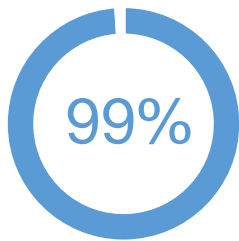


Consumer Satisfaction Survey Summary

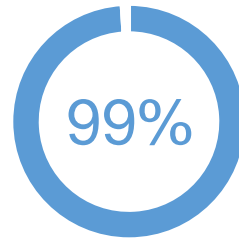
Spring 2023 – Youth Version



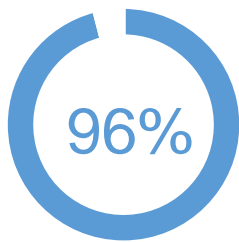
The Los Angeles County Department of Mental Health administers surveys over the course of one week once a year to assess how our consumers feel about our services. In Spring 2023, we received **9,545** complete responses. **Youth** ages 13 to 17 completed **1,437** surveys or **15.1%** of all responses.



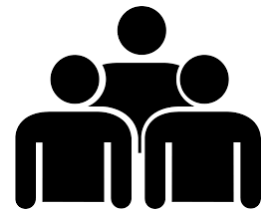
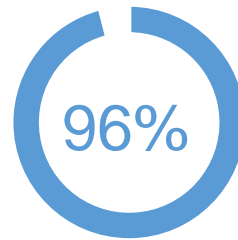
99% of **Youth** were very satisfied that staff treated them with respect.



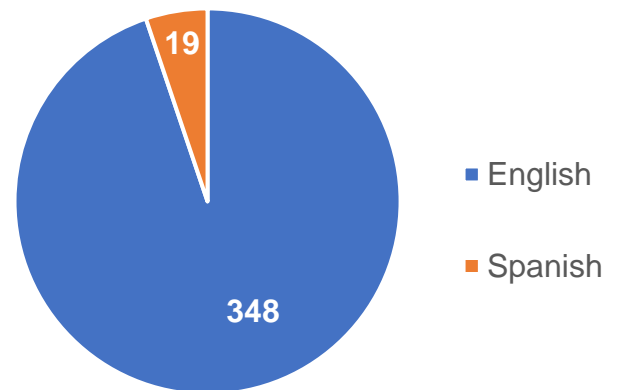
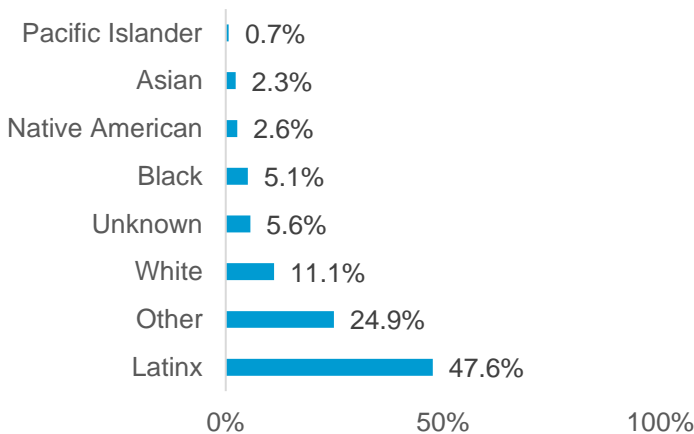
99% of **Youth** were very satisfied in feeling staff spoke with them in a way that they understood.



96% of **Youth** felt very satisfied that they helped to choose their treatment.



96% of **Youth** were very satisfied they have people who would listen to and understand them when they need to talk.



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

Most youth surveys were completed in **English** with a smaller number completed in **Spanish**.

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