

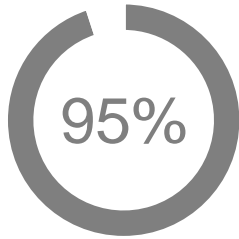
Consumer Satisfaction Survey Summary

Spring 2023 – Older Adult Version

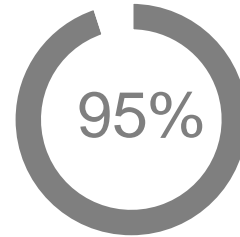


LOS ANGELES COUNTY
DEPARTMENT OF
MENTAL HEALTH
hope. recovery. wellbeing.

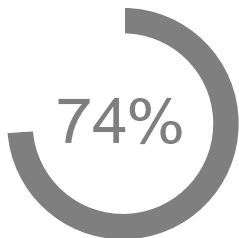
The Los Angeles County Department of Mental Health administers surveys over the course of one week once a year to assess how our consumers feel about our services. In Spring 2023, we received **9,545** complete responses. **Older Adults** had the fewest surveys completed with **807** or **8.5%** of all surveys.



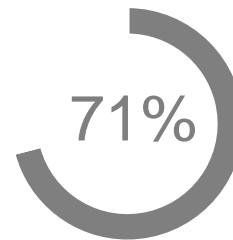
95% of **Older Adults** were very satisfied with feeling comfortable asking questions about treatment and medication.



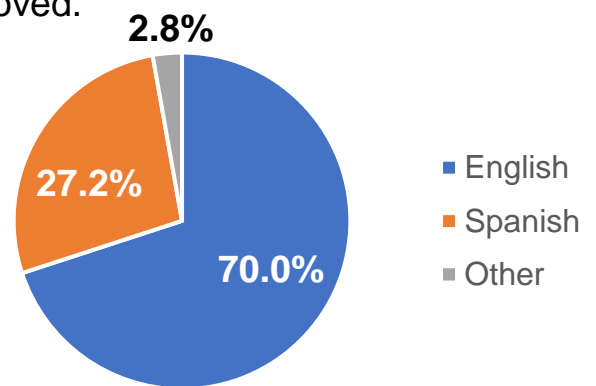
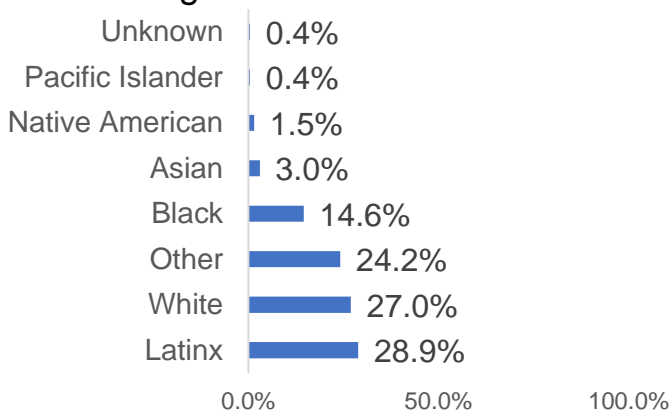
95% of **Older Adults** were very satisfied with the times that treatment was available and felt the times were good for them.



74% of **Older Adults** were very satisfied that their symptoms were not bothering them as much.



71% of **Older Adults** were very satisfied that that their housing situation had improved.



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

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