

New Hampshire WIC Policy & Procedure Manual

Chapter Number 2 NUTRITION & BREASTFEEDING SERVICES

A. Nutrition Survey

Nutrition & Breastfeeding Services Survey

Purpose	To determine the satisfaction, effectiveness and planning of Program services including nutrition education, breastfeeding support, customer service, retail experience and food security.
Policy	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).
Authority	CFR 246.4(1)
Procedure	<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>
Best Practice	Agencies may wish to offer to assistance to participants completing the NE/BFS with the use of volunteers, interns, or students.