

Consumer Perception Survey Comparison Report County vs. statewide Results; Family and Youth 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 participant rated each statement Strongly Disagree, Disagree, Neutral, Agree, or Strongly Agree.

A total of 143 surveys were completed. This report shows a comparison of Shasta County’s Provider scores vs. the scores from November 2015 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 81.2% and 91.0% in all sections except section 5. The scores were lower than the May 2015 Shasta County results in all sections except in section 6, and lower than the 2012 statewide scores in all sections. The participant group scored highest for questions in section 4 (staff interaction and client support) on average (91.0%), and lowest for questions in section 5 (perception of coping skills, 63.3%) 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 82.9% in the Agree to Strongly Agree range, indicating the participants felt good about the services they are receiving. This shows a decrease from 85.5% in May 2015.

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

Section 2 focused on perception of accessibility of services. On average the participants scored 81.2% in the Agree to Strongly Agree range, indicating the participants felt good about the accessibility of services they are receiving. This was 82.5% in May 2015.

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

Section 3 focused on perception of client participation. On average the group scored 85.4% in the Agree to Strongly Agree range (as compared to 87.9% in May 2015), 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 November 2015 survey showed that participants strongly agreed with the section’s statements; on average, scoring 91.0% in the Agree to Strongly Agree range (as compared to 95.4% in May 2015).

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 higher than the May 2015 results (63.3% versus 60.7%). 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 two previous 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 87.6% in May 2015 and 84.1% in November 2015). The rates were now slightly lower 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).

1. Overall, I am satisfied with the services received. (section 1 statement)				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	160	143		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	1.3%	2.8%	1.5%	2.1%
Disagree	0.0%	1.4%	1.4%	1.4%
I am Neutral	8.1%	7.0%	-1.1%	6.3%
Agree	34.4%	37.8%	3.4%	38.3%
Strongly Agree	56.3%	51.0%	-5.3%	51.9%
Total	100%	100%		100%

2. I helped to choose my services(section 3 statement)				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	145	136		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	4.1%	1.5%	-2.6%	3.4%
Disagree	4.8%	6.6%	1.8%	6.9%
I am Neutral	10.3%	14.0%	3.7%	9.6%
Agree	45.5%	41.9%	-3.6%	46.2%
Strongly Agree	35.2%	36.0%	0.8%	33.9%
Total	100%	100%		100%

3. I helped to choose my treatment goals (section 3 statement)				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	157	137		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	2.5%	1.5%	-1.0%	2.0%
Disagree	1.9%	2.9%	1.0%	3.3%
I am Neutral	4.5%	9.5%	5.0%	7.0%
Agree	46.5%	48.2%	1.7%	48.1%
Strongly Agree	44.6%	38.0%	-6.6%	39.6%
Total	100%	100%		100%

4. The people helping stuck with us no matter what. (section 1 statement)				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	153	138		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	2.0%	2.2%	0.2%	2.1%
Disagree	2.0%	2.9%	0.9%	2.2%
I am Neutral	9.8%	9.4%	-0.4%	7.6%
Agree	37.3%	35.5%	-1.8%	37.7%
Strongly Agree	49.0%	50.0%	1.0%	50.4%
Total	100%	100%		100%

5. I felt we had someone to talk to when troubled. (section 2 statement)				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	161	142		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	1.2%	1.4%	0.2%	2.0%
Disagree	1.9%	1.4%	-0.5%	2.3%
I am Neutral	12.4%	12.0%	-0.4%	7.4%
Agree	39.8%	38.7%	-1.1%	40.5%
Strongly Agree	44.7%	46.5%	1.8%	47.8%
Total	100%	100%		100%

6. I participated in treatment. (section 3 statement)				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	161	140		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.6%	0.7%	0.1%	1.5%
Disagree	1.2%	0.0%	-1.2%	1.7%
I am Neutral	6.2%	7.1%	0.9%	5.6%
Agree	52.8%	48.6%	-4.2%	45.7%
Strongly Agree	39.1%	43.6%	4.5%	45.5%
Total	100%	100%		100%

7. The services received were right for us. (section 1 statement)				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	160	143		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	1.3%	0.7%	-0.6%	1.7%
Disagree	1.9%	0.7%	-1.2%	1.7%
I am Neutral	13.1%	19.6%	6.5%	9.8%
Agree	39.4%	42.0%	2.6%	42.0%
Strongly Agree	44.4%	37.1%	-7.3%	44.8%
Total	100%	100%		100%

8. The location of services was convenient. (section 2 statement)				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	160	139		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	1.9%	0.7%	-1.2%	2.2%
Disagree	4.4%	3.6%	-0.8%	3.5%
I am Neutral	10.0%	10.8%	0.8%	6.3%
Agree	40.6%	47.5%	6.9%	41.5%
Strongly Agree	43.1%	37.4%	-5.7%	46.5%
Total	100%	100%		100%

9. Services were available at times that were convenient. (section 2 statement)				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	159	141		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.6%	0.7%	0.1%	1.9%
Disagree	3.1%	4.3%	1.2%	2.8%
I am Neutral	8.8%	11.3%	2.5%	6.2%
Agree	44.7%	46.1%	1.4%	42.3%
Strongly Agree	42.8%	37.6%	-5.2%	46.8%
Total	100%	100%		100%

10. My family got the help we wanted. (section 1 statement)				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	160	139		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.6%	0.7%	0.1%	1.9%
Disagree	3.1%	2.2%	-0.9%	2.2%
I am Neutral	15.0%	18.7%	3.7%	10.7%
Agree	38.8%	46.8%	8.0%	41.2%
Strongly Agree	42.5%	31.7%	-10.8%	44.0%
Total	100%	100%		100%

11. My family got as much help as we needed. (section 2 statement)

	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	157	139		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.6%	1.4%	0.8%	2.0%
Disagree	4.5%	6.5%	2.0%	3.0%
I am Neutral	20.4%	20.9%	0.5%	14.2%
Agree	35.0%	41.7%	6.7%	39.6%
Strongly Agree	39.5%	29.5%	-10.0%	41.2%
Total	100%	100%		100%

Section 4: Perception of Staff Interaction

12. Staff treated me/us with respect.

	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	159	138		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.6%	1.4%	0.8%	1.6%
Disagree	0.6%	0.7%	0.1%	0.8%
I am Neutral	1.3%	2.9%	1.6%	2.4%
Agree	27.7%	39.9%	12.2%	33.7%
Strongly Agree	69.8%	55.1%	-14.7%	61.5%
Total	100%	100%		100%

13. Staff respected religious / spiritual beliefs.

	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	124	120		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.8%	0.8%	0.0%	1.5%
Disagree	1.6%	0.0%	-1.6%	0.5%
I am Neutral	3.2%	10.0%	6.8%	4.8%
Agree	33.1%	40.8%	7.7%	38.2%
Strongly Agree	61.3%	48.3%	-13.0%	55.0%
Total	100%	100%		100%

14. Staff spoke with me in a way that I/we understood.

	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	160	140		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.6%	0.7%	0.1%	1.4%
Disagree	1.3%	0.7%	-0.6%	0.7%
I am Neutral	2.5%	3.6%	1.1%	2.5%
Agree	33.8%	40.7%	6.9%	37.9%
Strongly Agree	61.9%	54.3%	-7.6%	57.5%
Total	100%	100%		100%

15. Staff were sensitive to cultural / ethnic background.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	121	115		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.8%	1.7%	0.9%	1.6%
Disagree	0.8%	1.7%	0.9%	1.0%
I am Neutral	4.1%	11.3%	7.2%	5.7%
Agree	30.6%	38.3%	7.7%	39.8%
Strongly Agree	63.6%	47.0%	-16.6%	51.9%
Total	100%	100%		100%

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

16. I/we are better at handling daily life.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	151	135		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	1.3%	1.5%	0.2%	2.0%
Disagree	7.3%	5.2%	-2.1%	4.5%
I am Neutral	25.2%	27.4%	2.2%	21.0%
Agree	46.4%	45.2%	-1.2%	46.5%
Strongly Agree	19.9%	20.7%	0.8%	26.0%
Total	100%	100%		100%

17. I/we get along better with family members.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	147	136		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	2.0%	2.9%	0.9%	2.4%
Disagree	10.2%	8.1%	-2.1%	6.6%
I am Neutral	32.7%	25.0%	-7.7%	20.7%
Agree	44.2%	48.5%	4.3%	45.7%
Strongly Agree	10.9%	15.4%	4.5%	24.6%
Total	100%	100%		100%

18. I/we get along better with friends and other people.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	150	137		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.7%	1.5%	0.8%	1.8%
Disagree	8.7%	5.1%	-3.6%	4.4%
I am Neutral	27.3%	22.6%	-4.7%	19.2%
Agree	44.7%	52.6%	7.9%	47.8%
Strongly Agree	18.7%	18.2%	-0.5%	26.8%
Total	100%	100%		100%

19. I/we are doing better in school and / or work				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	144	133		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	2.1%	2.3%	0.2%	2.6%
Disagree	9.7%	11.3%	1.6%	7.0%
I am Neutral	28.5%	18.8%	-9.7%	19.6%
Agree	38.2%	45.1%	6.9%	42.7%
Strongly Agree	21.5%	22.6%	1.1%	28.1%
Total	100%	100%		100%

20. I/we are better able to cope when things go wrong.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	152	137		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	0.7%	2.2%	1.5%	2.8%
Disagree	10.5%	8.0%	-2.5%	7.5%
I am Neutral	32.9%	27.0%	-5.9%	22.7%
Agree	39.5%	45.3%	5.8%	44.4%
Strongly Agree	16.4%	17.5%	1.1%	2200.0%
Total	100%	100%		100%

21. I am satisfied with our family life right now.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	151	135		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	4.6%	5.2%	0.6%	4.2%
Disagree	17.9%	16.3%	-1.6%	9.2%
I am Neutral	23.8%	30.4%	6.6%	20.9%
Agree	39.7%	34.8%	-4.9%	42.7%
Strongly Agree	13.9%	13.3%	-0.6%	23.0%
Total	100%	100%		100%

22. I am better able to do things I want to do.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	151	133		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	2.0%	3.8%	1.8%	2.6%
Disagree	5.3%	9.0%	3.7%	5.5%
I am Neutral	23.2%	23.3%	0.1%	19.8%
Agree	53.0%	47.4%	-5.6%	48.4%
Strongly Agree	16.6%	16.5%	-0.1%	23.7%
Total	100%	100%		100%

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

23. I/we know people who will listen and understand when I need to talk.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	155	138		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	1.9%	1.4%	-0.5%	1.7%
Disagree	0.6%	2.2%	1.6%	2.2%
I am Neutral	9.0%	8.7%	-0.3%	7.4%
Agree	49.7%	52.9%	3.2%	51.3%
Strongly Agree	38.7%	34.8%	-3.9%	37.4%
Total	100%	100%		100%

24. I/we have people that am/are comfortable talking with about problem(s).				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	155	138		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	1.9%	0.7%	-1.2%	1.9%
Disagree	1.3%	1.4%	0.1%	2.4%
I am Neutral	7.1%	10.1%	3.0%	6.7%
Agree	49.7%	44.2%	-5.5%	48.1%
Strongly Agree	40.0%	43.5%	3.5%	40.9%
Total	100%	100%		100%

25. In a crisis, I/we have the support needed from family or friends.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	153	135		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	2.0%	1.5%	-0.5%	2.4%
Disagree	2.6%	3.7%	1.1%	3.6%
I am Neutral	10.5%	14.1%	3.6%	10.4%
Agree	47.1%	45.2%	-1.9%	45.3%
Strongly Agree	37.9%	35.6%	-2.3%	38.3%
Total	100%	100%		100%

26. I/we have people with whom I can do enjoyable things.				
	Shasta County, 05/15	Shasta County, 11/15	Shasta County Difference	California '12
n=	156	134		
	% of Valid Answers			% of Valid Answers
Strongly Disagree	1.9%	1.5%	-0.4%	1.6%
Disagree	2.6%	3.0%	0.4%	2.4%
I am Neutral	8.3%	14.9%	6.6%	7.4%
Agree	50.0%	50.0%	0.0%	49.8%
Strongly Agree	37.2%	30.6%	-6.6%	38.8%
Total	100%	100%		100%

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

Survey Sections	Shasta County, 05/2015	Shasta County, 11/2015	Average Difference	California, 2012
<i>Section 1: Perception of Services Received</i>	85.5%	82.9%	-2.6%	87.6%
<i>Section 2: Perception of Accessibility of Services</i>	82.5%	81.3%	-1.2%	86.6%
<i>Section 3: Perception of Client Participation</i>	87.9%	85.4%	-2.5%	86.3%
<i>Section 4: Perception of Staff Interaction</i>	95.4%	91.1%	-4.3%	93.9%
<i>Section 5: Perception of Participant’s Coping Skills Since Receiving Services</i>	60.7%	63.3%	2.6%	70.4%
<i>Section 6: Perception of Participant’s Social Interactions Since Receiving Services</i>	87.6%	84.2%	-3.4%	87.5%