

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
- Quality
- 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

- Adults completed **4,941** surveys, which is **47.1%** of the **10,493** surveys collected by LACDMH.
- **90%** of adults completed the survey in English, **8.5%** in Spanish, **0.7%** in Korean, **0.02%** in Chinese, and **0.2%** in Vietnamese.

CONSUMER RESPONSES*

SATISFACTION

- I liked the services I received- **94.1%**

ACCESS

- Location was convenient- **86.4%**
- Times of services were good for me- **92.4%**



QUALITY

- Staff believed I can grow, change and recover- **92.3%**
- Staff were sensitive to my cultural background- **87.4%**

OUTCOMES (as a result of services)

- I deal more effectively with daily problems- **83.7%**
- I am better able to deal with crisis- **80.4%**
- I do better in school/work- **69.1%**



PERCEPTION OF FUNCTIONING

- My symptoms are not bothering me as much- **68.7%**
- I am better able to handle things when they go wrong- **75.9%**



TREATMENT PLANNING

- I, not staff, decided my treatment goals- **84.0%**

SOCIAL CONNECTEDNESS

- I feel I belong in my community- **69.9%**



PREFERRED LANGUAGE

- I received services and documents in my preferred language- **96.3%**

TELEHEALTH

- Telehealth visits were as helpful as in-person services- **35.1%**



CLIENT COMMENTS

- "I have for sure seen the difference in my life in the past year which is very important to me."
- "I got the help I needed and felt safe."
- "They have treated me well here."