

This report is filtered

Only show: Response Submitted between January 1, 2021 and December 31, 2021 (inclusive)

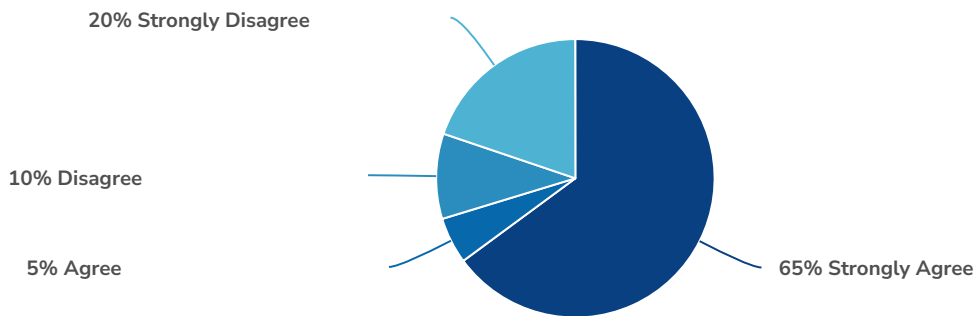
Report for Health Department Feedback

Response Counts



Totals: 222

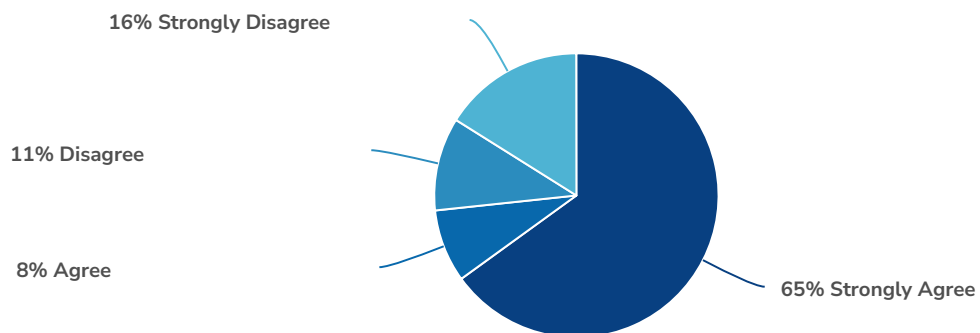
1. I was satisfied with the service provided



Value	Percent	Responses
Strongly Agree	64.9%	144
Agree	5.4%	12
Disagree	9.9%	22
Strongly Disagree	19.8%	44

Totals: 222

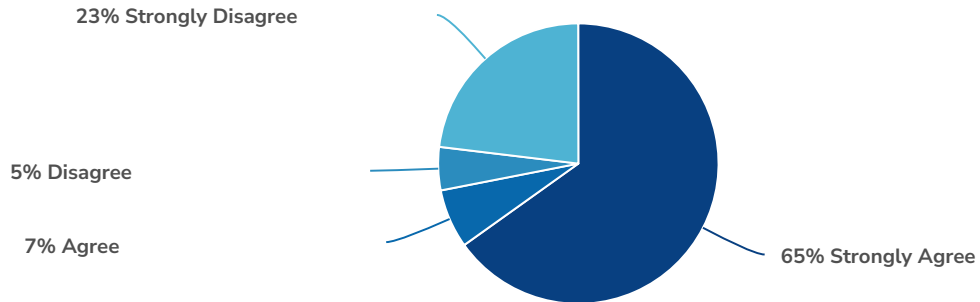
2. Staff was helpful and professional



Value	Percent	Responses
Strongly Agree	65.1%	142
Agree	8.3%	18
Disagree	10.6%	23
Strongly Disagree	16.1%	35

Totals: 218

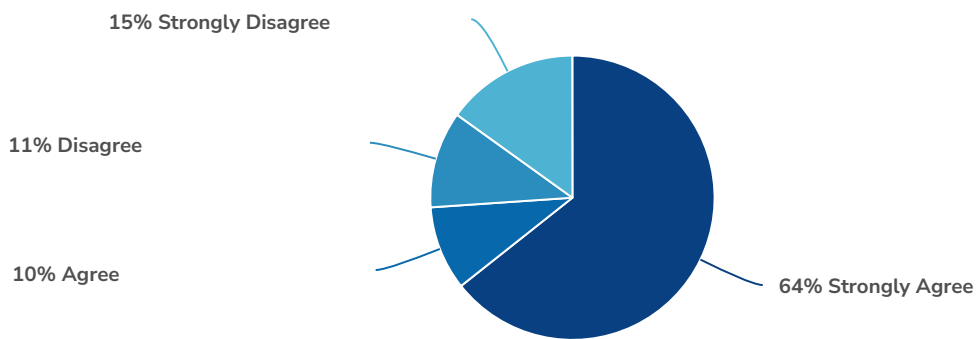
3. I was able to receive the services I was looking for



Value	Percent	Responses
Strongly Agree	65.2%	144
Agree	6.8%	15
Disagree	5.0%	11
Strongly Disagree	23.1%	51

Totals: 221

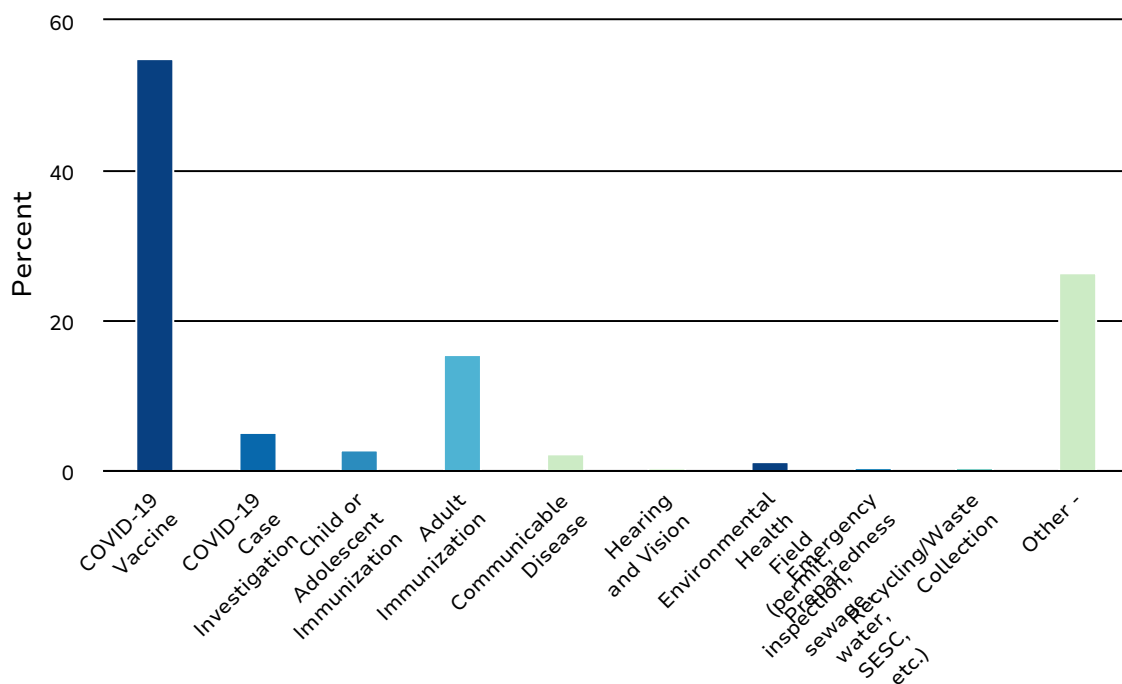
4. Staff was knowledgeable in the service I was seeking and understood my needs



Value	Percent	Responses
Strongly Agree	64.4%	141
Agree	9.6%	21
Disagree	11.0%	24
Strongly Disagree	15.1%	33

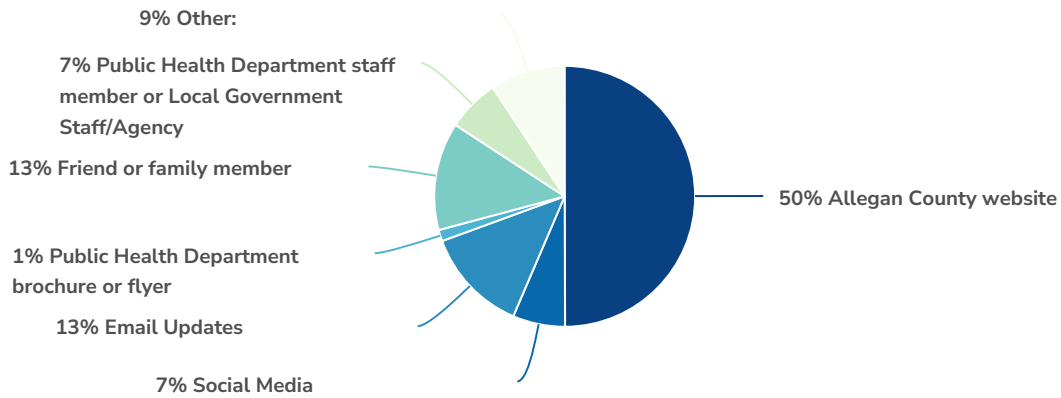
Totals: 219

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
COVID-19 Vaccine	55.1%	119
COVID-19 Case Investigation	5.1%	11
Child or Adolescent Immunization	2.8%	6
Adult Immunization	15.7%	34
Communicable Disease	2.3%	5
Hearing and Vision	0.5%	1
Environmental Health Field (permit, inspection, sewage, water, SESC, etc.)	1.4%	3
Emergency Preparedness	0.5%	1
Recycling/Waste Collection	0.5%	1
Other -	26.4%	57

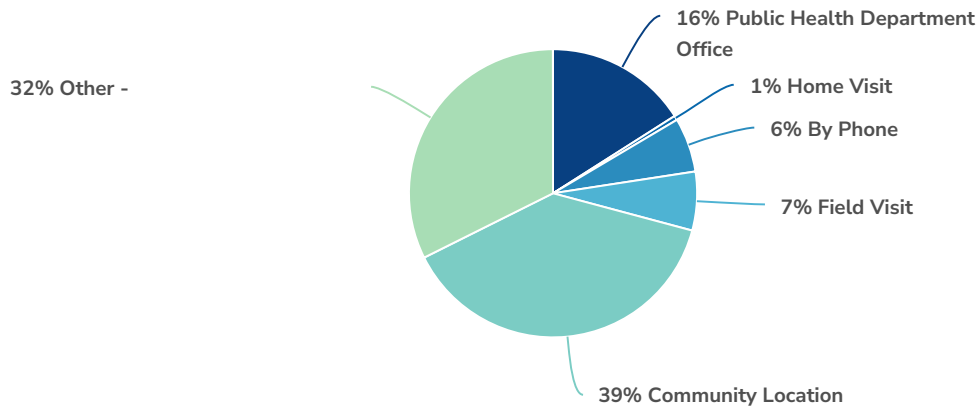
6. Where did you learn about our available services?



Value	Percent	Responses
Allegan County website	50.0%	108
Social Media	6.5%	14
Email Updates	13.0%	28
Public Health Department brochure or flyer	1.4%	3
Friend or family member	13.4%	29
Public Health Department staff member or Local Government Staff/Agency	6.5%	14
Other:	9.3%	20

Totals: 216

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



Value	Percent	Responses
Public Health Department Office	16.0%	34
Home Visit	0.5%	1
By Phone	6.1%	13
Field Visit	6.6%	14
Community Location	38.5%	82
Other -	32.4%	69

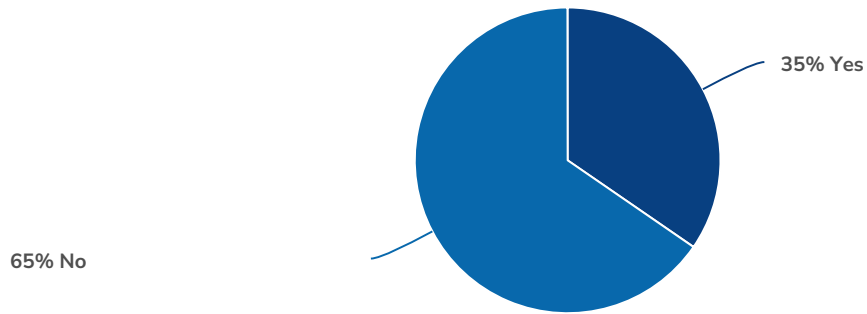
Totals: 213

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 %	133 69.3%	27 14.1%	10 5.2%	22 11.5%	192
The service(s) I received were delivered promptly. Count Row %	126 64.3%	27 13.8%	10 5.1%	33 16.8%	196
Staff were respectful. Count Row %	133 70.4%	25 13.2%	8 4.2%	23 12.2%	189
The process to schedule my appointment/visit was convenient and helpful. Count Row %	119 60.4%	26 13.2%	12 6.1%	40 20.3%	197
I feel I was given all the necessary information before, during, and after the service(s). Count Row %	107 67.7%	19 12.0%	8 5.1%	24 15.2%	158
The wait time for the service(s) I received was appropriate. Count Row %	116 58.3%	39 19.6%	10 5.0%	34 17.1%	199
The services I received met my social, cultural, and/or special needs. Count Row %	124 64.6%	25 13.0%	11 5.7%	32 16.7%	192
Staff took the time to listen to my concerns. Count Row %	116 62.0%	30 16.0%	14 7.5%	27 14.4%	187

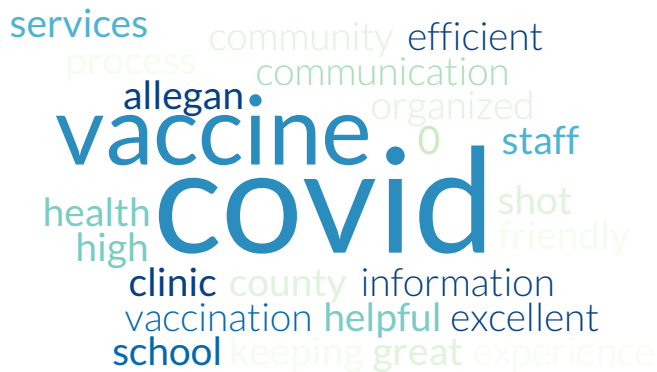
	Strongly Agree	Agree	Disagree	Strongly Disagree	Responses
The office hours met my needs. Count Row %	119 62.6%	35 18.4%	12 6.3%	24 12.6%	190
The facility or setting was comfortable for receiving services. Count Row %	115 61.8%	37 19.9%	9 4.8%	25 13.4%	186
I would recommend Allegan County Health Department to my friends and family. Count Row %	125 65.4%	23 12.0%	12 6.3%	31 16.2%	191
Current technology within the Health Department meet our citizens' needs. Count Row %	108 57.1%	30 15.9%	22 11.6%	29 15.3%	189
Totals Total Responses					199

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



Value	Percent	Responses
Yes	34.6%	66
No	65.4%	125
		Totals: 191

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



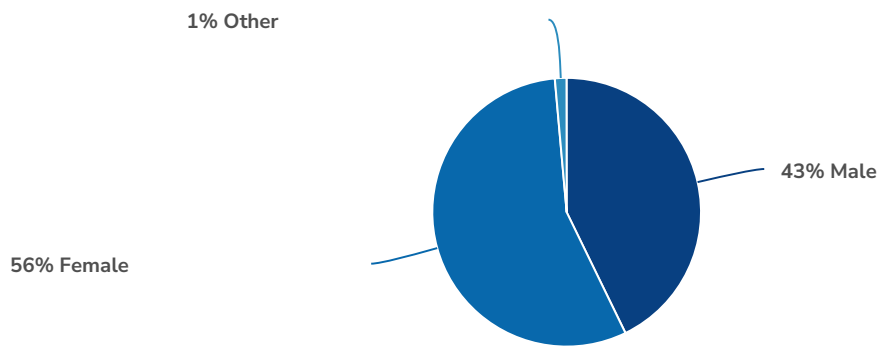
11. What can we do to improve? (Please be specific)



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

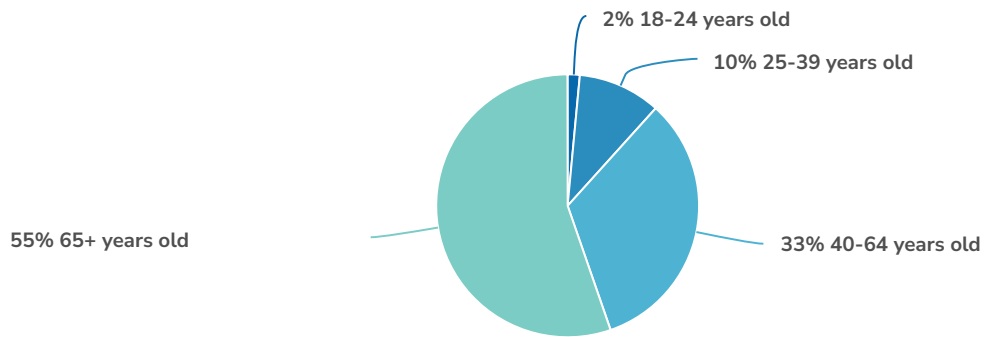


13. What is your gender?



Value	Percent	Responses
Male	42.8%	89
Female	55.8%	116
Other	1.4%	3
		Totals: 208

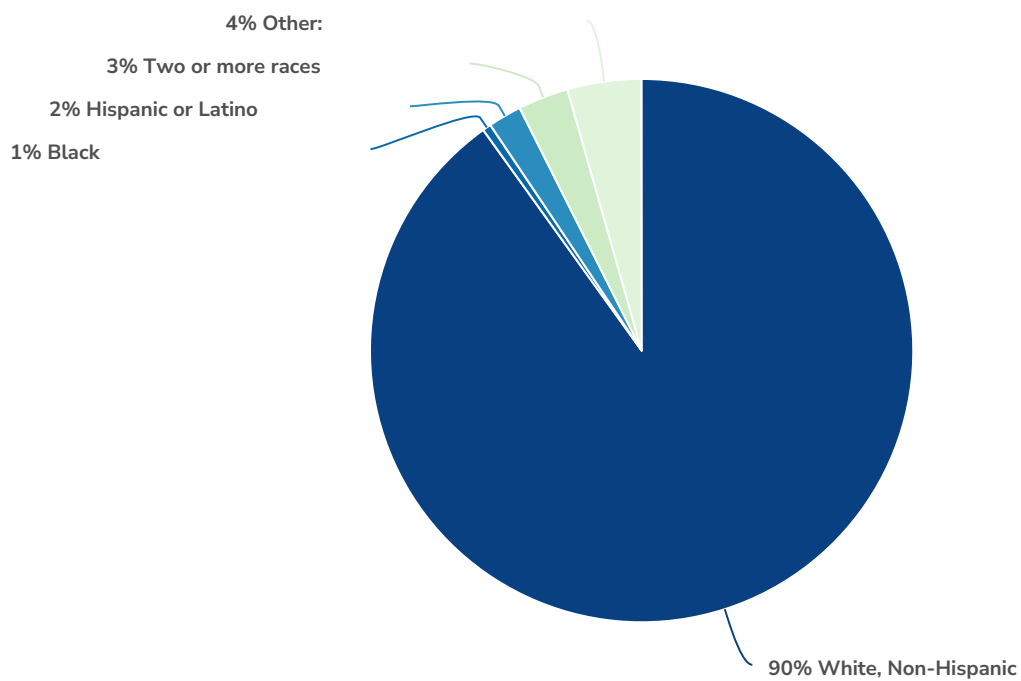
14. What age group are you in?



Value	Percent	Responses
18-24 years old	1.5%	3
25-39 years old	10.2%	21
40-64 years old	33.0%	68
65+ years old	55.3%	114

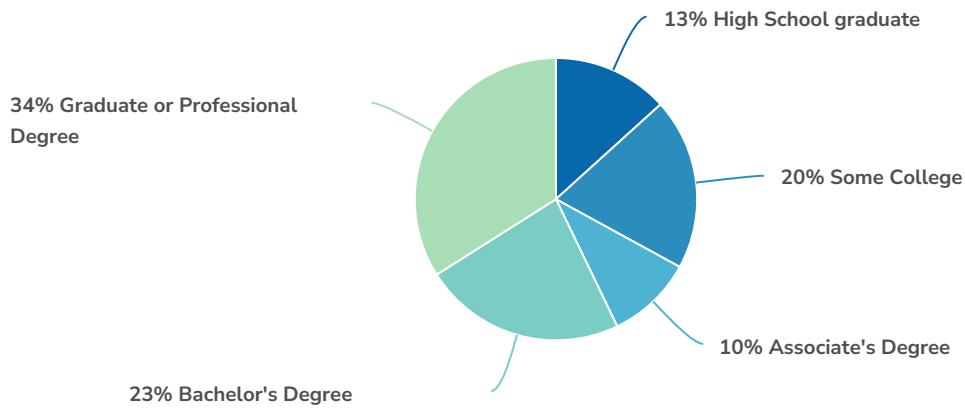
Totals: 206

15. What race do you associate with?



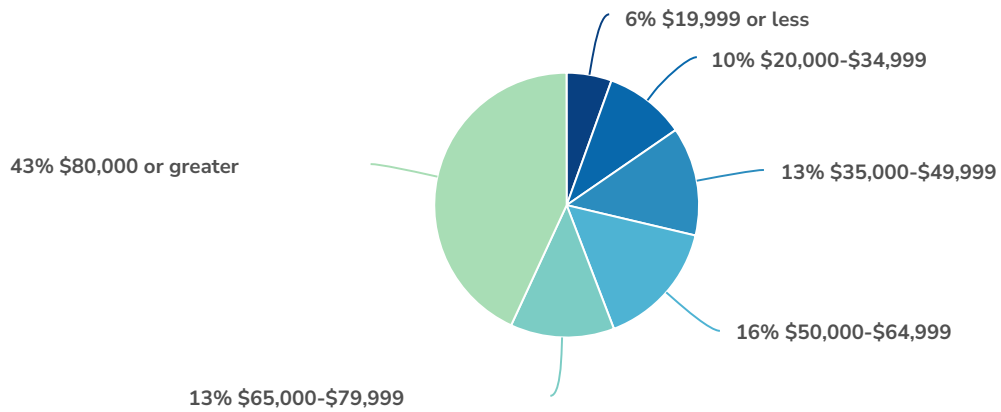
Value	Percent	Responses
White, Non-Hispanic	90.1%	183
Black	0.5%	1
Hispanic or Latino	2.0%	4
Two or more races	3.0%	6
Other:	4.4%	9
		Totals: 203

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



Value	Percent	Responses
High School graduate	13.3%	27
Some College	19.7%	40
Associate's Degree	9.9%	20
Bachelor's Degree	23.2%	47
Graduate or Professional Degree	34.0%	69
		Totals: 203

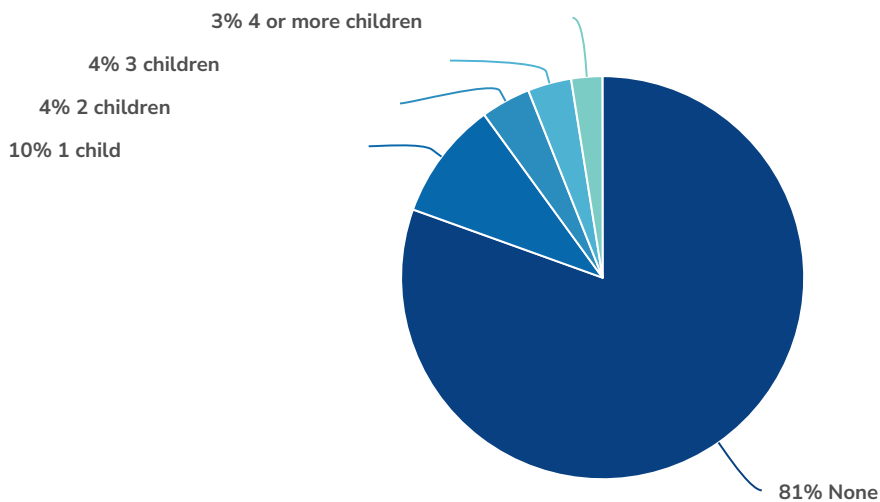
17. What is household income range are you in?



Value	Percent	Responses
\$19,999 or less	5.5%	10
\$20,000-\$34,999	9.9%	18
\$35,000-\$49,999	13.3%	24
\$50,000-\$64,999	15.5%	28
\$65,000-\$79,999	12.7%	23
\$80,000 or greater	43.1%	78

Totals: 181

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



Value	Percent	Responses
None	80.5%	161
1 child	9.5%	19
2 children	4.0%	8
3 children	3.5%	7
4 or more children	2.5%	5
		Totals: 200