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## 380.20

### Participant Input

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**Participant input is required**

Program participants must have opportunities to provide input into the nutrition education component of the WIC Program, including breastfeeding promotion and support services.

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**Purpose of participant input**

Collecting input from participants helps the state and local agencies design more effective nutrition education and breastfeeding promotion programs. Participant input also helps staff develop services that meet participant needs.

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**Opportunities for input**

Input is obtained through:

- Discussion of individual interests and desires in determining the focus of nutrition education contacts,
  - Discussion of the participant's shopping experience,
  - Written comment and evaluation of education materials as they are developed and tested,
  - Questions on the assessment and nutrition interview asking for concerns or questions about nutrition or diet,
  - Comment boxes placed at clinic, and
  - Participant surveys conducted by the local agency or the state WIC office. A WIC Participant Satisfaction Survey can be found on the WIC Web Portal at <https://idph.iowa.gov/WIC-Portal/Resources-Participant-Centered-Services>. The survey function in the computer survey and using other electronic surveys are also options to collect participant information.
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**Participant centered approach**

Assessments and education must be completed using the participant centered approach. The participant centered approach involves engaging the participant in the assessment through talk, information exchange, listening, and feedback. This type of interaction helps build rapport, improves the quality of information the participant is provided, and allows feedback to flow smoothly between WIC staff and the participant.

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