Consumer Satisfaction Survey Summary Spring 2021 – Older Adult Version

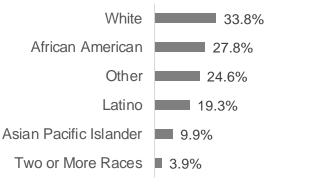
The Los Angeles County Department of Mental Health administers surveys over the course of one week once a year to assess how our consumers feel about our services. In Spring 2021, we received **5,382** complete responses. **Older Adults** had the fewest surveys at **488** or **9.1%** of all surveys.



97% of **Older Adults** were very satisfied with feeling comfortable asking questions about their treatment and medication.



74% of Older Adults were very satisfied that that their housing situation had improved.



0% 20% 40% 60% 80% 100%

Most of the Older Adult survey participants were White, African American, Other or Latino.

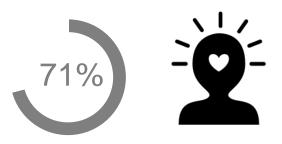


96% of **Older Adults** were very satisfied with the times that treatment was available and felt the times were good for them.

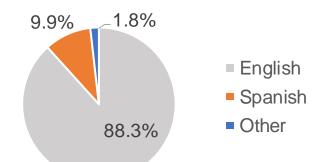
LOS ANGELES COUNTY

DEPARTMENT OF MENTAL HEALTH

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71% of Older Adults were very satisfied that their symptoms were not bothering them as much.



Most of the surveys were completed in **English** or **Spanish** with a smaller number in Chinese, Khmer, Korean, Russian, Tagalog and Vietnamese.

Note: Percentages were rounded up except if under 1%. Ethnicity was captured as Latino/Non-Latino and racial identity was counted once per individual in this period's data, which is a change from the previous surveys. Images are attributed to Creative Commons.