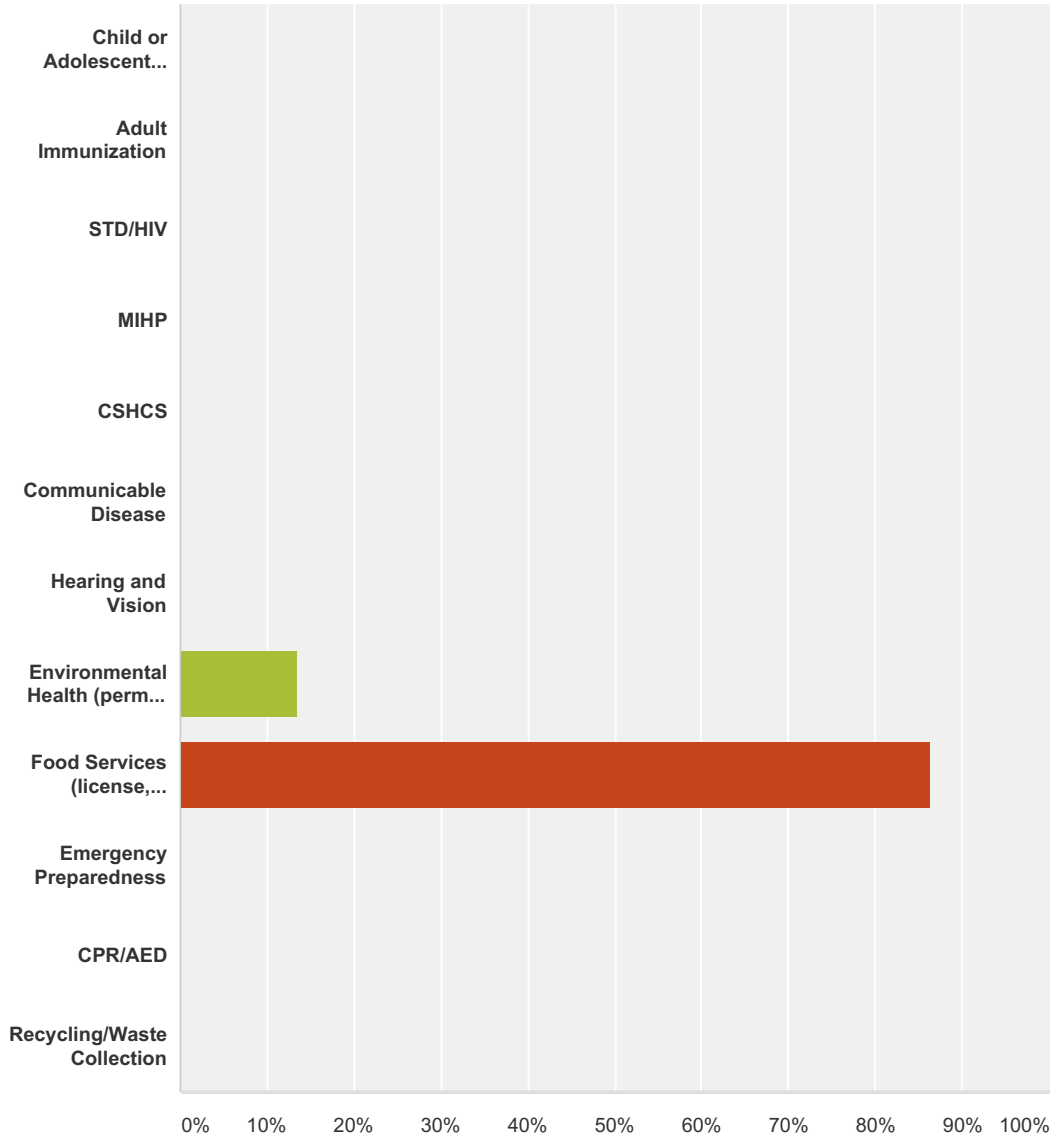


Q1 During your visit with Allegan County Health Department, what program(s)/service(s) did you receive? (check all that apply)

Answered: 22 Skipped: 0



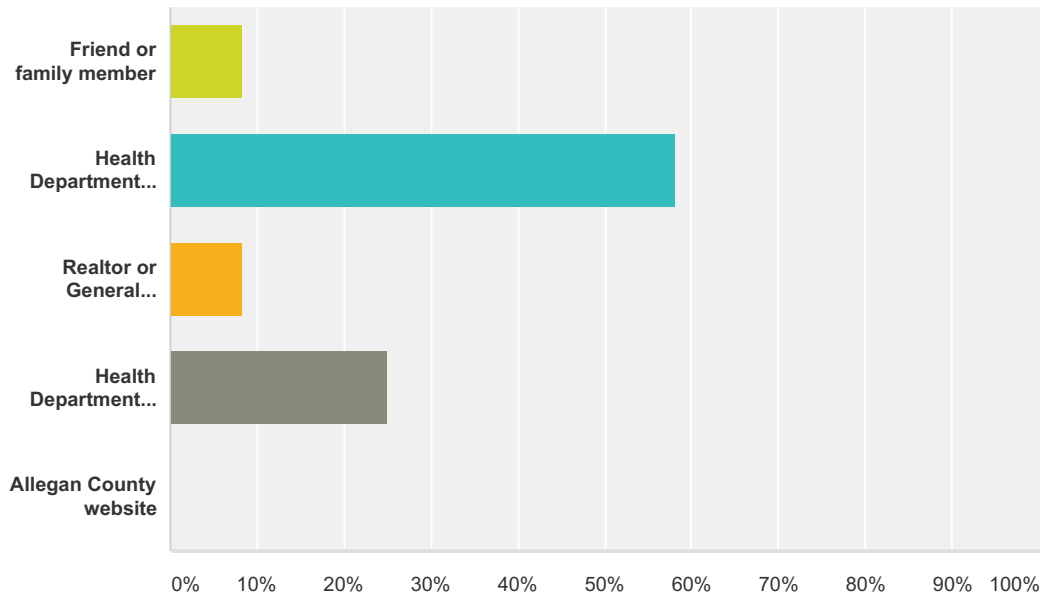
Answer Choices	Responses
Child or Adolescent Immunization	0.00% 0
Adult Immunization	0.00% 0
STD/HIV	0.00% 0
MIHP	0.00% 0
CSHCS	0.00% 0

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Communicable Disease	0.00%	0
Hearing and Vision	0.00%	0
Environmental Health (permit, inspection, sewage, water, SESC, etc.)	13.64%	3
Food Services (license, inspection, plan review, training)	86.36%	19
Emergency Preparedness	0.00%	0
CPR/AED	0.00%	0
Recycling/Waste Collection	0.00%	0
Total Respondents: 22		

Q2 Where did you learn about our available services?

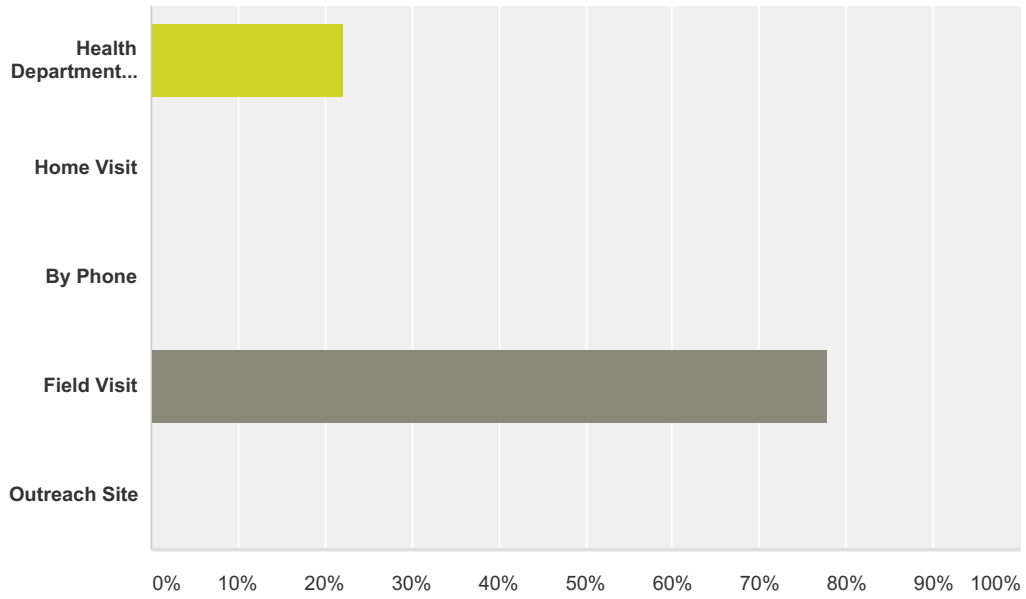
Answered: 12 Skipped: 10



Answer Choices	Responses
Friend or family member	8.33% 1
Health Department Staff member or Local Government Staff/Agency	58.33% 7
Realtor or General Contractor	8.33% 1
Health Department brochure or flyer	25.00% 3
Allegan County website	0.00% 0
Total	12

Q3 Where did you receive your service(s)?

Answered: 18 Skipped: 4

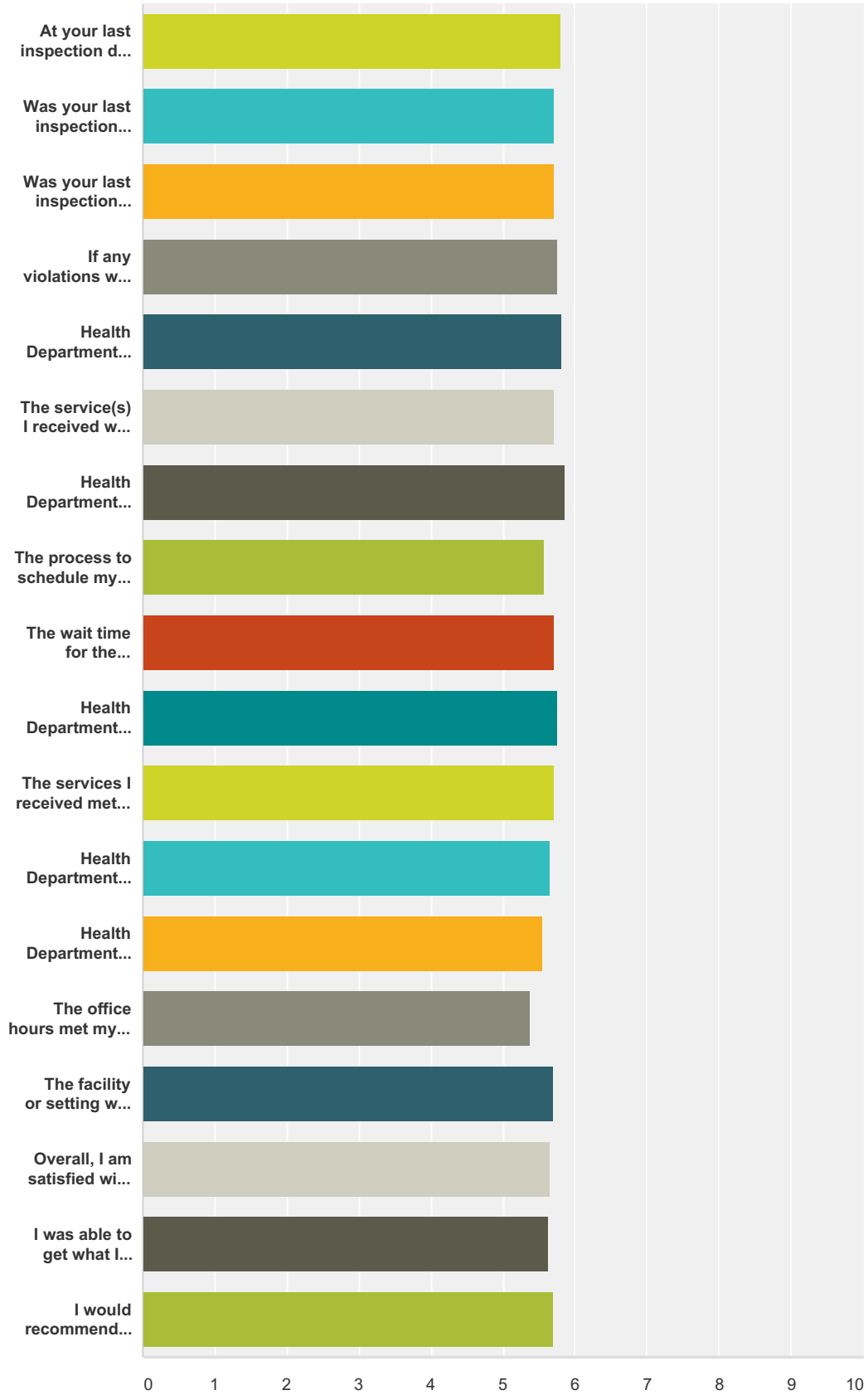


Answer Choices	Responses
Health Department Office	22.22% 4
Home Visit	0.00% 0
By Phone	0.00% 0
Field Visit	77.78% 14
Outreach Site	0.00% 0
Total	18

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: 22 Skipped: 0

Food Program Allegan County Health Department Survey 2014



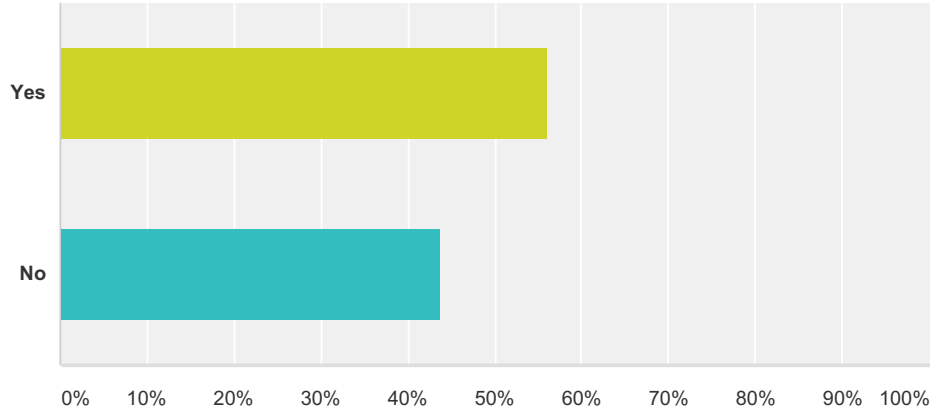
	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree	Total	Weighted Average

Food Program Allegan County Health Department Survey 2014

At your last inspection do you feel that the staff properly identified themselves and the reason for their visit.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	19.05% 4	80.95% 17	21	5.81
Was your last inspection comprehensive.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	28.57% 6	71.43% 15	21	5.71
Was your last inspection conducted in a professional manner.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	28.57% 6	71.43% 15	21	5.71
If any violations were found were they thoroughly explained.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	23.81% 5	76.19% 16	21	5.76
Health Department Staff were friendly.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	18.18% 4	81.82% 18	22	5.82
The service(s) I received were delivered promptly.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	27.27% 6	72.73% 16	22	5.73
Health Department staff were respectful.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	13.64% 3	86.36% 19	22	5.86
The process to schedule my appointment/visit was convenient and helpful.	0.00% 0	0.00% 0	0.00% 0	14.29% 2	14.29% 2	71.43% 10	14	5.57
The wait time for the service(s) I received was appropriate.	0.00% 0	0.00% 0	0.00% 0	7.14% 1	14.29% 2	78.57% 11	14	5.71
Health Department Staff was helpful.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	23.53% 4	76.47% 13	17	5.76
The services I received met my social, cultural, and/or special needs.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	28.57% 4	71.43% 10	14	5.71
Health Department Staff took the time to listen to my concerns.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	35.29% 6	64.71% 11	17	5.65
Health Department staff understood my needs.	0.00% 0	0.00% 0	0.00% 0	6.25% 1	31.25% 5	62.50% 10	16	5.56
The office hours met my needs.	0.00% 0	0.00% 0	0.00% 0	15.38% 2	30.77% 4	53.85% 7	13	5.38
The facility or setting was comfortable for receiving services.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	30.77% 4	69.23% 9	13	5.69
Overall, I am satisfied with the service(s) I received today.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	35.29% 6	64.71% 11	17	5.65
I was able to get what I needed from Allegan County Health Department today.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	37.50% 6	62.50% 10	16	5.63
I would recommend Allegan County Health Department to my friends and family.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	31.25% 5	68.75% 11	16	5.69

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

Answered: 16 Skipped: 6



Answer Choices	Responses	
Yes	56.25%	9
No	43.75%	7
Total		16

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

Answered: 13 Skipped: 9

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

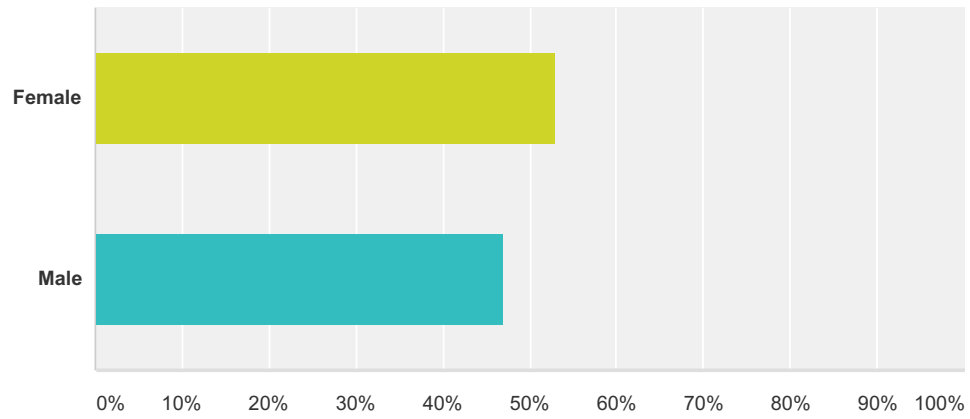
Answered: 8 Skipped: 14

Q8 What can we do to improve?

Answered: 5 Skipped: 17

Q9 What is your gender?

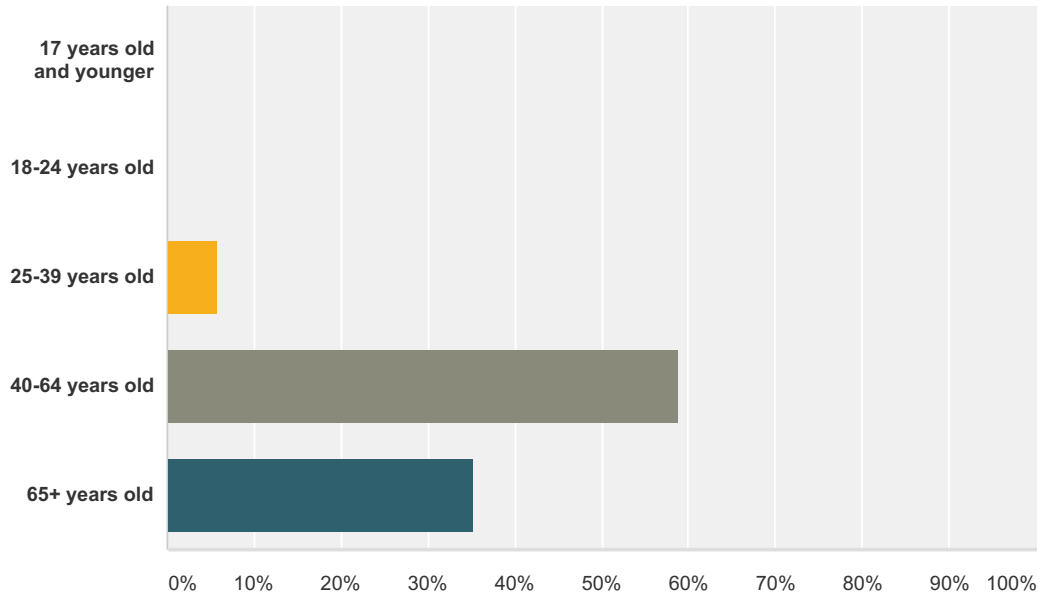
Answered: 17 Skipped: 5



Answer Choices	Responses
Female	52.94% 9
Male	47.06% 8
Total	17

Q10 What age group are you in?

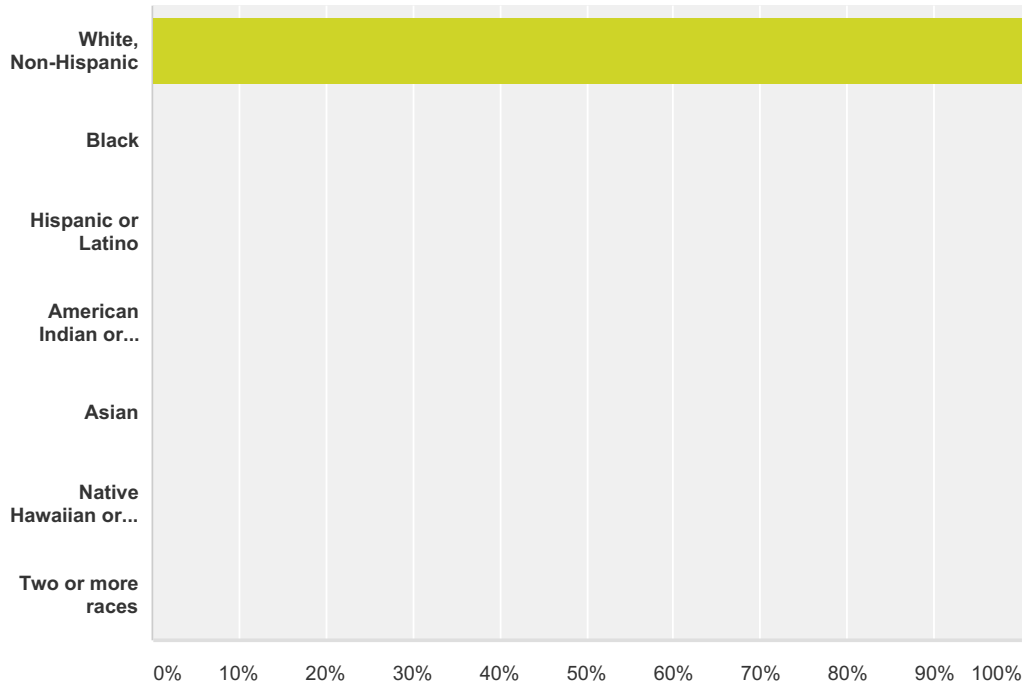
Answered: 17 Skipped: 5



Answer Choices	Responses
17 years old and younger	0.00% 0
18-24 years old	0.00% 0
25-39 years old	5.88% 1
40-64 years old	58.82% 10
65+ years old	35.29% 6
Total	17

Q11 What race do you associate with?

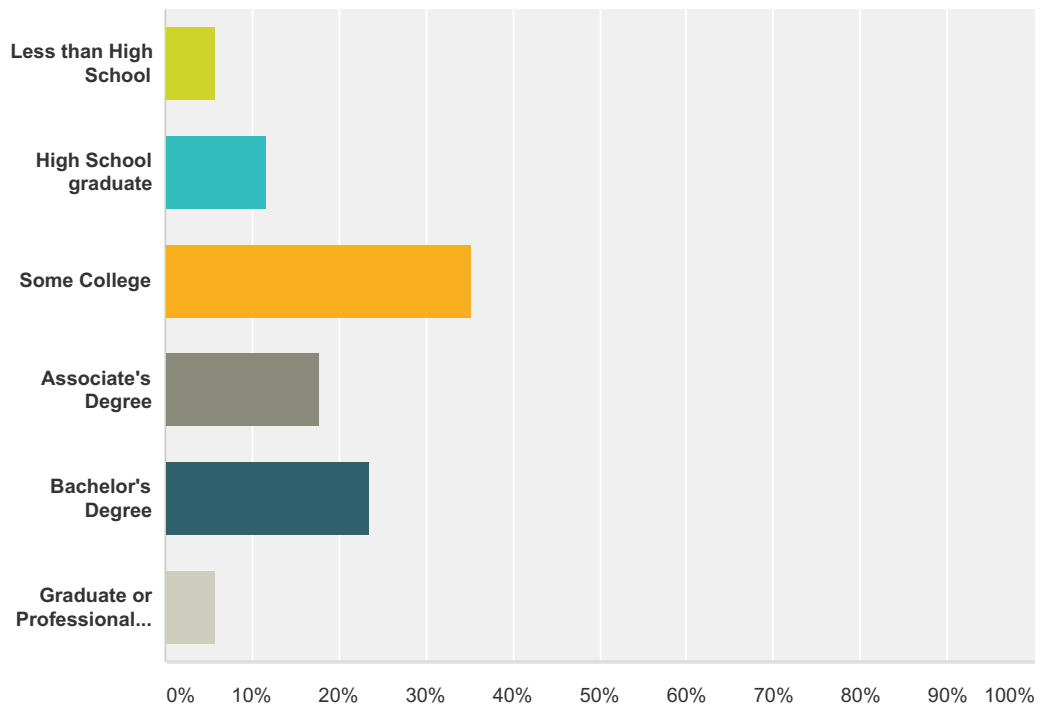
Answered: 16 Skipped: 6



Answer Choices	Responses	Count
White, Non-Hispanic	100.00%	16
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
Total		16

Q12 What is the highest level of education you completed?

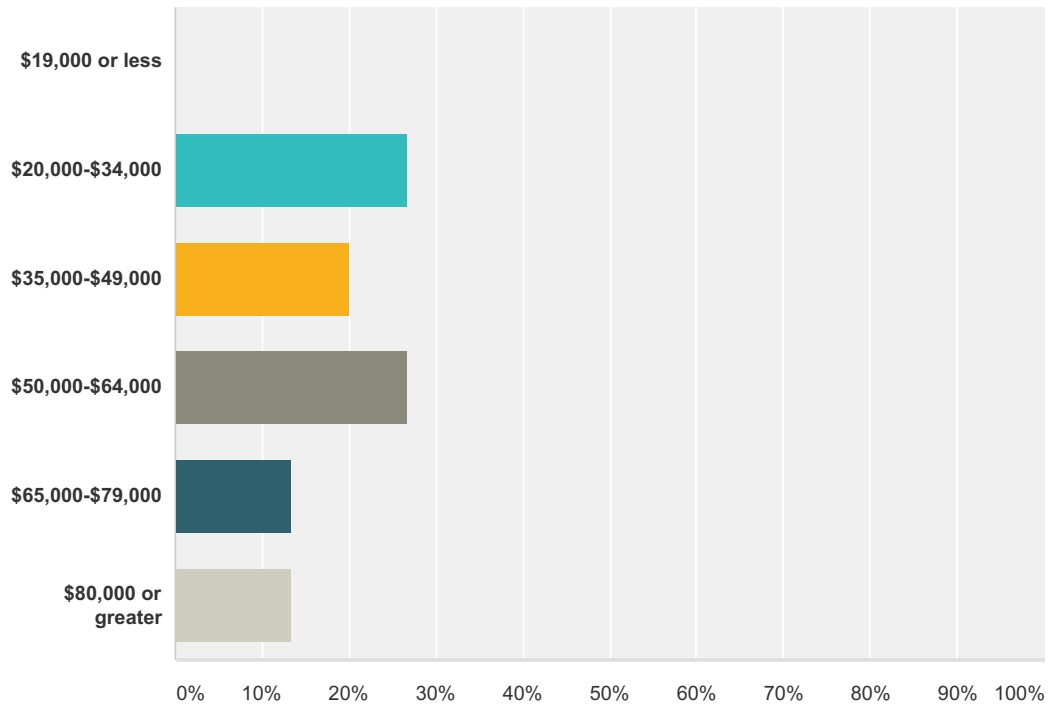
Answered: 17 Skipped: 5



Answer Choices	Responses
Less than High School	5.88% 1
High School graduate	11.76% 2
Some College	35.29% 6
Associate's Degree	17.65% 3
Bachelor's Degree	23.53% 4
Graduate or Professional Degree	5.88% 1
Total	17

Q13 What is household income range are you in?

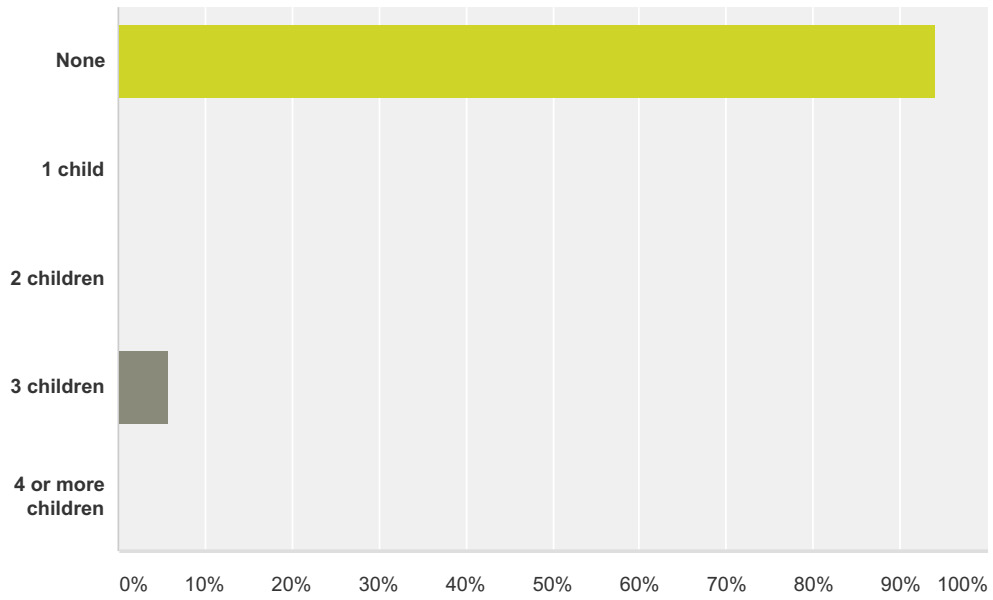
Answered: 15 Skipped: 7



Answer Choices	Responses
\$19,000 or less	0.00% 0
\$20,000-\$34,000	26.67% 4
\$35,000-\$49,000	20.00% 3
\$50,000-\$64,000	26.67% 4
\$65,000-\$79,000	13.33% 2
\$80,000 or greater	13.33% 2
Total	15

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

Answered: 17 Skipped: 5



Answer Choices	Responses	
None	94.12%	16
1 child	0.00%	0
2 children	0.00%	0
3 children	5.88%	1
4 or more children	0.00%	0
Total		17