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A content slide for a presentation. On the left, a large blue circle contains the text "WIC Customer Service Survey" in white. To the right, a bulleted list provides survey details. A teal dashed arc is positioned above the list. At the bottom, there are three small elements: a date "9/3/20XX", a placeholder "Presentation Title", and a page number "2".

- Previous survey in 2018
- 83 responses, both English and Spanish speaking clients
- Top 3 benefits:
  - Food benefits
  - Nutrition education
  - Breastfeeding support
- Quality Improvement projects around providing nutrition education

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*"Muy buen servicio siempre que llamado, excelente ayuda de la consultora de lactancia muy contenta con los servicios que recibo de WIC." – "Very good service whenever I call, excellent help from the lactation consultant and very happy with the services I receive from WIC."*



*"This service has been great for me! This has increased my confidence in my ability to care for my infant and continue with breastfeeding, in spite of difficulties I encountered."*

*"Thank you for the great service you guys do at WIC."*

*"In my personal view, I would rather have my consultation in person and have my baby checked and weighed like they did before."*



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# Early Childhood Support System Gap Analysis

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## Community Input

- Survey response - 52 providers, 164 parent/caregivers
- Key informant interviews - 10
- Focus groups - 2 provider, 1 parent/caregiver

## Emerging Themes

- Lack of timely and affordable access to key services
  - Specialty services, childcare
- Heavy reliance on informal connections
- Culturally and Linguistically appropriate care
- Access to basic needs
  - Childcare, infant supplies, transportation

