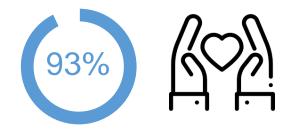
Consumer Satisfaction Survey Summary Spring 2021 – Youth Version



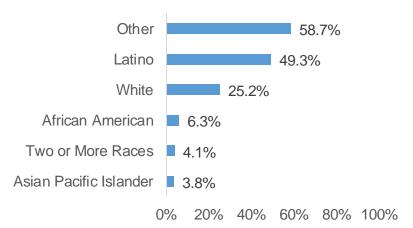
The Los Angeles County Department of Mental Health administers surveys over the course of one week once a year to assess how our consumers feel about our services. In Spring 2021, we received **5,382** complete responses. Youth ages 13 to 17 completed **527** surveys or **7.9%** of all responses.



93% of **Youth** were very satisfied that staff treated them with respect.



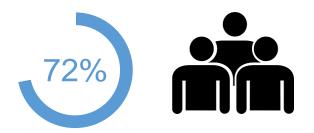
72% of Youth were very satisfied with doing better in school or work as a result of services



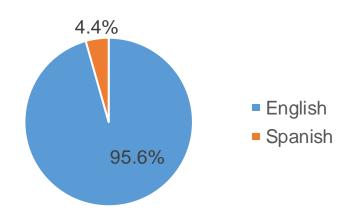
Most of the Youth survey participants were Other, Latino, or White.



93% of **Youth** were very satisfied in feeling staff spoke with them in a way that they understood.



72% of **Youth** were very satisfied with their family life as a result of services.



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

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.