



## Treatment Perception Survey 2020 and 2021 COVID-19 Impact Supplemental Follow-Up Report

### Background

The Treatment Perception Survey (TPS) was offered to all clients who received substance use disorder (SUD) treatment services from a provider within the DMC-ODS between Monday, November 9, 2020, and Friday, November 13, 2020 (Fall 2020) and between Monday, September 21, 2021, and Friday, September 24, 2021 (Fall 2021). Due to increased rates of treatment delivery via telehealth as a result of the COVID-19 pandemic, the TPS was moved to an electronic web-based format in Qualtrics in 2020. Despite this shift in service delivery, many clients receiving services within the DMC-ODS continued to receive in-person services, particularly those receiving services from withdrawal management and residential levels of care (LOC), so paper copies of the TPS were also made available to providers upon request during both time periods. As a supplement to the TPS, a series of questions<sup>1</sup> assessing the impact of the COVID-19 pandemic on respondents' treatment, substance use, mental health, and general well-being was administered at each time point. The results from the supplemental questions from the 2020 survey period were analyzed and presented during the spring of 2021, and comparisons to the 2021 survey period are presented and highlighted below.

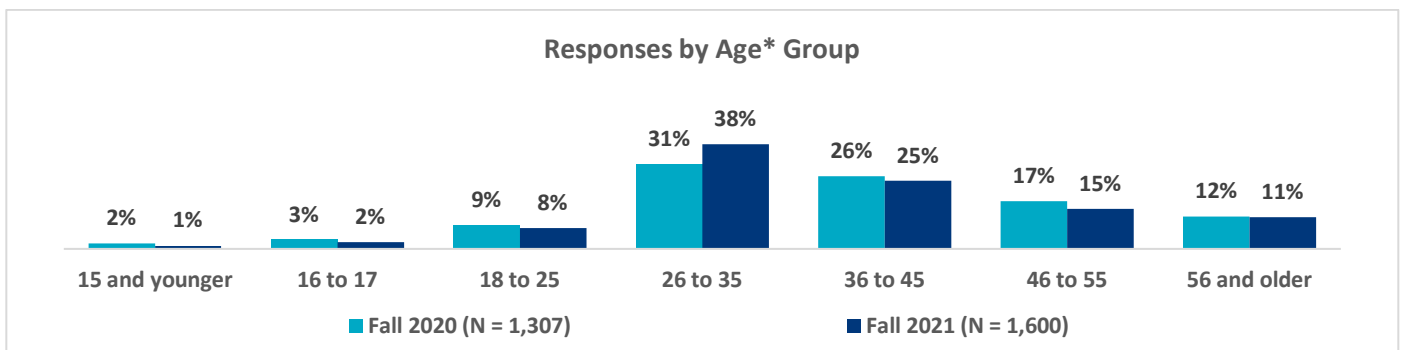
### Who responded to the TPS 2020 and 2021 Supplemental questions?

#### Respondent Demographics

A total of 1,307 respondents answered at least one of the questions related to the impact of COVID-19 during the Fall 2020 survey period and 1,600 respondents answered at least one of these questions during the Fall 2021 survey period. Most respondents during each period were adults.

	Fall 2020	Fall 2021
<b>Adults</b>	1,235 (94%)	1,542 (96%)
<b>Youth</b>	72 (6%)	58 (4%)
<b>Total</b>	<b>1,307</b>	<b>1,600</b>

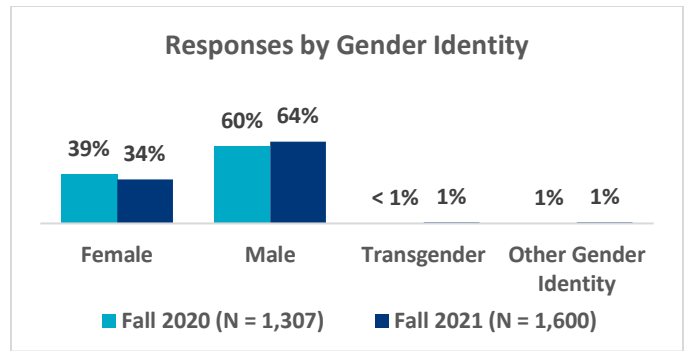
In general, the proportions of survey respondents in each age group were similar in both survey periods, with a slightly larger proportion of respondents in the 26-to-35-year age range in 2021 (38%), relative to 2020 (31%).



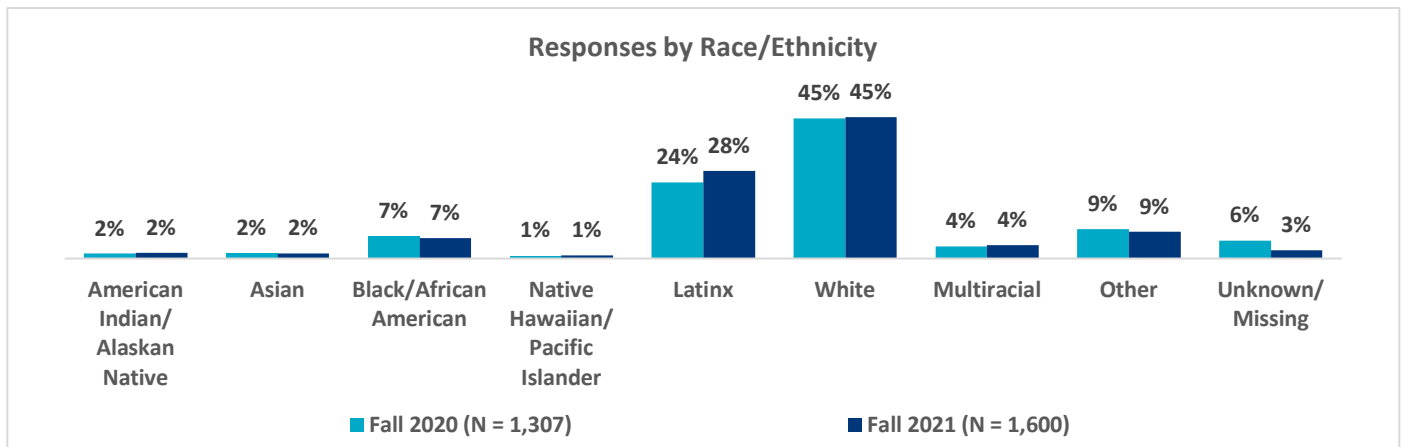
\*Age was unavailable for 40 respondents during 2020 and 38 respondents during 2021.

<sup>1</sup> Questions related to the Performance Improvement Projects (PIPs) were also included in the supplemental survey each year, and the results from these PIP-related items were included in the PIP Status Summary updates provided to BHS.

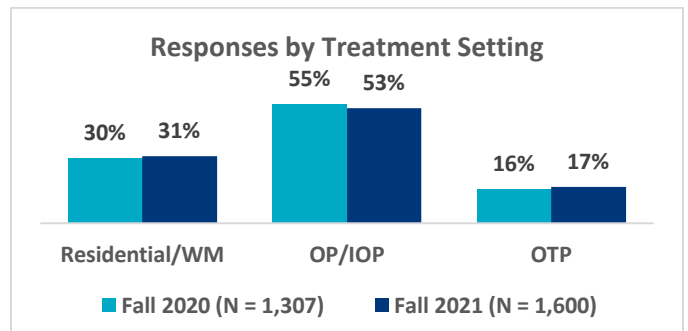
Respondents were asked to select all that apply for the following gender identities: female, male, transgender, and other gender identity. A slightly larger proportion of respondents from the 2021 survey identified as male compared to those during 2020 (64% versus 60%), and a slightly smaller proportion of respondents identified as female across these time periods (34% versus 39%). The proportions of respondents who identified as transgender or selected other as their gender identity were similar during each of the survey periods.



Compared to the 2020 survey period, similar proportions of respondent race/ethnicity categories were observed in 2021. Almost half (45%) of respondents each year identified as White. A slight increase in the proportion of clients who identified as Latino was observed during 2021 (28%), relative to 2020 (24%), and a reduction in the proportion of respondents with an unknown or missing race/ethnicity was observed across the two survey period (6% in 2020 to 3% in 2021).

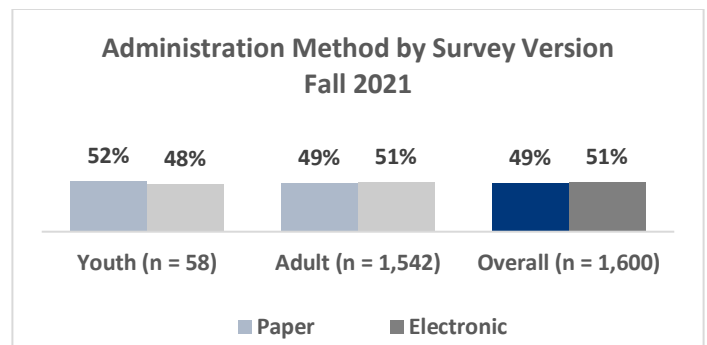
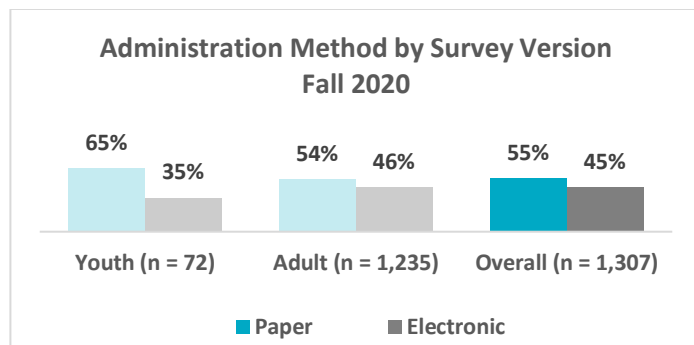


Similar to the 2020 survey period, approximately half (53%) of the survey respondents received services from outpatient (OP) or intensive outpatient (IOP) SUD treatment providers during the survey administration week in 2021, almost one-third (31%) received services from residential or withdrawal management (WM) SUD treatment providers, and the remaining respondents (17%) received services from opioid treatment providers (OTP).

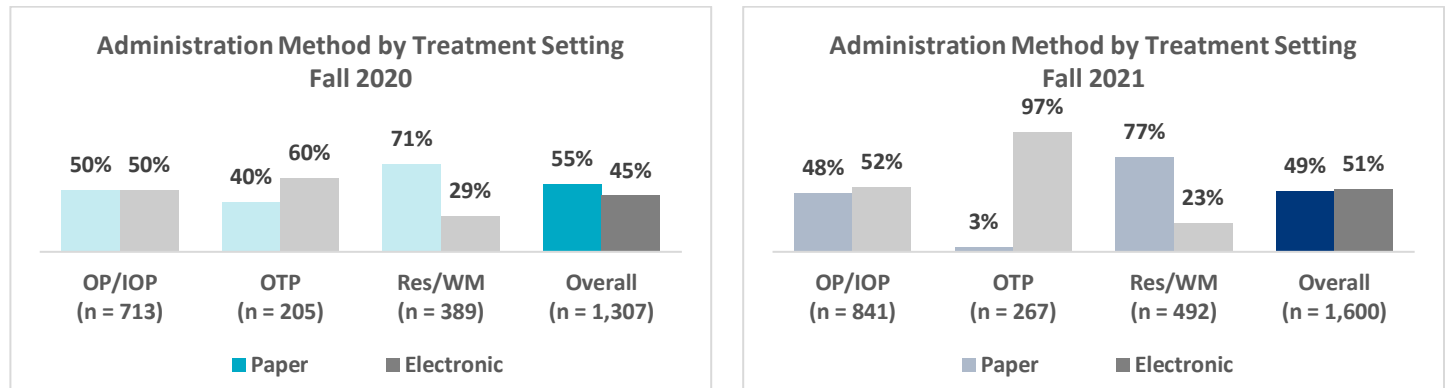


### Survey Administration Method

Roughly half (51%) of respondents in 2021 completed the survey electronically, compared to 45% in 2020. In 2020, almost two-thirds (65%) of youth respondents completed the survey on paper compared to just over half (52%) of youth respondents in 2021.



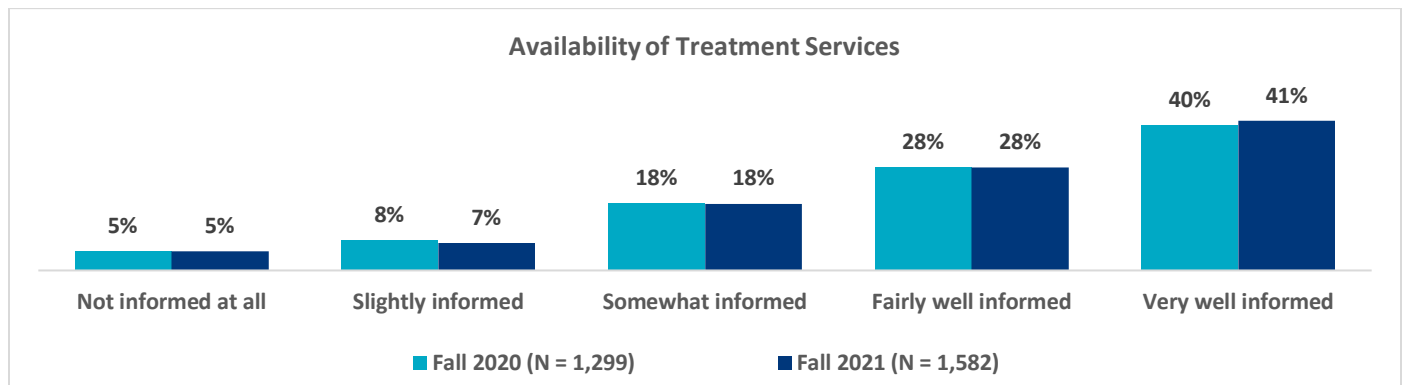
Survey administration method was also examined by treatment setting. About half (52%) of respondents who received services from OP or IOP SUD treatment providers during the 2021 survey week completed the survey electronically, which is similar to the proportion of respondents from this level of care (LOC) in 2020 (50%). Almost one-quarter (23%) of respondents who received services from residential or WM SUD treatment providers during the 2021 survey week completed the survey electronically, which is slightly smaller than the proportion (29%) observed in 2020 among respondents from this LOC. A notable increase in the proportion of respondents who received services from OTPs during the 2021 survey period and completed the survey electronically was observed (97%), relative to 60% in 2020.



## How were DMC-ODS clients impacted by the COVID-19 pandemic?

### Perceived Availability of SUD Treatment Services

When asked how informed they felt about the availability of substance use treatment services during the COVID-19 pandemic, the majority of respondents (68%) reported being fairly or very well informed during both 2020 (68%) and 2021 (69%) survey periods. About one-quarter of respondents in 2020 (27%) and 2021 (26%) reported being slightly or somewhat informed, and the remaining 5% of respondents during each year reported that they were not informed at all about the availability of substance use treatment services during the COVID-19 pandemic.

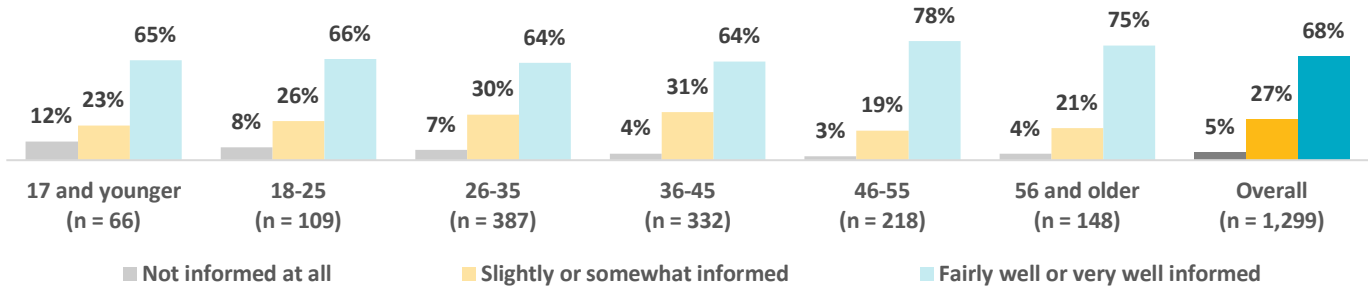


### Perceived Availability of SUD Treatment Services by Age

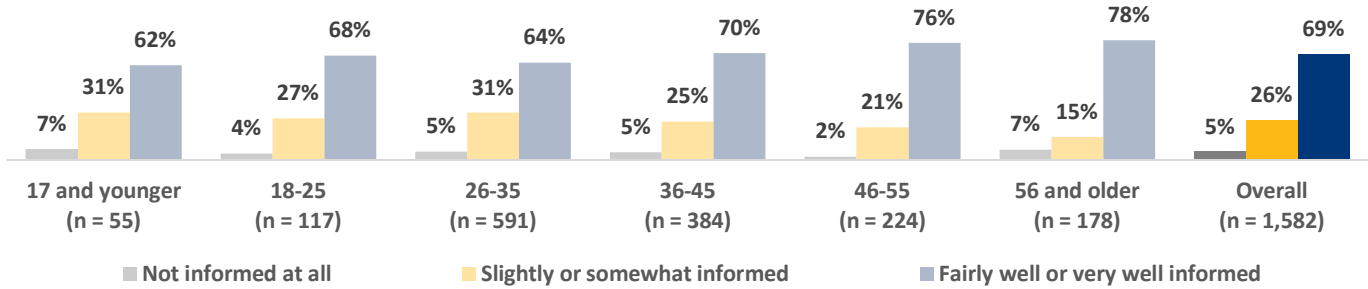
Perceived availability of SUD treatment services during the pandemic was examined by age group. Compared to 2020 (12%), a smaller proportion of youth respondents in 2021 (7%) reported feeling not informed at all about the availability of SUD treatment services during the pandemic. A similar trend was noted among clients aged 18 to 25 years, as 8% of respondents in this age group reported feeling not informed at all about the availability of SUD treatment services during the pandemic compared to only 4% in 2021.

Across all age groups from both survey periods, at least half of respondents reported feeling very or fairly well informed about the availability of SUD treatment services during the pandemic. In most age groups, except among those aged 17 years or younger and those between 46 and 55 years, where slight reductions were observed, the proportion of respondents who reported feeling fairly well or very well informed about the availability of SUD treatment services during the pandemic was the same or slightly higher in 2021 than in 2020.

**Availability of Treatment Services by Age Group Fall 2020**



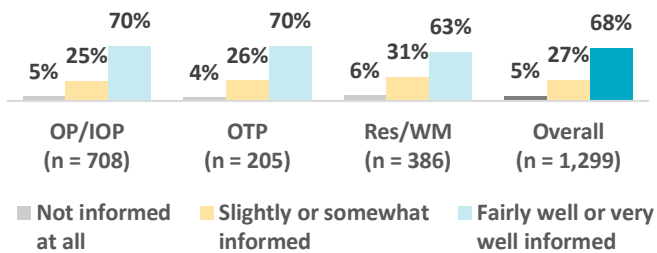
**Availability of Treatment Services by Age Group Fall 2021**



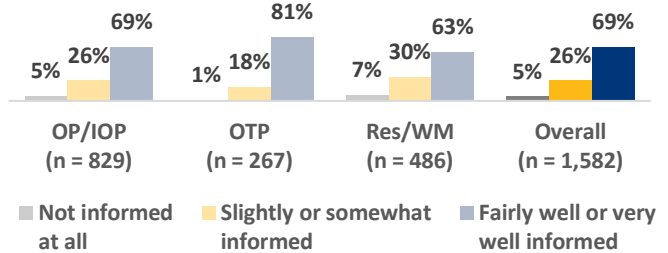
**Perceived Availability of SUD Treatment Services by Level of Care**

Availability of SUD treatment services during the pandemic was also examined by LOC. The proportions of respondents who reported being fairly well or very well informed about the availability of SUD treatment services during the pandemic were unchanged or similar between the two survey periods at residential and WM programs (63% both years) and OP/IOP programs (2020: 70% and 2021: 69%). The proportion of respondents from OTP programs who reported being fairly well or very well informed about the availability of SUD treatment services during the pandemic was greater during 2021 (81%) relative to 2020 (70%), and the proportion of respondents from this LOC who reported being not informed at all decreased from 4% in 2020 to only 1% in 2021.

**Availability of Treatment Services by LOC Fall 2020**

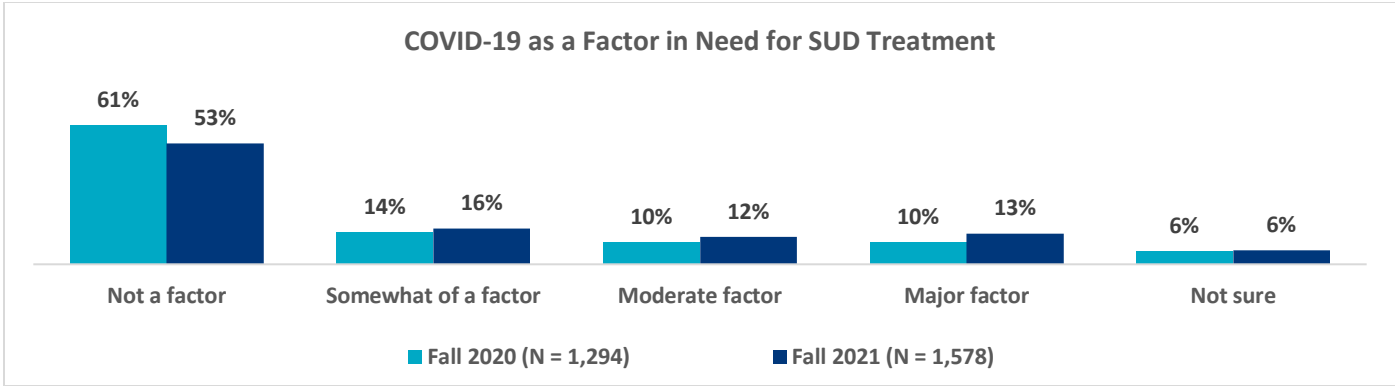


**Availability of Treatment Services by LOC Fall 2021**



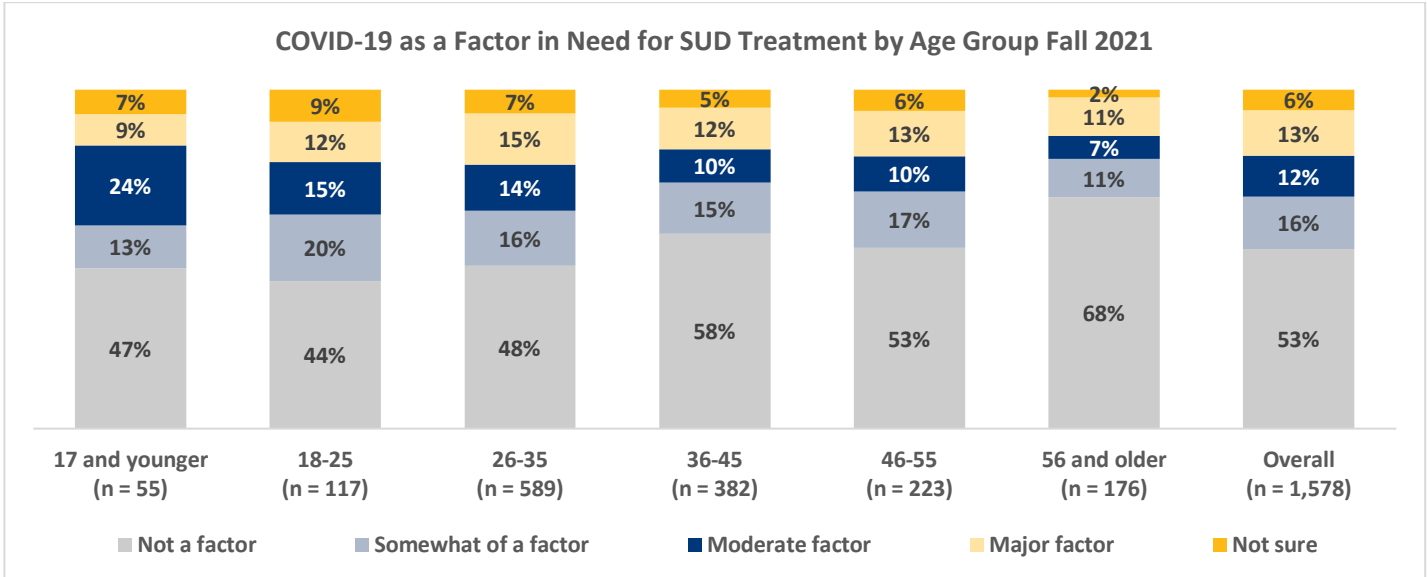
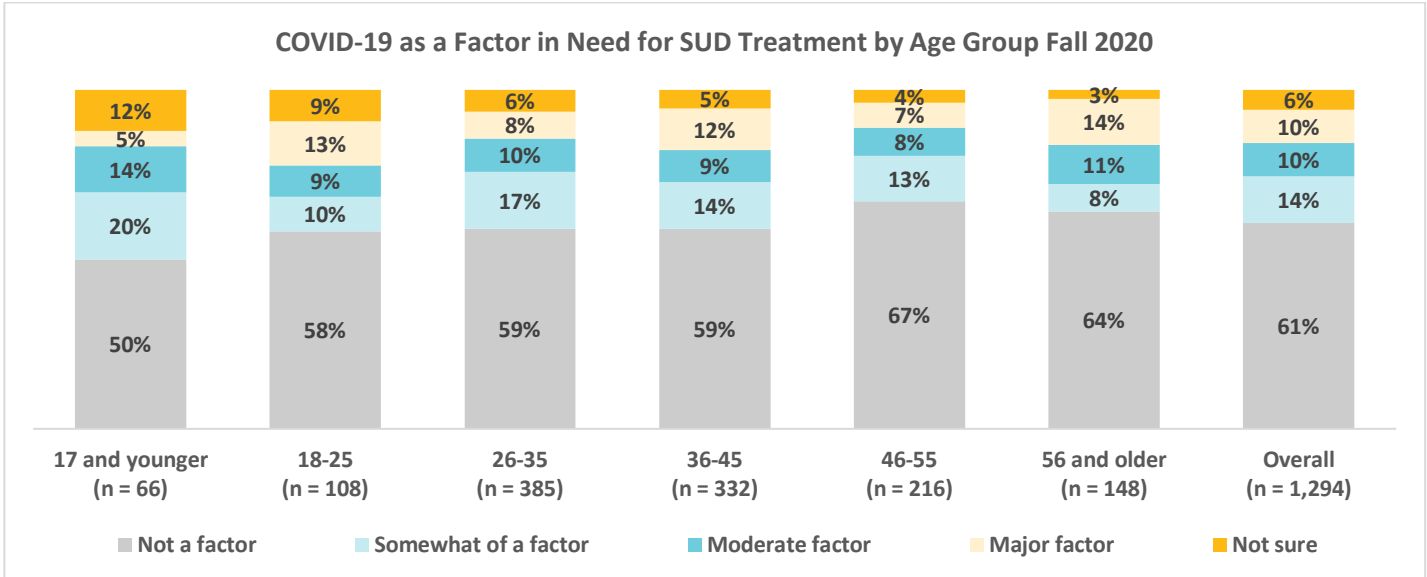
**COVID-19 Pandemic as a Factor in Need for SUD Treatment**

Respondents were asked if they felt the COVID-19 pandemic was a factor in their need for SUD treatment services. In 2020, 61% of respondents reported feeling as though the COVID-19 pandemic was not a factor in their need for SUD treatment services, and this figure declined to just over half (53%) of respondents in 2021. Relative to 2020, small increases in the proportions of respondents in 2021 who felt that the pandemic was somewhat of a factor (14% in 2020 and 16% in 2021), a moderate factor (10% in 2020 and 12% in 2021), or a major factor (10% in 2020 to 13% in 2021) in their need for SUD treatment were observed.



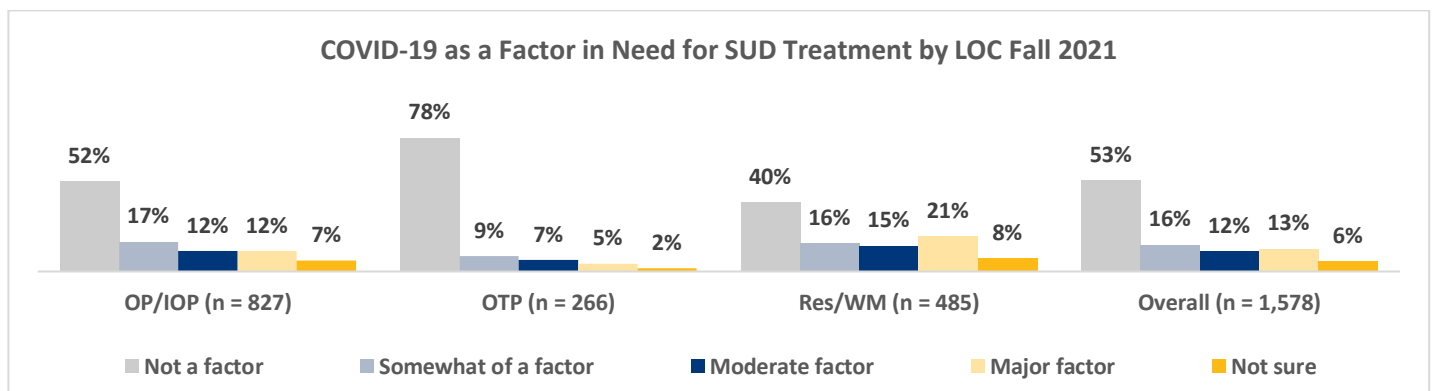
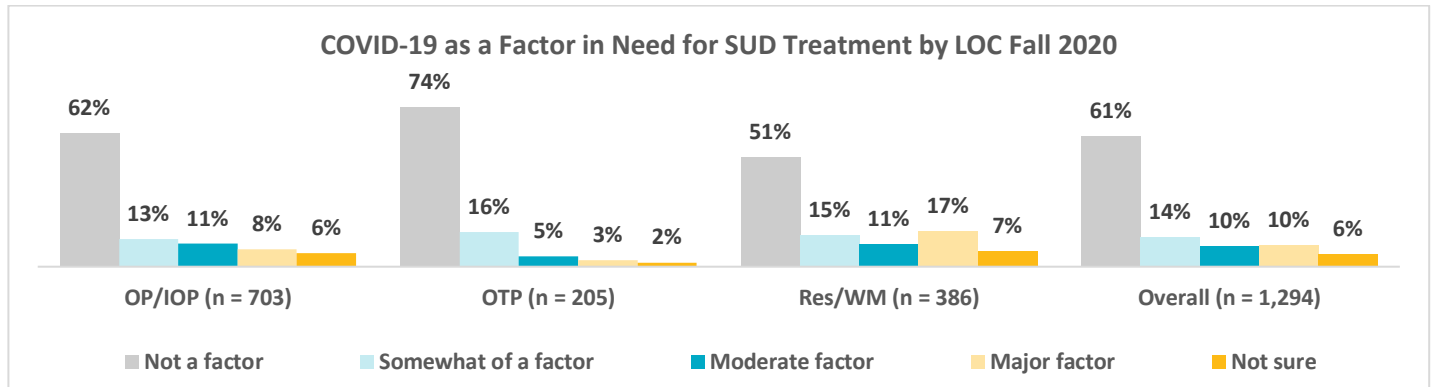
**COVID-19 Pandemic as a Factor in Need for SUD Treatment by Age**

When examined by age group, a smaller proportion of clients in 2021 aged 18 to 25 years (44%), 26 to 35 years (48%), and 46 to 55 years (53%) reported that the pandemic was not a factor in their need for SUD treatment compared to 2020 (58%, 59%, and 67%, respectively). A larger proportion of clients in 2021 aged 17 years or younger (24%), 18 to 25 years (15%), and 26 to 35 years (14%) reported that the pandemic was a moderate factor in their need for SUD treatment, relative to 2020 (14%, 9%, and 10%, respectively).



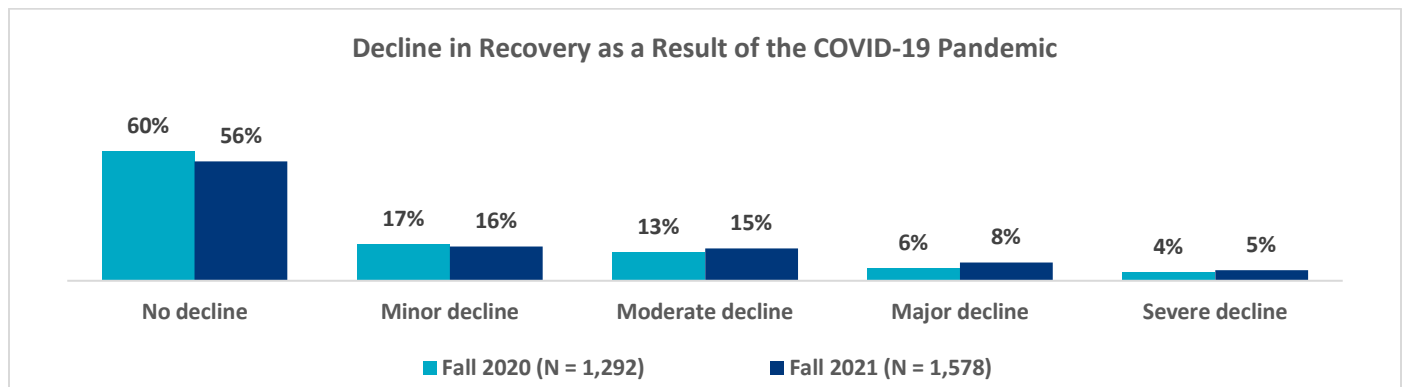
### COVID-19 Pandemic as a Factor in Need for SUD Treatment by Level of Care

Considering treatment setting, a reduction in the proportion of respondents served at OP/IOP programs (52%) and residential or WM programs (40%) in 2021 reported that the pandemic was not a factor in their need for SUD treatment, compared to 2020 (62% and 51%, respectively).



### Decline in Recovery

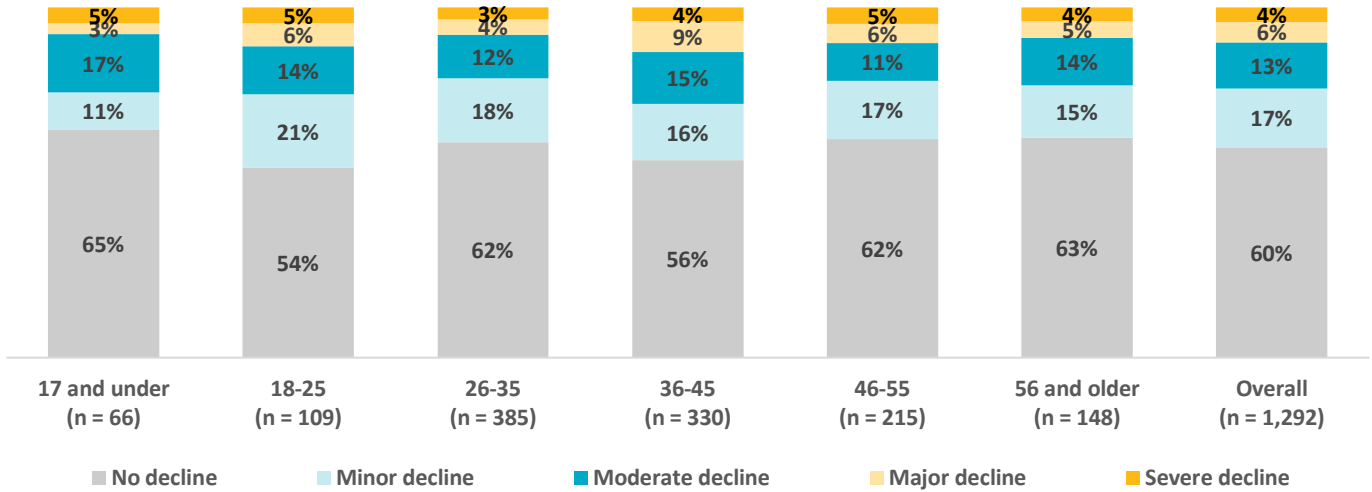
When asked if there was a decline in their recovery as a result of the COVID-19 pandemic, more than half of respondents in 2020 (60%) and 2021 (56%) reported that there was no decline in their recovery. The proportions of respondents who reported that the pandemic contributed to a minor, moderate, major, or severe decline in their recovery were similar in each survey period.



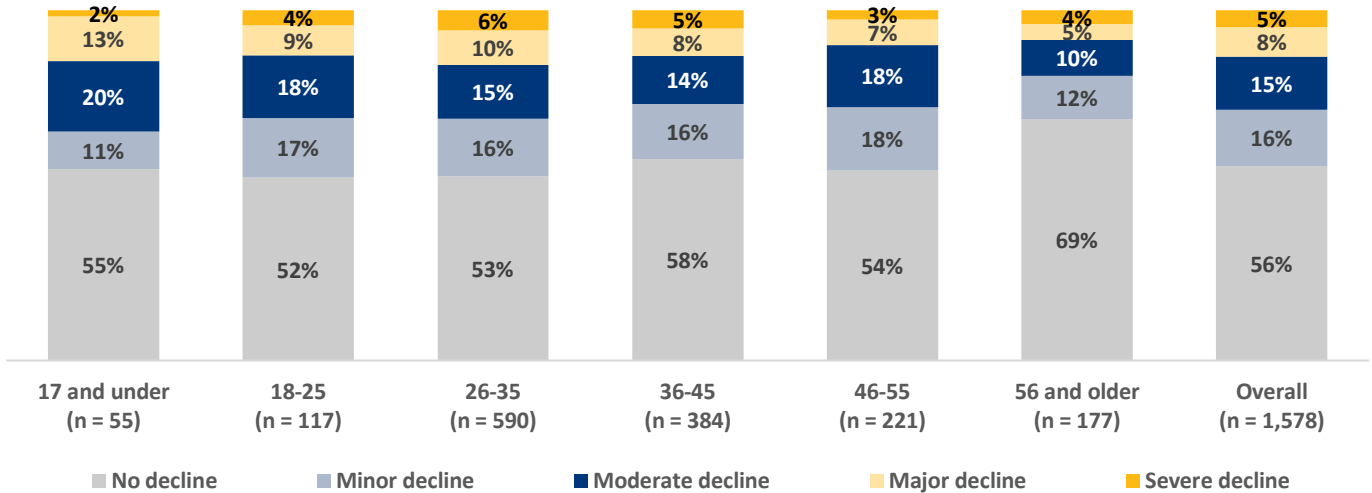
### Decline in Recovery by Age

Considering age, a smaller proportion of respondents in 2021 aged 17 years or younger (55%), 26 to 35 years (53%), and 46 to 55 years (54%) reported no decline in their recovery as a result of the pandemic, compared to 2020 (65%, 62%, and 62%, respectively). In 2021, a larger proportion of clients aged 17 years or younger (15%) and 26 to 35 years (16%) reported a major or severe decline in their recovery as a result of the pandemic, compared to 2020 (8% among both age groups).

**Decline in Recovery as a Result of the COVID-19 Pandemic by Age Group Fall 2020**



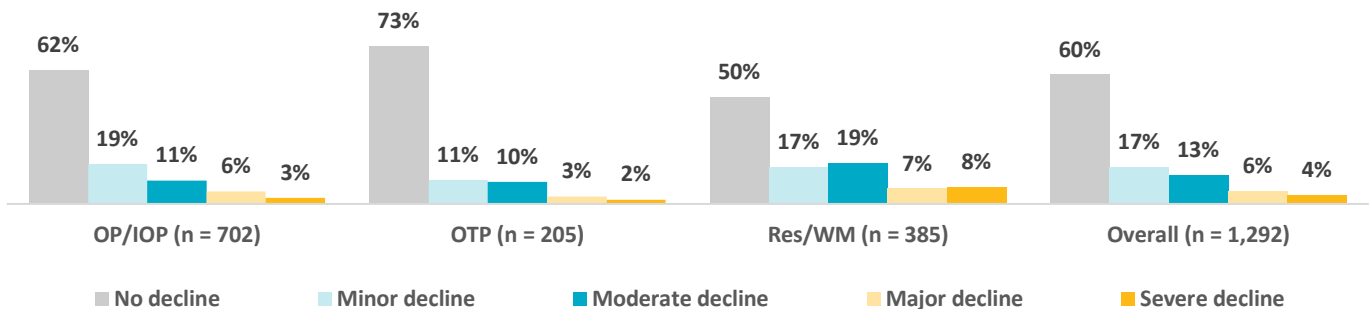
**Decline in Recovery as a Result of the COVID-19 Pandemic by Age Group Fall 2021**

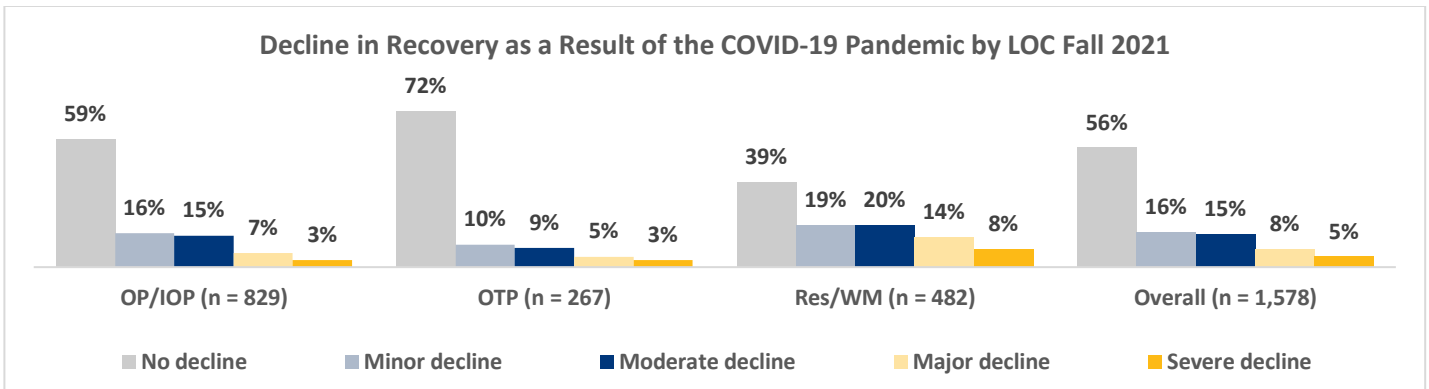


**Decline in Recovery by Level of Care**

A smaller proportion of respondents who received SUD treatment services from residential or withdrawal management programs in 2021 (39%) reported no decline in their recovery as a result of the pandemic, compared to 50% of respondents from this LOC in 2020. A larger proportion of respondents from this LOC in 2021 (22%) reported a major or severe decline in their recovery as a result of the pandemic, relative to 2020 (15%). Minimal differences between survey periods were observed from respondents who received SUD treatment services from OP/IOP and OTP providers.

**Decline in Recovery as a Result of the COVID-19 Pandemic by LOC Fall 2020**



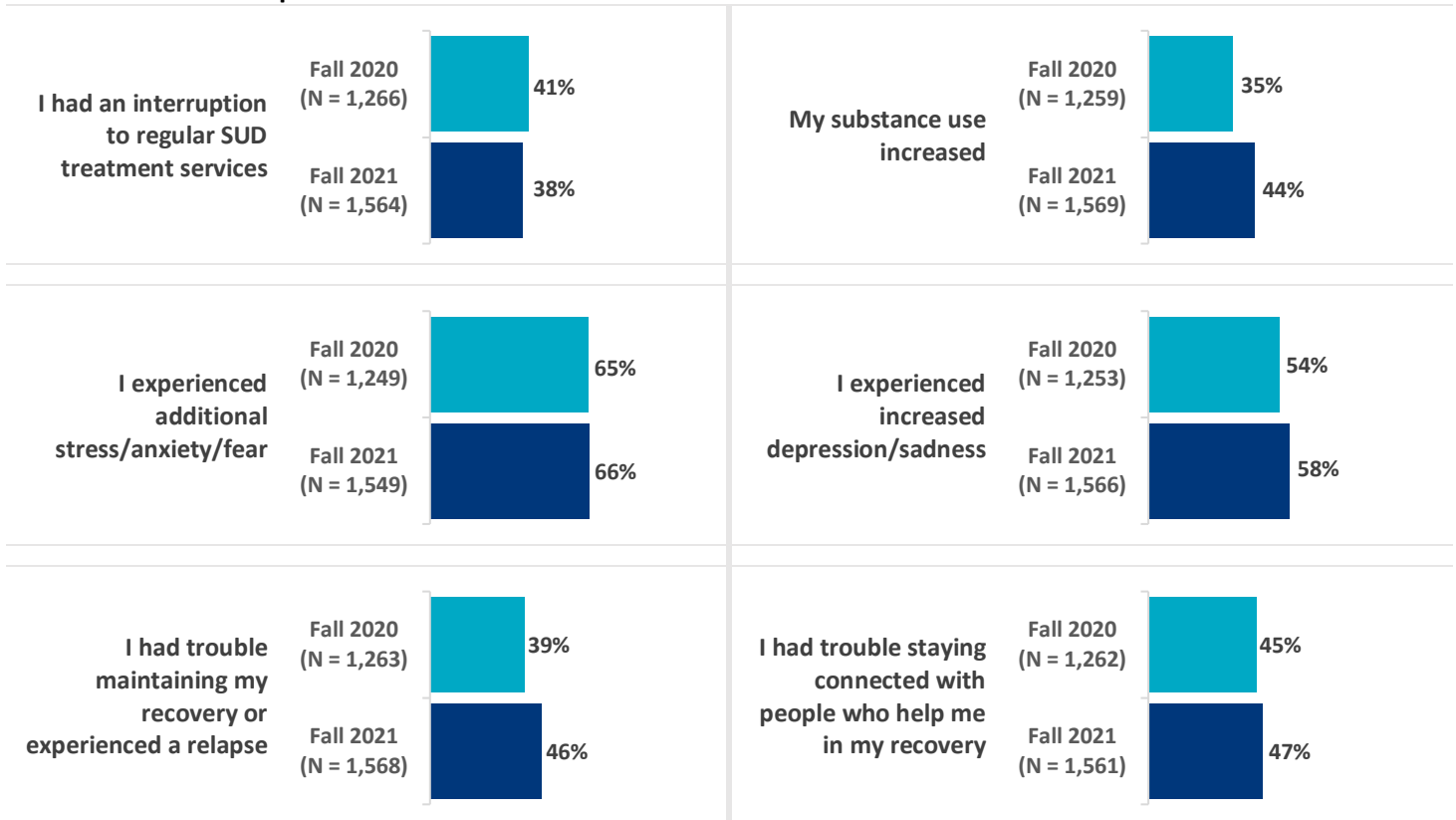


### Effects of the COVID-19 Pandemic on Behavioral Health and Daily Living

Respondents were asked to what degree they agreed with a series of statements about the impact of COVID-19 on their behavioral health. Roughly two-thirds of respondents in 2020 (65%) and 2021 (66%) agreed at least somewhat that they experienced additional stress, anxiety, or fear due to the COVID-19 pandemic, and more than half (54% in 2020 and 58% in 2021) agreed at least somewhat that they experienced increased depression or sadness. Almost half of respondents in 2020 (45%) and 2021 (47%) agreed at least somewhat that due to the pandemic, they had trouble staying connected with people who help them in their recovery.

A larger proportion of respondents in 2021 agreed at least somewhat that their substance use increased as a result of the pandemic (44%), compared to 2020 (35%), and a larger proportion of respondents agreed at least somewhat that they had trouble maintaining their recovery or experienced a relapse in 2021 (46%), compared to 2020 (39%). A slightly smaller proportion of respondents in 2021 agreed at least somewhat that they had an interruption to regular SUD treatment services (38%), compared to 2020 (41%). Agreement with the following statements about the effect of the pandemic was similar between time periods: I experienced additional stress/anxiety/fear (65% in 2020 versus 66% in 2021), and I had trouble staying connected with people who help me in my recovery (54% in 2020 and 58% in 2021).

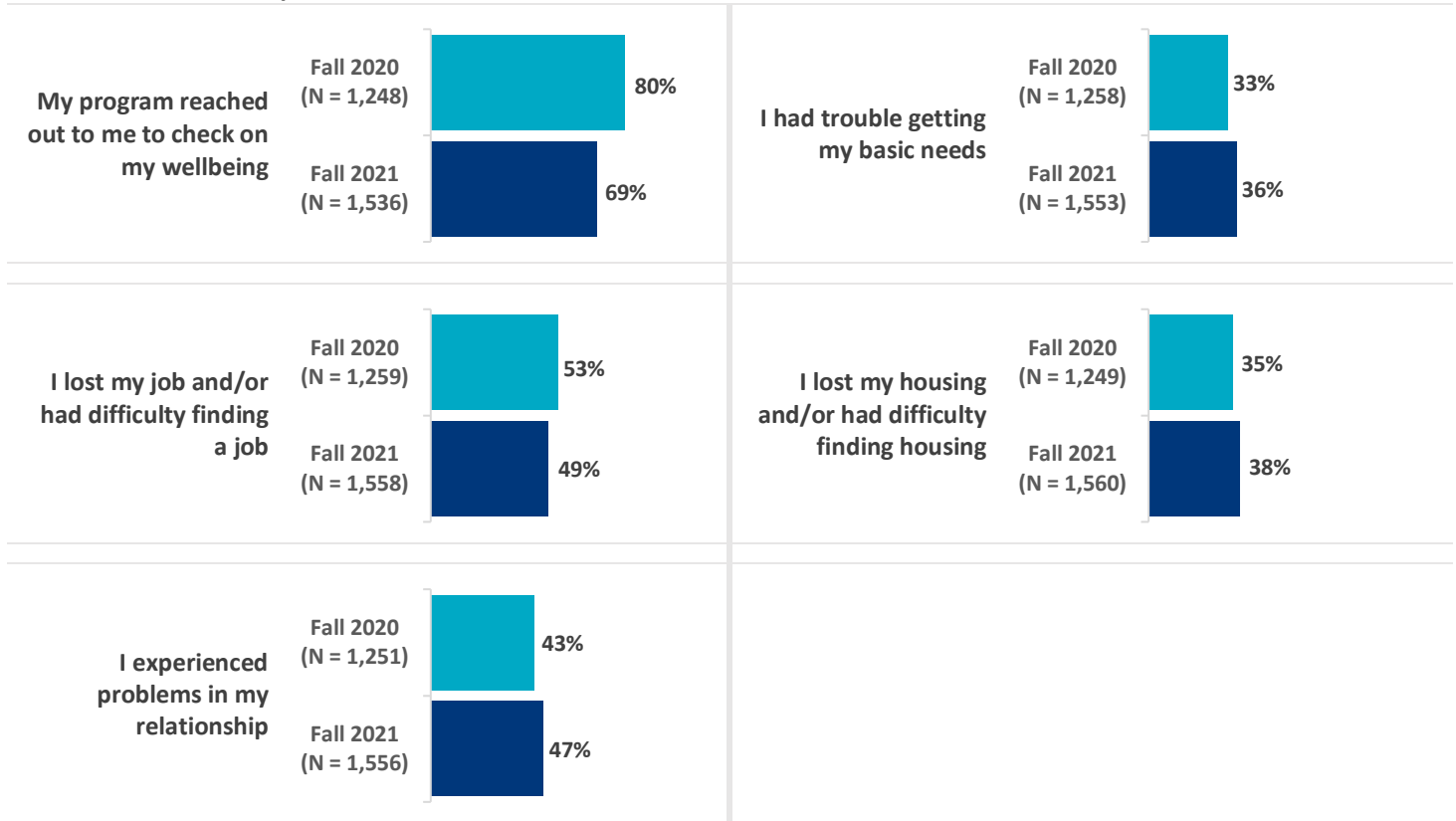
### Due to the COVID-19 pandemic...





Respondents were also asked to what degree they agree with a series of statements about the impact of COVID-19 on specific aspects of their daily living. Most respondents agreed at least somewhat that their program reached out to them to check on their wellbeing due to the pandemic in 2020 (80%) and in 2021 (69%). A slightly smaller proportion of respondents in 2021 agreed at least somewhat that they lost their job and/or had difficulty finding a job (49%) than those in 2020 (53%). Slightly larger proportions of respondents in 2021 agreed at least somewhat that they had trouble getting their basic needs (36%), lost housing and/or had difficulty finding housing (38%), and experienced problems in their relationship (47%), compared to proportions from 2020 (33%, 35%, and 43%, respectively).

**Due to the COVID-19 pandemic...**



**Conclusion**

These results from the 2020 and 2021 TPS Supplemental survey indicate that the COVID-19 pandemic continued to be disruptive to many DMC-ODS clients accessing SUD treatment services during the second year, as the reported effects of the pandemic from survey respondents in 2020 were also reported by similar or greater proportions of respondents in 2021. Most notably, roughly half of respondents during both time periods agreed at least somewhat that they lost their job or had difficulty finding a job (53% in 2020 and 49% in 2021), experienced increased depression or sadness (54% in 2020 and 58% in 2021), or reported having trouble staying connected with people who help them in their recovery (45% in 2020 and 47% in 2021). Furthermore, approximately two-thirds of respondents during both survey periods (65% in 2020 and 66% in 2021) agreed at least somewhat that they experienced additional stress, anxiety, or fear due to the COVID-19 pandemic. Also of note is that a larger proportion of respondents in 2021 agreed at least somewhat that they had trouble maintaining their recovery or experienced a relapse (46%) and that their substance use increased (44%), compared to 2020 (39% and 35%, respectively). Experiencing this type of instability can ultimately contribute to the worsening of a SUD or can trigger a relapse. Considering these findings and the almost half (47%) of respondents who reported that the pandemic was at least somewhat of a factor in their need for SUD treatment in 2021, as well as the 44% of respondents in 2021 who reported that there was at least a minor decline in their recovery as a result of the pandemic, it is possible that there will be an influx of admissions into the DMC-ODS in the near future, as those with a SUD who experienced a decline in their behavioral health and/or daily living during the pandemic seek treatment.

## Key Findings

### Survey Participation

- A total of **1,307 clients** who received services from DMC-ODS providers during the week of **November 9-13, 2020**, and **1,600 clients** during the week of **September 20-24, 2021**, responded to at least one question on the TPS Supplemental COVID-19 Impact survey.
- In general, respondent **demographics** were **similar** between the two survey periods.
- Roughly **half** (51%) of respondents in **2021** completed the survey **electronically**, compared to **45% in 2020**.
- A notable **increase in the proportion** of respondents who received services from **OTPs** during the 2021 survey period and **completed the survey electronically** (97%) was observed, compared to 60% in 2020.
- The proportion of electronic submissions in 2021 from the **OP and IOP programs** was **similar** to 2020, and a **slight reduction** among those receiving services from **residential or WM** providers (29% in 2020 to 23% in 2021) was observed.

### Perception of Availability of SUD Treatment Services

- About **two-thirds** of respondents from 2020 (68%) and 2021 (69%) reported feeling **fairly well or very well informed** about the availability of SUD treatment services during the COVID-19 pandemic.
- Across **all age groups** from **both survey periods**, at **least half** of respondents reported feeling **very or fairly well informed** about the availability of SUD treatment services during the pandemic.
- In **most age groups**, except among those aged 17 years or younger and those between 46 and 55 years where slight reductions were observed, the proportion of respondents who reported feeling **fairly well or very well informed** about the availability of SUD treatment services during the pandemic was the **same or slightly higher** in 2021 than in 2020.
- The proportion of respondents from **OTPs** who reported being **fairly well or very well informed** about the availability of SUD treatment services during the pandemic was **greater during 2021** (81%) relative to 2020 (70%).
- The proportion of respondents from **OTP** programs who reported being **not informed at all** decreased from 4% in 2020 to 1% in 2021.

### COVID-19 Pandemic as a Factor in Need for SUD Treatment Services

- In 2020, 61% of respondents reported feeling as though the COVID-19 **pandemic** was **not a factor** in their need for SUD treatment services, and this figure **declined to just over half** (53%) of respondents in 2021.
- A **reduction** in the proportion of respondents served at **OP/IOP** (52%) and **residential or WM programs** (40%) in 2021 reported that the **pandemic** was **not a factor** in their **need for SUD treatment**, compared to 2020 (62% and 51%, respectively).

### Decline in Recovery as a Result of the COVID-19 Pandemic

- When asked if there was a decline in their recovery as a result of the COVID-19 pandemic, **more than half** of respondents in **2020** (60%) and **2021** (56%) reported that there was **no decline in their recovery**.
- The proportions of respondents who reported that the **pandemic contributed to a minor, moderate, major, or severe decline in their recovery** were **similar in each survey period**.
- A **smaller proportion** of respondents in 2021 aged **17 years or younger** (55%), **26 to 35 years** (53%), and **46 to 55 years** (54%) reported **no decline** in their recovery as a result of the pandemic, compared to 2020 (65%, 62%, and 62%, respectively).
- In 2021, a **larger proportion** of clients aged **17 years or younger** (15%) and **26 to 35 years** (16%) reported a **major or severe decline** in their recovery as a result of the pandemic, compared to 2020 (8% among both age groups).
- A **smaller proportion** of respondents who received SUD treatment services from **residential or WM** programs in 2021 (39%) reported **no decline** in their recovery as a result of the pandemic, compared to 50% of respondents from this LOC in 2020.
- A **larger proportion** of respondents from **residential or WM** programs in 2021 (22%) reported a **major or severe decline** in their recovery as a result of the pandemic, relative to 2020 (15%).

- **Minimal differences between survey periods** were observed from respondents who received SUD treatment services from **OP/IOP** and **OTP** providers.

#### Effects of the COVID-19 Pandemic on Behavioral Health and Daily Living

- Roughly **two-thirds** of respondents in **2020** (65%) and **2021** (66%) agreed at least somewhat that they **experienced additional stress, anxiety, or fear** due to the COVID-19 pandemic.
- **More than half** of respondents (54% in **2020** and 58% in **2021**) agreed at least somewhat that they **experienced increased depression or sadness**.
- A **larger proportion** of respondents in 2021 agreed at least somewhat that their **substance use increased** as a result of the pandemic (44%), compared to 2020 (35%).
- A **larger proportion** of respondents agreed at least somewhat that they had **trouble maintaining their recovery or experienced a relapse** in **2021** (46%), compared to 2020 (39%).
- **Most** respondents agreed at least somewhat that their **program reached out to them to check on their wellbeing** due to the pandemic in **2020** (80%) and in **2021** (69%).