

## 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

- Older adults completed **917** surveys, which is **8.7%** of the **10,493** surveys collected by LACDMH.
- **78.2%** of older adults completed the survey in English, **16.3%** in Spanish, and **3.2%** in Korean.

## CONSUMER RESPONSES\*

### SATISFACTION

- I liked the services I received- **95.3%**

### ACCESS

- Location was convenient- **87.8%**
- Times of services were good for me- **93.8%**



### QUALITY

- Staff believed I can grow, change and recover- **88.6%**
- Staff was sensitive to my cultural background- **88.8%**

### OUTCOMES (as a result of services)

- I deal more effectively with daily problems- **83.8%**
- I am better able to deal with crisis- **80.0%**
- I do better in school/work- **68.9%**



### PERCEPTION OF FUNCTIONING

- My symptoms are not bothering me as much- **72.3%**
- I am better able to handle things when they go wrong- **76.7%**



### TREATMENT PLANNING

- I, not staff, decided my treatment goals- **85.1%**

### SOCIAL CONNECTEDNESS

- I feel I belong in my community- **72.7%**



### PREFERRED LANGUAGE

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

### TELEHEALTH

- Telehealth visits were as helpful as in-person services- **32.8%**



## CLIENT COMMENTS

- "Love the people here."
- "Amazing place!" Highly recommended to other members or family."
- "I feel like I can be myself. This is a safe place."
- "Everyone has been so helpful, and I feel like they really do care about my mental health and safety."