

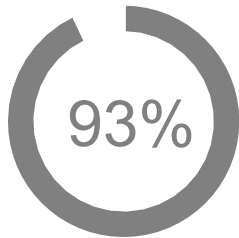
Consumer Satisfaction Survey Summary

Spring 2022 – Older Adult Version

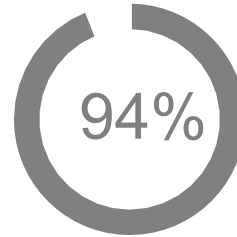


LOS ANGELES COUNTY
DEPARTMENT OF
MENTAL HEALTH
hope. recovery. wellbeing.

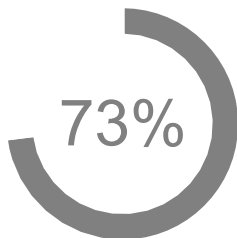
The Los Angeles County Department of Mental Health administers surveys over the course of one week once a year to assess how our consumers feel about our services. In Spring 2022, we received **7,255** complete responses. **Older Adults** had the fewest surveys completed with **613** or **8.4%** of all surveys.



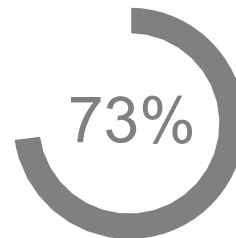
93% of **Older Adults** were very satisfied that staff treated them with respect.



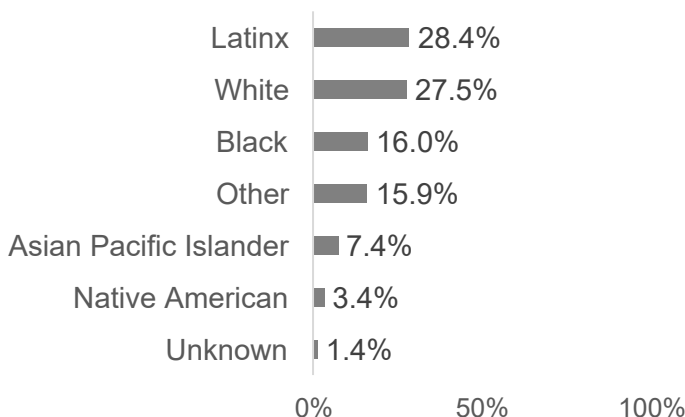
94% of **Older Adults** were very satisfied with the times that treatment was available and felt the times were good for them.



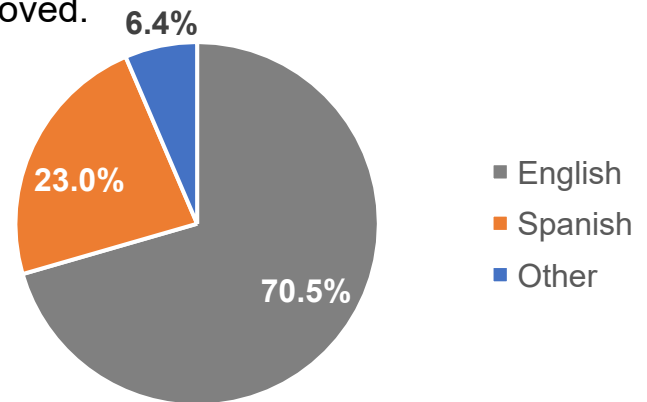
73% of **Older Adults** were very satisfied that their symptoms were not bothering them as much.



73% of **Older Adults** were very satisfied that that their housing situation had improved.



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



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