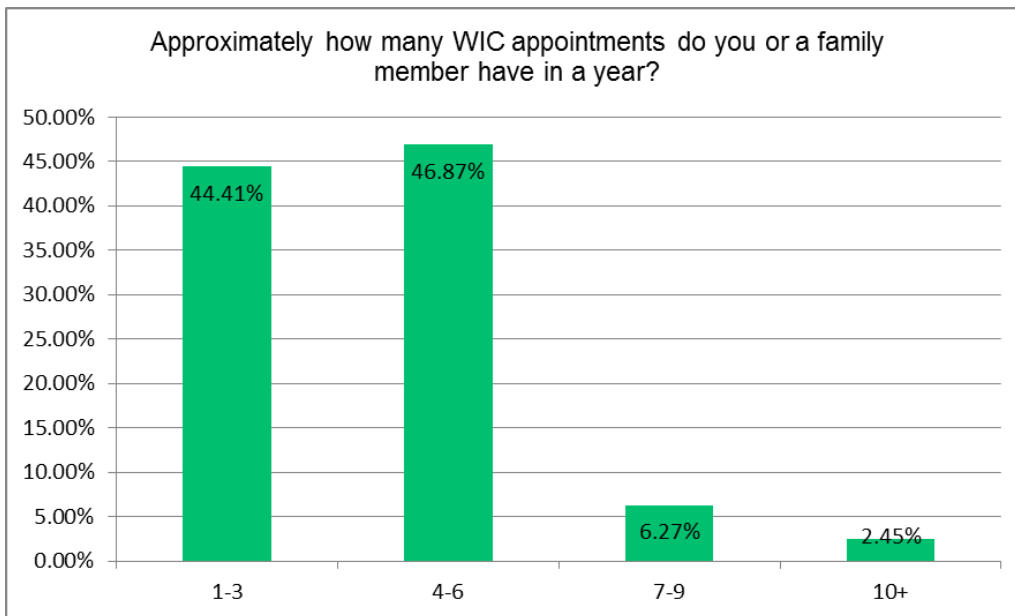


Appendix C: WIC Client Survey Results and Analysis

The purpose of this survey is to gather information about how WIC clients in Franklin County get to and from appointments at WIC clinics. The survey intends to determine if transportation issues impact WIC clients' to make and keep WIC appointments. The information provided will be used to develop recommendations for improving access to health care in the community.

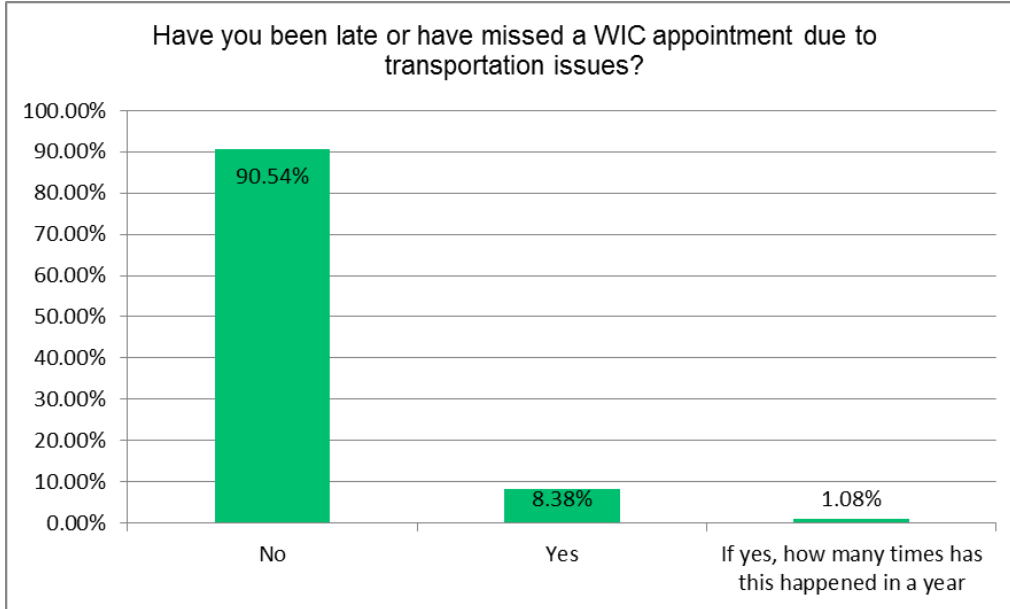
This survey was distributed July 27, 2017 and August 3, 2017 during the WIC farmer's market from a nutrition education booth. Four WIC staff members were handing out paper copies of the surveys on clipboards and were available to answer any questions. Surveys were anonymous.

Approximately how many WIC appointments do you or a family member have in a year?



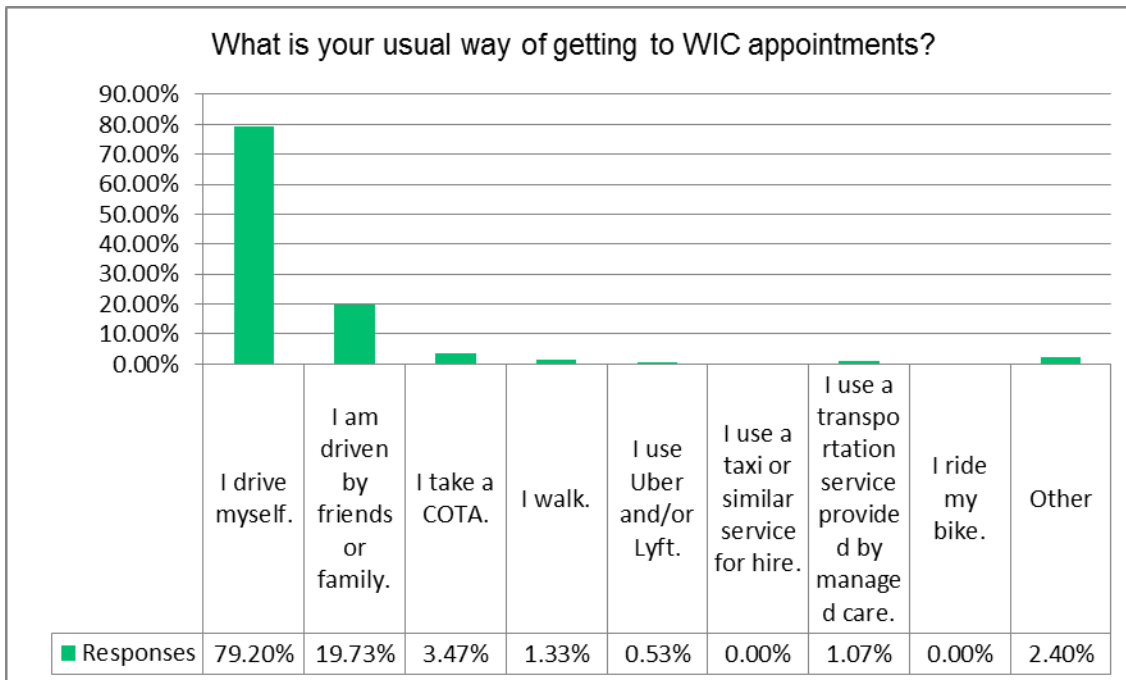
91% of respondents or family members had 1-6 WIC appointments per year.

Have you been late or have missed a WIC appointment due to transportation issues?



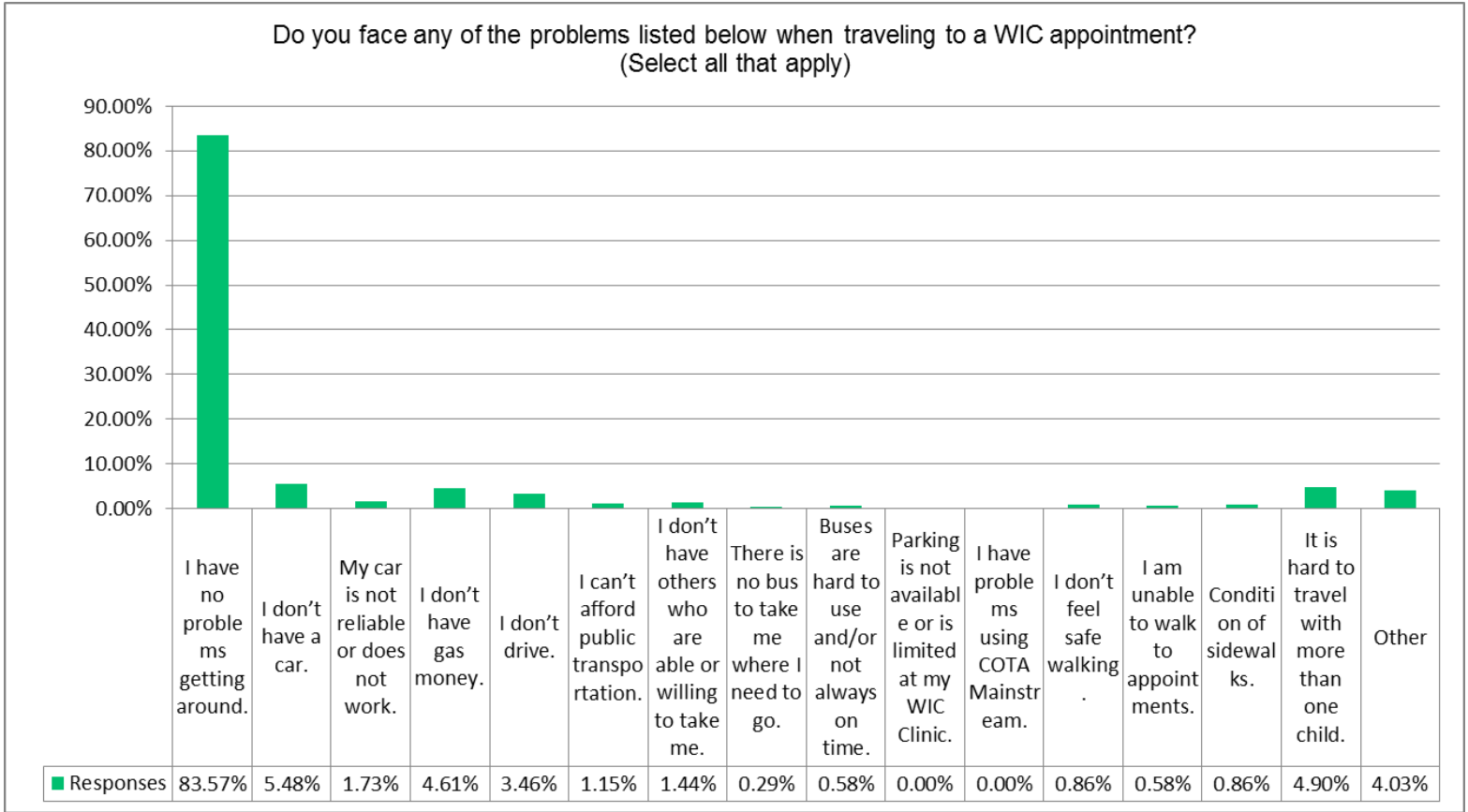
Approximately 91% of respondents were not late or did not miss a WIC appointment due to transportation issues. Of the four respondents who did respond how many times they were late or missed an appointment, they were late or missed 2-3 WIC appointments.

What is your usual way of getting to WIC appointments? (Answered all that apply)



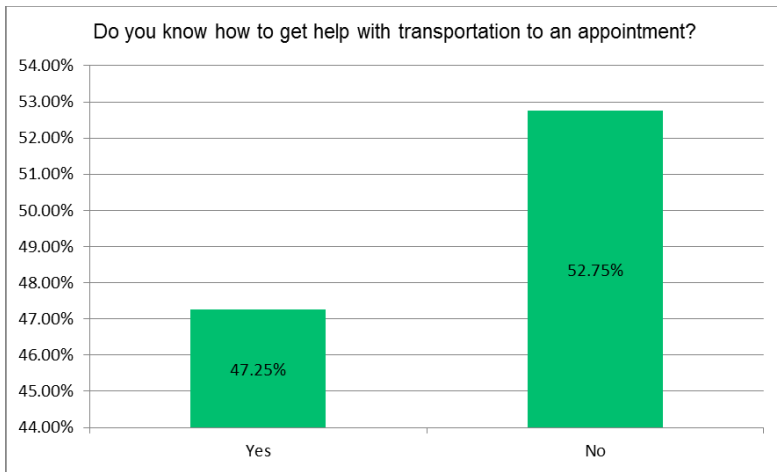
Most respondents (just less than 80%) drive themselves. Almost 20% get rides from friends or family. Less than 4% ride the bus. Just over 1% walk. Another 1% use transportation provided by managed care.

Do you face any of the problems listed below when traveling to a WIC appointment? (Select all that apply)



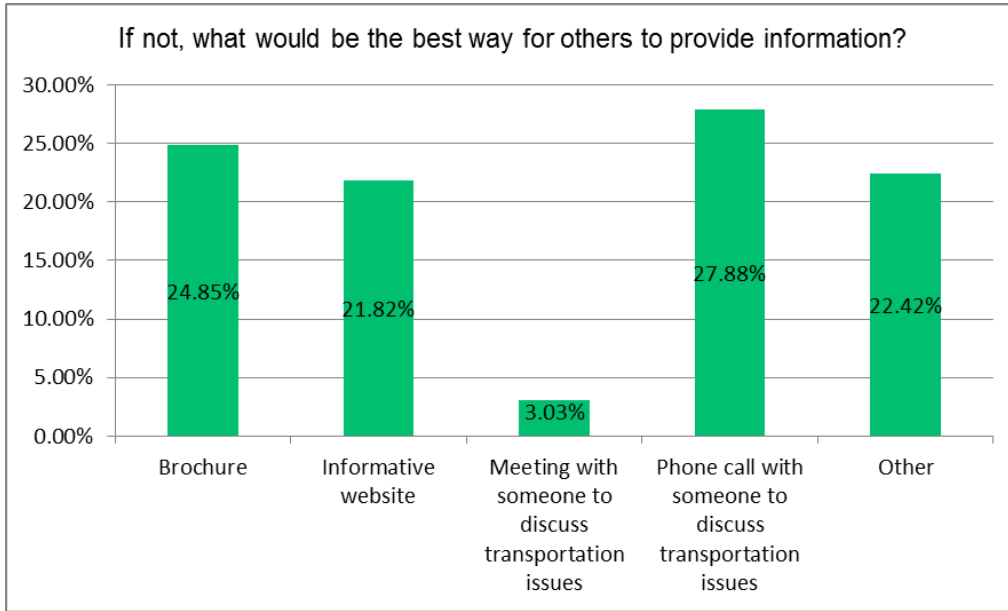
Almost 84% of people do not have trouble with traveling to WIC appointments. Almost 10% do not have a car, or a reliable car, or money for gas. Almost 3.5% do not drive. 2% of respondents have trouble with using public transportation, either due to lack of funds, lack of bus availability, or timeliness of bus. Just over 2% have issues walking either due to feeling unsafe, being unable, or the general condition of sidewalks. Almost 5% think it is difficult to travel with more than one child.

Do you know how to get help with transportation to an appointment? Resources could include many things like public transit, social service agencies or even family members.



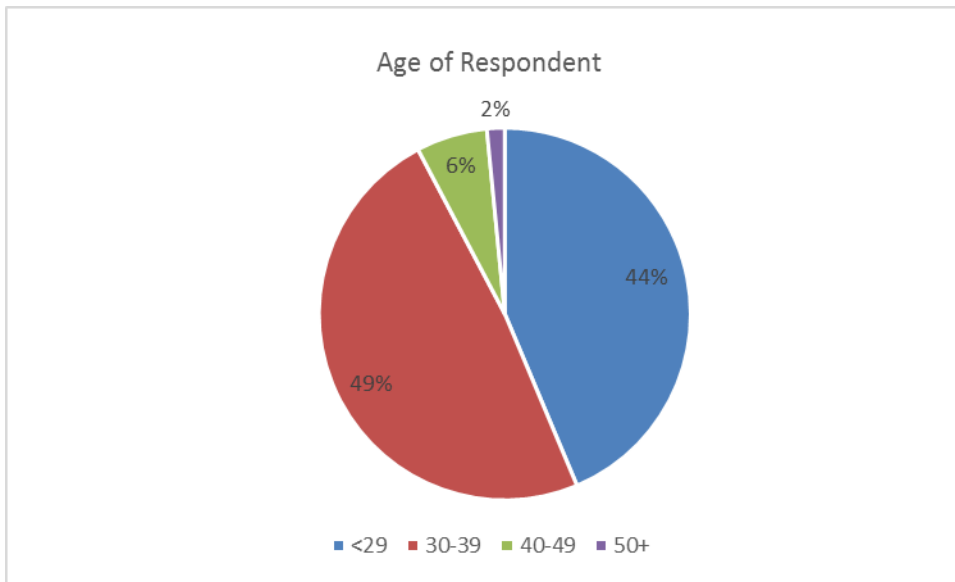
Over half of the respondents do not know how to get help with finding transportation to an appointment.

If not, what would be the best way for others to provide information?



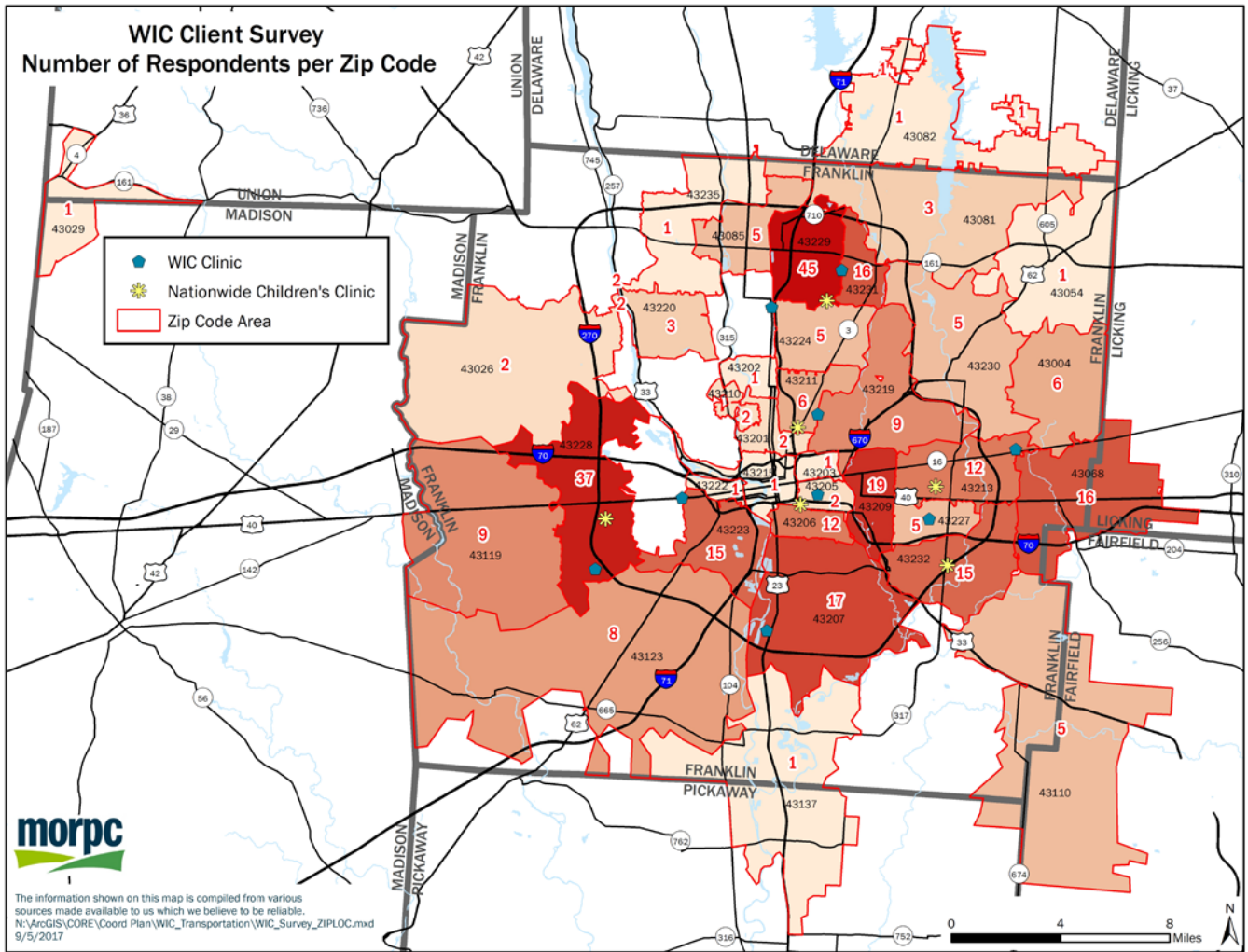
Almost 47% of respondents think an informative brochure or website would be useful. About 30% of respondents think talking to someone, either on the phone or in person, would be useful.

What is your year of birth?



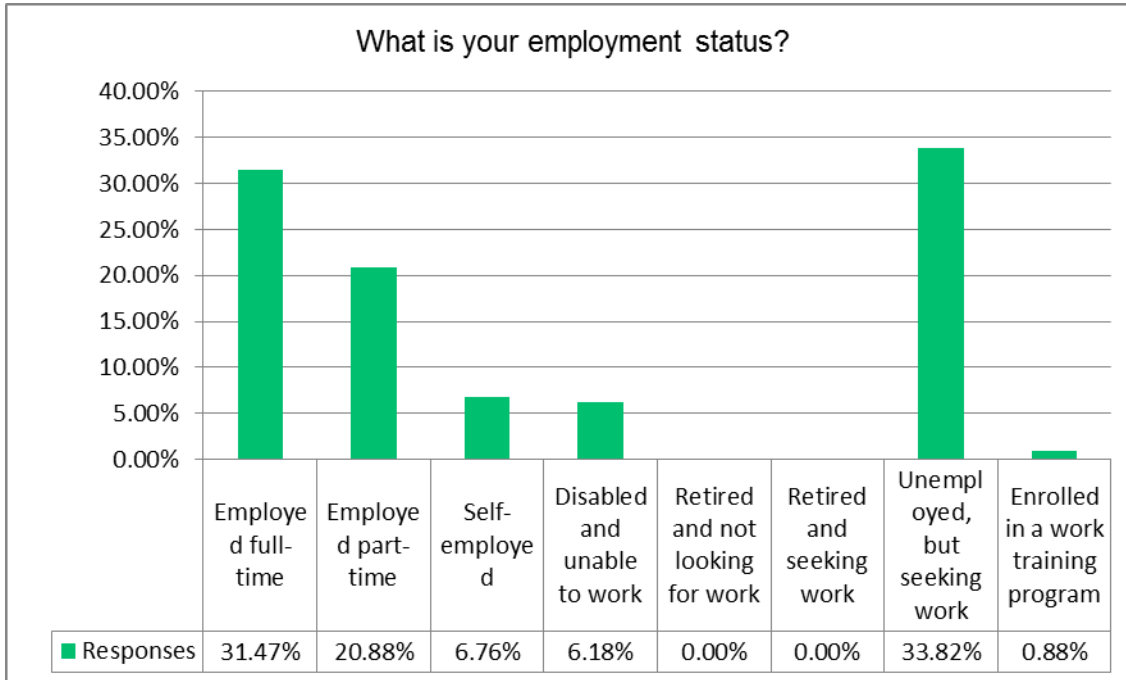
44% of respondents are under the age of 30. 49% are in their 30s. 8% are 40 or older.

What is your 5-digit ZIP code?



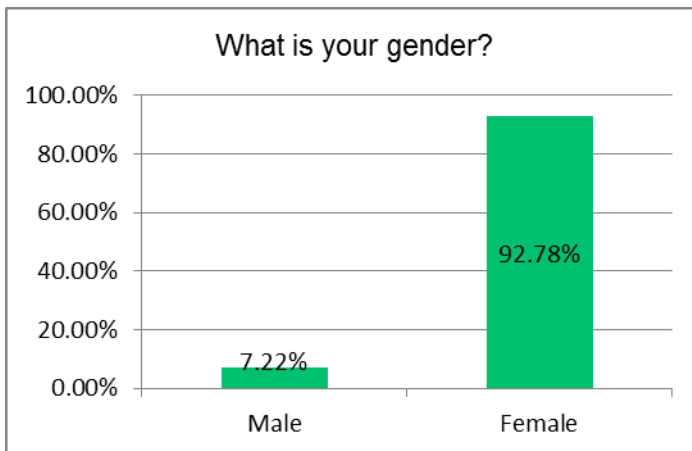
The map above shows the home ZIP codes of the respondents to this survey. Each ZIP code area contains the number of respondents per ZIP code. The map also shows the locations of WIC Clinics and Nationwide Children's WIC Clinics.

What is your employment status?



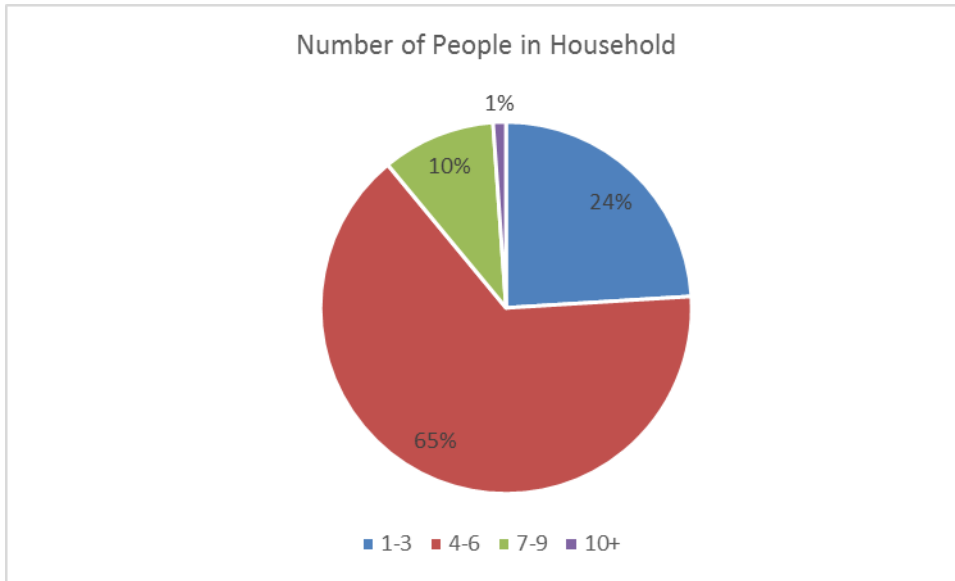
Almost 60% of respondents are employed in some capacity. Almost 34% are unemployed by seeking work. 6% are disabled and unable to work.

What is your gender?



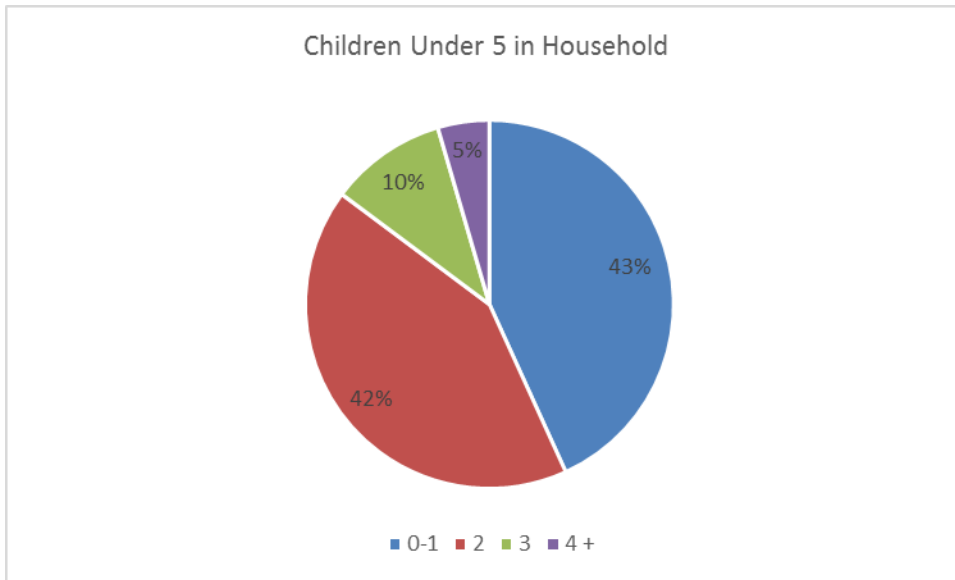
Almost 93% of respondents are female.

How many people live in your household?



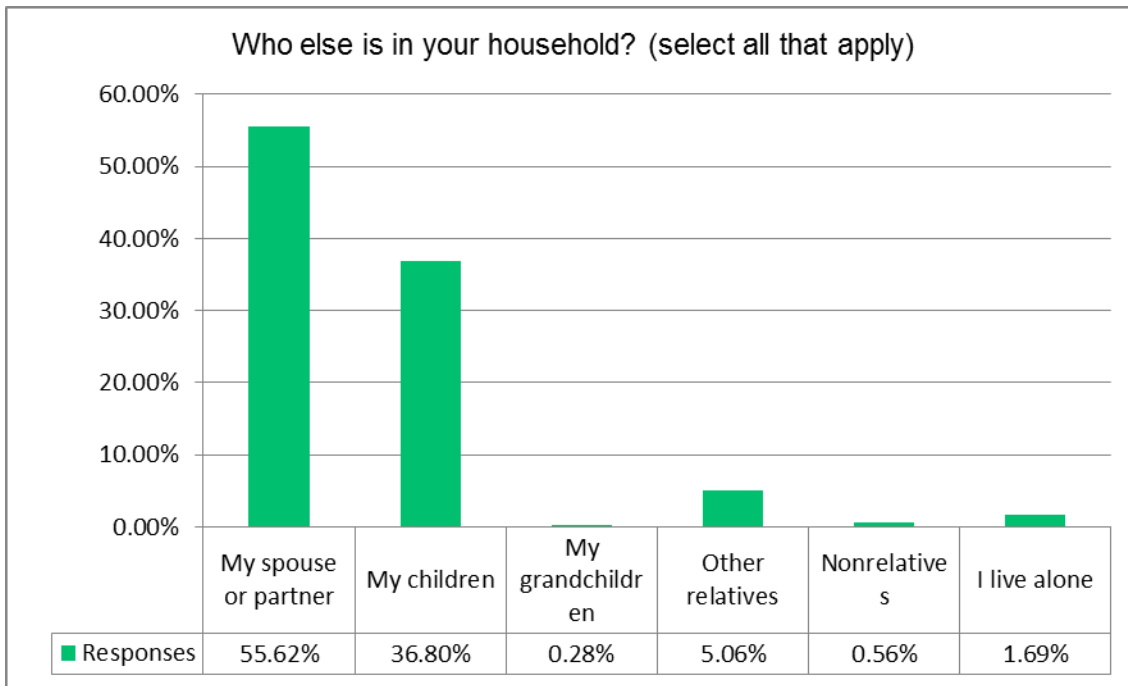
24% of respondents live in households comprising of 1-3 people. 65% live in households comprising of 4-6 people. 11% live in households comprising of 7 or more people.

How many children under the age of 5 live in your household?



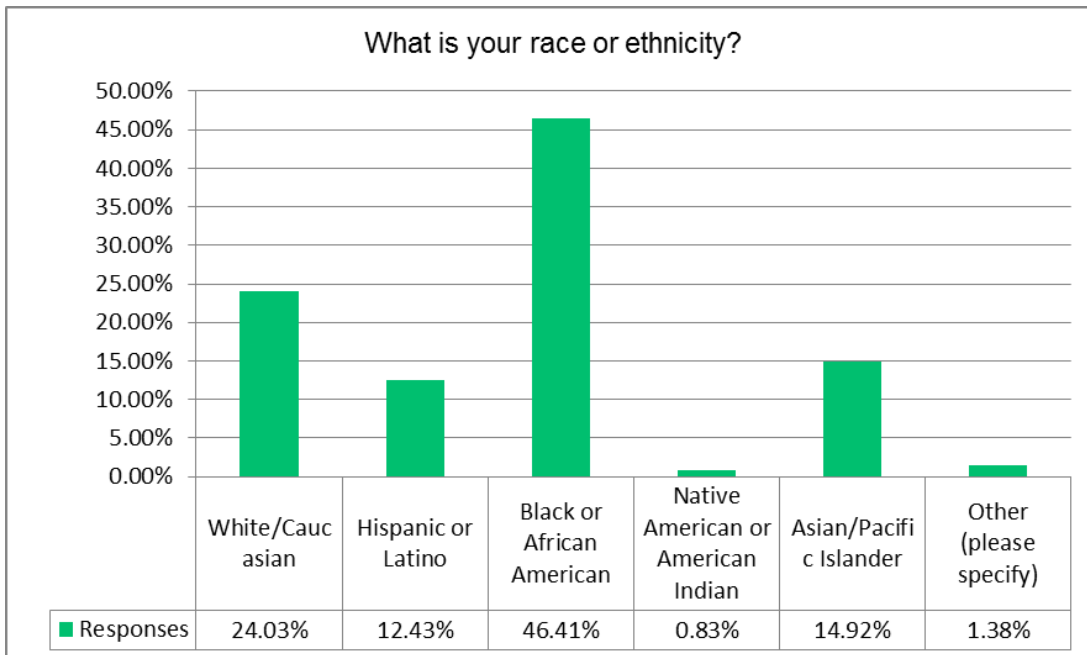
43% of respondents have 0-1 children under the age of 5 in their household. 42% have 2 children under the age of 5. 15% have 3 or more.

Who else is in your household? (select all that apply)



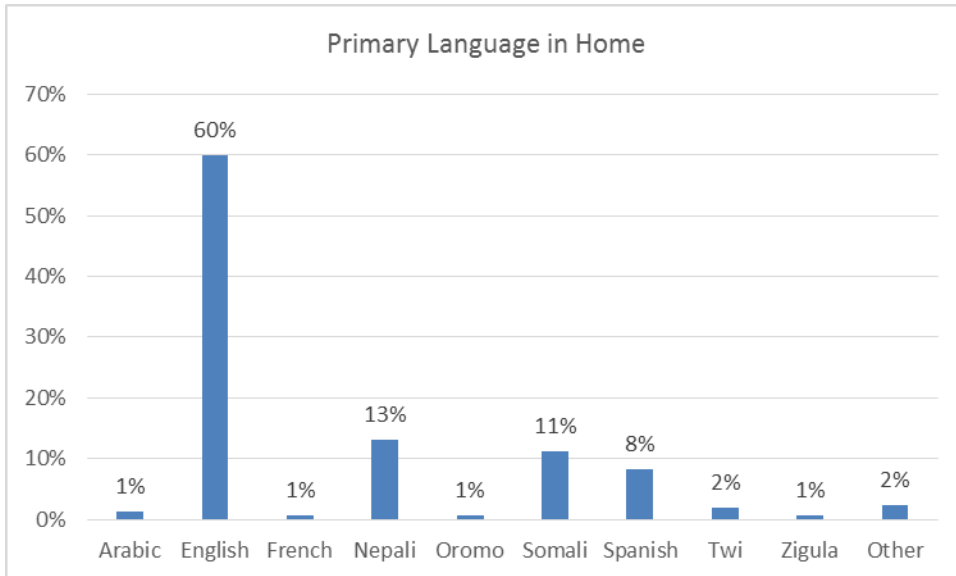
Almost 56% of respondents live with their spouse or partner. Almost 37% live with their children. (It's unclear if this question was answered fully.)

What is your race or ethnicity?



Just over 46% of respondents identify as Black or African American. 24% identify as White or Caucasian. Almost 15% identify as Asian or Pacific Islander. Just over 12% identify as Hispanic or Latino.

What language is primarily spoken in your home?



60% of respondents speak English in their homes. 13% speak Nepali. 11% speak Somali. 8% speak Spanish. Other languages and dialects include: Amharic, Cambodian, Creole, Krobo, Mimi, Russian, and Tamil.