

**Treatment Perceptions Survey (TPS) - Youth
Statewide Report - Combined of 26 Counties
N=579**

October 2022 Survey Period

Prepared on 3/2/2023 by the University of California, Los Angeles

Integrated Substance Abuse Programs

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CY 2022 V1.0

Table 1. Number of survey forms returned by treatment setting

	Outpatient/ Intensive Outpatient	Residential	Opioid/ Narcotic Treatment Program	Detoxification/ Withdrawal Management	Partial Hospitalization	Missing***	Total
Number of programs *	92	7	.	1	.	1	101
Number of forms returned with responses received **	544	26	.	8	.	1	579
English	534	26	.	8	.	1	569
Spanish	10	10
Survey methods							
Online survey	373	15	.	.	.	1	389
Paper/data entry	171	11	.	8	.	.	190

* In this report, program is defined as a unit having a unique combination of CalOMS Provider ID and treatment setting and/or Program Reporting Unit ID (optional) as indicated on the survey forms or in the data file submitted to UCLA.

** (1) Only includes survey forms when at least one of the 18 questions are answered. (Excluded forms: N=46.)

(2) Only includes survey forms when respondents are between the ages of 12 and 20. (Excluded forms: N=1.)

*** Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. Number of clients who returned survey forms by county

Alameda	Contra Costa	Fresno	Imperial	Kern	Los Angeles	Marin	Merced	Monterey
8 (1.4%)	16 (2.8%)	74 (12.8%)	21 (3.6%)	16 (2.8%)	98 (16.9%)	2 (0.3%)	2 (0.3%)	7 (1.2%)

Napa	Orange	Riverside	Sacramento	San Benito	San Bernardino	San Diego	San Francisco	San Joaquin
15 (2.6%)	14 (2.4%)	70 (12.1%)	7 (1.2%)	2 (0.3%)	18 (3.1%)	72 (12.4%)	2 (0.3%)	1 (0.2%)

San Luis Obispo	San Mateo	Santa Barbara	Santa Clara	Santa Cruz	Stanislaus	Tulare	Ventura	Total
5 (0.9%)	11 (1.9%)	37 (6.4%)	17 (2.9%)	13 (2.2%)	22 (3.8%)	17 (2.9%)	12 (2.1%)	579 (100%)

Table 3. Demographics of survey respondents

Demographics	N	%
Gender (Multiple responses allowed)	.	.
Female	211	36.4
Male	318	54.9
Transgender	2	0.3
Other gender identity	12	2.1
Decline to answer/missing	40	6.9
Age group	.	.
12-15	193	33.3
16	134	23.1
17+	173	29.9
Missing	79	13.6
Race/ethnicity (Multiple responses allowed)	.	.
American Indian/Alaskan Native	22	3.8
Asian	13	2.2
Black/African American	48	8.3
Latinx	334	57.7
Native Hawaiian/Pacific Islander	10	1.7
White	113	19.5
Other	73	12.6
Unknown/missing	54	9.3
How long received services here	.	.
Less than 1 month	157	28.3
1-5 months	259	46.8
6 months or more	85	15.3
Missing	53	9.6

* Includes EPSDT youth ages 18-20 who received services in youth programs (N=30).

Table 4. Average client rating and percent of clients with a positive rating by treatment setting

	Outpatient/ Intensive Outpatient	Residential	Opioid/ Narcotic Treatment Program	Detoxification/ Withdrawal Management	Partial Hospitalization	Missing	Total
Average client rating (SD)	4.25 (0.62)	3.99 (0.69)	.	4.11 (0.40)	.	3.78 (.)	4.24 (0.62)
Percent of clients with a positive rating	88.1 %	72.0 %	.	100 %	.	100 %	87.5 %

All 18 questions were used to calculate the average score (standard deviation, SD). Scores ranged from 1.0 to 5.0, with higher scores indicating greater satisfaction. Only clients who responded to all 18 questions were included (N=504).

Overall positive rating was calculated using all 18 questions. Surveys with an average rating of 3.5 or higher were counted as having a POSITIVE rating. Only clients who responded to all 18 questions were included (N=504).

Table 5. Number of responses (percent) for each survey question and average score

Survey Question	Strongly Disagree(1)	Disagree(2)	Neutral(3)	Agree(4)	Strongly Agree(5)	Average Score
Domain: Access						4.1
01 Convenient Location	6 (1.1%)	19 (3.4%)	85 (15.0%)	239 (42.3%)	216 (38.2%)	4.1
02 Convenient Time	3 (0.5%)	18 (3.2%)	68 (12.1%)	283 (50.4%)	190 (33.8%)	4.1
03 Good Enrollment Experience	5 (0.9%)	10 (1.8%)	77 (13.8%)	246 (44.2%)	218 (39.2%)	4.2
Domain: Quality						4.2
05 I Received the Right Services	2 (0.4%)	13 (2.4%)	66 (12.0%)	264 (47.8%)	207 (37.5%)	4.2
06 Treated with Respect	1 (0.2%)	6 (1.1%)	38 (6.8%)	199 (35.9%)	311 (56.0%)	4.5
09 Cultural Sensitivity	14 (2.7%)	24 (4.6%)	88 (16.8%)	197 (37.5%)	202 (38.5%)	4.0
15 Provided Family Services	9 (1.8%)	13 (2.5%)	115 (22.4%)	210 (40.9%)	167 (32.5%)	4.0
Domain: Therapeutic Alliance						4.3
04 Worked with Counselor on Goals	1 (0.2%)	12 (2.2%)	59 (10.7%)	229 (41.5%)	251 (45.5%)	4.3
07 Counselor Listened	4 (0.7%)	9 (1.6%)	45 (8.2%)	190 (34.7%)	300 (54.7%)	4.4
08 Positive/Trusting Relationship with Counselor	4 (0.7%)	8 (1.5%)	83 (15.2%)	207 (38.0%)	243 (44.6%)	4.2
10 Counselor Interested in Me	4 (0.7%)	12 (2.2%)	63 (11.5%)	225 (41.0%)	245 (44.6%)	4.3
11 Liked Counselor	2 (0.4%)	8 (1.5%)	54 (9.9%)	204 (37.4%)	278 (50.9%)	4.4
12 Counselor Capable of Helping	4 (0.7%)	12 (2.2%)	56 (10.1%)	223 (40.4%)	257 (46.6%)	4.3
Domain: Care Coordination						4.2
13 Health/Emotional Health Needs Being Met	6 (1.1%)	6 (1.1%)	52 (9.5%)	251 (46.0%)	231 (42.3%)	4.3
14 Helped with Other Issues/Concerns	6 (1.2%)	11 (2.1%)	88 (16.9%)	222 (42.6%)	194 (37.2%)	4.1
Domain: Outcome						4.1
16 Better Able to Do Things	8 (1.5%)	10 (1.9%)	90 (16.8%)	231 (43.2%)	196 (36.6%)	4.1
Domain: General Satisfaction						4.3
17 Overall Satisfied with Services	6 (1.1%)	8 (1.5%)	66 (12.1%)	215 (39.4%)	250 (45.9%)	4.3
18 Recommend Services	4 (0.8%)	13 (2.4%)	79 (14.8%)	199 (37.4%)	237 (44.5%)	4.2

Note: Domain averages based on surveys with complete data within each domain.

Table 6. Average score of survey questions and five domains by treatment setting

Question or Domain	OP IOP	Residential	OTP NTP	Detox WM standalone	Partial hospitalization	Other Missing
Access	4.17	3.78	.	3.67	.	3.67
01 Convenient Location	4.18	3.62	.	2.63	.	4.00
02 Convenient Time	4.15	3.81	.	4.38	.	4.00
03 Good Enrollment Experience	4.21	3.92	.	4.00	.	3.00
Quality	4.20	4.00	.	4.16	.	3.25
05 I Received the Right Services	4.21	4.00	.	4.14	.	3.00
06 Treated with Respect	4.48	4.12	.	4.38	.	4.00
09 Cultural Sensitivity	4.04	4.08	.	4.25	.	2.00
15 Provided Family Services	4.01	3.84	.	3.57	.	4.00
Therapeutic Alliance	4.33	4.06	.	4.29	.	4.00
04 Worked with Counselor on Goals	4.30	4.08	.	4.83	.	4.00
07 Counselor Listened	4.43	4.19	.	4.00	.	4.00
08 Positive/Trusting Relationship with Counselor	4.26	3.88	.	4.17	.	4.00
10 Counselor Interested in Me	4.27	4.15	.	4.17	.	4.00
11 Liked Counselor	4.38	4.12	.	4.50	.	4.00
12 Counselor Capable of Helping	4.31	4.00	.	4.29	.	4.00
Care Coordination	4.21	3.94	.	4.36	.	4.00
13 Health/Emotional Health Needs Being Met	4.29	4.00	.	4.29	.	4.00
14 Helped with Other Issues/Concerns	4.13	4.00	.	4.20	.	4.00
Outcome	4.11	4.15	.	4.29	.	4.00
16 Better Able to Do Things	4.11	4.15	.	4.29	.	4.00
General Satisfaction	4.27	4.17	.	4.21	.	4.00
17 Overall Satisfied with Services	4.28	4.19	.	4.14	.	4.00
18 Recommend Services	4.23	4.15	.	4.29	.	4.00
Overall Average Satisfaction Score (1.0-5.0)	4.25	3.99	.	4.11	.	3.78

Table 7. Percent of survey respondents in agreement by survey questions and five domains

Domains	Survey Question	% Agreement 2022
Access	01 Convenient Location	80.5
Access	02 Convenient Time	84.2
Access	03 Good Enrollment Experience	83.5
Therapeutic Alliance	04 Worked with Counselor on Goals	87.0
Quality	05 I Received the Right Services	85.3
Quality	06 Treated with Respect	91.9
Therapeutic Alliance	07 Counselor Listened	89.4
Therapeutic Alliance	08 Positive/Trusting Relationship with Counselor	82.6
Quality	09 Cultural Sensitivity	76.0
Therapeutic Alliance	10 Counselor Interested in Me	85.6
Therapeutic Alliance	11 Liked Counselor	88.3
Therapeutic Alliance	12 Counselor Capable of Helping	87.0
Care Coordination	13 Health/Emotional Health Needs Being Met	88.3
Care Coordination	14 Helped with Other Issues/Concerns	79.8
Quality	15 Provided Family Services	73.3
Outcome	16 Better Able to Do Things	79.8
General Satisfaction	17 Overall Satisfied with Services	85.3
General Satisfaction	18 Recommend Services	82.0

Table 8. Percent of survey respondents in agreement for each survey question by year

Domains	Survey Question	% Agreement 2018 (n=669)	% Agreement 2019 (n=927)	% Agreement 2020 (n=367)	% Agreement 2021 (n=435)	% Agreement 2022 (n=579)	Difference in Percentage (from 2021 to 2022)
Access	01 Convenient Location	67.4	78.4	83.3	84.3	80.5	- 3.8
Access	02 Convenient Time	76.0	79.9	86.1	84.7	84.2	- 0.5
Access	03 Good Enrollment Experience	73.4	76.0	82.2	84.5	83.5	- 1.0
Therapeutic Alliance	04 Worked with Counselor on Goals	80.3	85.0	92.0	92.9	87.0	- 5.9
Quality	05 I Received the Right Services	75.4	81.6	86.4	88.9	85.3	- 3.6
Quality	06 Treated with Respect	88.0	88.5	93.0	94.8	91.9	- 2.9
Therapeutic Alliance	07 Counselor Listened	88.0	88.4	93.2	94.3	89.4	- 4.9
Therapeutic Alliance	08 Positive/Trusting Relationship with Counselor	80.3	79.8	88.5	88.0	82.6	- 5.4
Quality	09 Cultural Sensitivity	78.3	73.4	78.7	79.8	76.0	- 3.8
Therapeutic Alliance	10 Counselor Interested in Me	81.8	83.9	89.2	88.7	85.6	- 3.1
Therapeutic Alliance	11 Liked Counselor	86.3	85.9	91.5	92.0	88.3	- 3.7
Therapeutic Alliance	12 Counselor Capable of Helping	82.2	84.9	90.6	92.7	87.0	- 5.7
Care Coordination	13 Health/Emotional Health Needs Being Met	82.3	82.6	88.3	89.2	88.3	- 0.9
Care Coordination	14 Helped with Other Issues/Concerns	76.4	77.2	83.2	85.5	79.8	- 5.7
Quality	15 Provided Family Services	68.8	68.4	76.9	76.5	73.3	- 3.2
Outcome	16 Better Able to Do Things	69.9	75.2	80.6	81.2	79.8	- 1.4
General Satisfaction	17 Overall Satisfied with Services	78.1	80.7	89.0	88.7	85.3	- 3.4
General Satisfaction	18 Recommend Services	74.6	78.7	83.9	86.8	82.0	- 4.8

Table 9. Number of responses (percent) for Q19 (How much of the services you received was by telehealth)

Telehealth	Outpatient/ Intensive Outpatient	Residential	Opioid/ Narcotic Treatment Program	Detoxification/ Withdrawal Management	Partial Hospitalization	Missing	Total
None	209 (38.4%)	13 (50.0%)	. (.%)	3 (37.5%)	. (.%)	. (.%)	225 (38.9%)
Very little	134 (24.6%)	5 (19.2%)	. (.%)	3 (37.5%)	. (.%)	. (.%)	142 (24.5%)
About half	73 (13.4%)	4 (15.4%)	. (.%)	2 (25.0%)	. (.%)	1 (100.0%)	80 (13.8%)
Almost all	34 (6.3%)	2 (7.7%)	. (.%)	. (.%)	. (.%)	. (.%)	36 (6.2%)
All	26 (4.8%)	2 (7.7%)	. (.%)	. (.%)	. (.%)	. (.%)	28 (4.8%)
Missing	68 (12.5%)	. (.%)	. (.%)	. (.%)	. (.%)	. (.%)	68 (11.7%)
Any Telehealth	267 (49.1%)	13 (50.0%)	. (.%)	5 (62.5%)	. (.%)	1 (100.0%)	286 (49.4%)

Table 10. Average TPS General Satisfaction Score by Gender, Race, and Age

Demographics	Average Score (Standard Deviation)
Gender (Multiple responses allowed)	
Female	4.31 (0.58)
Male	4.22 (0.62)
Transgender	4.07 (0.18)
Other gender identity	4.02 (0.65)
Decline to answer/missing	3.77 (1.06)
Age group	
12-15	4.20 (0.59)
16	4.30 (0.57)
17+	4.29 (0.62)
Missing	4.08 (0.80)
Race/ethnicity (Multiple responses allowed)	
American Indian/Alaskan Native	4.29 (0.47)
Asian	4.56 (0.47)
Black/African American	4.07 (0.84)
Latinx	4.26 (0.59)
Native Hawaiian/Pacific Islander	4.39 (0.70)
White	4.24 (0.63)
Other	4.23 (0.62)
Unknown/missing	3.93 (0.70)
How long received services here	
Less than 1 month	4.02 (0.63)
1-5 months	4.31 (0.56)
6 months or more	4.34 (0.62)
Missing	4.14 (0.90)
TOTAL	4.24 (0.62)