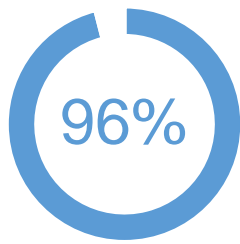


Consumer Satisfaction Survey Summary

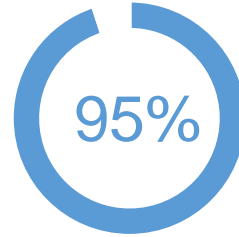
Spring 2019 – Youth Version



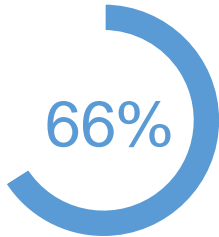
The Los Angeles County Department of Mental Health administers surveys over the course of one week twice a year to assess how our consumers feel about our services. In Spring 2019, we received **13,770** responses. **Youth** ages 13 to 17 completed **2,213** surveys or **15.9%** of all responses.



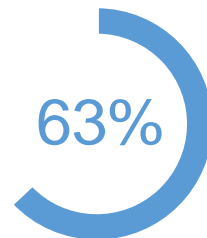
96% of **Youth** were very satisfied that staff treated them with respect.



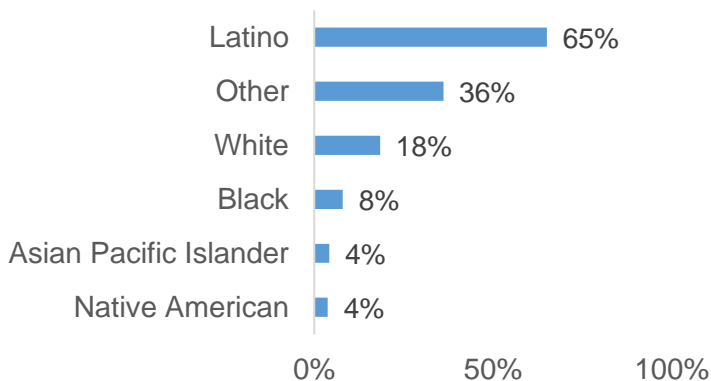
95% of **Youth** were very satisfied in feeling staff spoke with them in a way that they understood.



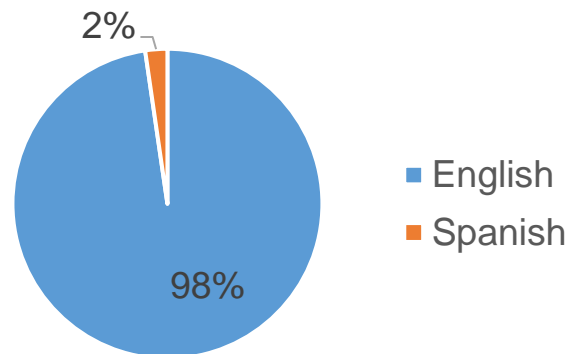
66% of **Youth** were very satisfied with their family life as a result of services.



63% of **Youth** were very satisfied with doing better in school or work as a result of services.



Most of the survey participants were Latino, which reflects Los Angeles County.



Most of the surveys were completed in **English** with a smaller number completed in **Spanish**.