

Consumer Satisfaction Survey Summary

Spring 2020 – Youth Version



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

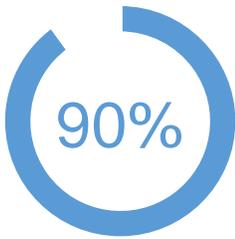
The Los Angeles County Department of Mental Health administers surveys over the course of one week twice a year to assess how our consumers feel about our services. In Spring 2020, we received **8,615** complete responses. **Youth** ages 13 to 17 completed **981** surveys or **11.4%** of all responses.



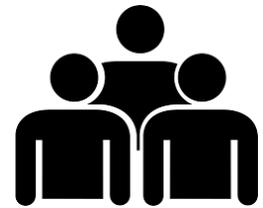
98% of **Youth** were very satisfied that staff treated them with respect.



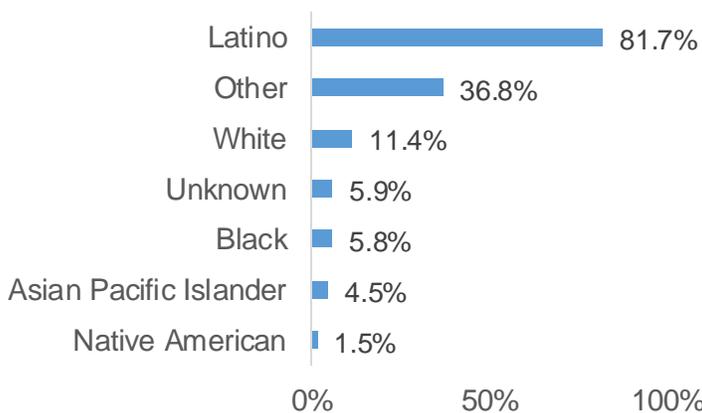
98% of **Youth** were very satisfied in feeling staff spoke with them in a way that they understood.



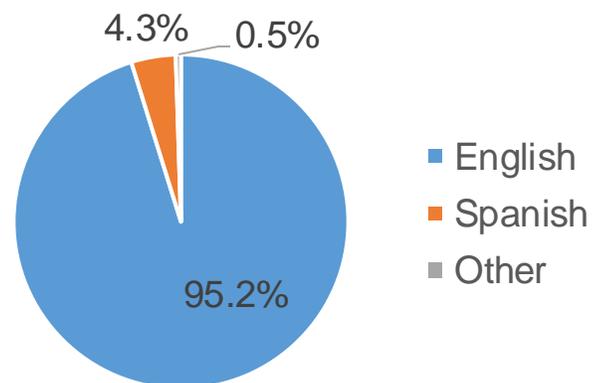
90% of **Youth** felt very satisfied that they helped to choose their services.



90% of **Youth** were very satisfied with their family life as a result of services.



Most of the survey participants were Latino, which reflects Los Angeles County.



Most of the surveys were completed in **English** with a smaller number completed in **Spanish**, **Chinese** and **Korean**.