

# **Treatment Perceptions Survey (TPS) – Adults**

## **Santa Cruz County Report**

**N=290**

### **September 2021 Survey Period**

**Prepared on 12/18/2021 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.**

**Version 2021 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
<b>Number of programs *</b>	5	5	2	1	.	.	13
<b>Number of forms returned with responses received **</b>	56	41	186	7	.	.	290
English	50	41	185	7	.	.	283
Spanish	6	.	1	.	.	.	7
<b>Survey methods</b>							
Online survey	48	.	.	.	.	.	48
Paper/data entry	2	41	186	7	.	.	236
Automated phone survey	6	.	.	.	.	.	6

\* 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=0.

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

Table 2. Demographics of survey respondents

Demographics	N	%
<b>Gender (Multiple responses allowed)</b>	.	.
Female	96	33.1
Male	147	50.7
Transgender	5	1.7
Other gender identity	7	2.4
Decline to answer/missing	36	12.4
<b>Age group</b>	.	.
18–25	20	6.9
26–35	74	25.5
36–45	84	29.0
46–55	33	11.4
56+	35	12.1
Decline to answer/missing	44	15.2
<b>Race/ethnicity (Multiple responses allowed)</b>	.	.
American Indian/Alaska Native	17	5.9
Asian	7	2.4
Black/African American	10	3.4
Latinx	44	15.2
Native Hawaiian/Pacific Islander	5	1.7
White	183	63.1
Other	13	4.5
Unknown/missing	35	12.1
<b>How long received services here</b>	.	.
First visit/day	11	3.8
2 weeks or less	13	4.5
More than 2 weeks	228	78.6
Missing	38	13.1

**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
<b>Domain: Access</b>						<b>4.4</b>
01 Convenient Location	2 ( 0.8%)	9 ( 3.4%)	22 ( 8.4%)	87 (33.3%)	141 (54.0%)	4.4
02 Convenient Time	5 ( 1.8%)	5 ( 1.8%)	19 ( 7.0%)	88 (32.2%)	156 (57.1%)	4.4
<b>Domain: Quality</b>						<b>4.6</b>
03 I Chose My Treatment Goals	1 ( 0.4%)	7 ( 2.6%)	21 ( 7.7%)	76 (27.7%)	169 (61.7%)	4.5
04 Staff Gave Me Enough Time	0 ( 0.0%)	5 ( 1.8%)	14 ( 5.1%)	82 (30.0%)	172 (63.0%)	4.5
05 Treated with Respect	0 ( 0.0%)	5 ( 1.8%)	12 ( 4.4%)	70 (25.5%)	188 (68.4%)	4.6
06 Understood Communication	0 ( 0.0%)	2 ( 0.7%)	9 ( 3.2%)	81 (29.0%)	187 (67.0%)	4.6
07 Cultural Sensitivity	0 ( 0.0%)	3 ( 1.1%)	24 ( 9.0%)	73 (27.2%)	168 (62.7%)	4.5
<b>Domain: Care Coordination</b>						<b>4.4</b>
08 Work with Physical Health Providers	2 ( 0.8%)	7 ( 2.6%)	24 ( 9.0%)	80 (30.1%)	153 (57.5%)	4.4
09 Work with Mental Health Providers	3 ( 1.2%)	5 ( 2.0%)	25 ( 9.8%)	82 (32.3%)	139 (54.7%)	4.4
<b>Domain: Outcome</b>						<b>4.5</b>
10 Better Able to Do Things	0 ( 0.0%)	1 ( 0.4%)	32 (11.9%)	72 (26.8%)	164 (61.0%)	4.5
<b>Domain: General Satisfaction</b>						<b>4.6</b>
11 Felt Welcomed	0 ( 0.0%)	0 ( 0.0%)	11 ( 4.1%)	79 (29.3%)	180 (66.7%)	4.6
12 Overall Satisfied with Services	0 ( 0.0%)	3 ( 1.1%)	17 ( 6.2%)	80 (29.1%)	175 (63.6%)	4.6
13 Got the Help I Needed	4 ( 1.5%)	2 ( 0.8%)	20 ( 7.7%)	78 (29.9%)	157 (60.2%)	4.5
14 Recommend Agency	0 ( 0.0%)	4 ( 1.6%)	6 ( 2.4%)	60 (24.3%)	177 (71.7%)	4.7

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

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

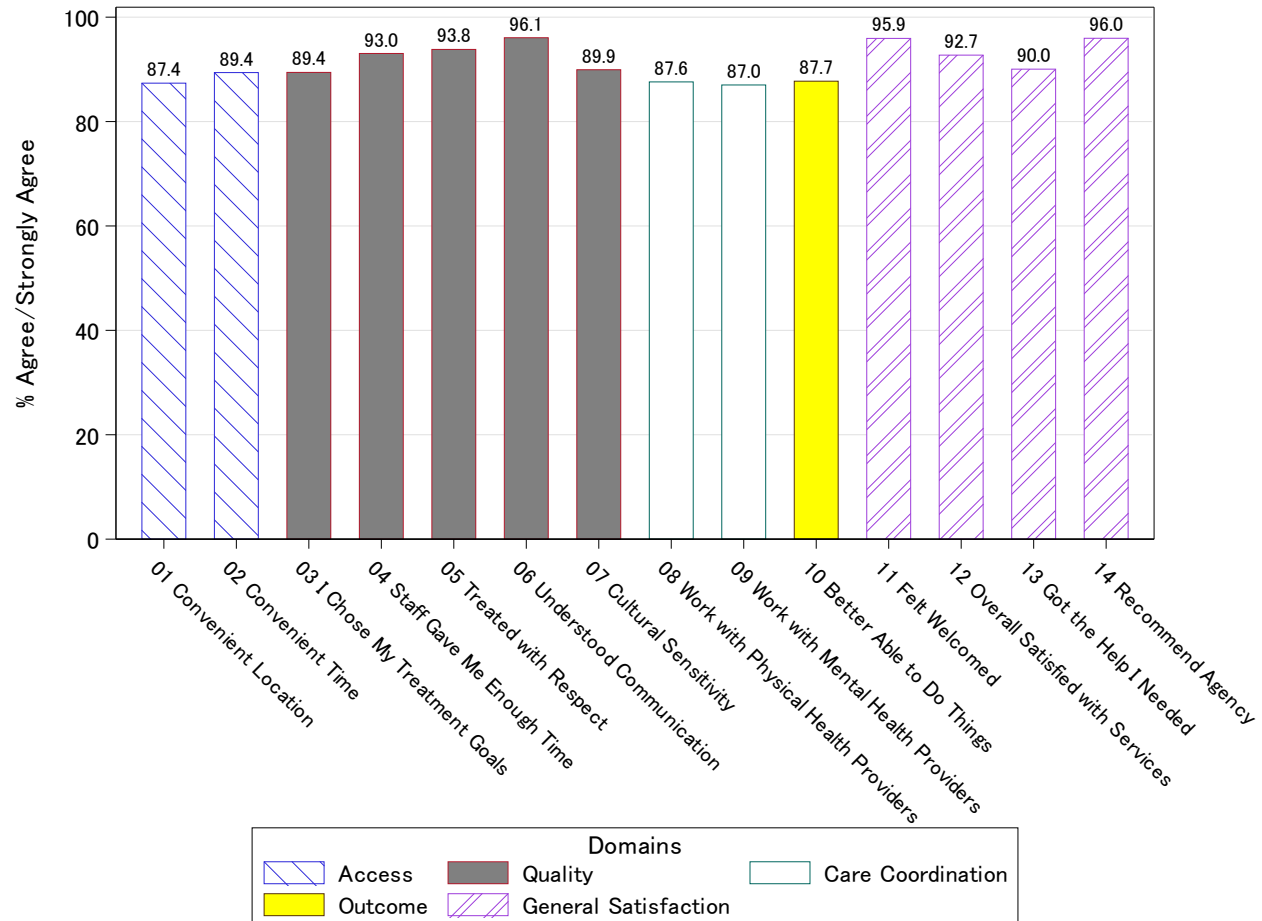
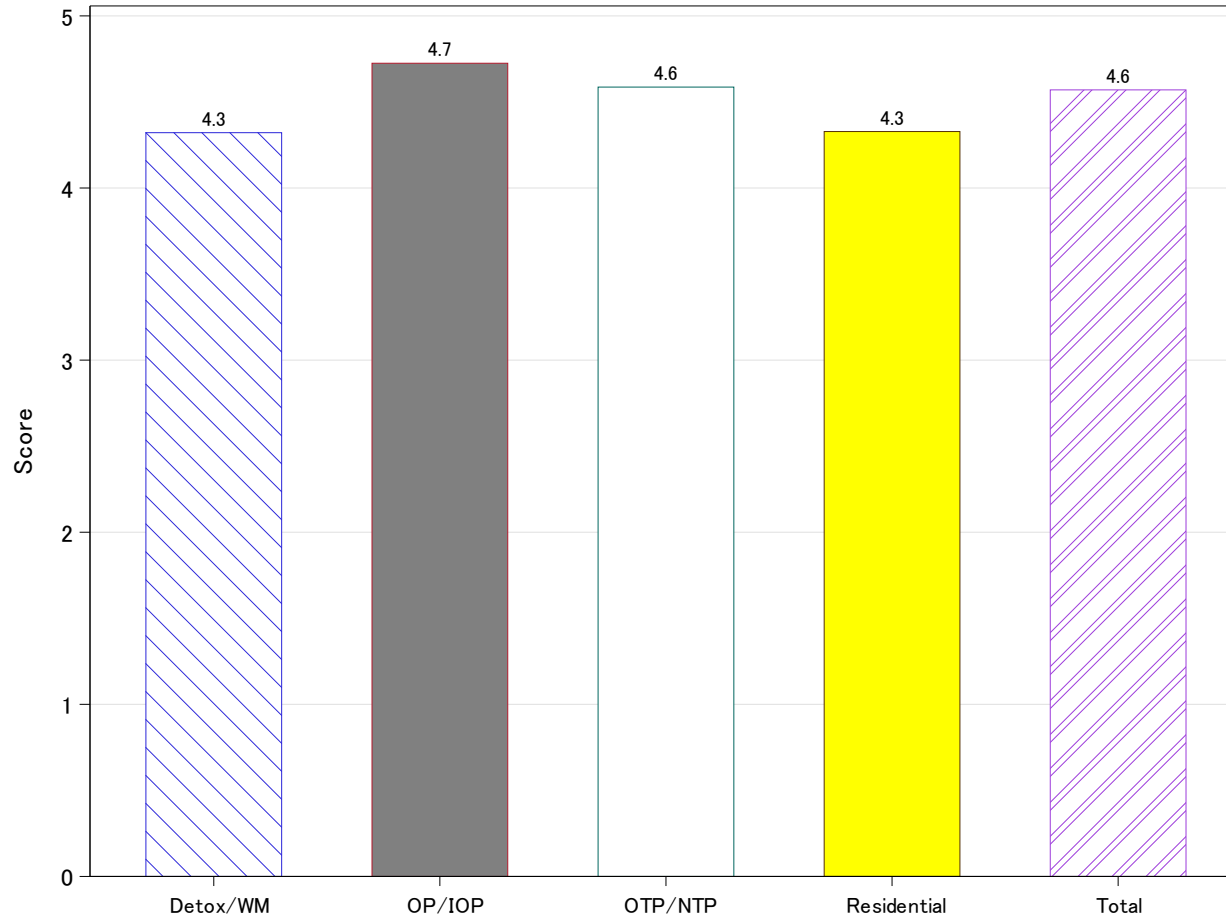


Figure 2. Average score (questions 1–14) by treatment settings



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

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	N/A	83.9	88.6	82.2	87.4	+ 5.2
Access	02 Convenient Time	N/A	86.5	87.0	83.6	89.4	+ 5.8
Quality	03 I Chose My Treatment Goals	N/A	87.0	85.8	88.7	89.4	+ 0.7
Quality	04 Staff Gave Me Enough Time	N/A	86.0	92.3	91.0	93.0	+ 2.0
Quality	05 Treated with Respect	N/A	89.6	88.0	87.3	93.8	+ 6.5
Quality	06 Understood Communication	N/A	91.0	89.2	91.0	96.1	+ 5.1
Quality	07 Cultural Sensitivity	N/A	86.5	87.1	86.4	89.9	+ 3.5
Care Coordination	08 Work with Physical Health Providers	N/A	82.2	82.3	81.2	87.6	+ 6.4
Care Coordination	09 Work with Mental Health Providers	N/A	78.5	73.9	77.9	87.0	+ 9.1
Outcome	10 Better Able to Do Things	N/A	85.5	84.0	80.5	87.7	+ 7.2
General Satisfaction	11 Felt Welcomed	N/A	92.3	92.1	88.1	95.9	+ 7.8
General Satisfaction	12 Overall Satisfied with Services *	N/A	87.4	89.6	88.2	92.7	+ 4.5
General Satisfaction	13 Got the Help I Needed	N/A	81.0	84.8	81.0	90.0	+ 9.0
General Satisfaction	14 Recommend Agency	N/A	89.2	87.9	90.4	96.0	+ 5.6

\* 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	444487	16	100	77	100	94	87	100	100	100	87	87	81	100	100	100
1	444486	12	100	100	83	100	91	83	91	100	91	100	83	91	91	100
1	444418	9	100	100	100	88	100	88	88	100	88	100	77	100	100	100
1	444482	7	100	85	71	100	100	85	100	71	100	100	85	100	100	100
1	444410	4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1	444488	4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1	444586	2**	100	.	100	100	0	100	100	0	100	100	100	100	.	.
8	444460	173	94	87	89	88	93	94	96	92	88	86	92	94	93	97
9	444414	24	91	81	91	100	100	100	100	91	90	88	75	100	81	91
10	444498Detox_WM	6	83	66	83	100	80	83	85	60	80	80	83	100	66	100
11	444498Res	10	60	100	66	55	90	80	80	55	50	44	66	100	50	75
11	444411	5	60	75	100	50	100	100	100	100	75	75	75	100	75	100
13	444496	3**	33	100	50	66	66	66	100	0	100	50	66	66	33	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.

\*\*\* Provider ID was missing for these survey participants.



**Table 6. Number of responses (percent) for the telehealth question  
(#15 How much of the services you received was by telehealth?)**

<b>Telehealth</b>	<b>Outpatient/ Intensive Outpatient</b>	<b>Residential</b>	<b>Opioid/ Narcotic Treatment Program</b>	<b>Detoxification/ Withdrawal Management</b>	<b>Partial Hospitalization</b>	<b>Missing</b>	<b>Total</b>
None	8 ( 14.3%)	23 ( 56.1%)	25 ( 13.4%)	4 ( 57.1%)	. ( .%)	. ( .%)	60 ( 20.7%)
Very little	4 ( 7.1%)	7 ( 17.1%)	63 ( 33.9%)	2 ( 28.6%)	. ( .%)	. ( .%)	76 ( 26.2%)
About half	8 ( 14.3%)	5 ( 12.2%)	42 ( 22.6%)	. ( .%)	. ( .%)	. ( .%)	55 ( 19.0%)
Almost all	10 ( 17.9%)	3 ( 7.3%)	13 ( 7.0%)	. ( .%)	. ( .%)	. ( .%)	26 ( 9.0%)
All	20 ( 35.7%)	1 ( 2.4%)	4 ( 2.2%)	. ( .%)	. ( .%)	. ( .%)	25 ( 8.6%)
Missing	6 ( 10.7%)	2 ( 4.9%)	39 ( 21.0%)	1 ( 14.3%)	. ( .%)	. ( .%)	48 ( 16.6%)
<b>Any Telehealth</b>	<b>42 ( 75.0%)</b>	<b>16 ( 39.0%)</b>	<b>122 ( 65.6%)</b>	<b>2 ( 28.6%)</b>	<b>. ( .%)</b>	<b>. ( .%)</b>	<b>182 ( 62.8%)</b>