

Consumer Satisfaction Survey Summary

Spring 2021 – Youth 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. **Youth** ages 13 to 17 completed **527** surveys or **9.8%** of all responses.



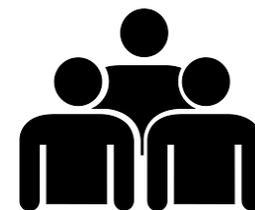
93% of **Youth** were very satisfied that staff treated them with respect.



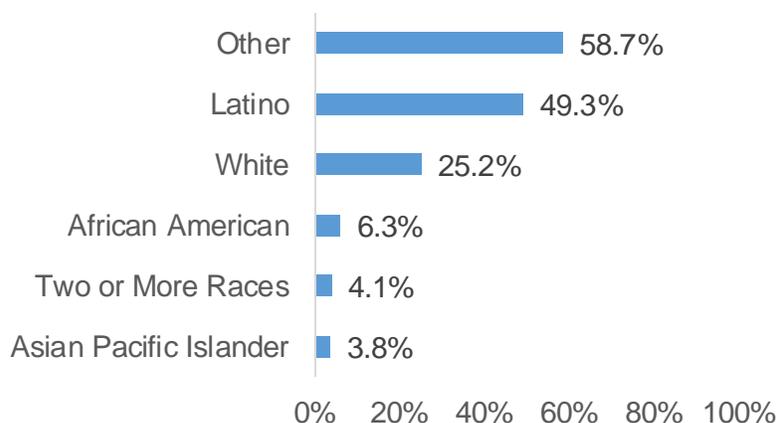
93% of **Youth** were very satisfied in feeling staff spoke with them in a way that they understood.



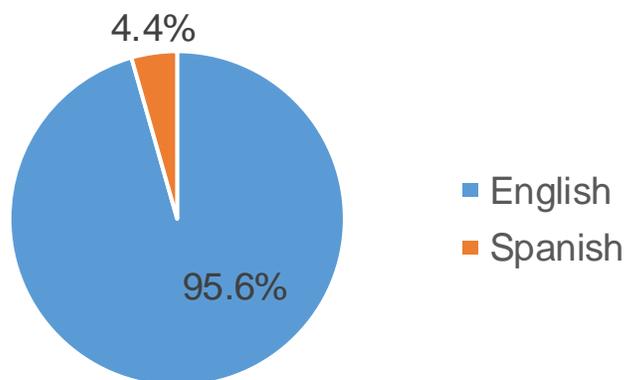
72% of **Youth** were very satisfied with doing better in school or work as a result of services



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



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



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