

Consumer Perception Survey Comparison Report County vs. Statewide Results; Adults and Older adults Surveys- Shasta County (November 2014 and May 2015), California (May 2012)

Introduction: The Consumer Perception Client Satisfaction Survey is conducted by counties throughout California one to two times per year. This report focuses on the last survey conducted during November 2014. The survey is one tool used to survey mental health clients and their families on the quality of services they are receiving at the facility and their quality of life since receiving mental health services.

This report will focus on the portion of the survey that rates the client's satisfaction with their mental health services and staff interaction. The participants rated each statement as "Strongly Disagree", "Disagree", "Neutral", "Agree", or "Strongly Agree".

A total of 18 adult surveys were completed (There were no older adults in the present survey). This report shows a comparison of Shasta County's Provider scores by adults and older adults in November 2014 and May 2015 as compared to California scores gathered from 58 counties including Shasta County in May 2012. The results should be interpreted with caution due to the small number of respondents.

Methodology: Shasta County percentages were derived from the number of valid answers in each category divided by the total number of answers for the question. The California percentages were copied from the Statewide Frequencies report produced by the State on May 18, 2012. The highest percent is bolded. If percentages of two answered ratings are equal, both answered percentages are bolded.

Report Summary: participants rated 36 statements in 6 (types of statements) "sections" of the survey. Overall, Shasta County compared well to the 2012 statewide results. Shasta County scored a few percentage points higher than the statewide results in all sections except section 5. Shasta County adults scored higher in sections 1, 2, 3, 5, and 6 and scored lower in section 4 of the survey in May 2015 as compared to the scores of November 2014. The highest average positive difference between May 2015 and November 2014 scores was for section 5 ("Perception of participant's coping skills since receiving services"), and the only negative difference was in section 4 ("Perception of staff interaction").

Section 1 focused on perception of services received. On average the participants scored 96.3% in the Agree to Strongly Agree range (as compared to 93.7% in November 2014), indicating the participants felt good about the services they are receiving. Section 1 includes statements 1 through 3.

Section 2 focused on perception of accessibility of services. On average the group scored 90.6% in the Agree to Strongly Agree range (as compared to 84.1% in November 2014), indicating the participants felt good about the accessibility of services they are receiving. Section 2 includes statements 4 through 9.

Section 3 focused on perception of client participation. On average the group scored 92.2% in the Agree to Strongly Agree range (as compared to 92.1% in November 2014), again indicating the participants felt good about their participation. Section 3 includes statements 10 through 14.

Section 4 focused on staff interaction and client support. On average Shasta County participants scored 83.4% in the Agree to Strongly Agree range (as compared to 85.0 % in November 2014). Section 4 includes statements 15 through 20.

Section 5 focused on participants' perception of their coping skills since receiving services. The group did not score well in this area as it was 68.2% in the Agree to Strongly Agree range (though higher than the November 2014 score of 58.2%). The corresponding score at state level was exceptionally higher at 69.8% for this section. Section 5 includes statements 21 through 32.

Section 6 focused on the participant's perception of social interactions. The participants scored better than in October 2014 with the average score of 75.1% in the Agree to Strongly Agree range (as compared to the November 2014 score of 66.9%) and also higher than the statewide rate of 70.5%. Section 6 includes statements 33 through 36.

Section 1: Perception of Services Received

1. I like the services that I received here.				
	Shasta County, 11/14	Shasta County, 05/15	Shasta County Difference	California '12
n=	37	18		8,906
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	0.0%	0.0%	0.6%
Disagree	0.0%	0.0%	0.0%	0.8%
I am Neutral	2.7%	0.0%	-2.7	6.4%
Agree	32.4%	38.9%	6.5	33.4%
Strongly Agree	64.9%	61.1%	-3.8	58.7%
Total	100.0	100.0%		100.0%

2. If I had other choices, I would still get services from this agency.				
	Shasta County, 11/14	Shasta County, 05/15	Shasta County Difference	California '12
n=	37	18		8,808
	% of Valid Answers			% of Valid Answers
Strongly Disagree	2.7%	5.6%	2.9%	1.3%
Disagree	0.0%	0.0%	0.0	3.6%
I am Neutral	5.4%	5.6%	0.2	9.4%
Agree	35.1%	38.9%	3.8	34.8%
Strongly Agree	56.8%	50.0%	-6.8	50.8%
Total	100.0%	100.0%		100.0%

3. I would recommend this agency to a friend or family member.				
	Shasta County, 11/14	Shasta County, 05/15	Shasta County Difference	California '12
n=	37	18		8,829
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	0.0%	0.0%	0.9%
Disagree	2.7%	0.0%	-2.7%	2.1%
I am Neutral	5.4%	0.0%	-5.4%	8.2%
Agree	27.0%	44.4%	17.4%	34.7%
Strongly Agree	64.9%	55.6%	-9.3%	54.2%
Total	100.0%	100.0%		100.0%

Section 2: Perception of Accessibility of Services

4. The location of services was convenient (parking, public transportation, distance, etc.).				
	Shasta County, 11/14	Shasta, County 05/15	Shasta County Difference	California '12
n=	37	18		8,770
	% of Valid Answers			% of Valid Answers
Strongly Disagree	2.7%	0.0%	-2.7%	1.6%
Disagree	5.4%	0.0%	-5.4%	4.8%
I am Neutral	10.8%	5.6%	-5.2%	11.1%
Agree	24.3%	33.3%	9.0%	35.9%
Strongly Agree	56.8%	61.1%	4.3%	46.5%
Total	100.0%	100.0%		100.0%

5. Staff were willing to see me as often as I felt it was necessary.				
	Shasta County, 11/14	Shasta County, 05/15	Shasta County Difference	California '12
n=	37	18		8,811
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	0.0%	0.0%	1.0%
Disagree	2.7%	0.0%	-2.7%	2.5%
I am Neutral	5.4%	5.6%	0.2%	8.5%
Agree	35.1%	44.4%	9.3%	36.5%
Strongly Agree	56.8%	50.0%	-6.8%	51.5%
Total	100.0	100.0%		100.0%

6. Staff returned my calls within 24 hours.				
	Shasta County, 11/14	Shasta County, 05/15	Shasta County Difference	California '12
n=	37	18		8,448
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	0.0%	0.0%	1.4%
Disagree	2.7%	0.0%	-2.7%	4.3%
I am Neutral	13.5%	16.7%	3.2%	12.6%
Agree	27.0%	33.3%	6.3%	35.4%
Strongly Agree	56.8%	50.0%	-6.8%	46.4%
Total	100.0%	100.0%		100.0%

7. Services were available at times that were good for me.

	Shasta County, 11/14	Shasta County, 05/15	Shasta County Difference	California '12
n=	36	18		8,842
	% of Valid Answers			% of Valid Answers
Strongly Disagree	2.8%	0.0%	-2.8%	0.9%
Disagree	5.6%	0.0%	-5.6%	2.5%
I am Neutral	5.6%	0.0%	-5.6%	8.2%
Agree	27.8%	44.4%	16.6%	39.2%
Strongly Agree	58.3%	55.6%	-2.7%	49.3%
Total	100.0%	100.0%		100.0%

8. I was able to get all the services I thought I needed.

	Shasta County, 11/14	Shasta County, 05/15	Shasta County Difference	California '12
n=	37	18		8,808
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	0.0%	0.0%	1.2%
Disagree	10.8%	5.6%	-5.2%	3.8%
I am Neutral	5.4%	5.6%	0.2%	10.4%
Agree	29.7%	38.9	9.2%	38.0%
Strongly Agree	54.1%	50.0%	-4.1%	46.6%
Total	100.0%	100.0%		100.0%

9. I was able to see a psychiatrist when I wanted to.

	Shasta County, 11/14	Shasta County, 05/15	Shasta County Difference	California '12
n=	36	17		8,416
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	5.9%	5.9%	1.7%
Disagree	5.6%	5.9%	0.3%	5.3%
I am Neutral	16.7%	5.9%	-10.8%	14.2%
Agree	30.6%	35.3%	4.7%	36.9%
Strongly Agree	47.2%	47.0%	-0.2%	41.9%
Total	100.0%	100.0%		100.0%

Section 3: Perception of Client Participation

10. Staff here believe that I can grow, change and recover.				
	Shasta County, 11/14	Shasta County, 05/15	Shasta County Difference	California '12
n=	36	17		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	0.0%	0.0%	0.6%
Disagree	0.0%	0.0%	0.0%	1.4%
I am Neutral	5.6%	5.9%	0.3%	9.5%
Agree	33.3%	23.5%	-9.8%	35.5%
Strongly Agree	61.1%	70.6%	9.5%	52.9%
Total	100.0%	100.0%		100.0%

11. I felt comfortable asking questions about my treatment and medication.				
	Shasta County, 11/14	Shasta County, 05/15	Shasta County Difference	California '12
n=	37	18		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	0.0%	0.0%	0.9%
Disagree	0.0%	5.6%	5.6%	2.4%
I am Neutral	2.7%	0.0%	-2.7%	8.3%
Agree	32.4%	22.2%	-10.2%	36.4%
Strongly Agree	64.9%	72.2%	7.3%	52.0%
Total	100.0%	100.0%		100.0%

12. I felt free to complain.				
	Shasta County, 11/14	Shasta County, 05/15	Shasta County Difference	California '12
n=	35	18		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	0.0%	0.0%	1.6%
Disagree	0.0%	0.0%	0.0%	4.0%
I am Neutral	11.4%	16.7%	5.3%	14.0%
Agree	37.2%	22.2%	-15.0%	36.6%
Strongly Agree	51.4%	61.1%	9.7%	43.7%
Total	100.0	100.0%		100.0%

13. I was given information about my rights.				
	Shasta County, 11/14	Shasta County, 05/15	Shasta County Difference	California '12
n=	36	18		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	0.0%	0.0%	1.0%
Disagree	2.8%	5.6%	2.8%	2.3%
I am Neutral	5.6%	5.6%	0.0%	8.7%
Agree	27.8%	27.8%	0.0%	39.1%
Strongly Agree	63.8%	61.1%	-2.8%	48.9%
Total	100.0%	100.0%		100.0%

14. Staff encouraged me to take responsibility for how I live my life.				
	Shasta County, 11/14	Shasta County, 05/15	Shasta County Difference	California '12
n=	35	18		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	0.0%	0.0%	0.7%
Disagree	0.0%	0.0%	0.0%	1.8%
I am Neutral	11.4%	0.0%	-11.4%	9.9%
Agree	31.4%	38.9%	7.4%	38.6%
Strongly Agree	57.1%	61.1%	4.0%	48.9%
Total	100.0%	100.0%		100.0%

Section 4: Perception of Staff Interaction

15. Staff told me what side effects to watch out for.				
	Shasta County, 11/14	Shasta County, 05/15	Shasta County Difference	California '12
n=	34	18		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	0.0%	0.0%	1.4%
Disagree	2.9%	0.0%	-2.9%	5.9%
I am Neutral	8.8%	11.1%	2.3%	13.7%
Agree	29.4%	16.7%	-12.7%	37.3%
Strongly Agree	58.8%	72.2%	13.4%	41.7%
Total	100.0%	100.0%		100.0%

16. Staff respected my wishes about who is, and who is not to be given information about my treatment.				
	Shasta County, 11/14	Shasta County, 05/15	Shasta County Difference	California '12
n=	35	18		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	5.6%	5.6%	0.9%
Disagree	2.9%	0.0%	-2.9%	1.8%
I am Neutral	8.6%	11.1%	2.5%	8.7%
Agree	22.9%	16.7%	-6.2%	36.2%
Strongly Agree	65.7%	66.7%	1.0%	52.3%
Total	100.0%	100.0%		100.0%

17. I, not staff, decided my treatment goals.				
	Shasta County, 11/14	Shasta County, 05/15	Shasta County Difference	California '12
n=	35	18		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	2.9%	5.6%	2.7%	1.5%
Disagree	2.9%	0.0%	-2.9%	4.5%
I am Neutral	14.3%	22.2%	7.9%	16.8%
Agree	28.6%	11.1%	-17.5%	37.9%
Strongly Agree	51.4%	61.1%	9.7%	39.4%
Total	100.0%	100.0%		100.0%

18. Staff were sensitive to my cultural background (race, religion, language, etc.).				
	Shasta County, 11/14	Shasta County, 05/15	Shasta County Difference	California '12
n=	32	18		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	5.6%	5.6%	1.1%
Disagree	0.0%	0.0%	0.0%	2.0%
I am Neutral	15.6%	5.6%	-10.0%	13.1%
Agree	28.1%	27.8%	-0.3%	35.2%
Strongly Agree	56.3%	61.1%	4.8%	48.5%
Total	100.0%	100.0%		100.0%

19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.				
	Shasta County 11/14	Shasta County 05/15	Shasta County Difference	California '12
n=	36	18		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	5.6%	5.6%	1.0%
Disagree	0.0%	0.0%	0.0%	2.5%
I am Neutral	16.7%	11.1%	-5.6%	10.9%
Agree	25.0%	27.8%	2.8%	39.3%
Strongly Agree	58.3%	55.6%	-2.7%	46.2%
Total	100.0%	100.0%		100.0%

20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).				
	Shasta County 11/14	Shasta County 05/15	Shasta County Difference	California '12
n=	35	18		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	5.6%	0.0%	1.1%
Disagree	2.9%	0.0%	-1.6%	3.4%
I am Neutral	11.4%	11.1%	-6.5%	13.4%
Agree	40.0%	33.3%	-0.3%	37.7%
Strongly Agree	45.7%	50.0%	8.4%	44.4%
Total	100.0%	100.0%		100.0%

Section 5: Perception of Participant's Coping Skills Since Receiving Services

21. I deal more effectively with daily problems.				
	Shasta County 11/14	Shasta County 05/15	Shasta County Difference	California '12
n=	36	14		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	2.8%	0.0%	-2.8%	1.3%
Disagree	5.6%	0.0%	-5.6%	4.0%
I am Neutral	27.8%	21.4%	-6.4%	16.5%
Agree	22.2%	35.7%	13.5%	41.8%
Strongly Agree	41.7%	42.8%	1.1%	36.5%
Total	100.0%	100.0%		100.0%

22. I am better able to control my life.

	Shasta County 11/14	Shasta County 05/15	Shasta County Difference	California '12
n=	36	14		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	2.8%	0.0%	-2.8%	1.2%
Disagree	11.1%	0.0%	-11.1%	4.2%
I am Neutral	27.8%	14.3%	-13.5%	17.7%
Agree	27.8%	42.8%	15.0%	41.4%
Strongly Agree	30.6%	42.8%	12.2%	35.5%
Total	100.0%	100.0%		100.0%

23. I am better able to deal with crisis.

	Shasta County 11/14	Shasta County 05/15	Shasta County Difference	California '12
n=	31	17		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	3.2%	0.0%	-3.2%	1.4%
Disagree	9.7%	5.9%	-3.8%	5.2%
I am Neutral	22.6%	23.5%	0.9%	19.9%
Agree	32.3%	29.4%	-2.9%	41.5%
Strongly Agree	32.3%	41.2%	8.9%	32.0%
Total	100.0%	100.0%		100.0%

24. I am getting along better with my family.

	Shasta County 11/14	Shasta County 05/15	Shasta County Difference	California '12
n=	32	17		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	11.8%	11.8%	2.3%
Disagree	9.4%	0.0%	-9.4%	6.0%
I am Neutral	31.3%	29.4%	-1.9%	20.6%
Agree	37.5%	29.4%	-8.1%	36.8%
Strongly Agree	21.9%	29.4%	7.5%	34.3%
Total	100.0%	100.0%		100.0%

25. I do better in social situations.				
	Shasta County 11/14	Shasta County 05/15	Shasta County Difference	California '12
n=	32	16		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	0.0%	0.0%	2.4%
Disagree	18.8%	12.5%	-6.3%	7.8%
I am Neutral	40.6%	37.5%	-3.1%	22.8%
Agree	21.9%	12.5%	-9.4%	37.3%
Strongly Agree	18.8%	37.5%	18.7%	29.6%
Total	100.0%	100.0%		100.0%

26. I do better in school and /or work.				
	Shasta County 11/14	Shasta County 05/15	Shasta County Difference	California '12
n=	23	16		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	4.3%	0.0%	-4.3%	2.8%
Disagree	21.7%	6.2%	-15.5%	8.5%
I am Neutral	30.4%	31.3%	0.9%	30.7%
Agree	21.7%	31.3%	10.6%	30.3%
Strongly Agree	21.7%	31.3%	10.6%	27.8%
Total	100.0%	100.0%		100.0%

27. My housing situation has improved.				
	Shasta County 11/14	Shasta County 05/15	Shasta County Difference	California '12
n=	29	17		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	3.4%	11.8%	8.4%	3.6%
Disagree	13.8%	11.8%	-2.0%	8.5%
I am Neutral	27.6%	5.9%	-21.7%	23.1%
Agree	24.1%	47.0%	22.9%	32.0%
Strongly Agree	31.0%	23.5%	-7.5%	32.9%
Total	100.0%	100.0%		100.0%

28. My symptoms are not bothering me as much.

	Shasta County 11/14	Shasta County 05/15	Shasta County Difference	California '12
n=	32	16		8,406
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	12.5%	12.5%	4.2%
Disagree	21.9%	6.2%	-15.7%	10.0%
I am Neutral	28.1%	12.5%	-15.6%	21.4%
Agree	31.3%	37.5%	6.2%	37.4%
Strongly Agree	18.8%	31.3%	13.5%	27.0%
Total	100.0%	100.0%		100.0%

29. I do things that are more meaningful to me.

	Shasta County 11/14	Shasta County 05/15	Shasta County Difference	California '12
n=	32	16		8,384
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	6.2%	-2.7%	1.9%
Disagree	6.3%	0.0%	-3.2%	5.8%
I am Neutral	21.9%	25.0%	-1.1%	20.7%
Agree	50.0%	31.3%	8.1%	39.5%
Strongly Agree	21.9%	37.5%	-1.1%	32.1%
Total	100.0%	100.0%		100.0%

30. I am better able to take care of my needs.

	Shasta County 11/14	Shasta County 05/15	Shasta County Difference	California '12
n=	32	16		8,438
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	6.2%	6.2%	1.7%
Disagree	6.3%	6.2%	-0.1%	5.6%
I am Neutral	18.8%	18.8%	0.0%	19.2%
Agree	46.9%	37.5%	-9.4%	41.5%
Strongly Agree	28.1%	31.3%	3.2%	32.0%
Total	100.0%	100.0%		100.0%

31. I am better able to handle things when they go wrong.				
	Shasta County 11/14	Shasta County 05/15	Shasta County Difference	California '12
n=	32	15		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	6.3%	6.7%	0.4%	2.4%
Disagree	9.4%	6.7%	-2.7%	7.8%
I am Neutral	31.3%	20.0%	-11.3%	21.2%
Agree	25.0%	33.3%	8.3%	40.2%
Strongly Agree	28.1%	33.3%	5.2%	28.4%
Total	100.0%	100.0%		100.0%

32. I am better able to do things that I want to do.				
	Shasta County 11/14	Shasta County 05/15	Shasta County Difference	California '12
n=	32	16		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	6.2%	6.2%	2.5%
Disagree	9.4%	6.2%	-3.2%	6.8%
I am Neutral	28.1%	18.8%	-9.3%	21.1%
Agree	34.4%	37.5%	3.1%	39.5%
Strongly Agree	28.1%	31.3%	3.2%	30.0%
Total	100.0%	100.0%		100.0%

Section 6: Perception of Participant's Social Interactions Since Receiving Services

33. I am happy with the friendships I have.				
	Shasta County 11/14	Shasta County 05/15	Shasta County Difference	California '12
n=	29	16		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	6.2%	6.2%	1.6%
Disagree	6.9%	12.5%	5.6%	6.2%
I am Neutral	27.6%	12.5%	-15.1%	19.4%
Agree	37.9%	25.0%	-12.9%	38.8%
Strongly Agree	27.6%	43.8%	16.2%	34.1%
Total	100.0%	100.0%		100.0%

34. I have people with whom I can do enjoyable things.

	Shasta County 11/14	Shasta County 05/15	Shasta County Difference	California '12
n=	31	16		8,355
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	6.2%	6.2%	2.1%
Disagree	9.7%	6.2%	-3.5%	6.7%
I am Neutral	19.4%	12.5%	-6.9%	18.8%
Agree	38.7%	31.3%	-7.4%	39.0%
Strongly Agree	32.3%	43.8%	11.5%	33.4%
Total	100.0%	100.0%		100.0%

35. I feel I belong in my community.

	Shasta County 11/14	Shasta County 05/15	Shasta County Difference	California '12
n=	32	16		8,350
	% of Valid Answers			% of Valid Answers
Strongly Disagree	3.1%	6.2%	3.1%	3.1%
Disagree	15.6%	12.5%	-3.1%	9.0%
I am Neutral	28.1%	12.5%	-15.6%	24.4%
Agree	37.5%	37.5%	0.0%	34.7%
Strongly Agree	15.6%	31.3%	15.7%	28.7%
Total	100.0%	100.0%		100.0%

36. In a crisis, I would have the support I need from family or friends.

	Shasta County 11/14	Shasta County 05/15	Shasta County Difference	California '12
n=	32	16		8,373
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	0.0%	-1.4%	3.3%
Disagree	6.3%	6.2%	0.8%	6.7%
I am Neutral	15.6%	6.2%	1.9%	16.7%
Agree	37.5%	50.0%	-0.9%	36.6%
Strongly Agree	40.6%	37.5%	-0.5%	36.7%
Total	100.0%	100.0%		100.0%

Average scores of “Agree” and “Strongly Agree” responses to the 6 sections of the survey

(Adults and older adults)

Survey Sections	Shasta County 11/2014	Shasta County 05/2015	Average difference	California 2012 Adults and Older Adults
<i>Section 1: Perception of Services Received</i>	93.7%	96.3%	2.6%	88.9%
<i>Section 2: Perception of Accessibility of Services</i>	84.1%	90.6%	6.5%	84.0%
<i>Section 3: Perception of Client Participation</i>	92.1%	92.2%	0.1%	86.5%
<i>Section 4: Perception of Staff Interaction</i>	85.0%	83.4%	-1.6%	82.7%
<i>Section 5: Perception of Participant’s Coping Skills Since Receiving Services</i>	58.2%	68.2%	10.0%	69.8%
<i>Section 6: Perception of Participant’s Social Interactions Since Receiving Services</i>	66.9%	75.1%	8.2%	70.5%