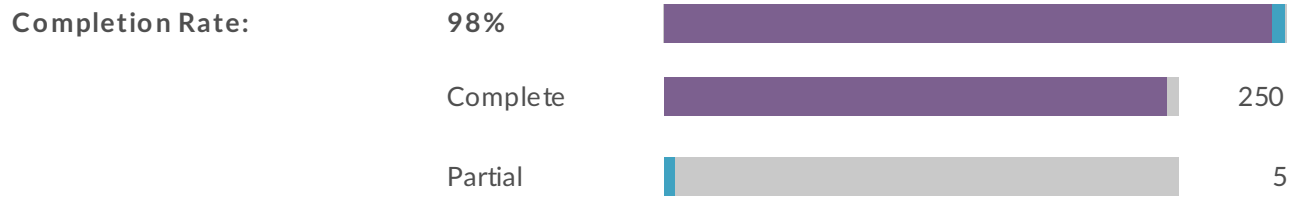


This report is filtered

Only show: Response Submitted between January 1, 2018 and December 31, 2018 (inclusive)

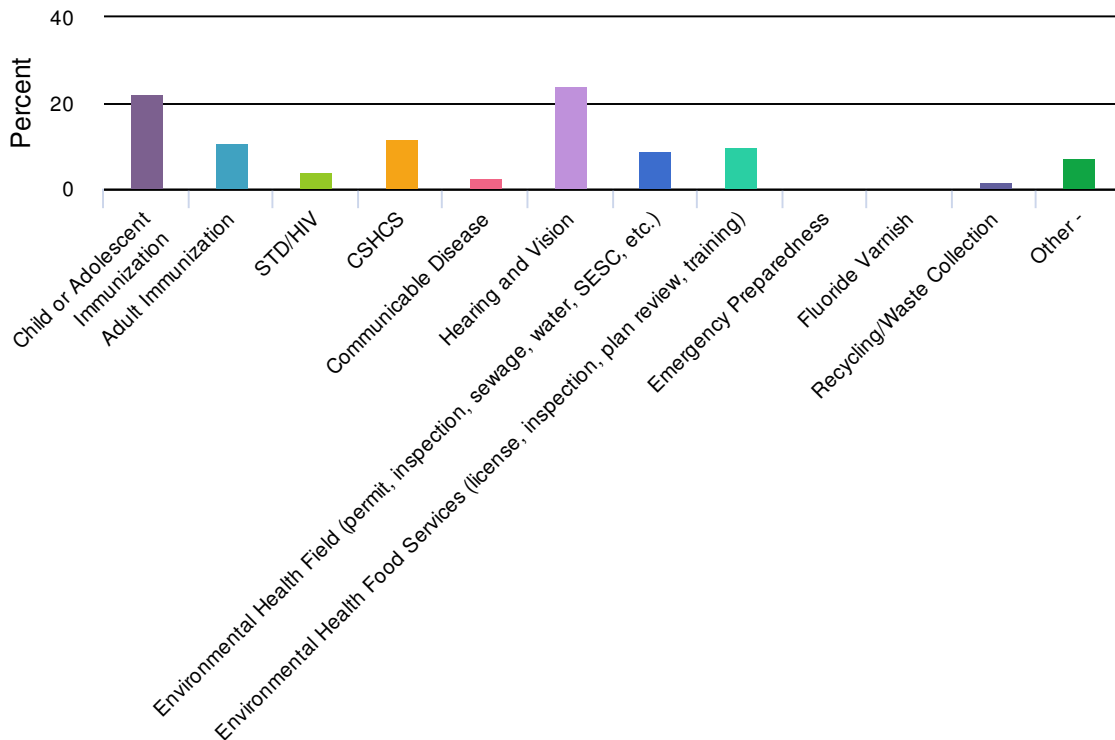
# 2018 Report for Health Department Feedback













## Response Counts



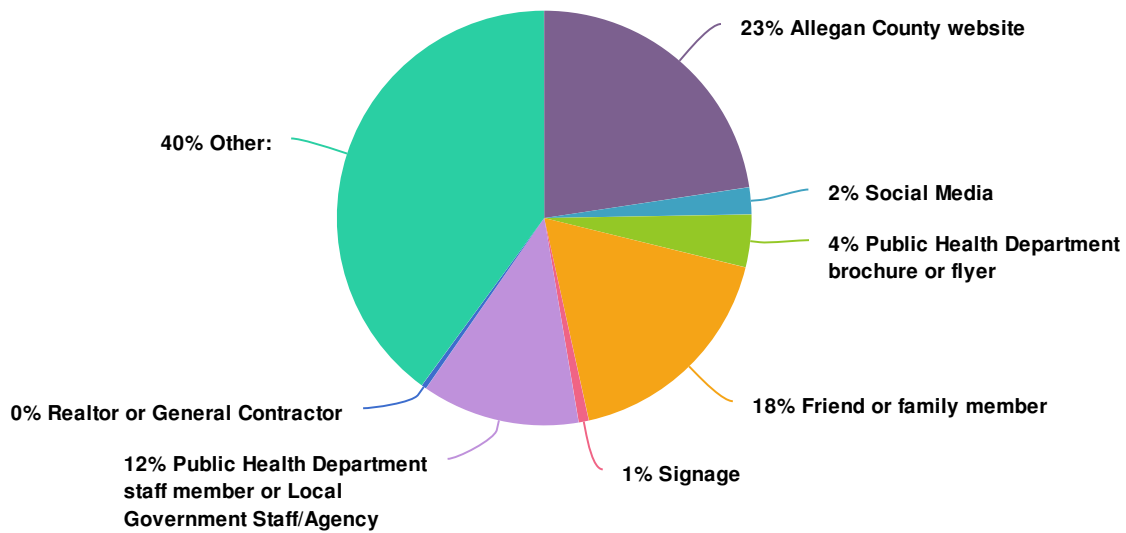
Totals: 255

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



Value		Percent	Responses
Child or Adolescent Immunization		22.2%	51
Adult Immunization		10.9%	25
STD/HIV		4.3%	10
CSHCS		11.7%	27
Communicable Disease		2.6%	6
Hearing and Vision		23.9%	55
Environmental Health Field (permit, inspection, sewage, water, SESC, etc.)		9.1%	21
Environmental Health Food Services (license, inspection, plan review, training)		10.0%	23
Emergency Preparedness		0.4%	1
Fluoride Varnish		0.4%	1
Recycling/Waste Collection		1.7%	4
Other -		7.4%	17

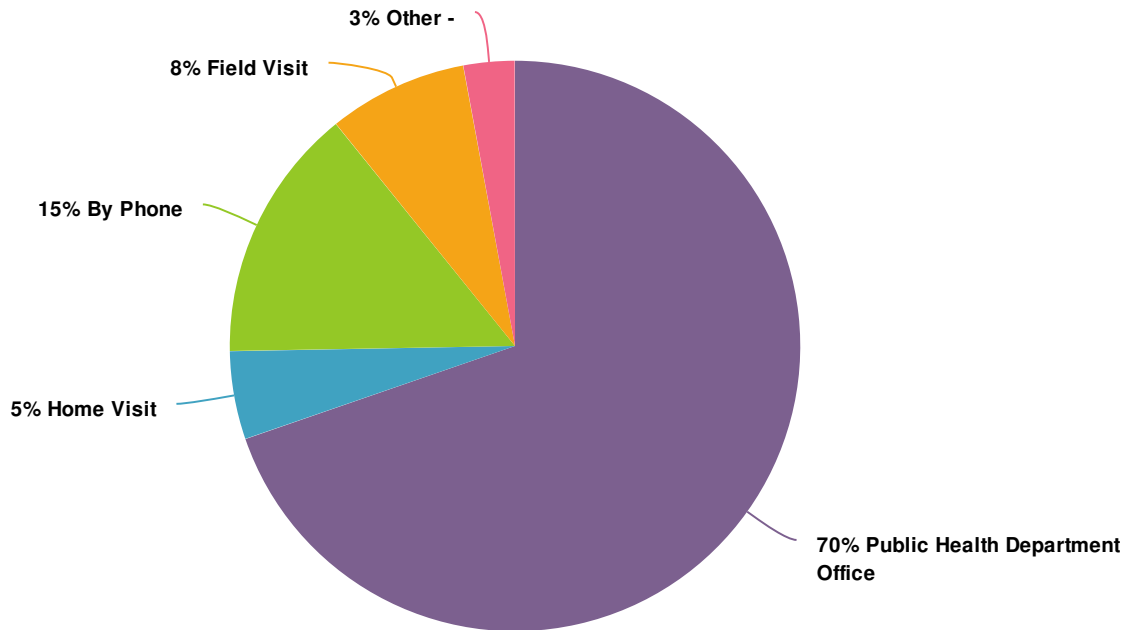
## 2. Where did you learn about our available services?



Value	Percent	Responses
Allegan County website	22.6%	55
Social Media	2.1%	5
Public Health Department brochure or flyer	4.1%	10
Friend or family member	17.7%	43
Signage	0.8%	2
Public Health Department staff member or Local Government Staff/Agency	12.3%	30
Realtor or General Contractor	0.4%	1
Other:	39.9%	97

Totals: 243

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



Value	Percent	Responses
Public Health Department Office	69.8%	169
Home Visit	5.0%	12
By Phone	14.5%	35
Field Visit	7.9%	19
Other -	2.9%	7
		<b>Totals: 242</b>

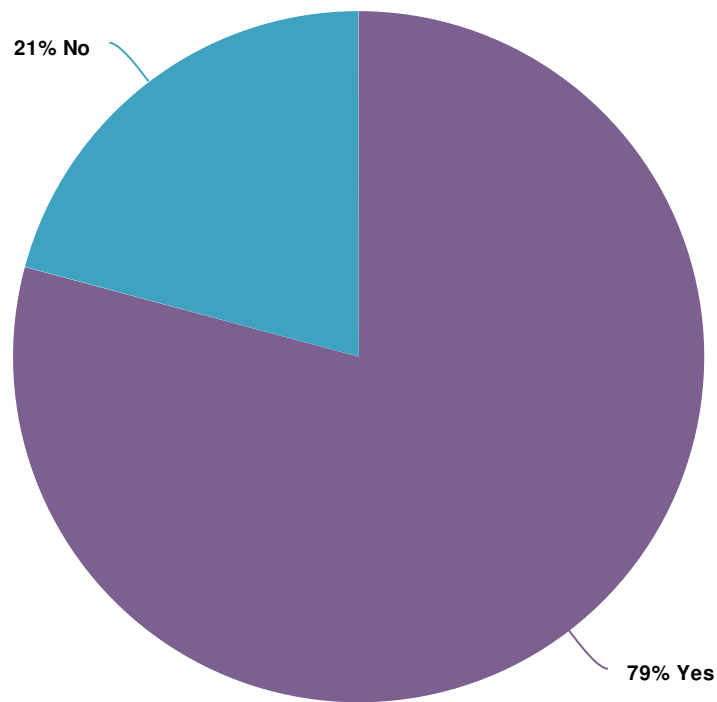
4. Please indicate if you agree or disagree with each of the following statements by circling the number under your response. If you disagree with any of the statements below, please help us understand how we can improve by providing a comment under "What can we do to improve?" below.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Responses
Staff were friendly.	176	55	0	1	232
Count	176	55	0	1	232
Row %	75.9%	23.7%	0.0%	0.4%	

	Strongly Agree	Agree	Disagree	Strongly Disagree	Responses
The service(s) I received were delivered promptly. Count Row %	155 67.7%	66 28.8%	7 3.1%	1 0.4%	229
Staff were respectful. Count Row %	174 75.3%	56 24.2%	0 0.0%	1 0.4%	231
The process to schedule my appointment/visit was convenient and helpful. Count Row %	158 72.5%	57 26.1%	2 0.9%	1 0.5%	218
The wait time for the service(s) I received was appropriate. Count Row %	148 68.2%	64 29.5%	3 1.4%	2 0.9%	217
The services I received met my social, cultural, and/or special needs. Count Row %	154 70.3%	63 28.8%	1 0.5%	1 0.5%	219
Staff took the time to listen to my concerns. Count Row %	164 72.6%	61 27.0%	0 0.0%	1 0.4%	226
The office hours met my needs. Count Row %	152 69.7%	62 28.4%	3 1.4%	1 0.5%	218
The facility or setting was comfortable for receiving services. Count Row %	155 72.4%	59 27.6%	0 0.0%	0 0.0%	214
I would recommend Allegan County Health Department to my friends and family. Count Row %	160 70.5%	64 28.2%	2 0.9%	1 0.4%	227

	Strongly Agree	Agree	Disagree	Strongly Disagree	Responses
Current technology within the Health Department meet our citizens' needs.	149	64	1	0	214
Count	69.6%	29.9%	0.5%	0.0%	
Row %					
<b>Totals</b>					
Total Responses					232

5. Did staff offer you information about other services and resources that may be available to you?



Value	Percent	Responses
Yes	79.2%	164
No	20.8%	43
		<b>Totals: 207</b>

6. What are we doing well? (Please be specific)



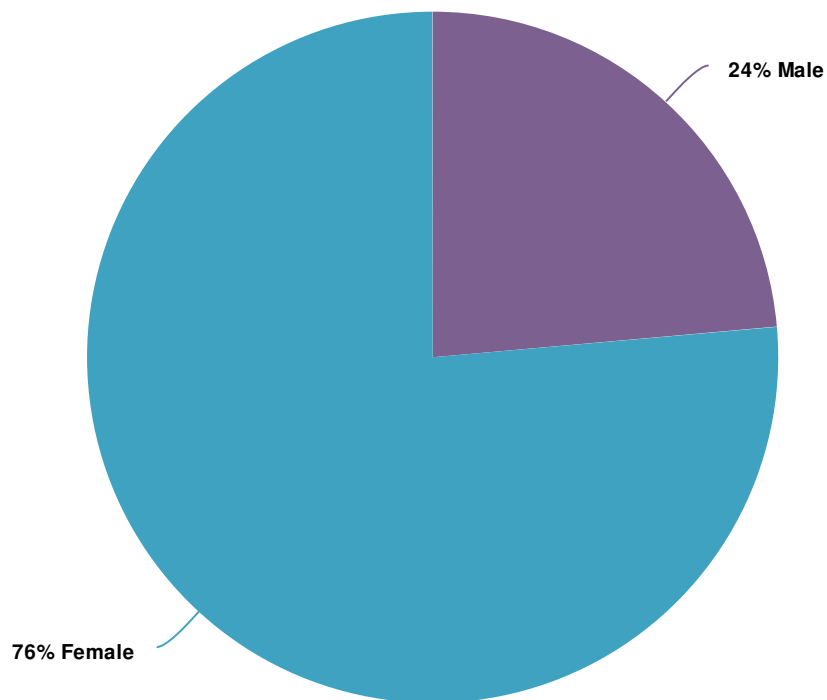
7. What can we do to improve? (Please be specific)



8. Additional Comments (ie. recognition of staff, service delivery, product or changes needed)



9. What is your gender?

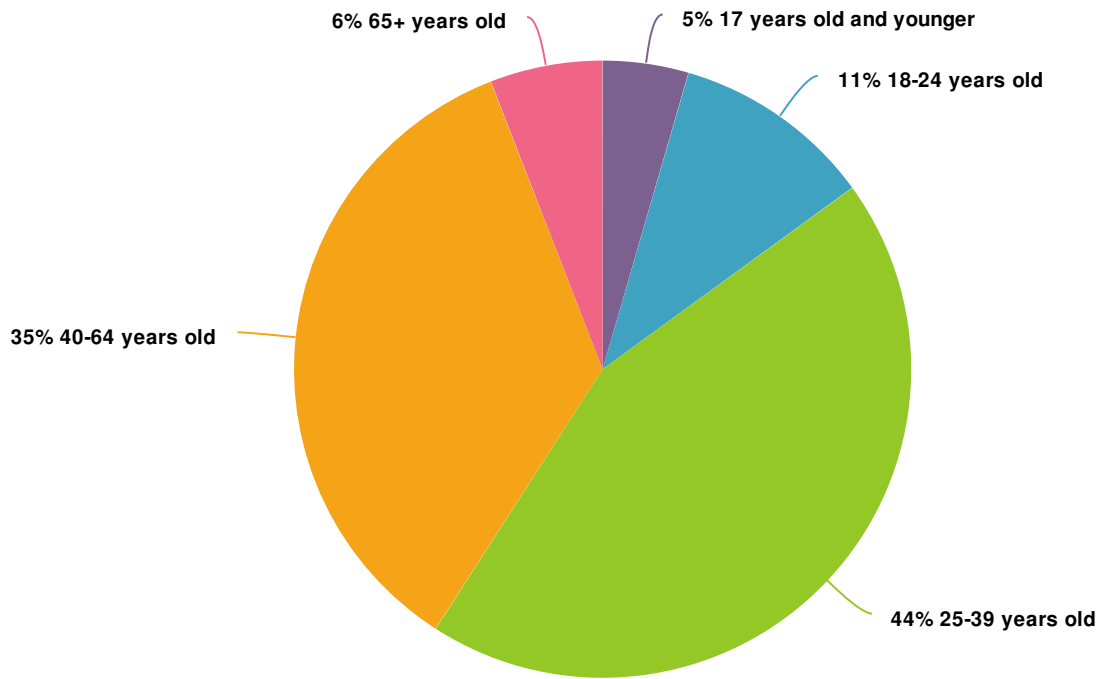


Value	Percent	Responses
Male	23.6%	52
Female	76.4%	168

Totals: 220



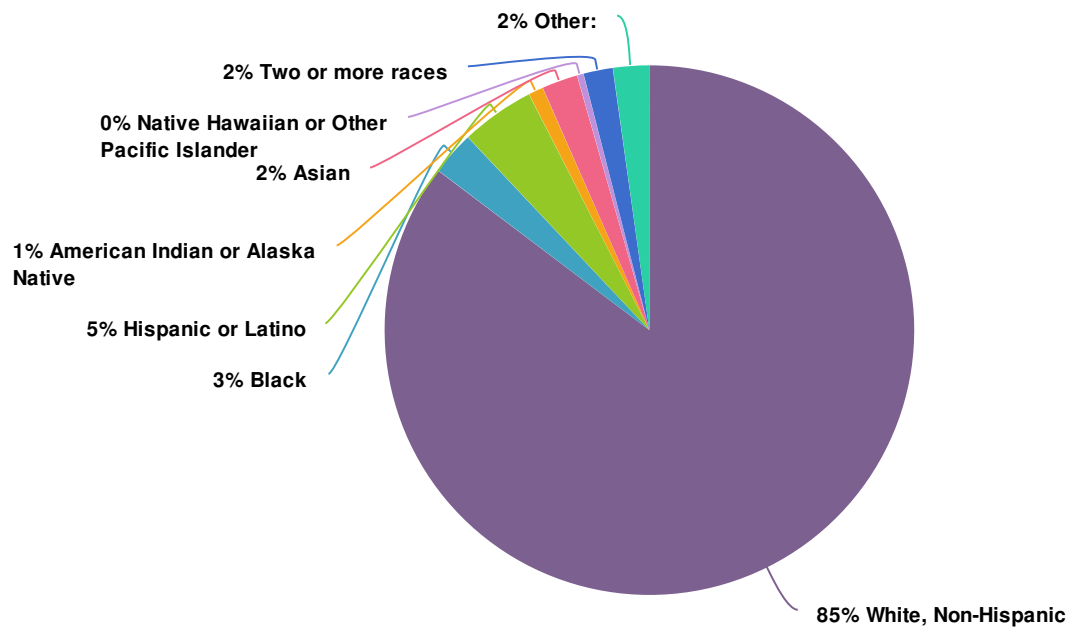
### 10. What age group are you in?



Value	Percent	Responses
17 years old and younger	4.5%	10
18-24 years old	10.5%	23
25-39 years old	44.1%	97
40-64 years old	35.0%	77
65+ years old	5.9%	13

Totals: 220

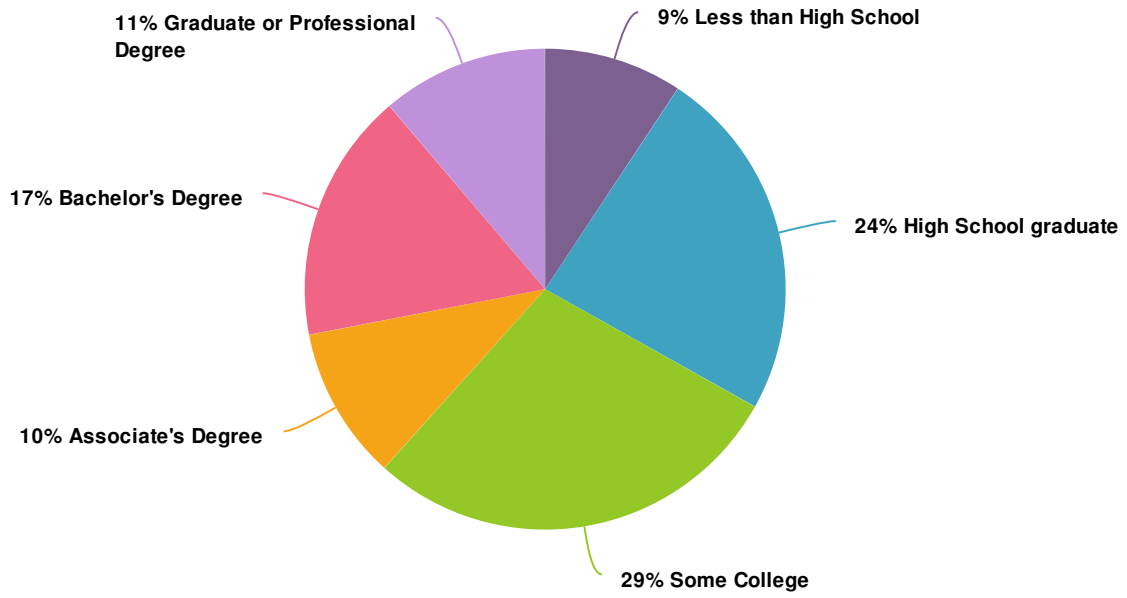
### 11. What race do you associate with?



Value	Percent	Responses
White, Non-Hispanic	85.3%	191
Black	2.7%	6
Hispanic or Latino	4.5%	10
American Indian or Alaska Native	0.9%	2
Asian	2.2%	5
Native Hawaiian or Other Pacific Islander	0.4%	1
Two or more races	1.8%	4
Other:	2.2%	5

Totals: 224

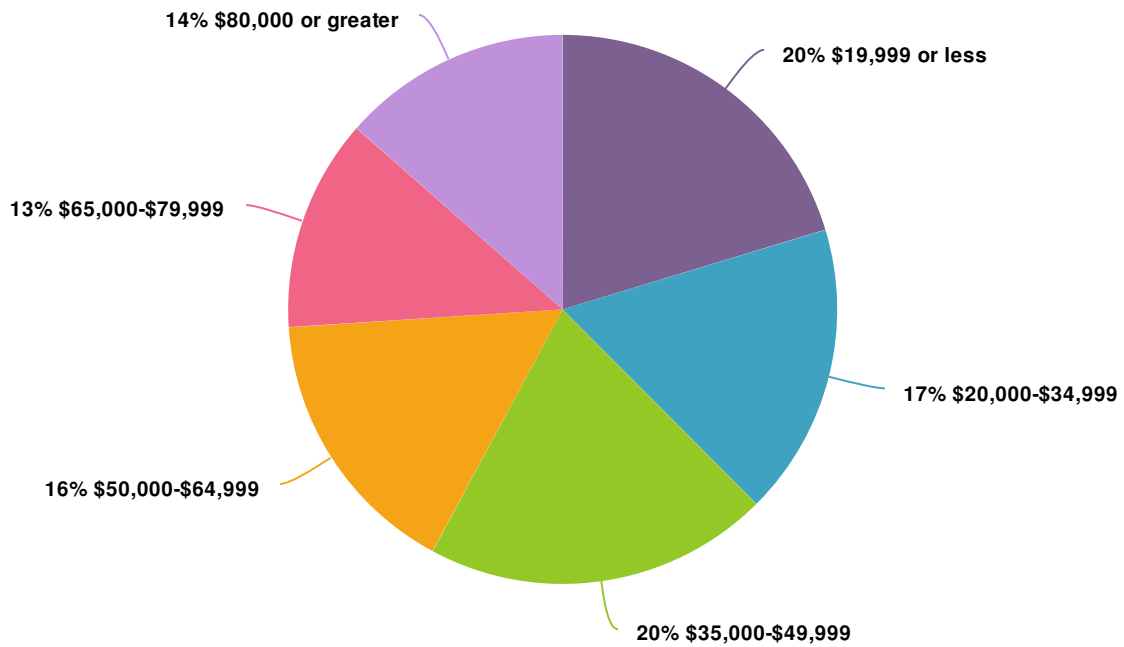
12. What is the highest level of education you completed?



Value	Percent	Responses
Less than High School	9.3%	20
High School graduate	23.8%	51
Some College	28.5%	61
Associate's Degree	10.3%	22
Bachelor's Degree	16.8%	36
Graduate or Professional Degree	11.2%	24

Totals: 214

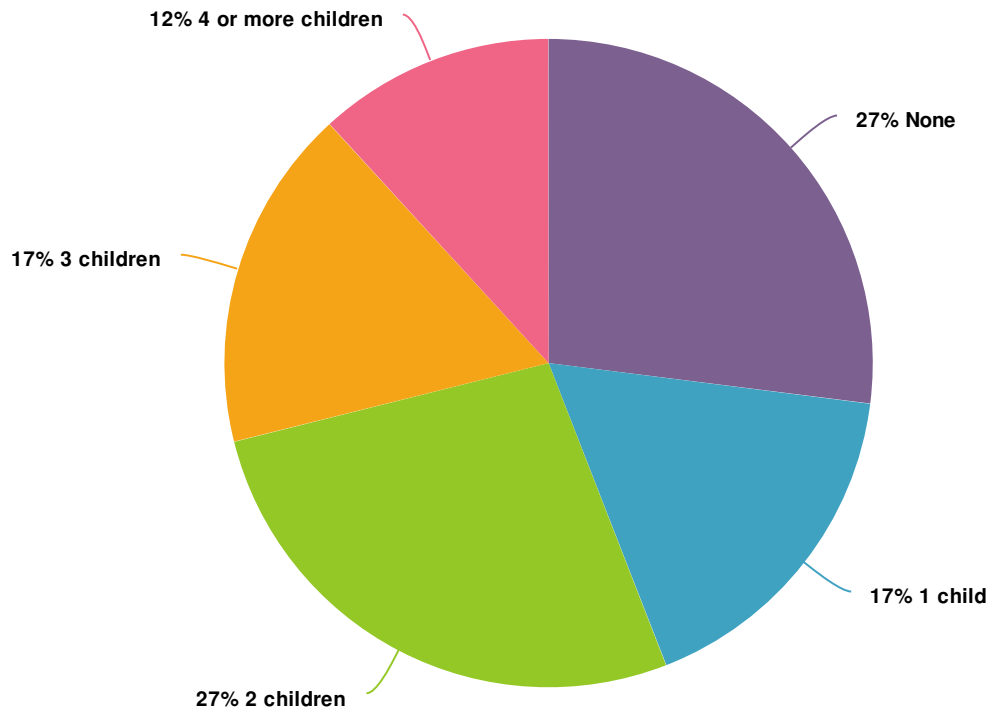
13. What is household income range are you in?





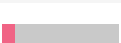


Value	Percent	Responses
\$19,999 or less	20.3%	39
\$20,000-\$34,999	17.2%	33
\$35,000-\$49,999	20.3%	39
\$50,000-\$64,999	16.1%	31
\$65,000-\$79,999	12.5%	24
\$80,000 or greater	13.5%	26

Totals: 192

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



Value		Percent	Responses
None		27.0%	57
1 child		17.1%	36
2 children		27.0%	57
3 children		17.1%	36
4 or more children		11.8%	25

Totals: 211