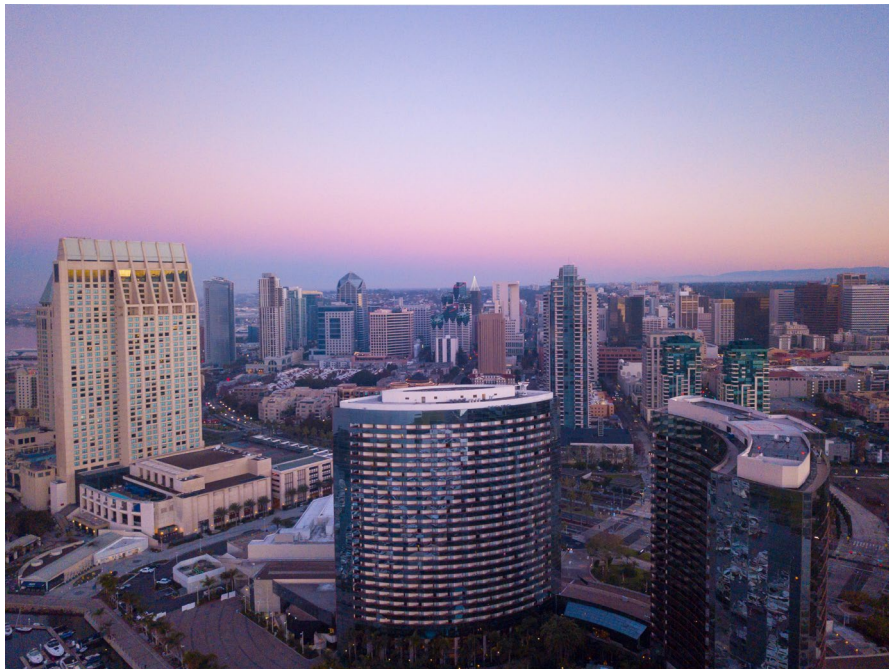


Adult Treatment Perceptions Survey

Survey Period: October 21-25, 2024

San Diego County Behavioral Health Services

Substance Use Disorder Services



Report prepared by the
Health Services Research Center (HSRC)

April 2025



Overview

The Centers for Medicare and Medicaid Services (CMS) requires counties opting into the Drug Medi-Cal Organized Delivery System Waiver (DMC-ODS) to collect and submit client satisfaction data. The California Department of Health Care Services monitors each county at least once a year through an External Quality Review Organization (EQRO) to ensure compliance and proper delivery of quality care is provided in alignment with the DMC-ODS requirements. In order to meet the requirements of the assessment for client satisfaction data, the validated Adult Treatment Perception Survey (TPS) was developed by the University of California, Los Angeles (UCLA) to collect client satisfaction outcomes within the DMC-ODS.

In San Diego County, data on consumer satisfaction is collected by adult clients through the Adult TPS, which is completed by any adult client served by a substance use disorder program contracted by San Diego County Behavioral Health Services (SDCBHS) during the survey period. The majority of questions on the TPS focus on client access and satisfaction with services provided through the DMC-ODS. This report focuses on results of the Adult TPS administered during the survey period of October 21-25, 2024.

TPS results are calculated directly from submitted surveys. The TPS provides a snapshot in time of the adult population receiving substance use disorder services within San Diego County.

Individual items on the Adult TPS are grouped into five domains for analysis:

1. Perception of Access
2. Perception of Quality and Appropriateness
3. Perception of Outcome Services
4. Perception of Care Coordination
5. General Satisfaction

Clients may receive services from more than one program during the TPS period; therefore, a single client may submit multiple forms. Results are evaluated by item and domain 1) systemwide, 2) by level of care, and 3) by program.

Traditionally, the TPS is administered to clients solely on paper. Due to increased rates of treatment delivery via telehealth as a result of the ongoing COVID-19 pandemic, the TPS was moved to an electronic web-based format in Qualtrics during 2020. Despite this shift in service delivery, many clients receiving services within the DMC-ODS continued to receive in-person services, so paper copies of the TPS were also made available to providers upon request.

Key Findings – October 2024

Key Findings from Each Domain

- **Perception of Access**
 - Satisfaction with the *Perception of Access* domain has been positive and relatively stable over the past five years, with 85% to 87% of adult clients reporting satisfaction across this period.
- **Perception of Quality and Appropriateness**
 - The *Perception of Quality and Appropriateness* domain had the highest satisfaction (89%) and lowest dissatisfaction (3%) across all domains.
 - 93% of adult clients agreed or strongly agreed that staff spoke to them in a way they could understand.
- **Perception of Outcome Services**
 - 85% of adult clients agreed or strongly agreed that, as a direct result of the services they are receiving, they feel less craving for drugs and alcohol.
- **Perception of Care Coordination**
 - The *Perception of Care Coordination* domain had the overall lowest satisfaction rating (81%) and highest dissatisfaction (6%) among adult clients compared to the other four domains.
 - 6% of adult clients disagreed or strongly disagreed that program staff helped connect them with other services as needed.
- **General Satisfaction**
 - 92% of adult clients agreed or strongly agreed that they felt welcomed at the place where they received services.
 - 88% of adult clients reported satisfaction with the services they received.

Satisfaction by Domain: Systemwide 5-Year Trends

- Over the past five years, the *Perception of Quality and Appropriateness* domain has had the highest satisfaction and lowest dissatisfaction across all domains.
- Conversely, the *Perception of Care Coordination* domain has had the lowest satisfaction rating across all domains over the past five years. Over this period, an average of 82% of clients reported satisfaction with this domain.

Satisfaction by Survey Administration Method

- Among the surveys received in October 2024, two-thirds (67%) were submitted via paper survey and 33% were submitted via online survey.
- Systemwide domain satisfaction did not significantly differ by survey administration method.

Satisfaction by Level of Care

- Compared to other levels of care, the adult clients who received services through the residential level of care reported the lowest satisfaction and highest dissatisfaction across all five domains in the services they received through the DMC-ODS.

Satisfaction by Age

- Clients between the ages of 46 to 55 years were among the highest reported overall satisfaction across all five domains in the services they received.

Satisfaction by Race/Ethnicity

- Compared to all other racial/ethnic subgroups, Hispanic/Latinx adults reported the highest overall satisfaction with the *Perception of Quality and Appropriateness* and *Perception of Outcome Services* domains.

Satisfaction by Gender Identity

- Over half (60%) of clients who completed the TPS in 2024 identify as Male while 35% of clients identify as Female.
- The findings regarding Transgender, Non-Binary, and Another gender identity subgroups should be interpreted with caution due to small sample sizes.

Satisfaction by Sexual Orientation

- The majority (82%) of adult clients identified as straight or heterosexual.
- The finding presented about clients who identify as Queer, Another, and Unknown sexual orientation should be interpreted with caution due to small sample sizes.

TPS Response Rate

Providers were tasked with the administration of the Adult TPS to every client receiving a service during the survey period. San Diego County received 1,872 Adult TPS forms for the October 2024 survey period. 1,245 (67%) of these surveys were submitted via paper survey and 627 (33%) were submitted via online survey. Approximately 97% of the surveys (1,820) were completed, as completed surveys were defined as having the first two questions completed on the survey. Overall, 39% of consumers who had a billed service¹ from a DMC-ODS program in SmartCare during the survey period completed a survey (NOTE: this calculation excludes incomplete surveys).

Satisfaction by Item Responses: Systemwide

1 = Strongly Disagree; 2 = Disagree; 3 = I am Neutral; 4 = Agree; 5 = Strongly Agree

Questions about your experience at this program:	N	Agree/Strongly Agree (%)	Disagree/Strongly Disagree (%)
1. The location was convenient (public transportation, distance, parking, etc.).	1,827	84.7	3.7
2. Services were available when I needed them.	1,825	87.9	3.7
3. I chose the treatment goals with my provider's help.	1,791	84.6	5.1
4. Staff gave me enough time in my treatment sessions.	1,807	89.9	3.0
5. Staff treated me with respect.	1,835	90.1	3.4
6. Staff spoke to me in a way I understood.	1,823	93.1	1.2
7. Staff were sensitive to my cultural background (race, religion, language, etc.).	1,799	87.5	2.6
8. I felt welcomed here.	1,821	91.9	2.0
9. As a direct result of the services I am receiving, I am better able to do things that I want to do.	1,811	84.2	4.5
10. As a direct result of the services I am receiving, I feel less craving for drugs and alcohol.	1,802	84.9	4.1
11. Staff here work with my physical health care providers to support my wellness.	1,735	80.1	6.5
12. Staff here work with my mental health care providers to support my wellness.	1,693	79.3	5.4
13. Staff here helped me to connect with other services as needed (social services, housing, etc.).	1,747	81.7	6.3
14. Overall, I am satisfied with the services I received.	1,797	88.3	3.3
15. I was able to get all the help/services that I needed.	1,776	82.2	5.3
16. I would recommend this agency to a friend or family member.	1,791	87.9	3.9

¹Billed services were included if the service status was Show or Complete. Services with a written mode of delivery were excluded.

NOTE: Percent may not add up to 100%, as "I am Neutral" and "Not Applicable" responses are not reported here.

The three highest percentages of "Agree/Strongly Agree (%)" are highlighted green. The three highest percentages of "Disagree/Strongly Disagree (%)" are highlighted red.

Satisfaction by Domain: Systemwide

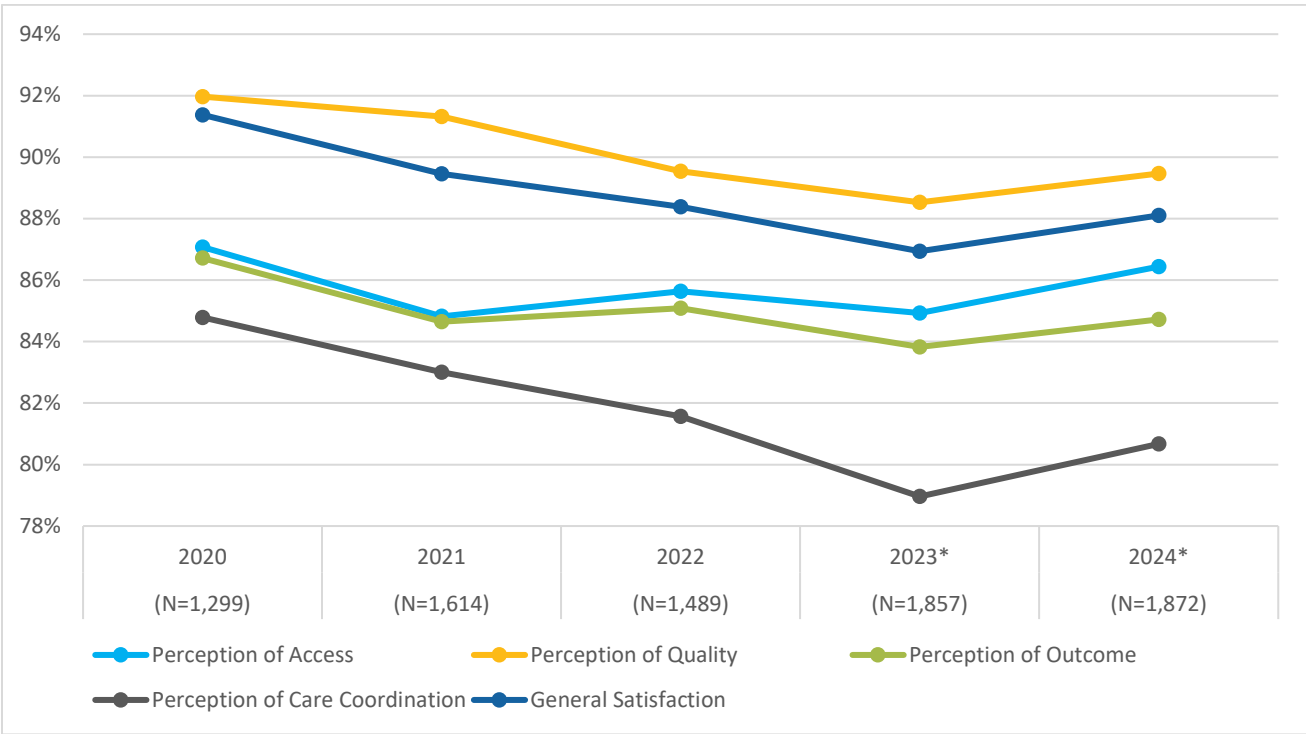
DOMAIN	N	Agree/Strongly Agree (%)	Disagree/Strongly Disagree (%)
Perception of Access (Items 1, 2)	1,795	86.4	3.6
Perception of Quality (Items 3, 4, 5, 6, 7)	1,726	89.5	2.9
Perception of Outcome (Items 9, 10)	1,784	84.7	4.2
Perception of Care Coordination (Items 11, 12, 13)	1,626	80.7	6.0
General Satisfaction (Items 8, 14, 15, 16)	1,738	88.1	3.5

NOTE: Percent may not add up to 100%, as “I am Neutral” and “Not Applicable” responses are not reported here.

The total number of responses for domain scores may be less than the reported number of completed surveys, as a completed survey was defined as having the first two questions completed. While some respondents may have completed this requirement, sufficient data to calculate the other domain scores may not have been available for all respondents.

Satisfaction by Domain: Systemwide 5-Year Trends

Agree/Strongly Agree (%) from 2020-2024

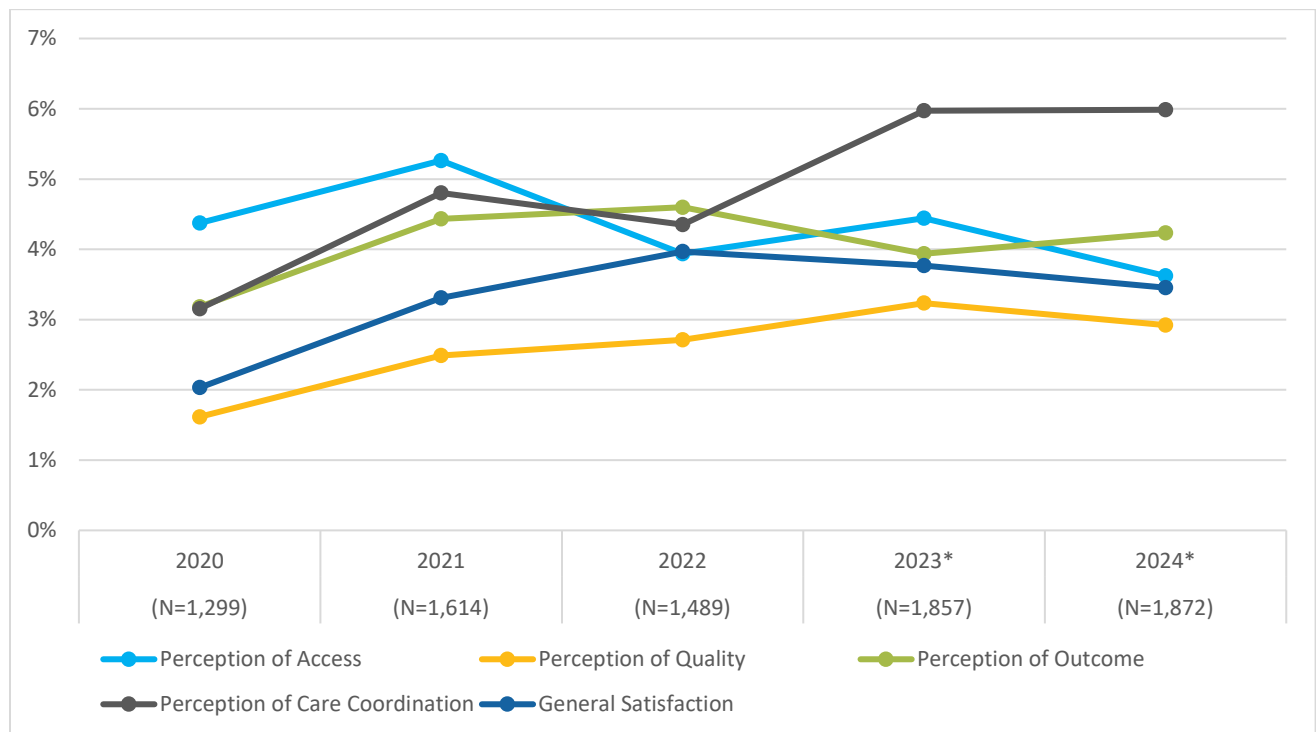


*TPS 2023 and 2024 administration featured an updated survey version both online and on paper, v10 – 6/29/2023. While the domain categories did not change, the updated survey contains edits and additional items that were not included in previous versions of the TPS.

NOTE: Agree/Strongly Agree (%) values may differ from those reported in previous deliverables as the methodology for calculating domain scores was updated.

The total number of responses for domain scores may be less than the reported number of completed surveys, as a completed survey was defined as having the first two questions completed. While some respondents may have completed this requirement, sufficient data to calculate the other domain scores may not have been available for all respondents.

Disagree/Strongly Disagree (%) from 2020-2024



*TPS 2023 and 2024 administration featured an updated survey version both online and on paper, v10 – 6/29/2023. While the domain categories did not change, the updated survey contains edits and additional items that were not included in previous versions of the TPS.

NOTE: The total number of responses for domain scores may be less than the reported number of completed surveys, as a completed survey was defined as having the first two questions completed. While some respondents may have completed this requirement, sufficient data to calculate the other domain scores may not have been available for all respondents.

Satisfaction by Survey Administration Method

DOMAIN	Agree/Strongly Agree (%)	
	Online Survey	Paper Survey
	(N=627)	(N=1,245)
Perception of Access	86.8	86.2
Perception of Quality	89.8	89.3
Perception of Outcome	86.4	83.9
Perception of Care Coordination	81.8	80.1
General Satisfaction	89.0	87.7

DOMAIN	Disagree/Strongly Disagree (%)	
	Online Survey	Paper Survey
	(N=627)	(N=1,245)
Perception of Access	3.2	3.8
Perception of Quality	2.8	3.0
Perception of Outcome	4.4	4.2
Perception of Care Coordination	6.6	5.7
General Satisfaction	3.0	3.6

NOTE: Percent may not add up to 100%, as “I am Neutral” and “Not Applicable” responses are not reported here.

The total number of responses for domain scores may be less than the reported number of completed surveys, as a completed survey was defined as having the first two questions completed. While some respondents may have completed this requirement, sufficient data to calculate the other domain scores may not have been available for all respondents.

Satisfaction by Level of Care

DOMAIN	Agree/Strongly Agree (%)			
	Outpatient/Intensive Outpatient	Residential	Detox	OTP/NTP
	(N=1.099)	(N=592)	(N=20)	(N=161)
Perception of Access	88.6	81.8	97.2	87.0
Perception of Quality	92.0	83.8	97.5	91.9
Perception of Outcome	85.9	80.1	100.0	92.1
Perception of Care Coordination	83.2	74.8	100.0	83.2
General Satisfaction	90.8	81.9	100.0	91.5

DOMAIN	Disagree/Strongly Disagree (%)			
	Outpatient/Intensive Outpatient	Residential	Detox	OTP/NTP
	(N=1.099)	(N=592)	(N=20)	(N=161)
Perception of Access	3.0	5.5	0.0	1.6
Perception of Quality	2.0	5.3	1.3	0.8
Perception of Outcome	3.6	6.3	0.0	1.3
Perception of Care Coordination	4.8	9.1	0.0	2.5
General Satisfaction	2.3	6.1	0.0	1.6

NOTE: Percent may not add up to 100%, as “I am Neutral” and “Not Applicable” responses are not reported here.

The three highest percentages of “Agree/Strongly Agree (%)” are highlighted green. The three highest percentages of “Disagree/Strongly Disagree (%)” are highlighted red.

The total number of responses for domain scores may be less than the reported number of completed surveys, as a completed survey was defined as having the first two questions completed. While some respondents may have completed this requirement, sufficient data to calculate the other domain scores may not have been available for all respondents.

Satisfaction by Age*

DOMAIN	Agree/Strongly Agree (%)					
	18-25	26-35	36-45	46-55	56-64	65+ years
	(N=120)	(N=606)	(N=559)	(N=265)	(N=165)	(N=47)
Perception of Access	86.0	85.6	86.4	89.0	85.8	90.0
Perception of Quality	88.1	88.5	89.3	91.5	90.3	92.3
Perception of Outcome	82.3	84.2	84.1	87.3	86.3	86.7
Perception of Care Coordination	79.5	79.7	80.8	84.6	79.2	74.3
General Satisfaction	85.4	87.9	87.2	90.9	89.6	86.4

DOMAIN	Disagree/Strongly Disagree (%)					
	18-25	26-35	36-45	46-55	56-64	65+ years
	(N=120)	(N=606)	(N=559)	(N=265)	(N=165)	(N=47)
Perception of Access	3.5	3.3	4.1	3.1	3.7	0.0
Perception of Quality	3.3	3.0	3.6	1.9	2.6	0.9
Perception of Outcome	4.3	4.5	5.3	2.3	1.9	2.2
Perception of Care Coordination	4.2	5.5	8.0	3.3	4.7	8.6
General Satisfaction	3.4	3.7	4.2	2.4	0.6	3.4

*Age is missing for 110 respondents.

NOTE: Percent may not add up to 100%, as “I am Neutral” and “Not Applicable” responses are not reported here.

The three highest percentages of “Agree/Strongly Agree (%)” are highlighted green. The three highest percentages of “Disagree/Strongly Disagree (%)” are highlighted red.

The total number of responses for domain scores may be less than the reported number of completed surveys, as a completed survey was defined as having the first two questions completed. While some respondents may have completed this requirement, sufficient data to calculate the other domain scores may not have been available for all respondents.

Satisfaction by Race/Ethnicity

DOMAIN	Agree/Strongly Agree (%)								
	American Indian/Alaskan Native	Asian	Black/African American	Hispanic/Latinx	Native Hawaiian/Pacific Islander	White/Caucasian	Multiracial*	Another Race	Unknown/Missing
	(N=10)	(N=20)	(N=160)	(N=771)	(N=20)	(N=640)	(N=95)	(N=30)	(N=126)
Perception of Access	95.0	76.3	85.4	89.0	77.5	86.3	81.1	80.4	80.3
Perception of Quality	86.7	87.4	87.4	91.0	87.4	90.2	84.7	82.0	84.4
Perception of Outcome	80.0	82.5	79.7	87.1	77.5	84.5	78.9	86.7	82.8
Perception of Care Coordination	71.4	84.2	73.2	84.1	80.7	79.8	74.8	74.4	77.9
General Satisfaction	91.7	86.3	86.2	89.8	85.0	88.5	83.4	81.9	81.3

DOMAIN	Disagree/Strongly Disagree (%)								
	American Indian/Alaskan Native	Asian	Black/African American	Hispanic/Latinx	Native Hawaiian/Pacific Islander	White/Caucasian	Multiracial*	Another Race	Unknown/Missing
	(N=10)	(N=20)	(N=160)	(N=771)	(N=20)	(N=640)	(N=95)	(N=30)	(N=126)
Perception of Access	0.0	2.6	5.4	2.9	5.0	3.4	3.9	3.6	7.0
Perception of Quality	4.4	2.1	3.1	2.5	4.2	2.8	3.5	8.0	4.4
Perception of Outcome	0.0	7.5	4.9	3.5	7.5	4.7	5.0	5.0	4.4
Perception of Care Coordination	14.3	8.8	8.0	4.9	5.3	5.9	7.4	6.7	9.6
General Satisfaction	2.8	2.5	3.9	3.0	5.0	2.9	4.2	8.6	7.8

*Multiracial was determined if a client selected two or more races not including Hispanic/Latinx. If Hispanic/Latinx was selected, the client was reported as Hispanic/Latinx.

NOTE: Percent may not add up to 100%, as "I am Neutral" and "Not Applicable" responses are not reported here.

The three highest percentages of "Agree/Strongly Agree (%)" are highlighted green. The three highest percentages of "Disagree/Strongly Disagree (%)" are highlighted red.

The total number of responses for domain scores may be less than the reported number of completed surveys, as a completed survey was defined as having the first two questions completed. While some respondents may have completed this requirement, sufficient data to calculate the other domain scores may not have been available for all respondents.

Satisfaction by Gender Identity*

DOMAIN	Agree/Strongly Agree (%)				
	Male	Female	Transgender	Non-Binary	Another Gender Identity
	(N=1,119)	(N=655)	(N=12)	(N=15)	(N=7)
Perception of Access	86.5	86.6	83.3	78.6	78.6
Perception of Quality	89.5	89.5	93.3	86.2	97.1
Perception of Outcome	84.0	85.8	83.3	78.6	92.9
Perception of Care Coordination	81.3	79.3	77.8	84.6	95.2
General Satisfaction	87.6	89.2	90.9	83.9	89.3

DOMAIN	Disagree/Strongly Disagree (%)				
	Male	Female	Transgender	Non-Binary	Another Gender Identity
	(N=1,119)	(N=655)	(N=12)	(N=15)	(N=7)
Perception of Access	3.7	3.3	4.2	0.0	0.0
Perception of Quality	3.0	2.8	0.0	0.0	2.9
Perception of Outcome	4.3	4.1	4.2	0.0	0.0
Perception of Care Coordination	5.8	6.2	11.1	2.6	0.0
General Satisfaction	3.7	3.0	4.5	0.0	0.0

*Clients were allowed to select more than one gender identity. As such, a single client may be represented in more than one gender identity subgroup. Gender identity is missing for 76 respondents.

NOTE: Percent may not add up to 100%, as “I am Neutral” and “Not Applicable” responses are not reported here.

The three highest percentages of “Agree/Strongly Agree (%)” are highlighted green. The three highest percentages of “Disagree/Strongly Disagree (%)” are highlighted red.

The total number of responses for domain scores may be less than the reported number of completed surveys, as a completed survey was defined as having the first two questions completed. While some respondents may have completed this requirement, sufficient data to calculate the other domain scores may not have been available for all respondents.

Satisfaction by Sexual Orientation*

DOMAIN	Agree/Strongly Agree (%)					
	Straight/ Heterosexual	Gay or Lesbian	Bisexual	Queer	Another Sexual Orientation	Unknown
	(N=1,539)	(N=75)	(N=110)	(N=19)	(N=8)	(N=28)
Perception of Access	86.8	86.5	87.6	84.2	81.3	78.3
Perception of Quality	89.8	87.6	88.8	90.0	90.0	82.7
Perception of Outcome	84.8	86.1	84.1	77.8	100.0	76.9
Perception of Care Coordination	80.7	82.4	81.0	77.2	95.8	69.8
General Satisfaction	88.5	87.0	86.9	86.1	85.7	81.8

DOMAIN	Disagree/Strongly Disagree (%)					
	Straight/ Heterosexual	Gay or Lesbian	Bisexual	Queer	Another Sexual Orientation	Unknown
	(N=1,539)	(N=75)	(N=110)	(N=19)	(N=8)	(N=28)
Perception of Access	3.6	4.1	1.8	2.6	0.0	6.5
Perception of Quality	2.9	4.7	1.7	4.4	0.0	3.6
Perception of Outcome	4.1	4.9	4.7	8.3	0.0	7.7
Perception of Care Coordination	5.6	11.3	5.6	15.8	0.0	14.3
General Satisfaction	3.3	5.8	2.1	2.8	3.6	6.8

*Clients were allowed to select more than one sexual orientation. As such, a single client may be represented in more than one sexual orientation subgroup. Sexual orientation is missing for 116 respondents.

NOTE: Percent may not add up to 100%, as “I am Neutral” and “Not Applicable” responses are not reported here.

The four highest percentages of “Agree/Strongly Agree (%)” are highlighted green. The three highest percentages of “Disagree/Strongly Disagree (%)” are highlighted red.

The total number of responses for domain scores may be less than the reported number of completed surveys, as a completed survey was defined as having the first two questions completed. While some respondents may have completed this requirement, sufficient data to calculate the other domain scores may not have been available for all respondents.

Adult TPS 2024 Demographics

Age	Total (N=1,872)		Online Survey (N=627)		Paper Survey (N=1,245)	
	N	%	N	%	N	%
18-25	120	6%	35	6%	85	7%
26-35	606	32%	209	33%	397	32%
36-45	559	30%	184	29%	375	30%
46-55	265	14%	86	14%	179	14%
56-64	165	9%	44	7%	121	10%
65+	47	3%	9	1%	38	3%
Missing	110	6%	60	10%	50	4%
Race/Ethnicity	N	%	N	%	N	%
American Indian/Alaskan Native	10	1%	< 5	< 1%	8	1%
Asian	20	1%	6	1%	14	1%
Black/African American	160	9%	44	7%	116	9%
Hispanic/Latinx	771	41%	262	42%	509	41%
Native Hawaiian/Pacific Islander	20	1%	7	1%	13	1%
White/Caucasian	640	34%	210	33%	430	35%
Multiracial†	95	5%	28	4%	67	5%
Another Race	30	2%	< 5	< 1%	28	2%
Unknown/Missing	126	7%	66	11%	60	5%
Gender Identity*	N	%	N	%	N	%
Male	1,119	60%	325	52%	794	64%
Female	655	35%	241	38%	414	33%
Transgender Female-to-Male	< 5	< 1%	< 5	< 1%	< 5	< 1%
Transgender Male-to-Female	10	1%	6	1%	< 5	< 1%
Non-Binary	15	1%	6	1%	9	1%
Another Gender Identity	7	< 1%	< 5	1%	< 5	< 1%
Missing	76	4%	54	9%	22	2%
Sexual Orientation*	N	%	N	%	N	%
Straight/Heterosexual	1,539	82%	464	74%	1,075	86%
Gay or Lesbian	75	4%	39	6%	36	3%
Bisexual	110	6%	43	7%	67	5%
Queer	19	1%	12	2%	7	1%
Another Sexual Orientation	8	< 1%	5	1%	< 5	< 1%
Unknown	28	1%	11	2%	17	1%
Missing	116	6%	67	11%	49	4%
Level of Care	N	%	N	%	N	%
Outpatient/Intensive Outpatient	1,099	59%	409	65%	690	55%
Residential	592	32%	166	26%	426	34%
Detox	20	1%	< 5	< 1%	17	1%
OTP/NTP	161	9%	49	8%	112	9%

†Multiracial was determined if a client selected two or more races not including Hispanic/Latinx. If Hispanic/Latinx was selected, the client was reported as Hispanic/Latinx.

*The total number of responses may be greater than the reported number of completed surveys as multiple responses were allowed.

Adult TPS 2024 Telehealth Services

Now thinking about the services you received, how much of it was by telehealth (by telephone or video-conferencing)?	Total (N=1,872)		Online Survey (N=627)		Paper Survey (N=1,245)	
	N	%	N	%	N	%
None	1,030	55%	356	57%	674	54%
Very little	495	26%	160	26%	335	27%
About half	135	7%	41	7%	94	8%
Almost all	56	3%	11	2%	45	4%
All	53	3%	14	2%	39	3%
Missing	103	6%	45	7%	58	5%
How helpful were your telehealth visits compared to traditional in-person visits?*	N	%	N	%	N	%
Much better	115	6%	42	7%	73	6%
Somewhat better	111	6%	39	6%	72	6%
About the same	339	18%	128	20%	211	17%
Somewhat worse	60	3%	16	3%	44	4%

*Responses for this question were limited to clients who reported receiving any telehealth services.