

















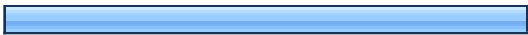



**1. During your visit with Allegan County Health Department, what program(s)/service(s) did you receive? (check all that apply)**

		Response Percent	Response Count
Child or Adolescent Immunization		38.1%	152
Adult Immunization		11.3%	45
STD/HIV		4.8%	19
MIHP		0.5%	2
CSHCS		19.0%	76
Communicable Disease		5.8%	23
Hearing and Vision		17.0%	68
Environmental Health (permit, inspection, sewage, water, SESC, etc.)		4.0%	16
Food Services (license, inspection, plan review, training)		1.0%	4
Emergency Preparedness		0.3%	1
CPR/AED		0.0%	0
Recycling/Waste Collection		0.3%	1
	Other (please specify)		65
		<b>answered question</b>	<b>399</b>
		<b>skipped question</b>	<b>54</b>

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

		Response Percent	Response Count
Friend or family member		43.8%	121
Health Department Staff member or Local Government Staff/Agency		31.5%	87
Realtor or General Contractor		1.1%	3
Health Department brochure or flyer		6.9%	19
Allegan County website		16.7%	46
	Other (please specify)		178
<b>answered question</b>			<b>276</b>
<b>skipped question</b>			<b>177</b>

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



		Response Percent	Response Count
Health Department Office		78.5%	336
Home Visit		7.7%	33
By Phone		11.9%	51
Field Visit		1.9%	8
Outreach Site		0.0%	0
	Other (please specify)		33
<b>answered question</b>			<b>428</b>
<b>skipped question</b>			<b>25</b>

**4. 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 Question 8.**

	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree	Rating Average	R C
Health Department Staff were friendly.	2.9% (13)	0.0% (0)	0.0% (0)	1.4% (6)	22.7% (101)	<b>73.0% (324)</b>	5.60	
The service(s) I received were delivered promptly.	3.5% (15)	0.2% (1)	2.1% (9)	3.5% (15)	30.8% (133)	<b>60.0% (259)</b>	5.38	
Health Department staff were respectful.	2.9% (13)	0.0% (0)	0.0% (0)	0.9% (4)	24.5% (108)	<b>71.7% (316)</b>	5.59	
The process to schedule my appointment/visit was convenient and helpful.	3.4% (14)	0.2% (1)	1.0% (4)	2.7% (11)	26.1% (108)	<b>66.7% (276)</b>	5.48	
The wait time for the service(s) I received was appropriate.	3.3% (14)	1.6% (7)	1.4% (6)	8.5% (36)	29.9% (127)	<b>55.3% (235)</b>	5.26	
Health Department Staff was helpful.	2.5% (11)	0.0% (0)	0.0% (0)	2.1% (9)	25.1% (110)	<b>70.3% (308)</b>	5.58	
The services I received met my social, cultural, and/or special needs.	3.2% (14)	0.2% (1)	0.0% (0)	1.2% (5)	26.9% (116)	<b>68.4% (295)</b>	5.54	
Health Department Staff took the time to listen to my concerns.	3.0% (13)	0.0% (0)	0.2% (1)	1.9% (8)	26.6% (115)	<b>68.3% (295)</b>	5.54	
Health Department staff understood my needs.	3.3% (13)	0.3% (1)	0.0% (0)	1.5% (6)	28.9% (115)	<b>66.1% (263)</b>	5.51	
The office hours met my needs.	3.1% (12)	0.8% (3)	0.3% (1)	3.6% (14)	28.9% (112)	<b>63.4% (246)</b>	5.45	
The facility or setting was comfortable for receiving services.	2.9% (11)	0.0% (0)	0.3% (1)	2.1% (8)	27.9% (105)	<b>66.8% (252)</b>	5.53	
Overall, I am satisfied with the service(s) I received today.	3.0% (12)	0.0% (0)	0.5% (2)	1.0% (4)	26.4% (105)	<b>69.0% (274)</b>	5.55	
I was able to get what I needed from Allegan County Health Department today.	3.0% (12)	0.0% (0)	0.0% (0)	2.5% (10)	25.7% (102)	<b>68.8% (273)</b>	5.54	

I would recommend Allegan County Health Department to my friends and family.	3.0% (12)	0.0% (0)	0.5% (2)	1.3% (5)	26.8% (107)	<b>68.4% (273)</b>	5.54
<b>answered question</b>							
<b>skipped question</b>							

**5. Did Health Department staff give you information during today's visit about other services for which you might be eligible?**

		Response Percent	Response Count
Yes		61.7%	222
No		38.3%	138
<b>answered question</b>			<b>360</b>
<b>skipped question</b>			<b>93</b>

**6. Did staff provide outstanding service? Is there a specific staff member you would like to commend?**

	Response Count
	257
<b>answered question</b>	<b>257</b>
<b>skipped question</b>	<b>196</b>



**7. What did we do well during your visit today? (Please be specific.)**

	Response Count
	252
<b>answered question</b>	<b>252</b>
<b>skipped question</b>	<b>201</b>






## 8. What can we do to improve?

	Response Count
	160
answered question	160
skipped question	293







## 9. What is your gender?

		Response Percent	Response Count
Female		75.3%	286
Male		24.7%	94
	answered question		380
	skipped question		73

## 10. What age group are you in?

		Response Percent	Response Count
17 years old and younger		9.8%	37
18-24 years old		9.3%	35
<b>25-39 years old</b>		<b>46.7%</b>	<b>176</b>
40-64 years old		31.0%	117
65+ years old		3.2%	12
	answered question		377
	skipped question		76







## 11. What race do you associate with?

		Response Percent	Response Count
White, Non-Hispanic		90.8%	335
Black		1.6%	6
Hispanic or Latino		4.6%	17
American Indian or Alaska Native		0.8%	3
Asian		0.3%	1
Native Hawaiian or Other Pacific Islander		0.0%	0
Two or more races		1.9%	7
	Other (please specify)		7

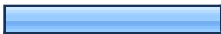





answered question 369

skipped question 84






## 12. What is the highest level of education you completed?

		Response Percent	Response Count
Less than High School		11.8%	44
High School graduate		25.2%	94
<b>Some College</b>		33.2%	124
Associate's Degree		9.9%	37
Bachelor's Degree		14.7%	55
Graduate or Professional Degree		5.1%	19
	answered question		373
	skipped question		80

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

		Response Percent	Response Count
<b>\$19,000 or less</b>		<b>32.4%</b>	<b>110</b>
\$20,000-\$34,000		23.9%	81
\$35,000-\$49,000		15.3%	52
\$50,000-\$64,000		12.7%	43
\$65,000-\$79,000		6.2%	21
\$80,000 or greater		9.4%	32
<b>answered question</b>			<b>339</b>
<b>skipped question</b>			<b>114</b>

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

		Response Percent	Response Count
None		19.4%	72
1 child		18.3%	68
<b>2 children</b>		<b>27.2%</b>	<b>101</b>
3 children		20.2%	75
4 or more children		14.8%	55
<b>answered question</b>			<b>371</b>
<b>skipped question</b>			<b>82</b>