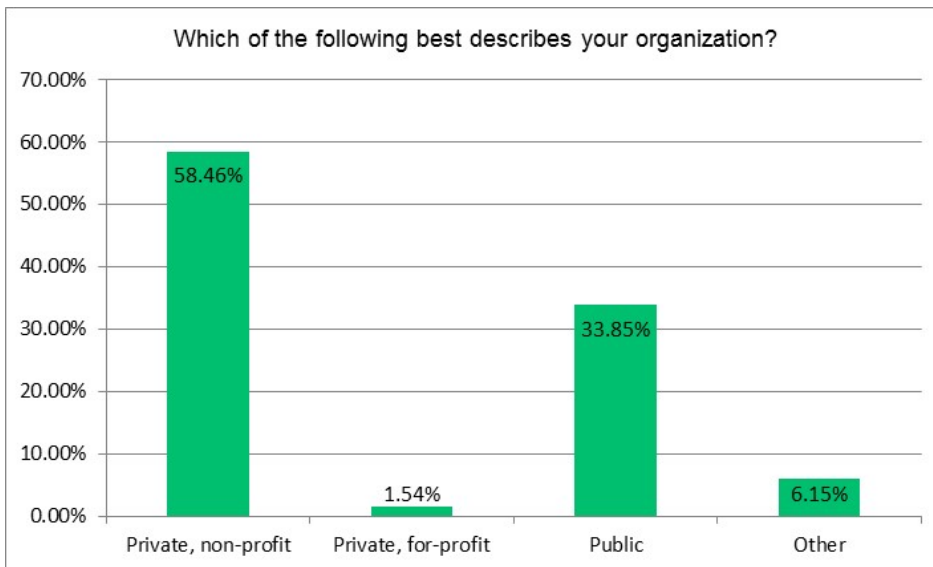


Appendix B: WIC Provider Survey Results and Analysis

The purpose of this survey is to gather information from healthcare providers and social service providers to help determine if transportation issues impact their clients from being able to make and keep appointments. The information provided will be used to develop recommendations for improving access to health care in the community.

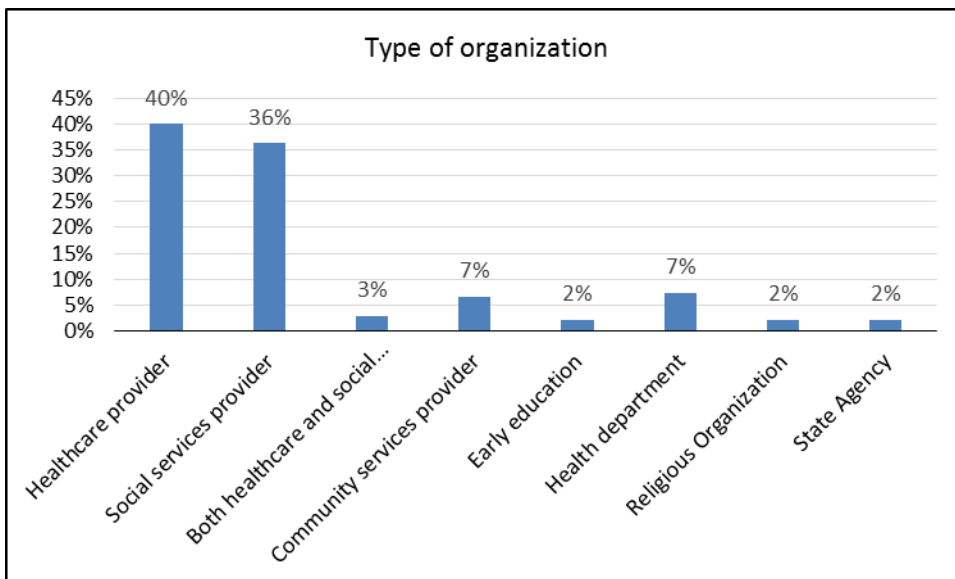
This survey was administered online via SurveyMonkey and was sent to people who worked for different healthcare providers and community organizations. The survey was open from August 1, 2017 to August 16, 2017.

Which of the following best describes your organization?



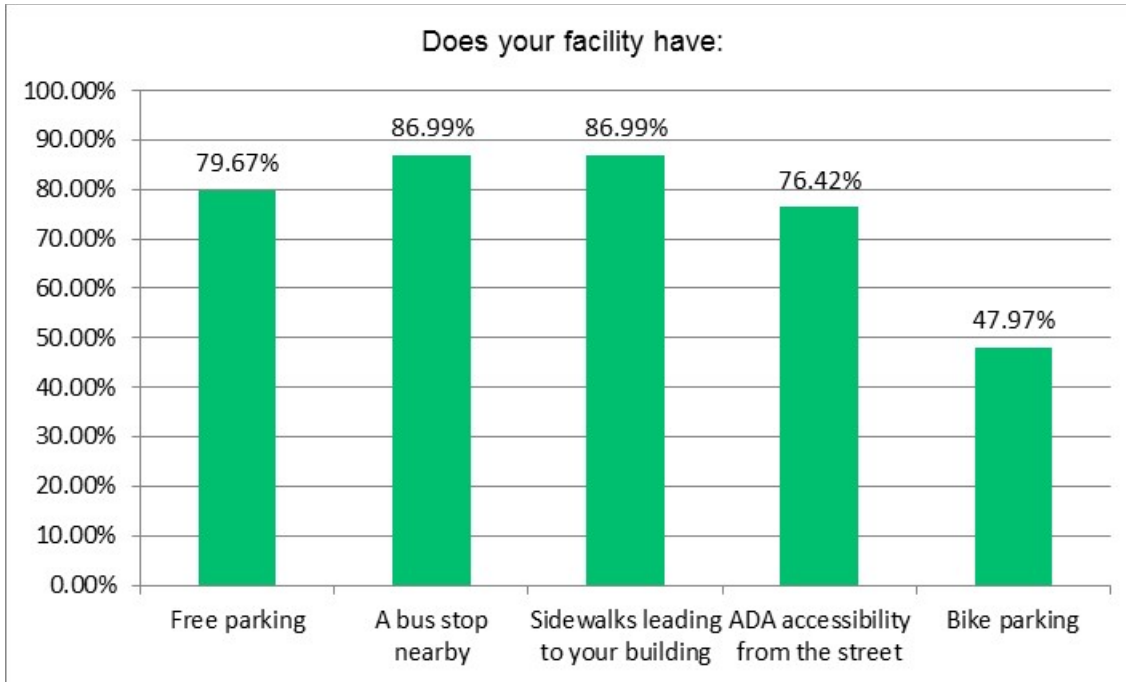
Almost 60% of respondents work for private, non-profit organizations and almost 34% work for public organizations.

Is your organization a...



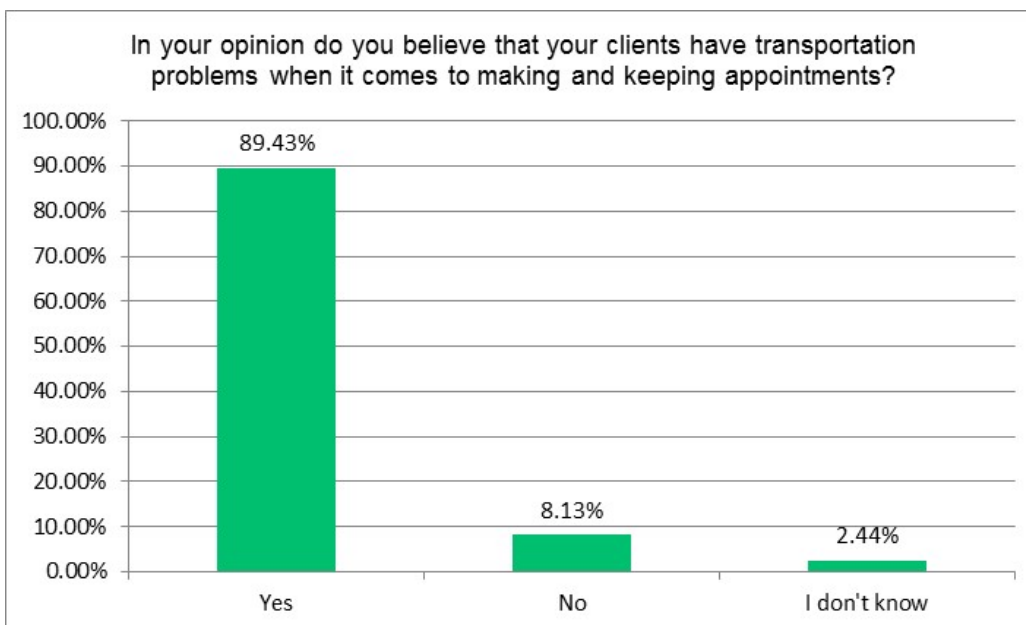
Some of the respondents answered “other” in their type of organization, which is broken out further above. Though many of the other responses specified qualify as different types of social services.

Does your facility have (select all that apply):



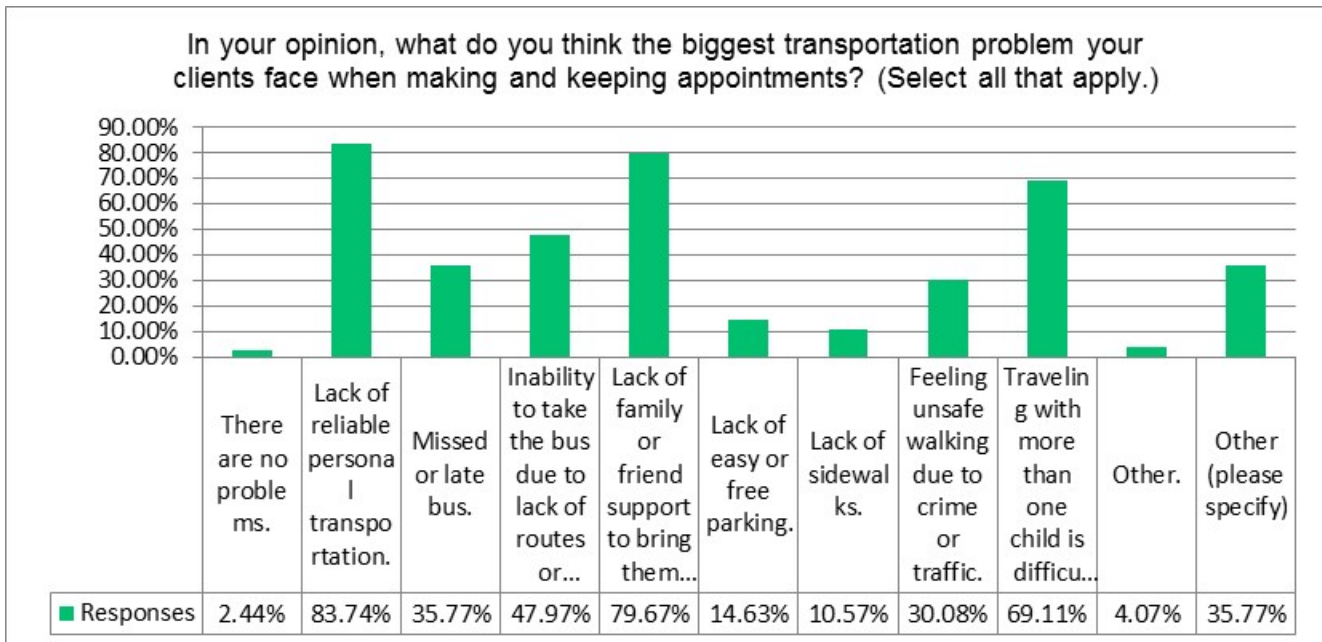
Most respondents work in facilities that have many infrastructure options available to clients. Not all facilities have free parking, nearby bus stops, or sidewalks leading to the building. All of which could create accessibility issues for those locations.

In your opinion do you believe that your clients have transportation problems when it comes to making and keeping appointments?



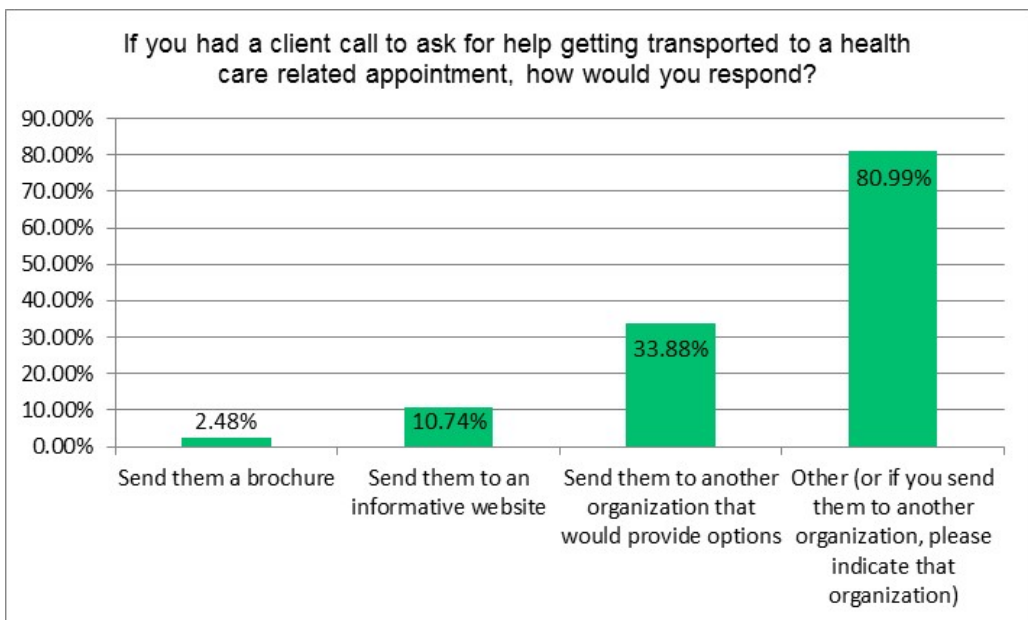
Most respondents think that transportation is an issue for their clients making and keeping appointments.

In your opinion, what do you think the biggest transportation problem your clients face when making and keeping appointments? (Select all that apply.)



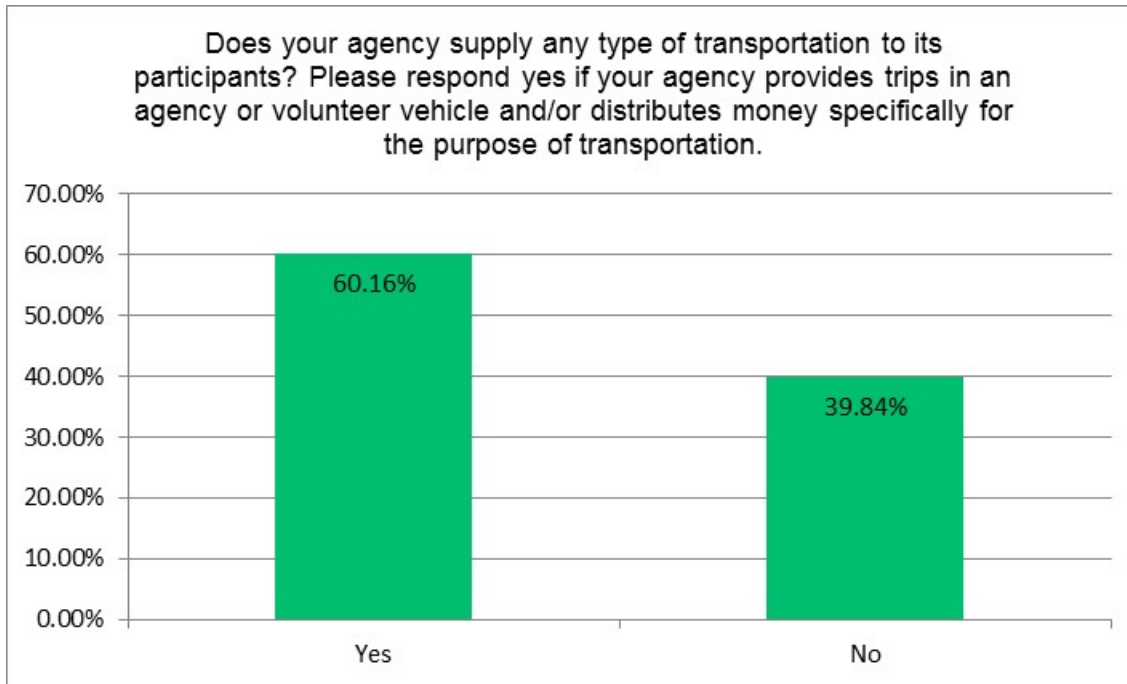
Some of the other responses included issues with being able to afford transportation (either due to not being on Medicaid or running out of Medicaid trips and not being able to afford bus fare), language barriers, lack of dependable rides (either their own cars or rides from others), taxis running late, long wait or travel times for shared rides.

If you had a client call to ask for help getting transported to a health care related appointment, how would you respond?



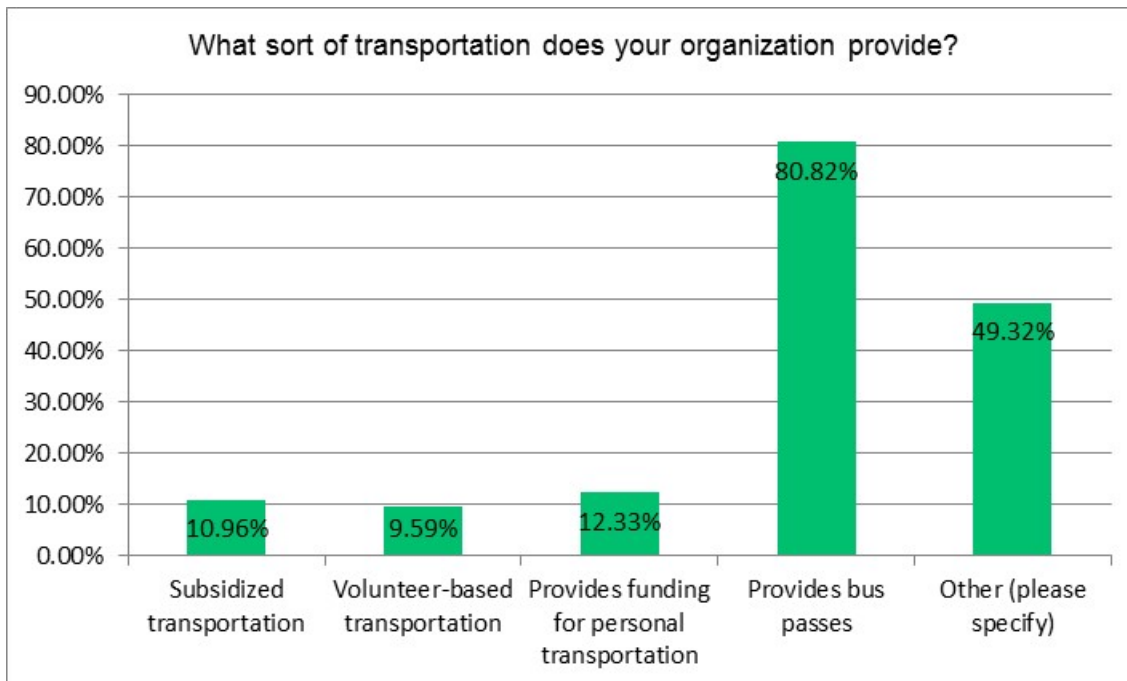
Some of the other responses included trying to assist with finding transportation, discussing Medicaid/Medicare, CareSource, Senior Options, supply with bus passes (as applicable and able).

Does your agency supply any type of transportation to its participants? Please respond yes if your agency provides trips in an agency or volunteer vehicle and/or distributes money specifically for the purpose of transportation.



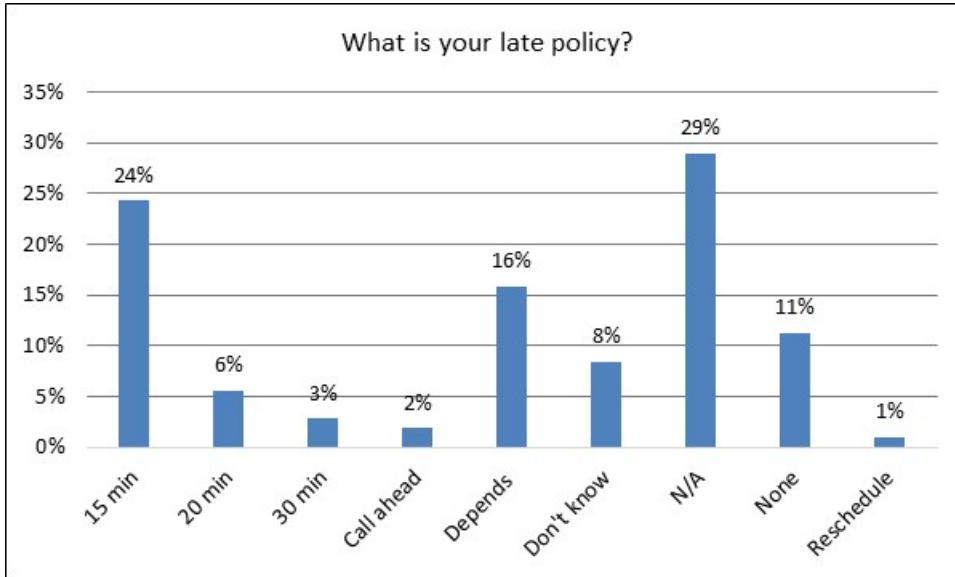
Over half of respondents work in an agency that can help provide transportation in some fashion.

What sort of transportation does your organization provide? (select all that apply)



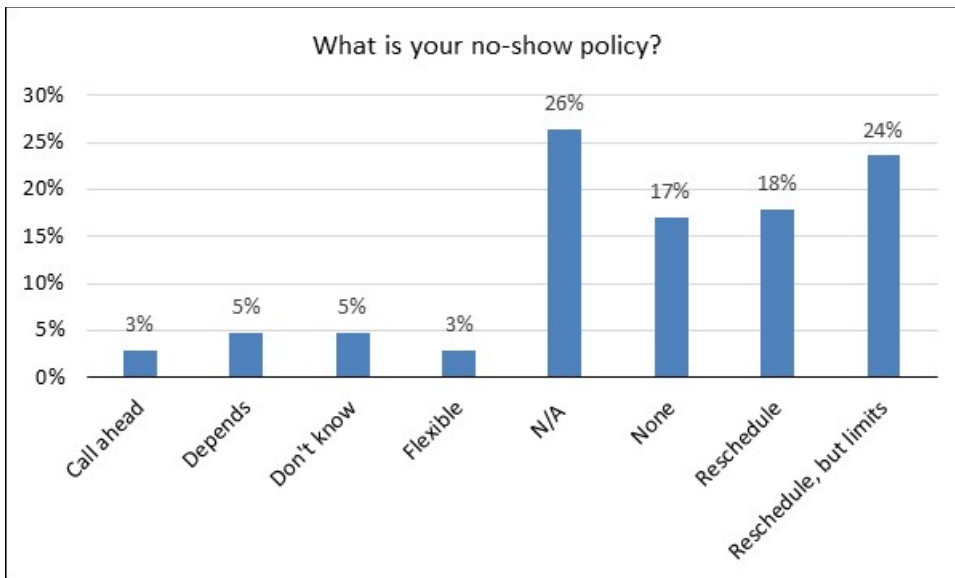
The other responses included providing taxi vouchers or services, agency vans, paid and volunteer drivers, and providing gas cards.

What is your late policy?



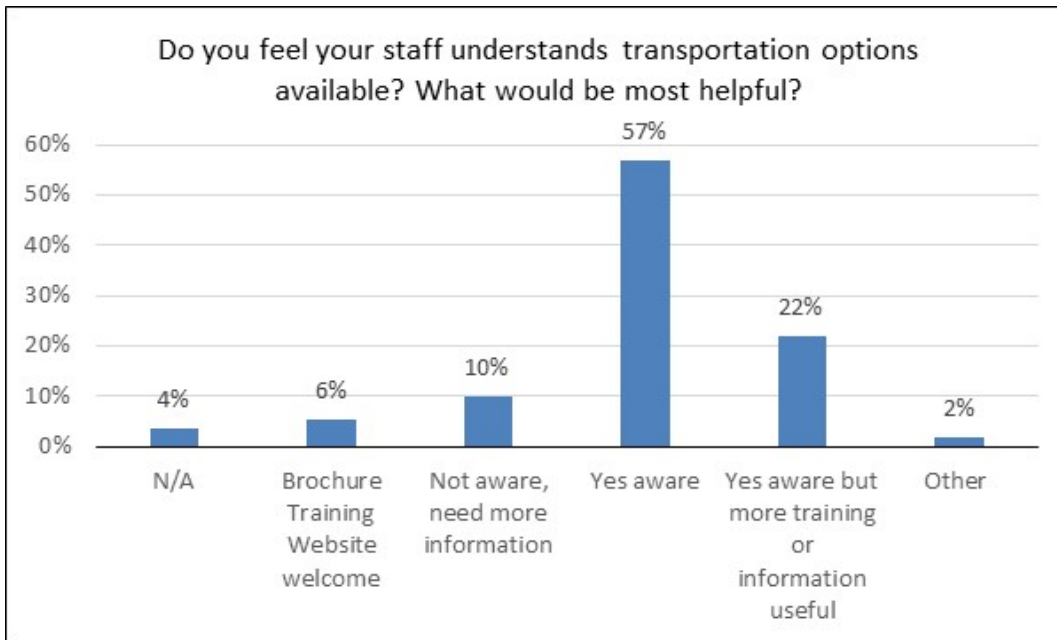
Most locations will try and see the client that day, if they can be fit into the schedule.

What is your no show policy?



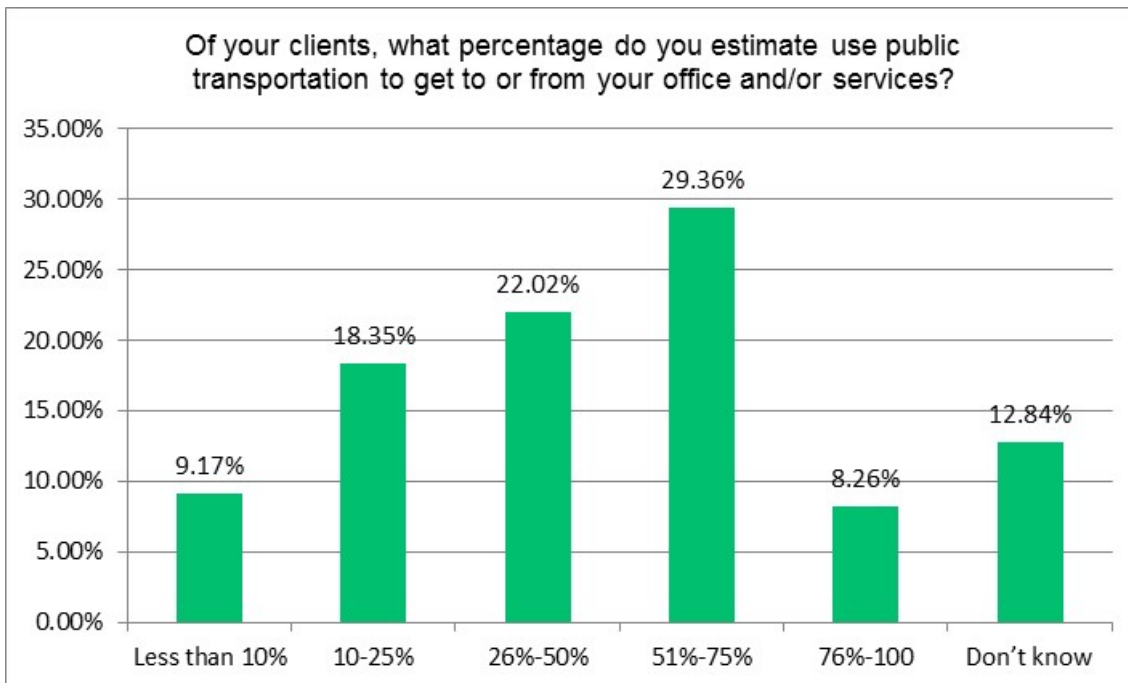
24% of the respondents worked in facilities that allowed for rescheduled appointments if the client was a no-show, but if they missed appointments 2-3 times they were often dropped as clients.

Do you feel that your staff understands the transportation options available to help clients? If not, what would be the most helpful to them? For example (a training, a brochure, a website etc).



79% of respondents felt that their staff was well aware of the transportation options available. 22% of respondents also felt that more information, either a one-stop website with information, or brochures, or further training would be useful both for staff and clients.

Of your clients, what percentage do you estimate use public transportation to get to or from your office and/or services?



51% of respondents indicated that they think 25-75% of their clients use public transportation to get to their office and/or services.