

# Youth Treatment Perceptions Survey (TPS) October 2018 Survey Period

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 Perception 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 any client 18 years old or younger 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 substance use disorder system of care. This report focuses on results of the Youth TPS administered during the survey period of October 1-5, 2018.

TPS results are calculated directly from submitted surveys. The TPS gives 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 systemwide, by level of care, and by program.



# Key Findings—October 2018

## Key Findings from Each Domain

- ❖ **Perception of Access**
  - Convenience of the location of treatment services had the highest dissatisfaction compared to any other item in the TPS (7%).
- ❖ **Perception of Quality and Appropriateness**
  - 91% of youth clients agreed or strongly agreed the staff treated them with respect.
- ❖ **Perception of the Therapeutic Alliance**
  - 81% of the youth clients agreed or strongly agreed with having a positive therapeutic alliance with the staff members who provided them services.
- ❖ **Perception of Care Coordination**
  - Overall, 76% of youth clients reported satisfaction within the *Perception of Care Coordination* domain.
- ❖ **Perception of Outcome Services**
  - The *Perception of Outcome* domain had the overall lowest satisfaction rating among youth clients compared to the other six domains.
- ❖ **General Satisfaction**
  - Only 71% of youth clients agreed or strongly agreed to that they would recommend the services to a friend who is in need of similar help.

## Satisfaction by Level of Care

- The youth clients who received services through the residential level of care reported lower mean scores on average in all six domains compared to the youth who received outpatient or intensive outpatient services.
- The residential level of care only had 14% of youth clients agree or strongly agree the services they received made them feel better able to do things they want to do.

## Satisfaction by Race/Ethnicity

- Satisfaction and perception of outcomes within all six domains varied widely among different racial/ethnic groups. Overall, Asian youth reported the greatest satisfaction averaged across all six domains.
- Multiracial and American Indian/Alaskan Native youth reported the lowest satisfaction averaged across all six of the domains.
- The *Perception of Access* domain received the greatest satisfaction rating for Black/African-American youth compared to all other domains.

## Satisfaction by Age

- Compared across age groups, youth between the ages of 10 and 14 years old reported the greatest satisfaction averages in the *Perception of Care Coordination* and *Perception of Outcome Services* domains, while youth aged 18 years or reported the greatest satisfaction among the *Perception of Access* domain.

## TPS Response Rate

Providers are tasked with the administration of Youth TPS to every client receiving a service during the survey period. San Diego County received 153 Youth TPS forms for the October 2018 survey period. A total of 147 surveys were complete, which was defined as having data in the first three questions. Overall, 92% of consumers who had a billed face-to-face service in San Diego Web Infrastructure for Treatment Services (SanWITS) during the survey period completed a survey (NOTE: this calculation excludes incomplete surveys).

## Satisfaction by Item Response: Systemwide

Youth Satisfaction by Item*			
Questions based on services received within the last year:	N	% Strongly Disagree/Disagree	% Strongly Agree/Agree
1. The location of services was convenient for me.	150	7%	74%
2. Services were available at times that were convenient for me.	150	4%	74%
3. I had a good experience enrolling in treatment.	149	4%	74%
4. My counselor and I worked on treatment goals together.	150	3%	82%
5. I received services that were right for me.	150	2%	75%
6. Staff treated me with respect.	150	1%	91%
7. I feel my counselor took the time to listen to what I had to say.	152	3%	86%
8. I developed a positive, trusting relationship with my counselor.	152	5%	77%
9. Staff were sensitive to my cultural background (race/ethnicity, religion, language, etc.).	146	5%	78%
10. I feel my counselor was sincerely interested in me and understood me.	148	2%	78%
11. I liked my counselor here.	151	2%	85%
12. My counselor is capable of helping me.	146	2%	81%
13. Staff here make sure that my health and emotional health needs are being met (physical exams, depressed mood, etc.).	149	2%	78%
14. Staff here helped me with other issues and concerns I had related to legal/probation, family, and educational systems.	146	5%	74%
15. My counselor provided necessary services for my family.	147	7%	65%
16. As a result of the services I received, I am better able to do things I want to do.	150	3%	71%
17. Overall, I am satisfied with the services I received.	149	3%	77%
18. I would recommend the services to a friend who is in need of similar help.	150	7%	71%

\*Percent may not add up to 100%, as "I am Neutral" response is not reported here.

## Satisfaction by Domain: Systemwide

Youth Satisfaction by TPS Survey Domain	
DOMAIN	Percent Stating Strongly Agree or Agree
	Youth (N=153)
Perception of Access (Items 1, 2, 3)	74%
Perception of Quality (Items 5, 6, 9, 15)	77%
Perception of Therapeutic Alliance (Items 4, 7, 8, 10, 11, 12)	81%
Perception of Care Coordination (Items 13, 14)	76%
Perception of Outcome (Items 16)	71%
General Satisfaction (Items 17, 18)	73%

## Satisfaction by Level of Care

Youth Satisfaction by Level of Care			
DOMAIN	Percent Stating Strongly Agree or Agree		
	Outpatient (N=146)	Residential (N=7)	Overall (N=163)
Perception of Access	75%	48%	74%
Perception of Quality	78%	46%	77%
Perception of Therapeutic Alliance	83%	43%	81%
Perception of Care Coordination	77%	50%	76%
Perception of Outcome	74%	14%	71%
General Satisfaction	74%	57%	73%

## Satisfaction by Client Race/Ethnicity

DOMAIN	Percent Stating Strongly Agree or Agree								
	American Indian/Alaskan Native (N=3)	Asian (N=8)	Black/African-American (N=11)	Latino (N=83)	Native Hawaiian/Pacific Islander (N=0)	White (N=27)	Multiracial* (N=5)	Other (N=1)	Unknown/Missing (N=15)
Perception of Access	56%	96%	88%	77%	N/A	69%	33%	100%	61%
Perception of Quality	42%	91%	61%	79%	N/A	81%	40%	100%	74%
Perception of Therapeutic Alliance	33%	98%	70%	83%	N/A	86%	67%	100%	74%
Perception of Care Coordination	33%	100%	55%	78%	N/A	83%	80%	100%	57%
Perception of Outcome	33%	75%	50%	77%	N/A	77%	40%	100%	60%
General Satisfaction	33%	100%	55%	80%	N/A	76%	40%	100%	46%

\*Multiracial was determined if client selected two or more races not including Latino; if Latino was selected, the client was reported as Latino.

## Satisfaction by Client Age

DOMAIN	Percent Stating Strongly Agree or Agree		
	10-14 years (N=13)	15-17 years (N=123)	18+ years (N=4)
Perception of Access	74%	74%	92%
Perception of Quality	73%	77%	69%
Perception of Therapeutic Alliance	86%	80%	71%
Perception of Care Coordination	92%	74%	88%
Perception of Outcome	92%	71%	50%
General Satisfaction	81%	73%	75%

## Youth TPS 2018 Survey Takers Demographics

Length in Treatment	Percentage	N
Less than 1 month	44%	67
1-5 months	35%	53
6 months or more	14%	21
Missing	8%	12

Gender Identity	Percentage	N
Female	25%	39
Male	71%	109
Transgender	0%	0
Other Gender Identity	0%	0
Decline to Answer	0%	0
Missing	3%	5

Race/Ethnicity	Percentage	N
American Indian/Alaskan Native	2%	3
Asian	5%	8
Black/African American	7%	11
Latino	54%	83
Native Hawaiian/ Pacific Islander	0%	0
White/Caucasian	18%	27
Multiracial*	3%	5
Other	1%	1
Missing	10%	15

\*Multiracial was determined if client selected two or more races not including Latino; If Latino was selected, the client was reported as Latino.

Age	Percentage	N
10-14 years	8%	13
15-17 years	80%	123
18+ years*	3%	4
Missing	8%	13

\*Although the Youth TPS is intended for clients younger than 18 years of age, a few clients served in the youth programs had turned 18 years old.

