

Treatment Perceptions Survey (TPS) - Adults
Statewide Report - Combined of 30 Counties
N=14138

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 *	361	248	130	28	1	1	769
Number of forms returned with responses received **	5787	3561	4622	163	1	4	14138
Chinese	3	3
English	5443	3476	4565	156	1	4	13645
Farsi	.	1	1
Hmong	1	.	7	.	.	.	8
Spanish	340	84	50	7	.	.	481
Survey methods							
Online survey	3404	2255	1723	19	.	4	7405
Paper/data entry	2383	1306	2899	144	1	.	6733

* 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.

** Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=414.

*** 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	El Dorado	Fresno	Imperial	Kern	Los Angeles	Marin	Merced	Monterey	Napa
506 (3.6%)	458 (3.2%)	38 (0.3%)	587 (4.2%)	192 (1.4%)	182 (1.3%)	3534 (25.0%)	157 (1.1%)	186 (1.3%)	185 (1.3%)	60 (0.4%)

Nevada	Orange	Placer	Riverside	Sacramento	San Francisco	San Benito	San Bernardino	San Diego	San Joaquin	San Luis Obispo
100 (0.7%)	554 (3.9%)	118 (0.8%)	1062 (7.5%)	172 (1.2%)	877 (6.2%)	37 (0.3%)	929 (6.6%)	1574 (11.1%)	204 (1.4%)	82 (0.6%)

San Mateo	Santa Clara	Santa Barbara	Santa Cruz	Stanislaus	Tulare	Ventura	Yolo	Partnership	Total
120 (0.8%)	104 (0.7%)	337 (2.4%)	119 (0.8%)	902 (6.4%)	194 (1.4%)	349 (2.5%)	75 (0.5%)	144 (1.0%)	14138 (100%)

Table 3. Demographics of survey respondents

Demographics	N	%
Gender (Multiple responses allowed)	.	.
Female	5279	37.3
Male	8039	56.9
Transgender	98	0.7
Other gender identity	138	1.0
Decline to answer/missing	671	4.7
Age group	.	.
18-25	938	6.6
26-35	4477	31.7
36-45	3702	26.2
46-55	2191	15.5
56+	2065	14.6
Decline to answer/missing	765	5.4
Race/ethnicity (Multiple responses allowed)	.	.
American Indian/Alaska Native	660	4.7
Asian	326	2.3
Black/African American	1720	12.2
Latinx	3686	26.1
Native Hawaiian/Pacific Islander	207	1.5
White	5970	42.2
Other	1895	13.4
Unknown/missing	1087	7.7
How long received services here	.	.
First visit/day	812	5.7
2 weeks or less	1386	9.8
More than 2 weeks	11351	80.3
Missing	589	4.2

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	Other/ Missing	Total
Average client rating (SD)	4.49 (0.57)	4.31 (0.72)	4.43 (0.61)	4.44 (0.56)	4.4 (.)	4.79 (0.10)	4.42 (0.63)
Percent of clients with a positive rating	95.3 %	88.1 %	93.7 %	95.1 %	100 %	100 %	92.9 %

All 14 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 14 questions were included (N=12867).

Overall positive rating was calculated using all 14 questions. Surveys with an average rating of 3.5 or higher were counted as having a POSITIVE rating. Only clients who responded to all 14 questions were included (N=12867).

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						4.3
01 Convenient Location	249 (1.8%)	387 (2.8%)	1367 (9.9%)	4674 (33.9%)	7124 (51.6%)	4.3
02 Convenient Time	175 (1.3%)	373 (2.7%)	1017 (7.3%)	5056 (36.2%)	7327 (52.5%)	4.4
Domain: Quality						4.5
03 I Chose My Treatment Goals	178 (1.3%)	379 (2.8%)	1195 (8.7%)	5079 (37.1%)	6854 (50.1%)	4.3
04 Staff Gave Me Enough Time	116 (0.8%)	214 (1.5%)	873 (6.3%)	4863 (35.1%)	7773 (56.2%)	4.4
05 Treated with Respect	136 (1.0%)	208 (1.5%)	780 (5.6%)	4056 (29.2%)	8714 (62.7%)	4.5
06 Understood Communication	84 (0.6%)	150 (1.1%)	693 (5.0%)	4441 (32.0%)	8510 (61.3%)	4.5
07 Cultural Sensitivity	118 (0.9%)	212 (1.6%)	1070 (7.8%)	4354 (31.9%)	7909 (57.9%)	4.4
Domain: Care Coordination						4.3
08 Work with Physical Health Providers	154 (1.2%)	375 (2.8%)	1506 (11.3%)	4436 (33.4%)	6811 (51.3%)	4.3
09 Work with Mental Health Providers	164 (1.3%)	339 (2.6%)	1598 (12.4%)	4190 (32.5%)	6610 (51.2%)	4.3
Domain: Outcome						4.4
10 Better Able to Do Things	160 (1.2%)	284 (2.1%)	1251 (9.1%)	4636 (33.8%)	7399 (53.9%)	4.4
Domain: General Satisfaction						4.5
11 Felt Welcomed	114 (0.8%)	138 (1.0%)	756 (5.5%)	4099 (29.6%)	8744 (63.1%)	4.5
12 Overall Satisfied with Services	139 (1.0%)	240 (1.7%)	922 (6.7%)	4382 (31.7%)	8132 (58.9%)	4.5
13 Got the Help I Needed	180 (1.3%)	405 (2.9%)	1184 (8.6%)	4568 (33.2%)	7436 (54.0%)	4.4
14 Recommend Agency	190 (1.4%)	218 (1.6%)	938 (6.9%)	3937 (28.9%)	8327 (61.2%)	4.5

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	4.38	4.25	4.33	4.40	5.00	4.13
01 Convenient Location	4.32	4.29	4.30	4.41	5.00	3.75
02 Convenient Time	4.44	4.22	4.37	4.36	5.00	4.50
Quality	4.53	4.33	4.45	4.40	4.40	4.75
03 I Chose My Treatment Goals	4.37	4.18	4.36	4.23	2.00	4.25
04 Staff Gave Me Enough Time	4.52	4.31	4.45	4.38	5.00	4.50
05 Treated with Respect	4.64	4.34	4.49	4.37	5.00	5.00
06 Understood Communication	4.62	4.42	4.49	4.47	5.00	5.00
07 Cultural Sensitivity	4.51	4.37	4.42	4.37	5.00	5.00
Care Coordination	4.35	4.24	4.29	4.20	2.00	5.00
08 Work with Physical Health Providers	4.35	4.24	4.31	4.25	2.00	5.00
09 Work with Mental Health Providers	4.36	4.25	4.27	4.15	2.00	5.00
Outcome	4.42	4.24	4.42	4.33	5.00	5.00
10 Better Able to Do Things	4.42	4.24	4.42	4.33	5.00	5.00
General Satisfaction	4.54	4.33	4.46	4.49	5.00	5.00
11 Felt Welcomed	4.61	4.46	4.48	4.53	5.00	5.00
12 Overall Satisfied with Services	4.54	4.33	4.45	4.42	5.00	5.00
13 Got the Help I Needed	4.44	4.16	4.39	4.30	5.00	5.00
14 Recommend Agency	4.53	4.37	4.46	4.51	5.00	5.00
Overall Average Satisfaction Score (1.0-5.0)	4.49	4.31	4.43	4.44	4.36	4.79

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

Domains	Survey Question	% Agreement 2022
Access	01 Convenient Location	85.5
Access	02 Convenient Time	88.8
Quality	03 I Chose My Treatment Goals	87.2
Quality	04 Staff Gave Me Enough Time	91.3
Quality	05 Treated with Respect	91.9
Quality	06 Understood Communication	93.3
Quality	07 Cultural Sensitivity	89.8
Care Coordination	08 Work with Physical Health Providers	84.7
Care Coordination	09 Work with Mental Health Providers	83.7
Outcome	10 Better Able to Do Things	87.7
General Satisfaction	11 Felt Welcomed	92.7
General Satisfaction	12 Overall Satisfied with Services	90.6
General Satisfaction	13 Got the Help I Needed	87.2
General Satisfaction	14 Recommend Agency	90.1

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

Domain	Survey Question	% Agreement 2017 (n=9271)	% Agreement 2018 (n=15259)	% Agreement 2019 (n=22838)	% Agreement 2020 (n=13163)	% Agreement 2021 (n=16193)	% Agreement 2022 (n=14138)	Difference in Percentage (from 2021 to 2022)
Access	01 Convenient Location	85.7	86.2	84.7	86.3	85.3	85.5	+ 0.2
Access	02 Convenient Time	87.9	88.1	88.5	89.6	89.1	88.8	- 0.3
Quality	03 I Chose My Treatment Goals	86.9	88.7	87.2	89.6	88.3	87.2	- 1.1
Quality	04 Staff Gave Me Enough Time	90.5	91.1	91.4	92.6	91.4	91.3	- 0.1
Quality	05 Treated with Respect	91.4	91.4	91.6	92.4	92.1	91.9	- 0.2
Quality	06 Understood Communication	93.4	93.4	93.2	93.6	93.6	93.3	- 0.3
Quality	07 Cultural Sensitivity	89.6	89.4	89.0	90.4	89.7	89.8	+ 0.1
Care Coordination	08 Work with Physical Health Providers	83.1	84.4	84.4	86.0	84.3	84.7	+ 0.4
Care Coordination	09 Work with Mental Health Providers	81.1	83.0	82.7	85.4	83.9	83.7	- 0.2
Outcome	10 Better Able to Do Things	86.2	87.7	87.4	88.7	87.8	87.7	- 0.1
General Satisfaction	11 Felt Welcomed	92.6	93.4	92.5	93.6	92.7	92.7	+ 0.0
General Satisfaction	12 Overall Satisfied with Services *	90.1	91.7	91.0	91.8	90.8	90.6	- 0.2
General Satisfaction	13 Got the Help I Needed	85.7	87.2	87.6	88.7	87.7	87.2	- 0.5
General Satisfaction	14 Recommend Agency	90.5	91.7	89.9	91.3	90.5	90.1	- 0.4

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Table 9. Number of responses (percent) for Q15 (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	2336 (40.4%)	1529 (42.9%)	1194 (25.8%)	69 (42.3%)	1 (100.0%)	. (. %)	5129 (36.3%)
Very little	1440 (24.9%)	1094 (30.7%)	1253 (27.1%)	43 (26.4%)	. (. %)	. (. %)	3830 (27.1%)
About half	723 (12.5%)	374 (10.5%)	1090 (23.6%)	13 (8.0%)	. (. %)	2 (50.0%)	2202 (15.6%)
Almost all	565 (9.8%)	200 (5.6%)	463 (10.0%)	5 (3.1%)	. (. %)	1 (25.0%)	1234 (8.7%)
All	345 (6.0%)	137 (3.8%)	204 (4.4%)	10 (6.1%)	. (. %)	1 (25.0%)	697 (4.9%)
Missing	378 (6.5%)	227 (6.4%)	418 (9.0%)	23 (14.1%)	. (. %)	. (. %)	1046 (7.4%)
Any Telehealth	3073 (53.1%)	1805 (50.7%)	3010 (65.1%)	71 (43.6%)	. (. %)	4 (100.0%)	7963 (56.3%)

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

Demographics	Average Score (Standard Deviation)
Gender (Multiple responses allowed)	
Female	4.47 (0.62)
Male	4.41 (0.62)
Transgender	4.23 (0.78)
Other gender identity	4.15 (0.81)
Decline to answer/missing	4.30 (0.75)
Age group	
18-25	4.33 (0.70)
26-35	4.44 (0.63)
36-45	4.44 (0.63)
46-55	4.43 (0.61)
56+	4.40 (0.59)
Decline to answer/missing	4.38 (0.64)
Race/ethnicity (Multiple responses allowed)	
American Indian/Alaska Native	4.38 (0.67)
Asian	4.43 (0.57)
Black/African American	4.42 (0.61)
Latinx	4.45 (0.60)
Native Hawaiian/Pacific Islander	4.38 (0.58)
White	4.43 (0.63)
Other	4.37 (0.66)
Unknown/missing	4.29 (0.74)
How long received services here	
First visit/day	4.48 (0.57)
2 weeks or less	4.35 (0.65)
More than 2 weeks	4.43 (0.62)
Missing	4.29 (0.75)
TOTAL	4.42 (0.63)