

This report is filtered

Only show: Response Submitted between January 1, 2022 and December 31, 2022 (inclusive)

Report for Health Department Feedback

Response Counts

Completion Rate:

97.4%



Complete



225

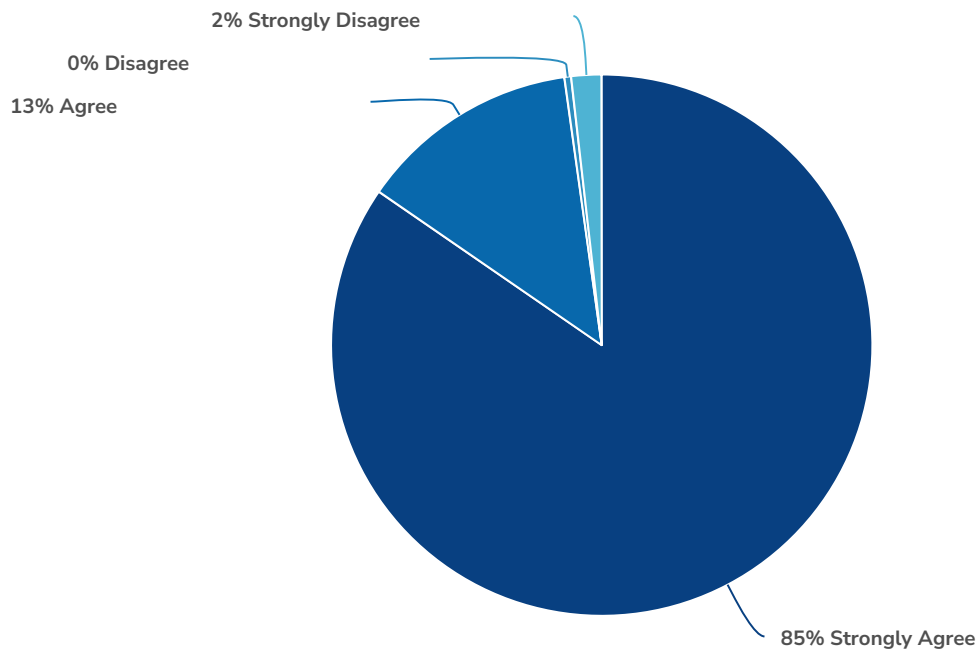
Partial



6

Totals: 231

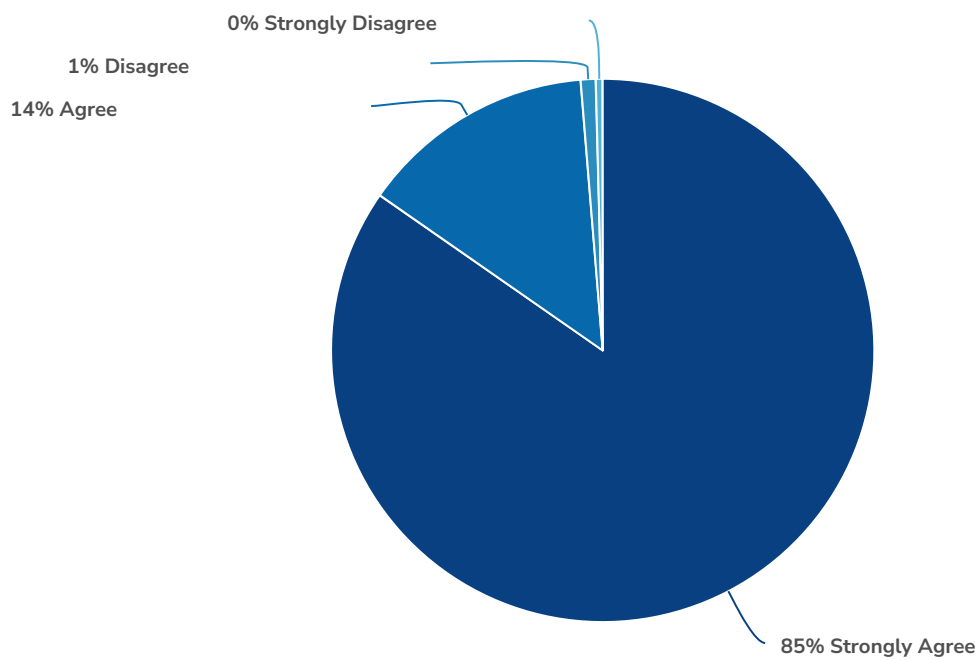
1. I was satisfied with the service provided



Value	Percent	Responses
Strongly Agree	84.6%	193
Agree	13.2%	30
Disagree	0.4%	1
Strongly Disagree	1.8%	4

Totals: 228

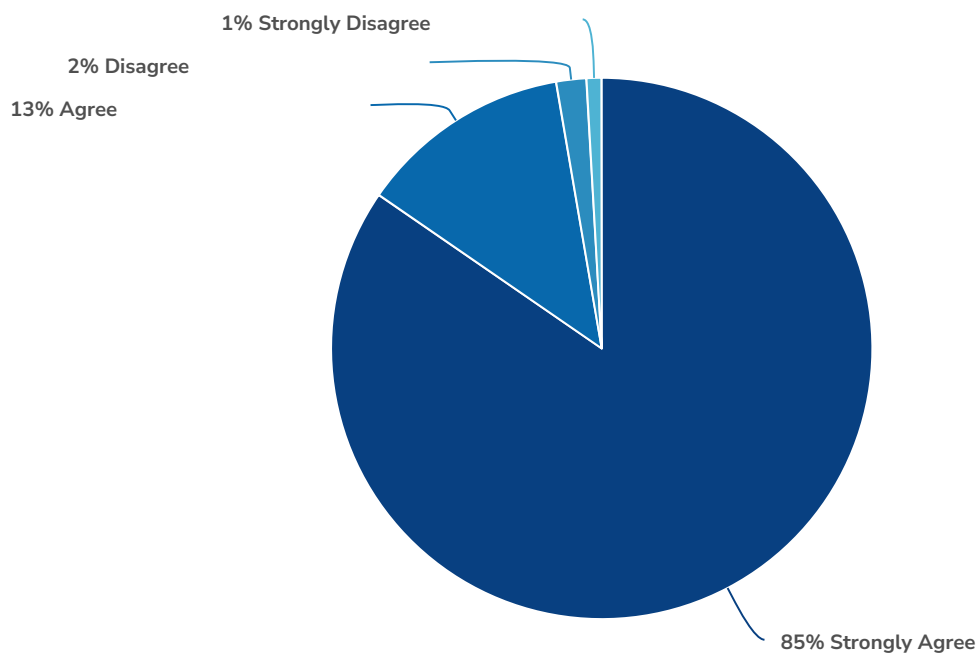
2. Staff was helpful and professional



Value	Percent	Responses
Strongly Agree	84.6%	193
Agree	14.0%	32
Disagree	0.9%	2
Strongly Disagree	0.4%	1

Totals: 228

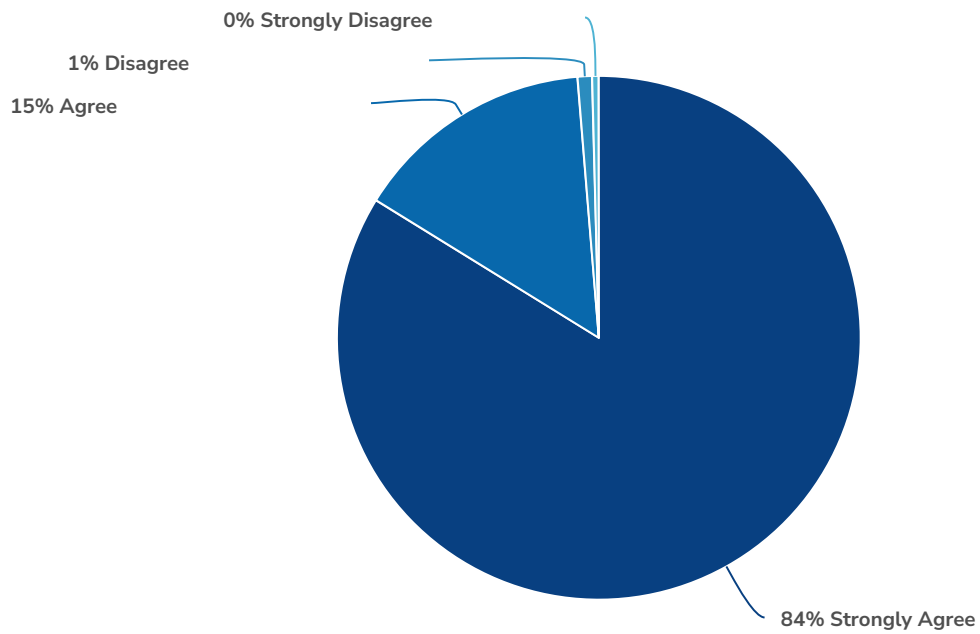
3. I was able to receive the services I was looking for



Value	Percent	Responses
Strongly Agree	84.6%	193
Agree	12.7%	29
Disagree	1.8%	4
Strongly Disagree	0.9%	2

Totals: 228

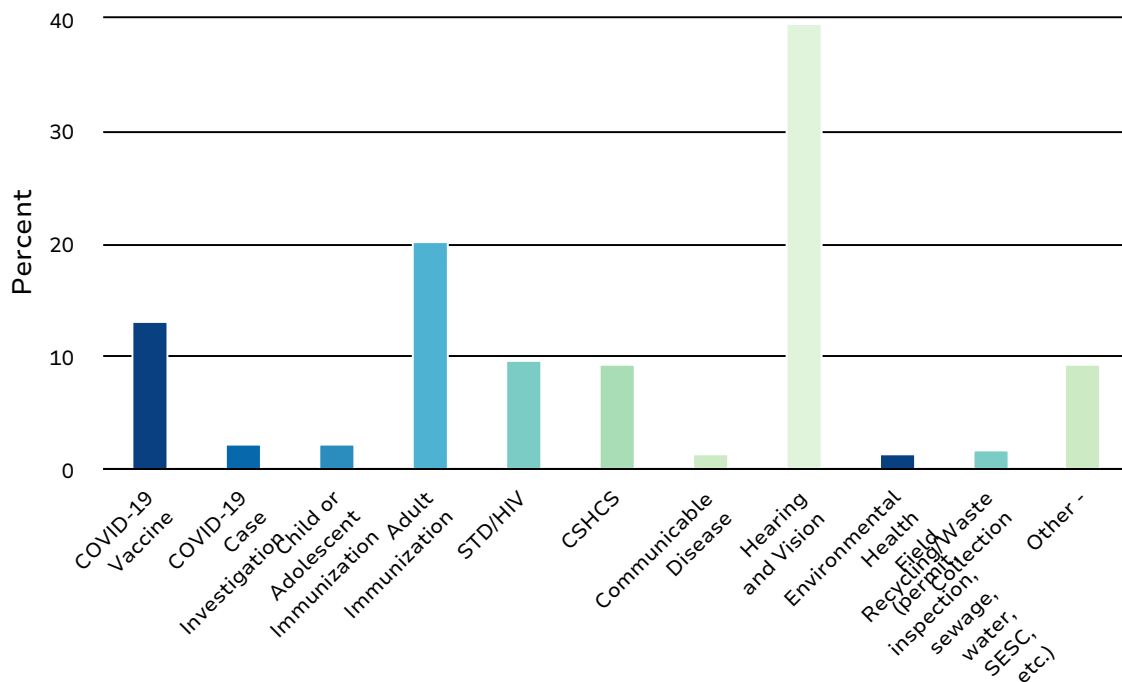
4. Staff was knowledgeable in the service I was seeking and understood my needs



Value	Percent	Responses
Strongly Agree	83.8%	191
Agree	14.9%	34
Disagree	0.9%	2
Strongly Disagree	0.4%	1

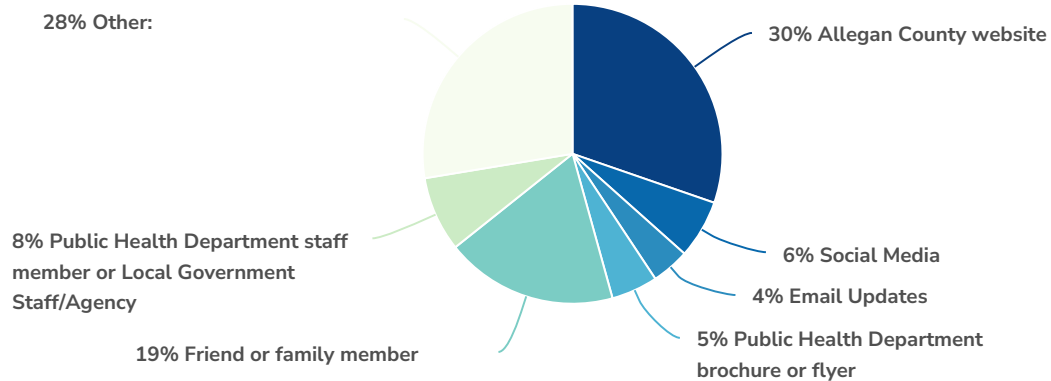
Totals: 228

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	13.2%	30
COVID-19 Case Investigation	2.2%	5
Child or Adolescent Immunization	2.2%	5
Adult Immunization	20.3%	46
STD/HIV	9.7%	22
CSHCS	9.3%	21
Communicable Disease	1.3%	3
Hearing and Vision	39.6%	90
Environmental Health Field (permit, inspection, sewage, water, SESC, etc.)	1.3%	3
Recycling/Waste Collection	1.8%	4
Other -	9.3%	21

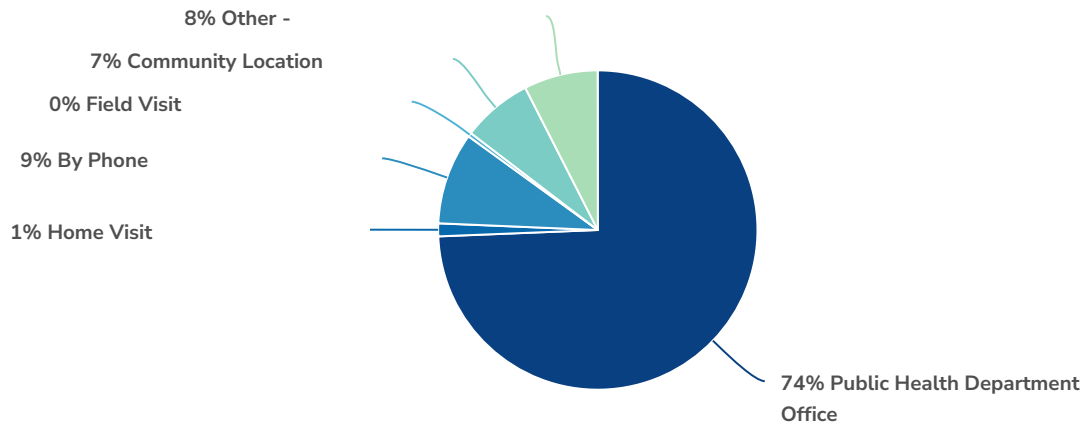
6. Where did you learn about our available services?



Value	Percent	Responses
Allegan County website	30.3%	67
Social Media	6.3%	14
Email Updates	4.1%	9
Public Health Department brochure or flyer	5.0%	11
Friend or family member	18.6%	41
Public Health Department staff member or Local Government Staff/Agency	8.1%	18
Other:	27.6%	61

Totals: 221

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



Value	Percent	Responses
Public Health Department Office	74.3%	168
Home Visit	1.3%	3
By Phone	9.3%	21
Field Visit	0.4%	1
Community Location	7.1%	16
Other -	7.5%	17

Totals: 226

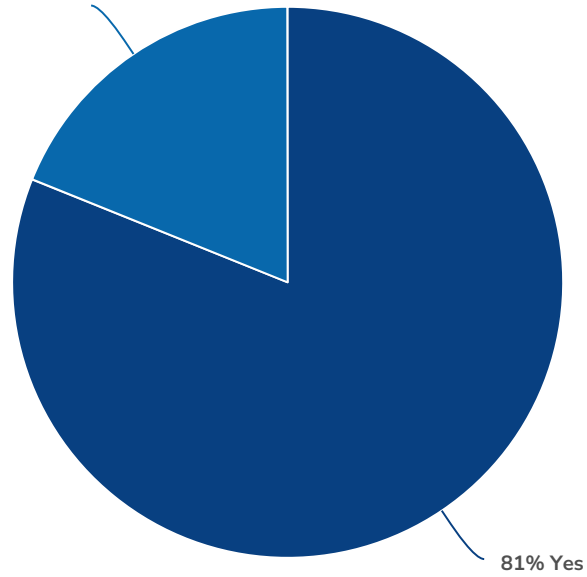
8. Please indicate if you agree or disagree with each of the following statements by circling the number under your response. If you disagree with any of the statements below, please help us understand how we can improve by providing a comment under "What can we do to improve?" below.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Responses
Staff were friendly. Count Row %	180 87.8%	23 11.2%	1 0.5%	1 0.5%	205
The service(s) I received were delivered promptly. Count Row %	174 83.7%	30 14.4%	1 0.5%	3 1.4%	208
Staff were respectful. Count Row %	177 86.8%	25 12.3%	1 0.5%	1 0.5%	204
The process to schedule my appointment/visit was convenient and helpful. Count Row %	174 85.7%	25 12.3%	2 1.0%	2 1.0%	203
I feel I was given all the necessary information before, during, and after the service(s). Count Row %	176 86.3%	22 10.8%	2 1.0%	4 2.0%	204
The wait time for the service(s) I received was appropriate. Count Row %	171 84.2%	26 12.8%	4 2.0%	2 1.0%	203
The services I received met my social, cultural, and/or special needs. Count Row %	175 85.8%	25 12.3%	2 1.0%	2 1.0%	204
Staff took the time to listen to my concerns. Count Row %	173 85.2%	27 13.3%	1 0.5%	2 1.0%	203

	Strongly Agree	Agree	Disagree	Strongly Disagree	Responses
The office hours met my needs. Count Row %	172 84.3%	28 13.7%	2 1.0%	2 1.0%	204
The facility or setting was comfortable for receiving services. Count Row %	168 82.8%	33 16.3%	1 0.5%	1 0.5%	203
I would recommend Allegan County Health Department to my friends and family. Count Row %	173 85.2%	26 12.8%	2 1.0%	2 1.0%	203
Current technology within the Health Department meet our citizens' needs. Count Row %	161 79.7%	36 17.8%	3 1.5%	2 1.0%	202
Totals Total Responses					208

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

19% No



81% Yes

Value	Percent	Responses
Yes	81.1%	163
No	18.9%	38

Totals: 201

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



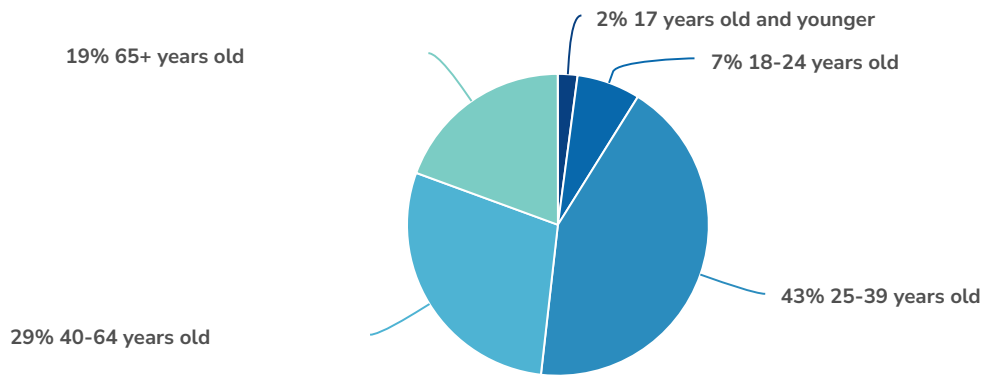
11. What can we do to improve? (Please be specific)



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

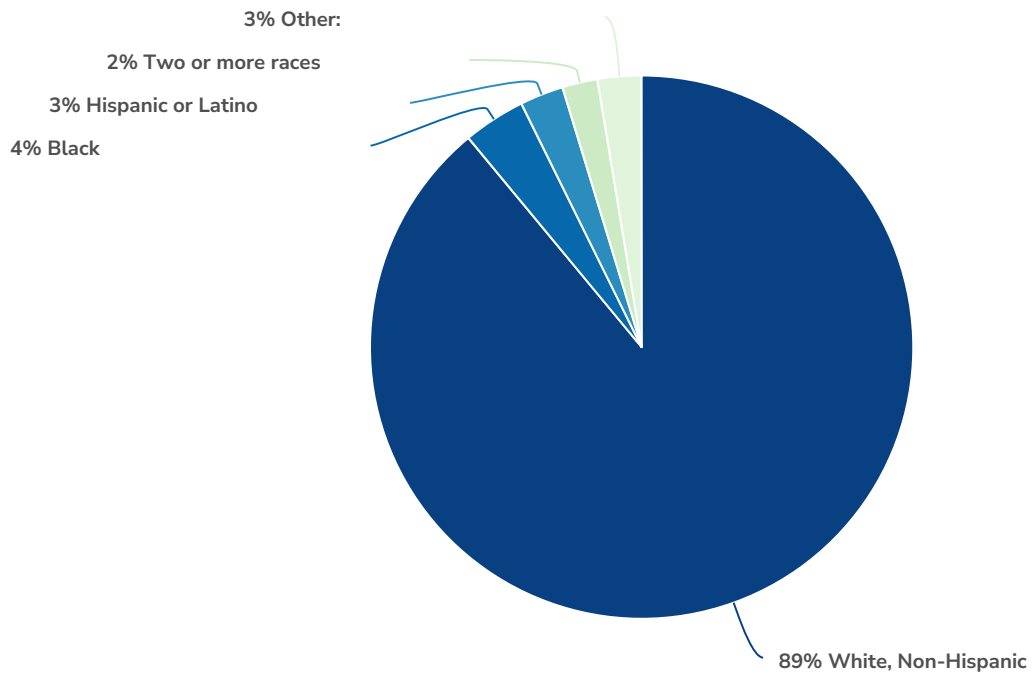
Value	Percent	Responses
Male	41.7%	80
Female	57.8%	111
Other	0.5%	1
		Totals: 192

14. What age group are you in?



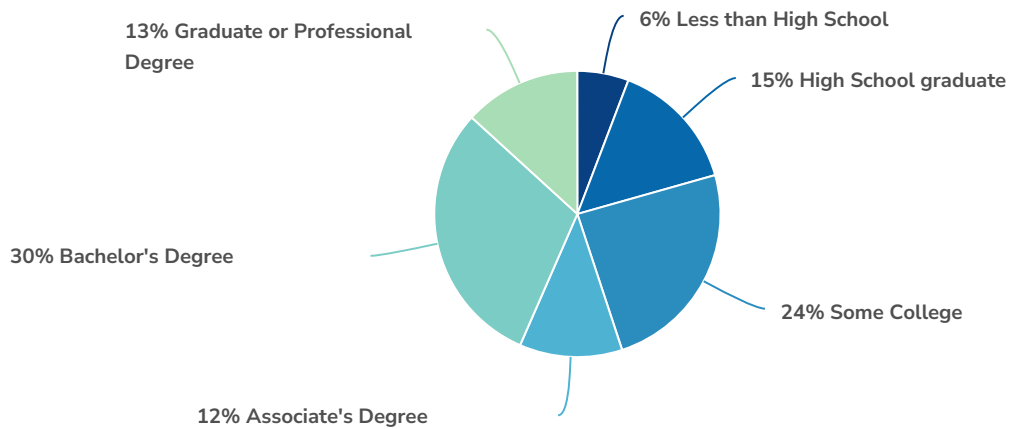
Value	Percent	Responses
17 years old and younger	2.1%	4
18-24 years old	6.8%	13
25-39 years old	42.9%	82
40-64 years old	28.8%	55
65+ years old	19.4%	37
		Totals: 191

15. What race do you associate with?



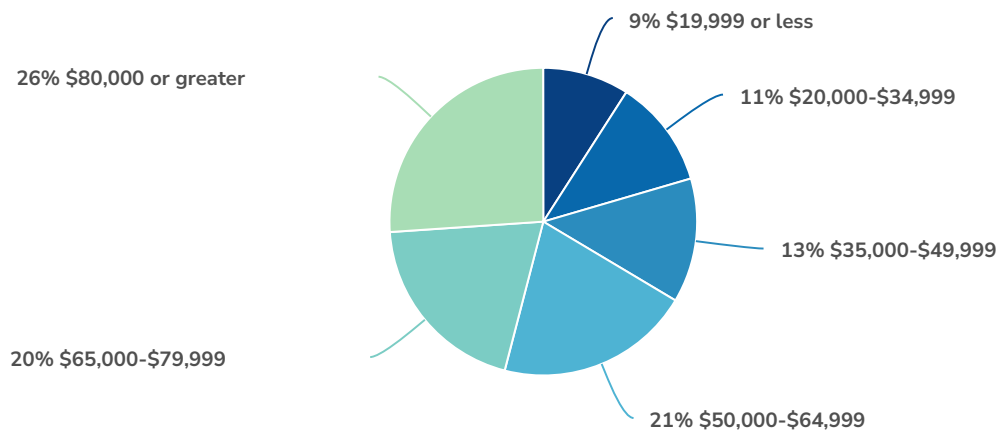
Value	Percent	Responses
White, Non-Hispanic	89.0%	170
Black	3.7%	7
Hispanic or Latino	2.6%	5
Two or more races	2.1%	4
Other:	2.6%	5
		Totals: 191

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



Value	Percent	Responses
Less than High School	5.8%	11
High School graduate	14.8%	28
Some College	24.3%	46
Associate's Degree	11.6%	22
Bachelor's Degree	30.2%	57
Graduate or Professional Degree	13.2%	25
		Totals: 189

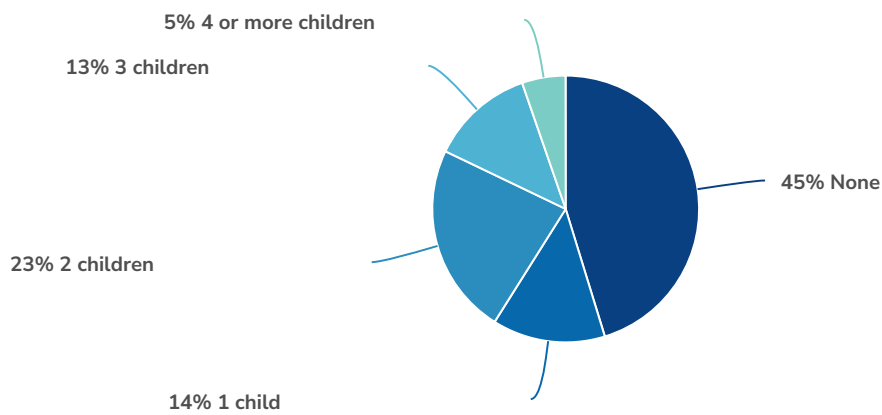
17. What is household income range are you in?



Value	Percent	Responses
\$19,999 or less	9.1%	16
\$20,000-\$34,999	11.4%	20
\$35,000-\$49,999	13.1%	23
\$50,000-\$64,999	20.5%	36
\$65,000-\$79,999	19.9%	35
\$80,000 or greater	26.1%	46

Totals: 176

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



Value	Percent	Responses
None	45.3%	86
1 child	13.7%	26
2 children	23.2%	44
3 children	12.6%	24
4 or more children	5.3%	10
		Totals: 190