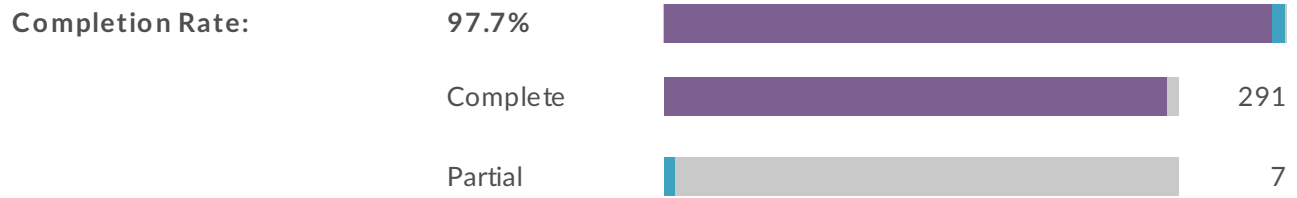


This report is filtered

Only show: Response Submitted between January 1, 2017 and December 31, 2017 (inclusive)

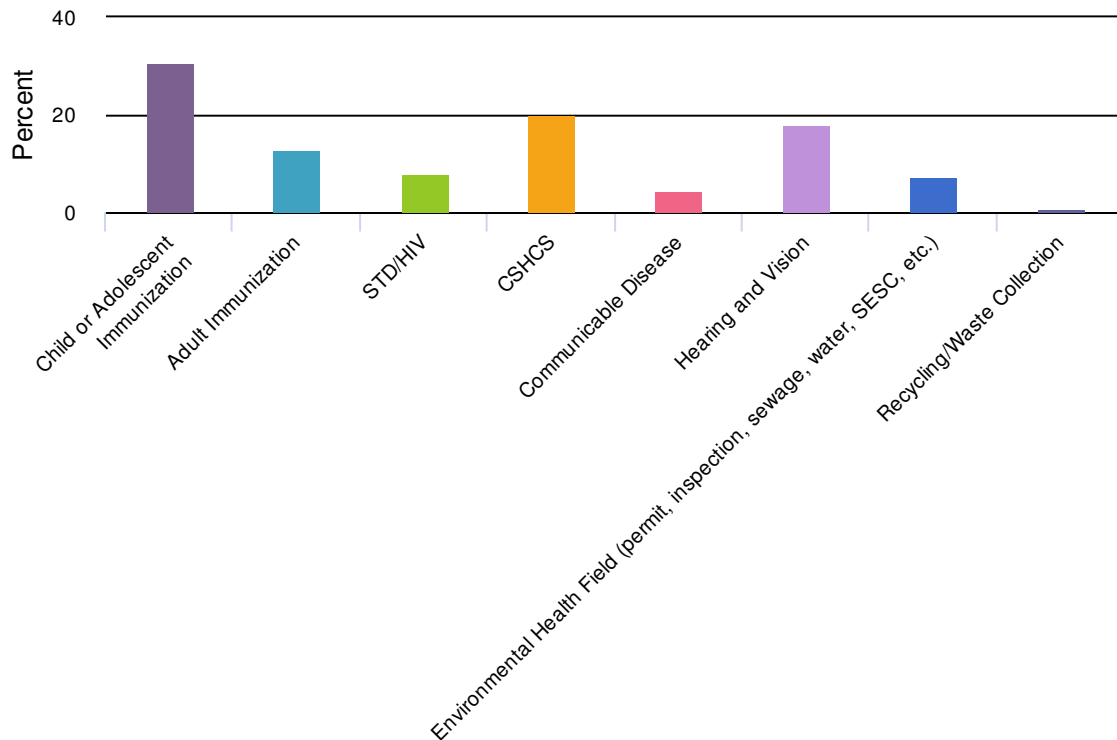
2017 Report for Health Department Feedback

Response Counts



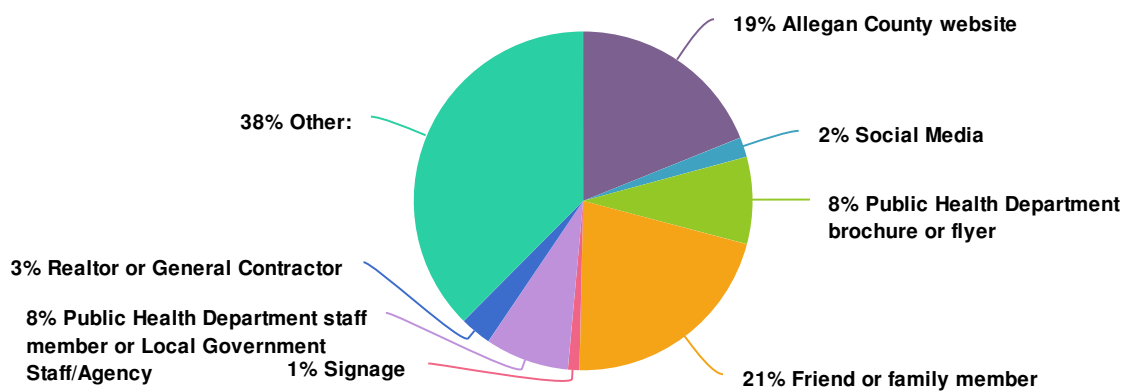
Totals: 298

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	30.8%	82
Adult Immunization	12.8%	34
STD/HIV	7.9%	21
CSHCS	19.9%	53
Communicable Disease	4.5%	12
Hearing and Vision	18.0%	48
Environmental Health Field (permit, inspection, sewage, water, SESC, etc.)	7.1%	19
Recycling/Waste Collection	0.8%	2

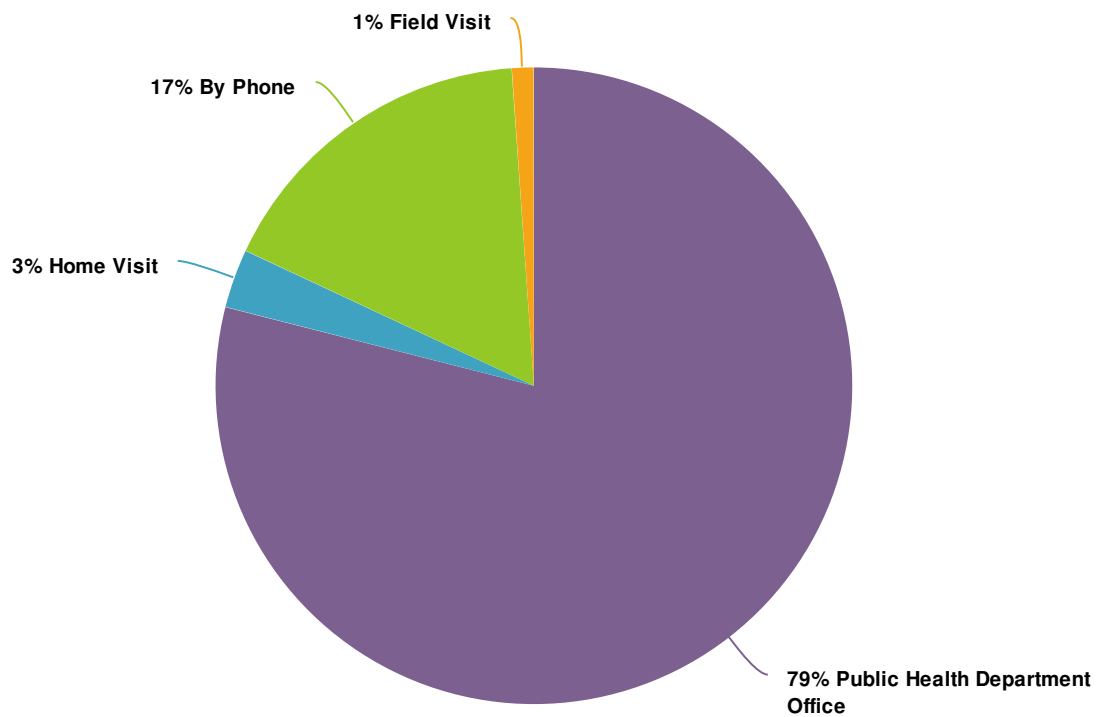
2. Where did you learn about our available services?



Value	Percent	Responses
Allegan County website	18.9%	50
Social Media	1.9%	5
Public Health Department brochure or flyer	8.3%	22
Friend or family member	21.2%	56
Signage	1.1%	3
Public Health Department staff member or Local Government Staff/Agency	8.0%	21
Realtor or General Contractor	3.0%	8
Other:	37.5%	99

Totals: 264

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



Value		Percent	Responses
Public Health Department Office		78.9%	210
Home Visit		3.0%	8
By Phone		16.9%	45
Field Visit		1.1%	3

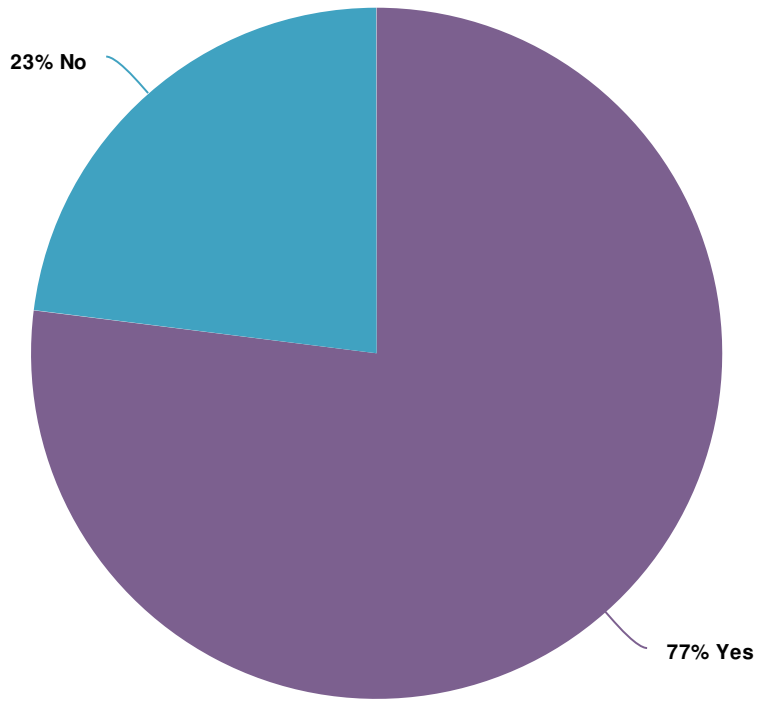
Totals: 266

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. Count Row %	209 76.3%	62 22.6%	2 0.7%	1 0.4%	274
The service(s) I received were delivered promptly. Count Row %	186 68.1%	73 26.7%	8 2.9%	6 2.2%	273
Staff were respectful. Count Row %	206 75.2%	65 23.7%	2 0.7%	1 0.4%	274
The process to schedule my appointment/visit was convenient and helpful. Count Row %	186 72.4%	63 24.5%	4 1.6%	4 1.6%	257
The wait time for the service(s) I received was appropriate. Count Row %	176 68.0%	67 25.9%	6 2.3%	10 3.9%	259

	Strongly Agree	Agree	Disagree	Strongly Disagree	Responses
The services I received met my social, cultural, and/or special needs. Count Row %	190 72.0%	70 26.5%	3 1.1%	1 0.4%	264
Staff took the time to listen to my concerns. Count Row %	197 73.0%	67 24.8%	4 1.5%	2 0.7%	270
The office hours met my needs. Count Row %	185 70.6%	73 27.9%	2 0.8%	2 0.8%	262
The facility or setting was comfortable for receiving services. Count Row %	184 73.0%	64 25.4%	3 1.2%	1 0.4%	252
I would recommend Allegan County Health Department to my friends and family. Count Row %	194 71.9%	67 24.8%	5 1.9%	4 1.5%	270
Current technology within the Health Department meet our citizens' needs. Count Row %	175 70.9%	64 25.9%	5 2.0%	3 1.2%	247
Totals Total Responses					274

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



Value	Percent	Responses
Yes	77.0%	194
No	23.0%	58
		Totals: 252

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



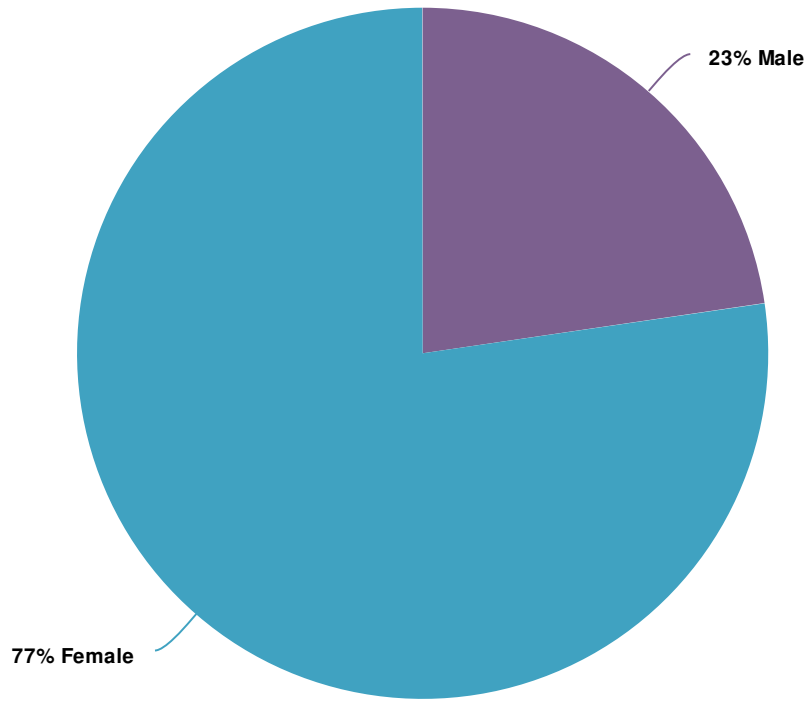
7. What can we do to improve? (Please be specific)





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

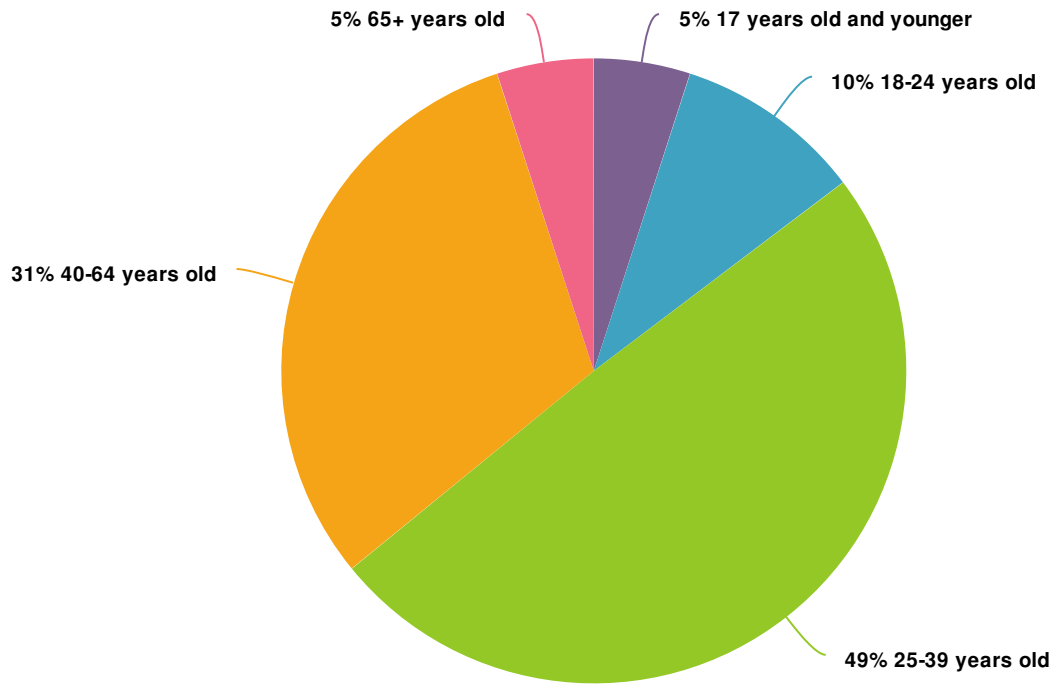


9. What is your gender?



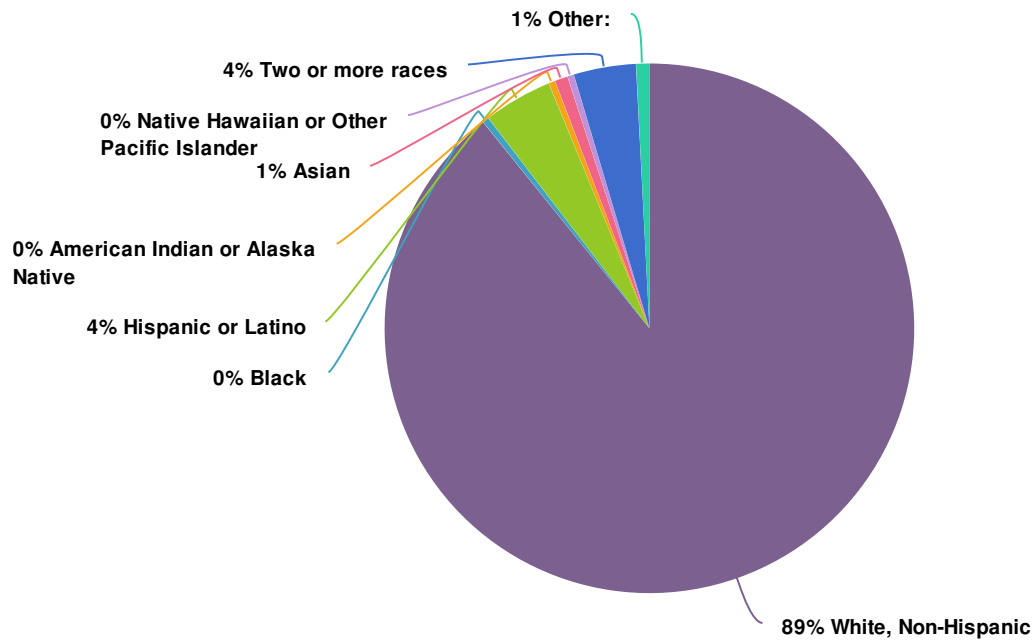
Value		Percent	Responses
Male		22.7%	60
Female		77.3%	204
			Totals: 264

10. What age group are you in?



Value	Percent	Responses
17 years old and younger	5.0%	13
18-24 years old	9.7%	25
25-39 years old	49.4%	128
40-64 years old	30.9%	80
65+ years old	5.0%	13
		Totals: 259

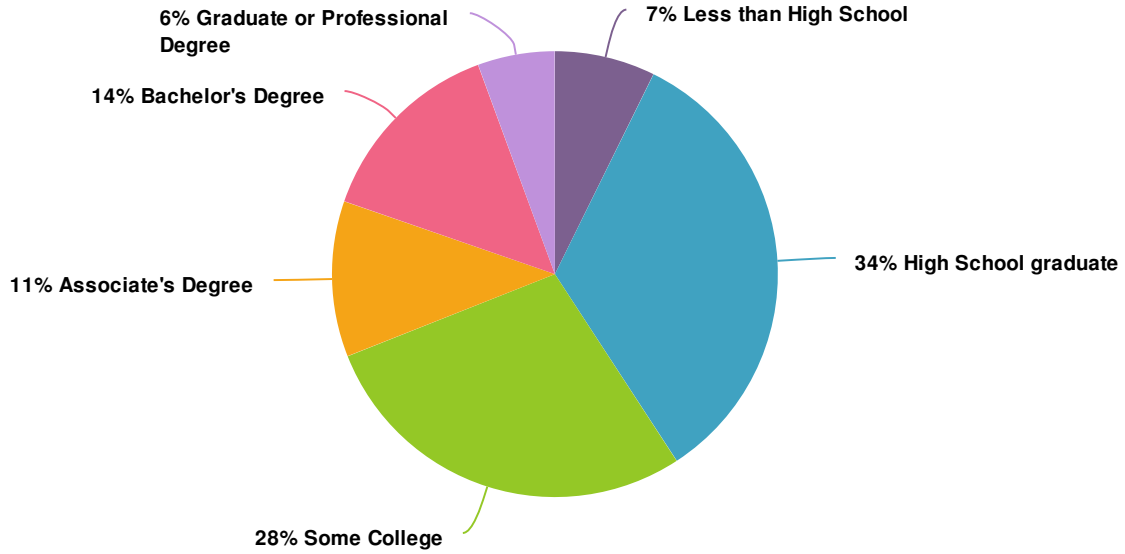
11. What race do you associate with?



Value	Percent	Responses
White, Non-Hispanic	89.2%	232
Black	0.4%	1
Hispanic or Latino	4.2%	11
American Indian or Alaska Native	0.4%	1
Asian	0.8%	2
Native Hawaiian or Other Pacific Islander	0.4%	1
Two or more races	3.8%	10
Other:	0.8%	2

Totals: 260

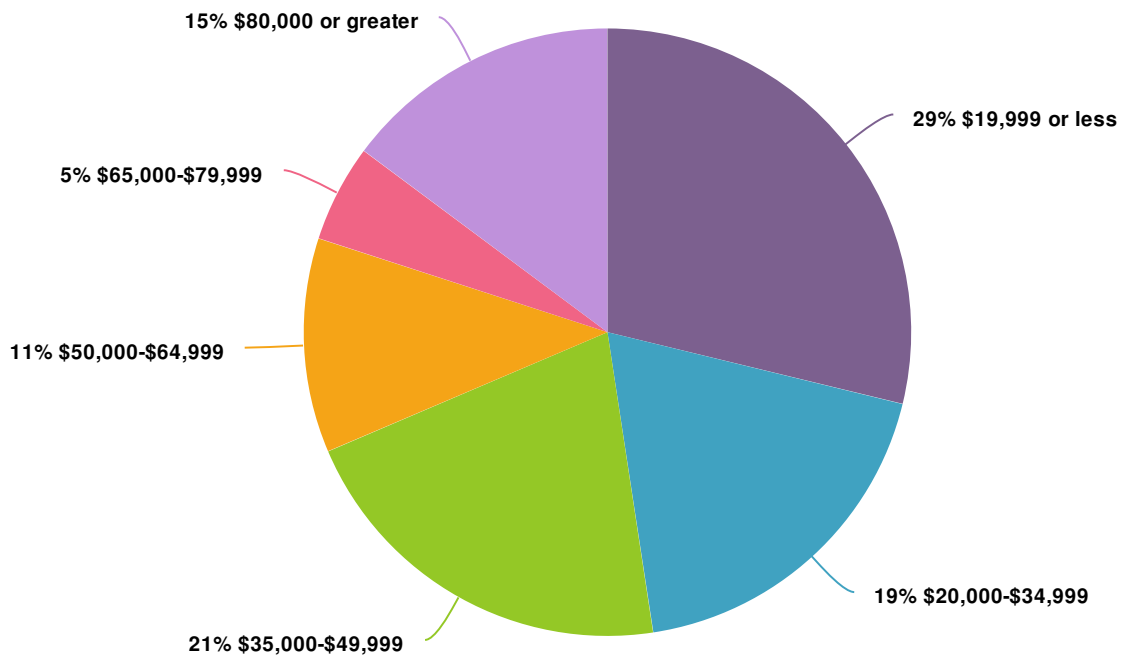
12. What is the highest level of education you completed?



Value	Percent	Responses
Less than High School	7.3%	18
High School graduate	33.5%	83
Some College	28.2%	70
Associate's Degree	11.3%	28
Bachelor's Degree	14.1%	35
Graduate or Professional Degree	5.6%	14

Totals: 248

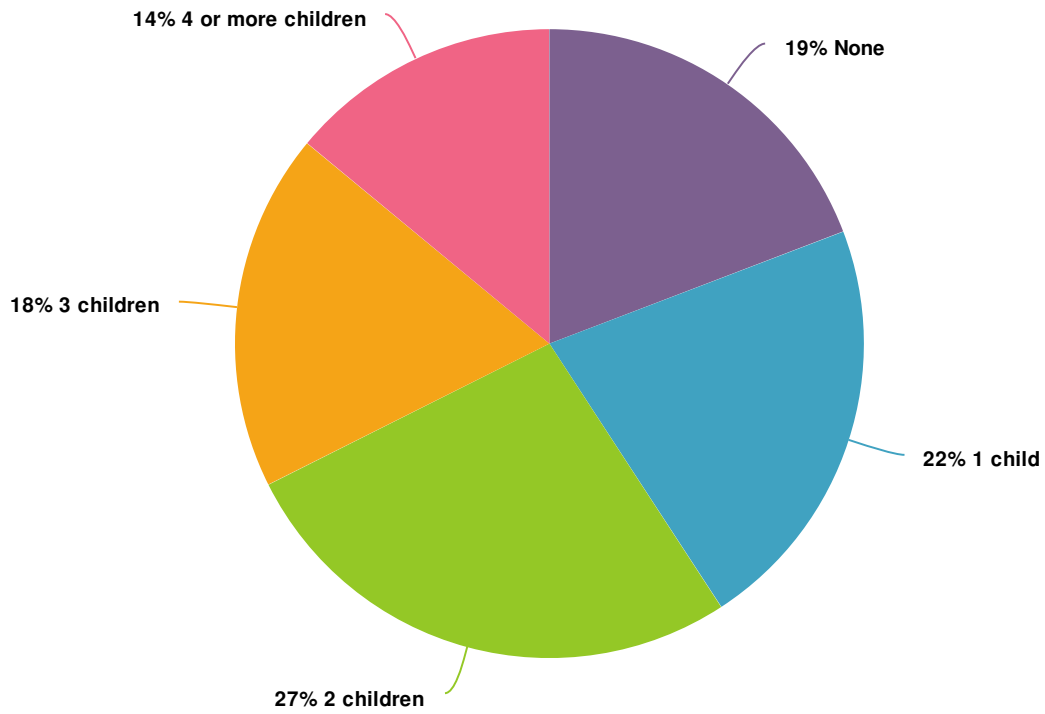
13. What is household income range are you in?








Value	Percent	Responses
\$19,999 or less	28.8%	66
\$20,000-\$34,999	18.8%	43
\$35,000-\$49,999	21.0%	48
\$50,000-\$64,999	11.4%	26
\$65,000-\$79,999	5.2%	12
\$80,000 or greater	14.8%	34

Totals: 229

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



Value		Percent	Responses
None		19.2%	48
1 child		21.6%	54
2 children		26.8%	67
3 children		18.4%	46
4 or more children		14.0%	35

Totals: 250