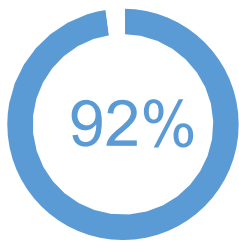


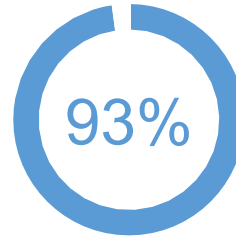
Consumer Satisfaction Survey Summary

Spring 2022 – Youth Version

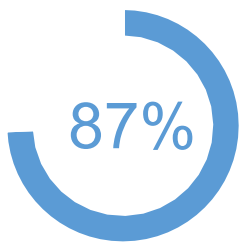
The Los Angeles County Department of Mental Health administers surveys over the course of one week once a year to assess how our consumers feel about our services. In Spring 2022, we received **7,255** complete responses. **Youth** ages 13 to 17 completed **1,158** surveys or **16.0%** of all responses.



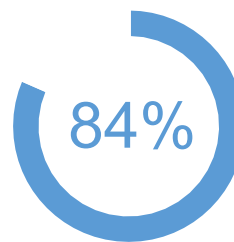
92% of **Youth** were very satisfied that staff treated them with respect.



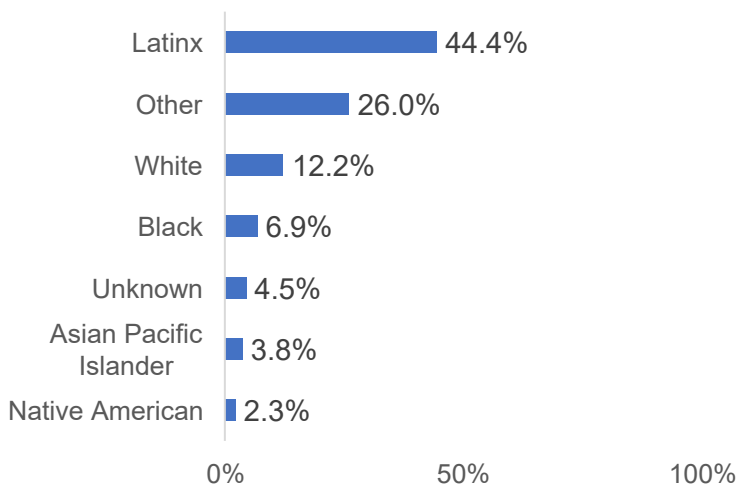
93% of **Youth** were very satisfied in feeling staff spoke with them in a way that they understood.



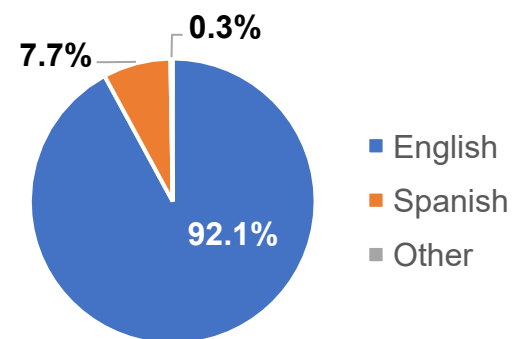
87% of **Youth** felt very satisfied that they helped to choose their treatment.



81% of **Youth** were very satisfied they have people who would listen to and understand them as a result of services.



Most youth survey participants identified as Latinx, which reflects Los Angeles County.



Most youth surveys were completed in **English** with a smaller number completed in **Spanish**, **Chinese** and **Korean**.