

**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

- Older adults completed **1,137** surveys, which is **8.6%** of the **13,181** surveys collected by LACDMH.
- **73.7%** of older adults completed the survey in English, **20.3%** in Spanish, and **1.8%** in Korean.

## CONSUMER RESPONSES\*

### SATISFACTION

- I liked the services I received- **97.2%**

### ACCESS

- Location was convenient- **91.2%**
- Times of services were good for me- **95.0%**



### QUALITY

- Staff believed I can grow, change and recover- **93.7%**
- Staff was sensitive to my cultural background- **91.8%**

### OUTCOMES (as a result of services)

- I deal more effectively with daily problems- **87.7%**
- I am better able to deal with crisis- **85.5%**
- I do better in school/work- **69.6%**



### PERCEPTION OF FUNCTIONING

- My symptoms are not bothering me as much- **74.0%**
- I am better able to handle things when they go wrong- **79.7%**



### TREATMENT PLANNING

- I, not staff, decided my treatment goals- **88.6%**

### SOCIAL CONNECTEDNESS

- I feel I belong in my community- **74.4%**



### PREFERRED LANGUAGE

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

### TELEHEALTH

- Telehealth visits were as helpful as in-person services- **37.0%**



## CLIENT COMMENTS

- "I am very happy with the services and how everyone treats me."
- "My mood is improving."
- "It would be nice to have focused therapy as well."
- "Since I started coming to this clinic I have felt better."