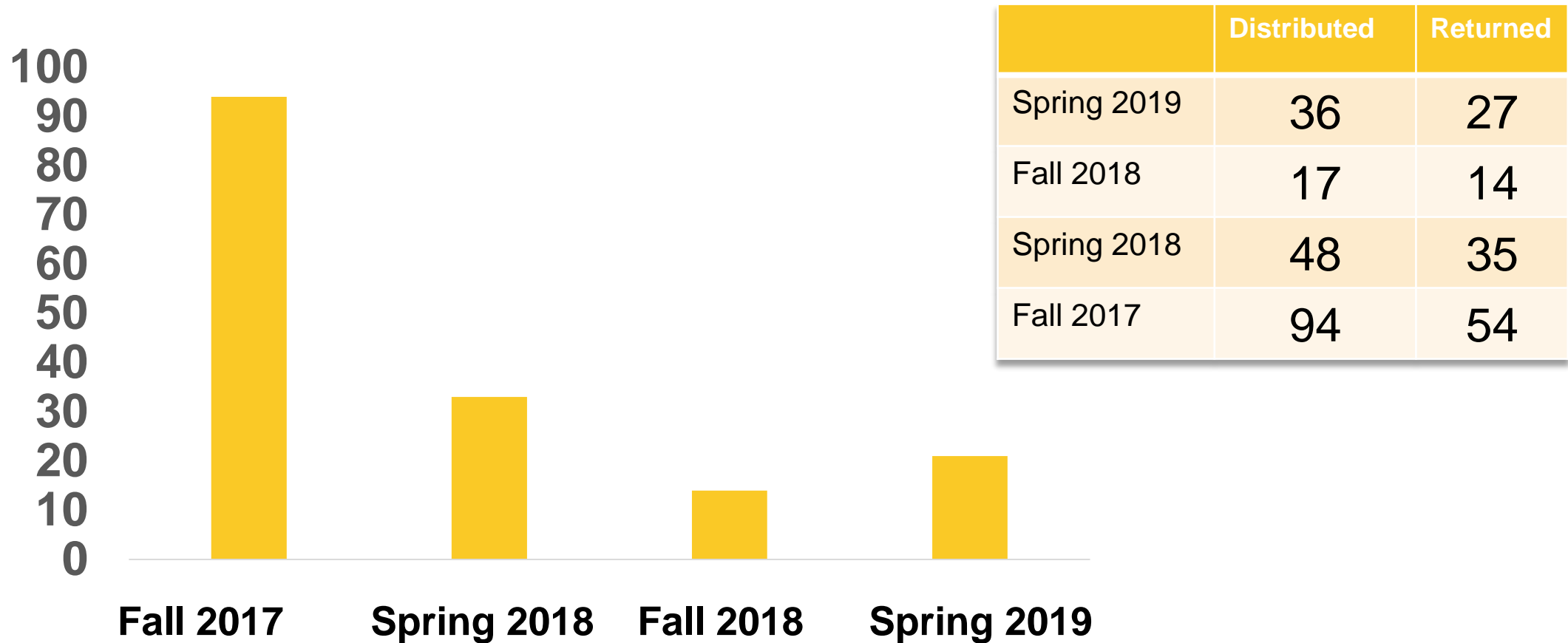




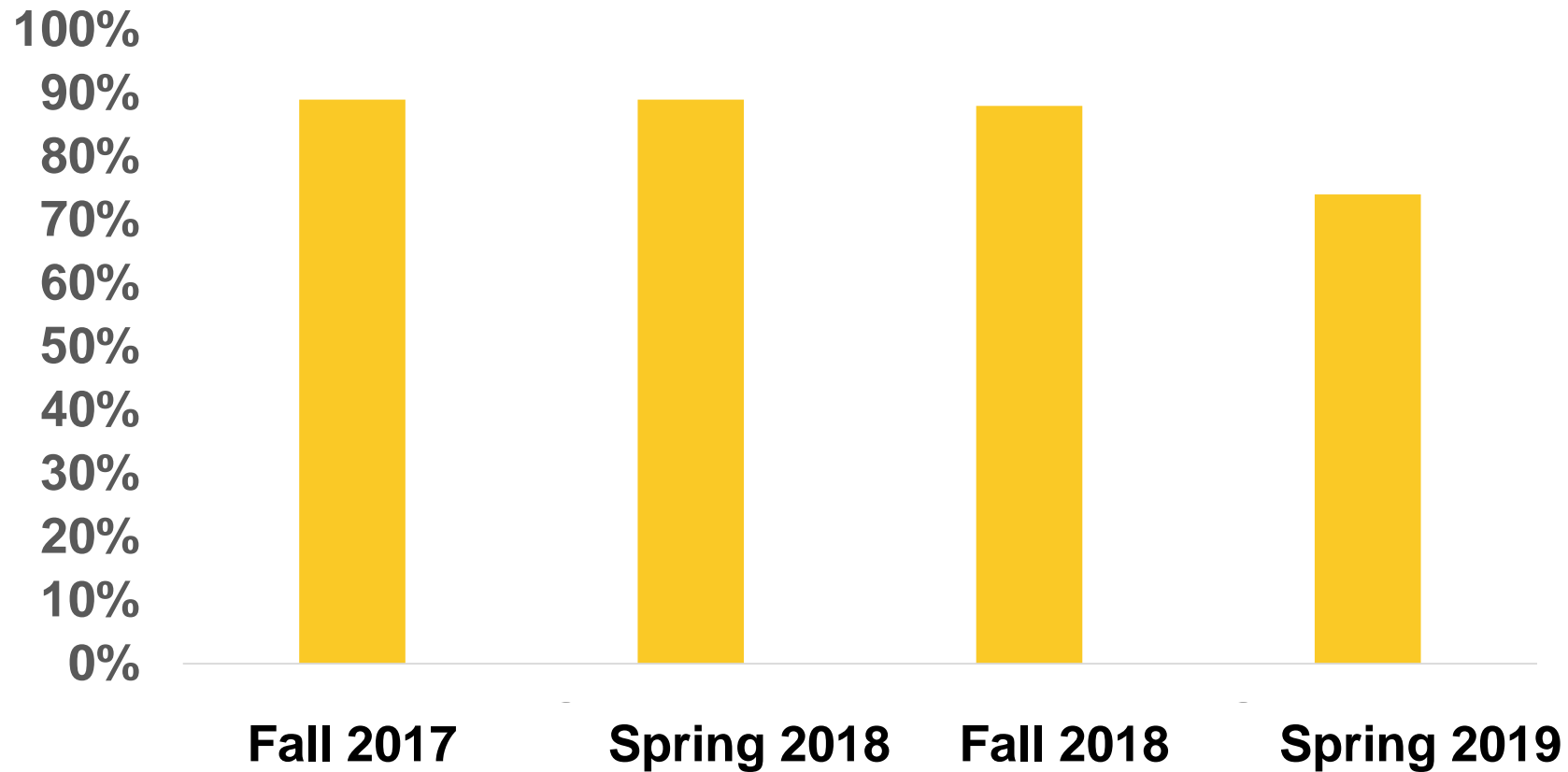
# Consumer Perception Surveys

*Chart Represents Completed Surveys  
by Time Period*





## *Average Client Satisfaction*



Reflects the general satisfaction reported by clients about services provided by Lake County Behavioral Health.



# Cultural Sensitivity Satisfaction

86%  
85%  
84%  
83%  
82%  
81%  
80%  
79%  
78%  
77%  
76%

*Reflects the average percentage of satisfaction reported by clients*

**Fall 2017**

**Spring 2018**

**Fall 2018**

**Spring 2019**

