

**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

- Families completed **4,712** surveys, which is **35.7%** of the **13,181** surveys collected by LACDMH.
- **66.9%** of families completed the survey in English, **31.8%** in Spanish, **0.7%** in Chinese, and **0.3%** in Korean.

## CONSUMER RESPONSES\*

### SATISFACTION

- I am satisfied with services my child received- **94.1%**
- My family got the help we wanted for my child- **92.2%**

### ACCESS

- Location was convenient- **94.2%**
- Times of services were convenient- **94.0%**



### CULTURAL

### APPROPRIATENESS

- Staff respected my religious beliefs- **96.4%**
- Staff was sensitive to my cultural background- **95.4%**

### OUTCOMES (as a result of services)

- My child is doing better in school/work- **78.0%**
- My child is better able to cope when things go wrong- **76.4%**



### PERCEPTION OF FUNCTIONING

- My child is better at handling daily life- **82.7%**



## TREATMENT PLANNING

- I helped to choose my child's treatment goals- **92.2%**

## SOCIAL CONNECTEDNESS

- In a crisis, I would have the support I need from family or friends- **90.1%**



## 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- **32.3%**



## CLIENT COMMENTS

- "I can understand and help my daughter."
- "I would probably improve time slots/days that are available."
- "Therapy has helped my son control his emotions and anxiety."