

# Consumer Satisfaction Survey Summary

## Spring 2022 – Adult Version

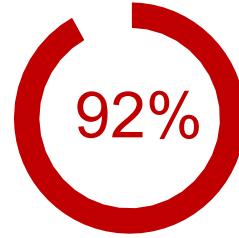


LOS ANGELES COUNTY  
DEPARTMENT OF  
MENTAL HEALTH  
hope. recovery. wellbeing.

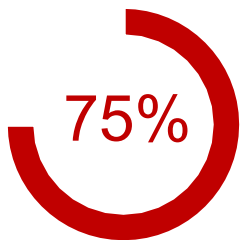
The Los Angeles County Department of Mental Health administers surveys over the course of one week once a year to assess how our consumers feel about our services. In Spring 2022, we received **7,255** complete responses. **Adults** completed the most surveys with **2,970** or **40.9%** of all surveys.



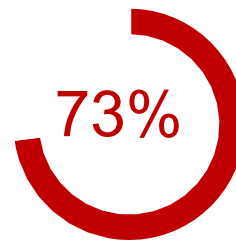
**92%** of **Adults** were very satisfied with the times that treatment was available and felt the times were good for them.



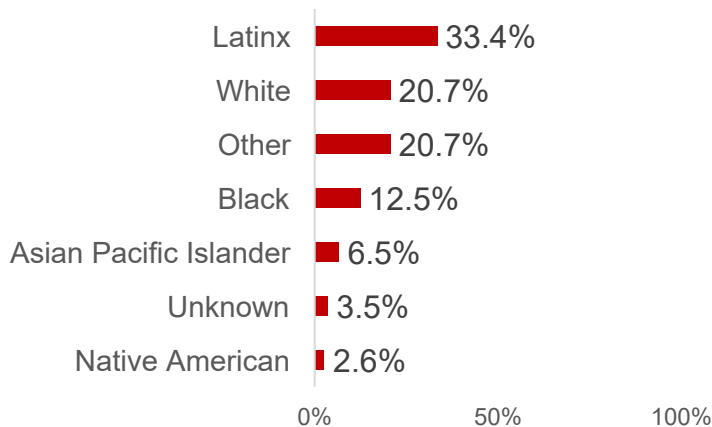
**92%** of **Adults** were very satisfied with feeling comfortable asking questions about treatment and medication.



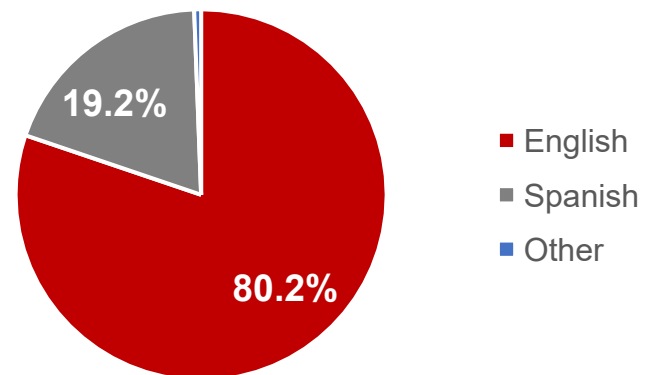
**75%** of **Adults** were very satisfied that they feel they belong in their community.



**73%** of **Adults** were very satisfied that their symptoms were not bothering them as much. **0.6%**



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



Most adult surveys were completed in **English** or **Spanish** with a smaller number in **Armenian, Chinese, Farsi, Korean, Russian, and Vietnamese**.