

Consumer Satisfaction Survey Summary



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

Spring 2020 – Families 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 Spring 2020, we received **8,615** complete responses. **Families** completed **3,359** surveys or **39.0%** of all responses.



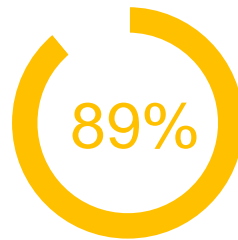
99% of **Families** were very satisfied that staff respected their religious or spiritual beliefs.



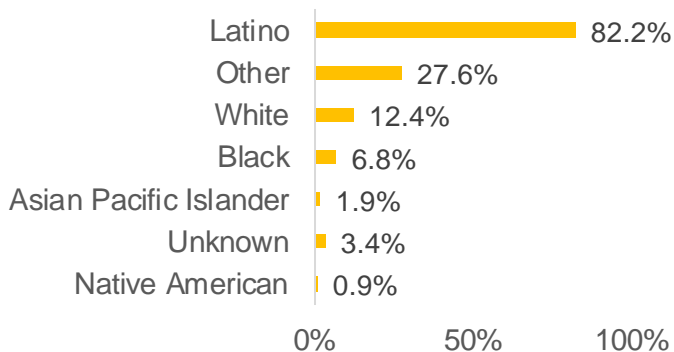
98% of **Families** were very satisfied that staff treated them with respect.



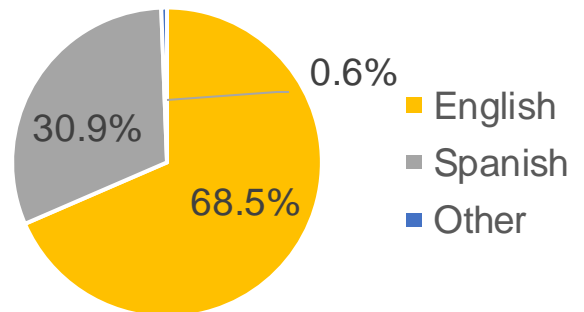
90% of **Families** were very satisfied that their child is better able to cope when things go wrong as a result of services.



89% of **Families** were very satisfied with their child 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** or **Spanish** with a smaller number in **Chinese, Korean, Russian, and Vietnamese**.