

Consumer Satisfaction Survey Summary

Fall 2019 – Families Version



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

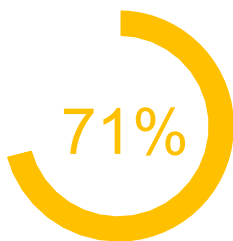
The Los Angeles County Department of Mental Health administers surveys over the course of one week twice a year to assess how our consumers feel about our services. In Fall 2019, we received **13,372** responses. **Families** completed **4,262** surveys or **31.9%** of all responses.



97% of **Families** were very satisfied in feeling staff spoke with them in a way that they understood.



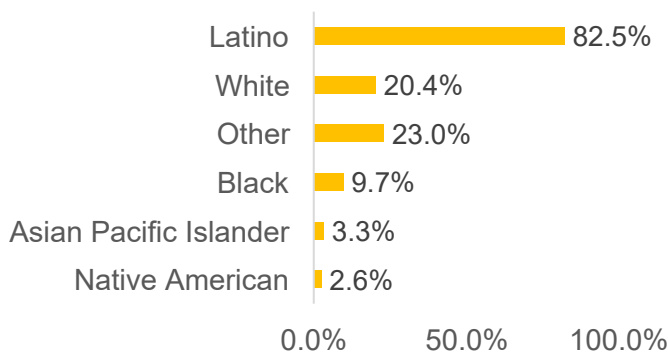
97% of **Families** were very satisfied that staff treated them with respect.



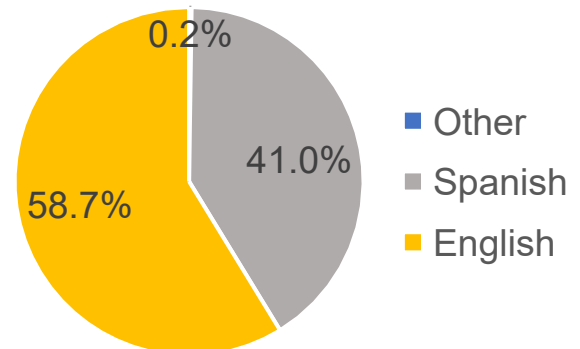
71% of **Families** were very satisfied with their child doing better in school or work as a result of services.



70% of **Families** were very satisfied that their child is better able to cope when things go wrong 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** or **Spanish** with a smaller number in **Chinese** and **Vietnamese**.