

MEMORANDUM

TO: District Nutrition Services Directors

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

DATE: January 10, 2014

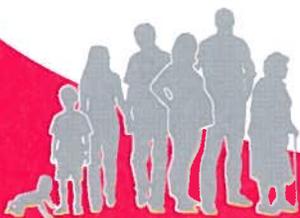
RE: WIC Clinic Operations Survey

The Georgia State WIC Office strives to find ways to provide support to local WIC districts in increasing caseload. We have designed the attached survey to assist us with this goal. The objective of the survey is to gather information concerning clinic operations in your district. We will use this information to develop strategies to increase caseload.

Please complete (or have a designee from each clinic complete) the survey for all clinics in your district and return via **email to befrazier@dhr.state.ga.us** by **Friday, January 24, 2014**.

If you have any questions or concerns, please contact Abeda Hannan at 404-656-9883.

c: WIC Deputy Directors
WIC Managers
District Health Directors
District Administrators
District Program Managers





WIC CLINIC OPERATIONS SURVEY

1. Please indicate the name and title of the individual completing this survey.

2. Please list the clinic code. _____
3. What is the average wait between the time WIC participant's check-in at the clinic and the time they are seen by a WIC CPA for services?
 - a. Less than an hour
 - b. 1 to 2 hours
 - c. More than 2 hours
4. Please describe barriers to processing WIC clients within two hours of check-in.

5. Does the clinic have the capacity to show DVDs and web clips to clients while they wait for services?
 - a. Yes
 - b. No
6. Please indicate how client waiting areas are managed in the clinic? (Select all that apply.)
 - a. Q-Matic
 - b. Sign-In Sheets
 - d. Other _____
7. Please indicate how participants are reminded of their appointments?
 - a. Text Message
 - b. Auto Dialer
 - c. Phone Call
 - d. Email
 - e. U.S. Mail
 - d. No reminder
8. Does the clinic stop processing new clients during lunch hours?
 - a. Yes
 - b. No
- 8a. If yes, please indicate the hours closed during lunch.
 - a. 11 to 12
 - b. 12 to 1
 - c. 1 to 2
 - d. Other _____
9. Currently, are outreach workers used?
 - a. Yes
 - b. No
- 9a. If No, are there plans to use outreach workers in 2014?
 - a. Yes
 - b. No
10. How long did it take you to complete this survey?
 - a. Less than 15 minutes
 - b. 15 to 30 minutes
 - c. More than 30 minutes

