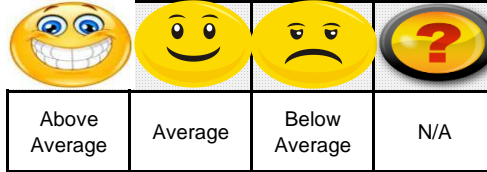


Program Codes

- AH **AH =Adult Health**
- CH = Child Health
- EH = Environmental Health
- FP = Family Planning
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- MH = Maternal Health
- WIC = Women, Infants, Children



AH

Point Value >>>

Above Average	Average	Below Average	N/A
3	2	1	0

Total Submissions =		5	Average Rating			
3	2	1	0	Total	Aver	

Percent by Question				
3	2	1	0	Sum

? No. ? Code

Q No.	Code	Description	3	2	1	0	Total	Aver	3	2	1	0	Sum		
Ease of getting service:															
Q1	APPT	Ability to get an appointment	4				12	2.40	80%	0%	0%	0%	80%		
Q2	OPER	Hours Health Department is open	3	2			9	2.60	60%	40%	0%	0%	100%		
Q3	LOC	Convenience of location	3	2			9	2.60	60%	40%	0%	0%	100%		
Q4	CALL	Prompt return on calls	3	1		1	9	2.20	60%	20%	0%	20%	100%		
Waiting:															
Q5	TIME	Served in a timely manner	1	4			3	2.20	20%	80%	0%	0%	100%		
Staff:															
Q6	HELP	Friendly and helpful to you	5				15	3.00	100%	0%	0%	0%	100%		
Q7	ANS	Answers your questions	3	2			9	2.60	60%	40%	0%	0%	100%		
Facility:															
Q8	NEAT	Neat and clean building	5				15	3.00	100%	0%	0%	0%	100%		
Q9	PRIV	Comfortable and protects your privacy	5				15	3.00	100%	0%	0%	0%	100%		
Q10	RATE	How would you rate our overall service?	4			1	12	2.40	80%	0%	0%	20%	100%		
Q11	RECOM	Recommend to others 1 =Yes, 2 =No	5				15		100%			0%	100%		
Q12	SERV	Outstanding Service?	Enter on "Staff +s" Sheet					123	22	0	0	130	26.00		
Q13	ADD	Additional comments	Enter on Comments Sheet					Totals and Overall =		2.60	87%	72%	22%	0%	4%

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EH

Point Value >>>

Above Average	Average	Below Average	N/A
3	2	1	0

	3	2	1	0
Ease of getting service:				
Ability to get an appointment	5	2	1	3
Hours Health Department is open	3	8	0	0
Convenience of location	5	5	1	0
Prompt return on calls	4	6	1	0
Waiting:				
Served in a timely manner	5	4	1	1
Staff:				
Friendly and helpful to you	7	3	1	0
Answers your questions	6	4	1	0
Facility:				
Neat and clean building	7	3	0	1
Comfortable and protects your privacy	6	3	0	2
How would you rate our overall service?				
Recommend to others 1 =Yes, 2 =No	11	= YES	NO =	0
Outstanding Service?	Enter on "Staff +'s" Sheet			
Additional comments	Enter on Comments Sheet			

Total Submissions =		11	Average Rating			
3	2	1	0	Total	Aver	
0	0	0	0	0	0.00	
0	0	0	0	0	0.00	
0	0	0	0	0	0.00	
0	0	0	0	0	0.00	
0	0	0	0	0	0.00	
0	0	0	0	0	0.00	
0	0	0	0	0	0.00	
0	0	0	0	0	0.00	
0	0	0	0	0	0.00	
0	0	0	0	0	0.00	
0	0	0	0	0	0.00	
Totals and Overall =					0.00	
					0%	

Percent by Question					Sum
3	2	1	0		
500%	200%	100%	300%	1100%	
300%	800%	0%	0%	1100%	
500%	500%	100%	0%	1100%	
400%	600%	100%	0%	1100%	
500%	400%	100%	100%	1100%	
700%	300%	100%	0%	1100%	
600%	400%	100%	0%	1100%	
700%	300%	0%	100%	1100%	
600%	300%	0%	200%	1100%	
700%	300%	100%	0%	1100%	
1100%			0%	1100%	
550%	410%	70%	70%		

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FP

Point Value >>>

Above Average	Average	Below Average	N/A
3	2	1	0

Point Value >>>	3	2	1	0
Ease of getting service:				
Ability to get an appointment	14	11		
Hours Health Department is open	13	13		
Convenience of location	17	8		
Prompt return on calls	11	8	1	3
Waiting:				
Served in a timely manner	12	7	5	
Staff:				
Friendly and helpful to you	21	4		
Answers your questions	20	4		
Facility:				
Neat and clean building	21	3		
Comfortable and protects your privacy	20	4		
How would you rate our overall service?				
Recommend to others 1 =Yes, 2 =No	15	5		
Outstanding Service?	24			
Additional comments				

Enter on "Staff +'s" Sheet
 Enter on Comments Sheet

Total Submissions =		26	Average Rating			
3	2	1	0	Total	Aver	
0	0	0	0	0	0.00	
0	0	0	0	0	0.00	
0	0	0	0	0	0.00	
0	0	0	0	0	0.00	
0	0	0	0	0	0.00	
0	0	0	0	0	0.00	
0	0	0	0	0	0.00	
0	0	0	0	0	0.00	
0	0	0	0	0	0.00	
0	0	0	0	0	0.00	
0	0	0	0	0	0.00	
Totals and Overall =						
				0.00	0%	

Percent by Question				
3	2	1	0	Sum
1400%	1100%	0%	0%	2500%
1300%	1300%	0%	0%	2600%
1700%	800%	0%	0%	2500%
1100%	800%	100%	300%	2300%
1200%	700%	500%	0%	2400%
2100%	400%	0%	0%	2500%
2000%	400%	0%	0%	2400%
2100%	300%	0%	0%	2400%
2000%	400%	0%	0%	2400%
1500%	500%	0%	0%	2000%
2400%			0%	2400%
1640%	670%	60%	30%	

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GC

Above Average	Average	Below Average	N/A
3	2	1	0

Point Value >>>

	3	2	1	0
Ease of getting service:				
Ability to get an appointment	20	3		1
Hours Health Department is open	19	5		
Convenience of location	17	7		
Prompt return on calls	12	10		1
Waiting:				
Served in a timely manner	17	7		
Staff:				
Friendly and helpful to you	20	4		
Answers your questions	20	4		
Facility:				
Neat and clean building	21	3		
Comfortable and protects your privacy	20	4		
How would you rate our overall service?	17	4		3
Recommend to others 1 =Yes, 2 =No	23	= YES		NO = 0
Outstanding Service?	Enter on "Staff +'s" Sheet			
Additional comments	Enter on Comments Sheet			

Total Submissions =		24	Average Rating			
3	2	1	0	Total	Aver	

0	0	0	0	0	0.00
0	0	0	0	0	0.00
0	0	0	0	0	0.00
0	0	0	0	0	0.00
0	0	0	0	0	0.00
0	0	0	0	0	0.00
0	0	0	0	0	0.00
0	0	0	0	0	0.00
0	0	0	0	0	0.00
0	0	0	0	0	0.00
0	0	0	0	0	0.00
0	0	0	0	0	0.00
0	0	0	0	0	0.00
Totals and Overall = 0.00 0%					

Percent by Question				
3	2	1	0	Sum

2000%	300%	0%	100%	2400%
1900%	500%	0%	0%	2400%
1700%	700%	0%	0%	2400%
1200%	1000%	0%	100%	2300%
1700%	700%	0%	0%	2400%
2000%	400%	0%	0%	2400%
2000%	400%	0%	0%	2400%
2100%	300%	0%	0%	2400%
2000%	400%	0%	0%	2400%
1700%	400%	0%	300%	2400%
2300%			0%	2300%
1830%	510%	0%	50%	

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MH

Point Value >>>

Above Average	Average	Below Average	N/A
3	2	1	0

Point Value >>>	3	2	1	0
Ease of getting service:				
Ability to get an appointment	7	6		
Hours Health Department is open	6	8		
Convenience of location	7	7		
Prompt return on calls	6	8		
Waiting:				
Served in a timely manner	7	7		
Staff:				
Friendly and helpful to you	11	4		
Answers your questions	9	6		
Facility:				
Neat and clean building	11	4		
Comfortable and protects your privacy	10	5		
How would you rate our overall service?				
Recommend to others 1 =Yes, 2 =No	7	7		
Outstanding Service?	14	= YES	NO =	
Additional comments	Enter on Comments Sheet			

Total Submissions =		Average Rating			
3	2	1	0	Total	Aver
0	0	0	0	0	0.00
0	0	0	0	0	0.00
0	0	0	0	0	0.00
0	0	0	0	0	0.00
0	0	0	0	0	0.00
0	0	0	0	0	0.00
0	0	0	0	0	0.00
0	0	0	0	0	0.00
0	0	0	0	0	0.00
0	0	0	0	0	0.00
Totals and Overall =				0.00	0%

Percent by Question				
3	2	1	0	Sum
700%	600%	0%	0%	1300%
600%	800%	0%	0%	1400%
700%	700%	0%	0%	1400%
600%	800%	0%	0%	1400%
700%	700%	0%	0%	1400%
1100%	400%	0%	0%	1500%
900%	600%	0%	0%	1500%
1100%	400%	0%	0%	1500%
1000%	500%	0%	0%	1500%
700%	700%	0%	0%	1400%
1400%			0%	1400%
810%	620%	0%	0%	

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WIC

Point Value >>>

Above Average	Average	Below Average	N/A
3	2	1	0

Point Value >>>	3	2	1	0
Ease of getting service:				
Ability to get an appointment	14	5		
Hours Health Department is open	11	7		1
Convenience of location	13	5		
Prompt return on calls	11	3		5
Waiting:				
Served in a timely manner	15	4		
Staff:				
Friendly and helpful to you	16	3		
Answers your questions	14	4		1
Facility:				
Neat and clean building	15	4		
Comfortable and protects your privacy	15	4		
How would you rate our overall service?	15	1		2
Recommend to others 1 =Yes, 2 =No	18	= YES	NO =	
Outstanding Service?	Enter on "Staff +'s" Sheet			
Additional comments	Enter on Comments Sheet			

Total Submissions =		19	Average Rating			
3	2	1	0	Total	Aver	
42	10	0	0	52	10.40	
33	14	0	0	47	9.40	
39	10	0	0	49	9.80	
33	6	0	0	39	7.80	
45	8	0	0	53	10.60	
48	6	0	0	54	10.80	
42	8	0	0	50	10.00	
45	8	0	0	53	10.60	
45	8	0	0	53	10.60	
45	2	0	0	47	9.40	
54						
471	80	0	0	497	99.40	
Totals and Overall =					2.62	87%

Percent by Question					Sum
3	2	1	0		
280%	100%	0%	0%		380%
220%	140%	0%	20%		380%
260%	100%	0%	0%		360%
220%	60%	0%	100%		380%
300%	80%	0%	0%		380%
320%	60%	0%	0%		380%
280%	80%	0%	20%		380%
300%	80%	0%	0%		380%
300%	80%	0%	0%		380%
300%	20%	0%	40%		360%
360%			0%		360%
278%	80%	0%	18%		