

SECTION: Nutrition Services**SUBJECT: Participant Feedback**

Federal Regulations: 7 CFR 246.11(c)(1) Nutrition Services Standards (NSS): Standard 1

POLICY

Participant feedback on WIC nutrition services and education shall be obtained each federal fiscal year (Oct 1-Sept 30).

State developed survey

The State agency may develop an electronic survey (English/Spanish) to obtain feedback from participants on general WIC information and WIC Nutrition and Breastfeeding Services. A link to this survey will be available via WICShopper App. Local agency staff should inform participants of the survey on the WICShopper App and encourage participants to provide feedback. For participants who cannot access WICShopper, local agency staff should provide a link for the appropriate survey.

When available, local agency results of the statewide quality improvement survey will be forwarded at least annually to local Program Coordinators. Local agencies should include a discussion of the results in their annual Local Agency Plan (LAP).

Locally developed survey

Local agencies are also required to develop and disseminate a brief survey (e.g. 5 questions) that provides feedback on their locally developed strategies and/or outreach and retention efforts.

Local agencies should forward a draft of their survey either to their liaison or include it in the Resource Allocation section of the Local Agency Plan for approval prior to administering to participants.

Guidance

Local agency developed surveys should be administered to and completed by 5% of active participants.

If a local agency is mandated to complete surveys by their host agency, please include a summary of the evaluation of the survey in the annual Local Agency Plan (LAP) submission.