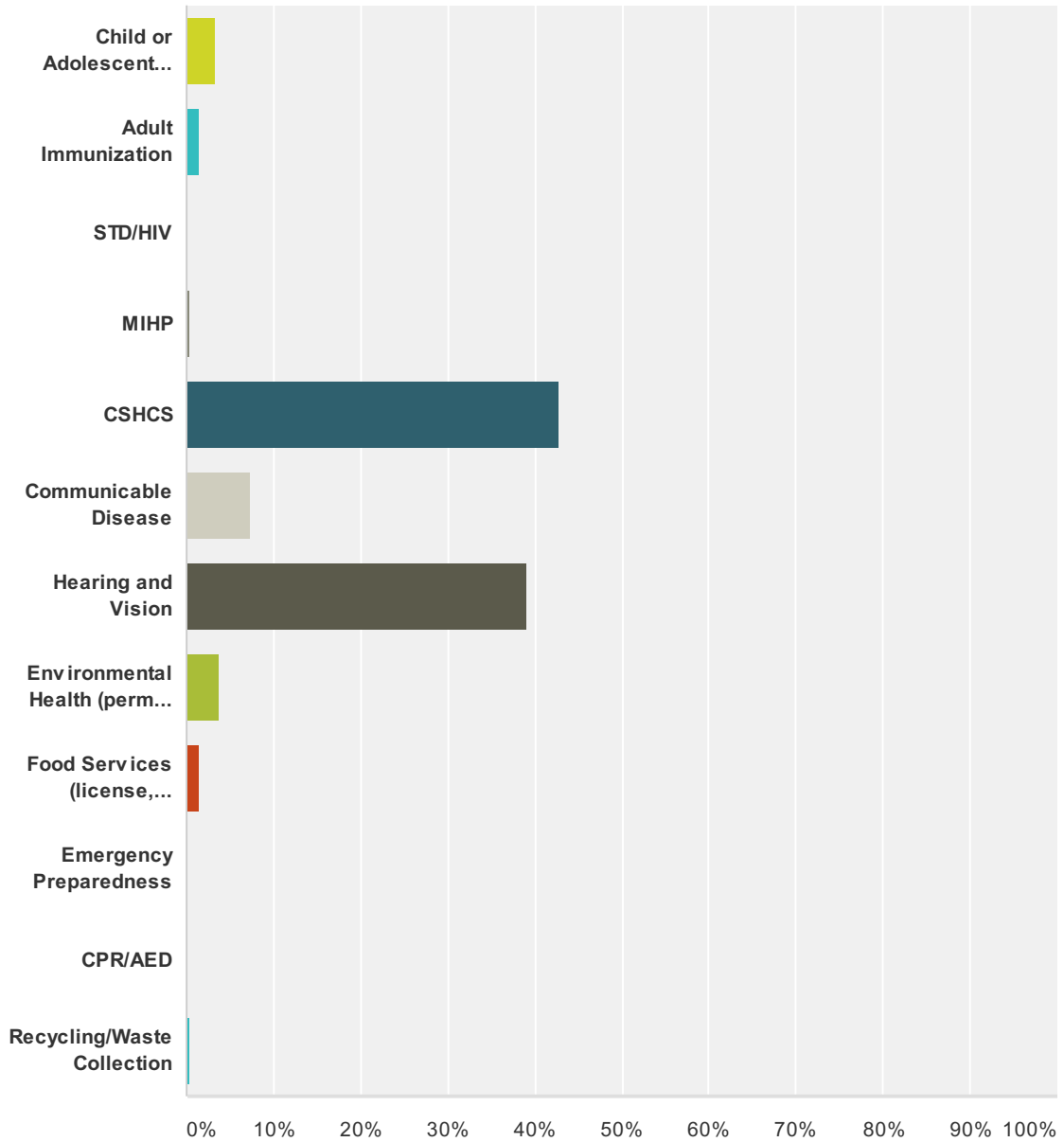


**Q1 During your visit with Allegan County Health Department, what program(s)/service(s) did you receive? (check all that apply)**

Answered: 208 Skipped: 15



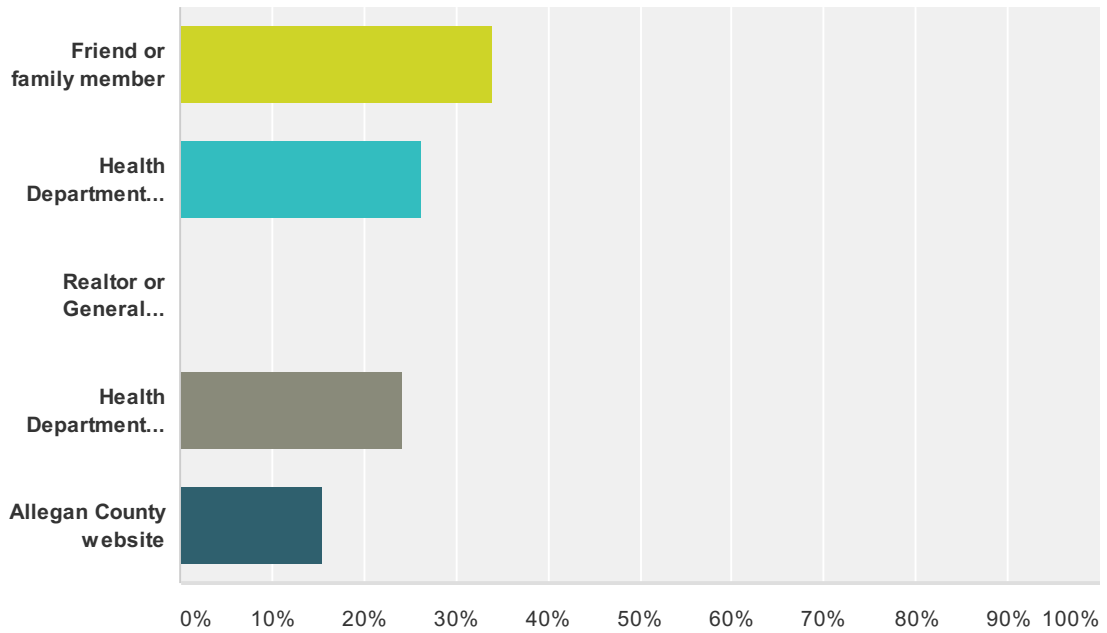
| Answer Choices                   | Responses |
|----------------------------------|-----------|
| Child or Adolescent Immunization | 3.37% 7   |
| Adult Immunization               | 1.44% 3   |
| STD/HIV                          | 0.00% 0   |
| MIHP                             | 0.48% 1   |
| CSHCS                            | 42.79% 89 |

## Allegan County Health Department Survey 2013

|  |        |    |
|--|--------|----|
| Communicable Disease   | 7.21%  | 15 |
| Hearing and Vision   | 38.94% | 81 |
| Environmental Health (permit, inspection, sewage, water, SESC, etc.) | 3.85%  | 8  |
| Food Services (license, inspection, plan review, training)           | 1.44%  | 3  |
| Emergency Preparedness   | 0.00%  | 0  |
| CPR/AED  | 0.00%  | 0  |
| Recycling/Waste Collection   | 0.48%  | 1  |
| <b>Total Respondents: 208</b>  |        |    |

## Q2 Where did you learn about our available services?

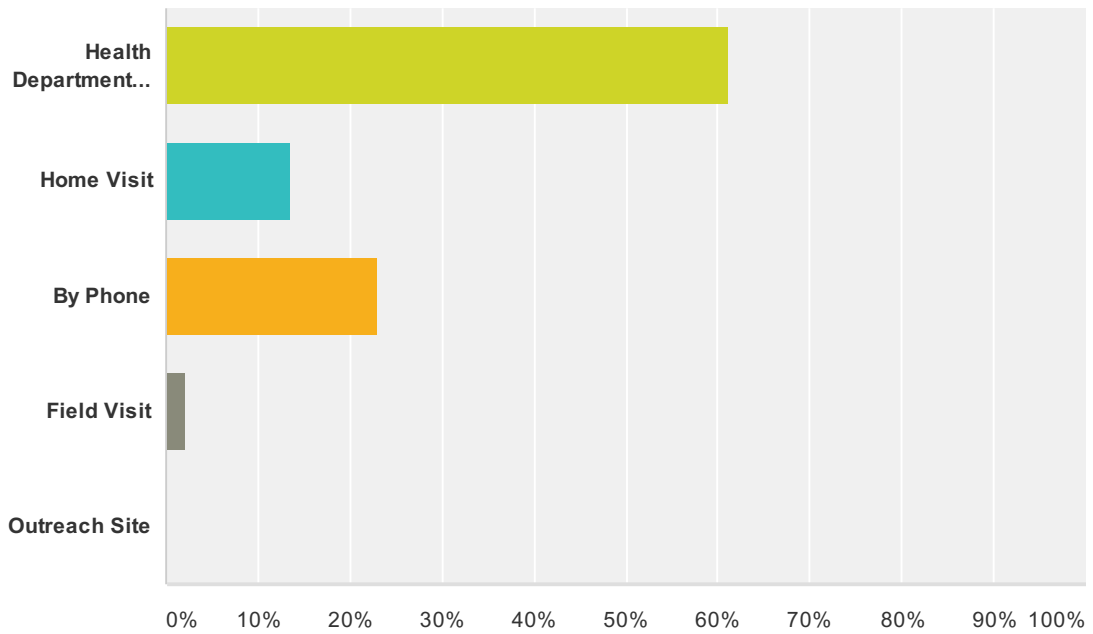
Answered: 103 Skipped: 120



| Answer Choices  | Responses  |
|---|------------|
| Friend or family member   | 33.98% 35  |
| Health Department Staff member or Local Government Staff/Agency | 26.21% 27  |
| Realtor or General Contractor                                   | 0.00% 0    |
| Health Department brochure or flyer                             | 24.27% 25  |
| Allegheny County website  | 15.53% 16  |
| <b>Total</b>  | <b>103</b> |

### Q3 Where did you receive your service(s)?

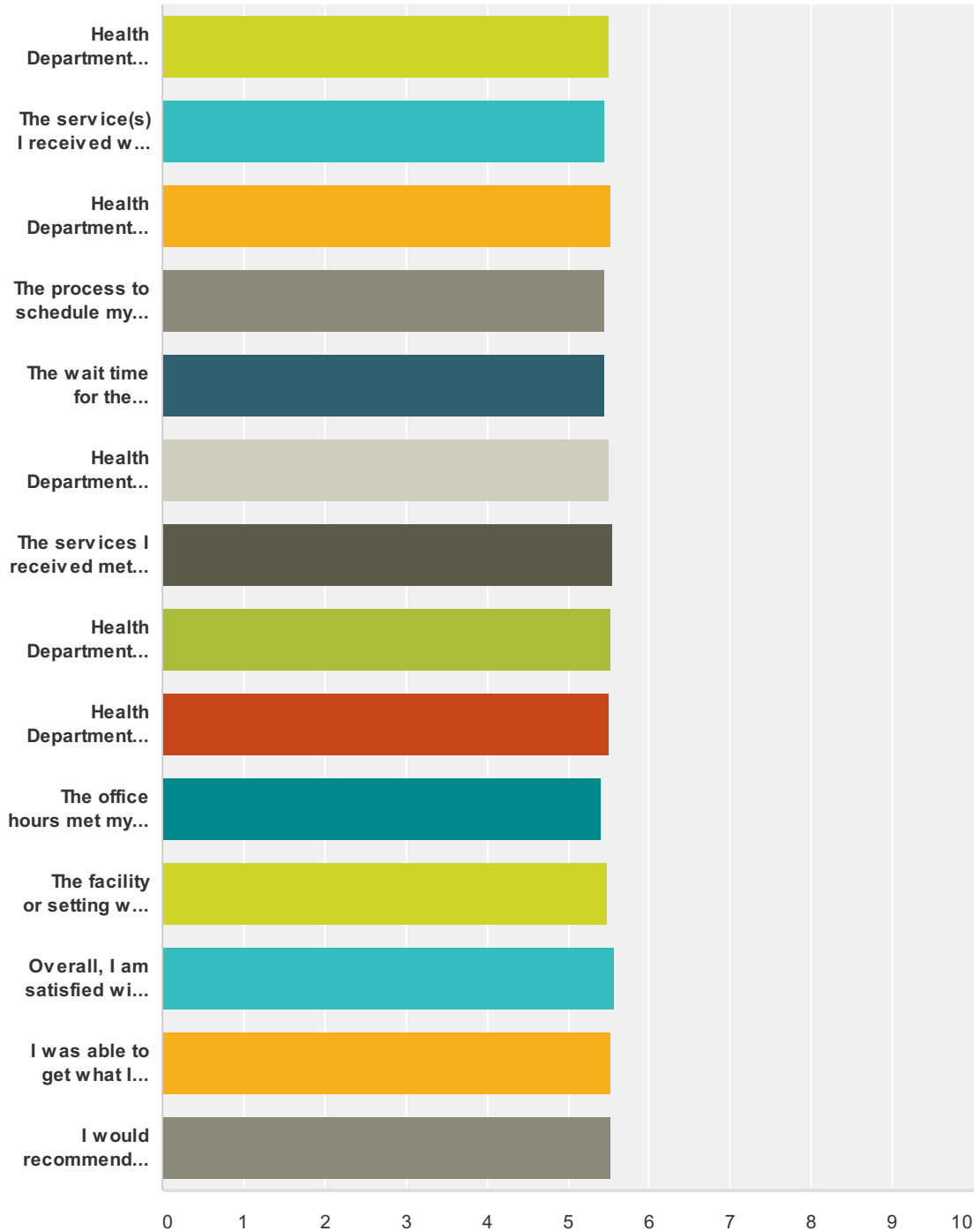
Answered: 191 Skipped: 32



| Answer Choices           | Responses |            |
|--------------------------|-----------|------------|
| Health Department Office | 61.26%    | 117        |
| Home Visit               | 13.61%    | 26         |
| By Phone                 | 23.04%    | 44         |
| Field Visit              | 2.09%     | 4          |
| Outreach Site            | 0.00%     | 0          |
| <b>Total</b>             |           | <b>191</b> |

**Q4 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.**

Answered: 209 Skipped: 14

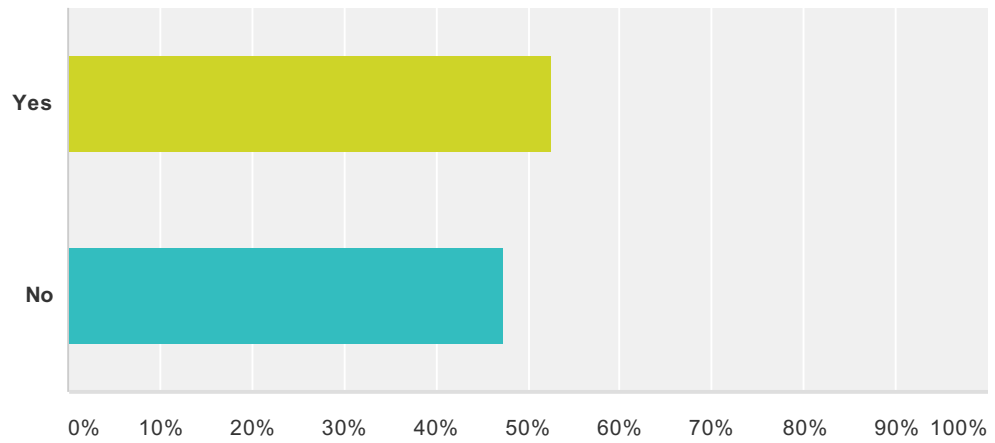


## Allegan County Health Department Survey 2013

|  | Strongly Disagree | Disagree   | Somewhat Disagree | Somewhat Agree | Agree        | Strongly Agree | Total | Average Rating |
|--|-------------------|------------|-------------------|----------------|--------------|----------------|-------|----------------|
| Health Department Staff were friendly.                                       | 2.88%<br>6        | 0.96%<br>2 | 0.00%<br>0        | 0.96%<br>2     | 27.40%<br>57 | 67.79%<br>141  | 208   | 5.52           |
| The service(s) I received were delivered promptly.                           | 3.98%<br>8        | 0.50%<br>1 | 0.00%<br>0        | 2.99%<br>6     | 26.87%<br>54 | 65.67%<br>132  | 201   | 5.45           |
| Health Department staff were respectful.                                     | 3.37%<br>7        | 0.48%<br>1 | 0.00%<br>0        | 2.40%<br>5     | 22.60%<br>47 | 71.15%<br>148  | 208   | 5.54           |
| The process to schedule my appointment/visit was convenient and helpful.     | 3.91%<br>7        | 1.12%<br>2 | 0.00%<br>0        | 3.35%<br>6     | 24.58%<br>44 | 67.04%<br>120  | 179   | 5.45           |
| The wait time for the service(s) I received was appropriate.                 | 3.76%<br>7        | 0.54%<br>1 | 0.00%<br>0        | 3.76%<br>7     | 27.96%<br>52 | 63.98%<br>119  | 186   | 5.44           |
| Health Department Staff was helpful.   | 2.96%<br>6        | 0.99%<br>2 | 0.49%<br>1        | 2.46%<br>5     | 22.66%<br>46 | 70.44%<br>143  | 203   | 5.52           |
| The services I received met my social, cultural, and/or special needs.       | 2.51%<br>5        | 1.01%<br>2 | 0.50%<br>1        | 1.51%<br>3     | 23.12%<br>46 | 71.36%<br>142  | 199   | 5.56           |
| Health Department Staff took the time to listen to my concerns.              | 3.00%<br>6        | 1.00%<br>2 | 0.00%<br>0        | 3.00%<br>6     | 21.50%<br>43 | 71.50%<br>143  | 200   | 5.54           |
| Health Department staff understood my needs.                                 | 3.11%<br>6        | 0.52%<br>1 | 0.52%<br>1        | 2.59%<br>5     | 23.83%<br>46 | 69.43%<br>134  | 193   | 5.52           |
| The office hours met my needs.   | 2.75%<br>5        | 1.10%<br>2 | 2.20%<br>4        | 3.85%<br>7     | 26.37%<br>48 | 63.74%<br>116  | 182   | 5.41           |
| The facility or setting was comfortable for receiving services.              | 3.03%<br>5        | 1.21%<br>2 | 0.00%<br>0        | 1.82%<br>3     | 27.27%<br>45 | 66.67%<br>110  | 165   | 5.49           |
| Overall, I am satisfied with the service(s) I received today.                | 3.14%<br>6        | 1.05%<br>2 | 0.00%<br>0        | 2.09%<br>4     | 18.32%<br>35 | 75.39%<br>144  | 191   | 5.58           |
| I was able to get what I needed from Allegan County Health Department today. | 3.21%<br>6        | 1.07%<br>2 | 1.07%<br>2        | 1.07%<br>2     | 20.32%<br>38 | 73.26%<br>137  | 187   | 5.54           |
| I would recommend Allegan County Health Department to my friends and family. | 3.14%<br>6        | 0.00%<br>0 | 1.05%<br>2        | 2.09%<br>4     | 23.04%<br>44 | 70.68%<br>135  | 191   | 5.54           |

### Q5 Did Health Department staff give you information during today's visit about other services for which you might be eligible?

Answered: 167 Skipped: 56



| Answer Choices | Responses  |
|----------------|------------|
| Yes            | 52.69% 88  |
| No             | 47.31% 79  |
| <b>Total</b>   | <b>167</b> |

**Q6 Did staff provide outstanding service?  
Is there a specific staff member you would  
like to commend?**

Answered: 120 Skipped: 103



**Q7 What did we do well during your visit today? (Please be specific.)**

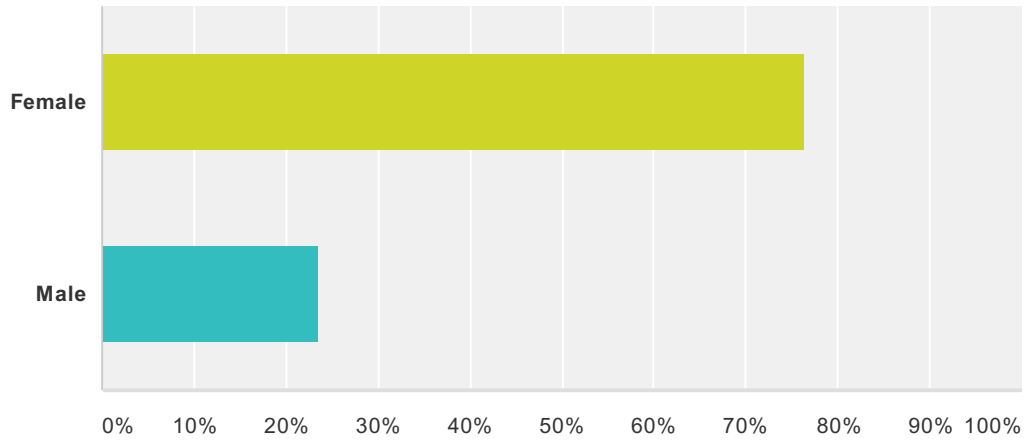
Answered: 104 Skipped: 119

**Q8 What can we do to improve?**

Answered: 65 Skipped: 158

### Q9 What is your gender?

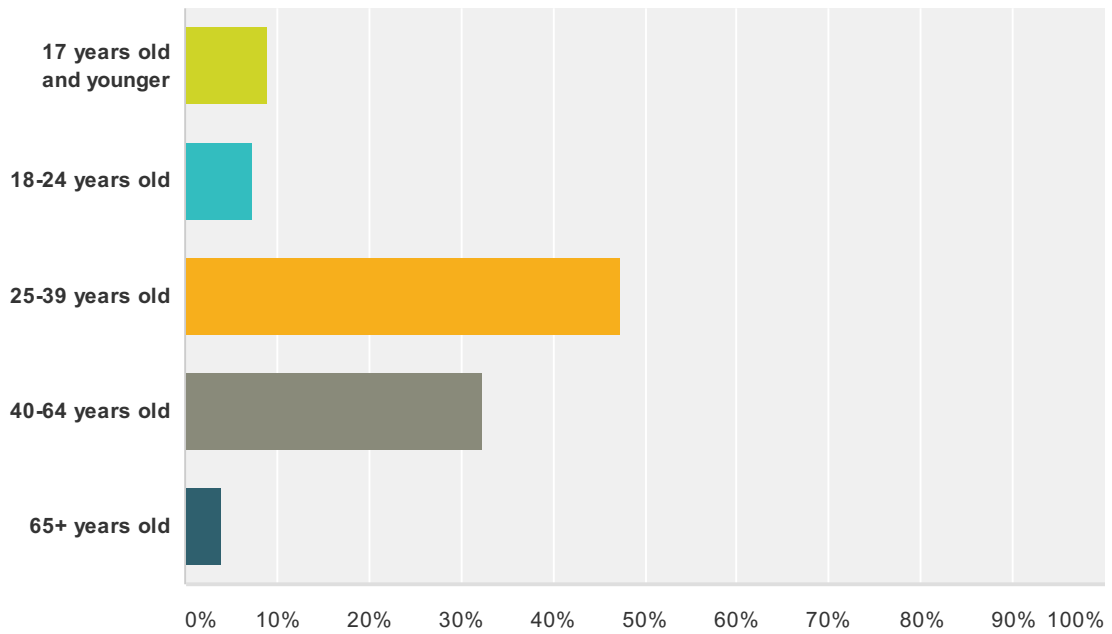
Answered: 182 Skipped: 41



| Answer Choices | Responses  |
|----------------|------------|
| Female         | 76.37% 139 |
| Male           | 23.63% 43  |
| <b>Total</b>   | <b>182</b> |

### Q10 What age group are you in?

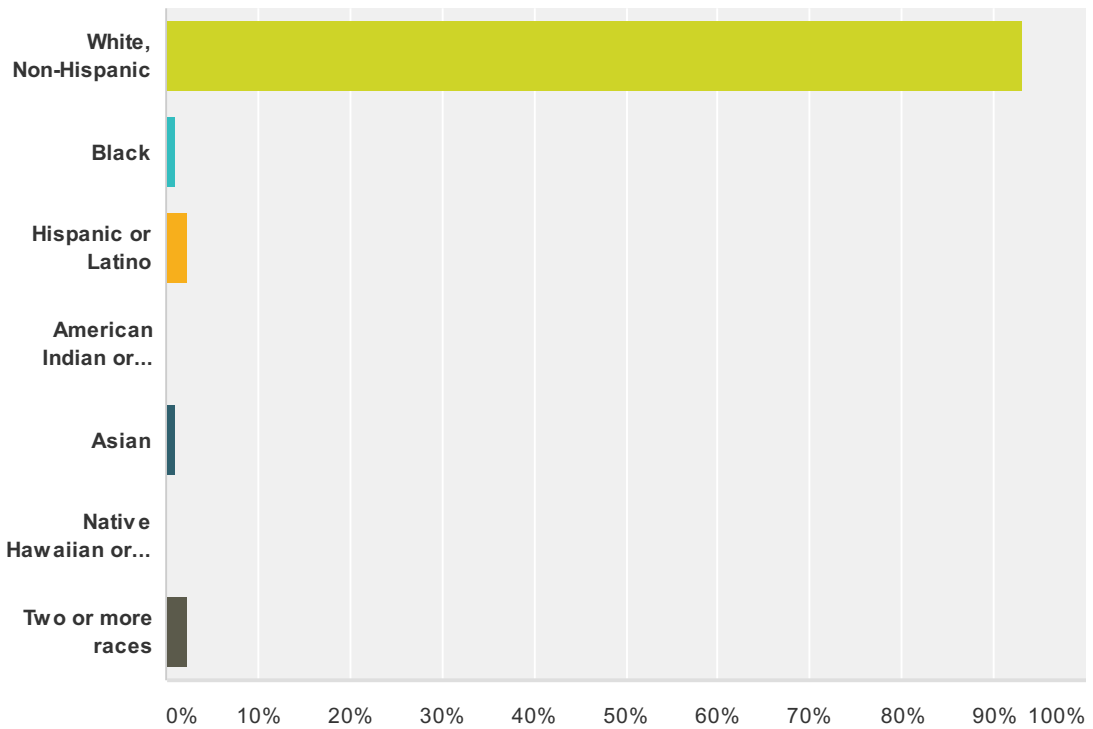
Answered: 179 Skipped: 44



| Answer Choices           | Responses |            |
|--------------------------|-----------|------------|
| 17 years old and younger | 8.94%     | 16         |
| 18-24 years old          | 7.26%     | 13         |
| 25-39 years old          | 47.49%    | 85         |
| 40-64 years old          | 32.40%    | 58         |
| 65+ years old            | 3.91%     | 7          |
| <b>Total</b>             |           | <b>179</b> |

### Q11 What race do you associate with?

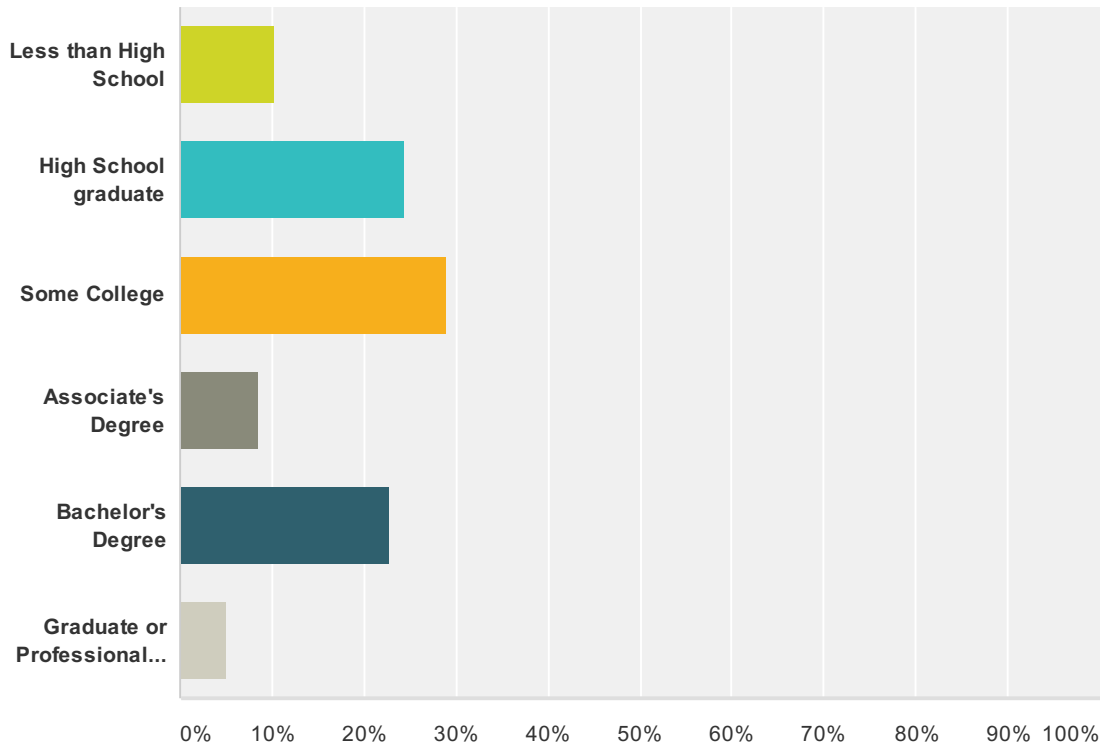
Answered: 176 Skipped: 47



| Answer Choices                            | Responses |            |
|---|-----------|------------|
| White, Non-Hispanic                       | 93.18%    | 164        |
| Black                                     | 1.14%     | 2          |
| Hispanic or Latino                        | 2.27%     | 4          |
| American Indian or Alaska Native          | 0.00%     | 0          |
| Asian                                     | 1.14%     | 2          |
| Native Hawaiian or Other Pacific Islander | 0.00%     | 0          |
| Two or more races                         | 2.27%     | 4          |
| <b>Total</b>                              |           | <b>176</b> |

### Q12 What is the highest level of education you completed?

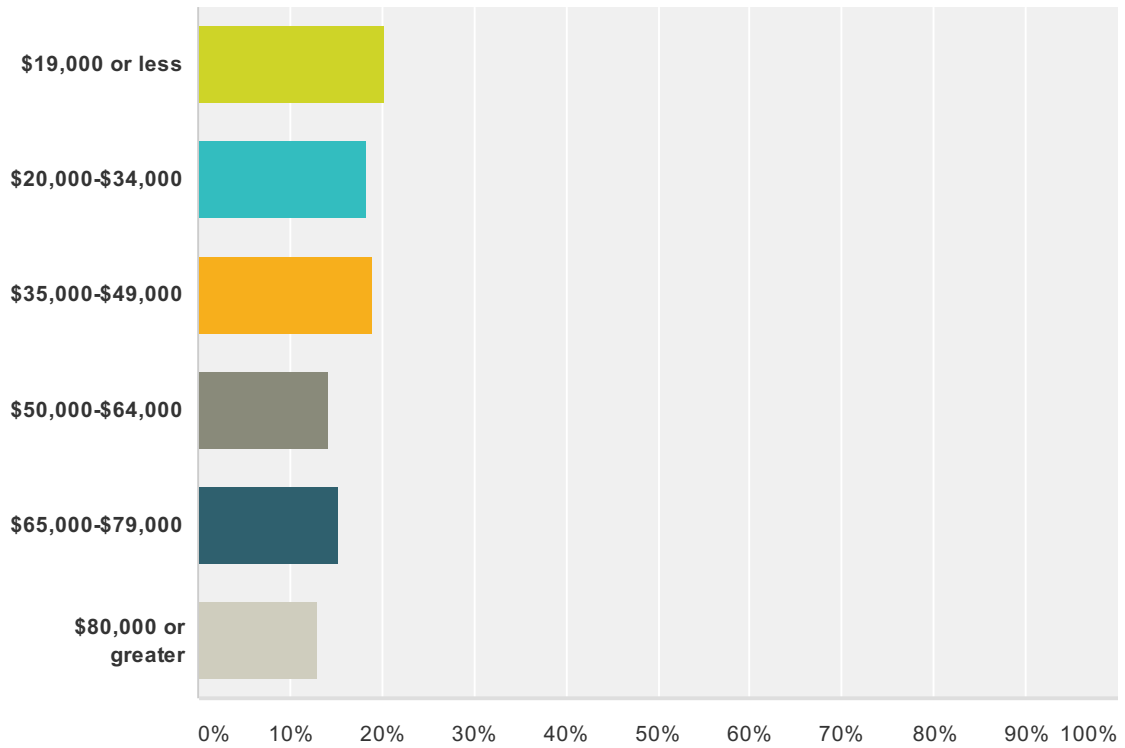
Answered: 176 Skipped: 47



| Answer Choices                  | Responses |            |
|---------------------------------|-----------|------------|
| Less than High School           | 10.23%    | 18         |
| High School graduate            | 24.43%    | 43         |
| Some College                    | 28.98%    | 51         |
| Associate's Degree              | 8.52%     | 15         |
| Bachelor's Degree               | 22.73%    | 40         |
| Graduate or Professional Degree | 5.11%     | 9          |
| <b>Total</b>                    |           | <b>176</b> |

### Q13 What is household income range are you in?

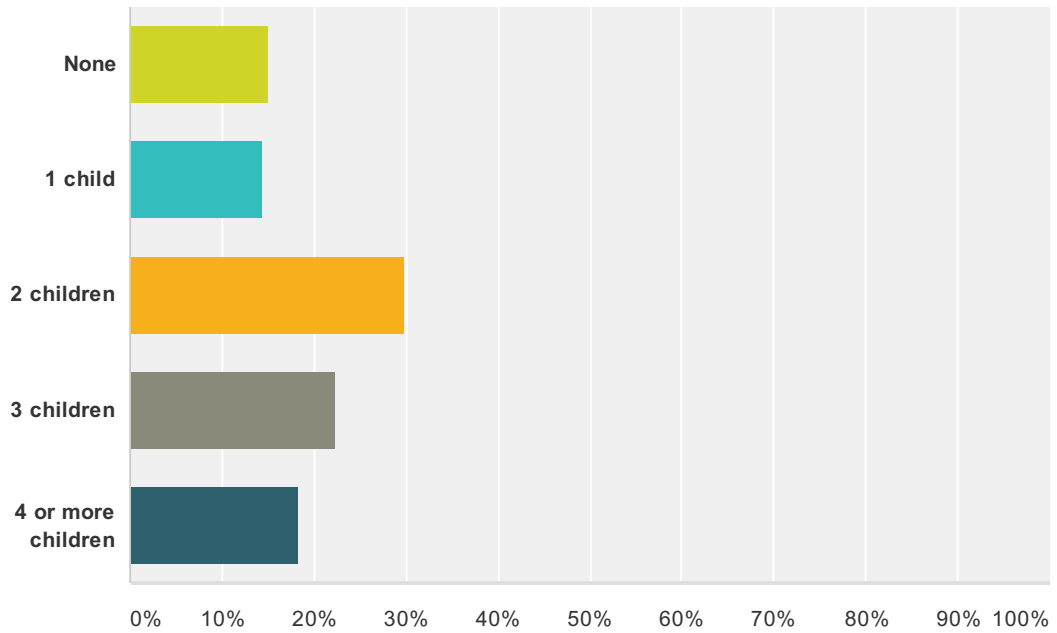
Answered: 163 Skipped: 60



| Answer Choices      | Responses |            |
|---------------------|-----------|------------|
| \$19,000 or less    | 20.25%    | 33         |
| \$20,000-\$34,000   | 18.40%    | 30         |
| \$35,000-\$49,000   | 19.02%    | 31         |
| \$50,000-\$64,000   | 14.11%    | 23         |
| \$65,000-\$79,000   | 15.34%    | 25         |
| \$80,000 or greater | 12.88%    | 21         |
| <b>Total</b>        |           | <b>163</b> |

### Q14 How many children under the age of 18 live in your household?

Answered: 174 Skipped: 49



| Answer Choices     | Responses |            |
|--------------------|-----------|------------|
| None               | 14.94%    | 26         |
| 1 child            | 14.37%    | 25         |
| 2 children         | 29.89%    | 52         |
| 3 children         | 22.41%    | 39         |
| 4 or more children | 18.39%    | 32         |
| <b>Total</b>       |           | <b>174</b> |