

WIC Local Agency Organizational Assessment Example

Directions: Please complete this assessment individually, indicating your level of agreement with each statement. Do not spend too much time answering each statement. We will discuss everyone’s responses at the next meeting.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Leadership and Staff Buy-In					
Improving the quality of the WIC experience for our participants is a priority for my organization.					
Our agency is very aware of the balance between caseload and retention and has strong strategies for both.					
All staff are aware of our caseload target and work to meet this goal.					
All staff understand retention’s impact on health outcomes; enrollment is just the beginning of the process.					
Using Data to Drive Quality Improvement					
There are systems in place to systematically and routinely review retention data.					
Leadership or appointed staff examine retention data regularly and share with the total staff.					
We regularly review data that informs us as to the outreach strategies that are the most effective in building our caseload.					
We seek feedback from participants and partners on how we can improve WIC services and the WIC experience.					
Clinic Systems					
Flexible policies are in place to assist with walk-in appointments and same day appointments.					
Evening and weekend hours are available to facilitate access to WIC services.					
Our Local Agency has a strong system in place to remind participants of scheduled appointments.					
Current wait times are reasonable.					
Current cycle times are reasonable.					
The term “check pick up” or “benefit pick up” is never used to define a visit.					

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Participant-Centered Nutrition Education					
Participant centered nutrition education is promoted at every step in the WIC visit.					
The nutrition benefits of the WIC program are promoted consistently by all staff.					
Outreach and recruitment of new WIC participants promotes the nutritional benefits.					
Nutritionists talk about the long-term impact of the WIC program with participants to promote retention.					
Staff understand that the cornerstone of retention is participant centered services that truly build rapport.					
Participants are greeted warmly by their first name or formal name, based on their preference.					
Grocery Store Experience					
The Local Agency has a strong method/strategy for preparing WIC participants for the grocery store experience.					
WIC staff check in with participants to see what happened during the shopping experience and provide support as needed.					
The Local Agency has a collaborative relationship with the vendors in their catchment area.					
The Local Agency has provided additional training to the WIC Staff to sensitize them to the complexity of the grocery store experience in order to build buy in for how important this component is to retention.					