

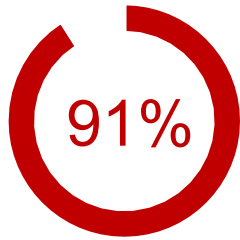
Consumer Satisfaction Survey Summary

Fall 2019 – Adult Version

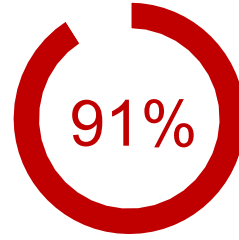


LOS ANGELES COUNTY
DEPARTMENT OF
MENTAL HEALTH
hope. recovery. wellbeing.

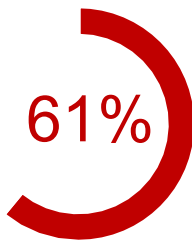
The Los Angeles County Department of Mental Health administers surveys over the course of one week twice a year to assess how our consumers feel about our services. In Fall 2019, we received **13,372** responses. **Adults** had the most surveys at **6,181** or **46.2%** of all surveys.



91% of **Adults** were very satisfied with feeling comfortable asking questions about their treatment and medication.



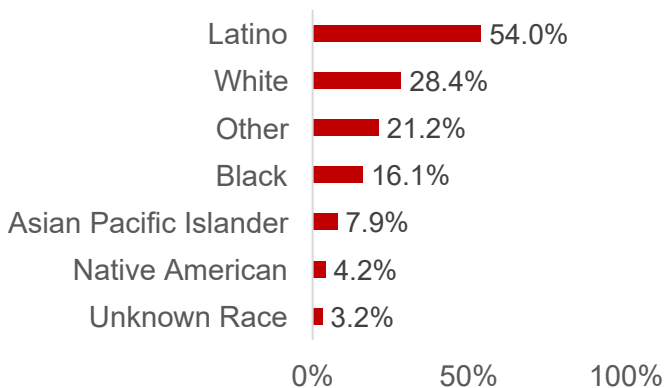
91% of **Adults** were very satisfied that the staff at the clinic believed that they could grow, change, and recover.



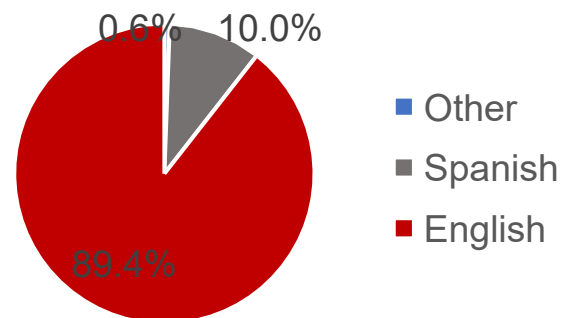
61% of **Adults** were very satisfied that their symptoms were not bothering them as much.



60% of **Adults** were very satisfied that their housing situation had improved.



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



Most of the Surveys were completed in **English** or **Spanish** with a smaller number in **Traditional Chinese** or **Vietnamese, Tagalog, and Other**.