

Consumer Satisfaction Survey Summary

Spring 2020 – Adult Version



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

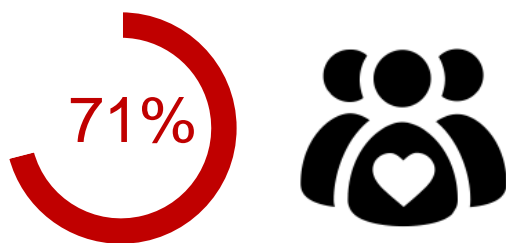
The Los Angeles County Department of Mental Health administers surveys over the course of one week twice a year to assess how our consumers feel about our services. In Spring 2020, we received **8,615** complete responses. **Adults** had the most surveys at **3,782** or **43.9%** of all surveys.



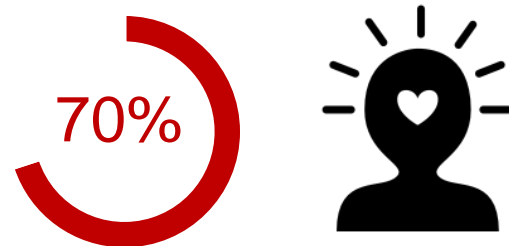
95% of **Adults** were very satisfied with the times that treatment was available and felt the times were good for them.



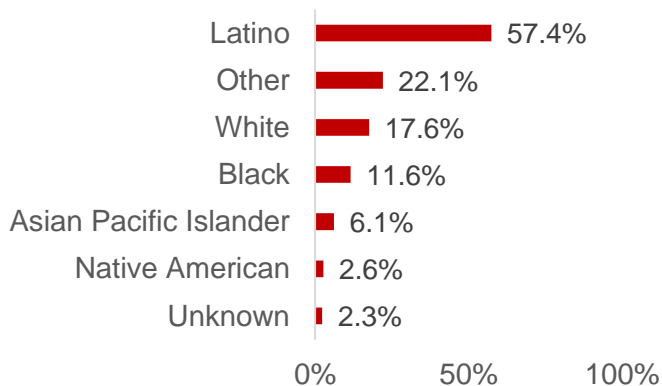
94% of **Adults** were very satisfied with feeling comfortable asking questions about treatment and medication.



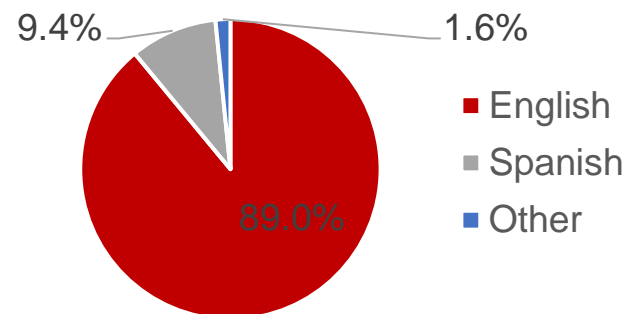
71% of **Older Adults** were very satisfied that they feel they belong in their community.



70% of **Adults** were very satisfied that their symptoms were not bothering them as much.



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**.