

Youth 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)**

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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 on 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 20-24, 2025.

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 2025

Key Findings from Each Domain

■ Perception of Access

- 94.2% of youth clients agreed or strongly agreed that services were available at times that were convenient for them.

■ Perception of Quality and Appropriateness

- 96.1% of youth clients agreed or strongly agreed that staff treated them with respect.
- However, 6.2% 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 overall highest satisfaction (92.8%) across all domains.
- 97.1% of youth clients felt their counselor took the time to listen to what they had to say.

■ Perception of Care Coordination

- 90.1% 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 (71.2%).
- 7.1% of youth clients disagreed or strongly disagreed that, as a direct result of the services they received, they experienced less craving for drugs and alcohol.

■ General Satisfaction

- 88.9% of youth clients reported satisfaction with the services they received.
- However, 5.1% of youth clients disagreed or strongly disagreed that they would recommend the services to a friend in need of similar help.

Satisfaction by Domain: Systemwide 5-Year Trends

- Youth clients who completed the 2025 TPS reported a higher satisfaction for the *Perception of Access* and *Perception of Care Coordination* domains compared to youth clients who completed the TPS during the 2024 survey period.
- In 2025, youth clients reported the highest *Perception of Access* scores of the five-year period.

Satisfaction by Level of Care

- Youth clients who received outpatient/intensive outpatient services reported higher satisfaction in the *Perception of Therapeutic Alliance* (92.8%), *Perception of Access* (91.5%), and *Perception of Care Coordination* (87.9%) domains compared to other domains.

- All youth survey respondents in 2025 received services at the outpatient/intensive outpatient level of care (N=105). No surveys were completed by youth clients in residential services, so no data is reported for that level of care.

Satisfaction by Age

- Clients aged 16 and 17 reported the highest dissatisfaction across all six domains, particularly in the *Perception of Outcome* domain.

Satisfaction by Race/Ethnicity

- The majority (66.7%) of youth clients who completed the 2025 TPS identified as Hispanic/Latinx.
- Due to small sample sizes among the Asian, Black/African American, Native Hawaiian/Pacific Islander, White/Caucasian, Multiracial, and Unknown racial subgroups, the presented findings should be interpreted with caution.

Satisfaction by Gender Identity

- Youth clients who identified as Female reported higher satisfaction across all six domains compared to youth clients who identified as Male.
- The findings regarding youth clients who identified as Transgender and Non-Binary should be interpreted with caution due to small sample sizes.

Satisfaction by Sexual Orientation

- The majority (79.0%) of youth clients who completed the 2025 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 105 Youth TPS forms for the October 2025 survey period. 50 (47.6%) of these surveys were submitted via paper survey and 55 (52.4%) were submitted via online survey. Approximately 98.1% of the surveys (103) were complete, which is defined as having the first three questions completed on the survey. Overall, 57.5% of consumers with 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 of services was convenient for me.	104	90.4	1.9
2. Services were available at times that were convenient for me.	103	94.2	1.9
3. I had a good experience enrolling in treatment.	104	87.5	1.0
4. My counselor and I worked on treatment goals together.	103	89.3	1.0
5. I received services that were right for me.	103	84.5	1.0
6. Staff treated me with respect.	103	96.1	1.0
7. I feel my counselor took the time to listen to what I had to say.	104	97.1	0.0
8. I developed a positive, trusting relationship with my counselor.	102	93.1	0.0
9. Staff were sensitive to my cultural background (race/ethnicity, religion, language, etc.).	97	79.4	6.2
10. I feel my counselor was sincerely interested in me and understood me.	102	89.2	2.0
11. I liked my counselor here.	102	94.1	0.0
12. My counselor is capable of helping me.	101	94.1	0.0
13. Staff here make sure that my health and emotional health needs are being met (physical exams, depressed mood, etc.).	101	90.1	0.0
14. Staff here helped me with other issues and concerns I had related to legal/probation, family and educational systems.	95	85.3	1.1
15. My counselor provided necessary services for my family.	91	72.5	0.0
16. As a direct result of the services I am receiving, I am better able to do things that I want to do.	101	80.2	2.0
17. As a direct result of the services I am receiving, I feel less craving for drugs and alcohol.	99	62.6	7.1
18. Overall, I am satisfied with the services I received.	99	88.9	1.0
19. I would recommend the services to a friend who is in need of similar help.	98	82.7	5.1

*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

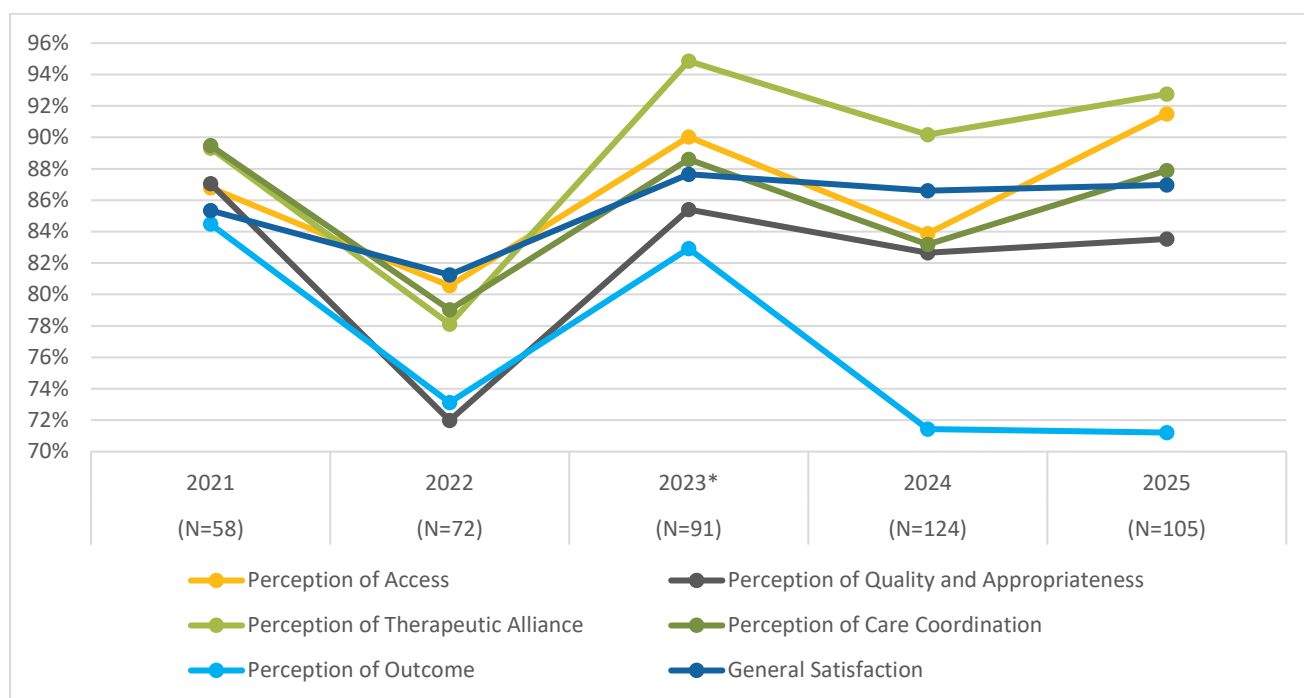
DOMAIN	N	Agree/Strongly Agree (%)	Disagree/Strongly Disagree (%)
Perception of Access (Items 1, 2, 3)	102	91.5	1.3
Perception of Quality and Appropriateness (Items 5, 6, 9, 15)	88	83.5	2.0
Perception of Therapeutic Alliance (Items 4, 7, 8, 10, 11, 12)	99	92.8	0.5
Perception of Care Coordination (Items 13, 14)	95	87.9	0.5
Perception of Outcome (Items 16, 17)	99	71.2	4.5
General Satisfaction (Items 18, 19)	96	87.0	3.1

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 2021-2025

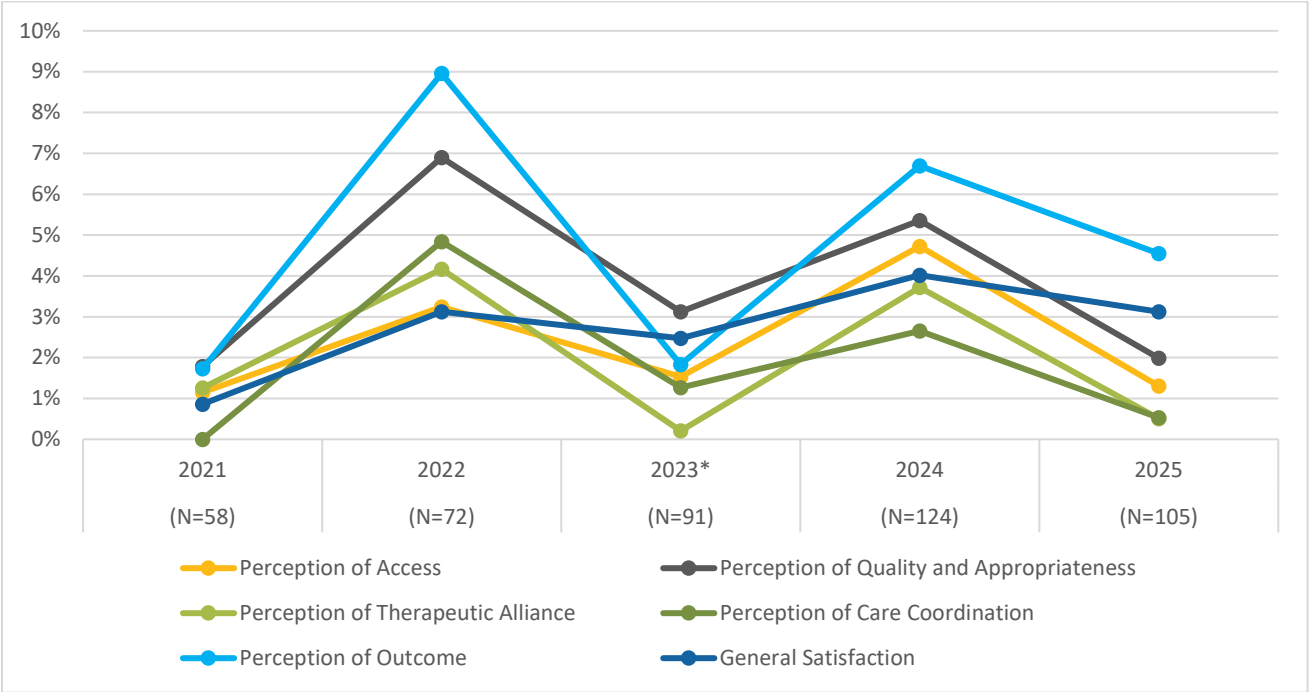


*Starting in 2023, TPS administrations transitioned to an updated survey version (v10 – 6/29/2023), offered both online and on paper. The domain categories remained the same; however, this version includes edits and additional items not present in earlier versions.

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 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 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 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

Agree/Strongly Agree (%)

DOMAIN	Outpatient/Intensive Outpatient (N=105)	Residential* (N=0)
Perception of Access	91.5	-
Perception of Quality and Appropriateness	83.5	-
Perception of Therapeutic Alliance	92.8	-
Perception of Care Coordination	87.9	-
Perception of Outcome	71.2	-
General Satisfaction	87.0	-

Disagree/Strongly Disagree (%)

DOMAIN	Outpatient/Intensive Outpatient (N=105)	Residential* (N=0)
Perception of Access	1.3	-
Perception of Quality and Appropriateness	2.0	-
Perception of Therapeutic Alliance	0.5	-
Perception of Care Coordination	0.5	-
Perception of Outcome	4.5	-
General Satisfaction	3.1	-

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.

*No survey responses were received for the Residential level of care (N=0). Accordingly, all reported findings for level of care represent outpatient/intensive outpatient only.

Satisfaction by Age*

Agree/Strongly Agree (%)

DOMAIN	14 years or younger (N=25)	15 years (N=26)	16 years (N=17)	17 years (N=23)
Perception of Access	94.7	93.3	92.2	89.9
Perception of Quality and Appropriateness	85.2	81.8	91.1	78.8
Perception of Therapeutic Alliance	96.7	92.0	96.1	89.7
Perception of Care Coordination	86.0	91.7	96.7	78.6
Perception of Outcome	66.0	78.8	78.1	63.0
General Satisfaction	89.1	88.0	91.2	83.3

Disagree/Strongly Disagree (%)

DOMAIN	14 years or younger (N=25)	15 years (N=26)	16 years (N=17)	17 years (N=23)
Perception of Access	0.0	1.3	2.0	0.0
Perception of Quality and Appropriateness	0.0	3.4	0.0	2.5
Perception of Therapeutic Alliance	0.0	0.7	0.0	0.0
Perception of Care Coordination	0.0	0.0	0.0	0.0
Perception of Outcome	2.0	1.9	9.4	6.5
General Satisfaction	0.0	4.0	0.0	7.1

*Age is missing for 14 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

Agree/Strongly Agree (%)

DOMAIN	American Indian/ Alaskan Native (N=0)	Asian (N=2)	Black/ African American (N=5)	Hispanic/ Latinx (N=70)	Native Hawaiian/ Pacific Islander (N=2)	White/ Caucasian (N=8)	Multiracial* (N=7)	Another Race (N=0)	Unknown/ Missing (N=11)
Perception of Access	-	83.3	86.7	96.1	83.3	79.2	76.2	-	85.2
Perception of Quality and Appropriateness	-	75.0	75.0	87.3	75.0	68.8	75.0	-	82.1
Perception of Therapeutic Alliance	-	100.0	93.3	93.9	91.7	90.5	92.9	-	83.3
Perception of Care Coordination	-	50.0	100.0	88.8	100.0	71.4	100.0	-	85.7
Perception of Outcome	-	100.0	37.5	74.3	100.0	68.8	50.0	-	66.7
General Satisfaction	-	100.0	70.0	90.2	75.0	81.3	83.3	-	78.6

*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 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 (%)

DOMAIN	American Indian/ Alaskan Native (N=0)	Asian (N=2)	Black/ African American (N=5)	Hispanic/ Latinx (N=70)	Native Hawaiian/ Pacific Islander (N=2)	White/ Caucasian (N=8)	Multiracial* (N=7)	Another Race (N=0)	Unknown/ Missing (N=11)
Perception of Access	-	0.0	0.0	1.0	0.0	0.0	9.5	-	0.0
Perception of Quality and Appropriateness	-	0.0	0.0	2.5	0.0	3.1	0.0	-	0.0
Perception of Therapeutic Alliance	-	0.0	0.0	0.7	0.0	0.0	0.0	-	0.0
Perception of Care Coordination	-	0.0	0.0	0.7	0.0	0.0	0.0	-	0.0
Perception of Outcome	-	0.0	0.0	3.6	0.0	6.3	21.4	-	0.0
General Satisfaction	-	0.0	0.0	2.3	25.0	12.5	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 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*

Agree/Strongly Agree (%)

DOMAIN	Male (N=65)	Female (N=30)	Transgender (N=1)	Non-Binary (N=1)	Another Gender Identity (N=0)
Perception of Access	88.5	96.7	100.0	100.0	-
Perception of Quality and Appropriateness	79.2	92.0	50.0	75.0	-
Perception of Therapeutic Alliance	89.9	98.3	100.0	100.0	-
Perception of Care Coordination	83.3	94.8	100.0	100.0	-
Perception of Outcome	68.0	80.0	0.0	100.0	-
General Satisfaction	82.5	95.0	100.0	100.0	-

Disagree/Strongly Disagree (%)

DOMAIN	Male (N=65)	Female (N=30)	Transgender (N=1)	Non-Binary (N=1)	Another Gender Identity (N=0)
Perception of Access	1.6	1.1	0.0	0.0	-
Perception of Quality and Appropriateness	2.8	0.0	25.0	0.0	-
Perception of Therapeutic Alliance	0.5	0.6	0.0	0.0	-
Perception of Care Coordination	0.8	0.0	0.0	0.0	-
Perception of Outcome	7.0	0.0	0.0	0.0	-
General Satisfaction	5.0	0.0	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 8 respondents.

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 Sexual Orientation*

Agree/Strongly Agree (%)

DOMAIN	Straight/ Heterosexual (N=83)	Gay or Lesbian (N=3)	Bisexual (N=9)	Queer (N=0)	Another Sexual Orientation (N=1)	Unknown (N=2)
Perception of Access	89.8	100.0	100.0	-	100.0	100.0
Perception of Quality and Appropriateness	83.0	100.0	82.1	-	75.0	75.0
Perception of Therapeutic Alliance	91.8	100.0	97.9	-	100.0	100.0
Perception of Care Coordination	86.5	100.0	87.5	-	100.0	100.0
Perception of Outcome	72.0	100.0	61.1	-	100.0	50.0
General Satisfaction	85.4	100.0	93.8	-	100.0	100.0

Disagree/Strongly Disagree (%)

DOMAIN	Straight/ Heterosexual (N=83)	Gay or Lesbian (N=3)	Bisexual (N=9)	Queer (N=0)	Another Sexual Orientation (N=1)	Unknown (N=2)
Perception of Access	1.6	0.0	0.0	-	0.0	0.0
Perception of Quality and Appropriateness	2.1	0.0	0.0	-	0.0	12.5
Perception of Therapeutic Alliance	0.6	0.0	0.0	-	0.0	0.0
Perception of Care Coordination	0.6	0.0	0.0	-	0.0	0.0
Perception of Outcome	4.9	0.0	5.6	-	0.0	0.0
General Satisfaction	3.8	0.0	0.0	-	0.0	0.0

*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 8 respondents.

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.

Youth TPS 2025 Demographics

Age	N	%
14 years or younger	25	23.8%
15 years	26	24.8%
16 years	17	16.2%
17 years	23	21.9%
Missing	14	13.3%
Race/Ethnicity	N	%
American Indian/Alaskan Native	0	0.0%
Asian	2	1.9%
Black/African American	5	4.8%
Hispanic/Latinx	70	66.7%
Native Hawaiian/Pacific Islander	2	1.9%
White/Caucasian	8	7.6%
Multiracial†	7	6.7%
Another Race	0	0.0%
Unknown/Missing	11	10.5%
Gender Identity*	N	%
Male	65	61.9%
Female	30	28.6%
Transgender Female-to-Male	1	1.0%
Transgender Male-to-Female	0	0.0%
Non-Binary	1	1.0%
Another Gender Identity	0	0.0%
Missing	8	7.6%
Sexual Orientation*	N	%
Straight/Heterosexual	83	79.0%
Gay or Lesbian	3	2.9%
Bisexual	9	8.6%
Queer	0	0.0%
Another Sexual Orientation	1	1.0%
Unknown	2	1.9%
Missing	8	7.6%
Level of Care	N	%
Outpatient/Intensive Outpatient	105	100.0%
Residential	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.

Youth TPS 2025 Telehealth Services

Now thinking about the services you received, how much of it was by telehealth (by telephone or video-conferencing)?	N	%
None	59	56.2%
Very little	24	22.9%
About half	10	9.5%
Almost all	1	1.0%
All	5	4.8%
Missing	6	5.7%
How helpful were your telehealth visits compared to traditional in-person visits?*	N	%
Much better	9	8.6%
Somewhat better	9	8.6%
About the same	13	12.4%
Somewhat worse	7	6.7%

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