

## **Consumer Perception Survey Comparison Report County vs. Statewide Results; Adults and Older adults Surveys- Shasta County (May 2015 and November 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 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 participants rated each statement as "Strongly Disagree", "Disagree", "Neutral", "Agree", or "Strongly Agree".

A total of 45 (36 adults and 9 older adults) adult surveys were completed. This report shows a comparison of Shasta County's Provider scores by adults and older adults in May and November 2015 as compared to California scores gathered from 58 counties including Shasta County in May 2012.

**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 averaged below the 2012 statewide results. Shasta County scored within 10 percentage points of statewide results in all sections except section 5. Shasta County adult averages dropped in all sections of the survey in November 2015 as compared to the averages of May 2015. The highest average in the November 2015 survey in the percent who Agree or Strongly Agree with a statement was 82.6% ("Perception of services received"), the lowest average was for Section 5 68.2% ("Participants' perception of their coping skills since receive services").

**Section 1** focused on perception of services received. On average the participants scored 82.6% in the Agree to Strongly Agree range (as compared to 96.3% in May 2015), indicating the participants felt good about the quality of services received. Section 1 includes statements 1 through 3.

**Section 2** focused on perception of accessibility of services. On average the group scored 75.6% in the Agree to Strongly Agree range (as compared to 90.6% in May 2015). Section 2 includes statements 4 through 9.

**Section 3** focused on perception of client participation. On average the group scored 80.0% in the Agree to Strongly Agree range (as compared to 92.2% in May 2015), 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 73.3% in the Agree to Strongly Agree range (as compared to 83.4 % in May 2015), indicating that a quarter of participants did not feel there was not enough staff interaction or client support. Section 4 includes statements 15 through 20.

**Section 5** focused on participants' perception of their coping skills since receiving services. The group scored 53.1% in the Agree to Strongly Agree range (as compared to 68.2 in May 2015). The corresponding score at state level was 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. On average Shasta County participants scored 63.5% in the Agree to Strongly Agree range (as compared to the May 2015 score of 75.1%). Section 6 includes statements 33 through 36.

**Section 1: Perception of Services Received**

<b>1. I like the services that I received here.</b>				
	<b>Shasta County, 05/15</b>	<b>Shasta County, 11/15</b>	<b>Shasta County Difference</b>	<b>California '12</b>
n=	18	44		8,906
	<b>% of Valid Answers</b>			<b>% of Valid Answers</b>
<b>Strongly Disagree</b>	0.0%	0.0%	0.0%	0.6%
<b>Disagree</b>	0.0%	0.0%	0.0%	0.8%
<b>I am Neutral</b>	0.0%	15.9%	15.9%	6.4%
<b>Agree</b>	38.9%	<b>45.5%</b>	6.6%	33.4%
<b>Strongly Agree</b>	<b>61.1%</b>	38.6%	-22.5%	<b>58.7%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>		<b>100%</b>

<b>2. If I had other choices, I would still get services from this agency.</b>				
	<b>Shasta County, 05/15</b>	<b>Shasta County, 11/15</b>	<b>Shasta County Difference</b>	<b>California '12</b>
n=	18	45		8,808
	<b>% of Valid Answers</b>			<b>% of Valid Answers</b>
<b>Strongly Disagree</b>	5.6%	4.4%	-1.2%	1.3%
<b>Disagree</b>	0.0%	4.4%	4.4%	3.6%
<b>I am Neutral</b>	5.6%	13.3%	7.7%	9.4%
<b>Agree</b>	38.9%	<b>44.4%</b>	5.5%	34.8%
<b>Strongly Agree</b>	<b>50.0%</b>	33.3%	-16.7%	<b>50.8%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>		<b>100%</b>

**Section 2: Perception of Accessibility of Services**

<b>3. I would recommend this agency to a friend or family member.</b>				
	<b>Shasta County, 05/15</b>	<b>Shasta County, 11/15</b>	<b>Shasta County Difference</b>	<b>California '12</b>
n=	18	43		8,829
	<b>% of Valid Answers</b>			<b>% of Valid Answers</b>
<b>Strongly Disagree</b>	0.0%	0.0%	0.0%	0.9%
<b>Disagree</b>	0.0%	0.0%	0.0%	2.1%
<b>I am Neutral</b>	0.0%	14.0%	14.0%	8.2%
<b>Agree</b>	44.4%	<b>44.2%</b>	-0.2%	34.7%
<b>Strongly Agree</b>	<b>55.6%</b>	41.9%	-13.7%	<b>54.2%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>		<b>100%</b>

4. The location of services was convenient (parking, public transportation, distance, etc.).				
	Shasta, County 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	18	43		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	0.0%	0.0%	1.6%
Disagree	0.0%	7.0%	7.0%	4.8%
I am Neutral	5.6%	14.0%	8.4%	11.1%
Agree	33.3%	<b>44.2%</b>	10.9%	35.9%
Strongly Agree	<b>61.1%</b>	34.9%	-26.2%	<b>46.5%</b>
Total	<b>100%</b>	<b>100%</b>		<b>100%</b>

5. Staff were willing to see me as often as I felt it was necessary.				
	Shasta, County 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	18	44		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	4.5%	4.5%	1.0%
Disagree	0.0%	2.3%	2.3%	2.5%
I am Neutral	5.6%	13.6%	8.0%	8.5%
Agree	44.4%	<b>43.2%</b>	-1.2%	36.5%
Strongly Agree	<b>50.0%</b>	36.4%	-13.6%	<b>51.5%</b>
Total	<b>100%</b>	<b>100%</b>		<b>100%</b>

6. Staff returned my calls within 24 hours.				
	Shasta, County 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	18	43		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	0.0%	0.0%	1.4%
Disagree	0.0%	14.0%	14.0%	4.3%
I am Neutral	16.7%	16.3%	-0.4%	12.6%
Agree	33.3%	30.2%	-3.1%	35.4%
Strongly Agree	<b>50.0%</b>	<b>39.5%</b>	-10.5%	<b>46.4%</b>
Total	<b>100%</b>	<b>100%</b>		<b>100%</b>

7. Services were available at times that were good for me.				
	Shasta, County 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	18	45		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	0.0%	0.0%	0.9%
Disagree	0.0%	2.2%	2.2%	2.5%
I am Neutral	0.0%	13.3%	13.3%	8.2%
Agree	44.4%	<b>42.2%</b>	-2.2%	39.2%
Strongly Agree	<b>55.6%</b>	<b>42.2%</b>	-13.4%	<b>49.3%</b>
Total	<b>100%</b>	<b>100%</b>		<b>100%</b>

8. I was able to get all the services I thought I needed.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	18	44		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	0.0%	0.0%	1.2%
Disagree	5.6%	6.8%	1.2%	3.8%
I am Neutral	5.6%	18.2%	12.6%	10.4%
Agree	38.9%	36.4%	-2.5%	38.0%
Strongly Agree	<b>50.0%</b>	<b>38.6%</b>	<b>-11.4%</b>	<b>46.6%</b>
Total	<b>100%</b>	<b>100%</b>		<b>100%</b>

9. I was able to see a psychiatrist when I wanted to.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	18	44		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	5.9%	4.5%	-1.4%	1.7%
Disagree	5.9%	4.5%	-1.4%	5.3%
I am Neutral	5.9%	25.0%	19.1%	14.2%
Agree	35.3%	<b>38.6%</b>	3.3%	36.9%
Strongly Agree	<b>47.0%</b>	27.3%	<b>-19.7%</b>	<b>41.9%</b>
Total	<b>100%</b>	<b>100%</b>		<b>100%</b>

10. Staff here believe that I can grow, change and recover.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	18	44		
	% 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	5.9%	13.6%	7.7%	9.5%
Agree	23.5%	<b>43.2%</b>	19.7%	35.5%
Strongly Agree	<b>70.6%</b>	<b>43.2%</b>	<b>-27.4%</b>	<b>52.9%</b>
Total	<b>100%</b>	<b>100%</b>		<b>100%</b>

11. I felt comfortable asking questions about my treatment and medication.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	18	45		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	4.4%	4.4%	0.9%
Disagree	5.6%	0.0%	-5.6%	2.4%
I am Neutral	0.0%	17.8%	17.8%	8.3%
Agree	22.2%	33.3%	11.1%	36.4%
Strongly Agree	<b>72.2%</b>	<b>44.4%</b>	<b>-27.8%</b>	<b>52.0%</b>
Total	<b>100%</b>	<b>100%</b>		<b>100%</b>

12. I felt free to complain.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	18	44		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	4.5%	4.5%	1.6%
Disagree	0.0%	4.5%	4.5%	4.0%
I am Neutral	16.7%	20.5%	3.8%	14.0%
Agree	22.2%	<b>36.4%</b>	14.2%	36.6%
Strongly Agree	<b>61.1%</b>	34.1%	-27.0%	<b>43.7%</b>
Total	<b>100%</b>	<b>100%</b>		<b>100%</b>

13. I was given information about my rights.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	18	43		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	2.3%	2.3%	1.0%
Disagree	5.6%	2.3%	-3.3%	2.3%
I am Neutral	5.6%	14.0%	8.4%	8.7%
Agree	27.8%	<b>41.9%</b>	14.1%	39.1%
Strongly Agree	<b>61.1%</b>	39.5%	-21.6%	<b>48.9%</b>
Total	<b>100%</b>	<b>100%</b>		<b>100%</b>

14. Staff encouraged me to take responsibility for how I live my life.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	18	44		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	0.0%	0.0%	0.7%
Disagree	0.0%	4.5%	4.5%	1.8%
I am Neutral	0.0%	11.4%	11.4%	9.9%
Agree	38.9%	<b>47.7%</b>	8.8%	38.6%
Strongly Agree	<b>61.1%</b>	36.4%	-24.7%	<b>48.9%</b>
Total	<b>100%</b>	<b>100%</b>		<b>100%</b>

**Section 4: Perception of Staff Interaction**

15. Staff told me what side effects to watch out for.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	18	41		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	4.9%	4.9%	1.4%
Disagree	0.0%	4.9%	4.9%	5.9%
I am Neutral	11.1%	19.5%	8.4%	13.7%
Agree	16.7%	34.1%	17.4%	37.3%
Strongly Agree	<b>72.2%</b>	<b>36.6%</b>	-35.6%	<b>41.7%</b>
Total	<b>100%</b>	<b>100%</b>		<b>100%</b>

16. Staff respected my wishes about who is, and who is not to be given information about my treatment.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	18	43		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	5.6%	2.3%	-3.3%	0.9%
Disagree	0.0%	2.3%	2.3%	1.8%
I am Neutral	11.1%	16.3%	5.2%	8.7%
Agree	16.7%	37.2%	20.5%	36.2%
Strongly Agree	<b>66.7%</b>	<b>41.9%</b>	-24.8%	<b>52.3%</b>
Total	<b>100%</b>	<b>100%</b>		<b>100%</b>

17. I, not staff, decided my treatment goals.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	18	44		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	5.6%	0.0%	-5.6%	1.5%
Disagree	0.0%	4.5%	4.5%	4.5%
I am Neutral	22.2%	20.5%	-1.7%	16.8%
Agree	11.1%	<b>47.7%</b>	36.6%	37.9%
Strongly Agree	<b>61.1%</b>	27.3%	-33.8%	<b>39.4%</b>
Total	<b>100%</b>	<b>100%</b>		<b>100%</b>

18. Staff were sensitive to my cultural background (race, religion, language, etc.).				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	18	42		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	5.6%	2.4%	-3.2%	1.1%
Disagree	0.0%	0.0%	0.0%	2.0%
I am Neutral	5.6%	26.2%	20.6%	13.1%
Agree	27.8%	33.3%	5.5%	35.2%
Strongly Agree	<b>61.1%</b>	<b>38.1%</b>	-23.0%	<b>48.5%</b>
Total	<b>100%</b>	<b>100%</b>		<b>100%</b>

19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	18	43		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	5.6%	2.3%	-3.3%	1.0%
Disagree	0.0%	7.0%	7.0%	2.5%
I am Neutral	11.1%	14.0%	2.9%	10.9%
Agree	27.8%	<b>39.5%</b>	11.7%	39.3%
Strongly Agree	<b>55.6%</b>	37.2%	-18.4%	<b>46.2%</b>
Total	<b>100%</b>	<b>100%</b>		<b>100%</b>

20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	18	42		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	5.6%	4.8%	-0.8%	1.1%
Disagree	0.0%	2.4%	2.4%	3.4%
I am Neutral	11.1%	26.2%	15.1%	13.4%
Agree	33.3%	<b>38.1%</b>	4.8%	37.7%
Strongly Agree	<b>50.0%</b>	28.6%	-21.4%	<b>44.4%</b>
Total	<b>100%</b>	<b>100%</b>		<b>100%</b>

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

21. I deal more effectively with daily problems.				
	Shasta County 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	14	42		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	0.0%	0.0%	1.3%
Disagree	0.0%	9.5%	9.5%	4.0%
I am Neutral	21.4%	<b>31.0%</b>	9.6%	16.5%
Agree	35.7%	28.6%	-7.1%	<b>41.8%</b>
Strongly Agree	<b>42.8%</b>	<b>31.0%</b>	-11.8%	36.5%
Total	<b>100%</b>	<b>100%</b>		<b>100%</b>

22. I am better able to control my life.				
	Shasta County 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	14	43		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	4.7%	4.7%	1.2%
Disagree	0.0%	4.7%	4.7%	4.2%
I am Neutral	14.3%	27.9%	13.6%	17.7%
Agree	<b>42.8%</b>	30.2%	-12.6%	<b>41.4%</b>
Strongly Agree	<b>42.8%</b>	<b>32.6%</b>	-10.2%	35.5%
Total	<b>100%</b>	<b>100%</b>		<b>100%</b>

23. I am better able to deal with crisis.				
	Shasta County 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	17	41		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	2.4%	2.4%	1.4%
Disagree	5.9%	4.9%	-1.0%	5.2%
I am Neutral	23.5%	<b>36.6%</b>	13.1%	19.9%
Agree	29.4%	26.8%	-2.6%	<b>41.5%</b>
Strongly Agree	<b>41.2%</b>	29.3%	-11.9%	32.0%
Total	<b>100%</b>	<b>100%</b>		<b>100%</b>

24. I am getting along better with my family.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	17	38		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	11.8%	2.6%	-9.2%	2.3%
Disagree	0.0%	10.5%	10.5%	6.0%
I am Neutral	29.4%	28.9%	-0.5%	20.6%
Agree	29.4%	28.9%	-0.5%	36.8%
Strongly Agree	29.4%	28.9%	-0.5%	34.3%
Total	100%	100%		100%

25. I do better in social situations.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	16	41		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	7.3%	7.3%	2.4%
Disagree	12.5%	19.5%	7.0%	7.8%
I am Neutral	37.5%	29.3%	-8.2%	22.8%
Agree	12.5%	26.8%	14.3%	37.3%
Strongly Agree	37.5%	17.1%	-20.4%	29.6%
Total	100%	100%		100%

26. I do better in school and /or work.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	16	31		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.0%	6.5%	6.5%	2.8%
Disagree	6.2%	19.4%	13.2%	8.5%
I am Neutral	31.3%	41.9%	10.6%	30.7%
Agree	31.3%	16.1%	-15.2%	30.3%
Strongly Agree	31.3%	16.1%	-15.2%	27.8%
Total	100%	100%		100%

27. My housing situation has improved.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	17	35		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	11.8%	2.9%	-8.9%	3.6%
Disagree	11.8%	11.4%	-0.4%	8.5%
I am Neutral	5.9%	37.1%	31.2%	23.1%
Agree	47.0%	28.6%	-18.4%	32.0%
Strongly Agree	23.5%	20.0%	-3.5%	32.9%
Total	100%	100%		100%



28. My symptoms are not bothering me as much.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	16	40		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	12.5%	2.5%	-10.0%	4.2%
Disagree	6.2%	<b>27.5%</b>	21.3%	10.0%
I am Neutral	12.5%	20.0%	7.5%	21.4%
Agree	<b>37.5%</b>	<b>27.5%</b>	-10.0%	<b>37.4%</b>
Strongly Agree	31.3%	22.5%	-8.8%	27.0%
Total	<b>100%</b>	<b>100%</b>		<b>100%</b>

29. I do things that are more meaningful to me.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	16	40		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	6.2%	5.0%	-1.2%	1.9%
Disagree	0.0%	2.5%	2.5%	5.8%
I am Neutral	25.0%	32.5%	7.5%	20.7%
Agree	31.3%	<b>37.5%</b>	6.2%	<b>39.5%</b>
Strongly Agree	<b>37.5%</b>	22.5%	-15.0%	32.1%
Total	<b>100%</b>	<b>100%</b>		<b>100%</b>

30. I am better able to take care of my needs.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	16	41		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	6.2%	7.3%	1.1%	1.7%
Disagree	6.2%	2.4%	-3.8%	5.6%
I am Neutral	18.8%	29.3%	10.5%	19.2%
Agree	<b>37.5%</b>	<b>36.6%</b>	-0.9%	<b>41.5%</b>
Strongly Agree	31.3%	24.4%	-6.9%	32.0%
Total	<b>100%</b>	<b>100%</b>		<b>100%</b>

31. I am better able to handle things when they go wrong.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	15	39		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	6.7%	5.1%	-1.6%	2.4%
Disagree	6.7%	15.4%	8.7%	7.8%
I am Neutral	20.0%	28.2%	8.2%	21.2%
Agree	<b>33.3%</b>	<b>30.8%</b>	-2.5%	<b>40.2%</b>
Strongly Agree	<b>33.3%</b>	20.5%	-12.8%	28.4%
Total	<b>100%</b>	<b>100%</b>		<b>100%</b>

32. I am better able to do things that I want to do.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	16	41		8,394
	% of Valid Answers			% of Valid Answers
Strongly Disagree	6.2%	4.9%	-1.3%	2.5%
Disagree	6.2%	12.2%	6.0%	6.8%
I am Neutral	18.8%	<b>29.3%</b>	10.5%	21.1%
Agree	<b>37.5%</b>	<b>29.3%</b>	-8.2%	<b>39.5%</b>
Strongly Agree	31.3%	24.4%	-6.9%	30.0%
Total	<b>100%</b>	<b>100%</b>		<b>100%</b>

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

33. I am happy with the friendships I have.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	16	38		8,359
	% of Valid Answers			% of Valid Answers
Strongly Disagree	6.2%	2.6%	-3.6%	1.6%
Disagree	12.5%	7.9%	-4.6%	6.2%
I am Neutral	12.5%	21.1%	8.6%	19.4%
Agree	25.0%	<b>36.8%</b>	11.8%	<b>38.8%</b>
Strongly Agree	<b>43.8%</b>	31.6%	-12.2%	34.1%
Total	<b>100%</b>	<b>100%</b>		<b>100%</b>

34. I have people with whom I can do enjoyable things.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	16	38		8,355
	% of Valid Answers			% of Valid Answers
Strongly Disagree	6.2%	2.6%	-3.6%	2.1%
Disagree	6.2%	10.5%	4.3%	6.7%
I am Neutral	12.5%	15.8%	3.3%	18.8%
Agree	31.3%	<b>44.7%</b>	13.4%	<b>39.0%</b>
Strongly Agree	<b>43.8%</b>	26.3%	-17.5%	33.4%
Total	<b>100%</b>	<b>100%</b>		<b>100%</b>

35. I feel I belong in my community.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	16	39		8,350
	% of Valid Answers			% of Valid Answers
Strongly Disagree	6.2%	5.1%	-1.1%	3.1%
Disagree	12.5%	15.4%	2.9%	9.0%
I am Neutral	12.5%	<b>30.8%</b>	18.3%	24.4%
Agree	<b>37.5%</b>	23.1%	-14.4%	<b>34.7%</b>
Strongly Agree	31.3%	25.6%	-5.7%	28.7%
Total	<b>100%</b>	<b>100%</b>		<b>100%</b>

<b>36. In a crisis, I would have the support I need from family or friends.</b>				
	<b>Shasta County, 05/15</b>	<b>Shasta County, 11/15</b>	<b>Shasta County Difference</b>	<b>California '12</b>
n=	16	38		8,373
	<b>% of Valid Answers</b>			<b>% of Valid Answers</b>
<b>Strongly Disagree</b>	0.0%	5.3%	5.3%	3.3%
<b>Disagree</b>	6.2%	10.5%	4.3%	6.7%
<b>I am Neutral</b>	6.2%	18.4%	12.2%	16.7%
<b>Agree</b>	<b>50.0%</b>	26.3%	-23.7%	36.6%
<b>Strongly Agree</b>	37.5%	<b>39.5%</b>	2.0%	<b>36.7%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>		<b>100%</b>

**Average scores of “Agree” and “Strongly Agree” responses to the 6 sections of the survey  
(Adults and older adults)**

<b>Survey Sections</b>	<b>Shasta County 05/2015</b>	<b>Shasta County 11/2015</b>	<b>Average difference</b>	<b>California 2012 Adults and Older Adults</b>
<i>Section 1: Perception of Services Received</i>	96.3%	82.6%	-13.7%	88.9%
<i>Section 2: Perception of Accessibility of Services</i>	90.6%	75.6%	-15.0%	84.0%
<i>Section 3: Perception of Client Participation</i>	92.2%	80.0%	-12.2%	86.5%
<i>Section 4: Perception of Staff Interaction</i>	83.4%	73.3%	-10.1%	82.7%
<i>Section 5: Perception of Participant’s Coping Skills Since Receiving Services</i>	68.2%	53.1%	-15.1%	69.8%
<i>Section 6: Perception of Participant’s Social Interactions Since Receiving Services</i>	75.1%	63.5%	-11.6%	70.5%