

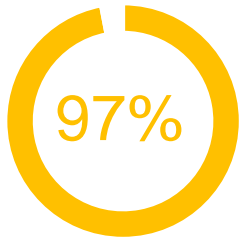
Consumer Satisfaction Survey Summary

Spring 2021 – Families Version



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

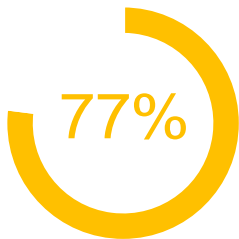
The Los Angeles County Department of Mental Health administers surveys over the course of one week once a year to assess how our consumers feel about our services. In Spring 2021, we received **5,382** complete responses. **Families** completed **1,569** surveys or **29.2%** of all responses.



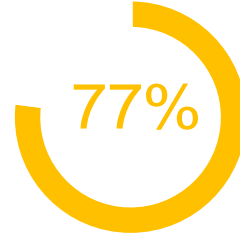
97% of **Families** were very satisfied in feeling staff spoke with them in a way that they understood.



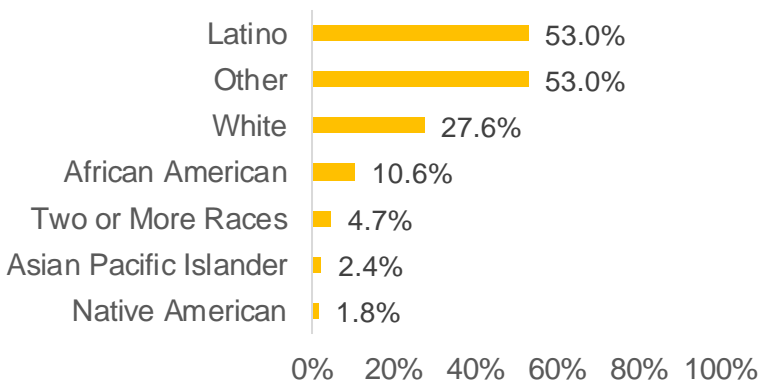
97% of **Families** were very satisfied that staff treated them with respect.



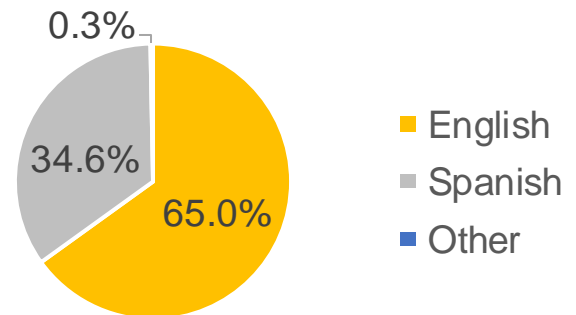
77% of **Families** were very satisfied that their child is better able to cope when things go wrong as a result of services.



77% of **Families** were very satisfied with their child doing better in school or work as a result of services.



Most of the Family survey participants were Latino, Other, or White.



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