

Youth 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 for the assessment of client satisfaction data, the validated Youth Treatment Perceptions Survey (TPS) was developed by the University of California, Los Angeles (UCLA) to collect client satisfaction data for programs within the DMC-ODS.

In San Diego County, data on consumer satisfaction is collected by youth clients through the Youth TPS, which is completed by clients ages 12 to 17 years who are served by a substance use disorder program contracted by San Diego County Behavioral Health Services (SDCBHS) during the survey period. The majority of questions of the TPS focus on client access and satisfaction with services provided through the DMC-ODS. This report focuses on results of the Youth 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 youth population receiving substance use disorder services within San Diego County.

Individual items on the Youth TPS are grouped into six domains for analysis:

1. Perception of Access
2. Perception of Quality and Appropriateness
3. Perception of Therapeutic Alliance
4. Perception of Care Coordination
5. Perception of Outcome Services
6. 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**
 - 87% of youth clients agreed or strongly agreed that the location of services was convenient for them.
- **Perception of Quality and Appropriateness**
 - 92% of youth clients agreed or strongly agreed that staff treated them with respect.
 - However, 6% of youth clients disagreed or strongly disagreed that staff were sensitive to their cultural backgrounds (race/ethnicity, religion, language, etc.).
- **Perception of the Therapeutic Alliance**
 - The *Perception of Therapeutic Alliance* domain had the highest satisfaction (90%) across all domains.
 - 93% of youth clients reported that they liked their counselor.
- **Perception of Care Coordination**
 - 88% of youth clients agreed or strongly agreed the staff members who provided them services made sure that their health and emotional health needs were being met.
- **Perception of Outcome Services**
 - The *Perception of Outcome Services* domain had the overall lowest satisfaction rating among youth clients compared to the other five domains (71%).
 - 9% of youth clients disagreed or strongly disagreed that, as a direct result of the services they received, they feel less craving for drugs and alcohol.
- **General Satisfaction**
 - 92% of youth clients reported satisfaction with the services they received.

Satisfaction by Domain: Systemwide 5-Year Trends

- Youth clients who completed the 2024 TPS reported lower satisfaction and higher dissatisfaction across all six domains compared to youth clients who completed the TPS during the 2023 survey period.

Satisfaction by Level of Care

- Youth clients who received outpatient/intensive outpatient services reported higher satisfaction across four of the six domains compared to the youth clients who received residential services.
- Due to small sample size among the residential level of care, the findings presented should be interpreted with caution.

Satisfaction by Age

- Clients aged 14 years or younger reported the highest dissatisfaction across all six domains in the services they received.

Satisfaction by Race/Ethnicity

- The majority (81%) of youth clients who completed the 2024 TPS identified as Hispanic/Latinx.
- Due to small sample sizes among the American Indian/Alaskan Native, Black/African American, White/Caucasian, Multiracial, Another, and Unknown racial subgroups, the presented findings should be interpreted with caution.

Satisfaction by Gender Identity

- Youth clients who identify as Male reported the highest satisfaction across five of the six domains.
- The findings regarding youth clients who identify as Transgender, Non-Binary, and Another gender identity should be interpreted with caution due to small sample sizes.

Satisfaction by Sexual Orientation

- The majority (80%) of youth clients who completed the 2024 TPS identified as Straight/Heterosexual.
- The findings regarding the Gay/Lesbian, Bisexual, Queer, Another, and Unknown sexual orientation subgroups should be interpreted with caution due to small sample sizes.

TPS Response Rate

Providers are tasked with the administration of the Youth TPS to every youth client receiving a service during the survey period. San Diego County received 124 Youth TPS forms for the October 2024 survey period. 54 (44%) of these surveys were submitted via paper survey and 70 (56%) were submitted via online survey. Approximately 97% of the surveys (120) were complete, which is defined as having the first three questions completed on the survey. Overall, 68% 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 of services was convenient for me.	123	87.0	4.1
2. Services were available at times that were convenient for me.	122	83.6	4.9
3. I had a good experience enrolling in treatment.	121	81.0	5.0
4. My counselor and I worked on treatment goals together.	120	87.5	3.3
5. I received services that were right for me.	121	84.3	4.1
6. Staff treated me with respect.	119	91.6	4.2
7. I feel my counselor took the time to listen to what I had to say.	119	91.6	3.4
8. I developed a positive, trusting relationship with my counselor.	119	87.4	4.2
9. Staff were sensitive to my cultural background (race/ethnicity, religion, language, etc.).	109	80.7	6.4
10. I feel my counselor was sincerely interested in me and understood me.	116	86.2	4.3
11. I liked my counselor here.	117	93.2	3.4
12. My counselor is capable of helping me.	117	90.6	2.6
13. Staff here make sure that my health and emotional health needs are being met (physical exams, depressed mood, etc.).	117	88.0	2.6
14. Staff here helped me with other issues and concerns I had related to legal/probation, family and educational systems.	115	76.5	2.6
15. My counselor provided necessary services for my family.	110	75.5	3.6
16. As a direct result of the services I am receiving, I am better able to do things that I want to do.	114	72.8	4.4
17. As a direct result of the services I am receiving, I feel less craving for drugs and alcohol.	113	69.0	8.8
18. Overall, I am satisfied with the services I received.	113	92.0	2.7
19. I would recommend the services to a friend who is in need of similar help.	115	81.7	5.2

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

Satisfaction by Domain: Systemwide

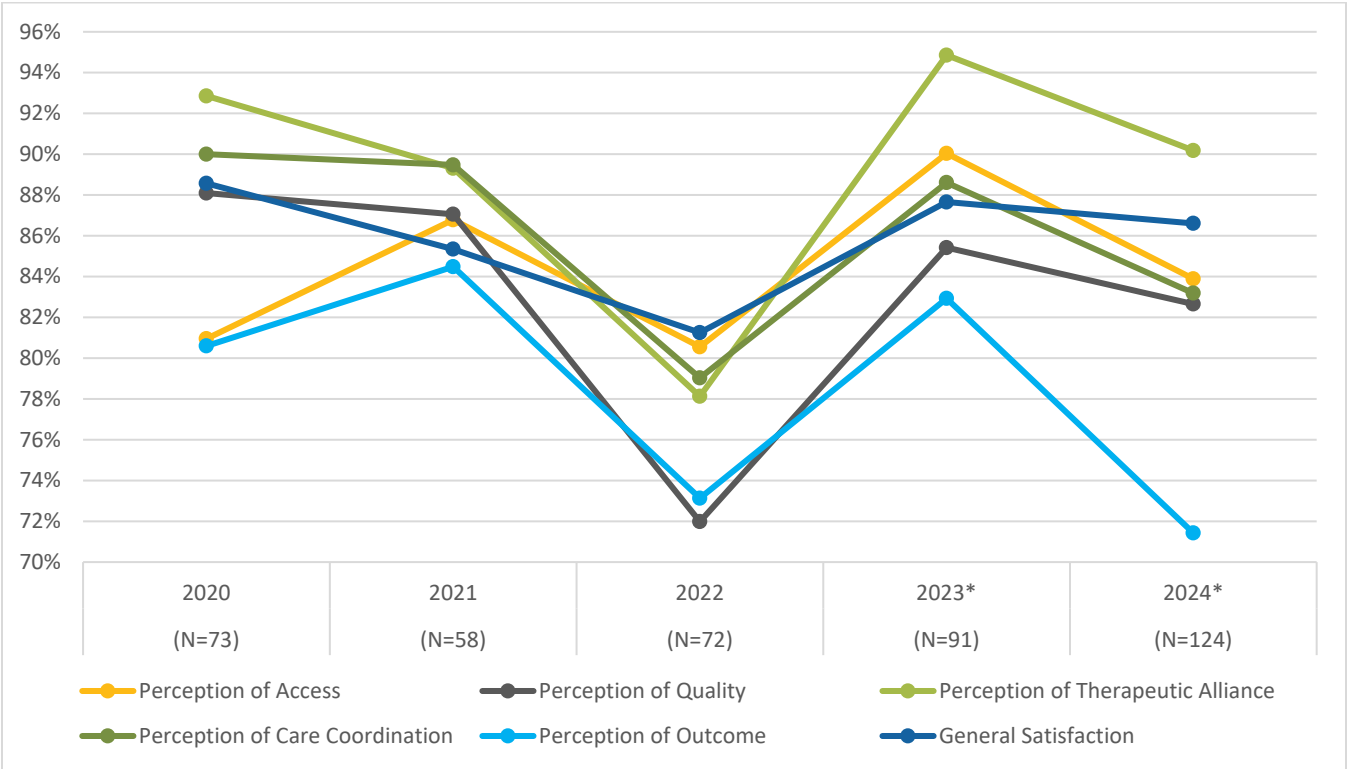
DOMAIN	N	Agree/Strongly Agree (%)	Disagree/Strongly Disagree (%)
Perception of Access (Items 1, 2, 3)	120	83.9	4.7
Perception of Quality (Items 5, 6, 9, 15)	98	82.7	5.4
Perception of Therapeutic Alliance (Items 4, 7, 8, 10, 11, 12)	112	90.2	3.7
Perception of Care Coordination (Items 13, 14)	113	83.2	2.7
Perception of Outcome (Items 16, 17)	112	71.4	6.7
General Satisfaction (Items 18, 19)	112	86.6	4.0

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 three 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

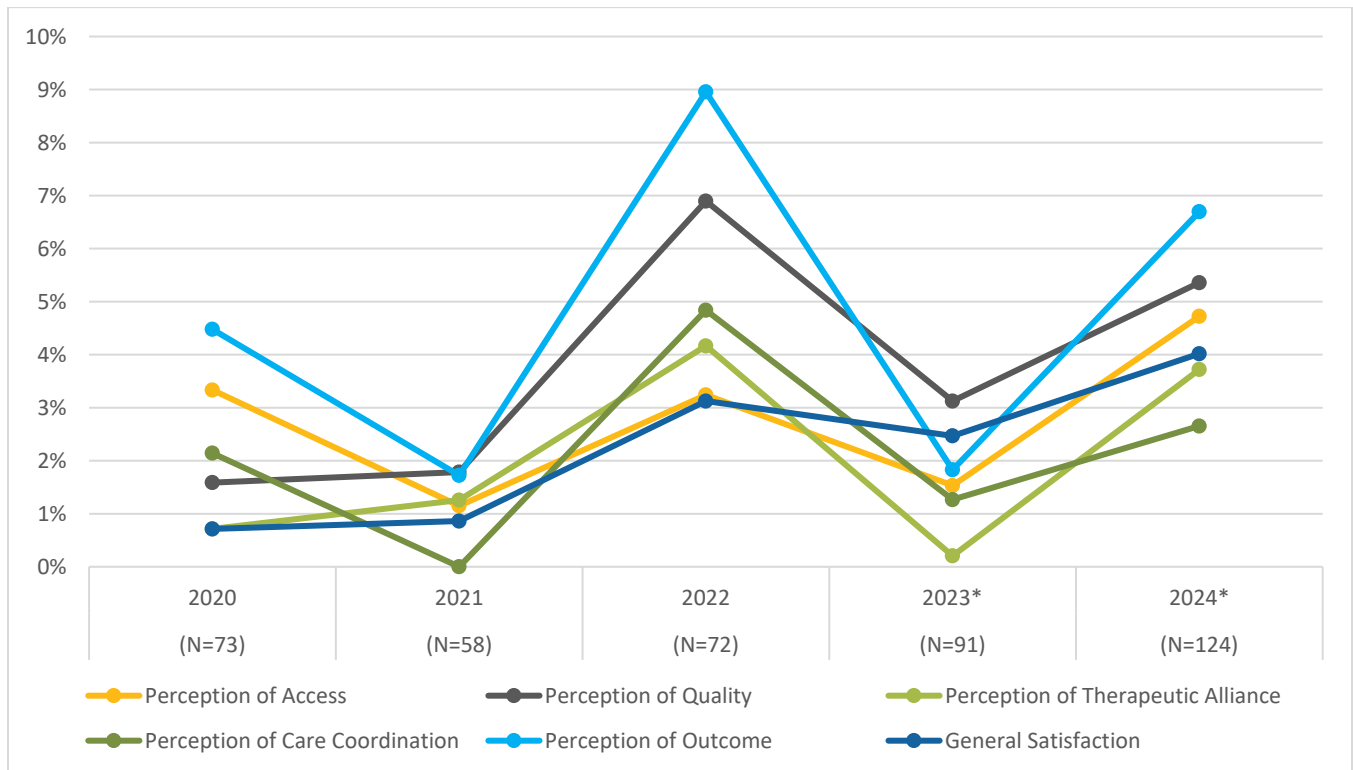


*TPS 2023 and 2024 administrations utilized an updated survey version both online and on paper, v10 – 6/29/2023. While the domain categories did not change, the updated survey contains edits and additional items that were not included in previous versions of the TPS.

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 three 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 administrations utilized 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 three 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
	(N=118)	(N=6)
Perception of Access	84.5	72.2
Perception of Quality	83.1	75.0
Perception of Therapeutic Alliance	90.6	83.3
Perception of Care Coordination	83.2	83.3
Perception of Outcome	71.0	80.0
General Satisfaction	86.9	80.0

DOMAIN	Disagree/Strongly Disagree (%)	
	Outpatient/Intensive Outpatient	Residential
	(N=118)	(N=6)
Perception of Access	4.1	16.7
Perception of Quality	5.1	10.0
Perception of Therapeutic Alliance	3.1	13.9
Perception of Care Coordination	1.9	16.7
Perception of Outcome	6.5	10.0
General Satisfaction	3.7	10.0

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 three 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 (%)			
	14 years or younger	15 years	16 years	17 years
	(N=32)	(N=33)	(N=23)	(N=25)
Perception of Access	83.3	83.9	84.1	84.0
Perception of Quality	83.7	82.7	75.0	86.3
Perception of Therapeutic Alliance	88.3	93.3	84.2	91.3
Perception of Care Coordination	81.0	81.0	84.1	86.0
Perception of Outcome	61.7	71.7	69.6	79.2
General Satisfaction	80.0	90.3	84.1	89.6

DOMAIN	Disagree/Strongly Disagree (%)			
	14 years or younger	15 years	16 years	17 years
	(N=32)	(N=33)	(N=23)	(N=25)
Perception of Access	7.3	3.2	5.8	4.0
Perception of Quality	7.7	3.8	6.0	5.0
Perception of Therapeutic Alliance	6.1	2.2	3.3	4.0
Perception of Care Coordination	6.9	0.0	0.0	4.0
Perception of Outcome	11.7	3.3	6.5	6.3
General Satisfaction	8.3	0.0	4.5	4.2

*Age is missing for 11 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 three 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=1)	(N=0)	(N=5)	(N=100)	(N=0)	(N=2)	(N=5)	(N=2)	(N=9)
Perception of Access	100.0	-	80.0	84.9	-	83.3	66.7	83.3	83.3
Perception of Quality	100.0	-	100.0	82.0	-	75.0	70.0	100.0	91.7
Perception of Therapeutic Alliance	100.0	-	95.8	89.8	-	91.7	80.0	100.0	96.7
Perception of Care Coordination	100.0	-	87.5	82.4	-	100.0	70.0	100.0	90.0
Perception of Outcome	100.0	-	80.0	74.0	-	0.0	30.0	50.0	100.0
General Satisfaction	100.0	-	100.0	86.8	-	50.0	70.0	100.0	100.0

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=1)	(N=0)	(N=5)	(N=100)	(N=0)	(N=2)	(N=5)	(N=2)	(N=9)
Perception of Access	0.0	-	0.0	4.8	-	0.0	20.0	0.0	0.0
Perception of Quality	0.0	-	0.0	4.9	-	12.5	20.0	0.0	0.0
Perception of Therapeutic Alliance	0.0	-	0.0	3.4	-	0.0	20.0	0.0	0.0
Perception of Care Coordination	0.0	-	0.0	2.1	-	0.0	20.0	0.0	0.0
Perception of Outcome	0.0	-	0.0	5.2	-	25.0	30.0	50.0	0.0
General Satisfaction	0.0	-	0.0	3.7	-	0.0	20.0	0.0	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.

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

The 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 three 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=70)	(N=49)	(N=3)	(N=2)	(N=3)
Perception of Access	85.6	82.3	33.3	50.0	66.7
Perception of Quality	83.0	82.7	33.3	50.0	66.7
Perception of Therapeutic Alliance	89.8	90.6	33.3	50.0	66.7
Perception of Care Coordination	84.6	81.5	33.3	50.0	66.7
Perception of Outcome	73.8	68.1	33.3	50.0	66.7
General Satisfaction	88.3	84.7	33.3	50.0	66.7

DOMAIN	Disagree/Strongly Disagree (%)				
	Male	Female	Transgender	Non-Binary	Another Gender Identity
	(N=70)	(N=49)	(N=3)	(N=2)	(N=3)
Perception of Access	5.5	4.1	66.7	50.0	33.3
Perception of Quality	6.3	5.4	50.0	50.0	33.3
Perception of Therapeutic Alliance	5.2	2.2	61.1	50.0	33.3
Perception of Care Coordination	3.1	2.2	66.7	50.0	33.3
Perception of Outcome	6.9	7.4	50.0	50.0	33.3
General Satisfaction	5.5	3.1	50.0	50.0	33.3

*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 7 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 three 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=99)	(N=4)	(N=7)	(N=1)	(N=3)	(N=5)
Perception of Access	83.3	75.0	71.4	0.0	33.3	80.0
Perception of Quality	82.3	75.0	62.5	0.0	33.3	80.0
Perception of Therapeutic Alliance	89.4	75.0	83.3	0.0	33.3	80.0
Perception of Care Coordination	82.6	75.0	71.4	0.0	16.7	80.0
Perception of Outcome	70.7	75.0	50.0	0.0	33.3	70.0
General Satisfaction	86.3	75.0	71.4	0.0	33.3	80.0

DOMAIN	Disagree/Strongly Disagree (%)					
	Straight/ Heterosexual	Gay or Lesbian	Bisexual	Queer	Another Sexual Orientation	Unknown
	(N=99)	(N=4)	(N=7)	(N=1)	(N=3)	(N=5)
Perception of Access	4.9	25.0	14.3	100.0	66.7	20.0
Perception of Quality	5.5	25.0	20.8	100.0	50.0	20.0
Perception of Therapeutic Alliance	3.7	25.0	14.3	100.0	61.1	20.0
Perception of Care Coordination	2.2	25.0	14.3	100.0	66.7	20.0
Perception of Outcome	7.4	25.0	14.3	100.0	50.0	20.0
General Satisfaction	4.2	25.0	14.3	100.0	50.0	20.0

*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 10 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 six 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 three 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.

Youth TPS 2024 Demographics

Age	N	%
14 years or younger	32	26%
15 years	33	27%
16 years	23	19%
17 years	25	20%
Missing	11	9%
Race/Ethnicity	N	%
American Indian/Alaskan Native	1	1%
Asian	0	0%
Black/African American	5	4%
Hispanic/Latinx	100	81%
Native Hawaiian/Pacific Islander	0	0%
White/Caucasian	2	2%
Multiracial†	5	4%
Another Race	2	2%
Unknown/Missing	9	7%
Gender Identity*	N	%
Male	70	56%
Female	49	40%
Transgender Female-to-Male	3	2%
Transgender Male-to-Female	2	2%
Non-Binary	2	2%
Another Gender Identity	3	2%
Missing	7	6%
Sexual Orientation*	N	%
Straight/Heterosexual	99	80%
Gay or Lesbian	4	3%
Bisexual	7	6%
Queer	1	1%
Another Sexual Orientation	3	2%
Unknown	5	4%
Missing	10	8%
Level of Care	N	%
Outpatient/Intensive Outpatient	118	95%
Residential	6	5%

†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.

Youth TPS 2024 Telehealth Services

Now thinking about the services you received, how much of it was by telehealth (by telephone or video-conferencing)?	N	%
None	75	60%
Very little	22	18%
About half	12	10%
Almost all	2	2%
All	4	3%
Missing	9	7%
How helpful were your telehealth visits compared to traditional in-person visits?*	N	%
Much better	5	4%
Somewhat better	7	6%
About the same	22	18%
Somewhat worse	2	2%

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