

## New Hampshire WIC Policy & Procedure Manual

### Chapter Number 2 NUTRITION & BREASTFEEDING SERVICES

#### A. Nutrition Survey

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##### **Nutrition & Breastfeeding Services Survey**

<b>Purpose</b>	To determine the satisfaction, effectiveness and planning of Program services including nutrition education, breastfeeding support, customer service, retail experience and food security.
<b>Policy</b>	Local agency shall survey 10% of caseload with the Nutrition Education & Breastfeeding Services (NE/BFS) survey within 2 months of distribution from the State agency (SA).
<b>Authority</b>	CFR 246.4(1)
<b>Procedure</b>	<p>Local agency shall assure a minimum of 10% of an agency's contracted caseload be surveyed using the State NE/BFS provided. Local agencies have a 2-month period to return completed surveys to the SA for compilation of results. Local agency shall randomly offer and encourage participants to complete the NE/BFS to as they come the WIC clinic for certification or Follow-up Nutrition (FUN) appointments. Staff shall monitor returned NE/BF surveys check to see if the survey has been completed before accepting it.</p> <p>For local agencies with 5% or more of participants speaking/reading another language; the NE/BFS shall be translated and provided in that language.</p>
<b>Exceptions</b>	A different process may be followed if national survey is available or as directed by SA.
<b>Best Practice</b>	Agencies may wish to offer to assistance to participants completing the NE/BFS with the use of volunteers, interns, or students.