

SAMPLE Treatment Perceptions Survey (TPS) – Adults Report

**XXXXX County, N=134
(Not Real Data)**

All Substance Use Treatment Programs Surveyed

October 2018 Survey Period

Prepared 1/24/2019 by the University of California, Los Angeles

Integrated Substance Abuse Programs

***For county use only – not for public release. If counties choose to release these reports to the public, it is recommended they follow the Data De-Identification Guidelines (DDG) prepared by the California Department of Health Care Services.**

SAMPLE REPORT — NO REAL DATA USED

Table 1. Number of survey forms returned and average client rating by treatment setting

	Outpatient/ Intensive Outpatient	Residential	Opioid/ Narcotic Treatment Program	Detoxification/ Withdrawal Management	Other/ Missing	Total
Number of programs *	9	8	9	1	.	27
Number of forms returned (total)	50	26	53	5	.	134
English	40	26	53	5	.	124
Spanish	10	10
Average client rating **	3.9	3.9	4.2	3.4	.	4.0

* 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.

** All 14 questions were used to calculate the average score. 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=119).

Table 2. Demographics of survey participants

Demographics	N	%
Gender (Multiple responses allowed)	.	.
Female	36	36.0
Male	89	78.1
Other gender identity	2	2.3
Decline to answer	3	3.4
Age group	.	.
18–25	9	7.4
26–35	44	36.1
36–45	24	19.7
46–55	22	18.0
56+	23	18.9
Race/ethnicity (Multiple responses allowed)	.	.
American Indian/Alaskan Native	9	10.2
Black/African American	21	22.1
Latino	33	32.0
Native Hawaiian/Pacific Islander	2	2.3
White/Caucasian	69	66.3
Other	6	6.7
How long received services here	.	.
First visit/day	9	7.0
2 weeks or less	17	13.2
More than 2 weeks	103	79.8

Table 3. 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	4 (3.1%)	9 (6.9%)	32 (24.4%)	57 (43.5%)	29 (22.1%)	3.7
02 Convenient Time	. (.%)	1 (0.8%)	7 (5.4%)	62 (47.7%)	60 (46.2%)	4.4
Domain: Quality						3.8
03 I Chose my Treatment Goals	8 (6.3%)	7 (5.5%)	36 (28.3%)	50 (39.4%)	26 (20.5%)	3.6
04 Staff Gave Me Enough Time	5 (4.0%)	4 (3.2%)	30 (24.0%)	59 (47.2%)	27 (21.6%)	3.8
05 Treated with Respect	4 (3.1%)	6 (4.6%)	25 (19.2%)	62 (47.7%)	33 (25.4%)	3.9
06 Understood Communication	3 (2.3%)	3 (2.3%)	33 (25.6%)	62 (48.1%)	28 (21.7%)	3.8
07 Cultural Sensitivity	5 (4.0%)	4 (3.2%)	35 (28.0%)	51 (40.8%)	30 (24.0%)	3.8
Domain: Care Coordination						4.4
08 Work with Physical Health Providers	. (.%)	. (.%)	7 (5.7%)	54 (44.3%)	61 (50.0%)	4.4
09 Work with Mental Health Providers	. (.%)	2 (1.8%)	6 (5.4%)	56 (50.0%)	48 (42.9%)	4.3
Domain: Outcome						3.7
10 Better Able to Do Things	7 (5.4%)	8 (6.2%)	33 (25.4%)	55 (42.3%)	27 (20.8%)	3.7
Domain: General Satisfaction						3.9
11 Felt Welcomed	3 (2.3%)	5 (3.8%)	25 (19.1%)	70 (53.4%)	28 (21.4%)	3.9
12 Overall Satisfied with Services	5 (3.8%)	8 (6.1%)	32 (24.4%)	60 (45.8%)	26 (19.8%)	3.7
13 Got the Help I Needed	1 (0.8%)	2 (1.5%)	7 (5.3%)	59 (45.0%)	62 (47.3%)	4.4
14 Recommend Agency	6 (4.5%)	5 (3.8%)	36 (27.3%)	55 (41.7%)	30 (22.7%)	3.7

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

Figure 1. Percent of survey participants in agreement by survey questions and five domains

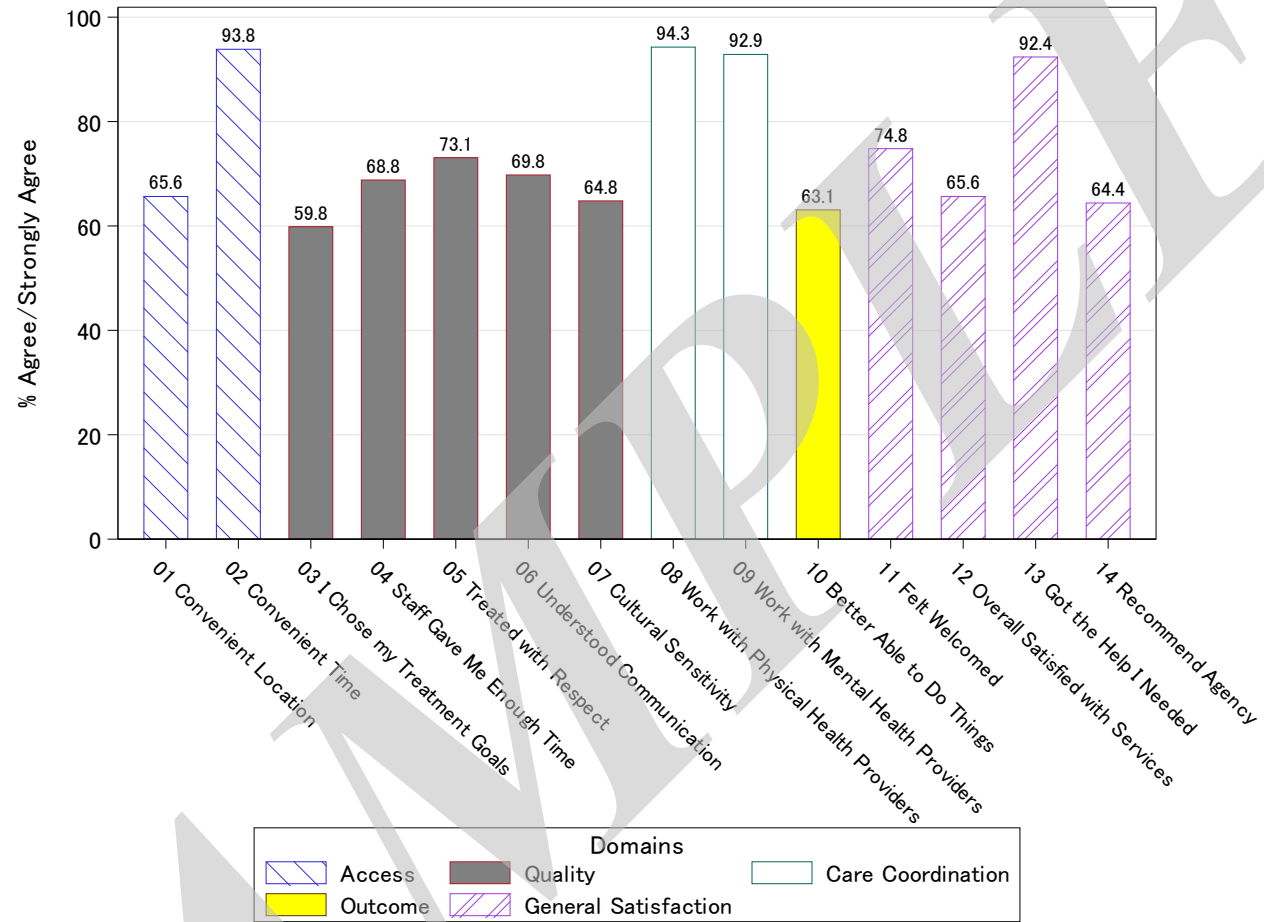


Table 4. Percent of survey participants in agreement by each survey question and year

Domain	Survey Question	% Agreement 2017 (N=137)	% Agreement 2018 (N=134)	Difference in Percentage
Access	01 Convenient Location	79.7	65.6	- 14.1
Access	02 Convenient Time	68.7	93.8	+ 25.1
Quality	03 I Chose my Treatment Goals	74.0	59.8	- 14.2
Quality	04 Staff Gave Me Enough Time	76.3	68.8	- 7.5
Quality	05 Treated with Respect	82.4	73.1	- 9.4
Quality	06 Understood Communication	81.2	69.8	- 11.4
Quality	07 Cultural Sensitivity	80.5	64.8	- 15.7
Care Coordination	08 Work with Physical Health Providers	66.9	94.3	+ 27.3
Care Coordination	09 Work with Mental Health Providers	63.0	92.9	+ 29.8
Outcome	10 Better Able to Do Things	77.8	63.1	- 14.7
General Satisfaction	11 Felt Welcomed	83.5	74.8	- 8.6
General Satisfaction	12 Overall Satisfied with Services	73.9	65.6	- 8.2
General Satisfaction	13 Got the Help I Needed	68.9	92.4	+ 23.4
General Satisfaction	14 Recommend Agency	73.7	64.4	- 9.3

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

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1	xx8197	10	100	100	90	100	100	90	90	90	90	77	100	90	90	90
1	xx2116_0101	5	100	40	100	80	60	100	80	80	100	100	80	100	100	80
1	xx3816_38164	4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1	xx8198	2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
5	xx8190	7	85	83	85	85	100	100	100	83	100	100	85	100	85	100
6	xx8191	13	84	100	92	92	100	100	100	84	81	83	76	100	84	92
6	xx8196	13	84	85	76	61	83	91	84	76	81	88	84	92	76	84
8	xx3813	5	80	100	80	80	80	100	100	80	100	100	80	80	80	60
9	xx2173	17	70	56	100	50	62	75	64	64	100	100	76	75	100	64
10	xx3812_38124	6	66	33	100	50	66	66	50	60	83	83	40	66	83	50
10	xx2131	3**	66	66	100	33	50	33	33	66	100	100	66	66	100	66
10	xx8345	3**	66	66	100	100	100	66	66	50	100	100	66	66	100	66
13	xx2128	2**	50	50	100	0	50	50	0	50	100	100	50	50	100	50
14	xx2130	7	42	57	100	57	57	57	42	57	100	100	42	71	100	57
15	xx2129	10	40	30	100	60	60	60	55	33	100	100	55	70	100	40
16	xx3811_38114	3**	33	33	100	33	33	66	66	66	100	100	0	33	100	33
17	xx2149	10	20	36	100	0	27	36	44	33	90	81	9	27	90	18
17	xx2148	5	20	80	80	0	25	20	20	20	100	100	40	60	100	20
19	xx2112	6	16	16	100	25	0	33	50	20	100	100	0	33	100	33

* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

** Sample sizes < 5 : Interpret findings with caution. Individual TPS reports will not be provided for programs with Ns<3.