

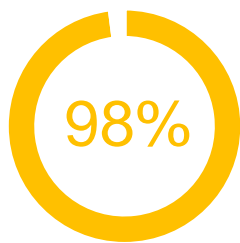
# Consumer Satisfaction Survey Summary

## Spring 2023 – Families Version



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

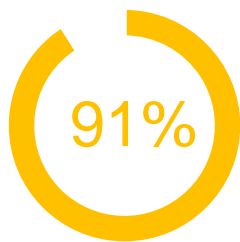
The Los Angeles County Department of Mental Health administers surveys over the course of one week once a year to assess how our consumers feel about our services. In Spring 2023, we received **9,545** complete responses. **Families** completed **3,213** surveys or **33.7%** of all responses.



**98%** of **Families** were very satisfied that staff respected their religious or spiritual beliefs.



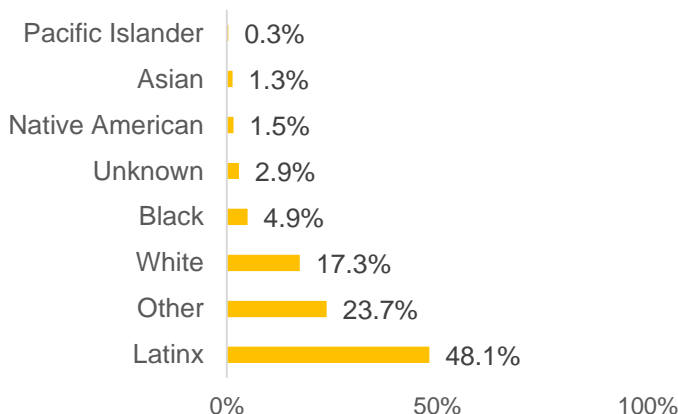
**98%** of **Families** were very satisfied that staff treated them with respect.



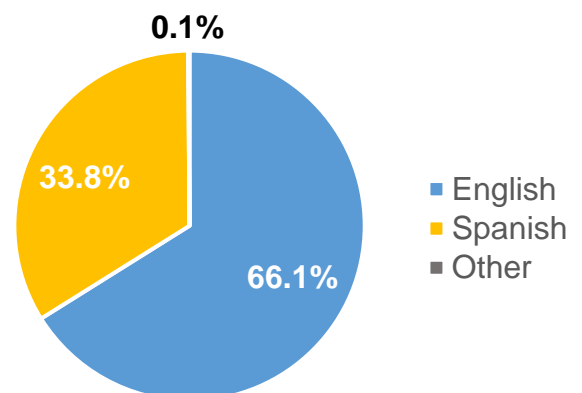
**91%** of **Families** were very satisfied that their child is better able to cope when things go wrong.



**90%** of **Families** were very satisfied with their child doing better in school or work.



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



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

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