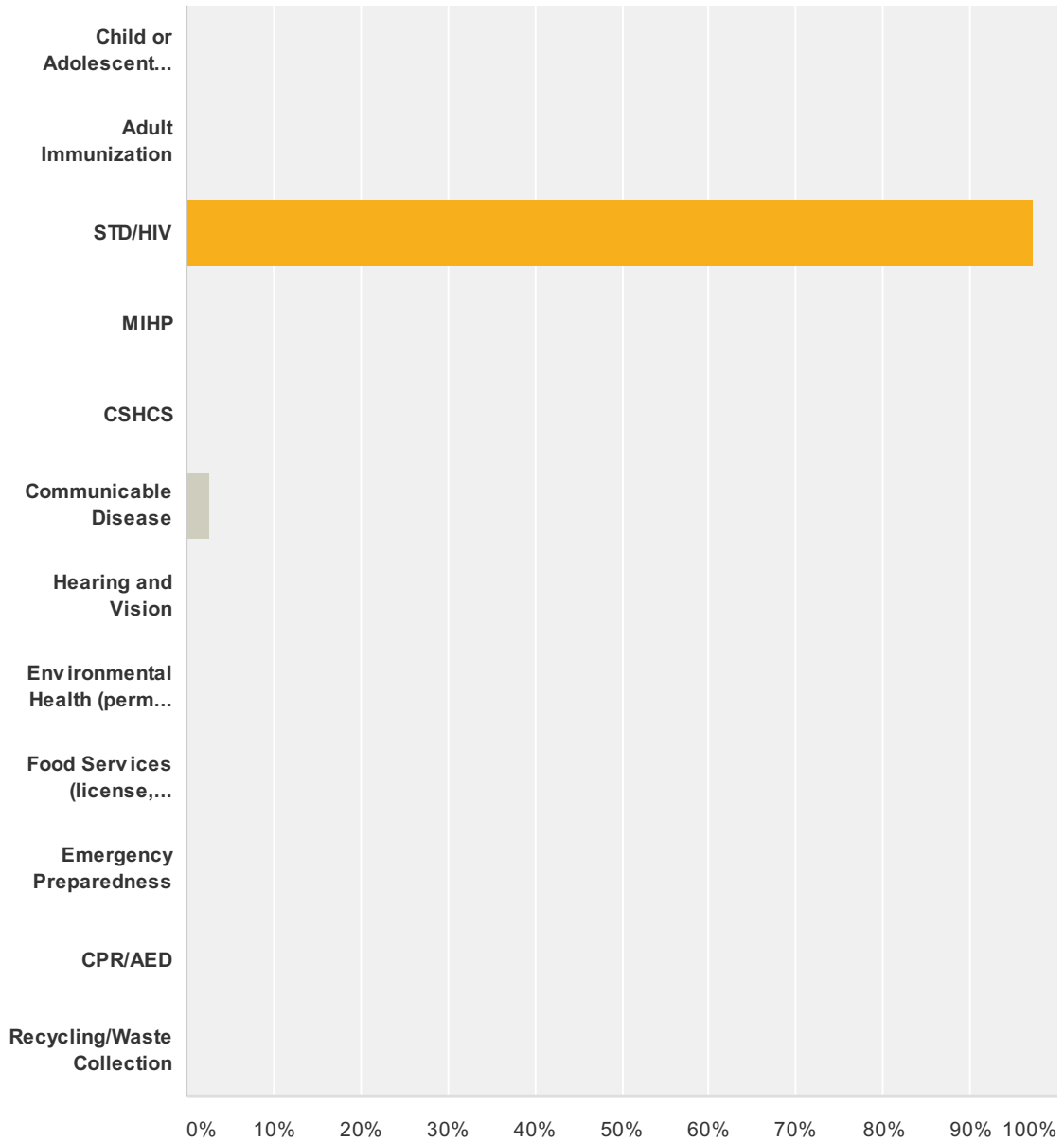


Q1 During your visit with Allegan County Health Department, what program(s)/service(s) did you receive? (check all that apply)

Answered: 37 Skipped: 0



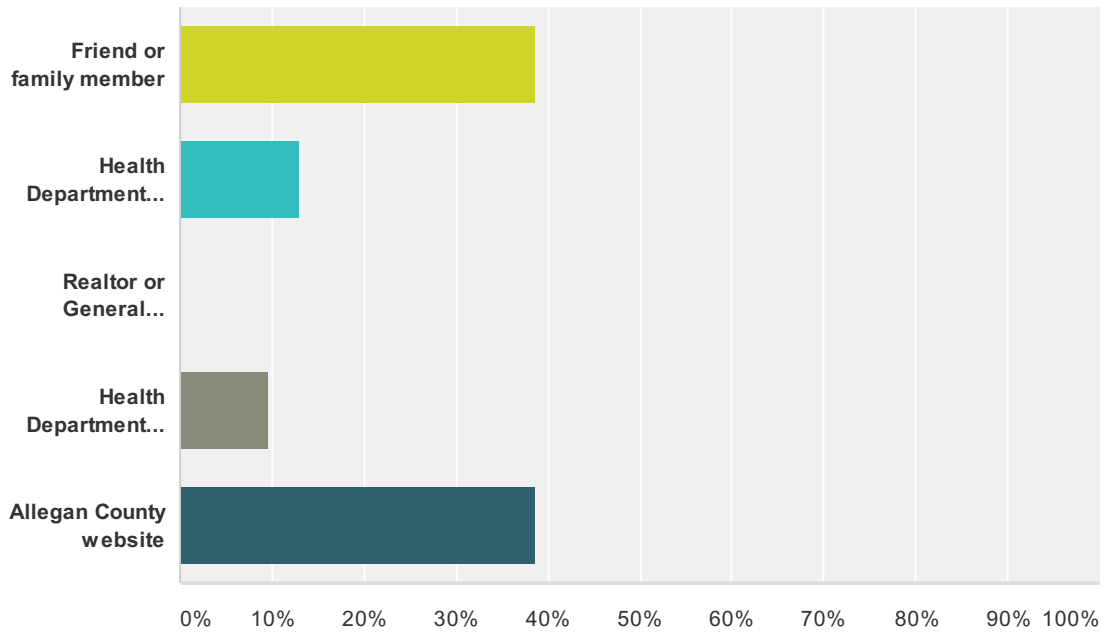
Answer Choices	Responses
Child or Adolescent Immunization	0.00% 0
Adult Immunization	0.00% 0
STD/HIV	97.30% 36
MIHP	0.00% 0
CSHCS	0.00% 0

Clinic Allegan County Department Survey 2013

Communicable Disease	2.70%	1
Hearing and Vision	0.00%	0
Environmental Health (permit, inspection, sewage, water, SESC, etc.)	0.00%	0
Food Services (license, inspection, plan review, training)	0.00%	0
Emergency Preparedness	0.00%	0
CPR/AED	0.00%	0
Recycling/Waste Collection	0.00%	0
Total Respondents: 37		

Q2 Where did you learn about our available services?

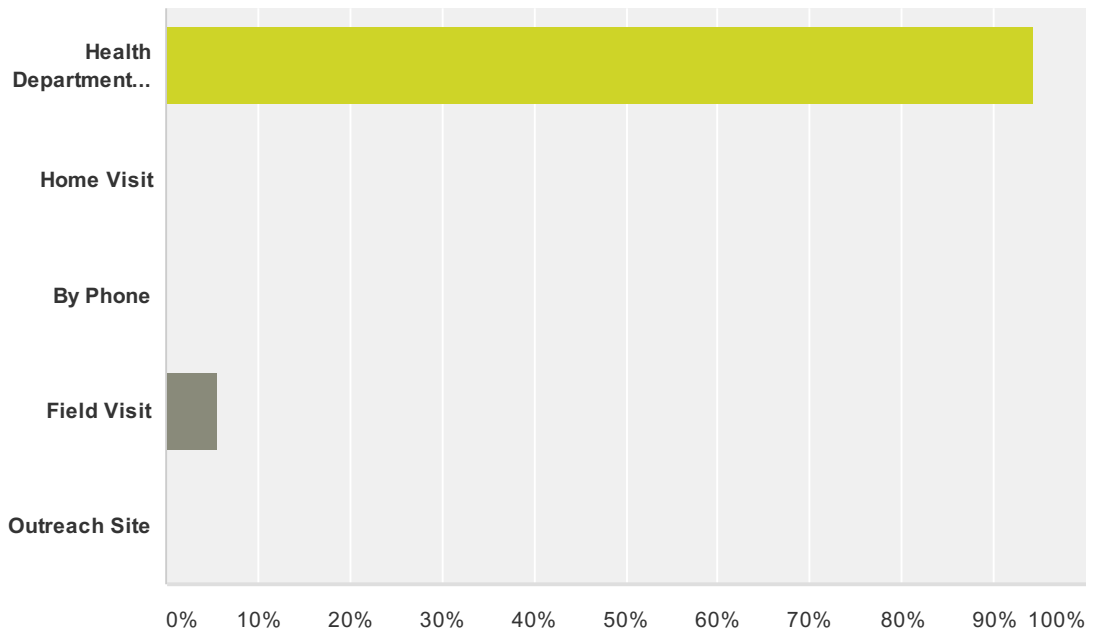
Answered: 31 Skipped: 6



Answer Choices	Responses
Friend or family member	38.71% 12
Health Department Staff member or Local Government Staff/Agency	12.90% 4
Realtor or General Contractor	0.00% 0
Health Department brochure or flyer	9.68% 3
Allegan County website	38.71% 12
Total	31

Q3 Where did you receive your service(s)?

Answered: 35 Skipped: 2

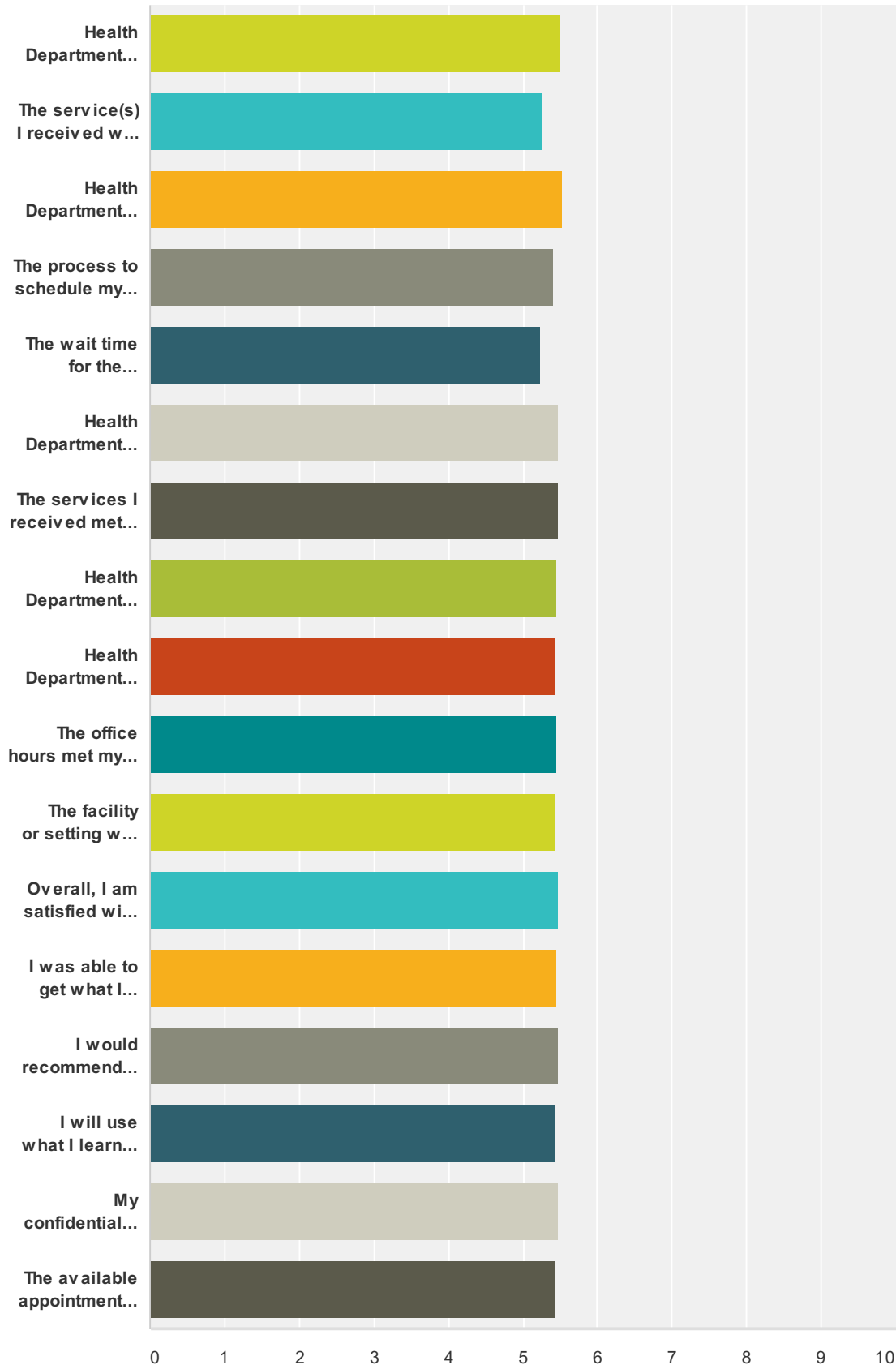


Answer Choices	Responses
Health Department Office	94.29% 33
Home Visit	0.00% 0
By Phone	0.00% 0
Field Visit	5.71% 2
Outreach Site	0.00% 0
Total	35

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: 37 Skipped: 0

Clinic Allegan County Department Survey 2013



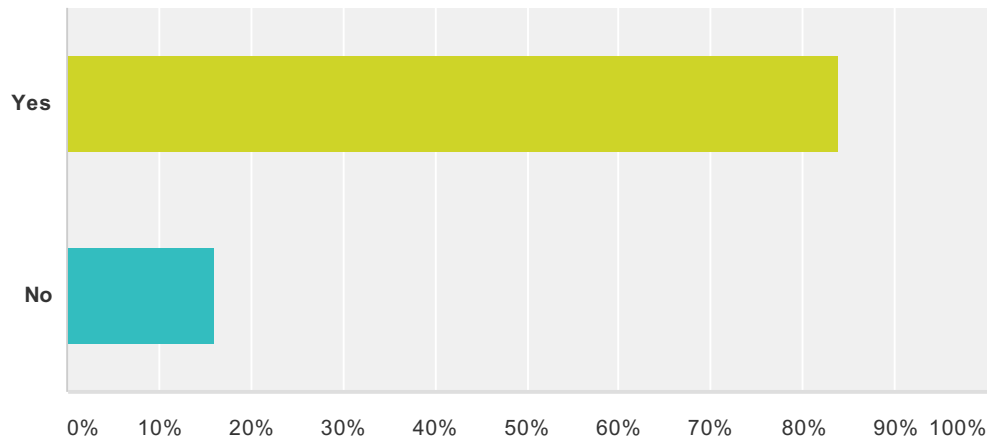
	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree	Total	Average Rating
Health Department Staff were friendly.	5.41% 2	0.00% 0	0.00% 0	0.00% 0	21.62% 8	72.97% 27	37	5.51

Clinic Allegan County Department Survey 2013

The service(s) I received were delivered promptly.	5.71% 2	0.00% 0	0.00% 0	2.86% 1	40.00% 14	51.43% 18	35	5.26
Health Department staff were respectful.	5.41% 2	0.00% 0	0.00% 0	0.00% 0	18.92% 7	75.68% 28	37	5.54
The process to schedule my appointment/visit was convenient and helpful.	5.41% 2	0.00% 0	2.70% 1	0.00% 0	24.32% 9	67.57% 25	37	5.41
The wait time for the service(s) I received was appropriate.	5.71% 2	0.00% 0	0.00% 0	5.71% 2	37.14% 13	51.43% 18	35	5.23
Health Department Staff was helpful.	5.56% 2	0.00% 0	0.00% 0	0.00% 0	25.00% 9	69.44% 25	36	5.47
The services I received met my social, cultural, and/or special needs.	5.56% 2	0.00% 0	0.00% 0	0.00% 0	25.00% 9	69.44% 25	36	5.47
Health Department Staff took the time to listen to my concerns.	5.56% 2	0.00% 0	0.00% 0	0.00% 0	27.78% 10	66.67% 24	36	5.44
Health Department staff understood my needs.	6.06% 2	0.00% 0	0.00% 0	0.00% 0	27.27% 9	66.67% 22	33	5.42
The office hours met my needs.	5.56% 2	0.00% 0	0.00% 0	0.00% 0	27.78% 10	66.67% 24	36	5.44
The facility or setting was comfortable for receiving services.	5.56% 2	0.00% 0	0.00% 0	0.00% 0	30.56% 11	63.89% 23	36	5.42
Overall, I am satisfied with the service(s) I received today.	5.56% 2	0.00% 0	0.00% 0	0.00% 0	25.00% 9	69.44% 25	36	5.47
I was able to get what I needed from Allegan County Health Department today.	5.56% 2	0.00% 0	0.00% 0	0.00% 0	27.78% 10	66.67% 24	36	5.44
I would recommend Allegan County Health Department to my friends and family.	5.56% 2	0.00% 0	0.00% 0	0.00% 0	25.00% 9	69.44% 25	36	5.47
I will use what I learned in clinic today to reduce my risk of STD's and HIV.	5.71% 2	0.00% 0	2.86% 1	0.00% 0	20.00% 7	71.43% 25	35	5.43
My confidentiality was maintained throughout my visit.	5.56% 2	0.00% 0	0.00% 0	0.00% 0	25.00% 9	69.44% 25	36	5.47
The available appointment times were convenient for my schedule.	5.56% 2	0.00% 0	0.00% 0	2.78% 1	25.00% 9	66.67% 24	36	5.42

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

Answered: 25 Skipped: 12



Answer Choices	Responses
Yes	84.00% 21
No	16.00% 4
Total	25

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

Answered: 23 Skipped: 14

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

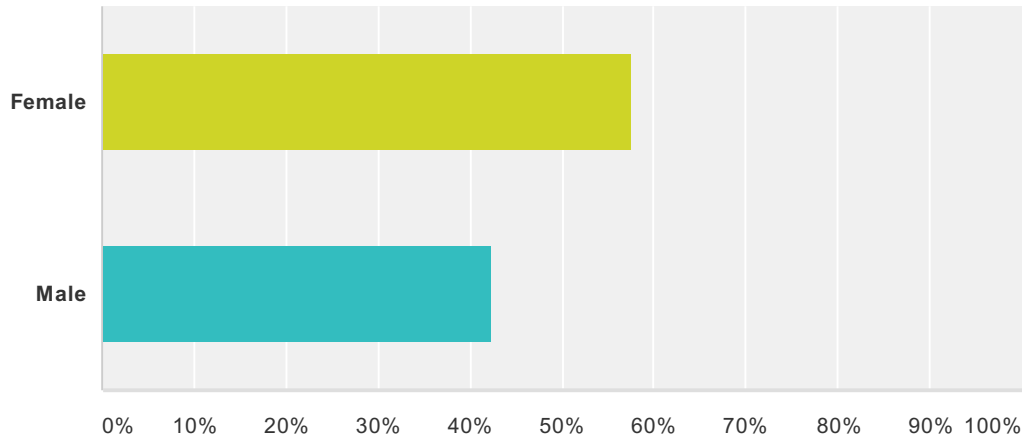
Answered: 20 Skipped: 17

Q8 What can we do to improve?

Answered: 14 Skipped: 23

Q9 What is your gender?

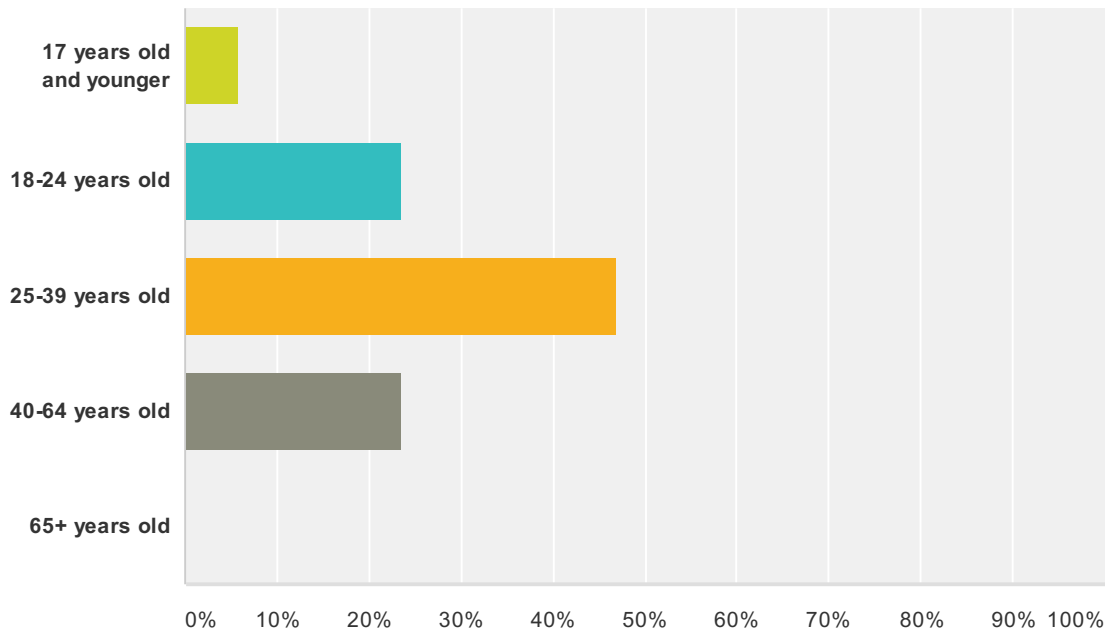
Answered: 33 Skipped: 4



Answer Choices	Responses
Female	57.58% 19
Male	42.42% 14
Total	33

Q10 What age group are you in?

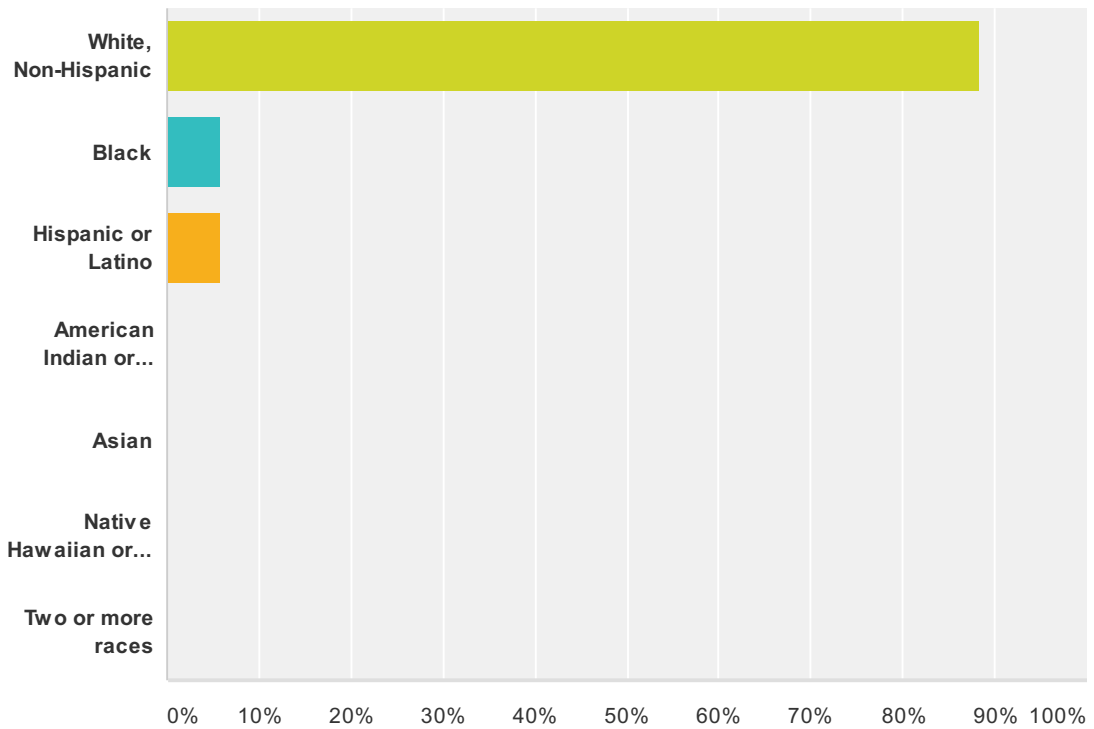
Answered: 34 Skipped: 3



Answer Choices	Responses	
17 years old and younger	5.88%	2
18-24 years old	23.53%	8
25-39 years old	47.06%	16
40-64 years old	23.53%	8
65+ years old	0.00%	0
Total		34

Q11 What race do you associate with?

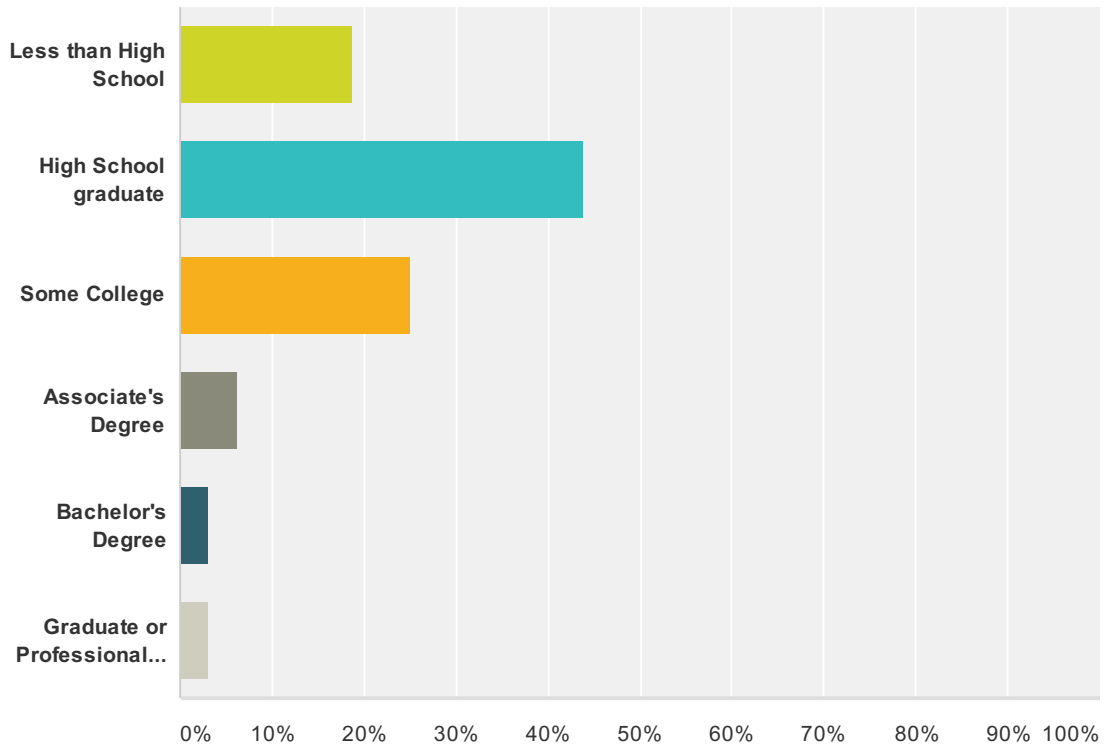
Answered: 34 Skipped: 3



Answer Choices	Responses	
White, Non-Hispanic	88.24%	30
Black	5.88%	2
Hispanic or Latino	5.88%	2
American Indian or Alaska Native	0.00%	0
Asian	0.00%	0
Native Hawaiian or Other Pacific Islander	0.00%	0
Two or more races	0.00%	0
Total		34

Q12 What is the highest level of education you completed?

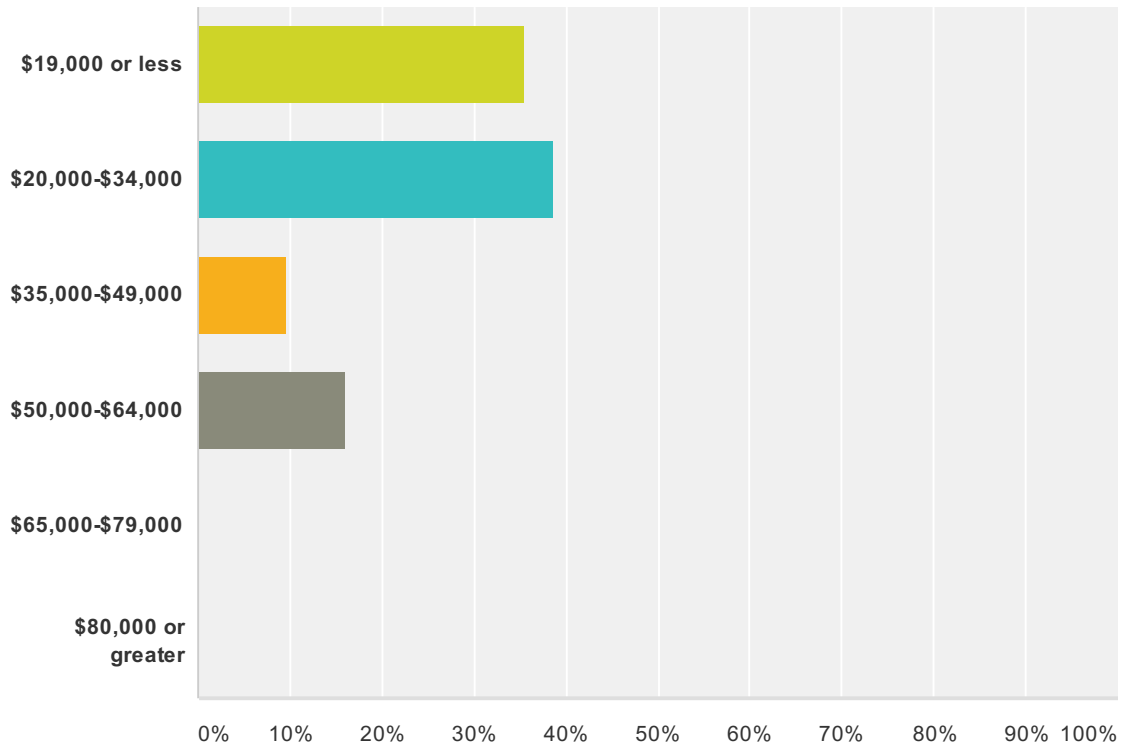
Answered: 32 Skipped: 5



Answer Choices	Responses
Less than High School	18.75% 6
High School graduate	43.75% 14
Some College	25.00% 8
Associate's Degree	6.25% 2
Bachelor's Degree	3.13% 1
Graduate or Professional Degree	3.13% 1
Total	32

Q13 What is household income range are you in?

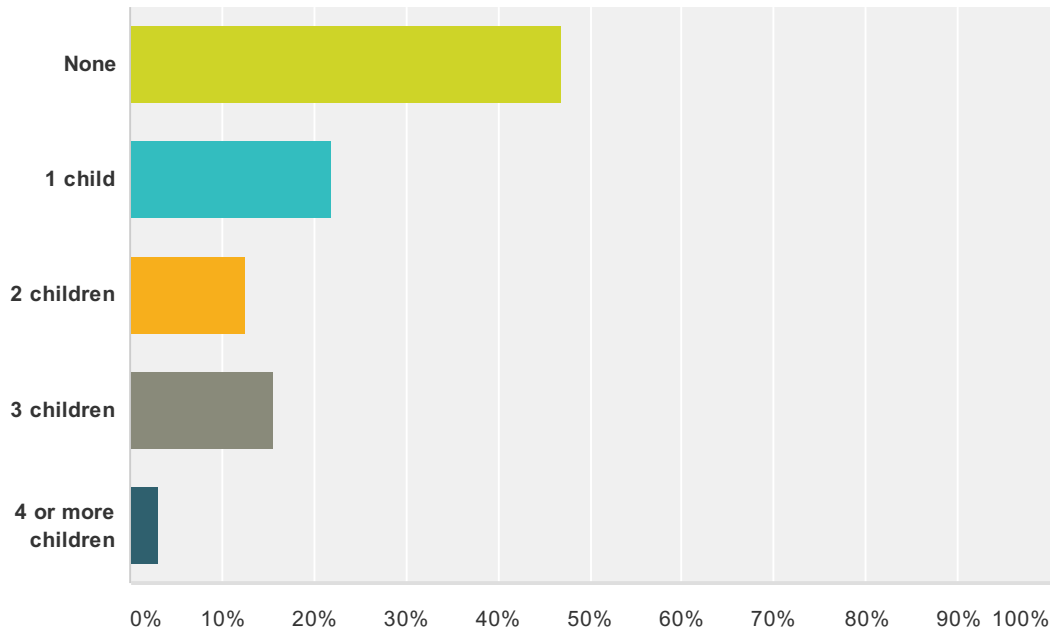
Answered: 31 Skipped: 6



Answer Choices	Responses	
\$19,000 or less	35.48%	11
\$20,000-\$34,000	38.71%	12
\$35,000-\$49,000	9.68%	3
\$50,000-\$64,000	16.13%	5
\$65,000-\$79,000	0.00%	0
\$80,000 or greater	0.00%	0
Total		31

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

Answered: 32 Skipped: 5



Answer Choices	Responses
None	46.88% 15
1 child	21.88% 7
2 children	12.50% 4
3 children	15.63% 5
4 or more children	3.13% 1
Total	32