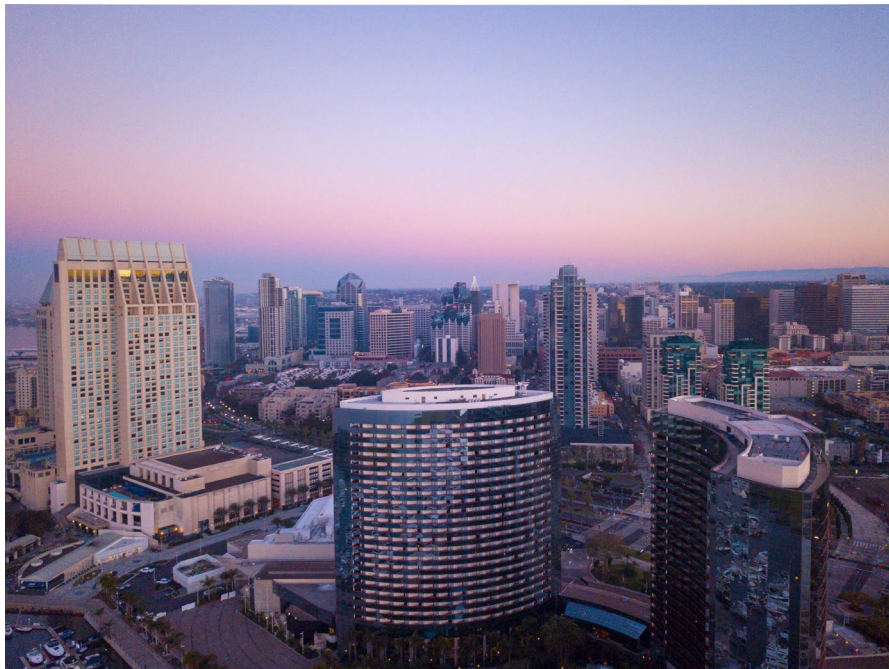


Adult Treatment Perceptions Survey

Survey Period: October 20-24, 2025

San Diego County Behavioral Health Services

Substance Use Disorder Services



Report prepared by the
Health Services Research Center (HSRC)

June 2026



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 20-24, 2025.

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 2025

Key Findings from Each Domain

- **Perception of Access**
 - 87.9% of adult clients agreed or strongly agreed that services were available at times when needed.
- **Perception of Quality and Appropriateness**
 - The *Perception of Quality and Appropriateness* domain had the overall highest satisfaction (89.3%) and lowest dissatisfaction (2.9%) across all domains.
 - 92.7% of adult clients agreed or strongly agreed that staff spoke to them in a way they understood.
- **Perception of Outcome Services**
 - 84.9% of adult clients agreed or strongly agreed that, as a direct result of the services they are receiving, they experienced less craving for drugs and alcohol.
- **Perception of Care Coordination**
 - The *Perception of Care Coordination* domain had the overall lowest satisfaction rating (81.2%) and highest dissatisfaction (4.7%) among adult clients compared to the other four domains.
 - 5.5% of adult clients disagreed or strongly disagreed that program staff helped connect them with other services as needed.
- **General Satisfaction**
 - 92.7% of adult clients agreed or strongly agreed that they felt welcomed at the place where they received services.
 - 87.6% of adult clients reported satisfaction with the services they received (social services, housing, etc.).

Satisfaction by Domain: Systemwide 5-Year Trends

- Dissatisfaction in the *Perception of Care Coordination* domain decreased 6.0% in 2024 to 4.7% in 2025.

Satisfaction by Survey Administration Method

- Among the surveys received in October 2025, two-thirds (66.0%) were submitted via paper survey and 34.0% 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, adult clients who received services through the residential withdrawal management (WM) level of care reported the highest satisfaction across all five domains in the services they received through the DMC-ODS. Due to a small sample size, this finding should be interpreted with caution.
- Conversely, adult clients who received services through the residential level of care reported the highest dissatisfaction rates for the *Perception of Quality and Appropriateness* (5.2%) and the *Perception of Care Coordination* (6.4%) domains.

Satisfaction by Age

- Among age groups, clients aged 65 years and older reported the highest satisfaction across in the *Perception of Quality and Appropriateness* (91.4%) and *General Satisfaction* (91.0%) domains.

Satisfaction by Race/Ethnicity

- Due to small sample sizes among the American Indian/Alaskan Native, Asian, Native Hawaiian/Pacific Islander, and Another racial subgroups, the presented findings should be interpreted with caution.

Satisfaction by Gender Identity

- Over half (61.3%) of adult clients who completed the TPS in 2025 identified as Male while 34.3% of clients identified 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 (83.3%) of adult clients identified as straight or heterosexual.
- The finding presented about clients who identified 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 2,148 Adult TPS forms for the October 2025 survey period. 1,417 (66.0%) of these surveys were submitted via paper survey and 731 (34.0%) were submitted via online survey. Approximately 97.5% of the surveys (2,095) were completed, as completed surveys were defined as having the first two questions completed on the survey. Overall, 38.7% of consumers who had a billed service* 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.).	2,102	85.3	3.7
2. Services were available when I needed them.	2,100	87.9	3.4
3. I chose the treatment goals with my provider's help.	2,069	84.7	4.6
4. Staff gave me enough time in my treatment sessions.	2,076	90.3	2.2
5. Staff treated me with respect.	2,102	90.1	3.1
6. Staff spoke to me in a way I understood.	2,098	92.7	1.7
7. Staff were sensitive to my cultural background (race, religion, language, etc.).	2,070	88.3	3.1
8. I felt welcomed here.	2,082	92.7	1.3
9. As a direct result of the services I am receiving, I am better able to do things that I want to do.	2,090	84.6	3.8
10. As a direct result of the services I am receiving, I feel less craving for drugs and alcohol.	2,062	84.9	3.9
11. Staff here work with my physical health care providers to support my wellness.	2,028	81.3	4.4
12. Staff here work with my mental health care providers to support my wellness.	1,972	80.6	4.6
13. Staff here helped me to connect with other services as needed (social services, housing, etc.).	2,039	80.9	5.5
14. Overall, I am satisfied with the services I received.	2,076	87.6	2.5
15. I was able to get all the help/services that I needed.	2,057	82.3	4.4
16. I would recommend this agency to a friend or family member.	2,063	88.0	4.0

*Services were included if the service status was Show or Complete. Non-billable services 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

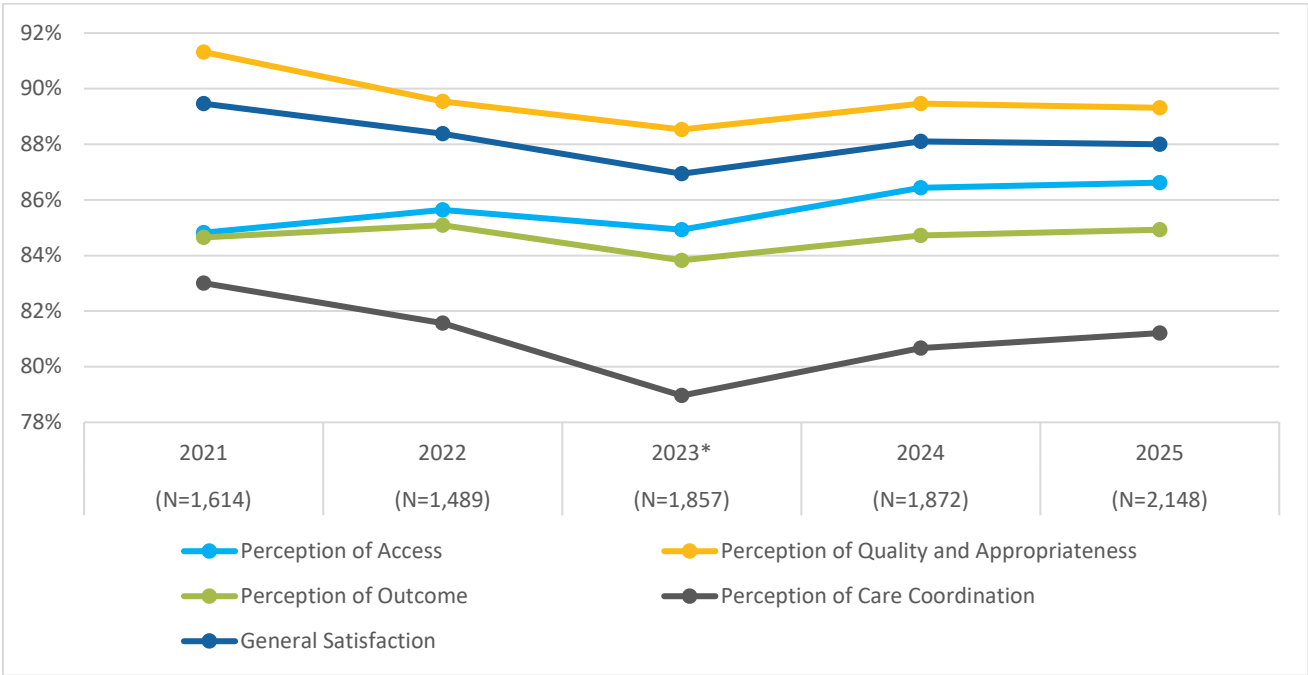
DOMAIN	N	Agree/Strongly Agree (%)	Disagree/Strongly Disagree (%)
Perception of Access (Items 1, 2)	2,074	86.6	3.5
Perception of Quality and Appropriateness (Items 3, 4, 5, 6, 7)	1,984	89.3	2.9
Perception of Outcome (Items 9, 10)	2,047	84.9	3.8
Perception of Care Coordination (Items 11, 12, 13)	1,918	81.2	4.7
General Satisfaction (Items 8, 14, 15, 16)	2,005	88.0	3.0

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 2021-2025

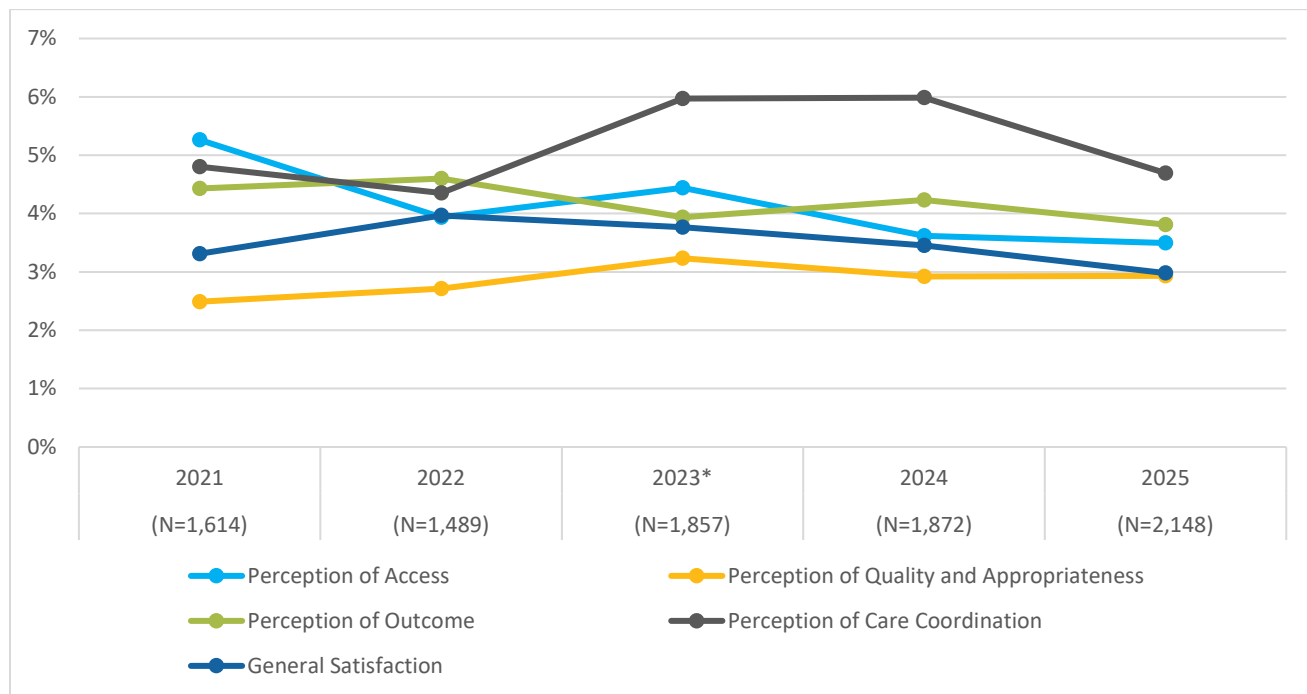


*Starting in 2023, TPS administrations transitioned to an updated survey version (v10 – 6/29/2023), offered both online and on paper. The domain categories remained the same; however, this version includes edits and additional items not present in earlier versions.

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 2021-2025



**Starting in 2023, TPS administrations transitioned to an updated survey version (v10 – 6/29/2023), offered both online and on paper. The domain categories remained the same; however, this version includes edits and additional items not present in earlier versions.*

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

Agree/Strongly Agree (%)

DOMAIN	Online Survey (N=731)	Paper Survey (N=1,417, %)
Perception of Access	86.6	86.6
Perception of Quality and Appropriateness	86.5	90.7
Perception of Outcome	83.9	85.4
Perception of Care Coordination	80.2	81.7
General Satisfaction	85.3	89.3

Disagree/Strongly Disagree (%)

DOMAIN	Online Survey (N=731)	Paper Survey (N=1,417)
Perception of Access	3.4	3.5
Perception of Quality and Appropriateness	3.9	2.5
Perception of Outcome	3.8	3.8
Perception of Care Coordination	5.9	4.1
General Satisfaction	4.2	2.4

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

Agree/Strongly Agree (%)

DOMAIN	Outpatient/Intensive Outpatient (N=1,177)	Residential (N=592)	OTP/NTP (N=347)	Residential WM (N=32)
Perception of Access	87.2	84.0	88.2	96.6
Perception of Quality and Appropriateness	90.1	84.7	93.5	99.3
Perception of Outcome	83.4	83.8	91.3	93.1
Perception of Care Coordination	81.0	79.2	84.4	94.0
General Satisfaction	87.6	85.0	93.7	97.3

Disagree/Strongly Disagree (%)

DOMAIN	Outpatient/Intensive Outpatient (N=1,177)	Residential (N=592)	OTP/NTP (N=347)	Residential WM (N=32)
Perception of Access	3.3	4.7	2.4	0.0
Perception of Quality and Appropriateness	2.5	5.2	0.7	0.0
Perception of Outcome	4.2	4.4	1.7	1.7
Perception of Care Coordination	4.7	6.4	2.0	0.0
General Satisfaction	2.9	4.3	1.0	0.0

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*

Agree/Strongly Agree (%)

DOMAIN	18-25 (N=129)	26-25 (N=652)	36-45 (N=631)	46-55 (N=361)	56-64 (N=210)	65+ years (N=58)
Perception of Access	82.6	86.7	86.2	87.2	90.1	86.3
Perception of Quality and Appropriateness	84.2	89.8	90.5	88.5	90.4	91.4
Perception of Outcome	84.8	85.2	85.4	83.3	90.7	84.6
Perception of Care Coordination	83.9	82.0	81.2	79.4	85.1	79.4
General Satisfaction	87.0	88.8	88.0	86.7	90.5	91.0

Disagree/Strongly Disagree (%)

DOMAIN	18-25 (N=129)	26-35 (N=652)	36-45 (N=631)	46-55 (N=361)	56-64 (N=210)	65+ years (N=58)
Perception of Access	3.5	3.6	3.6	3.6	2.0	4.9
Perception of Quality and Appropriateness	2.7	3.0	2.3	3.5	3.2	2.4
Perception of Outcome	2.3	3.1	3.2	5.3	3.3	6.7
Perception of Care Coordination	2.5	3.8	5.3	6.2	2.7	4.0
General Satisfaction	1.7	2.7	3.1	3.8	2.0	3.5

*Age is missing for 107 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

Agree/Strongly Agree (%)

DOMAIN	American Indian/ Alaskan Native (N=30)	Asian (N=33)	Black/ African American (N=171)	Hispanic/ Latinx (N=913)	Native Hawaiian/ Pacific Islander (N=24)	White/ Caucasian (N=715)	Multiracial* (N=85)	Another Race (N=41)	Unknown/ Missing (N=136)
Perception of Access	80.5	90.9	89.3	86.5	89.6	88.1	83.7	82.1	78.2
Perception of Quality and Appropriateness	89.7	92.9	88.1	90.0	95.5	90.1	89.5	87.0	78.5
Perception of Outcome	92.9	90.9	83.2	86.3	95.2	85.9	80.7	76.9	70.0
Perception of Care Coordination	88.5	87.1	80.2	83.7	95.8	80.5	76.9	76.9	63.5
General Satisfaction	91.7	94.7	87.7	89.1	97.7	88.7	84.3	81.6	73.4

*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 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 (%)

DOMAIN	American Indian/ Alaskan Native (N=30)	Asian (N=33)	Black/ African American (N=171)	Hispanic/ Latinx (N=913)	Native Hawaiian/ Pacific Islander (N=24)	White/ Caucasian (N=715)	Multiracial* (N=85)	Another Race (N=41)	Unknown/ Missing (N=136)
Perception of Access	7.1	3.0	3.1	3.6	0.0	3.1	2.4	1.3	7.1
Perception of Quality and Appropriateness	1.4	1.9	3.3	2.6	0.0	2.9	3.7	2.7	6.3
Perception of Outcome	0.0	1.5	4.0	3.1	0.0	3.8	2.4	3.8	12.9
Perception of Care Coordination	1.3	3.2	3.3	4.1	0.0	4.5	8.9	7.7	11.6
General Satisfaction	0.0	0.0	2.4	2.3	0.0	3.1	4.6	7.2	9.0

*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 “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*

Agree/Strongly Agree (%)

DOMAIN	Male (N=1,317)	Female (N=736)	Transgender (N=11)	Non-Binary (N=12)	Another Gender Identity (N=10)
Perception of Access	86.8	87.1	72.7	72.7	56.3
Perception of Quality and Appropriateness	90.0	89.0	86.0	76.4	57.8
Perception of Outcome	85.3	86.4	68.2	75.0	33.3
Perception of Care Coordination	81.6	82.6	66.7	54.5	29.2
General Satisfaction	87.7	89.6	77.5	72.9	47.2

Disagree/Strongly Disagree (%)

DOMAIN	Male (N=1,317)	Female (N=736)	Transgender (N=11)	Non-Binary (N=12)	Another Gender Identity (N=10)
Perception of Access	3.6	3.1	0.0	4.5	31.3
Perception of Quality and Appropriateness	2.7	3.1	0.0	1.8	17.8
Perception of Outcome	3.8	3.1	0.0	4.2	27.8
Perception of Care Coordination	4.2	4.7	6.1	18.2	16.7
General Satisfaction	3.2	2.1	0.0	6.3	25.0

*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 69 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*

Agree/Strongly Agree (%)

DOMAIN	Straight/ Heterosexual (N=1,789)	Gay or Lesbian (N=78)	Bisexual (N=120)	Queer (N=25)	Another Sexual Orientation (N=18)	Unknown (N=51)
Perception of Access	87.2	88.3	84.8	79.2	100.0	77.8
Perception of Quality and Appropriateness	89.6	90.7	90.1	89.2	92.9	82.2
Perception of Outcome	85.5	90.1	84.1	84.0	100.0	66.3
Perception of Care Coordination	82.0	80.0	84.4	73.6	85.2	64.2
General Satisfaction	88.6	84.8	89.3	87.5	95.8	76.2

Disagree/Strongly Disagree (%)

DOMAIN	Straight/ Heterosexual (N=1,789)	Gay or Lesbian (N=78)	Bisexual (N=120)	Queer (N=25)	Another Sexual Orientation (N=18)	Unknown (N=51)
Perception of Access	3.3	4.5	2.6	2.1	0.0	10.0
Perception of Quality and Appropriateness	2.9	2.3	2.0	0.8	1.2	4.4
Perception of Outcome	3.6	3.9	2.2	2.0	0.0	10.5
Perception of Care Coordination	4.2	5.7	3.7	4.2	5.6	11.4
General Satisfaction	2.9	2.7	1.7	2.1	1.4	6.0

*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 95 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.

Adult TPS 2025 Demographics

Age	Total (N=2,148) N	Total (N=2,148) %	Online Survey (N=731) N	Online Survey (N=731) %	Paper Survey (N=1,417) N	Paper Survey (N=1,417) %
18-25	129	6.0%	37	5.1%	92	6.5%
26-35	652	30.4%	220	30.1%	432	30.5%
36-45	631	29.4%	215	29.4%	416	29.4%
46-55	361	16.8%	120	16.4%	241	17.0%
56-64	210	9.8%	66	9.0%	144	10.2%
65+	58	2.7%	16	2.2%	42	3.0%
Missing	107	5.0%	57	7.8%	50	3.5%
Race/Ethnicity	N	%	N	%	N	%
American Indian/Alaskan Native	30	1.4%	8	1.1%	22	2.1%
Asian	33	1.5%	<5	<1.0%	30	8.1%
Black/African American	171	8.0%	56	7.7%	115	43.5%
Hispanic/Latinx	913	42.5%	296	40.6%	617	1.1%
Native Hawaiian/Pacific Islander	24	1.1%	9	1.2%	15	33.4%
White/Caucasian	715	33.3%	242	33.1%	473	3.6%
Multiracial†	85	4.0%	34	4.7%	51	2.0%
Another Race	41	1.9%	12	1.6%	29	4.6%
Unknown/Missing	136	6.3%	71	9.7%	65	2.1%
Gender Identity*	N	%	N	%	N	%
Male	1,317	61.3%	304	41.6%	1013	71.5%
Female	736	34.3%	362	49.5%	374	26.4%
Transgender Female-to-Male	<5	<1.0%	<5	<1.0%	<5	<1.0%
Transgender Male-to-Female	8	<1.0%	<5	<1.0%	5	<1.0%
Non-Binary	12	1.0%	6	<1.0%	6	<1.0%
Another Gender Identity	10	<1.0%	6	<1.0%	<5	<1.0%
Missing	69	3.2%	53	7.3%	16	1.1%
Sexual Orientation*	N	%	N	%	N	%
Straight/Heterosexual	1,789	83.3%	550	75.2%	1239	87.4%
Gay or Lesbian	78	3.6%	36	4.9%	42	3.0%
Bisexual	120	5.6%	51	7.0%	69	4.9%
Queer	25	1.2%	14	1.9%	11	<1.0%
Another Sexual Orientation	18	<1.0%	11	1.5%	7	<1.0%
Unknown	51	2.4%	23	3.1%	28	2.0%
Missing	95	4.4%	64	8.8%	31	2.2%
Level of Care	N	%	N	%	N	%
Outpatient/Intensive Outpatient	1,177	54.8%	407	55.7%	770	54.3%
Residential	592	27.6%	245	33.5%	347	24.5%
OTP/NTP	347	16.2%	47	6.4%	300	21.2%
Residential WM	32	1.5%	32	4.4%	0	0.0%

†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 2025 Telehealth Services

Now thinking about the services you received, how much of it was by telehealth (by telephone or video-conferencing)?	Total (N=2,148) N	Total (N=2,148) %	Online Survey (N=731) N	Online Survey (N=731) %	Paper Survey (N=1,417) N	Paper Survey (N=1,417) %
None	1,047	48.7%	366	50.1%	681	48.1%
Very little	668	31.1%	230	31.5%	438	30.9%
About half	205	9.5%	58	7.9%	147	10.4%
Almost all	76	3.5%	12	1.6%	64	4.5%
All	55	2.6%	18	2.5%	37	2.6%
Missing	97	95.5%	47	6.4%	50	3.5%
How helpful were your telehealth visits compared to traditional in-person visits?*	N	%	N	%	N	%
Much better	158	7.4%	58	7.9%	100	7.1%
Somewhat better	159	7.4%	64	8.8%	95	6.7%
About the same	496	23.1%	160	21.9%	336	23.7%
Somewhat worse	72	3.4%	30	4.1%	42	3.0%

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