

Consumer Satisfaction Survey Summary

Spring 2019 – 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 twice a year to assess how our consumers feel about our services. In Spring 2019, we received **13,770** responses. **Adults** had the most surveys at **6300** or **45.2%** of all surveys.



90% of **Adults** were very satisfied with the times that treatment was available and felt the times were good for them.



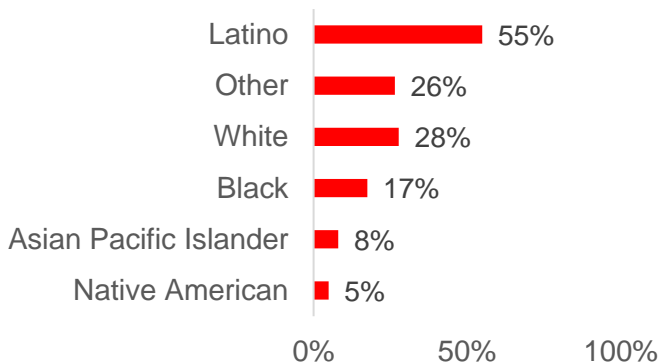
89% of **Adults** were very satisfied that the staff at the clinic believed that they could grow, change, and recover.



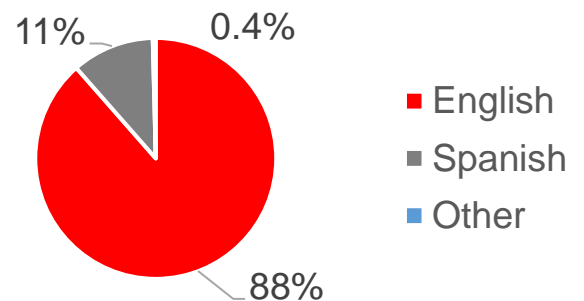
56% of **Adults** were very satisfied that their housing situation had improved.



54% of **Adults** were very satisfied that they were doing better in school or work.



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



Most of the Surveys were completed in **English** or **Spanish** with a smaller number in **Traditional Chinese** or **Vietnamese**.