

WHAT IS THE CONSUMER PERCEPTION SURVEY (CPS)?

A confidential survey conducted once a year to gather feedback on how our consumers feel about our services.

CPS COLLECTS INFORMATION IN 7 AREAS

- Satisfaction
- Access
- Cultural Appropriateness
- Outcomes
- Improved functioning
- Participation in treatment planning
- Social connectedness

CONSUMER FEEDBACK HELPS LACDMH

- ✓ Identify areas in need of improvement
- ✓ Set goals to improve services
- ✓ Inform changes to the delivery of services
- ✓ Make things better for our clients



CPS 2024

- Youth completed **1,286** surveys, which is **12.3%** of the **10,493** surveys collected by LACDMH.
- **95.1%** of youth completed the survey in English and **4.9%** in Spanish.

CONSUMER RESPONSE*

SATISFACTION

- I am satisfied with services I received- **94.1%**
- I got the help I wanted- **88.3%**

ACCESS

- Location was convenient- **89.9%**
- Times of services were convenient- **89.2%**



CULTURAL APPROPRIATENESS

- Staff respected my religious beliefs- **94.3%**
- Staff was sensitive to my cultural/ethnic background- **84.7%**

OUTCOMES (as a result of services)

- I do better in school/work- **67.6%**
- I am better able to cope when things go wrong- **75.8%**



PERCEPTION OF FUNCTIONING

- I am better at handling daily life- **78.2%**



TREATMENT PLANNING

- I helped to choose my treatment goals- **87.8%**

SOCIAL CONNECTEDNESS

- In a crisis, I would have the support I need from family or friends- **84.2%**



PREFERRED LANGUAGE

- I received services and documents in my preferred language- **95.5%**

TELEHEALTH

- Telehealth visits were as helpful as in-person services- **23.9%**



CLIENT COMMENTS

- “Done better at school with my grades.”
- “I helped me see that not everything is my fault.”
- “This place has helped me a lot with coping skills.”