

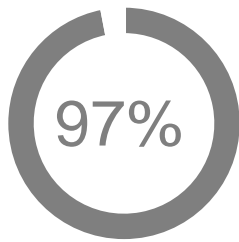
Consumer Satisfaction Survey Summary

Spring 2021 – Older Adult Version

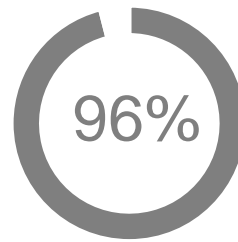


LOS ANGELES COUNTY
DEPARTMENT OF
MENTAL HEALTH
hope. recovery. wellbeing.

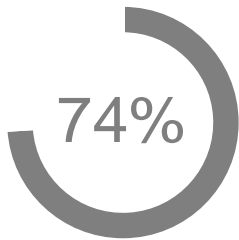
The Los Angeles County Department of Mental Health administers surveys over the course of one week once a year to assess how our consumers feel about our services. In Spring 2021, we received **5,382** complete responses. **Older Adults** had the fewest surveys at **488** or **9.1%** of all surveys.



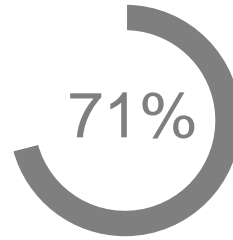
97% of Older Adults were very satisfied with feeling comfortable asking questions about their treatment and medication.



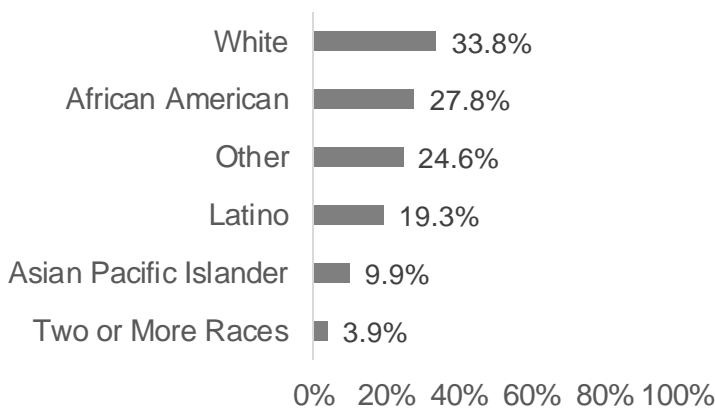
96% of Older Adults were very satisfied with the times that treatment was available and felt the times were good for them.



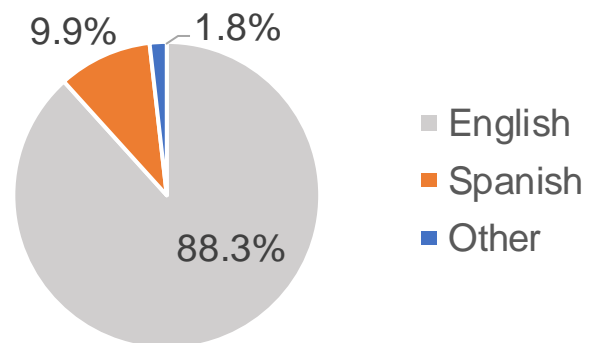
74% of Older Adults were very satisfied that their housing situation had improved.



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



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



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