

Consumer Satisfaction Survey Summary

Spring 2023 – Adult Version



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

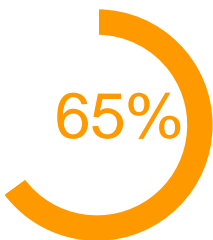
The Los Angeles County Department of Mental Health administers surveys over the course of one week once a year to assess how our consumers feel about our services. In Spring 2023, we received **9,545** complete responses. **Adults** completed the most surveys with **4,088** or **42.8%** of all surveys.



91% of **Adults** were very satisfied with the times that treatment was available and felt the times were good for them.



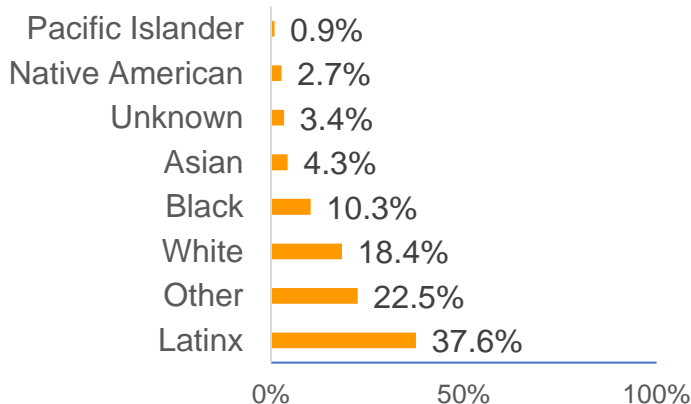
93% of **Adults** were very satisfied with feeling comfortable asking questions about treatment and medication.



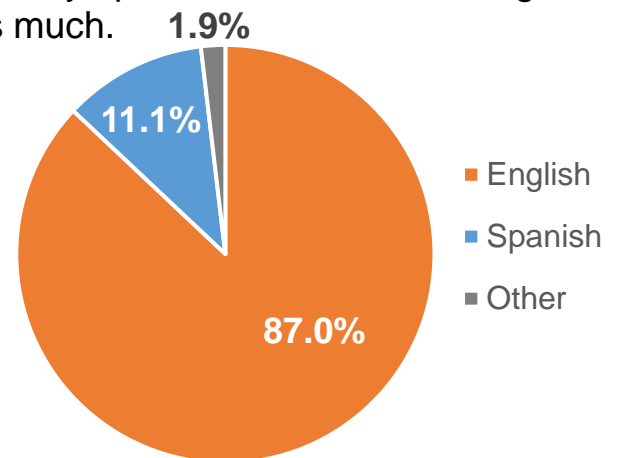
65% of **Adults** were very satisfied that they feel they belong in their community.



65% of **Adults** were very satisfied that their symptoms were not bothering them as much.



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



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

Note: Percentages were rounded up except if under 1%. Images are attributed to Creative Commons.