

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

- Families completed **3,349** surveys, which is **31.9%** of the **10,493** surveys collected by LACDMH.
- **69%** of families completed the survey in English, **29.9%** in Spanish, **0.4%** in Chinese, and **0.4%** in Korean.

CONSUMER RESPONSES*

SATISFACTION

- I am satisfied with services my child received- **94.2%**
- My family got the help we wanted for my child- **91.6%**

ACCESS

- Location was convenient- **93.4%**
- Times of services were convenient- **93.8%**



CULTURAL

APPROPRIATENESS

- Staff respected my religious beliefs- **96.1%**
- Staff was sensitive to my cultural background- **95.3%**

OUTCOMES (as a result of services)

- My child is doing better in school/work- **75.8%**
- My child is better able to cope when things go wrong- **73.9%**



PERCEPTION OF FUNCTIONING

- My child is better at handling daily life- **81.1%**



TREATMENT PLANNING

- I helped to choose my child's treatment goals- **91.3%**

SOCIAL CONNECTEDNESS

- In a crisis, I would have the support I need from family or friends- **89.6%**



PREFERRED LANGUAGE

- Services and documents were provided in my child's preferred language- **97.1%**

TELEHEALTH

- Telehealth visits were as helpful as in-person services- **34.1%**



CLIENT COMMENTS

- "They have helped my son feel better about himself."
- "They have always been there for my family when we are struggling. The staff is amazing."
- "I appreciate the attention of the therapist when it comes to my concerns."