

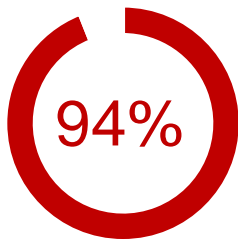
Consumer Satisfaction Survey Summary

Spring 2021 – Adult Version

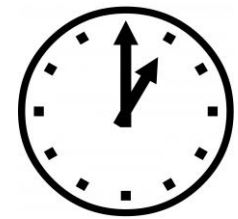
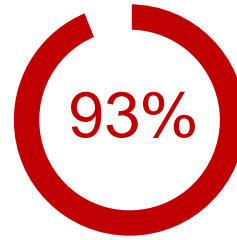


LOS ANGELES COUNTY
DEPARTMENT OF
MENTAL HEALTH
hope. recovery. wellbeing.

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. **Adults** had the most surveys at **2,812** or **52.2%** of all surveys.



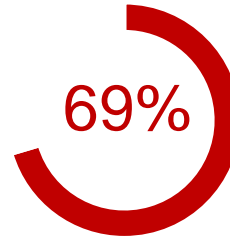
94% of **Adults** were very satisfied that staff treated them with respect.



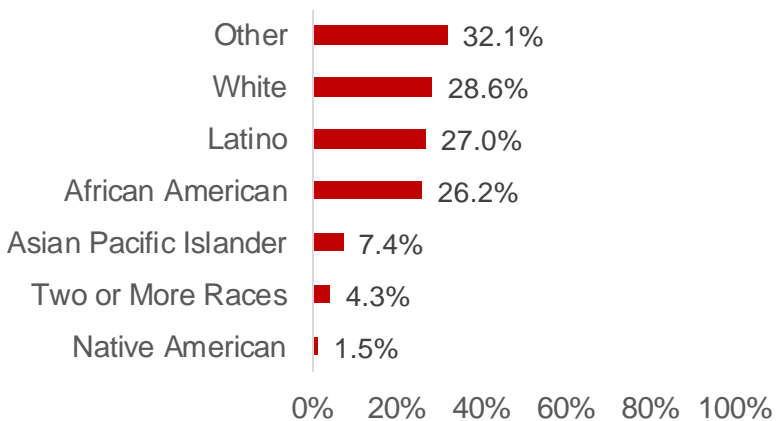
93% of **Adults** were very satisfied with the times that treatment was available and felt the times were good for them.



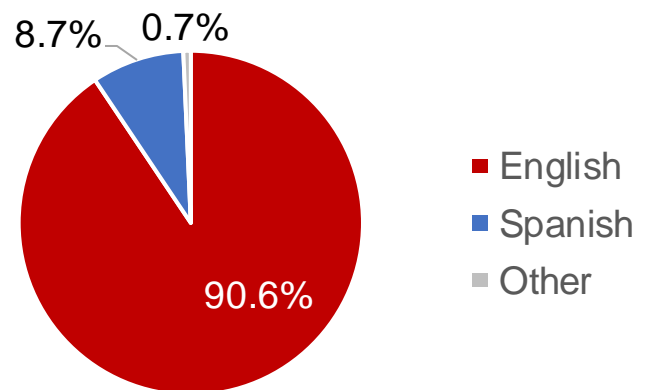
70% of **Adults** were very satisfied that that their housing situation had improved.



69% of **Adults** were very satisfied that their symptoms were not bothering them as much.



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



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