

## **Consumer Perception Survey Comparison Report County vs. statewide Results; Youth & Youth Family Surveys – Shasta County (May 2015 and November 2014); 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 May 2015. 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 participant rated each statement Strongly Disagree, Disagree, Neutral, Agree, or Strongly Agree.

A total of 161 surveys were completed. This report shows a comparison of Shasta County's Provider scores vs. the scores from November 2014 and the summary of scores gathered from all 58 counties of California, including Shasta County in 2012, the most recent time period for which California data is available.

**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 26 statements in 6 (types of statements) "sections" of the survey. Overall, Shasta County scored well with percentages of respondents in "Agree" and "Strongly Agree" ranging between 82.5% and 95.4% in all sections except section 5. The scores were lower than the November 2014 Shasta County results in all sections except in section 6, and higher than the 2012 statewide scores in sections 3, 4, and 6. The participant group scored highest for questions in section 4 on average (95.4%), and lowest for questions in section 5 (60.7%) when looking at clients who rated their satisfaction in the Agree to Strongly Agree range.

**Section 1** focused on perception of services received. On average the Shasta County group of participants scored 85.5% in the Agree to Strongly Agree range, indicating the participants felt good about the services they are receiving. This shows a decrease from 88.2% in November 2014.

Section 1 includes statements 1, 4, 7, and 10.

**Section 2** focused on perception of accessibility of services. On average the participants scored 82.5% in the Agree to Strongly Agree range, indicating the participants felt good about the accessibility of services they are receiving. This was 87.5% in November 2014.

Section 2 includes statements 5, 8, 9, and 11.

**Section 3** focused on perception of client participation. On average the group scored 87.9% in the Agree to Strongly Agree range (as compared to 89.9% in November 2014), again indicating the participants felt good about their participation.

Section 3 includes statements 2, 3, and 6.

**Section 4** focused on staff interaction and client support. Shasta County results from May 2015 survey showed that participants strongly agreed with the section's statements; on average, scoring 95.4% in the Agree to Strongly Agree range (as compared to 97.2% in November 2014).

Section 4 includes statements 12 through 15.

**Section 5** focused on participant's perception of their coping skills since receiving services. The average score in this section was lower than the November 2014 results (60.7% versus 66.0%). The score was the lowest among all 6 sections in this survey and again lower than 2012 California survey score of 70.4% as it was in previous two surveys of 2014.

Section 5 includes statements 16 through 22.

**Section 6** focused on the participant's perception of social interactions. The participants in Shasta County scored well in this section (on average 86.3% in November 2014 and 87.6% in May 2015). The rates were now slightly higher than the 2012 California rate of 87.5%.

Section 6 includes statements 23 through 26.

Sections 1, 2, & 3: Participant perception of services received (1), accessibility to location and staff (2), and client participation (3).

<b>1. Overall, I am satisfied with the services received. (section 1 statement)</b>				
	<b>Shasta County, 11/14</b>	<b>Shasta County, 05/15</b>	<b>Shasta County Difference</b>	<b>California '12</b>
n=	141	160		
	<b>% of Valid Answers</b>			<b>% of Valid Answers</b>
<b>Strongly Disagree</b>	1.4%	1.3%	-0.1%	2.1%
<b>Disagree</b>	1.4%	0.0%	-1.4%	1.4%
<b>I am Neutral</b>	3.5%	8.1%	4.6%	6.3%
<b>Agree</b>	41.8%	34.4%	-7.4%	38.3%
<b>Strongly Agree</b>	<b>51.8%</b>	<b>56.3%</b>	4.5%	<b>51.9%</b>
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>		<b>100.0%</b>

<b>2. I helped to choose my services(section 3 statement)</b>				
	<b>Shasta County, 11/14</b>	<b>Shasta County, 05/15</b>	<b>Shasta County Difference</b>	<b>California '12</b>
n=	132	145		
	<b>% of Valid Answers</b>			<b>% of Valid Answers</b>
<b>Strongly Disagree</b>	0.0%	4.1%	4.1%	3.4%
<b>Disagree</b>	6.8%	4.8%	-2.0%	6.9%
<b>I am Neutral</b>	10.6%	10.3%	-0.3%	9.6%
<b>Agree</b>	<b>49.2%</b>	<b>45.5%</b>	-3.7%	<b>46.2%</b>
<b>Strongly Agree</b>	33.3%	35.2%	1.9%	33.9%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>		<b>100.0%</b>

<b>3. I helped to choose my treatment goals (section 3 statement)</b>				
	<b>Shasta County, 11/14</b>	<b>Shasta County, 05/15</b>	<b>Shasta County Difference</b>	<b>California '12</b>
n=	140	157		
	<b>% of Valid Answers</b>			<b>% of Valid Answers</b>
<b>Strongly Disagree</b>	0.0%	2.5%	2.5%	2.0%
<b>Disagree</b>	2.9%	1.9%	-1.0%	3.3%
<b>I am Neutral</b>	6.4%	4.5%	-1.9%	7.0%
<b>Agree</b>	<b>53.6%</b>	<b>46.5%</b>	-7.1%	<b>48.1%</b>
<b>Strongly Agree</b>	37.1%	44.6%	7.5%	39.6%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>		<b>100.0%</b>

**4. The people helping stuck with us no matter what. (section 1 statement)**

	Shasta County, 11/14	Shasta County, 05/15	Shasta County Difference	California '12
n=	140	153		
	% of Valid Answers			% of Valid Answers
<b>Strongly Disagree</b>	0.0%	2.0%	2.0%	2.1%
<b>Disagree</b>	2.9%	2.0%	-0.9%	2.2%
<b>I am Neutral</b>	7.1%	9.8%	2.7%	7.6%
<b>Agree</b>	<b>47.9%</b>	37.3%	-10.6%	37.7%
<b>Strongly Agree</b>	42.1%	<b>49.0%</b>	6.9%	<b>50.4%</b>
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>		<b>100.0%</b>

**5. I felt we had someone to talk to when troubled. (section 2 statement)**

	Shasta County, 11/14	Shasta County, 05/15	Shasta County Difference	California '12
n=	138	161		
	% of Valid Answers			% of Valid Answers
<b>Strongly Disagree</b>	0.7%	1.2%	0.5%	2.0%
<b>Disagree</b>	1.4%	1.9%	0.5%	2.3%
<b>I am Neutral</b>	8.0%	12.4%	4.4%	7.4%
<b>Agree</b>	42.8%	39.8%	-3.0%	40.5%
<b>Strongly Agree</b>	<b>47.1%</b>	<b>44.7%</b>	-2.4%	<b>47.8%</b>
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>		<b>100.0%</b>

**6. I participated in treatment. (section 3 statement)**

	Shasta County, 11/14	Shasta County, 05/15	Shasta County Difference	California '12
n=	141	161		
	% of Valid Answers			% of Valid Answers
<b>Strongly Disagree</b>	0.7%	0.6%	0.7%	1.5%
<b>Disagree</b>	0.0%	1.2%	-3.6%	1.7%
<b>I am Neutral</b>	2.8%	6.2%	-3.5%	5.6%
<b>Agree</b>	<b>53.2%</b>	<b>52.8%</b>	11.8%	<b>45.7%</b>
<b>Strongly Agree</b>	43.3%	39.1%	-5.3%	45.5%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>		<b>100.0%</b>

<b>7. The services received were right for us. (section 1 statement)</b>				
	<b>Shasta County, 11/14</b>	<b>Shasta County, 05/15</b>	<b>Shasta County Difference</b>	<b>California '12</b>
n=	141	160		
	<b>% of Valid Answers</b>			<b>% of Valid Answers</b>
<b>Strongly Disagree</b>	0.7%	1.3%	0.6%	1.7%
<b>Disagree</b>	2.1%	1.9%	-0.2%	1.7%
<b>I am Neutral</b>	9.9%	13.1%	3.2%	9.8%
<b>Agree</b>	<b>44.7%</b>	39.4%	-5.3%	42.0%
<b>Strongly Agree</b>	42.6%	<b>44.4%</b>	1.8%	<b>44.8%</b>
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>		<b>100.0%</b>

<b>8. The location of services was convenient. (section 2 statement)</b>				
	<b>Shasta County, 11/14</b>	<b>Shasta County, 05/15</b>	<b>Shasta County Difference</b>	<b>California '12</b>
n=	134	160		
	<b>% of Valid Answers</b>			<b>% of Valid Answers</b>
<b>Strongly Disagree</b>	0.7%	1.9%	1.2%	2.2%
<b>Disagree</b>	1.5%	4.4%	2.9%	3.5%
<b>I am Neutral</b>	6.0%	10.0%	4.0%	6.3%
<b>Agree</b>	<b>53.0%</b>	40.6%	-12.4%	41.5%
<b>Strongly Agree</b>	38.8%	<b>43.1%</b>	4.3%	<b>46.5%</b>
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>		<b>100.0%</b>

<b>9. Services were available at times that were convenient. (section 2 statement)</b>				
	<b>Shasta County, 11/14</b>	<b>Shasta County, 05/15</b>	<b>Shasta County Difference</b>	<b>California '12</b>
n=	137	159		
	<b>% of Valid Answers</b>			<b>% of Valid Answers</b>
<b>Strongly Disagree</b>	1.5%	0.6%	-0.9%	1.9%
<b>Disagree</b>	1.5%	3.1%	1.6%	2.8%
<b>I am Neutral</b>	3.6%	8.8%	5.2%	6.2%
<b>Agree</b>	<b>54.7%</b>	<b>44.7%</b>	-10.0%	42.3%
<b>Strongly Agree</b>	38.7%	42.8%	4.1%	<b>46.8%</b>
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>		<b>100.0%</b>

<b>10. My family got the help we wanted. (section 1 statement)</b>				
	<b>Shasta County, 11/14</b>	<b>Shasta County, 05/15</b>	<b>Shasta County Difference</b>	<b>California '12</b>
n=	140	160		12,898
	<b>% of Valid Answers</b>			<b>% of Valid Answers</b>
<b>Strongly Disagree</b>	0.7%	0.6%	-0.1%	1.9%
<b>Disagree</b>	0.7%	3.1%	2.4%	2.2%
<b>I am Neutral</b>	16.4%	15.0%	-1.4%	10.7%
<b>Agree</b>	<b>42.1%</b>	38.8%	-3.3%	41.2%
<b>Strongly Agree</b>	40.0%	<b>42.5%</b>	2.5%	<b>44.0%</b>
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>		<b>100.0%</b>

<b>11. My family got as much help as we needed. (section 2 statement)</b>				
	<b>Shasta County, 11/14</b>	<b>Shasta County, 05/15</b>	<b>Shasta County Difference</b>	<b>California '12</b>
n=	140	157		12,778
	<b>% of Valid Answers</b>			<b>% of Valid Answers</b>
<b>Strongly Disagree</b>	0.7%	0.6%	-0.1%	2.0%
<b>Disagree</b>	1.4%	4.5%	3.1%	3.0%
<b>I am Neutral</b>	22.9%	20.4%	-2.5%	14.2%
<b>Agree</b>	<b>39.3%</b>	35.0%	-4.3%	39.6%
<b>Strongly Agree</b>	35.7%	<b>39.5%</b>	3.8%	<b>41.2%</b>
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>		<b>100.0%</b>

*Section 4: Perception of Staff Interaction*

<b>12. Staff treated me/us with respect.</b>				
	<b>Shasta County, 11/14</b>	<b>Shasta County, 05/15</b>	<b>Shasta County Difference</b>	<b>California '12</b>
n=	140	159		13,080
	<b>% of Valid Answers</b>			<b>% of Valid Answers</b>
<b>Strongly Disagree</b>	0.7%	0.6%	-0.1%	1.6%
<b>Disagree</b>	0.0%	0.6%	0.6%	0.8%
<b>I am Neutral</b>	0.0%	1.3%	1.3%	2.4%
<b>Agree</b>	37.1%	27.7%	-9.4%	33.7%
<b>Strongly Agree</b>	<b>62.1%</b>	<b>69.8%</b>	7.7%	<b>61.5%</b>
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>		<b>100.0%</b>

<b>13. Staff respected religious / spiritual beliefs.</b>				
	<b>Shasta County, 11/14</b>	<b>Shasta County, 05/15</b>	<b>Shasta County Difference</b>	<b>California '12</b>
n=	120	124		11,659
	<b>% of Valid Answers</b>			<b>% of Valid Answers</b>
<b>Strongly Disagree</b>	0.8%	0.8%	0.0%	1.5%
<b>Disagree</b>	0.0%	1.6%	1.6%	0.5%
<b>I am Neutral</b>	4.2%	3.2%	-1.0%	4.8%
<b>Agree</b>	40.8%	33.1%	-7.7%	38.2%
<b>Strongly Agree</b>	<b>54.2%</b>	<b>61.3%</b>	7.1%	<b>55.0%</b>
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>		<b>100.0%</b>

<b>14. Staff spoke with me in a way that I/we understood.</b>				
	<b>Shasta County, 11/14</b>	<b>Shasta County, 05/15</b>	<b>Shasta County Difference</b>	<b>California '12</b>
n=	140	160		13,062
	<b>% of Valid Answers</b>			<b>% of Valid Answers</b>
<b>Strongly Disagree</b>	0.7%	0.6%	-0.1%	1.4%
<b>Disagree</b>	0.0%	1.3%	1.3%	0.7%
<b>I am Neutral</b>	1.4%	2.5%	1.1%	2.5%
<b>Agree</b>	40.7%	33.8%	-6.9%	37.9%
<b>Strongly Agree</b>	<b>57.1%</b>	<b>61.9%</b>	4.8%	<b>57.5%</b>
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>		<b>100.0%</b>

<b>15. Staff were sensitive to cultural / ethnic background.</b>				
	<b>Shasta County, 11/14</b>	<b>Shasta County, 05/15</b>	<b>Shasta County Difference</b>	<b>California '12</b>
n=	114	121		11,608
	<b>% of Valid Answers</b>			<b>% of Valid Answers</b>
<b>Strongly Disagree</b>	0.9%	0.8%	-0.1%	1.6%
<b>Disagree</b>	0.0%	0.8%	0.8%	1.0%
<b>I am Neutral</b>	2.6%	4.1%	1.5%	5.7%
<b>Agree</b>	43.9%	30.6%	-13.3%	39.8%
<b>Strongly Agree</b>	<b>52.6%</b>	<b>63.6%</b>	11.0%	<b>51.9%</b>
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>		<b>100.0%</b>

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

16. I/we are better at handling daily life.				
	Shasta County, 11/14	Shasta County, 05/15	Shasta County Difference	California '12
n=	139	151		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	1.3%	1.3%	2.0%
Disagree	5.0%	7.3%	2.3%	4.5%
I am Neutral	23.7%	25.2%	1.5%	21.0%
Agree	<b>48.9%</b>	<b>46.4%</b>	-2.5%	<b>46.5%</b>
Strongly Agree	22.3%	19.9%	-2.4%	26.0%
Total	<b>100.0%</b>	<b>100.0%</b>		<b>100.0%</b>

17. I/we get along better with family members.				
	Shasta County, 11/14	Shasta County, 05/15	Shasta County Difference	California '12
n=	140	147		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	2.0%	2.0%	2.4%
Disagree	5.0%	10.2%	5.2%	6.6%
I am Neutral	30.7%	32.7%	2.0%	20.7%
Agree	<b>47.1%</b>	<b>44.2%</b>	-2.9%	<b>45.7%</b>
Strongly Agree	17.1%	10.9%	-6.2%	24.6%
Total	<b>100.0%</b>	<b>100.0%</b>		<b>100.0%</b>

18. I/we get along better with friends and other people.				
	Shasta County, 11/14	Shasta County, 05/15	Shasta County Difference	California '12
n=	138	150		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	0.7%	0.7%	1.8%
Disagree	5.1%	8.7%	3.6%	4.4%
I am Neutral	26.8%	27.3%	0.5%	19.2%
Agree	<b>50.0%</b>	<b>44.7%</b>	-5.3%	<b>47.8%</b>
Strongly Agree	18.1%	18.7%	0.6%	26.8%
Total	<b>100.0%</b>	<b>100.0%</b>		<b>100.0%</b>



19. I/we are doing better in school and / or work				
	Shasta County, 11/14	Shasta County, 05/15	Shasta County Difference	California '12
n=	137	144		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	1.5%	2.1%	0.6%	2.6%
Disagree	10.2%	9.7%	-0.5%	7.0%
I am Neutral	21.9%	28.5%	6.6%	19.6%
Agree	<b>49.6%</b>	<b>38.2%</b>	-11.4%	<b>42.7%</b>
Strongly Agree	16.8%	21.5%	4.7%	28.1%
Total	<b>100.0%</b>	<b>100.0%</b>		<b>100.0%</b>

20. I/we are better able to cope when things go wrong.				
	Shasta County, 11/14	Shasta County, 05/15	Shasta County Difference	California '12
n=	139	152		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	0.7%	0.7%	2.8%
Disagree	7.9%	10.5%	2.6%	7.5%
I am Neutral	22.3%	32.9%	10.6%	22.7%
Agree	<b>56.1%</b>	<b>39.5%</b>	-16.6%	<b>44.4%</b>
Strongly Agree	13.7%	16.4%	2.7%	22
Total	<b>100.0%</b>	<b>100.0%</b>		<b>100.0%</b>

21. I am satisfied with our family life right now.				
	Shasta County, 11/14	Shasta County, 05/15	Shasta County Difference	California '12
n=	139	151		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	2.2%	4.6%	2.4%	4.2%
Disagree	12.9%	17.9%	5.0%	9.2%
I am Neutral	26.6%	23.8%	-2.8%	20.9%
Agree	<b>43.9%</b>	<b>39.7%</b>	-4.2%	<b>42.7%</b>
Strongly Agree	14.4%	13.9%	-0.5%	23.0%
Total	<b>100.0%</b>	<b>100.0%</b>		<b>100.0%</b>

<b>22. I am better able to do things I want to do.</b>				
	<b>Shasta County, 11/14</b>	<b>Shasta County, 05/15</b>	<b>Shasta County Difference</b>	<b>California '12</b>
n=	137	151		
	<b>% of Valid Answers</b>			<b>% of Valid Answers</b>
<b>Strongly Disagree</b>	0.7%	2.0%	1.3%	2.6%
<b>Disagree</b>	5.8%	5.3%	-0.5%	5.5%
<b>I am Neutral</b>	29.2%	23.2%	-6.0%	19.8%
<b>Agree</b>	<b>48.9%</b>	<b>53.0%</b>	4.1%	<b>48.4%</b>
<b>Strongly Agree</b>	15.3%	16.6%	1.3%	23.7%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>		<b>100.0%</b>

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

<b>23. I/we know people who will listen and understand when I need to talk.</b>				
	<b>Shasta County, 11/14</b>	<b>Shasta County, 05/15</b>	<b>Shasta County Difference</b>	<b>California '12</b>
n=	137	155		
	<b>% of Valid Answers</b>			<b>% of Valid Answers</b>
<b>Strongly Disagree</b>	0.7%	1.9%	1.2%	1.7%
<b>Disagree</b>	1.5%	0.6%	-0.9%	2.2%
<b>I am Neutral</b>	10.9%	9.0%	-1.9%	7.4%
<b>Agree</b>	<b>58.4%</b>	<b>49.7%</b>	-8.7%	<b>51.3%</b>
<b>Strongly Agree</b>	28.5%	38.7%	10.2%	37.4%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>		<b>100.0%</b>

<b>24. I/we have people that am/are comfortable talking with about problem(s).</b>				
	<b>Shasta County, 11/14</b>	<b>Shasta County, 05/15</b>	<b>Shasta County Difference</b>	<b>California '12</b>
n=	136	155		
	<b>% of Valid Answers</b>			<b>% of Valid Answers</b>
<b>Strongly Disagree</b>	0.7%	1.9%	1.2%	1.9%
<b>Disagree</b>	1.5%	1.3%	-0.2%	2.4%
<b>I am Neutral</b>	8.8%	7.1%	-1.7%	6.7%
<b>Agree</b>	<b>53.7%</b>	<b>49.7%</b>	-4.0%	<b>48.1%</b>
<b>Strongly Agree</b>	35.3%	40.0%	4.7%	40.9%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>		<b>100.0%</b>

<b>25. In a crisis, I/we have the support needed from family or friends.</b>				
	<b>Shasta County, 11/14</b>	<b>Shasta County, 05/15</b>	<b>Shasta County Difference</b>	<b>California '12</b>
n=	138	153		
	<b>% of Valid Answers</b>			<b>% of Valid Answers</b>
<b>Strongly Disagree</b>	2.9%	2.0%	-0.9%	2.4%
<b>Disagree</b>	1.4%	2.6%	1.2%	3.6%
<b>I am Neutral</b>	12.4%	10.5%	-1.9%	10.4%
<b>Agree</b>	<b>50.0%</b>	<b>47.1%</b>	-2.9%	<b>45.3%</b>
<b>Strongly Agree</b>	33.3%	37.9%	4.6%	38.3%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>		<b>100.0%</b>

<b>26. I/we have people with whom I can do enjoyable things.</b>				
	<b>Shasta County, 11/14</b>	<b>Shasta County, 05/15</b>	<b>Shasta County Difference</b>	<b>California '12</b>
n=	137	156		
	<b>% of Valid Answers</b>			<b>% of Valid Answers</b>
<b>Strongly Disagree</b>	0.7%	1.9%	1.2%	1.6%
<b>Disagree</b>	5.8%	2.6%	-3.2%	2.4%
<b>I am Neutral</b>	7.3%	8.3%	1.0%	7.4%
<b>Agree</b>	<b>56.2%</b>	<b>50.0%</b>	-6.2%	<b>49.8%</b>
<b>Strongly Agree</b>	29.9%	37.2%	7.3%	38.8%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>		<b>100.0%</b>

Average scores of “Agree” plus “Strongly Agree” responses in different sections of the report

<b>Survey Sections</b>	<b>Shasta County, 11/2014</b>	<b>Shasta County, 05/2015</b>	<b>Average Difference</b>	<b>California, 2012</b>
<i>Section 1: Perception of Services Received</i>	<b>88.2%</b>	<b>85.5%</b>	<b>-2.7%</b>	<b>87.6%</b>
<i>Section 2: Perception of Accessibility of Services</i>	<b>87.5%</b>	<b>82.5%</b>	<b>-5.0%</b>	<b>86.6%</b>
<i>Section 3: Perception of Client Participation</i>	<b>89.9%</b>	<b>87.9%</b>	<b>-2.0%</b>	<b>86.3%</b>
<i>Section 4: Perception of Staff Interaction</i>	<b>97.2%</b>	<b>95.4%</b>	<b>-1.8%</b>	<b>93.9%</b>
<i>Section 5: Perception of Participant’s Coping Skills Since Receiving Services</i>	<b>66.0%</b>	<b>60.7%</b>	<b>-5.3%</b>	<b>70.4%</b>
<i>Section 6: Perception of Participant’s Social Interactions Since Receiving Services</i>	<b>86.3%</b>	<b>87.6%</b>	<b>1.3%</b>	<b>87.5%</b>