

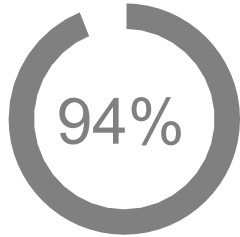
Consumer Satisfaction Survey Summary

Fall 2019 – Older Adult Version

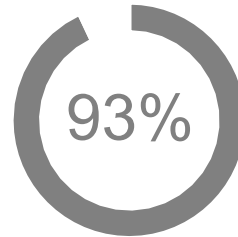


LOS ANGELES COUNTY
DEPARTMENT OF
MENTAL HEALTH
hope. recovery. wellbeing.

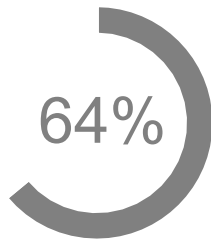
The Los Angeles County Department of Mental Health administers surveys over the course of one week twice a year to assess how our consumers feel about our services. In Fall 2019, we received **13,372** responses. **Older Adults** had the fewest surveys at **660** or **4.9%** of all surveys.



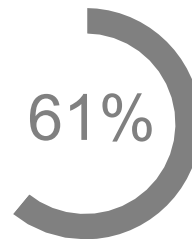
94% of **Older Adults** were very satisfied with feeling comfortable asking questions about treatment and medication.



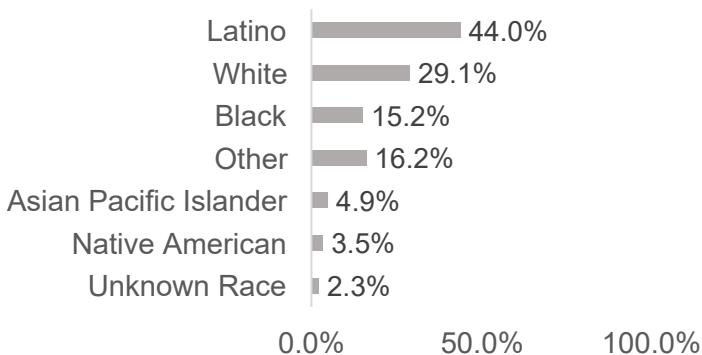
93% of **Older Adults** were very satisfied with the times that treatment was available and felt the times were good for them



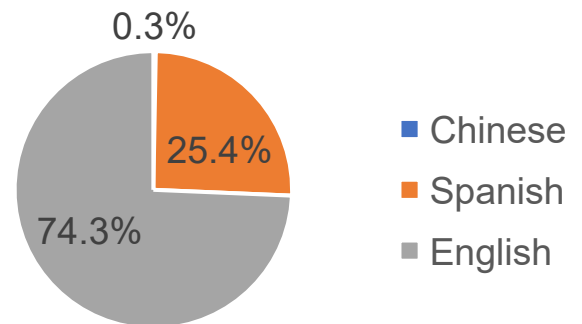
64% of **Older Adults** were very satisfied that they feel they belong in their community.



61% of **Older 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 Chinese.