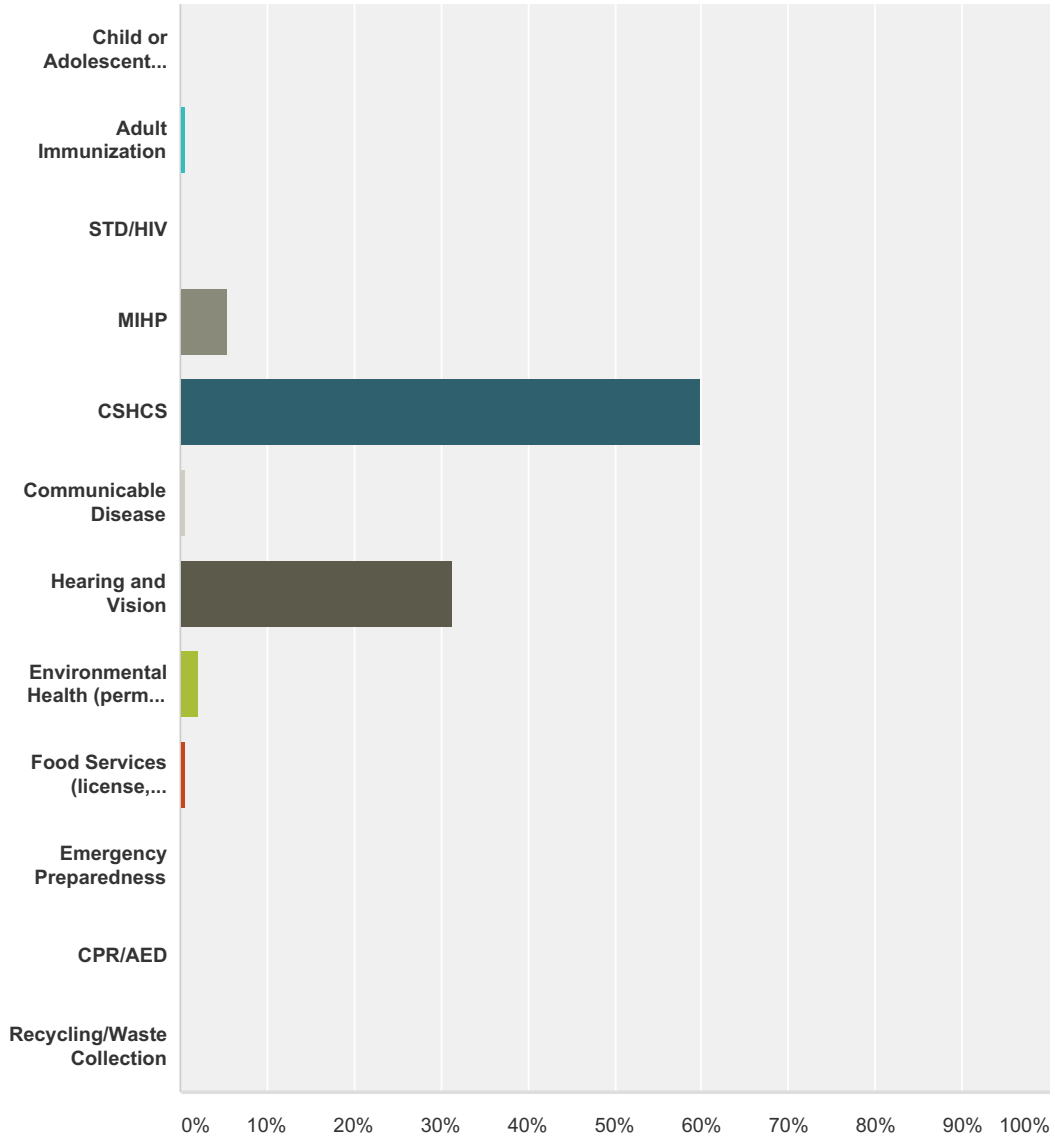


Q1 During your visit with Allegan County Health Department, what program(s)/service(s) did you receive? (check all that apply)

Answered: 185 Skipped: 16



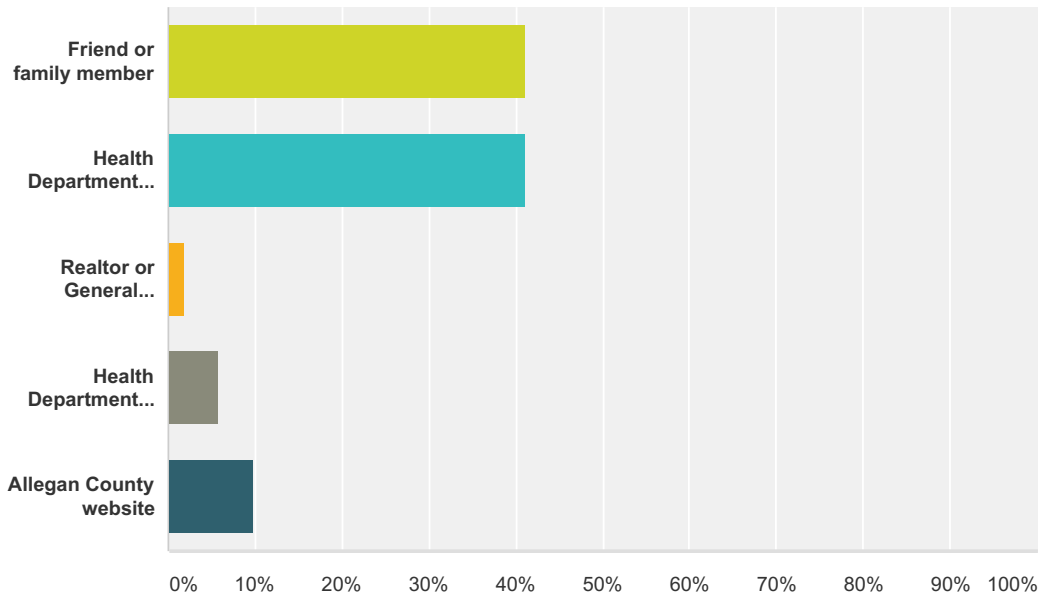
Answer Choices	Responses
Child or Adolescent Immunization	0.00% 0
Adult Immunization	0.54% 1
STD/HIV	0.00% 0
MIHP	5.41% 10
CSHCS	60.00% 111

Allegan County Health Department Survey 2014

Communicable Disease	0.54%	1
Hearing and Vision	31.35%	58
Environmental Health (permit, inspection, sewage, water, SESC, etc.)	2.16%	4
Food Services (license, inspection, plan review, training)	0.54%	1
Emergency Preparedness	0.00%	0
CPR/AED	0.00%	0
Recycling/Waste Collection	0.00%	0
Total Respondents: 185		

Q2 Where did you learn about our available services?

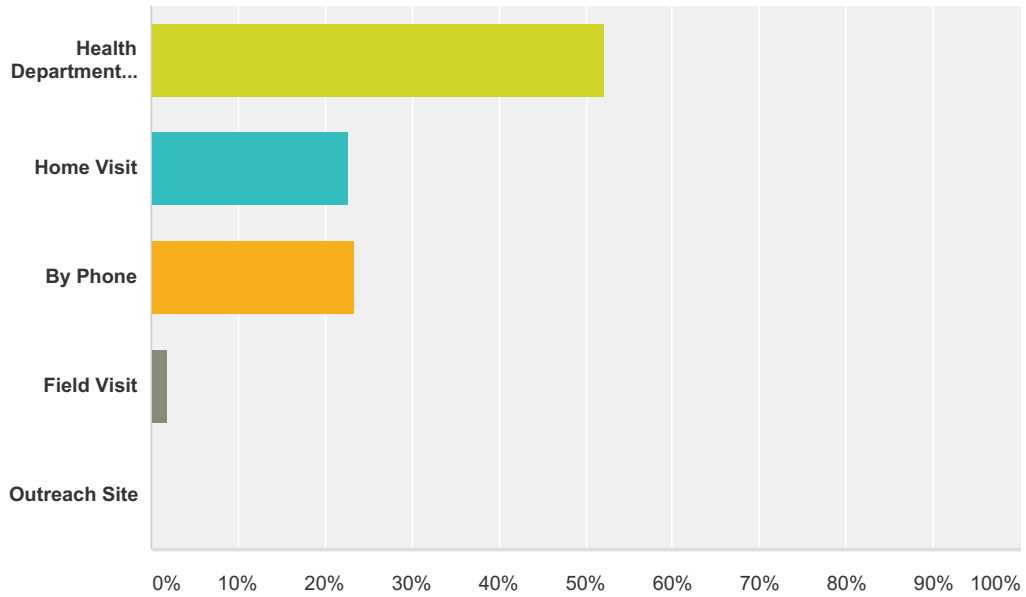
Answered: 102 Skipped: 99



Answer Choices	Responses
Friend or family member	41.18% 42
Health Department Staff member or Local Government Staff/Agency	41.18% 42
Realtor or General Contractor	1.96% 2
Health Department brochure or flyer	5.88% 6
Alleghen County website	9.80% 10
Total	102

Q3 Where did you receive your service(s)?

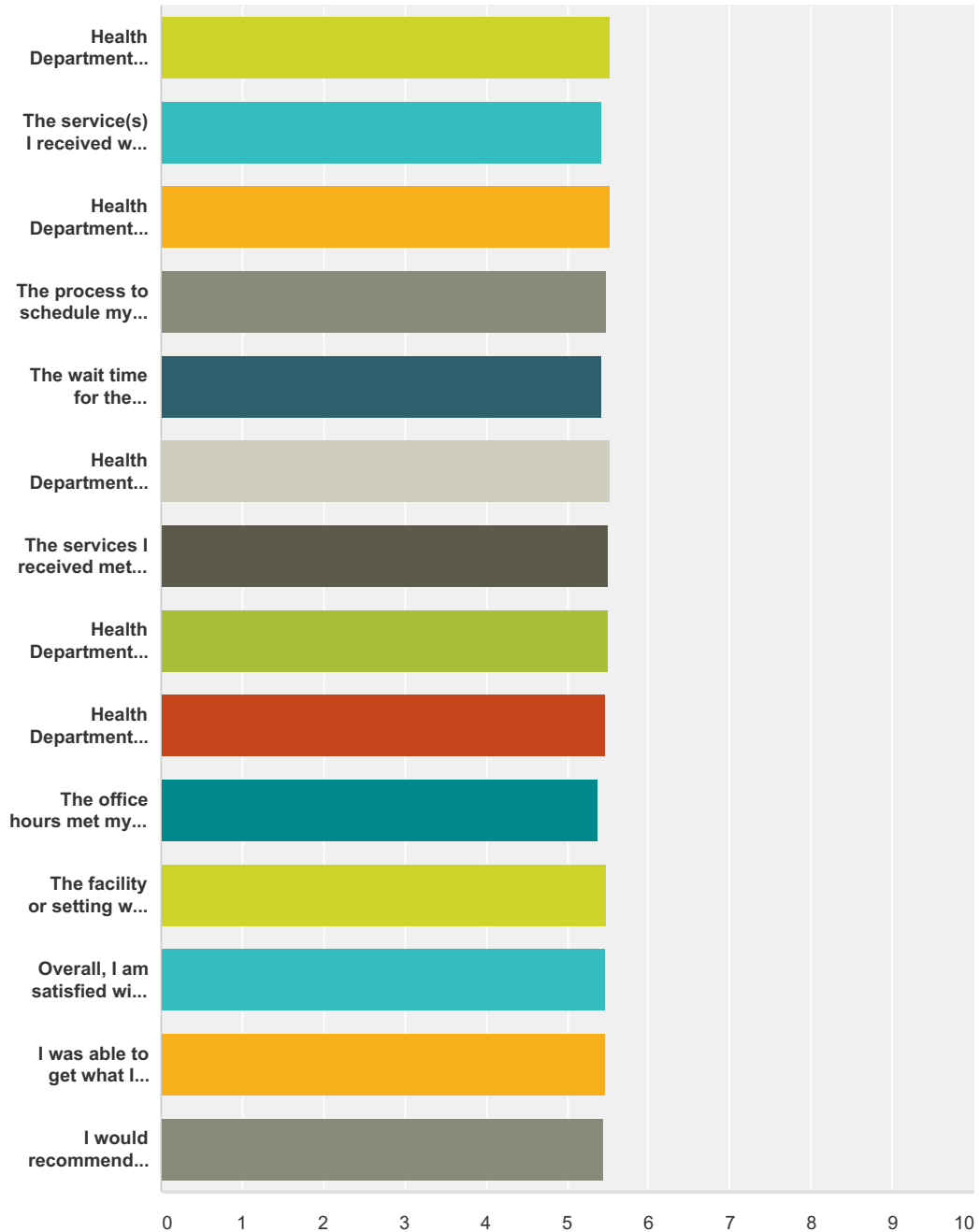
Answered: 167 Skipped: 34



Answer Choices	Responses	Count
Health Department Office	52.10%	87
Home Visit	22.75%	38
By Phone	23.35%	39
Field Visit	1.80%	3
Outreach Site	0.00%	0
Total		167

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: 194 Skipped: 7

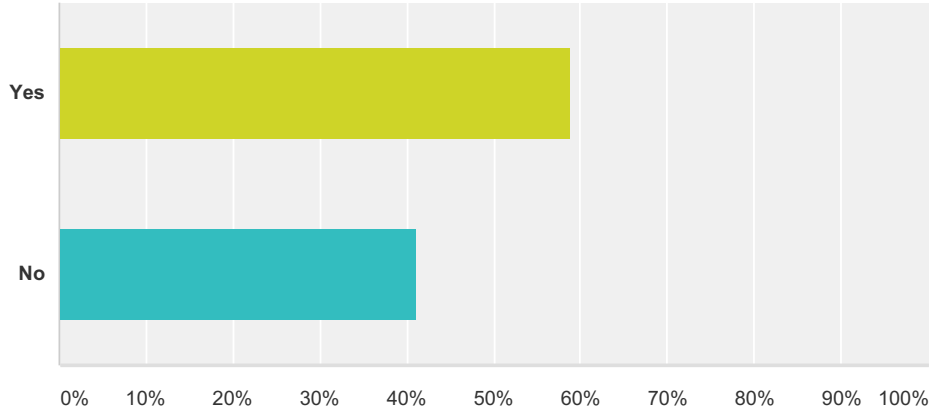


Allegan County Health Department Survey 2014

	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree	Total	Weighted Average
Health Department Staff were friendly.	3.65% 7	0.52% 1	0.52% 1	2.60% 5	19.27% 37	73.44% 141	192	5.54
The service(s) I received were delivered promptly.	5.21% 10	0.00% 0	1.04% 2	2.60% 5	22.92% 44	68.23% 131	192	5.43
Health Department staff were respectful.	3.70% 7	0.53% 1	0.53% 1	3.17% 6	17.99% 34	74.07% 140	189	5.53
The process to schedule my appointment/visit was convenient and helpful.	4.60% 8	0.00% 0	0.57% 1	2.87% 5	19.54% 34	72.41% 126	174	5.50
The wait time for the service(s) I received was appropriate.	5.00% 9	0.00% 0	0.56% 1	3.89% 7	22.22% 40	68.33% 123	180	5.43
Health Department Staff was helpful.	4.23% 8	0.00% 0	0.53% 1	3.17% 6	17.99% 34	74.07% 140	189	5.53
The services I received met my social, cultural, and/or special needs.	4.37% 8	0.00% 0	0.55% 1	2.73% 5	19.67% 36	72.68% 133	183	5.51
Health Department Staff took the time to listen to my concerns.	4.37% 8	0.00% 0	0.55% 1	2.73% 5	19.67% 36	72.68% 133	183	5.51
Health Department staff understood my needs.	4.49% 8	0.00% 0	0.56% 1	2.81% 5	23.03% 41	69.10% 123	178	5.47
The office hours met my needs.	4.02% 7	0.00% 0	1.72% 3	6.32% 11	23.56% 41	64.37% 112	174	5.39
The facility or setting was comfortable for receiving services.	3.77% 6	0.63% 1	0.00% 0	3.14% 5	23.27% 37	69.18% 110	159	5.49
Overall, I am satisfied with the service(s) I received today.	5.17% 9	0.00% 0	0.57% 1	1.15% 2	22.99% 40	70.11% 122	174	5.47
I was able to get what I needed from Allegan County Health Department today.	5.14% 9	0.00% 0	1.14% 2	0.57% 1	23.43% 41	69.71% 122	175	5.46
I would recommend Allegan County Health Department to my friends and family.	5.08% 9	0.56% 1	0.56% 1	2.26% 4	22.60% 40	68.93% 122	177	5.44

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

Answered: 141 Skipped: 60



Answer Choices	Responses	
Yes	58.87%	83
No	41.13%	58
Total		141

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

Answered: 99 Skipped: 102

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

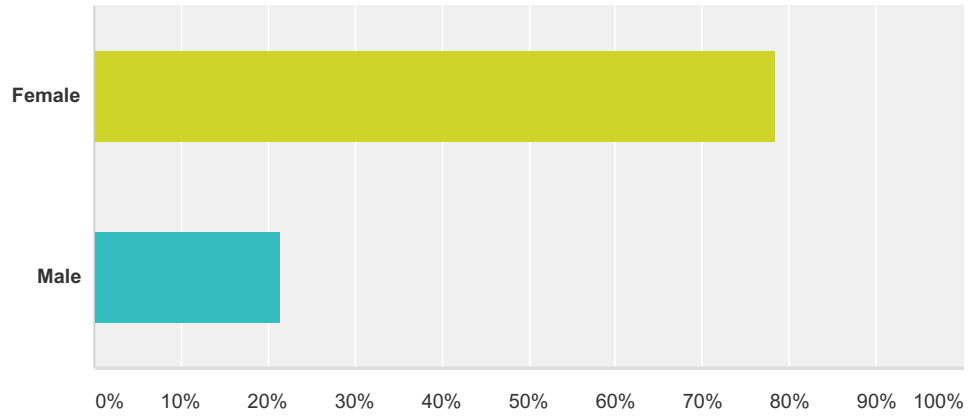
Answered: 85 Skipped: 116

Q8 What can we do to improve?

Answered: 37 Skipped: 164

Q9 What is your gender?

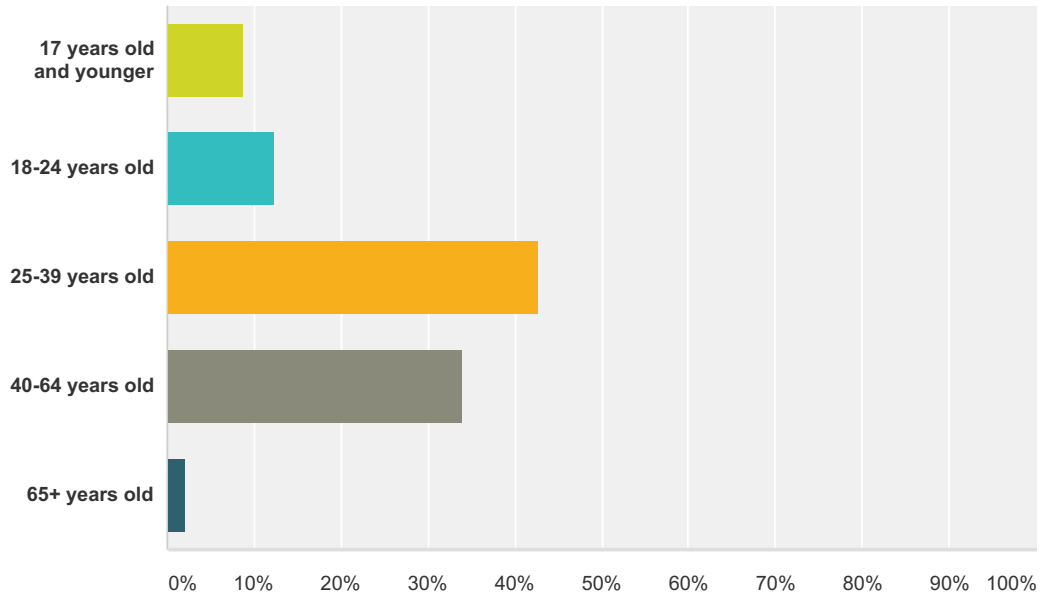
Answered: 149 Skipped: 52



Answer Choices	Responses	
Female	78.52%	117
Male	21.48%	32
Total		149

Q10 What age group are you in?

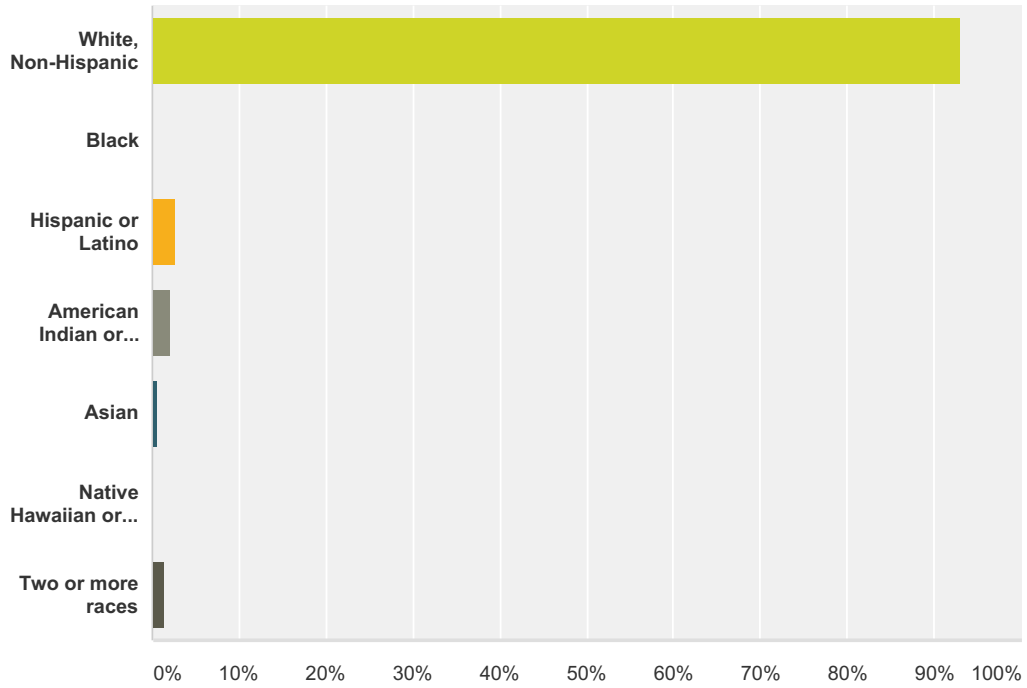
Answered: 147 Skipped: 54



Answer Choices	Responses
17 years old and younger	8.84% 13
18-24 years old	12.24% 18
25-39 years old	42.86% 63
40-64 years old	34.01% 50
65+ years old	2.04% 3
Total	147

Q11 What race do you associate with?

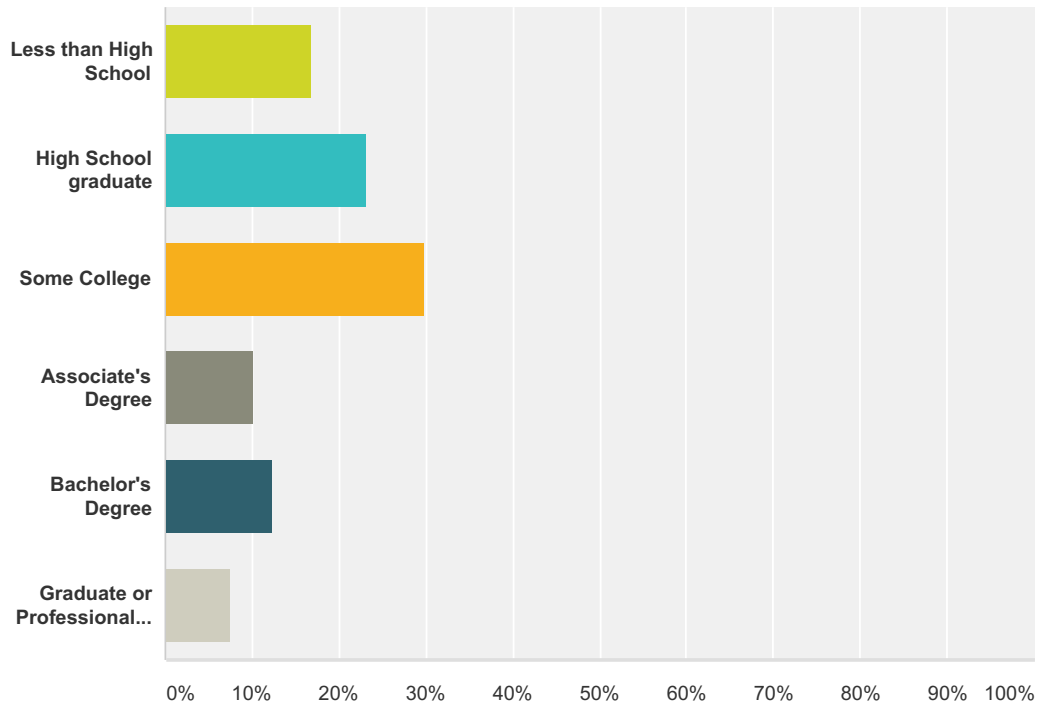
Answered: 143 Skipped: 58



Answer Choices	Responses
White, Non-Hispanic	93.01% 133
Black	0.00% 0
Hispanic or Latino	2.80% 4
American Indian or Alaska Native	2.10% 3
Asian	0.70% 1
Native Hawaiian or Other Pacific Islander	0.00% 0
Two or more races	1.40% 2
Total	143

Q12 What is the highest level of education you completed?

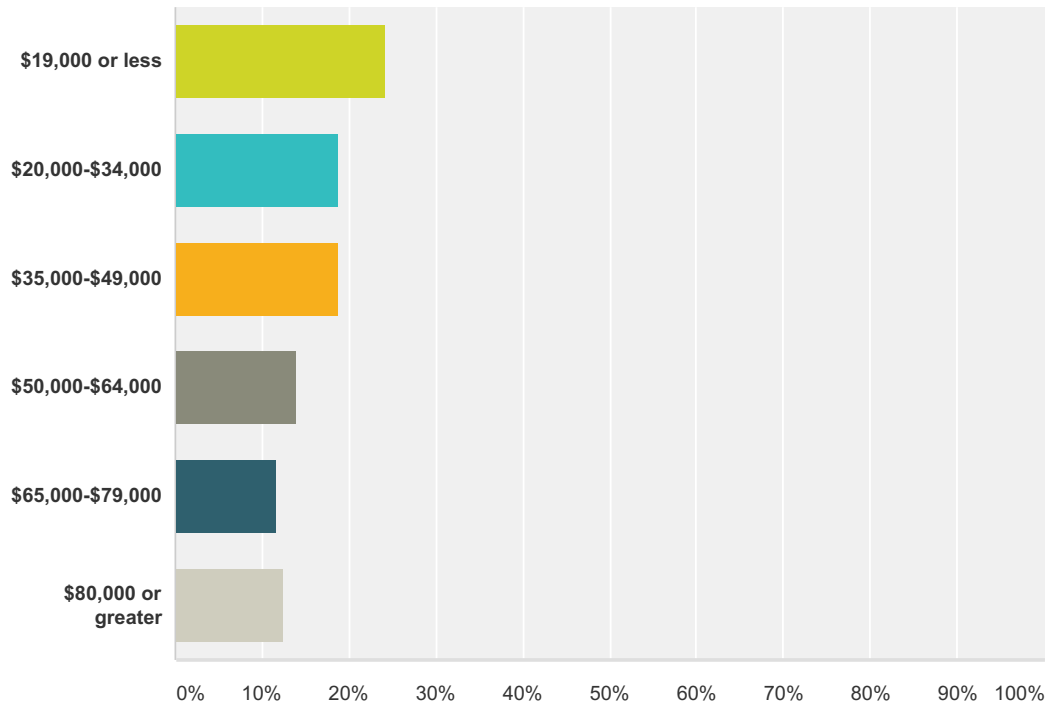
Answered: 147 Skipped: 54



Answer Choices	Responses
Less than High School	17.01% 25
High School graduate	23.13% 34
Some College	29.93% 44
Associate's Degree	10.20% 15
Bachelor's Degree	12.24% 18
Graduate or Professional Degree	7.48% 11
Total	147

Q13 What is household income range are you in?

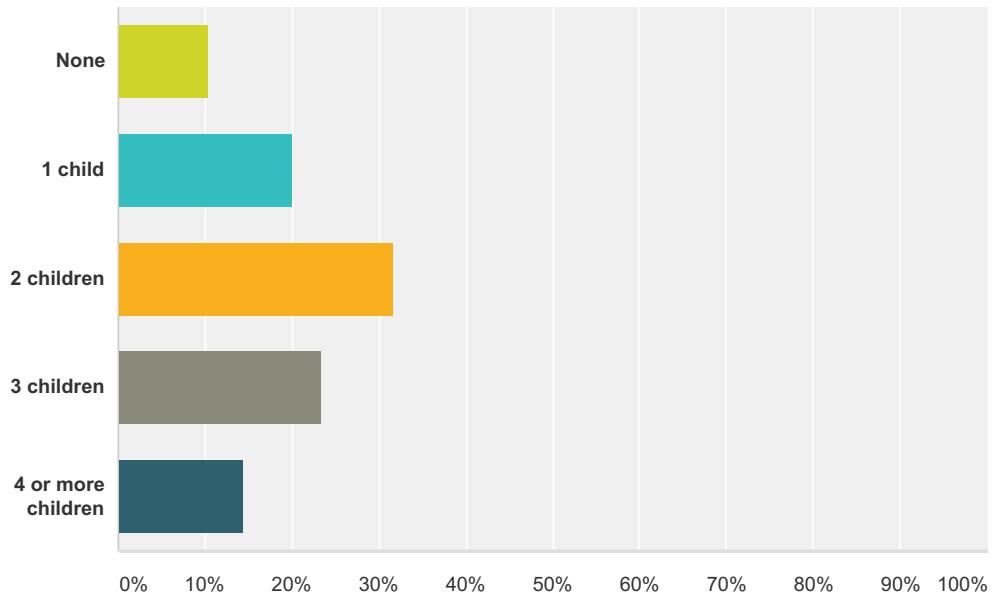
Answered: 128 Skipped: 73



Answer Choices	Responses	
\$19,000 or less	24.22%	31
\$20,000-\$34,000	18.75%	24
\$35,000-\$49,000	18.75%	24
\$50,000-\$64,000	14.06%	18
\$65,000-\$79,000	11.72%	15
\$80,000 or greater	12.50%	16
Total		128

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

Answered: 145 Skipped: 56



Answer Choices	Responses	
None	10.34%	15
1 child	20.00%	29
2 children	31.72%	46
3 children	23.45%	34
4 or more children	14.48%	21
Total		145