

**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 2025

- Youth completed **1,858** surveys, which is **14.1%** of the **13,181** surveys collected by LACDMH.
- **93.4%** of youth completed the survey in English and **6.4%** in Spanish.

## CONSUMER RESPONSE\*

### SATISFACTION

- I am satisfied with services I received- **93.5%**
- I got the help I wanted- **89.5%**

### ACCESS

- Location was convenient- **91.1%**
- Times of services were convenient- **89.2%**



### CULTURAL APPROPRIATENESS

- Staff respected my religious beliefs- **92.9%**
- Staff was sensitive to my cultural/ethnic background- **84.6%**

### OUTCOMES (as a result of services)

- I do better in school/work- **71.3%**
- I am better able to cope when things go wrong- **77.9%**



### PERCEPTION OF FUNCTIONING

- I am better at handling daily life- **81.3%**



## TREATMENT PLANNING

- I helped to choose my treatment goals- **88.0%**

## SOCIAL CONNECTEDNESS

- In a crisis, I would have the support I need from family or friends- **85.1%**



## PREFERRED LANGUAGE

- I received services and documents in my preferred language- **95.2%**

## TELEHEALTH

- Telehealth visits were as helpful as in-person services- **21.8%**



## CLIENT COMMENTS

- "I like my therapist. I learned how to cope."
- "I am able to vent and talk about my feelings."
- "Therapy has helped me to get along with my family."