

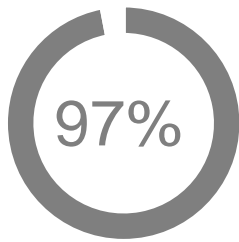
Consumer Satisfaction Survey Summary

Spring 2020 – Older Adult Version

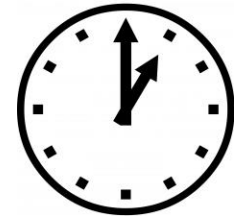
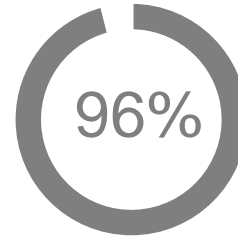


LOS ANGELES COUNTY
DEPARTMENT OF
MENTAL HEALTH
hope. recovery. wellbeing.

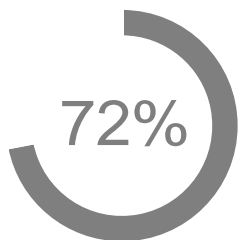
The Los Angeles County Department of Mental Health administers surveys over the course of one week twice a year to assess how our consumers feel about our services. In Spring 2020, we received **8,615** complete responses. **Older Adults** had the fewest surveys at **493** or **5.7%** of all surveys.



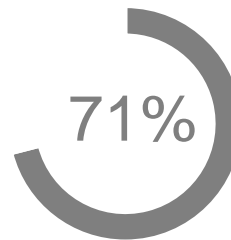
97% of **Older Adults** were very satisfied that staff treated them with respect.



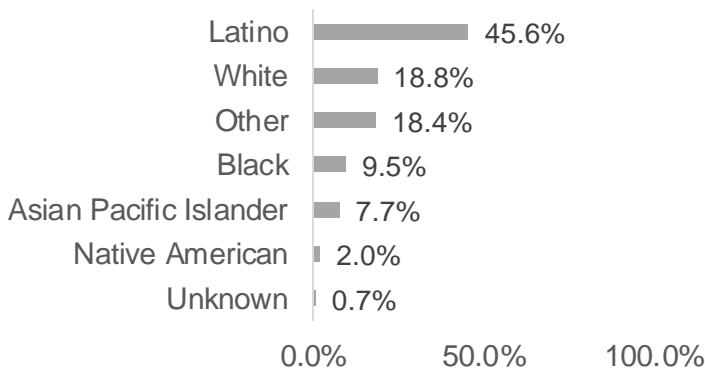
96% of **Older Adults** were very satisfied with the times that treatment was available and felt the times were good for them.



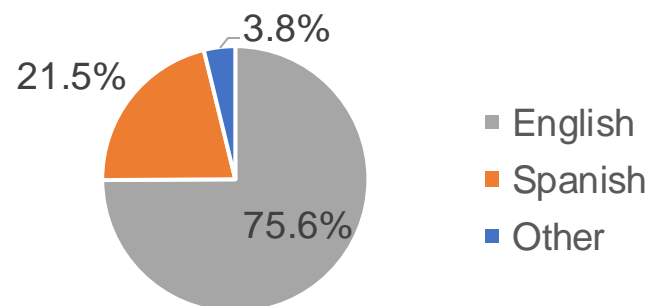
72% of **Older Adults** were very satisfied that their symptoms were not bothering them as much.



71% of **Older Adults** were very satisfied that that their housing situation had improved.



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 Korean and Vietnamese.