

**FY 2017 MDHHS Deliverable  
Submission Form**

Name of Project: Childhood Lead Poisoning Prevention Program

Document Name: Customer Satisfaction Survey Results

Project Number: X-64029

Program Name: Center for Healthy Communities

Director or  
Coordinator Name: Julia Heany  
Jessie Jones

Submitted By: Jessie Jones

Type of Deliverable: (Please check one)

- Final report
- Specialized report
- Publication
- Articles published
- Brochures
- Software application
- Web screen shot
- No report, publication, or study
- Deliverable pending
- OTHER material

If OTHER, please describe:

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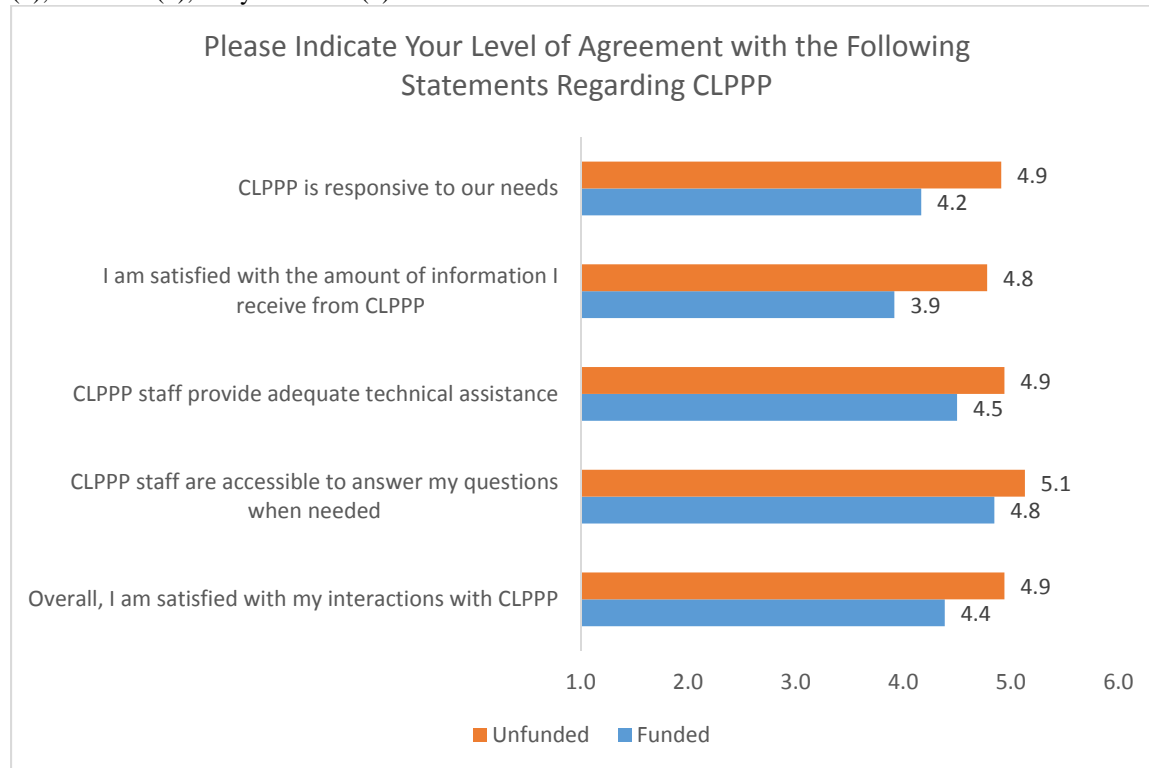
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## Childhood Lead Poisoning Prevention Program Customer Satisfaction Survey Results CLPPP Funded Versus Unfunded Local Health Departments

### CORE QUESTIONS

Response options included: Very Dissatisfied (1), Dissatisfied (2), Somewhat Dissatisfied (3), Somewhat Satisfied (4), Satisfied (5), Very Satisfied (6)



Statement	Funded N	Unfunded N
Overall, I am satisfied with my interactions with CLPPP	13	32
CLPPP staff are accessible to answer my questions when needed	13	31
CLPPP staff provide adequate technical assistance	12	32
I am satisfied with the amount of information I receive from CLPPP	12	32
CLPPP is responsive to our needs	12	32

Overall, I am satisfied with my interactions with CLPPP

	Funded LHDs (n=13)	Unfunded LHDs (n=32)
Strongly Disagree or Disagree	23.1%	3.1%
Strongly Agree or Agree	76.9%	96.9%

CLPPP staff are accessible to answer my questions when needed

	Funded LHDs (n=13)	Unfunded LHDs (n=31)
Strongly Disagree or Disagree	23.1%	3.2%
Strongly Agree or Agree	76.9%	98.8%

CLPPP staff provide adequate technical assistance

	Funded LHDs (n=12)	Unfunded LHDs (n=32)
Strongly Disagree or Disagree	16.7%	6.3%
Strongly Agree or Agree	83.3%	93.8%

I am satisfied with the amount of information I receive from CLPPP

	Funded LHDs (n=12)	Unfunded LHDs (n=32)
Strongly Disagree or Disagree	41.7%	6.3%
Strongly Agree or Agree	58.3%	93.8%

CLPPP is responsive to our needs (n=12)

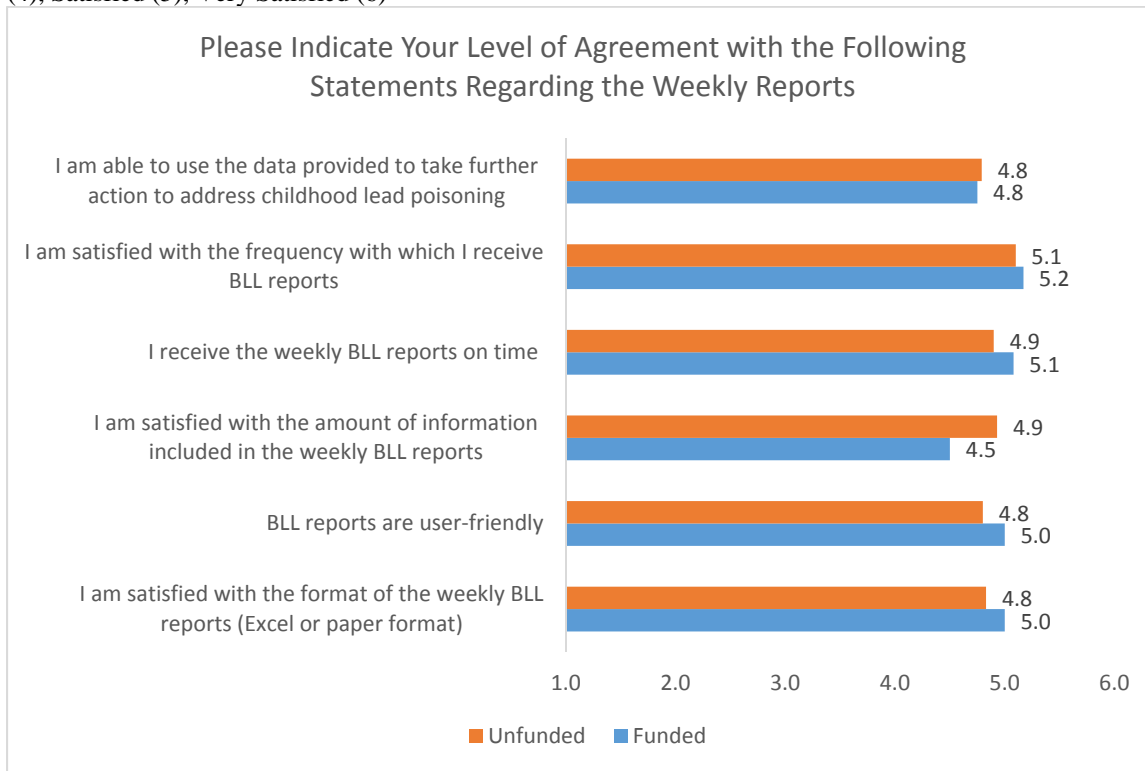
	Funded LHDs (n=12)	Unfunded LHDs (n=32)
Strongly Disagree or Disagree	33.3%	6.3%
Strongly Agree or Agree	66.7%	93.8%

If you received technical assistance from CLPPP, please rate your level of satisfaction

	Funded LHDs (n=11)	Unfunded LHDs (n=24)
Somewhat Dissatisfied	0%	4.2%
Somewhat Satisfied	9.1%	8.3%
Satisfied	45.5%	50%
Very Satisfied	45.5%	37.5%

**WEEKLY BLL REPORTS**

Response options included: Very Dissatisfied (1), Dissatisfied (2), Somewhat Dissatisfied (3), Somewhat satisfied (4), Satisfied (5), Very Satisfied (6)



Statement	Funded N	Unfunded N
I am satisfied with the format of the weekly BLL reports (Excel or paper format)	12	30

BLL reports are user-friendly	11	30
I am satisfied with the amount of information included in the weekly BLL reports	12	29
I receive the weekly BLL reports on time	12	30
I am satisfied with the frequency with which I receive BLL reports	12	29
I am able to use the data provided to take further action to address childhood lead poisoning	12	29

I am satisfied with the format of the weekly BLL reports (Excel or paper format)

	Funded LHDs (n=12)	Unfunded LHDs (n=30)
Strongly Disagree or Disagree	8.3%	3.3%
Strongly Agree or Agree	91.7%	96.7%

BLL reports are user friendly

	Funded LHDs (n=11)	Unfunded LHDs (n=30)
Strongly Disagree or Disagree	0%	10%
Strongly Agree or Agree	100%	90%

I am satisfied with the amount of information included in the weekly BLL reports

	Funded LHDs (n=12)	Unfunded LHDs (n=29)
Strongly Disagree or Disagree	16.7%	6.9%
Strongly Agree or Agree	83.3%	93.1%

I receive the BLL reports on time

	Funded LHDs (n=12)	Unfunded LHDs (n=30)
Strongly Disagree or Disagree	8.3%	6.7%
Strongly Agree or Agree (n=11)	91.7%	93.3%

I am satisfied with the frequency with which I receive BLL reports

	Funded LHDs (n=12)	Unfunded LHDs (n=29)
Strongly Disagree or Disagree	8.3%	0%
Strongly Agree or Agree	91.7%	100%

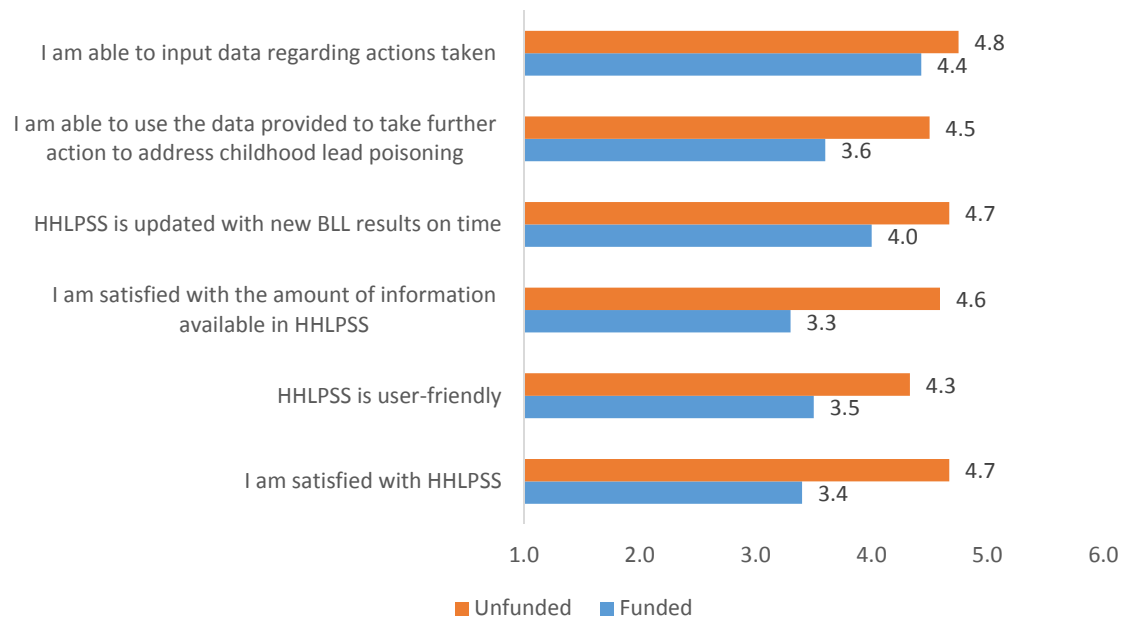
I am able to use the data provided to take further action to address childhood lead poisoning

	Funded LHDs (n=12)	Unfunded LHDs (n=29)
Strongly Disagree or Disagree	25.0%	6.9%
Strongly Agree or Agree	75.0%	93.1%

## HHLPSS

Response options included: Very Dissatisfied (1), Dissatisfied (2), Somewhat Dissatisfied (3), Somewhat satisfied (4), Satisfied (5), Very Satisfied (6)

Please Indicate your Level of Agreement with the Following Statements Regarding HHLPSS



Statement	Funded N	Unfunded N
I am satisfied with HHLPSS	10	18
HHLPSS is user-friendly	10	18
I am satisfied with the amount of information available in HHLPSS	10	17
HHLPSS is updated with new BLL results on time	10	18
I am able to use the data provided to take further action to address childhood lead poisoning	10	18
I am able to input data regarding actions taken	7	16

Do you use the HHLPSS database?

	Funded LHDs (n=12)	Unfunded LHDs (n=31)
Yes	83.3%	61.3%
No	16.7%	38.7%

I am satisfied with HHLPSS

	Funded LHDs (n=10)	Unfunded LHDs (n=18)
Strongly Disagree or Disagree	60.0%	11.1%
Strongly Agree or Agree	40.0%	88.9%

HHLPSS is user-friendly

	Funded LHDs (n=10)	Unfunded LHDs (n=18)
Strongly Disagree or Disagree	60.0%	27.8%
Strongly Agree or Agree	40.0%	72.2%

I am satisfied with the amount of information available in HHLPSS

	Funded LHDs (n=10)	Unfunded LHDs (n=17)
Strongly Disagree or Disagree	60.0%	17.6%
Strongly Agree or Agree	40.0%	82.4%

HHLPSS is updated with new BLL results on time

	Funded LHDs (n=10)	Unfunded LHDs (n=18)
Strongly Disagree or Disagree	20%	11.1%
Strongly Agree or Agree	80%	88.9%

I am able to use the data provided to take further action to address childhood lead poisoning

	Funded LHDs (n=10)	Unfunded LHDs (n=18)
Strongly Disagree or Disagree	40%	11.1%
Strongly Agree or Agree	60%	88.9%

I am able to input data regarding actions taken

	Funded LHDs (n=7)	Unfunded LHDs (n=16)
Strongly Disagree or Disagree	28.6%	12.5%
Strongly Agree or Agree	71.4%	87.5%

Does the BLL data you receive from CLPP contribute to actions currently being taken to address childhood lead poisoning?

	Funded LHDs (n=12)	Unfunded LHDs (n=30)
Yes	100%	93.3%
No	0%	6.7%