

**MEMORANDUM**

**ACTION MEMO #14-05**

**TO:** District Health Directors  
District Administrators  
District Program Managers  
District Nutrition Services Directors

**FROM:** Debra L. Keyes, MA, RD   
Director  
Georgia WIC Program

**DATE:** December 11, 2013

**RE:** Comments/Suggestions Lock Box

In an effort to improve applicants/participants WIC experience, the state WIC office would like to suggest that a centrally located Comments/Suggestions Lock Box be placed in all WIC clinics.

This box will give the WIC applicants/participants an opportunity to submit comments or suggestions about WIC services. The feedback from applicants/participants would give WIC staff a better understanding of the applicants/participants WIC concerns and possibly what improvements are needed. The comments may also be used to give praise to staff that are doing great work.

The Comments/Suggestions Lock Box may be assembled in any style of your clinic's choosing. The Program ask that it is secured (locked) so no one can remove the contents, with an exception of 1 or 2 designated staff(s) who will be allowed to review the comments in the box. The location and type of box will be at the District Nutrition Services Director's discretion. Please review the comments/suggestions and use as an evaluation for your clinics on a monthly/bimonthly basis.

This suggestion is being given to the WIC Program from the Outreach Committee.

If you have any questions or concerns, please contact Lynn A. Flen at 404-463-6263.

c: Lynn A. Flen - Deputy Director, Program Operations & Nutrition Services  
WIC Deputy Directors  
WIC Managers

