

This report is filtered

Only show: Response Submitted between January 1, 2020 and December 31, 2020 (inclusive)

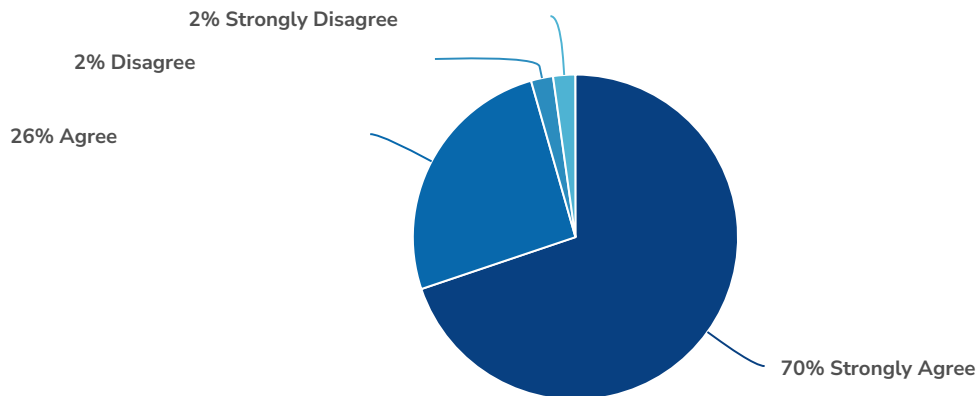
# Report for Health Department Feedback

## Response Counts



Totals: 93

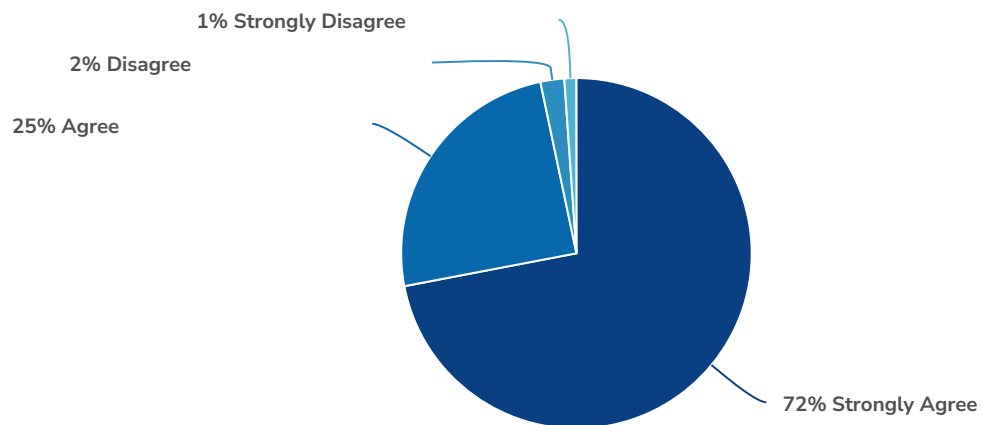
### 1. I was satisfied with the service provided



Value	Percent	Responses
Strongly Agree	69.9%	65
Agree	25.8%	24
Disagree	2.2%	2
Strongly Disagree	2.2%	2

Totals: 93

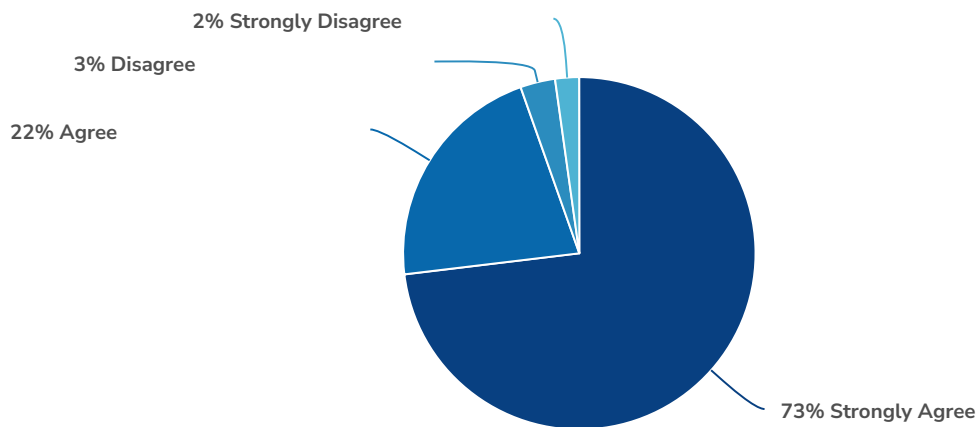
## 2. Staff was helpful and professional



Value	Percent	Responses
Strongly Agree	72.0%	67
Agree	24.7%	23
Disagree	2.2%	2
Strongly Disagree	1.1%	1

Totals: 93

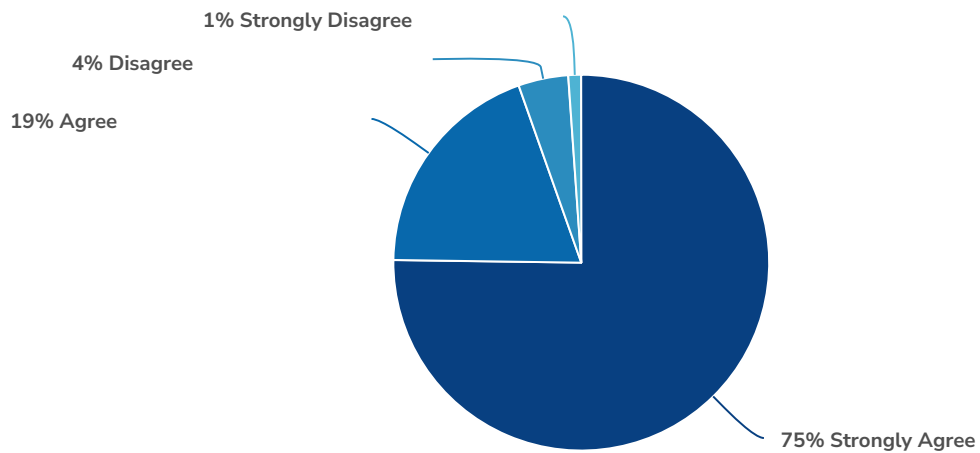
### 3. I was able to receive the services I was looking for



Value	Percent	Responses
Strongly Agree	73.1%	68
Agree	21.5%	20
Disagree	3.2%	3
Strongly Disagree	2.2%	2

Totals: 93

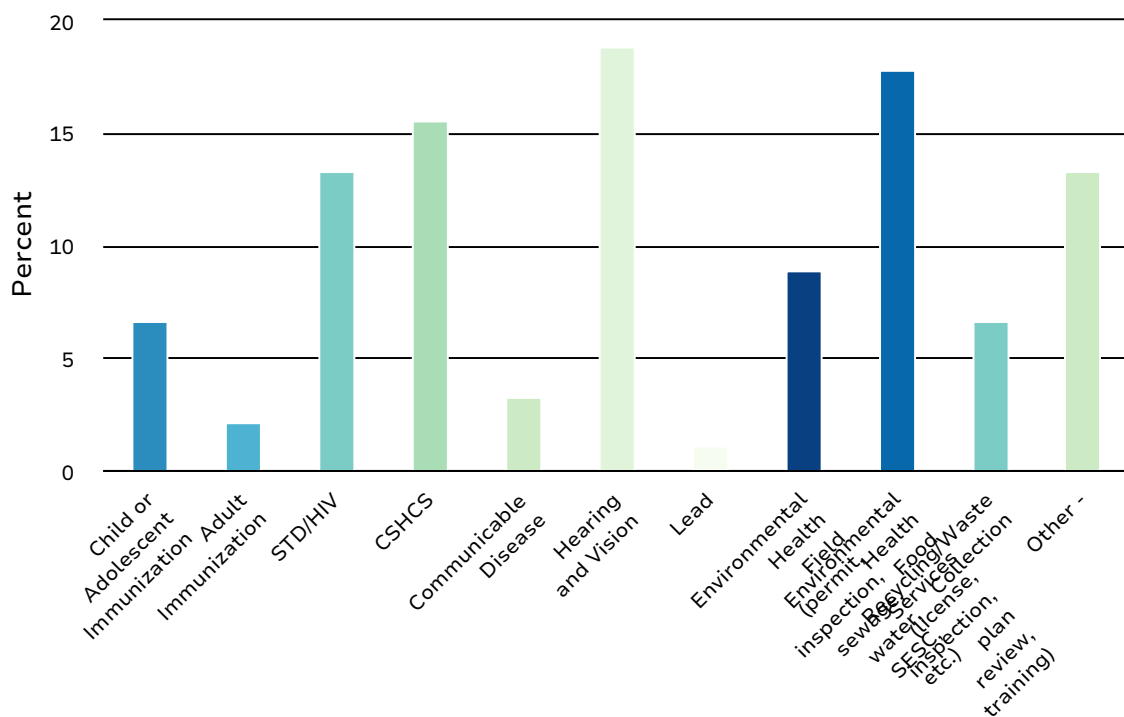
#### 4. Staff was knowledgeable in the service I was seeking and understood my needs



Value	Percent	Responses
Strongly Agree	75.3%	70
Agree	19.4%	18
Disagree	4.3%	4
Strongly Disagree	1.1%	1

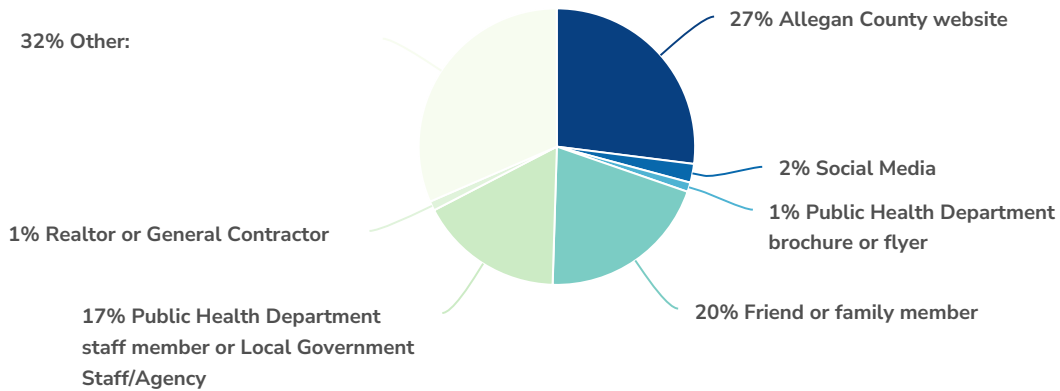
Totals: 93

5. During your most recent visit with the Allegan County Public Health Department, what program(s)/service(s) did you receive? (check all that apply)



Value	Percent	Responses
Child or Adolescent Immunization	6.7%	6
Adult Immunization	2.2%	2
STD/HIV	13.3%	12
CSHCS	15.6%	14
Communicable Disease	3.3%	3
Hearing and Vision	18.9%	17
Lead	1.1%	1
Environmental Health Field (permit, inspection, sewage, water, SESC, etc.)	8.9%	8
Environmental Health Food Services (license, inspection, plan review, training)	17.8%	16
Recycling/Waste Collection	6.7%	6
Other -	13.3%	12

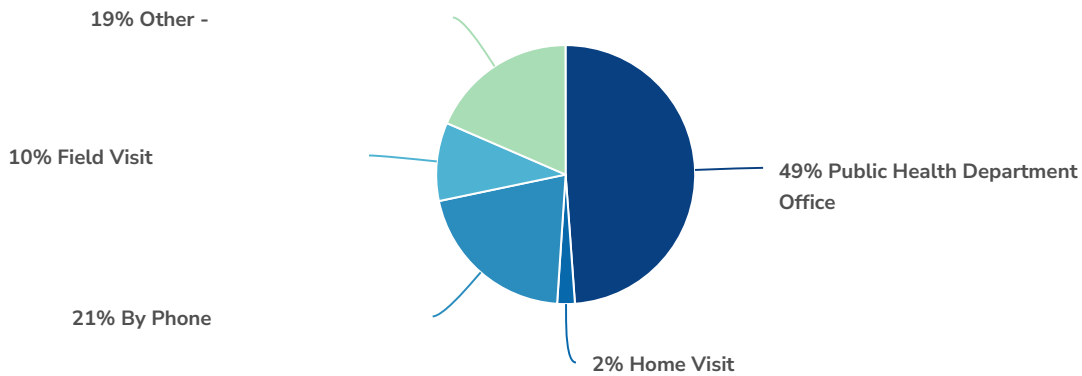
## 6. Where did you learn about our available services?



Value	Percent	Responses
Allegan County website	27.0%	24
Social Media	2.2%	2
Public Health Department brochure or flyer	1.1%	1
Friend or family member	20.2%	18
Public Health Department staff member or Local Government Staff/Agency	16.9%	15
Realtor or General Contractor	1.1%	1
Other:	31.5%	28

Totals: 89

## 7. Where did you receive your service(s)?



Value	Percent	Responses
Public Health Department Office	48.9%	45
Home Visit	2.2%	2
By Phone	20.7%	19
Field Visit	9.8%	9
Other -	18.5%	17
		<b>Totals: 92</b>

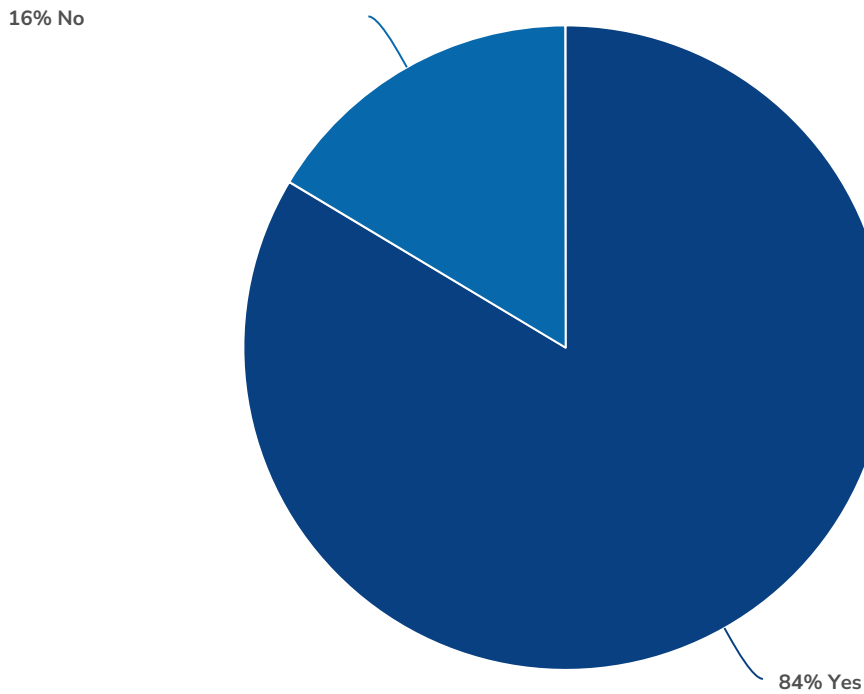
8. Please indicate if you agree or disagree with each of the following statements by circling the number under your response. If you disagree with any of the statements below, please help us understand how we can improve by providing a comment under "What can we do to improve?" below.



	Strongly Agree	Agree	Disagree	Strongly Disagree	Responses
Staff were friendly. Count Row %	62 77.5%	16 20.0%	2 2.5%	0 0.0%	80
The service(s) I received were delivered promptly. Count Row %	54 68.4%	21 26.6%	1 1.3%	3 3.8%	79
Staff were respectful. Count Row %	62 77.5%	17 21.3%	1 1.3%	0 0.0%	80
The process to schedule my appointment/visit was convenient and helpful. Count Row %	55 73.3%	18 24.0%	0 0.0%	2 2.7%	75
The wait time for the service(s) I received was appropriate. Count Row %	52 71.2%	18 24.7%	0 0.0%	3 4.1%	73
The services I received met my social, cultural, and/or special needs. Count Row %	53 69.7%	19 25.0%	2 2.6%	2 2.6%	76
Staff took the time to listen to my concerns. Count Row %	60 75.9%	18 22.8%	0 0.0%	1 1.3%	79
The office hours met my needs. Count Row %	53 73.6%	18 25.0%	0 0.0%	1 1.4%	72
The facility or setting was comfortable for receiving services. Count Row %	49 71.0%	19 27.5%	0 0.0%	1 1.4%	69

	Strongly Agree	Agree	Disagree	Strongly Disagree	Responses
I would recommend Allegan County Health Department to my friends and family. Count Row %	54 69.2%	22 28.2%	1 1.3%	1 1.3%	78
Current technology within the Health Department meet our citizens' needs. Count Row %	53 71.6%	17 23.0%	3 4.1%	1 1.4%	74
<b>Totals</b> Total Responses					80

9. Did staff offer you information about other services and resources that may be available to you?



Value	Percent	Responses
Yes	83.6%	61
No	16.4%	12

Totals: 73

10. What are we doing well? (Please be specific)



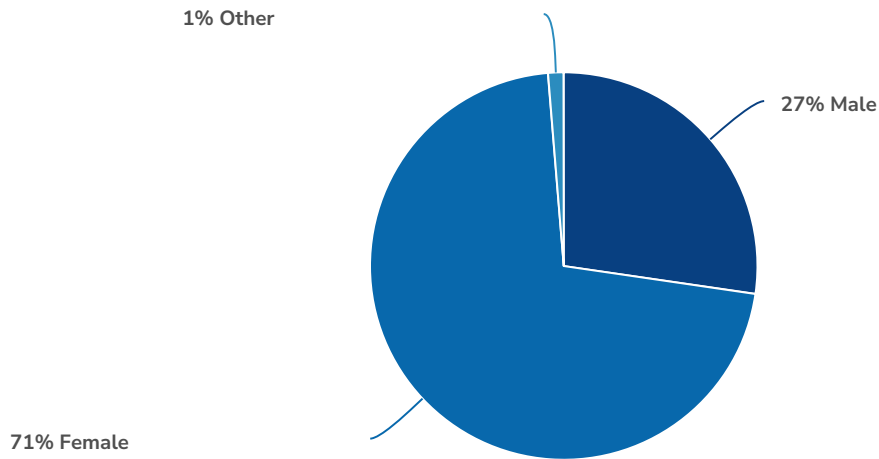
11. What can we do to improve? (Please be specific)

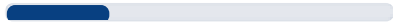

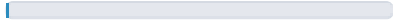


12. Additional Comments (ie. recognition of staff, service delivery, product or changes needed)

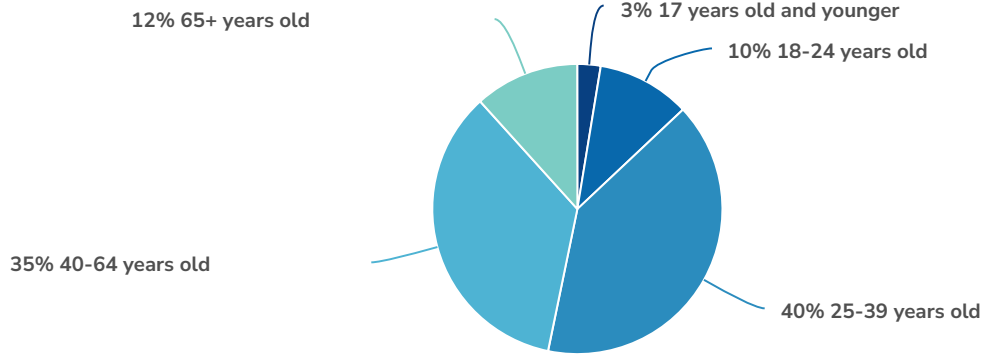


13. What is your gender?



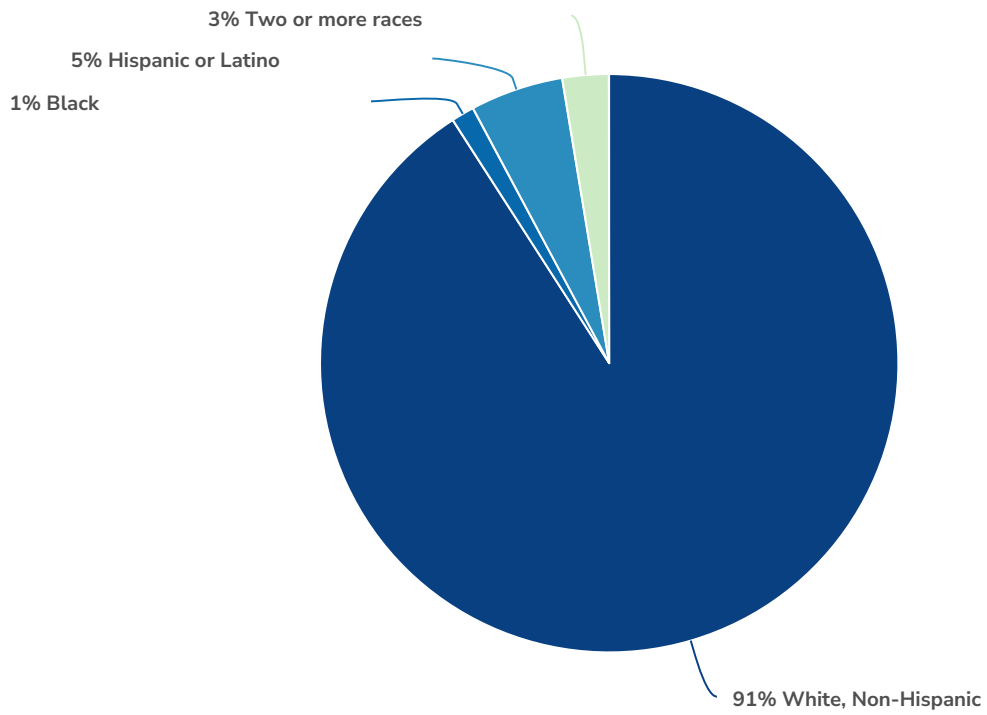
Value	Percent	Responses
Male	27.3% 	21
Female	71.4% 	55
Other	1.3% 	1
		<b>Totals: 77</b>

14. What age group are you in?



Value	Percent	Responses
17 years old and younger	2.6%	2
18-24 years old	10.4%	8
25-39 years old	40.3%	31
40-64 years old	35.1%	27
65+ years old	11.7%	9
		<b>Totals: 77</b>

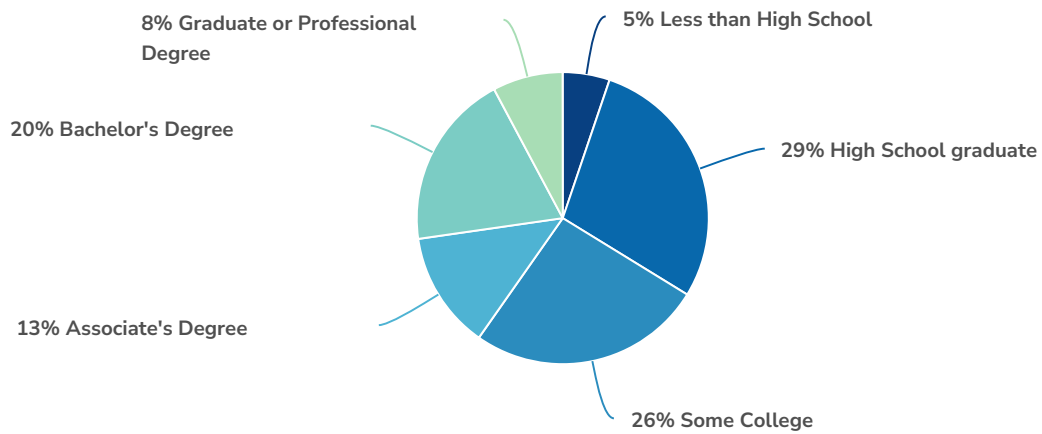
### 15. What race do you associate with?



Value	Percent	Responses
White, Non-Hispanic	90.9%	70
Black	1.3%	1
Hispanic or Latino	5.2%	4
Two or more races	2.6%	2

Totals: 77

16. What is the highest level of education you completed?

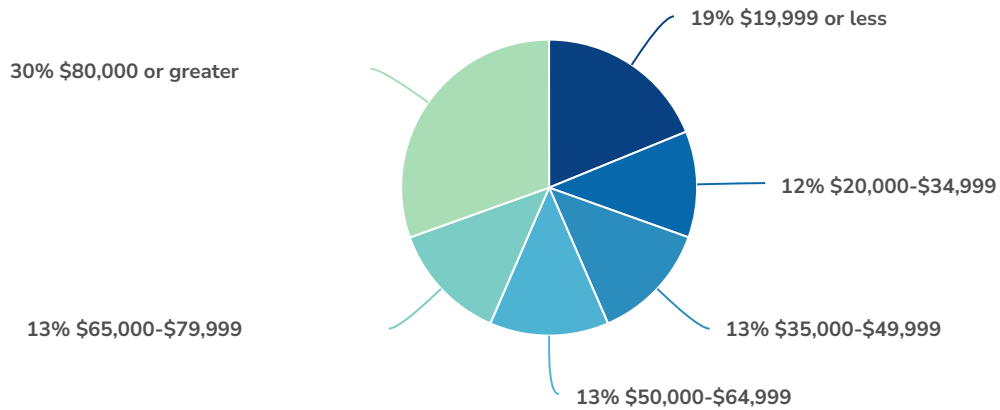


Value	Percent	Responses
Less than High School	5.2%	4
High School graduate	28.6%	22
Some College	26.0%	20
Associate's Degree	13.0%	10
Bachelor's Degree	19.5%	15
Graduate or Professional Degree	7.8%	6

Totals: 77

### 17. What is household income range are you in?

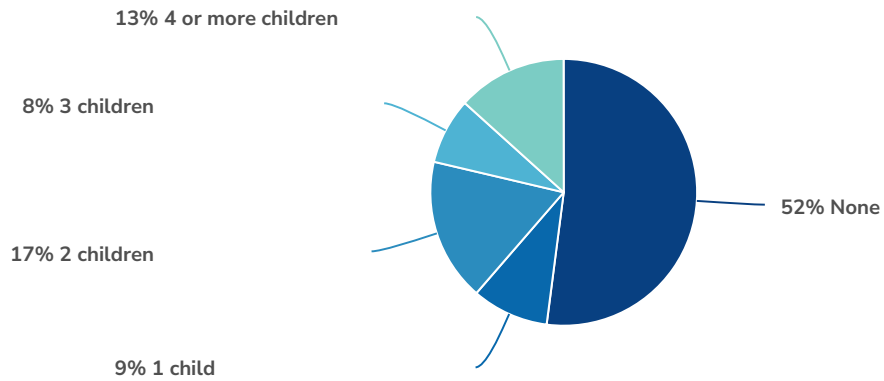




Value	Percent	Responses
\$19,999 or less	18.8%	13
\$20,000-\$34,999	11.6%	8
\$35,000-\$49,999	13.0%	9
\$50,000-\$64,999	13.0%	9
\$65,000-\$79,999	13.0%	9
\$80,000 or greater	30.4%	21

Totals: 69

18. How many children under the age of 18 live in your household?



Value	Percent	Responses
None	52.0%	39
1 child	9.3%	7
2 children	17.3%	13
3 children	8.0%	6
4 or more children	13.3%	10

Totals: 75