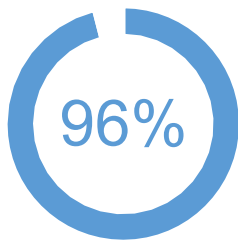


# Consumer Satisfaction Survey Summary

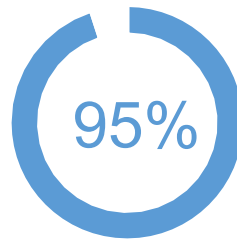
## Fall 2019 – Youth Version



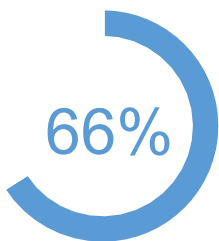
The Los Angeles County Department of Mental Health administers surveys over the course of one week twice a year to assess how our consumers feel about our services. In Fall 2019, we received **13,372** responses. **Youth** ages 13 to 17 completed **2,269** surveys or **17.0%** of all responses.



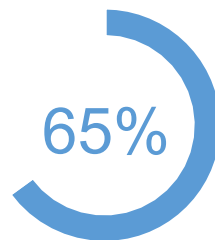
**96%** of **Youth** were very satisfied that staff treated them with respect.



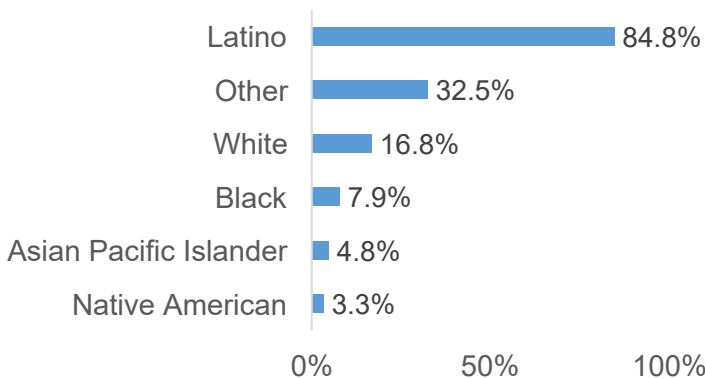
**95%** of **Youth** were very satisfied in feeling staff spoke with them in a way that they understood.



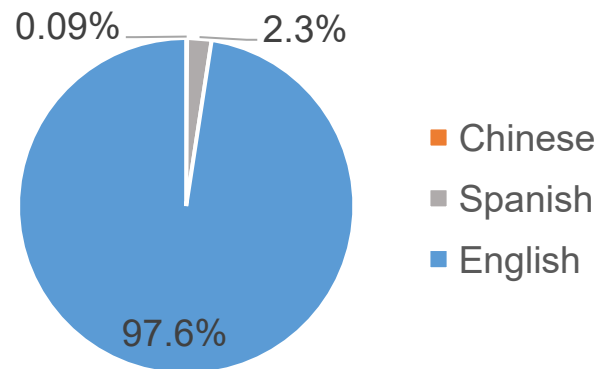
**66%** of **Youth** were very satisfied with their family life as a result of services.



**65%** of **Youth** were very satisfied with doing better in school or work 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** and **Chinese**.