

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 2025

- Adults completed **5,473** surveys, which is **41.5%** of the **13,181** surveys collected by LACDMH.
- **87.9%** of adults completed the survey in English, **10.4%** in Spanish, **0.5%** in Korean, **0.5%** in Chinese, and **0.2%** in Vietnamese.

CONSUMER RESPONSES*

SATISFACTION

- I liked the services I received- **94.2%**

ACCESS

- Location was convenient- **86.6%**
- Times of services were good for me- **91.5%**



QUALITY

- Staff believed I can grow, change and recover- **92.2%**
- Staff were sensitive to my cultural background- **86.4%**

OUTCOMES (as a result of services)

- I deal more effectively with daily problems- **83.3%**
- I am better able to deal with crisis- **80.4%**
- I do better in school/work- **70.2%**



PERCEPTION OF FUNCTIONING

- My symptoms are not bothering me as much- **67.9%**
- I am better able to handle things when they go wrong- **76.5%**



TREATMENT PLANNING

- I, not staff, decided my treatment goals- **82.2%**

SOCIAL CONNECTEDNESS

- I feel I belong in my community- **70.2%**



PREFERRED LANGUAGE

- I received services and documents in my preferred language- **95.0%**

TELEHEALTH

- Telehealth visits were as helpful as in-person services- **34.8%**



CLIENT COMMENTS

- "I always referral people to your program. I am very thankful for the help I've received. I love my team."
- "I am very happy with my services it is really changing my life and making it better."
- "To have more psychiatrists on staff."