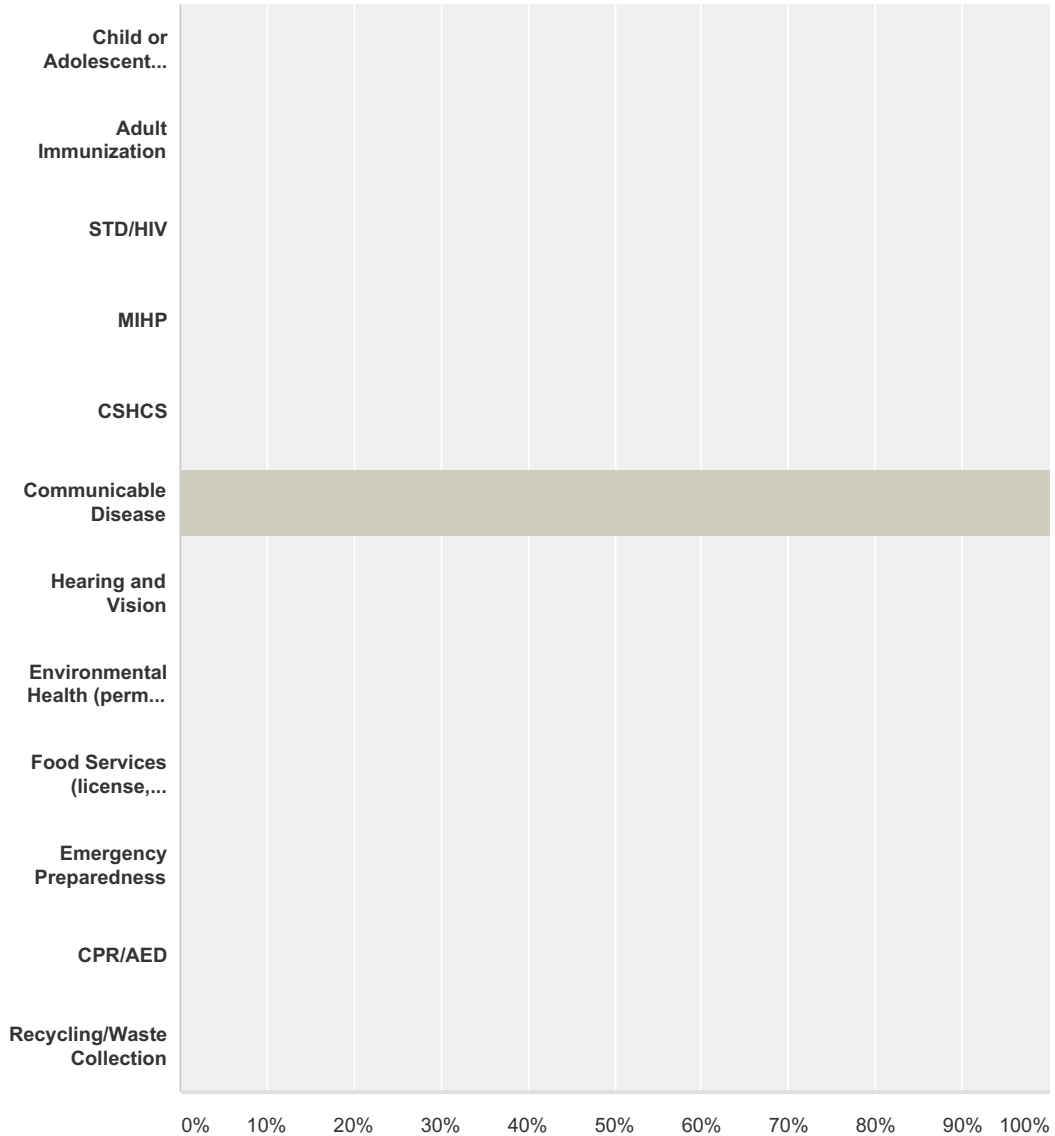


**Q1 During your visit with Allegan County Health Department, what program(s)/service(s) did you receive? (check all that apply)**

Answered: 19 Skipped: 1



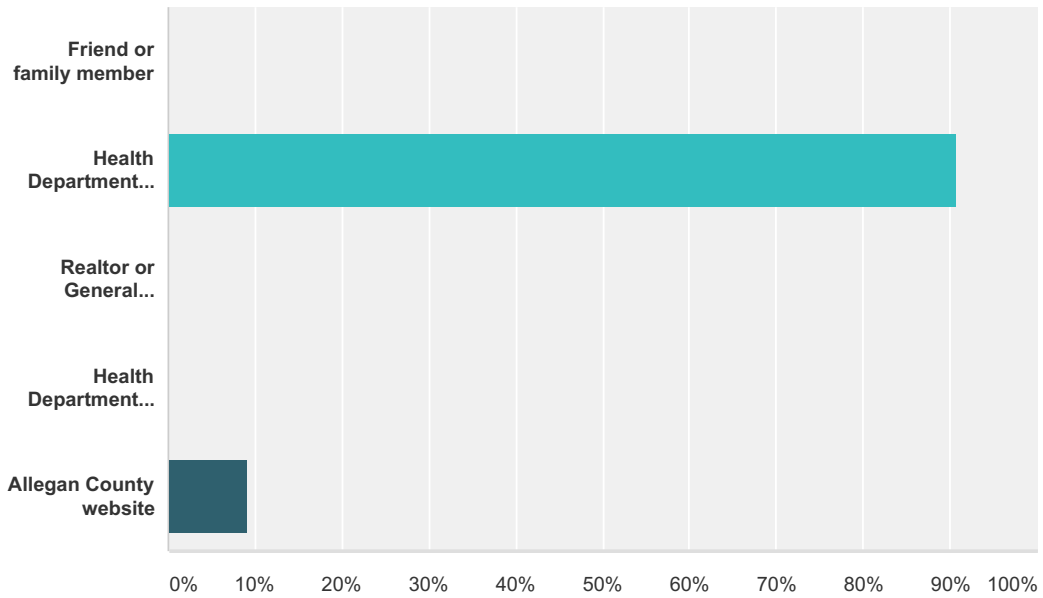
Answer Choices	Responses
Child or Adolescent Immunization	0.00% 0
Adult Immunization	0.00% 0
STD/HIV	0.00% 0
MIHP	0.00% 0
CSHCS	0.00% 0

## Communicable Disease Customer Satisfaction Survey 2014

Communicable Disease	100.00%	19
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
<b>Total Respondents: 19</b>		

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

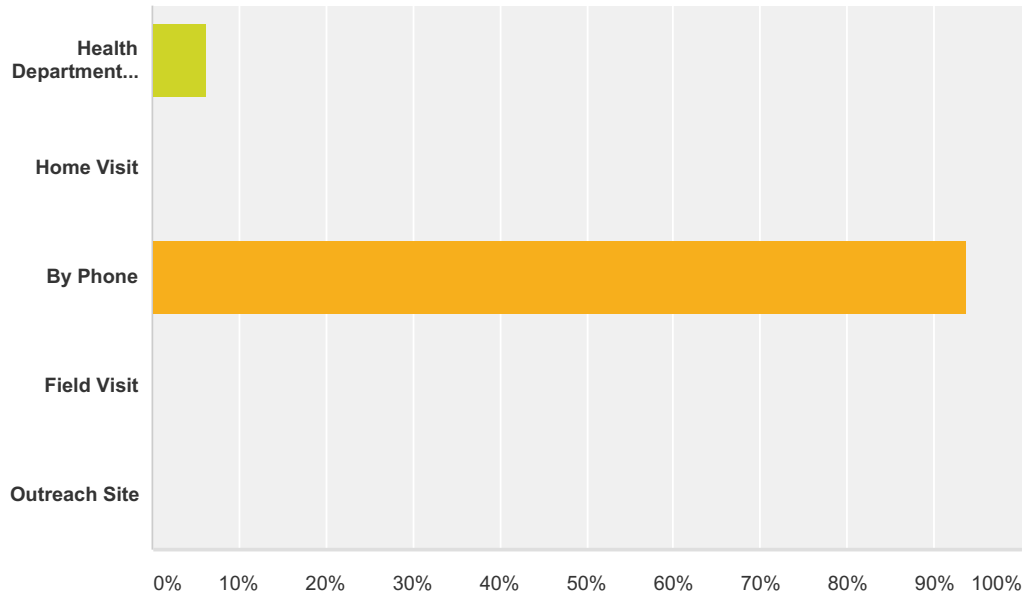
Answered: 11 Skipped: 9



Answer Choices	Responses
Friend or family member	0.00% 0
Health Department Staff member or Local Government Staff/Agency	90.91% 10
Realtor or General Contractor	0.00% 0
Health Department brochure or flyer	0.00% 0
Allegan County website	9.09% 1
<b>Total</b>	<b>11</b>

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

Answered: 16 Skipped: 4

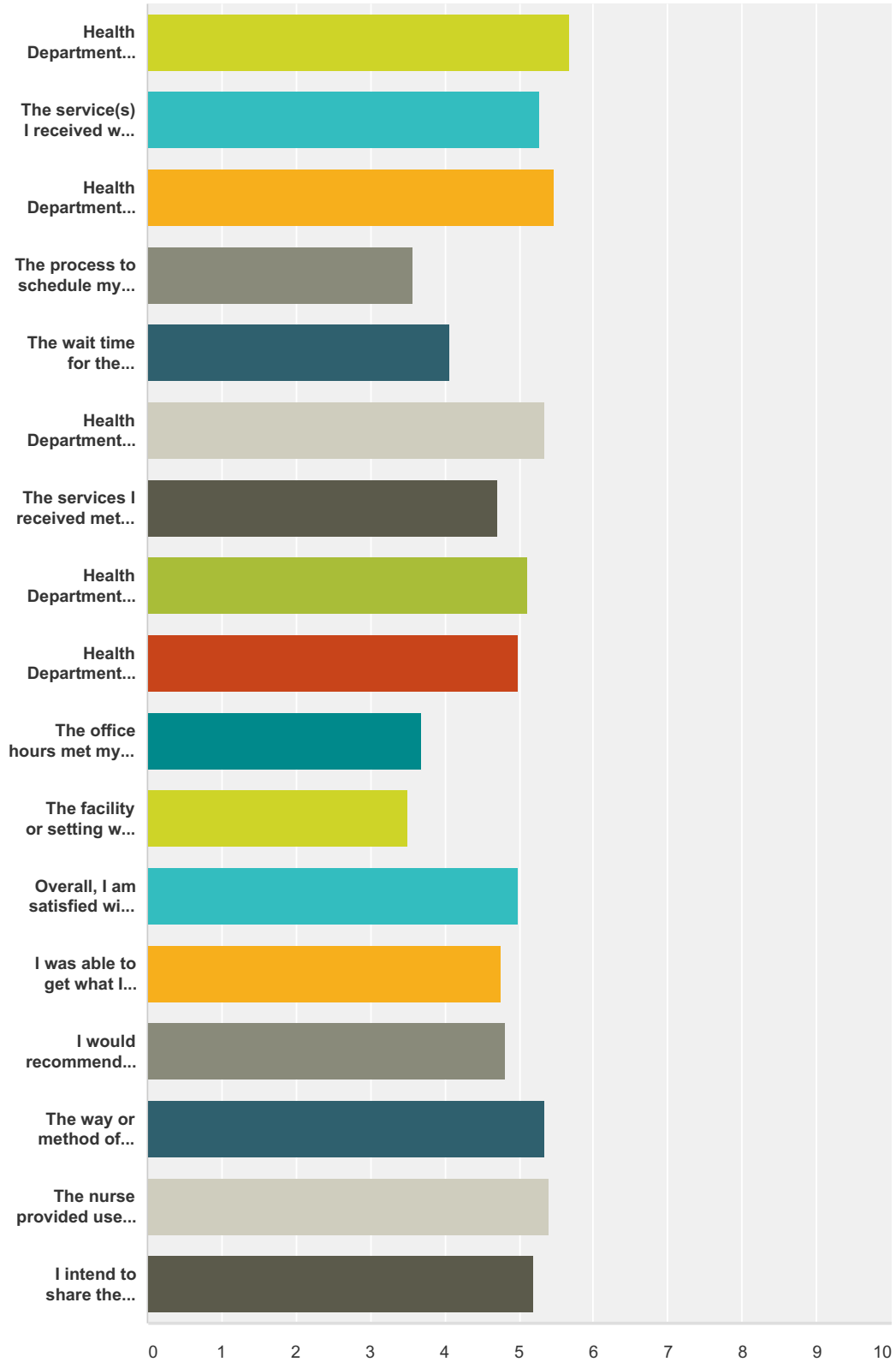


Answer Choices	Responses
Health Department Office	6.25% 1
Home Visit	0.00% 0
By Phone	93.75% 15
Field Visit	0.00% 0
Outreach Site	0.00% 0
<b>Total</b>	<b>16</b>

**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: 19 Skipped: 1

## Communicable Disease Customer Satisfaction Survey 2014



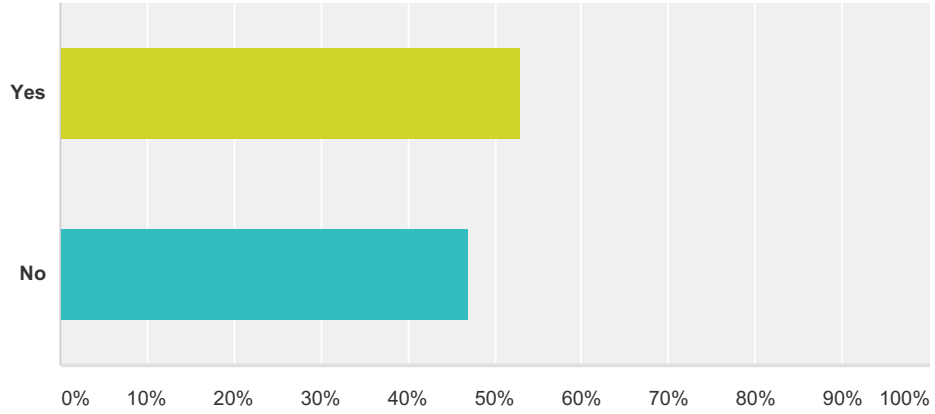
	Not Applicable	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total	Weighted Average
Health Department Staff were friendly.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	31.58% 6	68.42% 13	19	5.68

## Communicable Disease Customer Satisfaction Survey 2014

The service(s) I received were delivered promptly.	<b>5.88%</b> 1	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>41.18%</b> 7	<b>52.94%</b> 9	17	5.29
Health Department staff were respectful.	<b>5.26%</b> 1	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>26.32%</b> 5	<b>68.42%</b> 13	19	5.47
The process to schedule my appointment/visit was convenient and helpful.	<b>41.67%</b> 5	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>8.33%</b> 1	<b>16.67%</b> 2	<b>33.33%</b> 4	12	3.58
The wait time for the service(s) I received was appropriate.	<b>30.77%</b> 4	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>7.69%</b> 1	<b>23.08%</b> 3	<b>38.46%</b> 5	13	4.08
Health Department Staff was helpful.	<b>5.88%</b> 1	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>35.29%</b> 6	<b>58.82%</b> 10	17	5.35
The services I received met my social, cultural, and/or special needs.	<b>16.67%</b> 3	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>5.56%</b> 1	<b>33.33%</b> 6	<b>44.44%</b> 8	18	4.72
Health Department Staff took the time to listen to my concerns.	<b>10.53%</b> 2	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>5.26%</b> 1	<b>26.32%</b> 5	<b>57.89%</b> 11	19	5.11
Health Department staff understood my needs.	<b>7.69%</b> 1	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>15.38%</b> 2	<b>30.77%</b> 4	<b>46.15%</b> 6	13	5.00
The office hours met my needs.	<b>40.00%</b> 4	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>10.00%</b> 1	<b>10.00%</b> 1	<b>40.00%</b> 4	10	3.70
The facility or setting was comfortable for receiving services.	<b>41.67%</b> 5	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>16.67%</b> 2	<b>8.33%</b> 1	<b>33.33%</b> 4	12	3.50
Overall, I am satisfied with the service(s) I received today.	<b>12.50%</b> 2	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>6.25%</b> 1	<b>25.00%</b> 4	<b>56.25%</b> 9	16	5.00
I was able to get what I needed from Allegan County Health Department today.	<b>18.75%</b> 3	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>6.25%</b> 1	<b>18.75%</b> 3	<b>56.25%</b> 9	16	4.75
I would recommend Allegan County Health Department to my friends and family.	<b>17.65%</b> 3	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>5.88%</b> 1	<b>17.65%</b> 3	<b>58.82%</b> 10	17	4.82
The way or method of contacting me was appropriate.	<b>5.88%</b> 1	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>5.88%</b> 1	<b>23.53%</b> 4	<b>64.71%</b> 11	17	5.35
The nurse provided useful disease specific information about transmission and prevention.	<b>5.88%</b> 1	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>29.41%</b> 5	<b>64.71%</b> 11	17	5.41
I intend to share the information I learned with others.	<b>6.67%</b> 1	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>13.33%</b> 2	<b>20.00%</b> 3	<b>60.00%</b> 9	15	5.20

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

Answered: 17 Skipped: 3



Answer Choices	Responses	
Yes	52.94%	9
No	47.06%	8
<b>Total</b>		<b>17</b>



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

Answered: 8 Skipped: 12

**Q7 Is there anything we did exceptionally well? (Please be specific)**

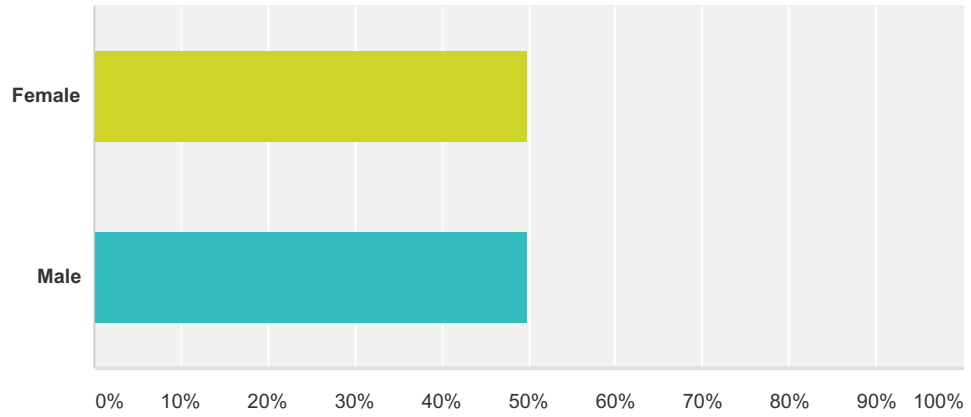
Answered: 8 Skipped: 12

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

Answered: 8 Skipped: 12

### Q9 What is your gender?

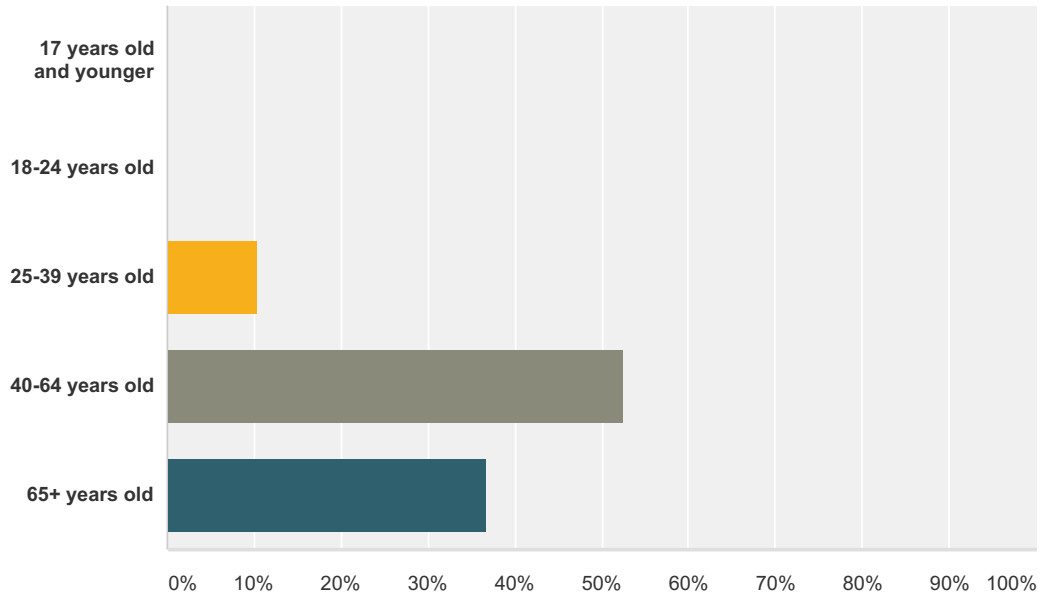
Answered: 20 Skipped: 0



Answer Choices	Responses
Female	50.00% 10
Male	50.00% 10
<b>Total</b>	<b>20</b>

### Q10 What age group are you in?

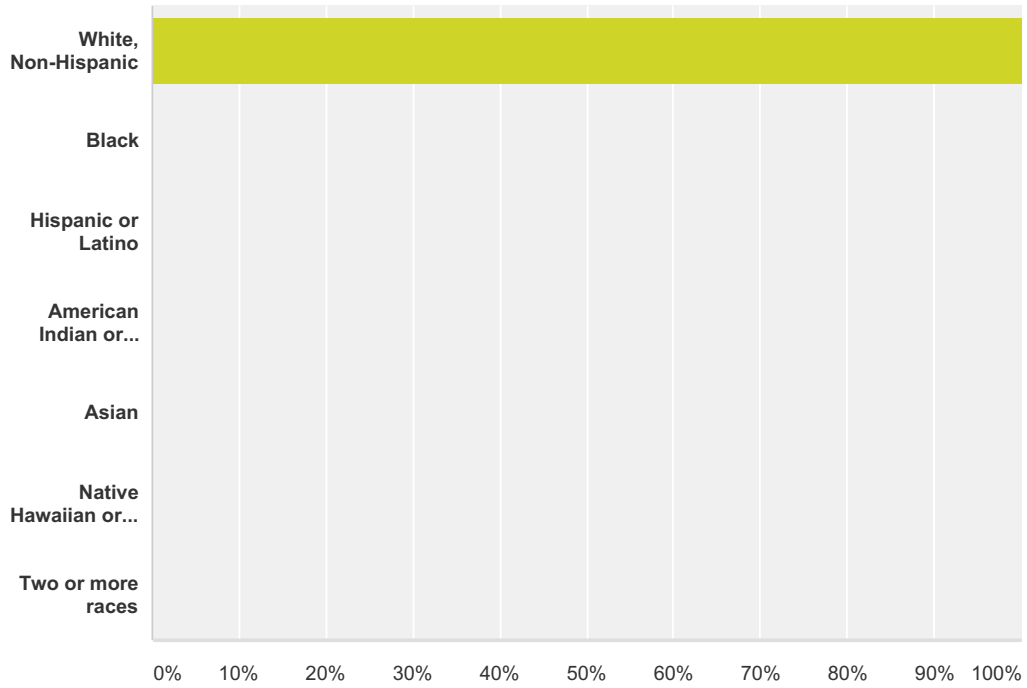
Answered: 19 Skipped: 1



Answer Choices	Responses
17 years old and younger	0.00% 0
18-24 years old	0.00% 0
25-39 years old	10.53% 2
40-64 years old	52.63% 10
65+ years old	36.84% 7
<b>Total</b>	<b>19</b>

### Q11 What race do you associate with?

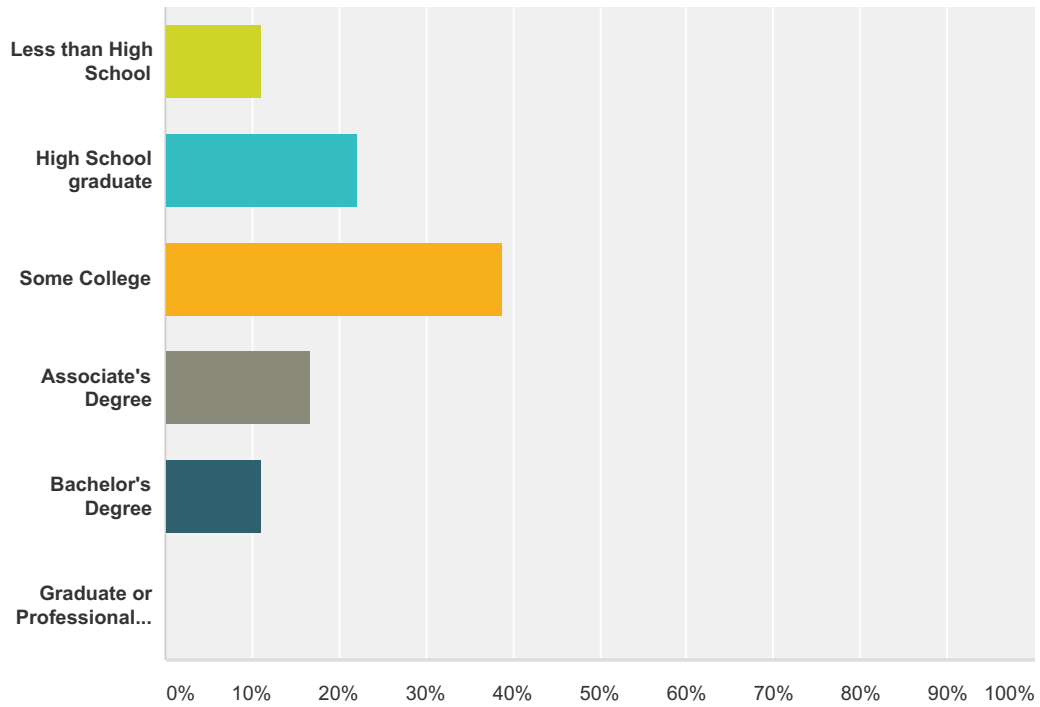
Answered: 18 Skipped: 2



Answer Choices	Responses
White, Non-Hispanic	100.00% 18
Black	0.00% 0
Hispanic or Latino	0.00% 0
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
<b>Total</b>	<b>18</b>

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

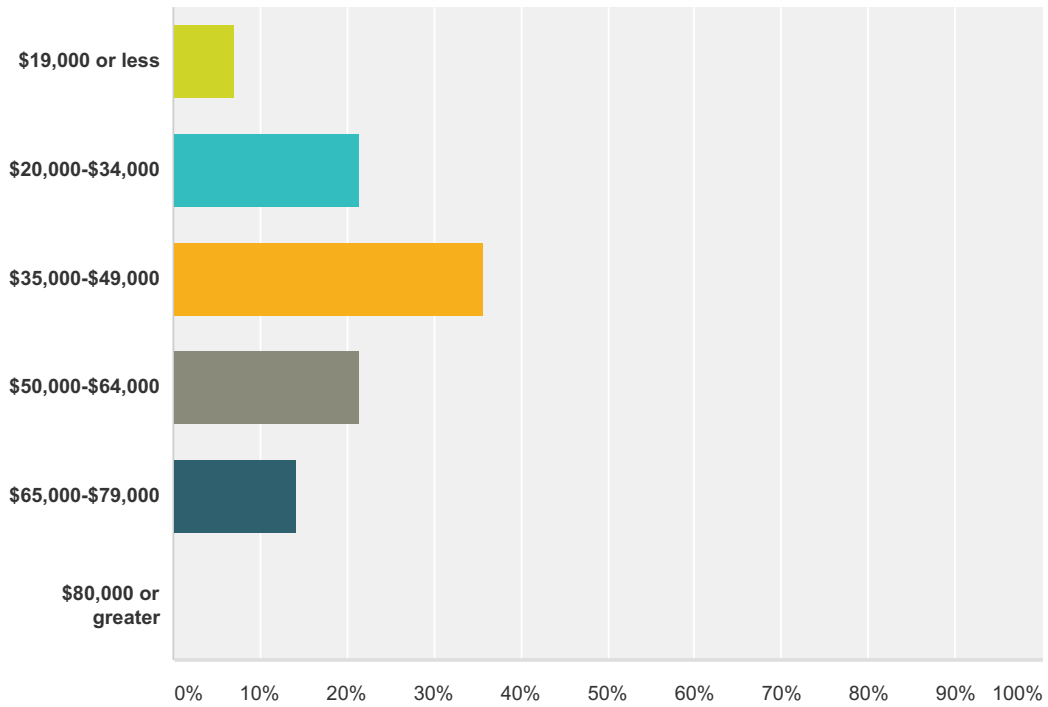
Answered: 18 Skipped: 2



Answer Choices	Responses
Less than High School	11.11% 2
High School graduate	22.22% 4
Some College	38.89% 7
Associate's Degree	16.67% 3
Bachelor's Degree	11.11% 2
Graduate or Professional Degree	0.00% 0
<b>Total</b>	<b>18</b>

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

Answered: 14 Skipped: 6

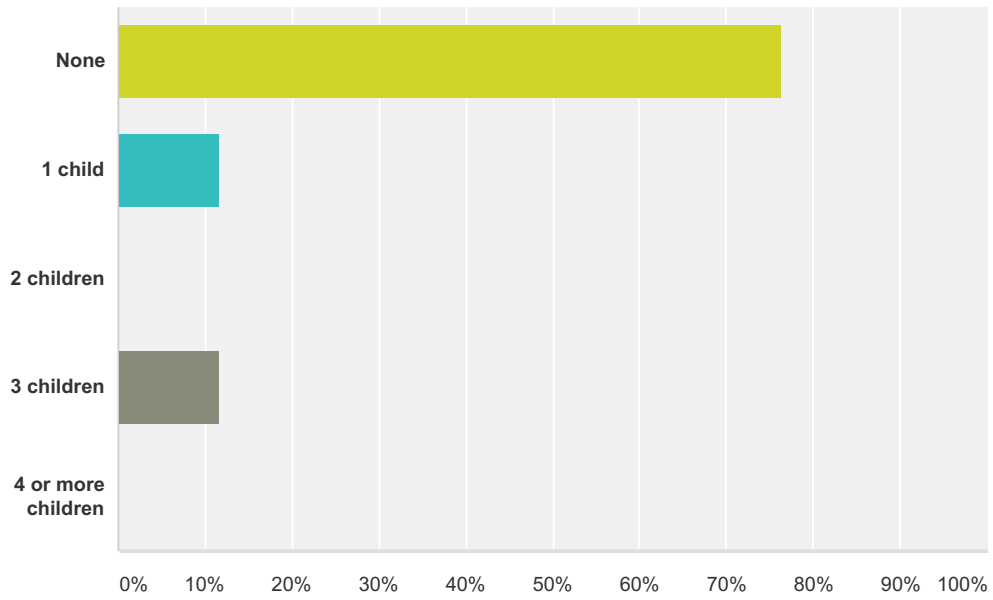


Answer Choices	Responses
\$19,000 or less	7.14% 1
\$20,000-\$34,000	21.43% 3
\$35,000-\$49,000	35.71% 5
\$50,000-\$64,000	21.43% 3
\$65,000-\$79,000	14.29% 2
\$80,000 or greater	0.00% 0
<b>Total</b>	<b>14</b>



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

Answered: 17 Skipped: 3



Answer Choices	Responses	
None	76.47%	13
1 child	11.76%	2
2 children	0.00%	0
3 children	11.76%	2
4 or more children	0.00%	0
<b>Total</b>		<b>17</b>