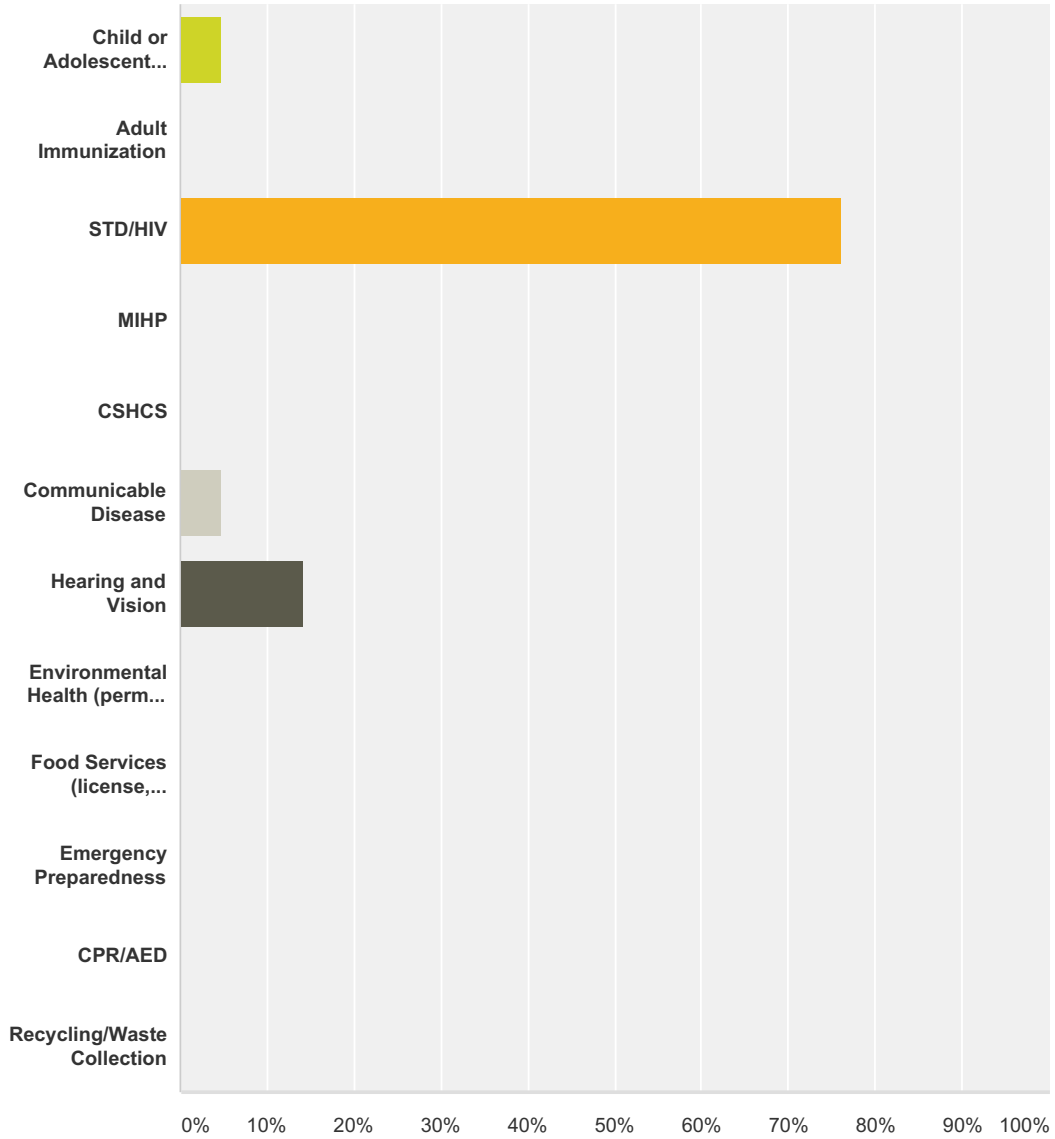


**Q1 During your visit with Allegan County Health Department, what program(s)/service(s) did you receive? (check all that apply)**

Answered: 21 Skipped: 0



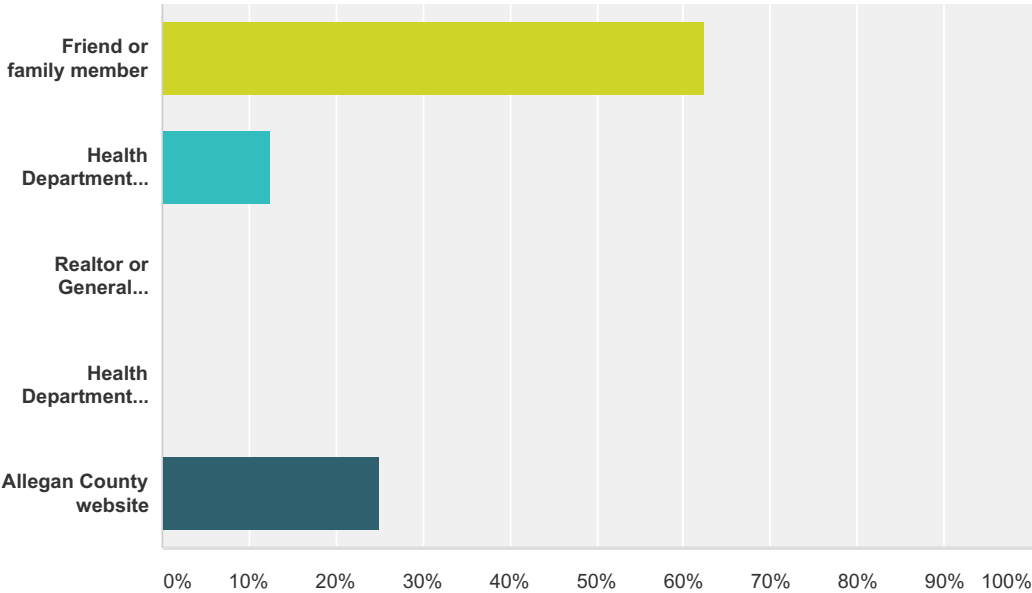
Answer Choices	Responses
Child or Adolescent Immunization	4.76% 1
Adult Immunization	0.00% 0
STD/HIV	76.19% 16
MIHP	0.00% 0
CSHCS	0.00% 0

## Clinic Allegan County Department Survey 2014

Communicable Disease	4.76%	1
Hearing and Vision	14.29%	3
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: 21</b>		

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

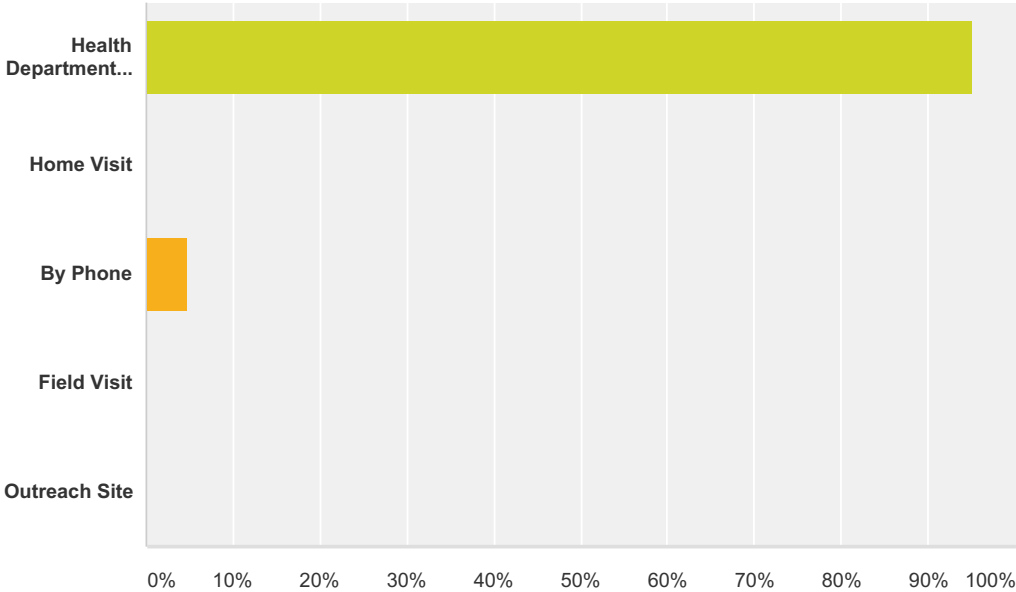
Answered: 16 Skipped: 5



Answer Choices	Responses
Friend or family member	62.50% 10
Health Department Staff member or Local Government Staff/Agency	12.50% 2
Realtor or General Contractor	0.00% 0
Health Department brochure or flyer	0.00% 0
Allegan County website	25.00% 4
<b>Total</b>	<b>16</b>

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

Answered: 21 Skipped: 0

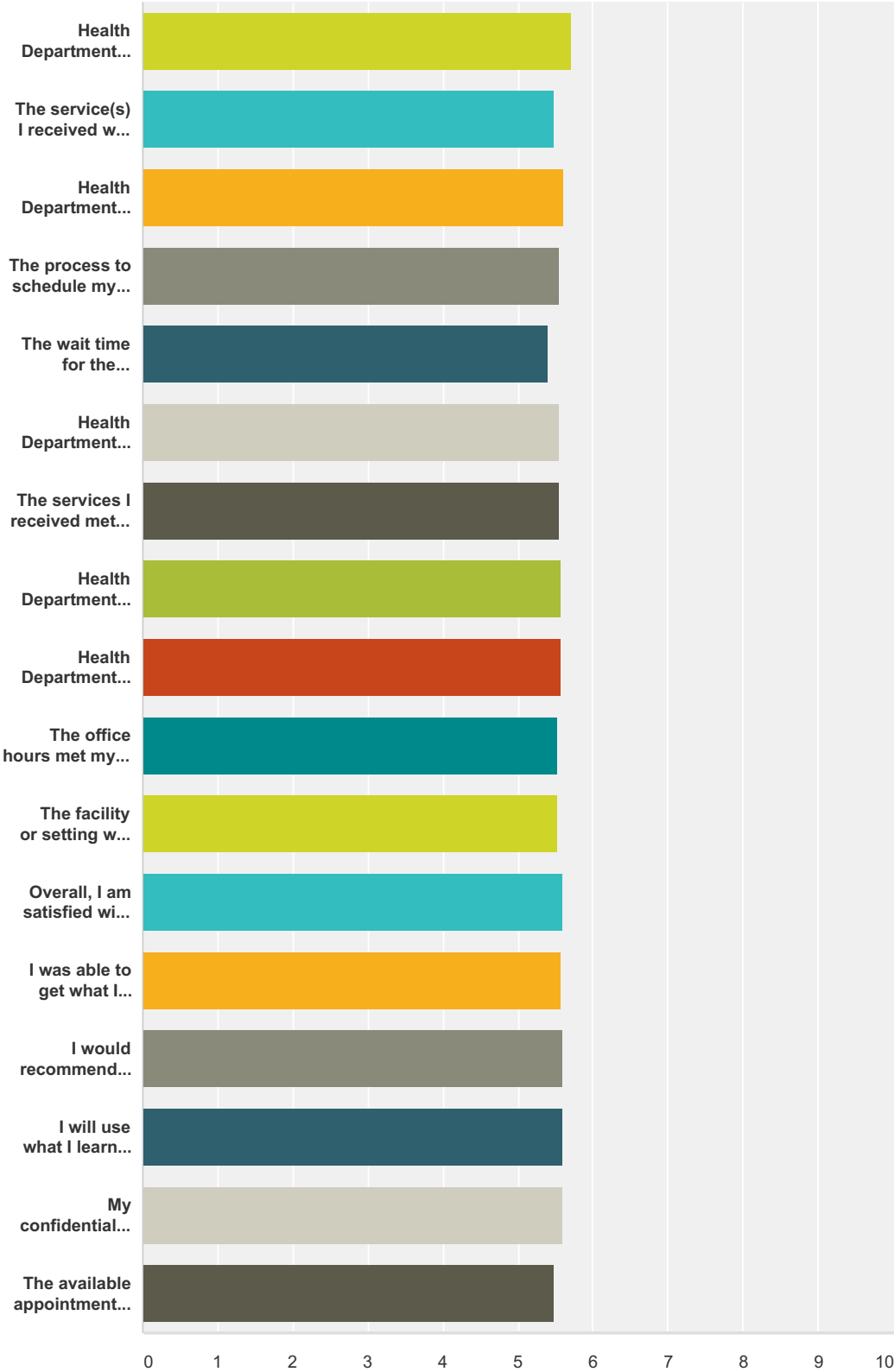


Answer Choices	Responses
Health Department Office	95.24% 20
Home Visit	0.00% 0
By Phone	4.76% 1
Field Visit	0.00% 0
Outreach Site	0.00% 0
<b>Total</b>	<b>21</b>

**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: 21 Skipped: 0

### Clinic Allegan County Department Survey 2014



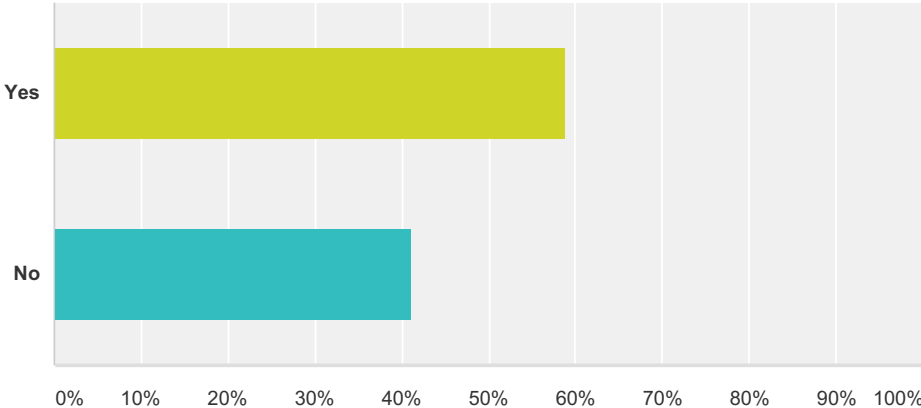
	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree	Total	Weighted Average
Health Department Staff were friendly.	4.76% 1	0.00% 0	0.00% 0	0.00% 0	4.76% 1	90.48% 19	21	5.71

## Clinic Allegan County Department Survey 2014

The service(s) I received were delivered promptly.	<b>5.00%</b> 1	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>5.00%</b> 1	<b>15.00%</b> 3	<b>75.00%</b> 15	20	5.50
Health Department staff were respectful.	<b>4.76%</b> 1	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>14.29%</b> 3	<b>80.95%</b> 17	21	5.62
The process to schedule my appointment/visit was convenient and helpful.	<b>5.00%</b> 1	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>20.00%</b> 4	<b>75.00%</b> 15	20	5.55
The wait time for the service(s) I received was appropriate.	<b>5.00%</b> 1	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>10.00%</b> 2	<b>15.00%</b> 3	<b>70.00%</b> 14	20	5.40
Health Department Staff was helpful.	<b>5.00%</b> 1	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>20.00%</b> 4	<b>75.00%</b> 15	20	5.55
The services I received met my social, cultural, and/or special needs.	<b>5.00%</b> 1	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>20.00%</b> 4	<b>75.00%</b> 15	20	5.55
Health Department Staff took the time to listen to my concerns.	<b>5.26%</b> 1	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>15.79%</b> 3	<b>78.95%</b> 15	19	5.58
Health Department staff understood my needs.	<b>5.26%</b> 1	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>15.79%</b> 3	<b>78.95%</b> 15	19	5.58
The office hours met my needs.	<b>5.26%</b> 1	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>21.05%</b> 4	<b>73.68%</b> 14	19	5.53
The facility or setting was comfortable for receiving services.	<b>5.26%</b> 1	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>21.05%</b> 4	<b>73.68%</b> 14	19	5.53
Overall, I am satisfied with the service(s) I received today.	<b>5.00%</b> 1	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>15.00%</b> 3	<b>80.00%</b> 16	20	5.60
I was able to get what I needed from Allegan County Health Department today.	<b>5.26%</b> 1	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>15.79%</b> 3	<b>78.95%</b> 15	19	5.58
I would recommend Allegan County Health Department to my friends and family.	<b>5.00%</b> 1	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>15.00%</b> 3	<b>80.00%</b> 16	20	5.60
I will use what I learned in clinic today to reduce my risk of STD's and HIV.	<b>5.00%</b> 1	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>15.00%</b> 3	<b>80.00%</b> 16	20	5.60
My confidentiality was maintained throughout my visit.	<b>5.00%</b> 1	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>15.00%</b> 3	<b>80.00%</b> 16	20	5.60
The available appointment times were convenient for my schedule.	<b>5.00%</b> 1	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>5.00%</b> 1	<b>15.00%</b> 3	<b>75.00%</b> 15	20	5.50

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

Answered: 17 Skipped: 4



Answer Choices	Responses	
Yes	58.82%	10
No	41.18%	7
<b>Total</b>		<b>17</b>



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

Answered: 14 Skipped: 7

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

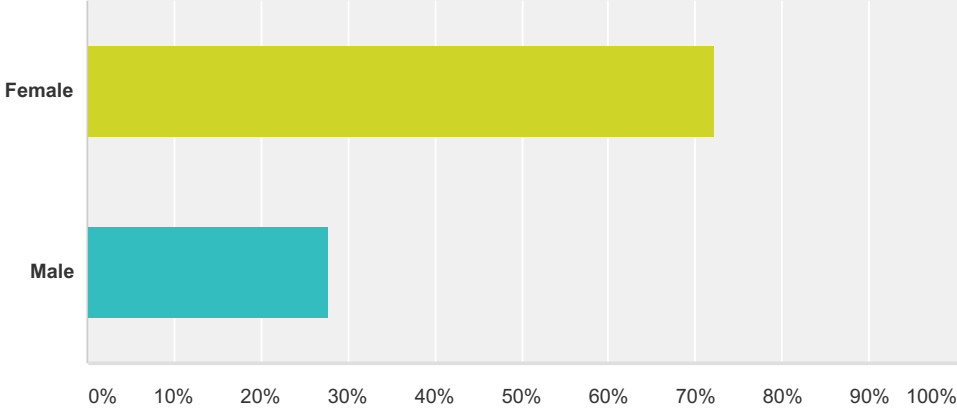
Answered: 13 Skipped: 8

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

Answered: 5 Skipped: 16

### Q9 What is your gender?

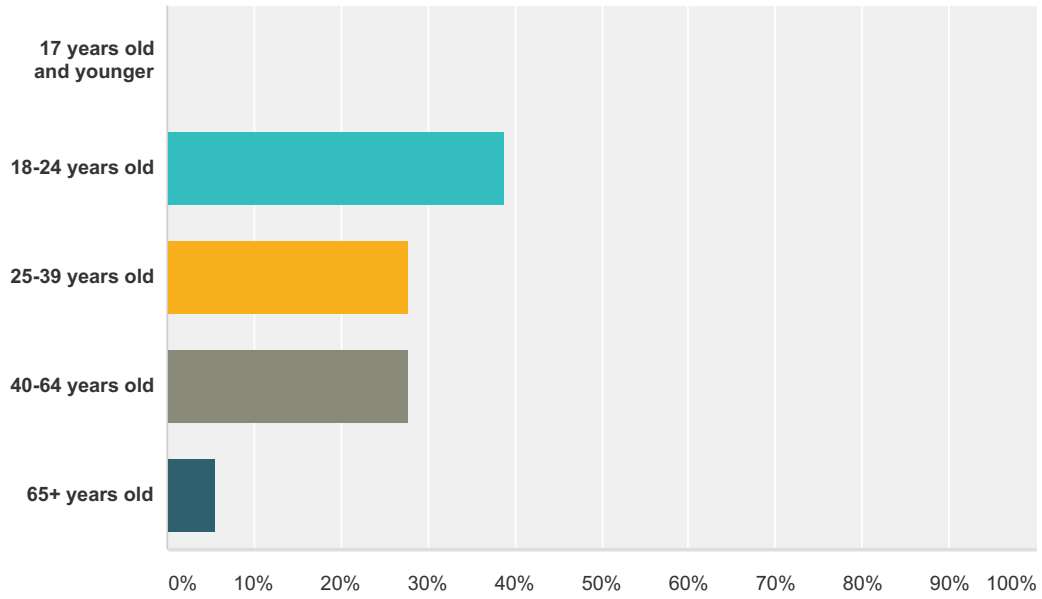
Answered: 18 Skipped: 3



Answer Choices	Responses
Female	72.22% 13
Male	27.78% 5
<b>Total</b>	<b>18</b>

### Q10 What age group are you in?

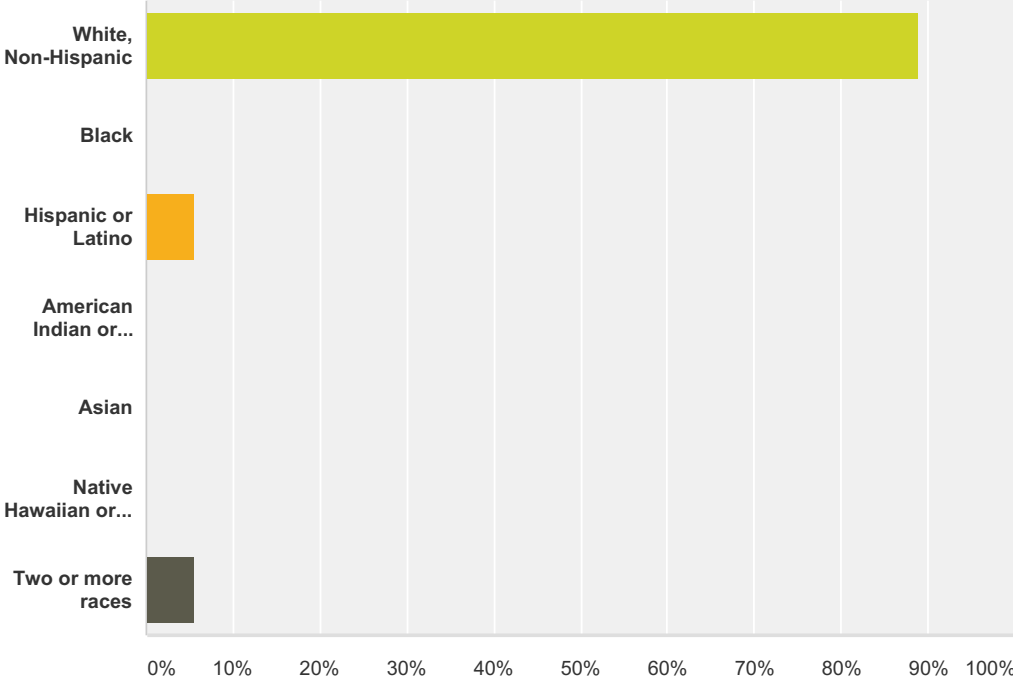
Answered: 18 Skipped: 3



Answer Choices	Responses
17 years old and younger	0.00% 0
18-24 years old	38.89% 7
25-39 years old	27.78% 5
40-64 years old	27.78% 5
65+ years old	5.56% 1
<b>Total</b>	<b>18</b>

**Q11 What race do you associate with?**

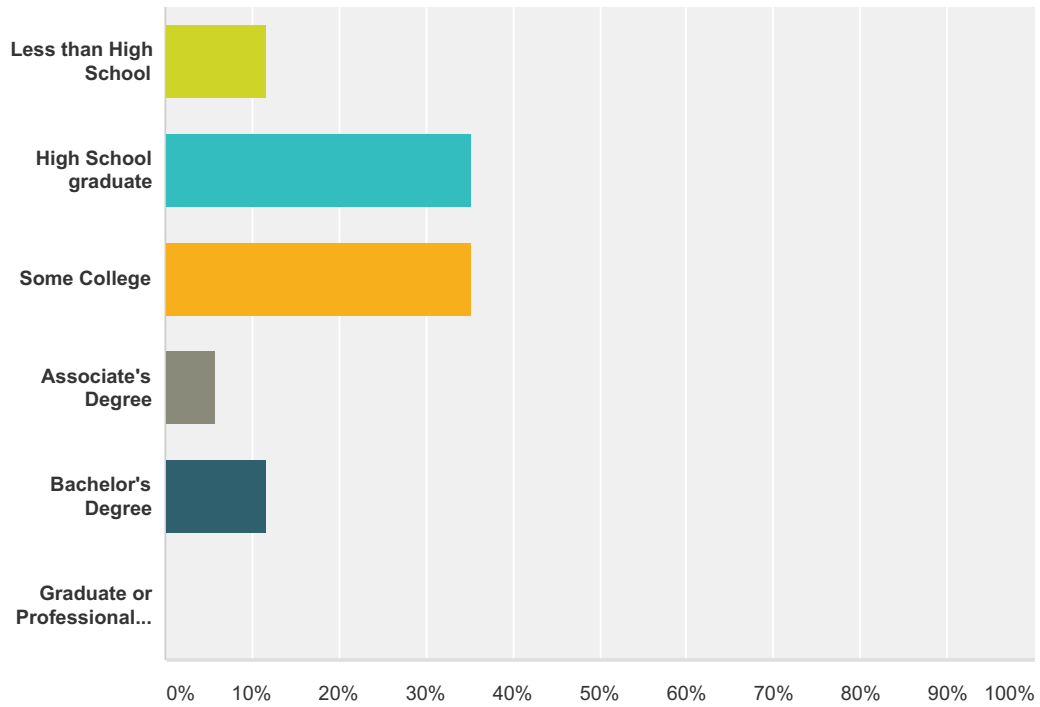
Answered: 18 Skipped: 3



Answer Choices	Responses
White, Non-Hispanic	88.89% 16
Black	0.00% 0
Hispanic or Latino	5.56% 1
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	5.56% 1
<b>Total</b>	<b>18</b>

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

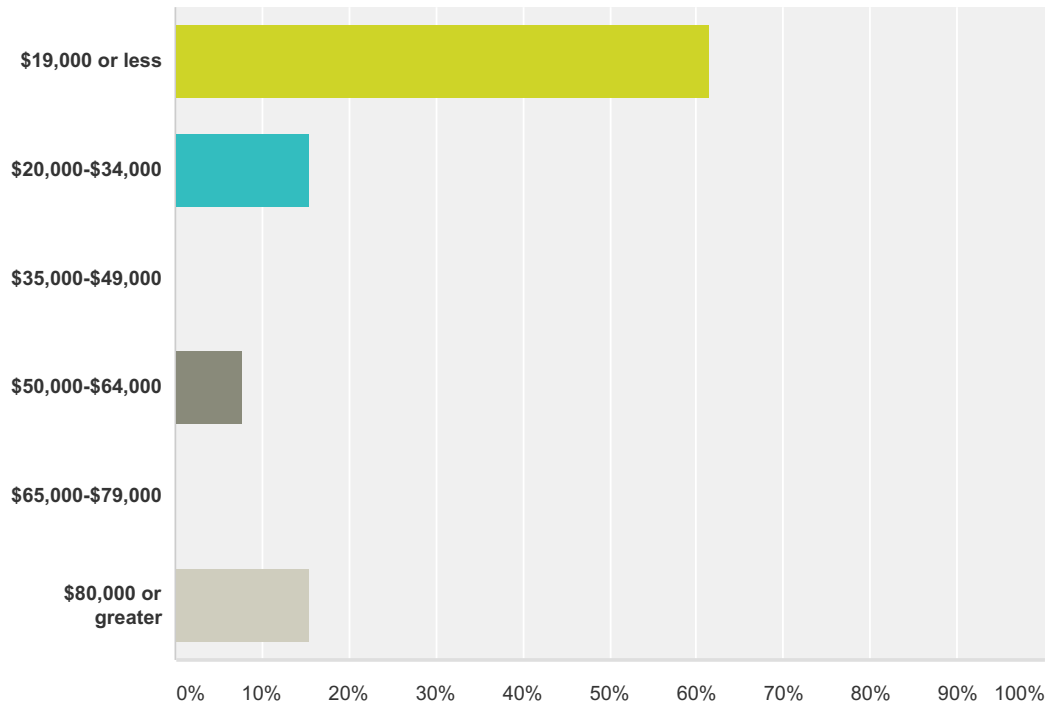
Answered: 17 Skipped: 4



Answer Choices	Responses	
Less than High School	11.76%	2
High School graduate	35.29%	6
Some College	35.29%	6
Associate's Degree	5.88%	1
Bachelor's Degree	11.76%	2
Graduate or Professional Degree	0.00%	0
<b>Total</b>		<b>17</b>

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

Answered: 13 Skipped: 8

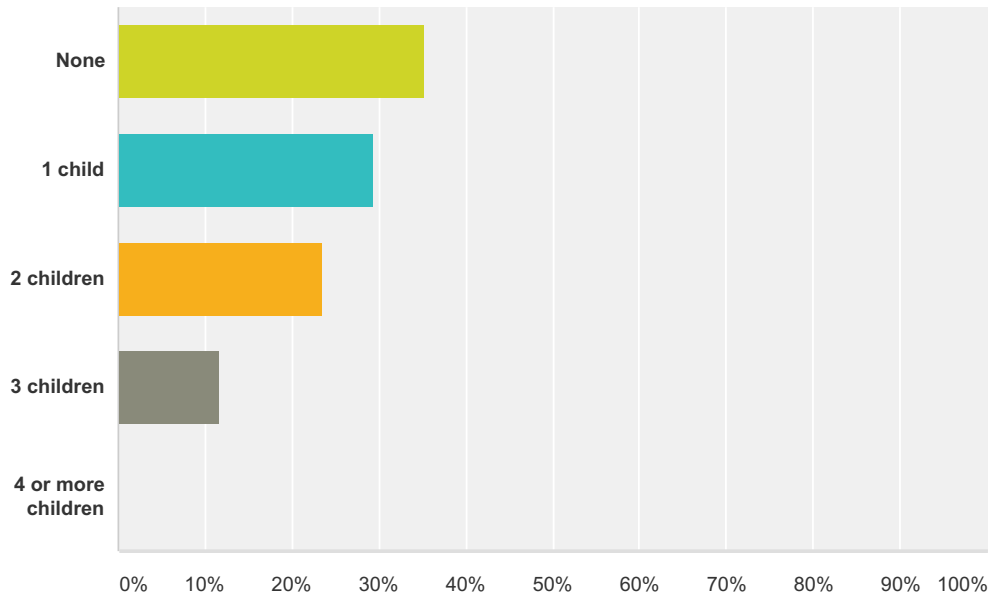


Answer Choices	Responses	
\$19,000 or less	61.54%	8
\$20,000-\$34,000	15.38%	2
\$35,000-\$49,000	0.00%	0
\$50,000-\$64,000	7.69%	1
\$65,000-\$79,000	0.00%	0
\$80,000 or greater	15.38%	2
<b>Total</b>		<b>13</b>



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

Answered: 17 Skipped: 4



Answer Choices	Responses	Count
None	35.29%	6
1 child	29.41%	5
2 children	23.53%	4
3 children	11.76%	2
4 or more children	0.00%	0
<b>Total</b>		<b>17</b>