

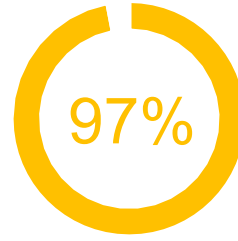
Consumer Satisfaction Survey Summary

Spring 2022 – Families 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. **Families** completed **2,514** surveys or **34.7%** of all responses.



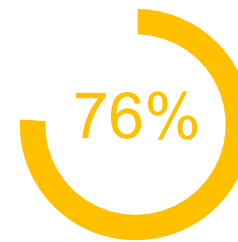
96% of **Families** were very satisfied that staff respected their religious or spiritual beliefs.



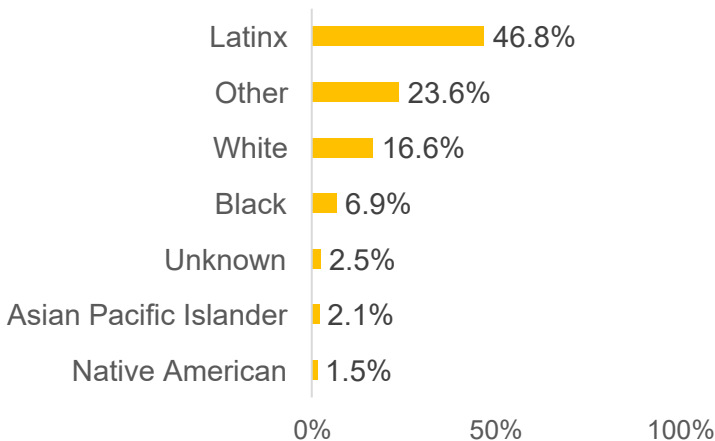
97% of **Families** were very satisfied that staff treated them with respect.



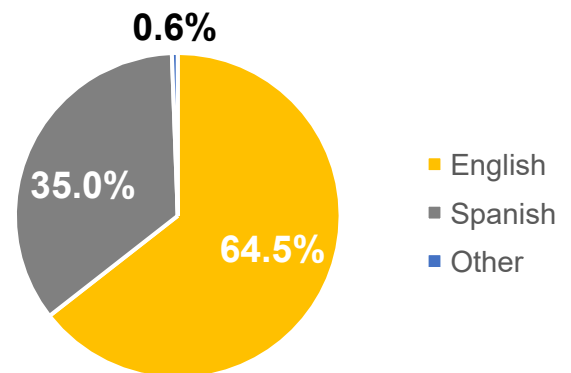
73% of **Families** were very satisfied that their child is better able to cope when things go wrong as a result of services.



76% of **Families** were very satisfied with their child doing better in school or work as a result of services.



Most family survey participants were Latinx, which reflects Los Angeles County.



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