

Treatment Perceptions Survey (TPS) – Adults

Statewide Results (30 Counties)

N=22,838

October 2019 Survey Period

Prepared on 2/27/2020 by the University of California, Los Angeles

Integrated Substance Abuse Programs

**Percent of survey respondents in agreement by survey item
and average score (1–5) by survey item and five domains**

Survey Item	% in Agreement	Average Score
Domain: Access		4.3
01 Convenient Location	84.7	4.3
02 Convenient Time	88.5	4.4
Domain: Quality		4.5
03 I Chose My Treatment Goals	87.2	4.3
04 Staff Gave Me Enough Time	91.4	4.5
05 Treated with Respect	91.6	4.5
06 Understood Communication	93.2	4.5
07 Cultural Sensitivity	89.0	4.4
Domain: Care Coordination		4.3
08 Work with Physical Health Providers	84.4	4.3
09 Work with Mental Health Providers	82.7	4.3
Domain: Outcome		4.4
10 Better Able to Do Things	87.4	4.4
Domain: General Satisfaction		4.5
11 Felt Welcomed	92.5	4.5
12 Overall Satisfied with Services	91.0	4.5
13 Got the Help I Needed	87.6	4.4
14 Recommend Agency	89.9	4.5

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