions and Recommendations

Both ELS and NELS participants in FY 2008 were very satisfied with most aspects of the WIC program. Improvements are recommended if more than 20% of participants from one or both groups chose the less positive responses, such as “somewhat difficult” or “difficult” as indicated in the “comment” column in Table 1 in the executive summary.

- Vendor Survey**
 One specific program component should be investigated - WIC vendors. Although more than half of participants from both groups responded favorably to questions about WIC vendors, these proportions were much lower than those for other topics.
- Communication**
 The remaining areas for improvement focus primarily on communication. Results show that more than 60% of the NELS participants whose first language was not English said that they “sometimes” or “always” need an interpreter. Data also suggests that some participants have difficulties communicating with WIC staff and may also have difficulties with written documents.

Given the large Spanish-speaking population served by WIC, it may be beneficial to provide brief Spanish-language training on words or phrases specific to WIC. Provide refresher cultural competency training for local WIC providers in the metropolitan areas due to the more diverse populations being served by these agencies.

More interpreters and translated educational materials need to be provided to some of the WIC participants whose native language is not English.

- **Nutrition Education**
Local WIC providers should consider scheduling individual counseling sessions for some NELS participants, especially for the Vietnamese, Somali and Arabic populations.

Encourage local WIC providers to use alternative methods to provide nutrition education in addition to individual and group nutrition sessions. Develop web-based nutrition education modules for ELS participants, and take home nutrition education modules for both ELS and NELS participants.

References

CDC/Missouri PedNSS/PNSS Data Tables 2006.

Office of Minority Health, National Standards for Culturally and Linguistically Appropriate Services in Health Care (CLAS Standards), 2001. Retrieved on March 15, 2006, from:
<http://www.omhrc.gov/assets/pdf/checked/executive.pdf>.

Missouri Department of Health and Senior Services, WIC Health Agency Network Data Systems (HANDS), August 2007.

Appendices

Appendix 1. Missouri WIC Customer Satisfaction Survey FY 08

*To help us serve you better, please tell us how you feel about WIC. Please fill out **both front and back sides** of this survey. Circle one letter only.*

1. How did you **first** find out about the WIC Program?
 - a. Family members or friends
 - b. Doctor or nurse
 - c. Grocery store or pharmacy
 - d. Radio, TV, newspaper, brochure or flyer
 - e. Social Services (Medicaid, Food Stamps, TANF, Social Security, food pantry)
 - f. Church, mosque, temple, synagogue or religious leader

2. How would you describe the application process (giving information on your address, income, identity, residency and medical history)?
 - a. Easy
 - b. Somewhat difficult
 - c. Difficult

3. How would you describe having height, weight, and blood samples taken?
 - a. Easy
 - b. Somewhat difficult
 - c. Difficult

4. How would you describe the nutrition assessment process (giving information about your family's eating habits, meal patterns, foods that your family eats, and physical activity)?
 - a. Easy
 - b. Somewhat difficult
 - c. Difficult

5. How would you describe the nutrition education you receive at this WIC office?
 - a. Helpful
 - b. Somewhat helpful
 - c. Not helpful

6. The WIC food list with pictures is:
 - a. Easy to understand
 - b. Somewhat difficult to understand
 - c. Difficult to understand

7. If WIC could give you information about nutrition in any of the following ways, which would you choose? (Circle all that apply)
 - a. Talk to a nutritionist at the WIC clinic
 - b. Attend a nutrition class at the WIC clinic
 - c. Check out nutrition books/videos/CDs to use and complete a short quiz at home
 - d. Complete an Internet-based WIC nutrition education lesson and a short quiz
 - e. Packet of nutrition information to take home to read and complete a short quiz

8. Do you have access to the Internet at:
 - a. Home

- b. Work/school
 - c. Public library
 - d. I don't have access to a computer with the Internet
 - e. I don't know how to use a computer
9. The staff at this WIC office use words that I understand.
- a. Always
 - b. Sometimes
 - c. Never
10. The staff at this WIC office are helpful.
- a. Always
 - b. Sometimes
 - c. Never
11. The cashiers at the WIC store or pharmacy are helpful.
- a. Always
 - b. Sometimes
 - c. Never
12. The store that I shop at has the WIC foods I want.
- a. Always
 - b. Sometimes
 - c. Never
13. I use all the WIC checks I am given.
- a. Always
 - b. Sometimes
 - c. Never
- If you answered "sometimes" or "never" to the above question (you don't use all of your WIC checks), would you like to receive fewer checks per month? You would receive the same amount of food you currently receive, only it would be divided up over fewer checks.
- a. Yes
 - b. No
14. If you don't use all your WIC food checks, why not? (Circle all that apply).
- a. The check expires before I can use it.
 - b. My checks were lost or stolen.
 - c. Getting to the store is a problem for me.
 - d. We don't need all of the food we get on WIC.
 - e. I just forget to use the last check.
 - f. There are too many checks to use.
15. Which **three** things do you like most about the WIC program?
- a. Information on healthy eating and lifestyle choices
 - b. Checks for healthy foods
 - c. Checks for infant formula
 - d. Breastfeeding support
 - e. Availability of breast pumps
 - f. Immunization screening
 - g. Referrals to health and social service programs

- h. Other health services (testing for anemia, lead, family planning)
16. Which **three** of the following WIC requirements are the hardest for you?
- a. Keeping appointments
 - b. Completing forms
 - c. Getting height, weight, and blood samples
 - d. Attending nutrition education sessions
 - e. Bringing in proof of income, identify and residency
 - f. Bringing in my children
17. What changes have you and your family made because you started coming to WIC?
(Circle all that apply)
- a. Eat more fruits and vegetables
 - b. Eat more iron-rich foods
 - c. Eat fewer high fat foods
 - d. Eat less super-sized portions
 - e. Drink less sodas and sweetened drinks
 - f. Breastfed my baby longer
 - g. Decreased/quit smoking
 - h. Watch less TV and play less video games
 - i. Do more physical activities
 - j. Spend more time eating as a family at the table
 - k. Give juice to my baby in a cup, not in a bottle
 - l. Got my children's shots
 - m. No changes were needed
 - n. No changes were made
18. How would you rate the services you receive from the WIC program?
- a. Excellent
 - b. Good
 - c. Fair
 - d. Poor
19. Is English your **first** language?
- a. Yes (If yes, skip No. 20 and 21.)
 - b. No
20. How well do you speak English?
- a. I speak English just as well as my first language.
 - b. I speak English well, but not as well as my first language.
 - c. I speak some English.
 - d. I do not speak any English.
21. How often do you need an interpreter when you come to the WIC office?
- a. Always
 - b. Sometimes
 - c. Never

Thank You

Appendix 2. List of Participating Local WIC Agencies and the Language of Surveys Returned FY 08

Local WIC Agency	City	District	Language Surveys Returned
St. Joseph/Buchanan County Health Dept.	St. Joseph	Northwest	English, Spanish
Saline County Health Dept.	Marshal	Northeast	English, Spanish
Columbia-Boone County Health Dept.	Columbia	Central	English, Spanish
Pettis County Health Center	Sedalia	Central	English, Spanish, Russian
Dunklin County Health Dept.	Kennett	Southeast	English, Spanish
Howell County Health Dept.	West Plains	Southeast	English, Spanish
Barry County Health Dept.	Cassville	Southwest	English, Spanish
Springfield-Greene County Health Dept.	Springfield	Southwest	English, Spanish, Russian
Joplin City Health Dept.	Joplin	Southwest	English, Spanish
McDonald County Health Dept.	Pineville	Southwest	English, Spanish
Newton County Health Dept.	Neosho	Southwest	English, Spanish
Taney County Health Dept.	Forsyth	Southwest	English, Spanish
Platte County Health Dept.	Riverside	Northwest	English, Spanish
Truman Medical Center	Kansas City	Northwest	English, Spanish, Somali, Arabic
Crescent Clinic (Islamic Society of Greater KC)	Kansas City	Northwest	English, Spanish, Arabic
Samuel Rodgers Health Center	Kansas City	Northwest	English, Spanish, Somali, Vietnamese, Arabic
St. Charles County Dept. of Community Health	St. Charles	East	English, Spanish
St. Louis Human Development Corp.	St. Louis	East	English, Spanish, Somali, Bosnian, Vietnamese, Arabic, Russian
Family Care Health Centers	St. Louis	East	English, Spanish, Somali, Bosnian, Vietnamese, Arabic,
Grace Hill Neighborhood Health Center	St. Louis	East	English, Spanish, Vietnamese

Appendix 3: Tabular Data for English and Non-English Language Surveys

Question 1. How did you first find out about the WIC program?

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance*
Family members or friends	521 64.5%	483 68.4%	n.s.
Doctor or nurse	187 23.1%	162 22.9%	n.s.
Grocery store or pharmacy	7 0.9%	6 0.8%	n.s.
Radio, TV, news paper, brochure or flyer	4 0.5%	19 2.7%	n.s.
Social services (Medicaid, Food Stamps, TANF, social security, food pantry)	104 12.9%	35 5.0%	< .001
Church, mosque, temple, synagogue or religious leader	2 0.2%	9 1.3%	n.s.
Total	808 100.0%	706 100.0%	

Question 2. How would you describe the application process (giving information on your address, income, identity, residency and medical history)?

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance
Easy	742 91.8%	547 77.5%	p < .001
Somewhat difficult	57 7.1%	119 16.9%	p < .001
Difficult	2 0.2%	19 2.7%	p < .001
No response	7 0.9%	21 3.0%	p < .01
Total	808 100.0%	706 100.0%	

* n.s. is non-significant.

Question 3. How would you describe having height, weight, and blood samples taken?

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance
Easy	723 89.5%	581 82.3%	p < .001
Somewhat difficult	62 7.7%	79 11.2%	p < .01
Difficult	14 1.7%	22 3.1	p < .05
No response	9 1.1%	24 3.4%	p < .01
Total	808 100.0%	706 100.0%	

Question 4. How would you describe the nutrition assessment process (giving information about your family's eating habits, meal patterns, foods that your family eats, and physical activity)?

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance
Easy	714 88.4%	551 78.0%	p < .0001
Somewhat difficult	78 9.7%	101 14.3%	p < .01
Difficult	11 1.4%	30 4.2%	p < .001
No response	5 0.6%	24 3.4%	p < .001
Total	808 100.0%	706 100.0%	

Question 5. How would you describe the nutrition education you receive at this office?

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance
Helpful	703 87.0%	610 86.4%	n.s.
Somewhat helpful	91 11.3%	63 8.9%	n.s.
Not helpful	6 0.7%	16 2.3%	p < .01
No response	8 1.0%	17 2.4%	p < .05
Total	808 100.0%	706 100.0%	

Question 6. The WIC food list with pictures is:

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance
Easy	765 94.7%	602 85.3%	p < .0001
Somewhat difficult	30 3.7%	72 10.2%	p < .0001
Difficult	4 0.5%	10 1.4%	p < .05
No response	9 1.1%	22 3.1%	p < .05
Total	808 100.0%	706 100.0%	

Question 7. If WIC could give you information about nutrition in any of the following ways, which would you choose?

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance
Talk to a nutritionist at the WIC clinic	438 54.2%	359 50.8%	n.s.
Attend a nutrition class at the WIC clinic	144 17.8%	165 23.4%	n.s.
Check out nutrition books/videos/CDs to use and complete a short quiz at home	92 11.4%	118 16.7%	n.s.
Complete an Internet-based WIC nutrition education lesson and a short quiz	153 18.9%	31 4.4%	< .0001
Take home a packet of nutrition information to read and complete a short quiz	332 44.1%	190 26.9%	< .0001
Total	808 100.0%	706 100.0%	

Question 8. Do you have access to the Internet at?

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance
Home	416 51.5%	183 25.9%	p < .0001
Work/school	107 13.2%	42 5.9%	p < .0001
Public library	186 23.0%	51 7.2%	p < .0001
I don't have access to a computer with the Internet	184 22.8%	258 36.5%	p < .0001
I don't know how to use a computer	15 1.9%	178 25.2%	p < .0001
Total	808 100.0%	706 100.0%	

Question 9. The staff at this WIC office use words that I understand.

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance
Always	752 93.1%	524 74.2%	p < .0001
Sometimes	44 5.4%	128 18.1%	p < .0001
Never	3 0.4%	19 2.7%	p < .0001
No response	9 1.1%	35 5.0%	p < .0001
Total	808 100.0%	706 100.0%	

Question 10. The staff at this WIC office are helpful.

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance
Always	751 92.9%	626 88.7%	p < .05
Sometimes	48 (5.9%)	52 7.4%	n.s.
Never	5 0.6%	6 0.8%	n.s.
No response	4 0.5%	22 3.1%	p < .0001
Total	808 100.0%	706 100.0%	

Question 11. The cashiers at the WIC store or pharmacy are helpful.

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance
Always	569 70.4%	528 74.8%	n.s.
Sometimes	196 24.3%	134 19.0%	p < .05
Never	9 1.1%	17 2.4%	p < .05
No response	34 4.2%	27 3.8%	n.s.
Total	808 100.0%	706 100.0%	

Question 12. The store that I shop at has the WIC foods I want.

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance
Always	514 63.6%	546 77.3%	p < .0001
Sometimes	273 33.8%	123 17.4%	p < .0001
Never	11 1.4%	14 2.0%	n.s.
No response	10 1.2%	23 3.3%	p < .05
Total	808 100.0%	706 100.0%	

Question 13. I use all the WIC checks I am given.

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance
Always	640 79.2%	620 87.8%	p < .0001
Sometimes	121 15.0%	39 5.5%	p < .0001
Never	17 2.1%	6 0.8%	p < .05
No response	30 3.7%	41 5.8%	p < .05
Total	808 100.0%	706 100.0%	

Question 13-Additional. If you answered “sometimes” or “never” to the above question, would you like to receive fewer checks per month?

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance
Yes	45 32.6%	21 46.7%	p < .05
No	67 48.6%	14 31.1%	p < .05
No response	26 18.8%	10 22.2%	n.s.
Total	138 100.0%	45 100.0%	

Question 14. If you don't use all your WIC food checks, why not?

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance
The check expires before I can use it.	76 55.1%	15 33.3%	< .01
My checks were lost or stolen.	4 2.9%	8 17.8%	< .001
Getting to the store is a problem for me.	15 10.9%	8 17.8%	n.s.
We don't need all of the food we get on WIC.	26 18.8%	14 31.1%	< .05
I just forget to use the last check.	37 26.8%	4 8.9%	< .01
There are too many checks to use.	15 10.9%	4 8.9%	n.s.
Total	138 100.0%	45 100.0%	

Question 15. Which three things do you like most about the WIC program?

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance
Information on healthy eating and lifestyle choices	525 65.5%	426 60.3%	< .05
Checks for healthy foods	568 70.3%	356 50.4%	< .0001
Checks for infant formula	475 58.5%	270 38.2%	< .0001
Breastfeeding support	108 13.4%	87 12.3%	n.s.
Availability of breast pumps	43 5.3%	34 4.8%	n.s.
Immunization screening	120 14.9%	113 16.0%	n.s.
Referrals to health and social service programs	106 13.1%	89 12.6%	n.s.
Other health services (testing for anemia, lead, family planning)	202 25.0%	189 26.8%	n.s.
Total	808 100.0%	706 100.0%	

Question 16. Which three of the following WIC requirements are the hardest for you?

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance
Keeping appointments	331 41.0%	230 32.6%	< .001
Completing forms	175 21.7%	217 30.7%	< .0001
Getting height, weight, and blood samples	115 14.2%	115 16.3%	n.s.
Attending nutrition education sessions	271 33.5%	202 28.6%	< .05
Bringing in proof of income, identity, and residency	176 21.8%	123 17.4%	< .05
Bringing in my children	344 42.6%	159 22.5%	< .0001
Total	808 100.0%	706 100.0%	

Question 17. What changes have you and your family made because you started coming to WIC?

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance
Eat more fruits and vegetables	424 52.5%	356 50.4%	n.s.
Eat more iron-rich foods	224 27.7%	249 35.3%	< .001
Eat fewer high fat foods	207 25.6%	203 28.8%	n.s.
Eat less super-sized portions	151 18.7%	101 14.3%	< .05
Drink less sodas and sweetened drinks	365 45.2%	233 33.0%	< .0001
Breastfed my baby longer	74 9.2%	95 13.5%	< .05
Decreased/quit smoking	103 12.7%	54 7.6%	< .001
Watch less TV and play less video games	95 11.8%	76 10.8%	n.s.
Do more physical activities	190 23.5%	133 18.8%	< .05
Spend more time eating as a family at the table	199 24.6%	130 18.4%	< .05
Give juice to my baby in a cup, not in a bottle	197 24.4%	178 25.2%	n.s.
Got my children's shots	92 11.4%	170 24.1%	< .0001
No changes were needed	90 11.1%	38 5.4%	< .0001
No changes were made	59 7.3%	77 10.9%	< .01
Total	808 100.0%	706 100.0%	

Question 18. How would you rate the services you receive from the WIC program?

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance
Excellent	581 71.9%	477 67.6%	p < .05
Good	187 23.1%	165 23.4%	n.s.
Fair	11 1.4%	20 2.8%	p < .05
Poor	3 0.4%	4 0.6%	n.s.
No response	26 3.2%	40 5.7%	p < .01
Total	808 100.0%	706 100.0%	

Question 19. Is English your first language?

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance
Yes	743 92.0%	62 8.8%	< .0001
No	38 4.7%	537 76.1%	< .0001
No response	27 3.3%	107 15.2%	< .0001
Total	808 100.0%	706 100.0%	

Question 20. If English is not your first language, how well do you speak English?

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance
I speak English just as well as my first language.	16 42.1%	50 9.3%	< .0001
I speak English well, but not as well as my first language.	11 28.9%	93 17.3%	< .05
I speak some English.	6 15.8%	222 41.3%	< .001
I do not speak any English.	2 5.3%	144 26.8%	< .01
No response	3 7.9%	28 5.2%	n.s.
Total	38 100.0%	537 100.0%	

Question 21. How often do you need an interpreter when you come to the WIC office?

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance
Always	8 21.1%	179 33.3%	n.s.
Sometimes	6 15.8%	183 34.1%	< .05
Never	20 52.6%	161 30.0%	< .01
No response	4 10.5%	14 2.6%	< .01
Total	38 100.0%	537 100.0%	

Appendix 4. Tabular Data by Individual Languages

Question 1. How did you first find out about the WIC program?

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Family members or friends	11	20	521	43	16	370	23	1004
	50.0%	74.1%	64.5%	81.1%	36.4%	73.1%	42.6%	66.3%
Doctor or nurse	6	5	187	7	17	100	27	349
	27.3%	18.5%	23.1%	13.2%	38.6%	19.8%	50.0%	23.1%
Grocery store or pharmacy	0	1	7	0	3	2	0	13
	.0%	3.7%	.9%	.0%	6.8%	.4%	.0%	.9%
Radio, TV, newspaper, brochure, or flyer	0	0	4	0	3	16	0	23
	.0%	.0%	.5%	.0%	6.8%	3.2%	.0%	1.5%
Social services (Medicaid, Food Stamps, TANF, Social Security, food pantry)	4	1	104	3	4	17	6	139
	18.2%	3.7%	12.9%	5.7%	9.1%	3.4%	11.1%	9.2%
Church, mosque, temple, synagogue, or religious leader	1	0	2	1	3	4	0	11
	4.5%	.0%	.2%	1.9%	6.8%	.8%	.0%	.7%
Total	22	27	808	53	44	506	54	1514
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Question 2. How would you describe the application process (giving information on your address, income, identity, residency and medical history)?

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Easy	17	22	742	46	21	401	40	1289
	77.3%	81.5%	91.8%	86.8%	47.7%	79.2%	74.1%	85.1%
Somewhat difficult	2	4	57	6	16	78	13	176
	9.1%	14.8%	7.1%	11.3%	36.4%	15.4%	24.1%	11.6%
Difficult	2	0	2	1	3	12	1	21
	9.1%	.0%	.2%	1.9%	6.8%	2.4%	1.9%	1.4%
No response	1	1	7	0	4	15	0	28
	4.5%	3.7%	.9%	.0%	9.1%	3.0%	.0%	1.8%
Total	22	27	808	53	44	506	54	1514
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Question 3. How would you describe having height, weight, and blood samples taken?

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Easy	21	19	723	50	24	426	41	1304
	95.5%	70.4%	89.5%	94.3%	54.5%	84.2%	75.9%	86.1%
Somewhat difficult	1	5	62	1	8	54	10	141
	4.5%	18.5%	7.7%	1.9%	18.2%	10.7%	18.5%	9.3%
Difficult	0	2	14	2	7	9	2	36
	.0%	7.4%	1.7%	3.8%	15.9%	1.8%	3.7%	2.4%
No response	0	1	9	0	5	17	1	33
	.0%	3.7%	1.1%	.0%	11.4%	3.4%	1.9%	2.2%
Total	22	27	808	53	44	506	54	1514
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Question 4. How would you describe the nutrition assessment process (giving information about your family's eating habits, meal patterns, foods that your family eats, and physical activity)?

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Easy	18	22	714	47	20	402	42	1265
	81.8%	81.5%	88.4%	88.7%	45.5%	79.4%	77.8%	83.6%
Somewhat difficult	4	1	78	3	11	76	6	179
	18.2%	3.7%	9.7%	5.7%	25.0%	15.0%	11.1%	11.8%
Difficult	0	3	11	2	8	12	5	41
	.0%	11.1%	1.4%	3.8%	18.2%	2.4%	9.3%	2.7%
No response	0	1	5	1	5	16	1	29
	.0%	3.7%	.6%	1.9%	11.4%	3.2%	1.9%	1.9%
Total	22	27	808	53	44	506	54	1514
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Question 5. How would you describe the nutrition education you receive at this office?

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Helpful	18	23	703	45	19	464	41	1313
	81.8%	85.2%	87.0%	84.9%	43.2%	91.7%	75.9%	86.7%
Somewhat helpful	4	2	91	5	16	25	11	154
	18.2%	7.4%	11.3%	9.4%	36.4%	4.9%	20.4%	10.2%
Not helpful	0	0	6	2	8	5	1	22
	.0%	.0%	.7%	3.8%	18.2%	1.0%	1.9%	1.5%
No response	0	2	8	1	1	12	1	25
	.0%	7.4%	1.0%	1.9%	2.3%	2.4%	1.9%	1.7%
Total	22	27	808	53	44	506	54	1514
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Question 6. The WIC food list with pictures is:

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Easy to understand	21	24	765	48	21	444	44	1367
	95.5%	88.9%	94.7%	90.6%	47.7%	87.7%	81.5%	90.3%
Somewhat difficult to understand	1	2	30	4	11	44	10	102
	4.5%	7.4%	3.7%	7.5%	25.0%	8.7%	18.5%	6.7%
Difficult to understand	0	0	4	0	5	5	0	14
	.0%	.0%	.5%	.0%	11.4%	1.0%	.0%	.9%
No response	0	1	9	1	7	13	0	31
	.0%	3.7%	1.1%	1.9%	15.9%	2.6%	.0%	2.0%
Total	22	27	808	53	44	506	54	1514
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Question 7. If WIC could give you information about nutrition in any of the following ways, which would you choose?

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Talk to a nutritionist at the WIC clinic	12	19	438	22	27	239	40	797
	54.5%	70.4%	54.2%	41.5%	61.4%	47.2%	74.1%	52.6%
Attend a nutrition class at the WIC clinic	6	3	144	6	9	136	5	309
	27.3%	11.1%	17.8%	11.3%	20.5%	26.9%	9.3%	20.4%
Check out nutrition books/videos/CDs to use and complete a short quiz at home	5	3	92	14	4	89	3	210
	22.7%	11.1%	11.4%	26.4%	9.1%	17.6%	5.6%	13.9%
Complete an Internet-based WIC nutrition education lesson and a short quiz	1	4	153	3	4	16	3	184
	4.5%	14.8%	18.9%	5.7%	9.1%	3.2%	5.6%	12.2%
Take home a packet of nutrition information to read and complete a short quiz	4	5	332	9	2	161	9	522
	18.2%	18.5%	41.1%	17.0%	4.5%	31.8%	16.7%	34.5%
Total	22	27	808	53	44	506	54	1514
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Question 8. Do you have access to the Internet at?

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Home	12	18	416	26	16	81	30	599
	54.5%	66.7%	51.5%	49.1%	36.4%	16.0%	55.6%	39.6%
Work/School	2	2	107	7	5	22	4	149
	9.1%	7.4%	13.2%	13.2%	11.4%	4.3%	7.4%	9.8%
Public library	1	1	186	3	0	42	4	237
	4.5%	3.7%	23.0%	5.7%	.0%	8.3%	7.4%	15.7%
I don't have access to a computer with the Internet	2	4	184	12	14	218	8	442
	9.1%	14.8%	22.8%	22.6%	31.8%	43.1%	14.8%	29.2%
I don't know how to use computer	3	2	15	11	9	143	10	193
	13.6%	7.4%	1.9%	20.8%	20.5%	28.3%	18.5%	12.7%
Total	22	27	808	53	44	506	54	1514
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Question 9. The staff at this WIC office use words that I understand.

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Always	12	24	752	44	22	391	31	1276
	54.5%	88.9%	93.1%	83.0%	50.0%	77.3%	57.4%	84.3%
Sometimes	7	2	44	6	11	83	19	172
	31.8%	7.4%	5.4%	11.3%	25.0%	16.4%	35.2%	11.4%
Never	0	0	3	2	4	10	3	22
	.0%	.0%	.4%	3.8%	9.1%	2.0%	5.6%	1.5%
No response	3	1	9	1	7	22	1	44
	13.6%	3.7%	1.1%	1.9%	15.9%	4.3%	1.9%	2.9%
Total	22	27	808	53	44	506	54	1514
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Question 10. The staff at this WIC office are helpful.

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Always	16	26	751	47	22	468	47	1377
	72.7%	96.3%	92.9%	88.7%	50.0%	92.5%	87.0%	91.0%
Sometimes	3	1	48	4	15	25	4	100
	13.6%	3.7%	5.9%	7.5%	34.1%	4.9%	7.4%	6.6%
Never	0	0	5	0	3	1	2	11
	.0%	.0%	.6%	.0%	6.8%	.2%	3.7%	.7%
No response	3	0	4	2	4	12	1	26
	13.6%	.0%	.5%	3.8%	9.1%	2.4%	1.9%	1.7%
Total	22	27	808	53	44	506	54	1514
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Question 11. The cashiers at the WIC store or pharmacy are helpful.

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Always	15	25	569	44	23	383	38	1097
	68.2%	92.6%	70.4%	83.0%	52.3%	75.7%	70.4%	72.5%
Sometimes	4	1	196	8	14	94	13	330
	18.2%	3.7%	24.3%	15.1%	31.8%	18.6%	24.1%	21.8%
Never	0	1	9	0	7	7	2	26
	.0%	3.7%	1.1%	.0%	15.9%	1.4%	3.7%	1.7%
No response	3	0	34	1	0	22	1	61
	13.6%	.0%	4.2%	1.9%	.0%	4.3%	1.9%	4.0%
Total	22	27	808	53	44	506	54	1514
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Question 12. The store that I shop at has the WIC foods I want.

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Always	15	22	514	48	17	411	33	1060
	68.2%	81.5%	63.6%	90.6%	38.6%	81.2%	61.1%	70.0%
Sometimes	4	4	273	4	19	75	17	396
	18.2%	14.8%	33.8%	7.5%	43.2%	14.8%	31.5%	26.2%
Never	0	0	11	0	6	6	2	25
	.0%	.0%	1.4%	.0%	13.6%	1.2%	3.7%	1.7%
No response	3	1	10	1	2	14	2	33
	13.6%	3.7%	1.2%	1.9%	4.5%	2.8%	3.7%	2.2%
Total	22	27	808	53	44	506	54	1514
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Question 13. I use all the WIC checks I am given.

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Always	18	25	640	50	32	450	45	1260
	81.8%	92.6%	79.2%	94.3%	72.7%	88.9%	83.3%	83.2%
Sometimes	1	0	121	1	8	24	5	160
	4.5%	.0%	15.0%	1.9%	18.2%	4.7%	9.3%	10.6%
Never	0	0	17	0	2	2	2	23
	.0%	.0%	2.1%	.0%	4.5%	.4%	3.7%	1.5%
No response	3	2	30	2	2	30	2	71
	13.6%	7.4%	3.7%	3.8%	4.5%	5.9%	3.7%	4.7%
Total	22	27	808	53	44	506	54	1514
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Question 13-Additional. If you answered “sometimes” or “never” to the above question, would you like to receive fewer checks per month?

	Arabic	English	Russian	Somali	Spanish	Vietnamese	Total
Yes	1	45	1	7	10	2	66
	100.0%	32.6%	100.0%	70.0%	38.5%	28.6%	36.1%
No	0	67	0	1	9	4	81
	.0%	48.6%	.0%	10.0%	34.6%	57.1%	44.3%
No response	0	26	0	2	7	1	36
	.0%	18.8%	.0%	20.0%	26.9%	14.3%	19.7%
Total	1	138	1	10	26	7	183
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Question 14. If you don't use all your WIC food checks, why not?

	Arabic	English	Russian	Somali	Spanish	Vietnamese	Total
The check expires before I can use it.	1	76	1	3	9	1	91
	100.0%	55.1%	100.0%	30.0%	34.6%	14.3%	49.7%
My checks were lost or stolen.	0	4	0	4	4	0	12
	.0%	2.9%	.0%	40.0%	15.4%	.0%	6.6%
Getting to the store is a problem for me.	0	15	0	4	3	1	23
	.0%	10.9%	.0%	40.0%	11.5%	14.3%	12.6%
We don't need all of the food we get on WIC.	0	26	0	3	6	5	40
	.0%	18.8%	.0%	30.0%	23.1%	71.4%	21.9%
I just forget to use the last check.	0	37	0	0	3	1	41
	.0%	26.8%	.0%	.0%	11.5%	14.3%	22.4%
There are too many checks to use.	0	15	0	1	0	3	19
	.0%	10.9%	.0%	10.0%	.0%	42.9%	10.4%
Total	1	138	1	10	26	7	183
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Question 15. Which three things do you like most about the WIC program?

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Information on healthy eating and lifestyle choices	9	17	525	32	15	326	27	951
	40.9%	63.0%	65.0%	60.4%	34.1%	64.4%	50.0%	62.8%
Checks for healthy foods	11	14	568	31	22	246	32	924
	50.0%	51.9%	70.3%	58.5%	50.0%	48.6%	59.3%	61.0%
Checks for infant formula	10	12	475	26	13	185	24	745
	45.5%	44.4%	58.8%	49.1%	29.5%	36.6%	44.4%	49.2%
Breastfeeding support	5	3	108	9	2	59	9	195
	22.7%	11.1%	13.4%	17.0%	4.5%	11.7%	16.7%	12.9%
Availability of breast pumps	2	2	43	4	1	23	2	77
	9.1%	7.4%	5.3%	7.5%	2.3%	4.5%	3.7%	5.1%
Immunization screening	3	3	120	4	3	94	6	233
	13.6%	11.1%	14.9%	7.5%	6.8%	18.6%	11.1%	15.4%
Referrals to health and social service programs	3	2	106	5	5	70	4	195
	13.6%	7.4%	13.1%	9.4%	11.4%	13.8%	7.4%	12.9%
Other health services (testing for anemia, lead, family planning)	6	5	202	4	5	159	10	391
	27.3%	18.5%	25.0%	7.5%	11.4%	31.4%	18.5%	25.8%
Total	22	27	808	53	44	506	54	1514
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Question 16. Which three of the following WIC requirements are the hardest for you?

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Keeping appointments	6	3	331	12	23	166	20	561
	27.3%	11.1%	41.0%	22.6%	52.3%	32.8%	37.0%	37.1%
Completing forms	6	5	175	13	17	153	23	392
	27.3%	18.5%	21.7%	24.5%	38.6%	30.2%	42.6%	25.9%
Getting height, weight, and blood samples	3	3	115	5	11	87	6	230
	13.6%	11.1%	14.2%	9.4%	25.0%	17.2%	11.1%	15.2%
Attending nutrition education sessions	6	0	271	17	8	147	24	473
	27.3%	.0%	33.5%	32.1%	18.2%	29.1%	44.4%	31.2%
Bringing in proof of income, identity, and residency	5	1	176	5	10	90	12	299
	22.7%	3.7%	21.8%	9.4%	22.7%	17.8%	22.2%	19.7%
Bringing in children	5	10	344	13	10	104	17	503
	22.7%	37.0%	42.6%	24.5%	22.7%	20.6%	31.5%	33.2%
Total	22	27	808	53	44	506	54	1514
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Question 17. What changes have you and your family made because you started coming to WIC?

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Eat more fruits and vegetables	12	15	424	25	19	257	28	780
	54.5%	55.6%	52.5%	47.2%	43.2%	50.8%	51.9%	51.5%
Eat more iron-rich foods	13	14	224	17	6	181	18	473
	59.1%	51.9%	27.7%	32.1%	13.6%	35.8%	33.3%	31.2%
Eat fewer high fat foods	6	7	207	13	4	161	12	410
	27.3%	25.9%	25.6%	24.5%	9.1%	31.8%	22.2%	27.1%
Eat less super-sized portions	4	2	151	4	3	83	5	252
	18.2%	7.4%	18.7%	7.5%	6.8%	16.4%	9.3%	16.6%
Drink less sodas and sweetened drinks	7	7	365	19	3	180	17	598
	31.8%	25.9%	45.2%	35.8%	6.8%	35.6%	31.5%	39.5%
Breastfed my baby longer	6	4	74	10	7	65	3	169
	27.3%	14.8%	9.2%	18.9%	15.9%	12.8%	5.6%	11.2%
Decreased /quit smoking	2	2	103	4	1	40	5	157
	9.1%	7.4%	12.7%	7.5%	2.3%	7.9%	9.3%	10.4%
Watch less TV and play less video games	2	0	95	3	0	63	8	171
	9.1%	.0%	11.8%	5.7%	.0%	12.5%	14.8%	11.3%
Do more physical activities	4	2	190	6	2	113	6	323
	18.2%	7.4%	23.5%	11.3%	4.5%	22.3%	11.1%	21.3%
Spend more time eating as a family at the table	5	3	199	6	0	111	5	329
	22.7%	11.1%	24.6%	11.3%	.0%	21.9%	9.3%	21.7%
Give juice to my baby in a cup, not in a bottle	5	9	197	13	5	129	17	375
	22.7%	33.3%	24.4%	24.5%	11.4%	25.5%	31.5%	24.8%
Got my children's shots	7	2	92	2	1	146	12	262
	31.8%	7.4%	11.4%	3.8%	2.3%	28.9%	22.2%	17.3%
No changes were needed	2	1	90	4	6	20	5	128
	9.1%	3.7%	11.1%	7.5%	13.6%	4.0%	9.3%	8.5%
No changes were made	0	2	59	3	6	63	3	136
	.0%	7.4%	7.3%	5.7%	13.6%	12.5%	5.6%	9.0%
Total	22	27	808	53	44	506	54	1514
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

*There is no corresponding graph for this table.

Question 18. How would you rate the services you receive from the WIC program?

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Excellent	15	18	581	42	19	351	32	1058
	68.2%	66.7%	71.9%	79.2%	43.2%	69.4%	59.3%	69.9%
Good	7	5	187	10	14	111	18	352
	31.8%	18.5%	23.1%	18.9%	31.8%	21.9%	33.3%	23.2%
Fair	0	1	11	0	7	11	1	31
	.0%	3.7%	1.4%	.0%	15.9%	2.2%	1.9%	2.0%
Poor	0	0	3	0	0	2	2	7
	.0%	.0%	.4%	.0%	.0%	.4%	3.7%	.5%
No response	0	3	26	1	4	31	1	66
	.0%	11.1%	3.2%	1.9%	9.1%	6.1%	1.9%	4.4%
Total	22	27	808	53	44	506	54	1514
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Question 19. Is English your first language?

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Yes	2	2	743	7	11	38	2	805
	9.1%	7.4%	92.0%	13.2%	25.0%	7.5%	3.7%	53.2%
No	20	21	38	43	26	380	47	575
	90.9%	77.8%	4.7%	81.1%	59.1%	75.1%	87.0%	38.0%
No response	0	4	27	3	7	88	5	134
	.0%	14.8%	3.3%	5.7%	15.9%	17.4%	9.3%	8.9%
Total	22	27	808	53	44	506	54	1514
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Question 20. If English is not your first language, how well do you speak English?

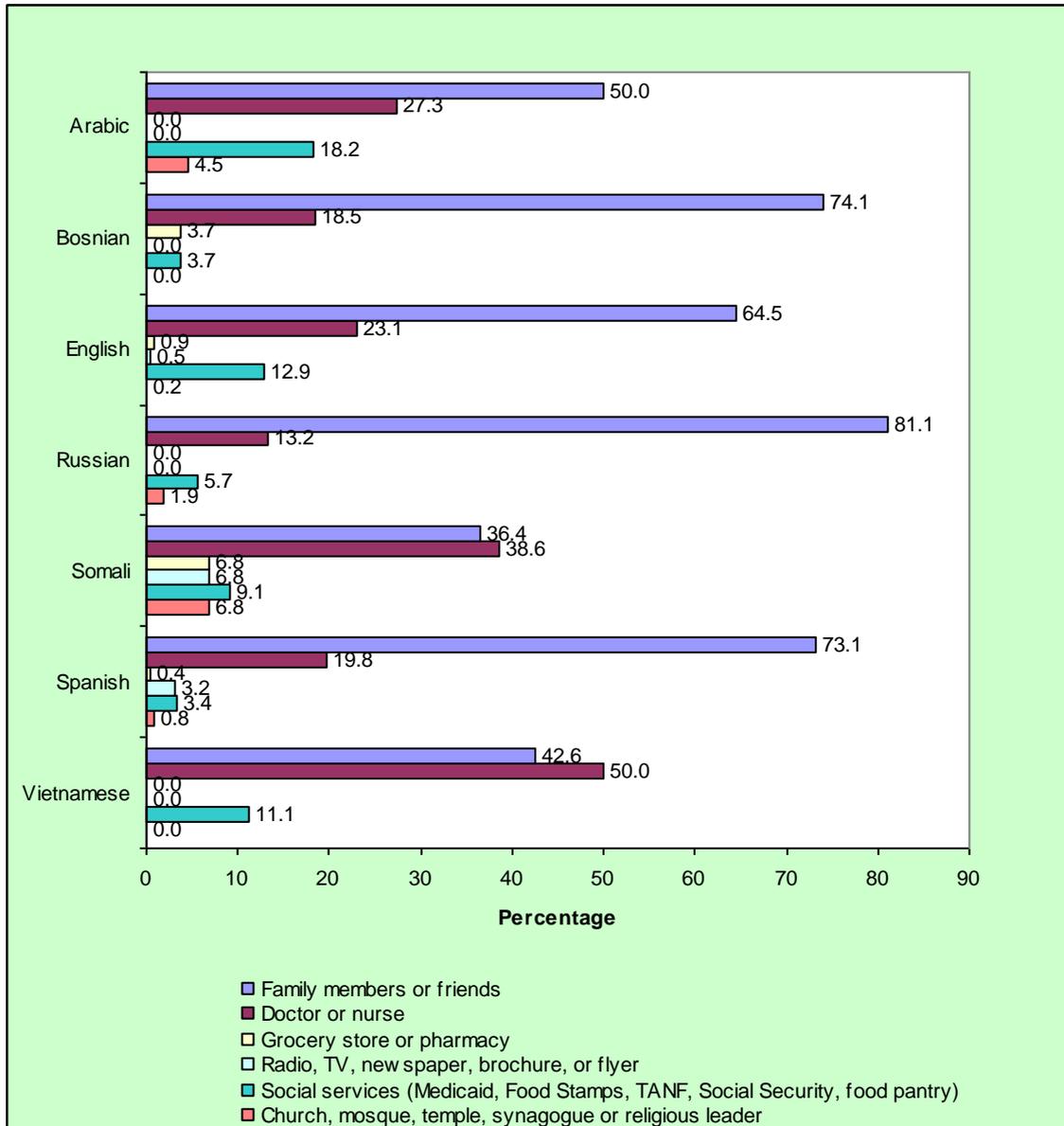
	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
I speak English as well as my first language.	5	2	16	6	4	29	4	66
	25.0%	9.5%	42.1%	14.0%	15.4%	7.6%	8.5%	11.5%
I speak English well, but not as well as my first language.	7	9	11	20	3	40	14	104
	35.0%	42.9%	28.9%	46.5%	11.5%	10.5%	29.8%	18.1%
I speak some English.	7	10	6	8	9	165	23	228
	35.0%	47.6%	15.8%	18.6%	34.6%	43.4%	48.9%	39.7%
I do not speak any English.	1	0	2	7	8	124	4	146
	5.0%	.0%	5.3%	16.3%	30.8%	32.6%	8.5%	25.4%
No response	0	0	3	2	2	22	2	31
	.0%	.0%	7.9%	4.7%	7.7%	5.8%	4.3%	5.4%
Total	20	21	38	43	26	380	47	575
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Question 21. How often do you need an interpreter when you come to the WIC office?

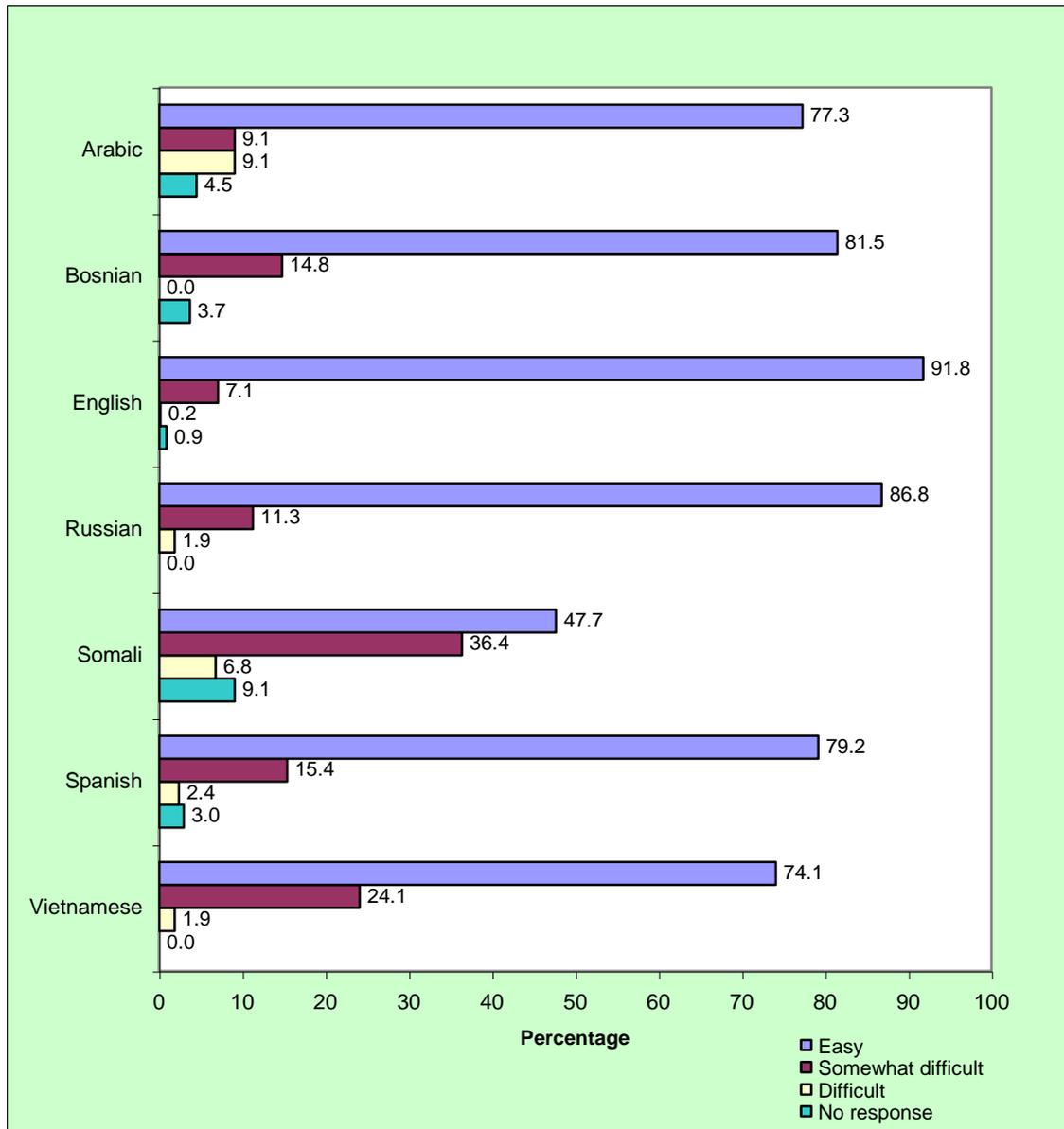
	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Always	4	1	8	7	6	148	13	187
	20.0%	4.8%	21.1%	16.3%	23.1%	38.9%	27.7%	32.5%
Sometimes	5	12	6	10	12	127	17	189
	25.0%	57.1%	15.8%	23.3%	46.2%	33.4%	36.2%	32.9%
Never	11	8	20	25	8	92	17	181
	55.0%	38.1%	52.6%	58.1%	30.8%	24.2%	36.2%	31.5%
No response	0	0	4	1	0	13	0	18
	.0%	.0%	10.5%	2.3%	.0%	3.4%	.0%	3.1%
Total	20	21	38	43	26	380	47	575
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Appendix 5. Graphs by Individual Languages

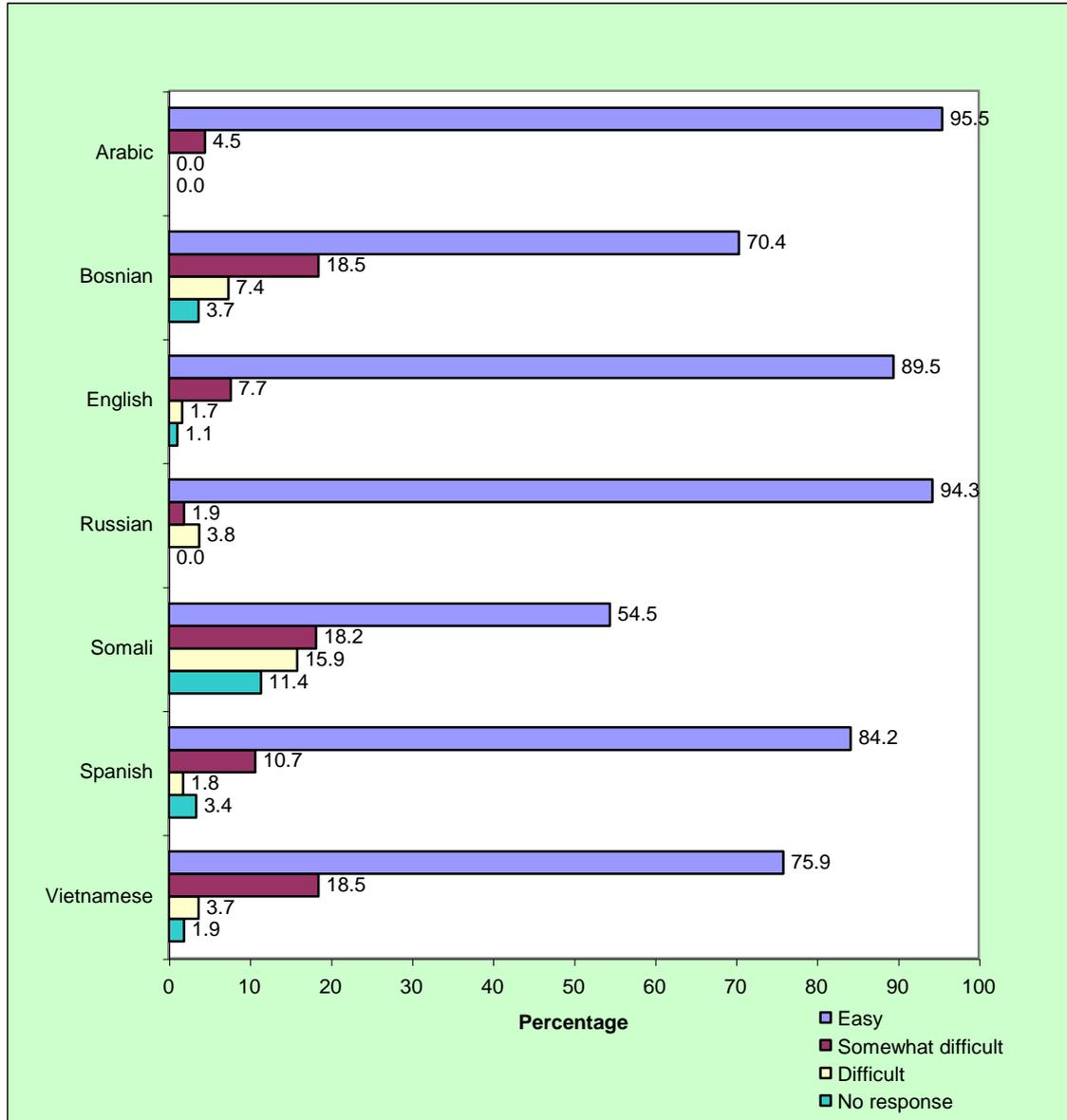
Question 1. How did you first find out about the WIC program?



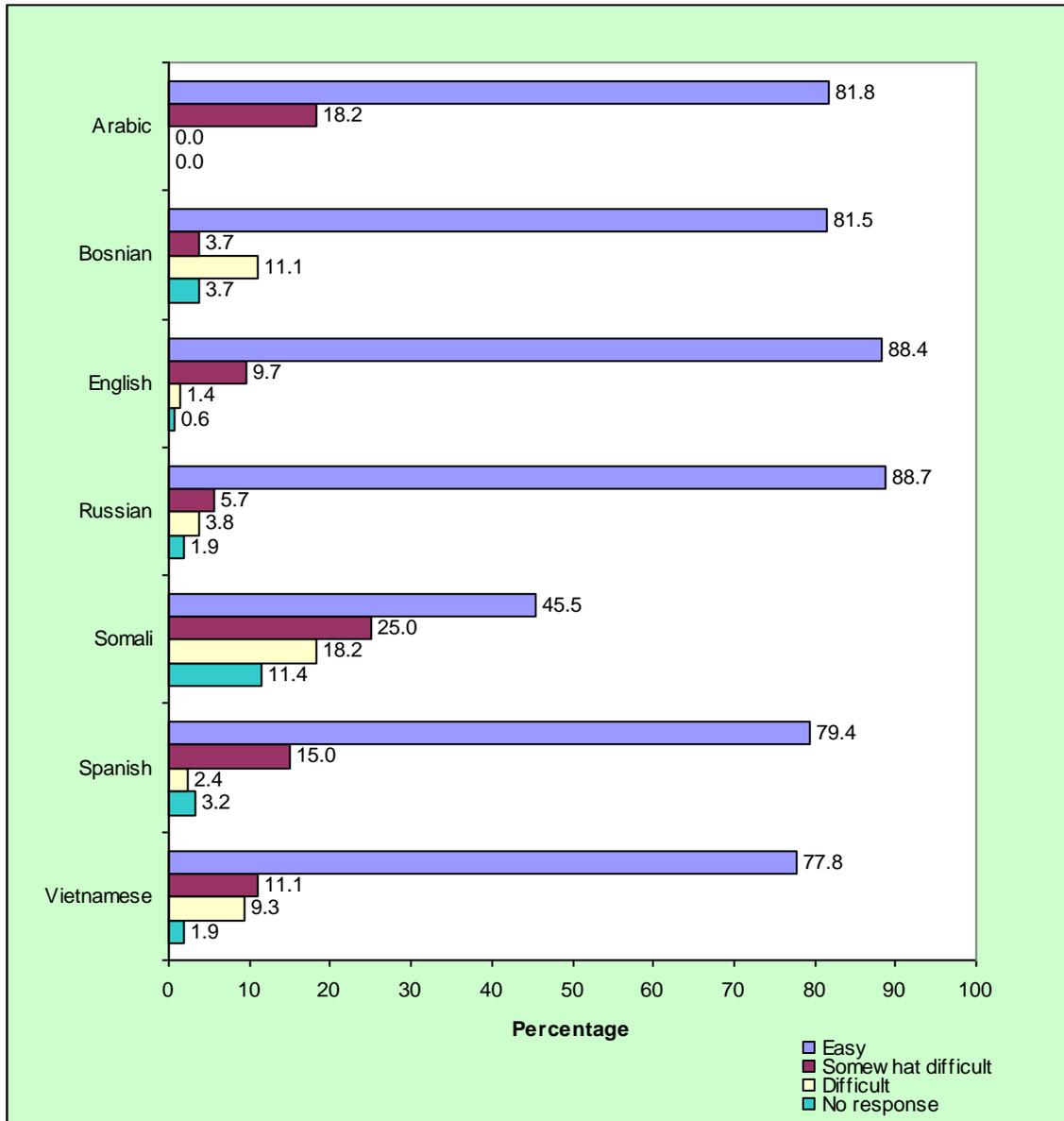
Question 2. How would you describe the application process (giving information on your address, income, identity, residency, and medical history)?



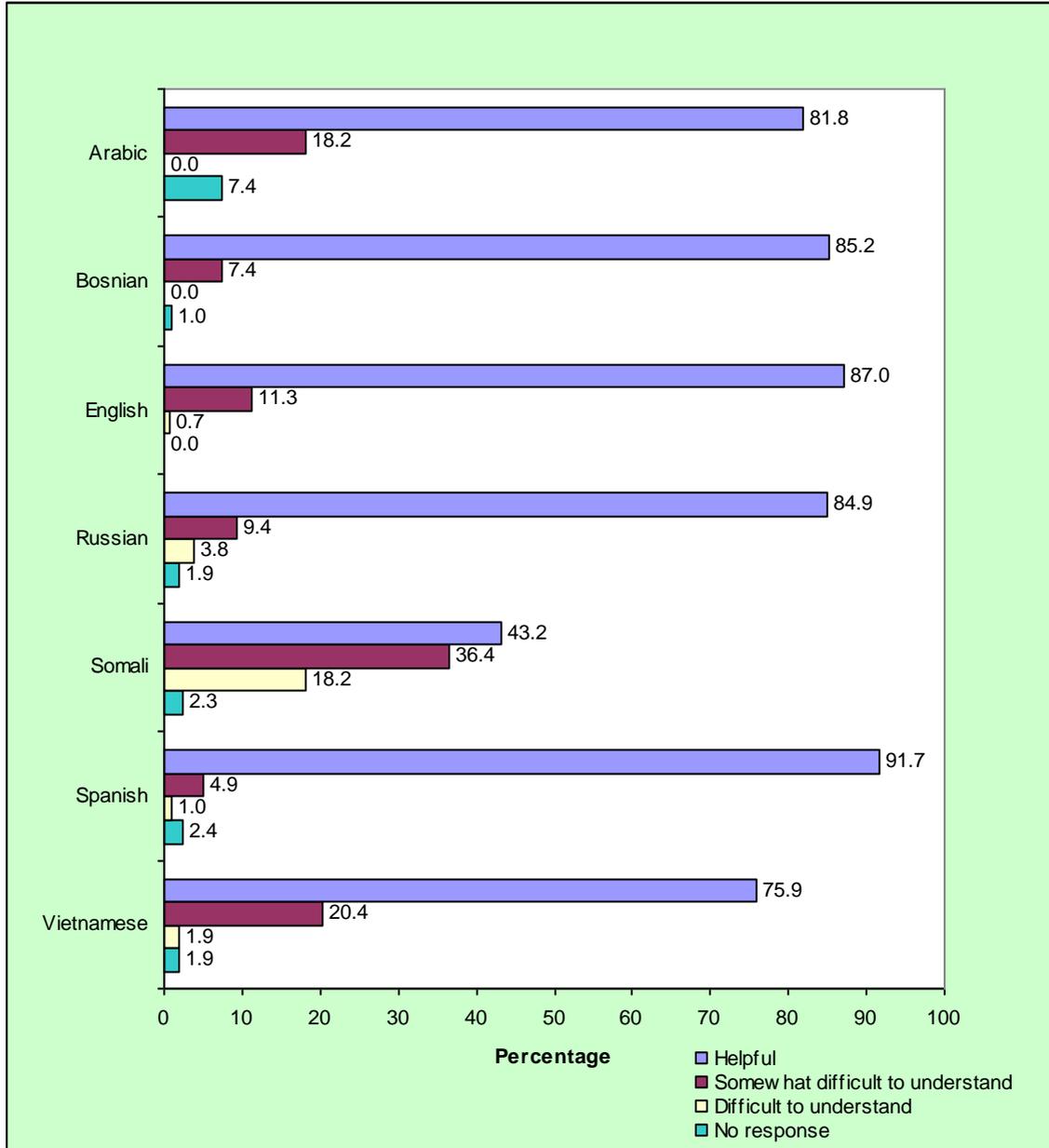
Question 3. How would you describe having height, weight, and blood samples taken?



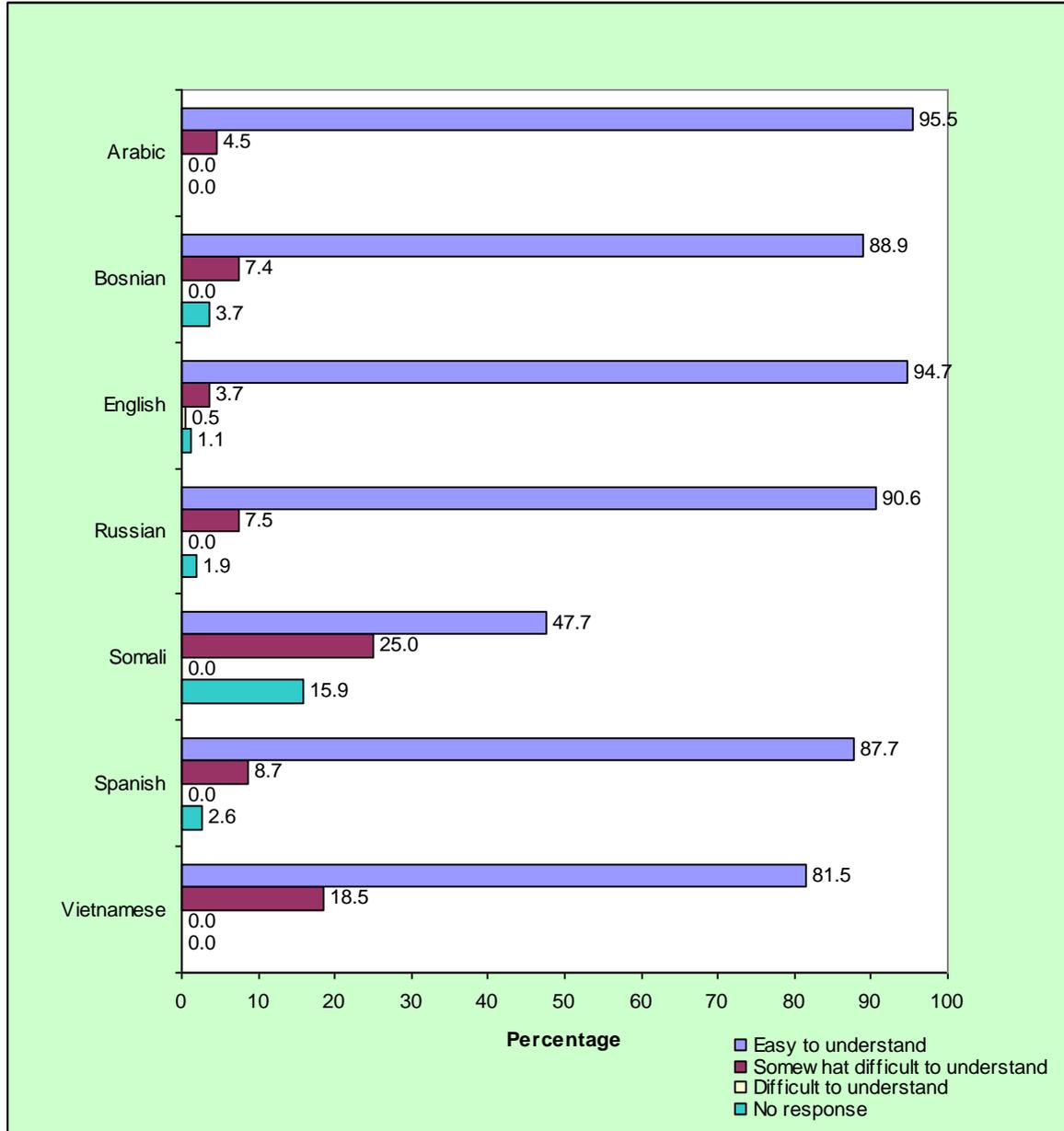
Question 4. How would you describe the nutrition assessment process (giving information about your family's eating habits, meal patterns, foods that your family eats, and physical activity)?



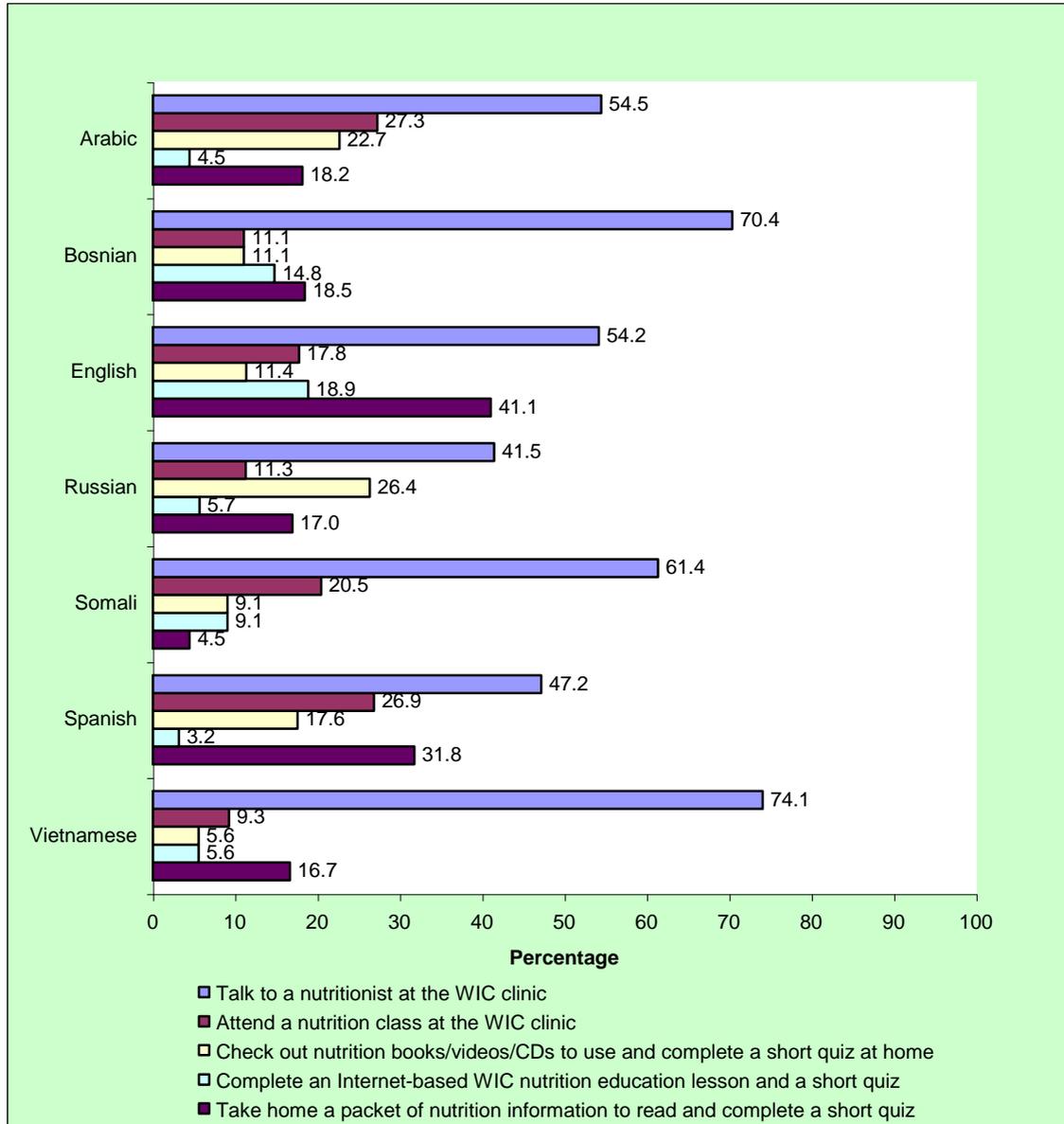
Question 5. How would you describe the nutrition education you receive at this office?



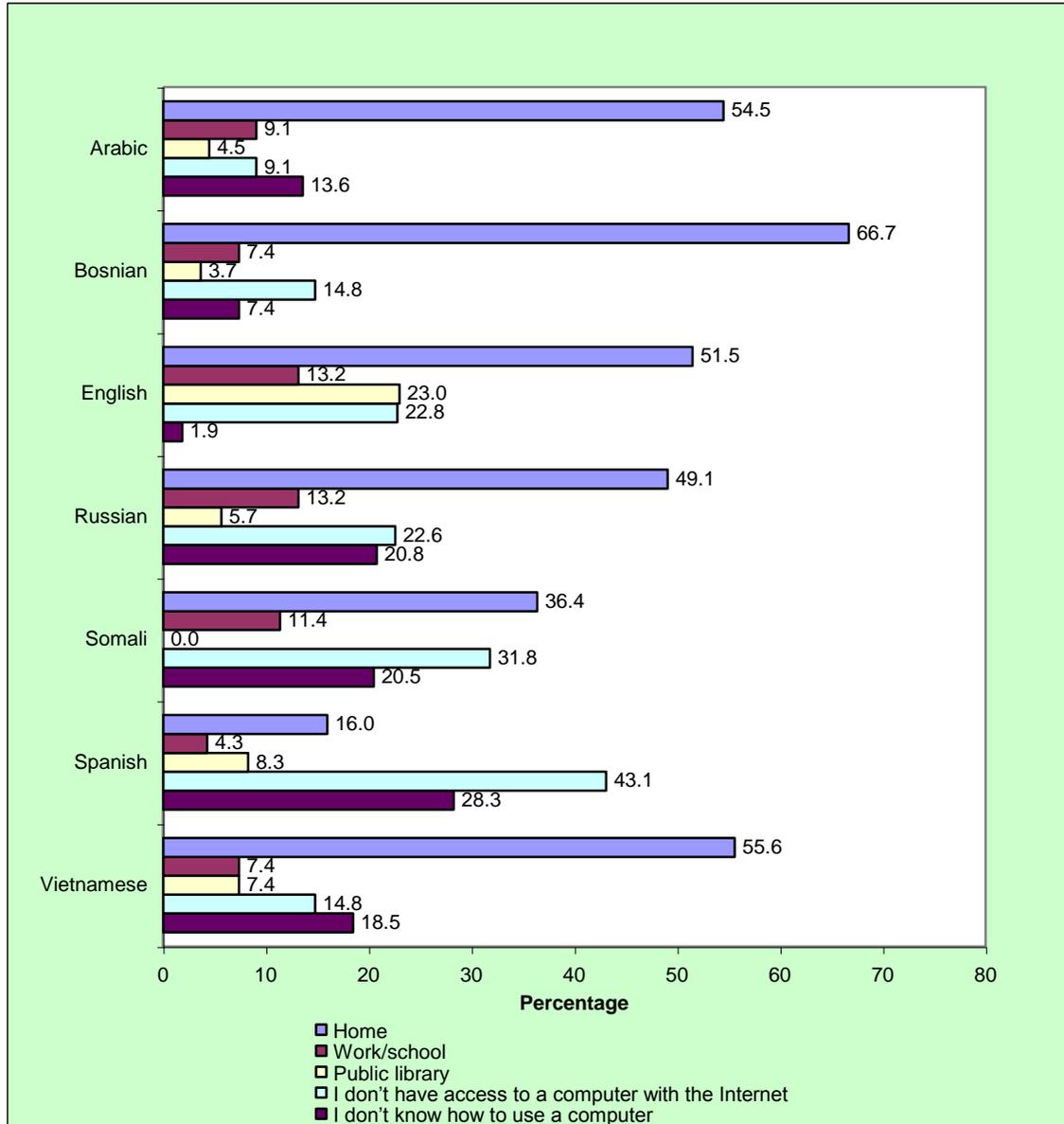
Question 6. The WIC food list with pictures is:



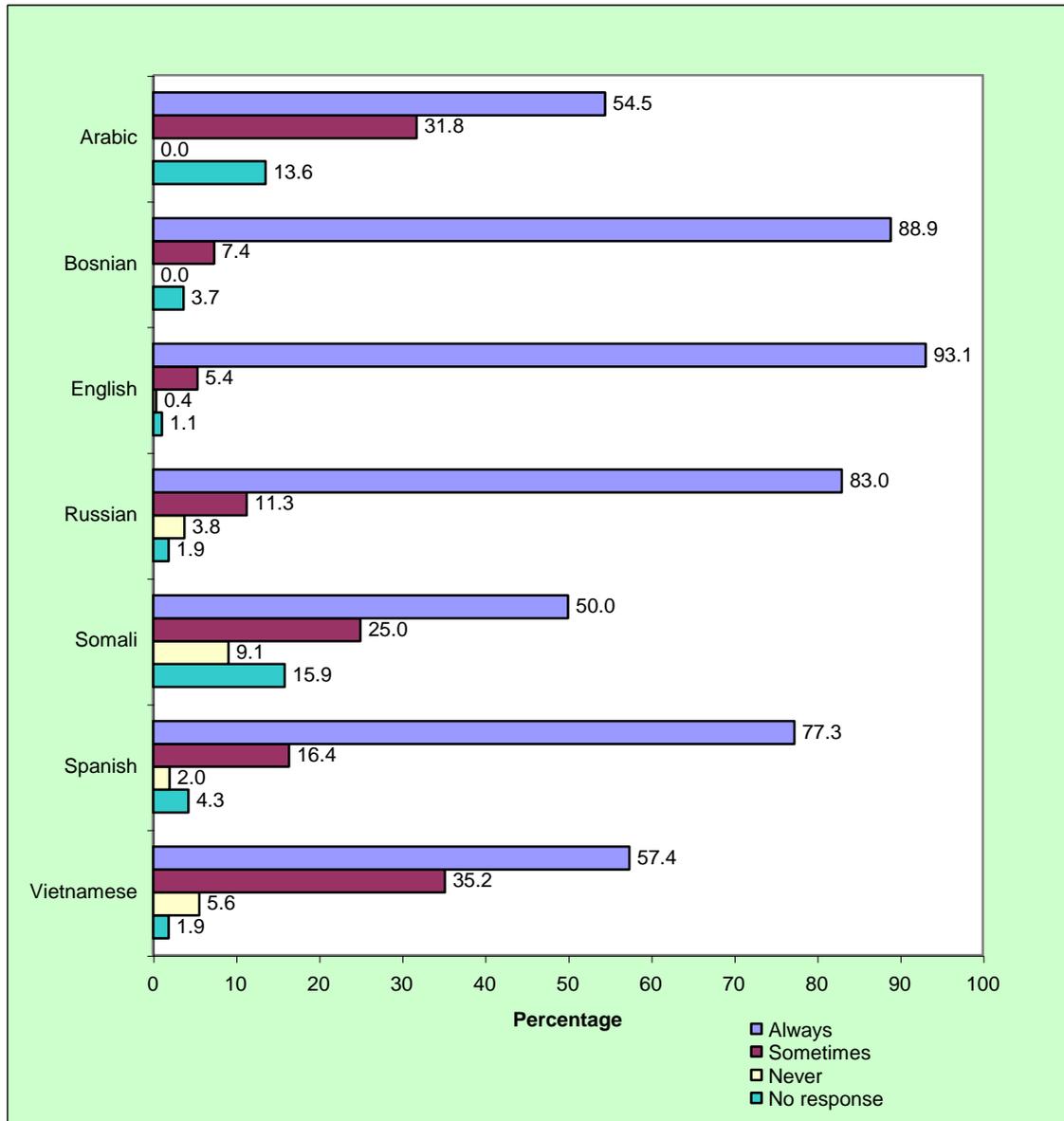
Question 7. If WIC could give you information about nutrition in any of the following ways, which would you choose?



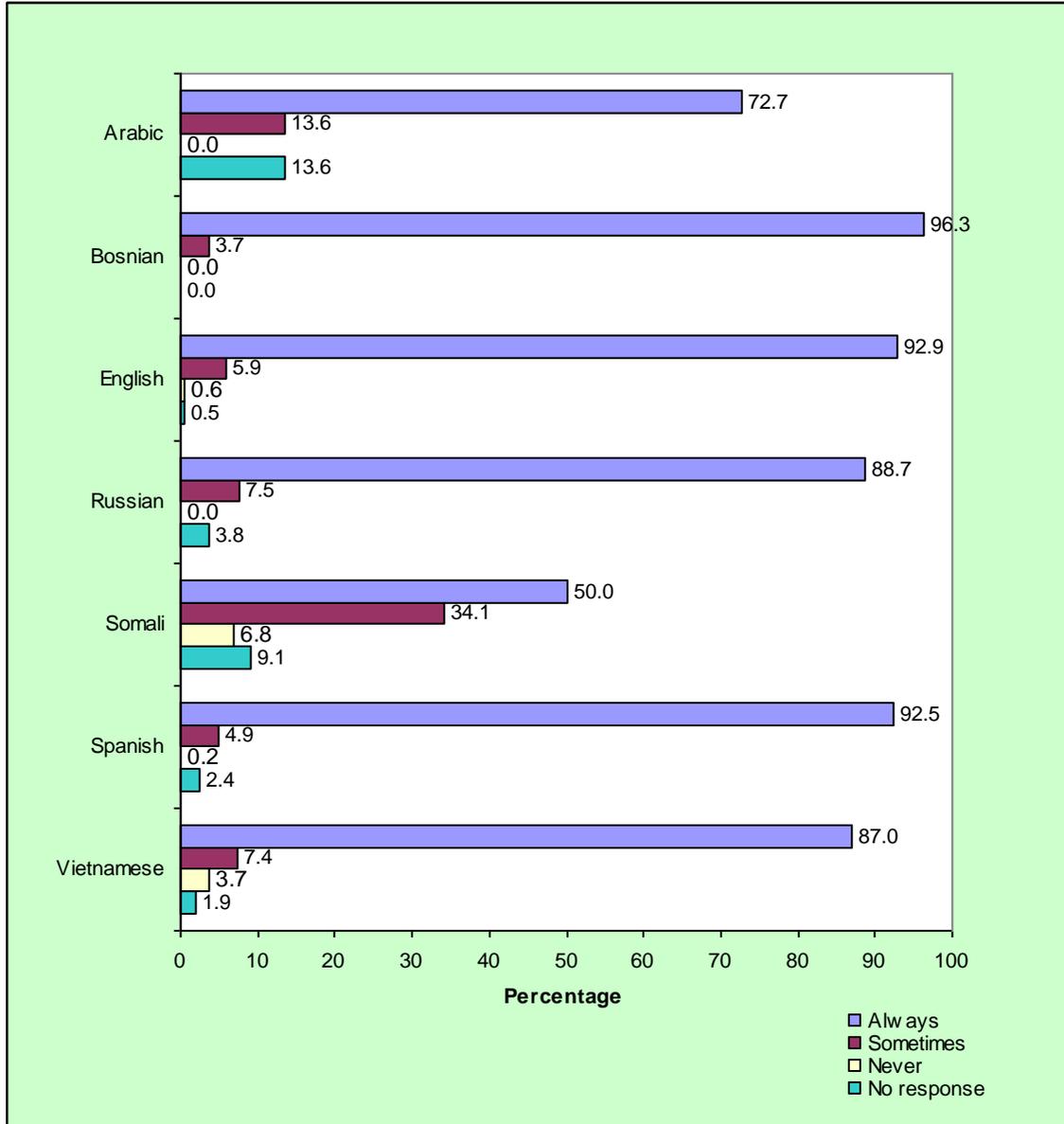
Question 8. Do you have access to the Internet at?



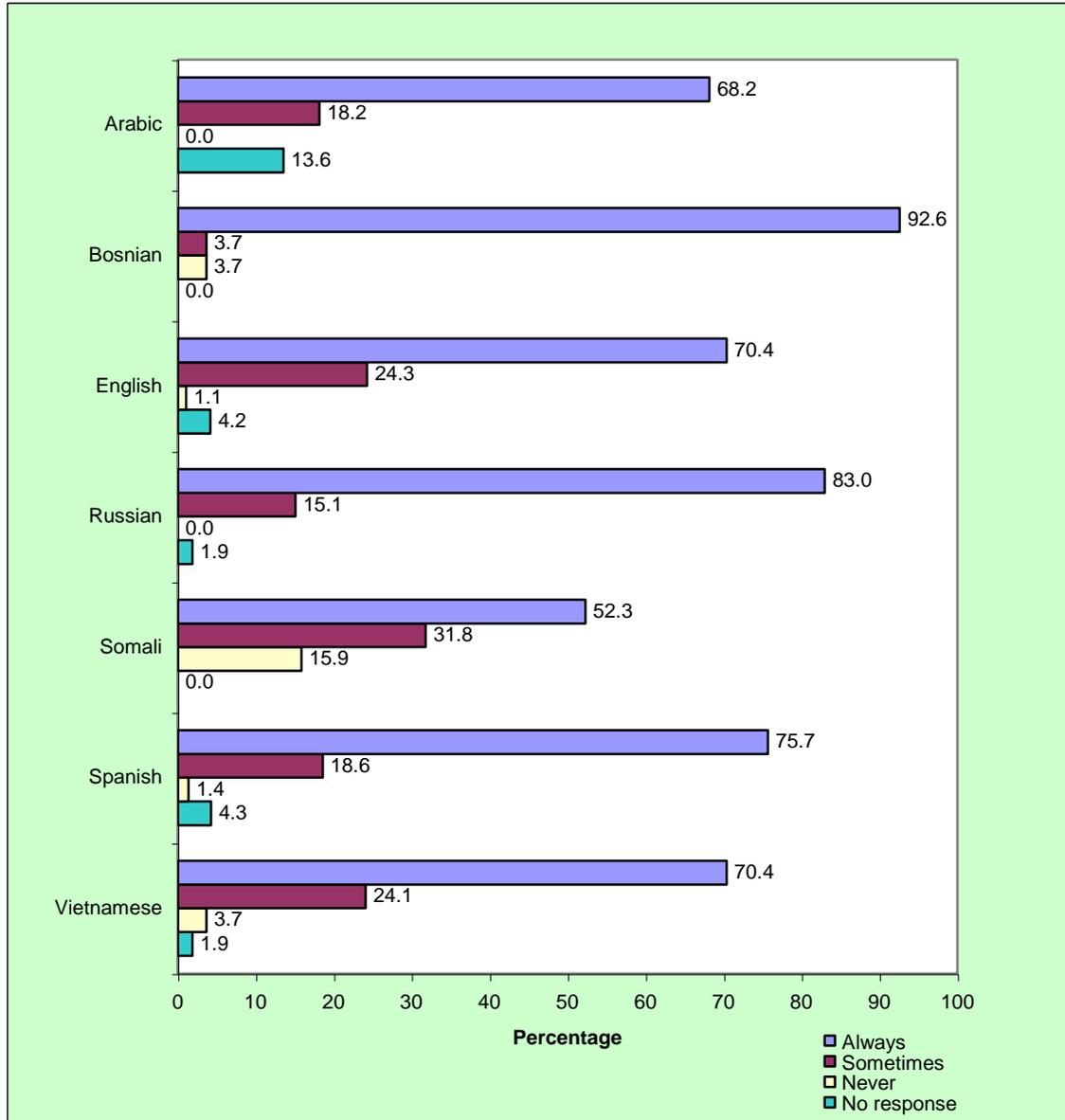
Question 9. The staff at this WIC office use words that I understand.



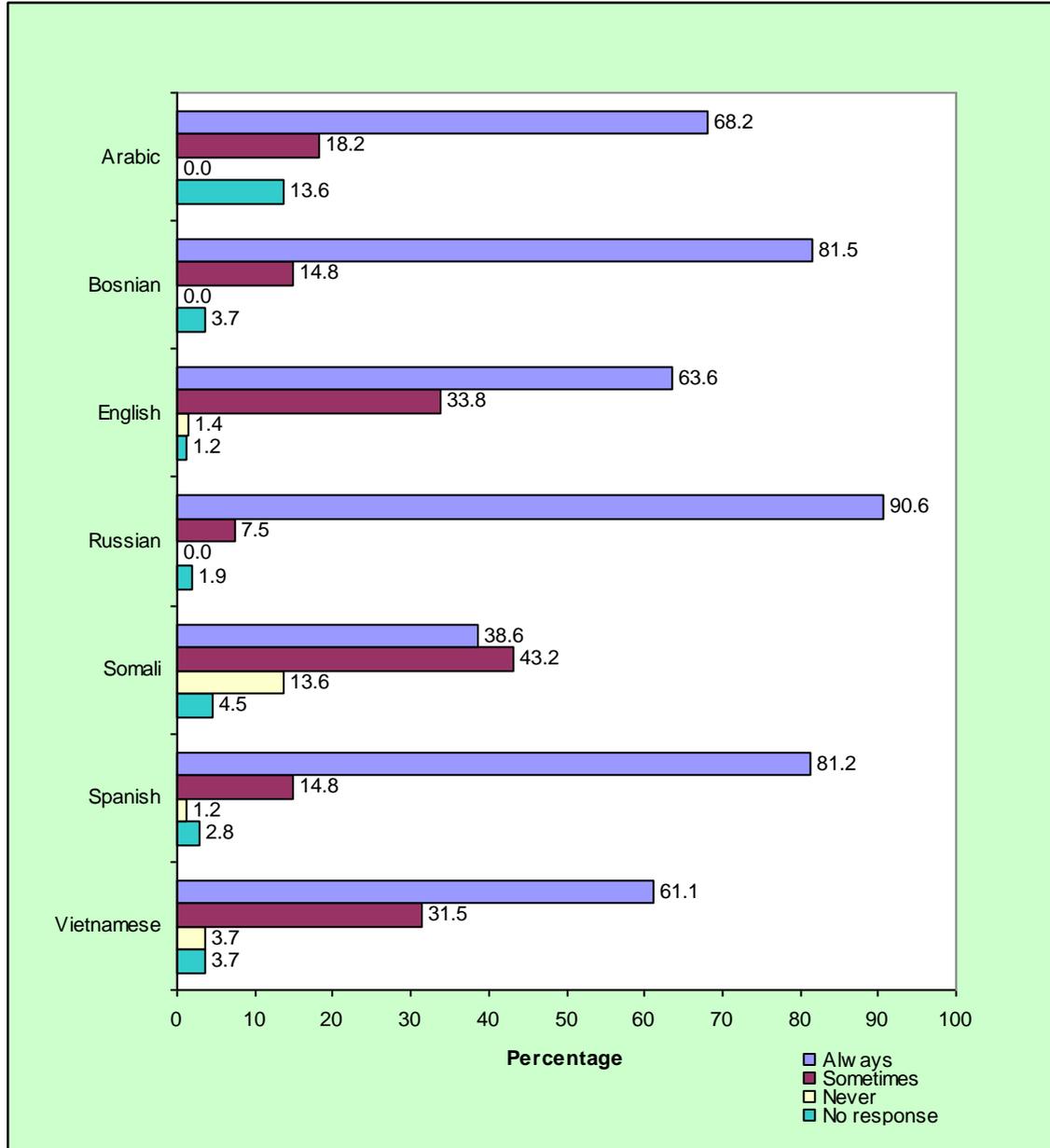
Question 10. The staff at this WIC office are helpful.



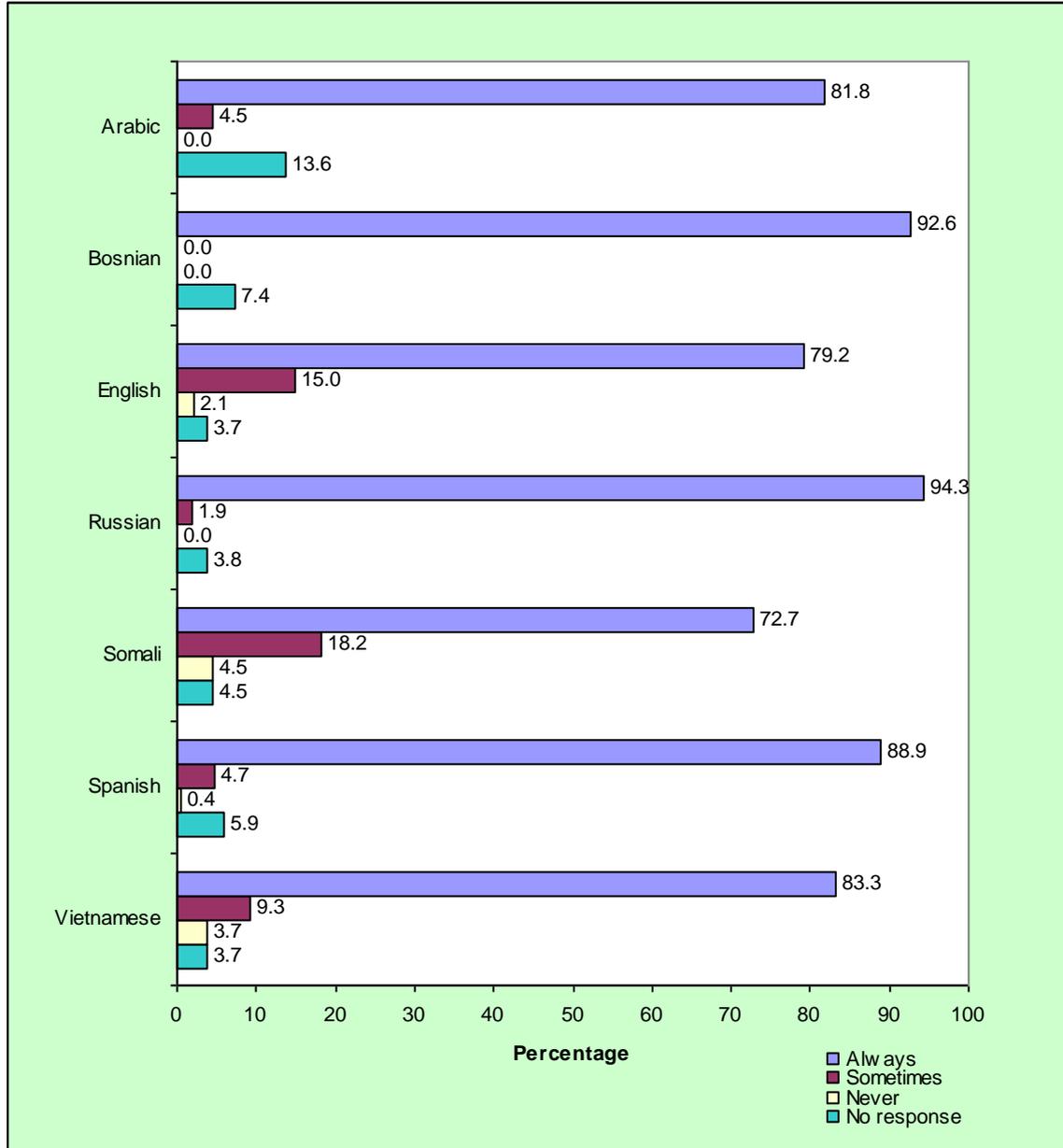
Question 11. The cashiers at the WIC store or pharmacy are helpful.



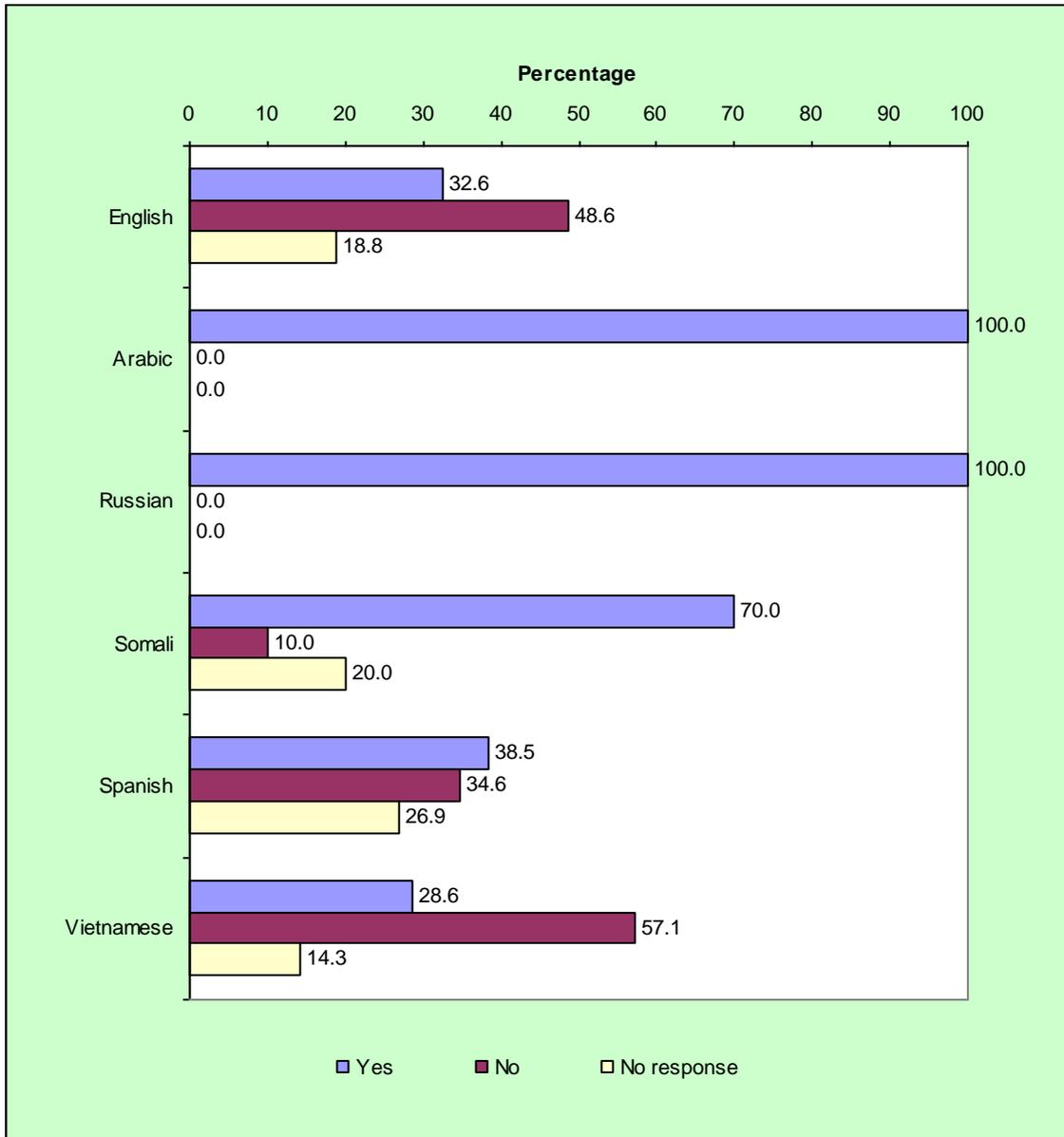
Question 12. The store that I shop at has the WIC foods I want.



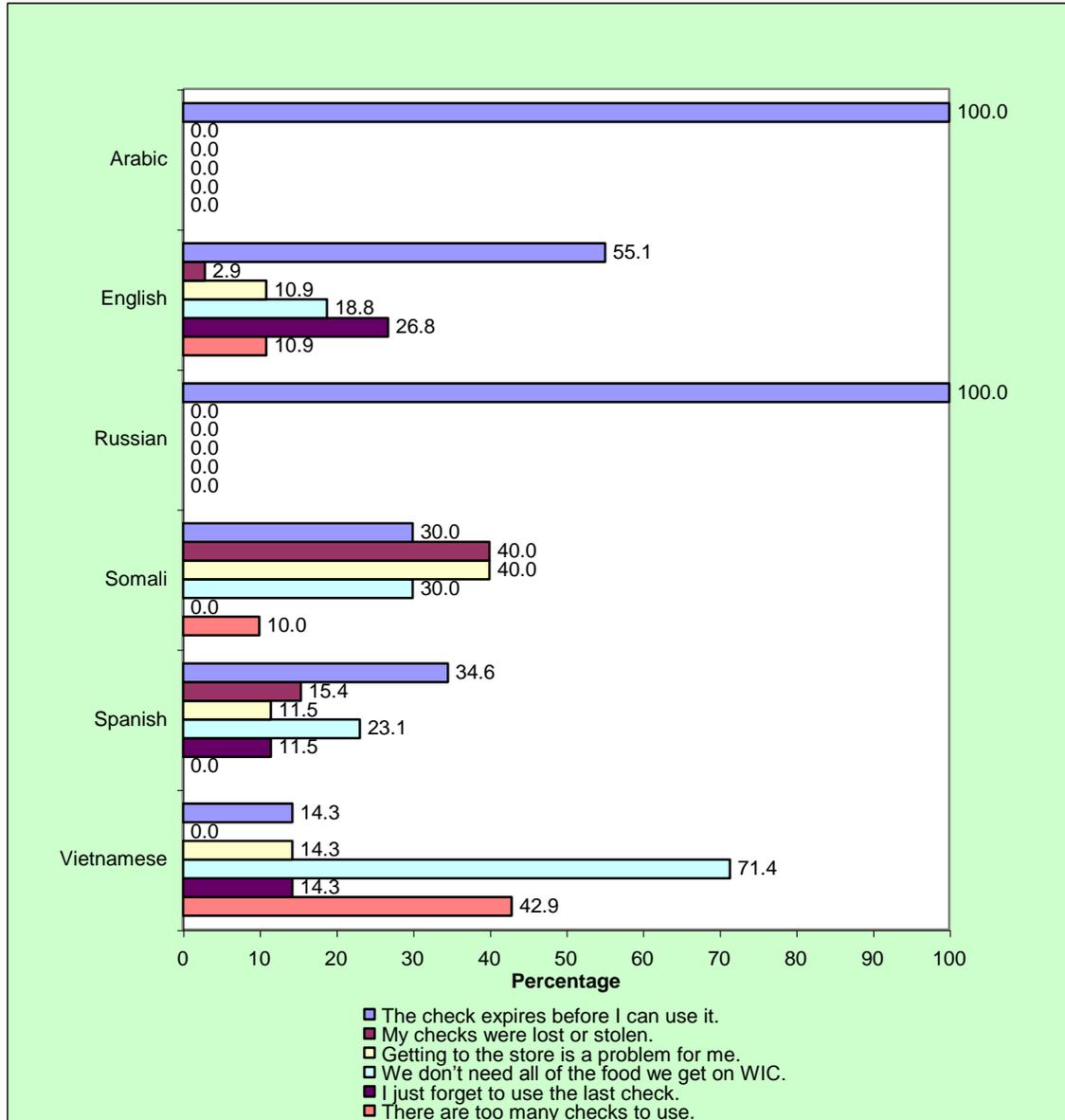
Question 13. I use all the WIC checks I am given.



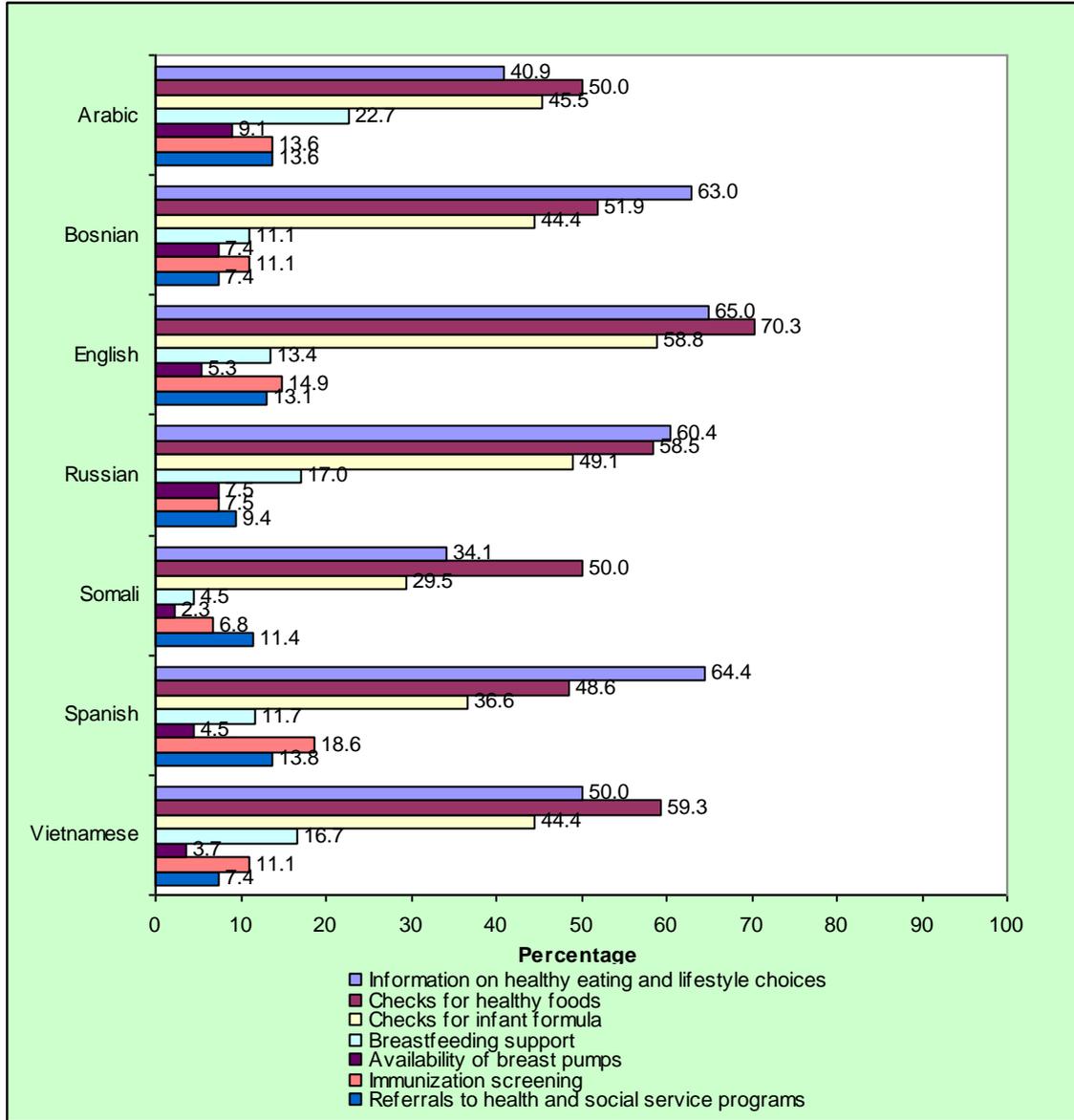
Question 13-Additional. If you answered “sometimes” or “never” to the above question, would you like to receive fewer checks per month?



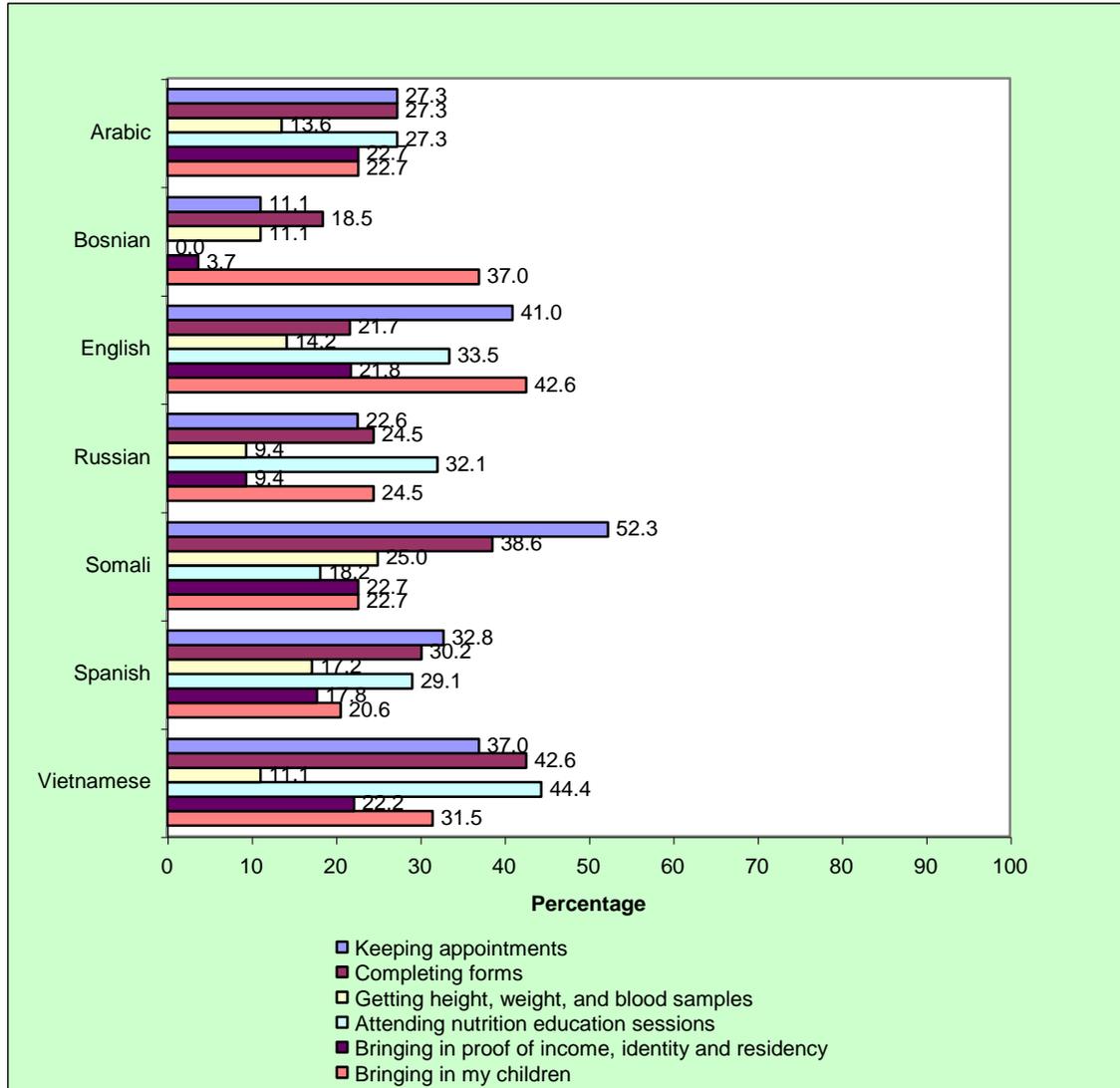
Question 14. If you don't use all your WIC food checks, why not?



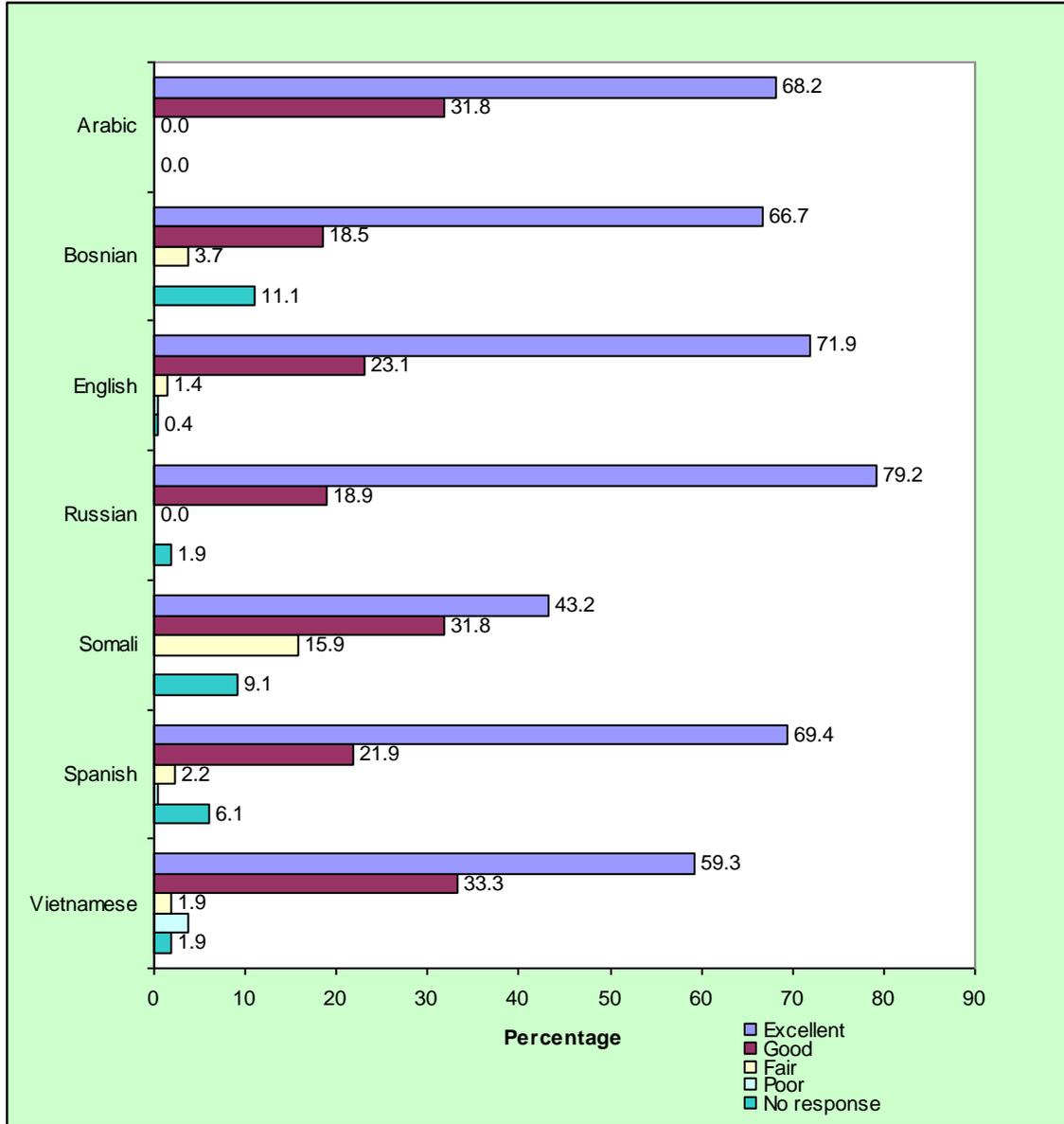
Question 15. Which three things do you like most about the WIC program?



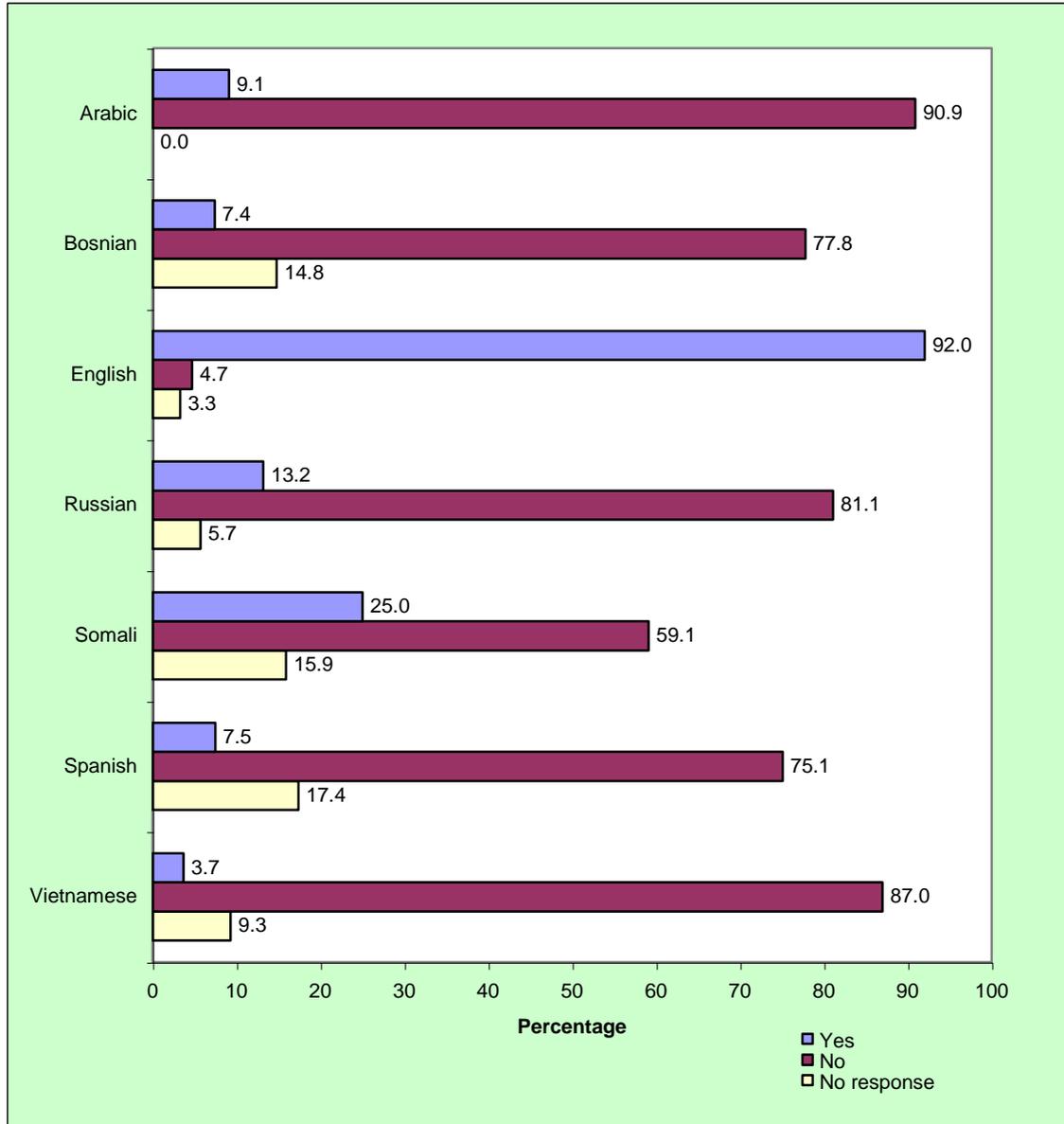
Question 16. Which three of the following WIC requirements are the hardest for you?



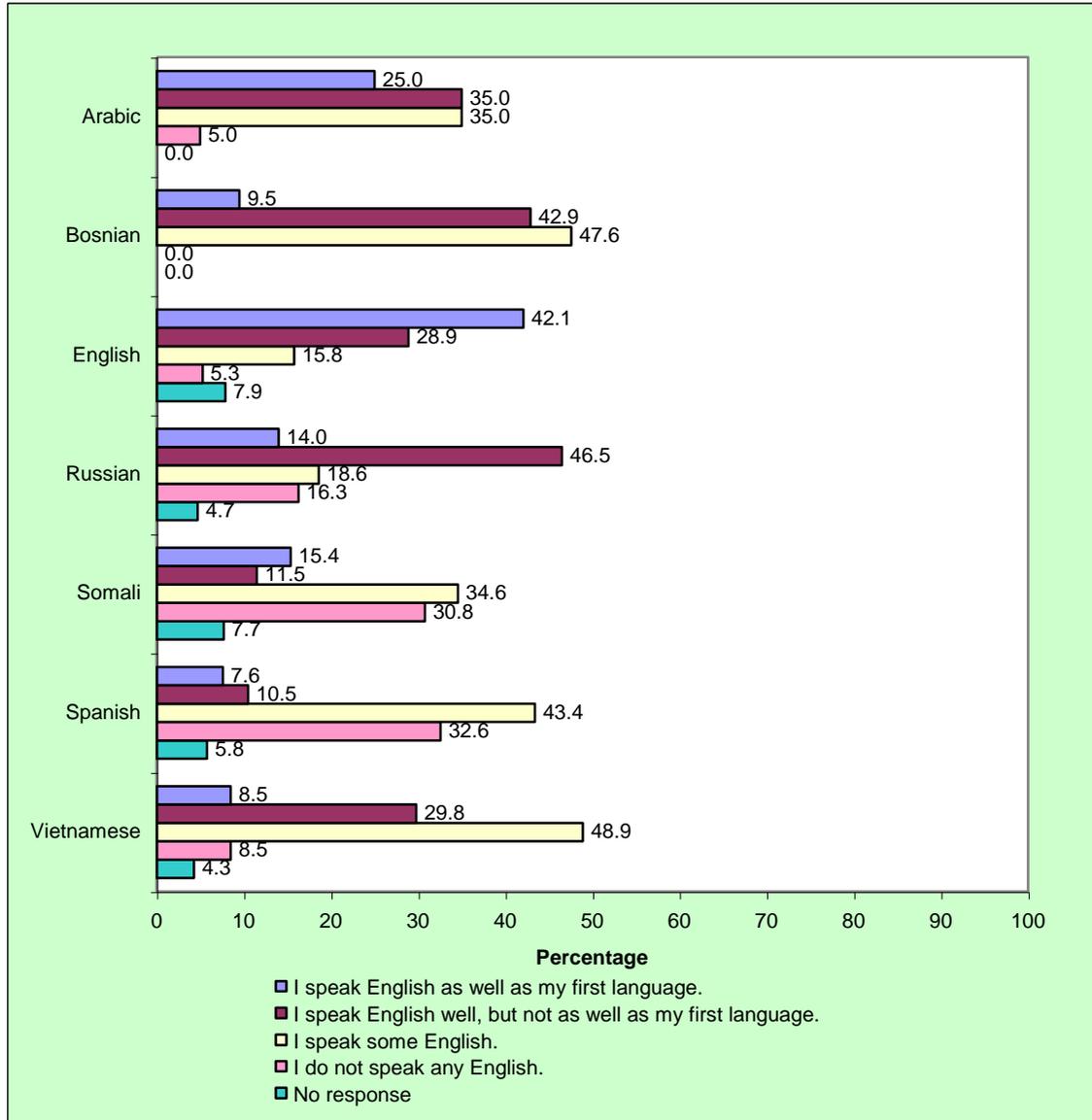
Question 18. How would you rate the services you receive from the WIC program?



Question 19. Is English your first language?



Question 20. If English is not your first language, how well do you speak English?



Question 21. How often do you need an interpreter when you come to the WIC office?

