

Youth Treatment Perceptions Survey (TPS) October 2019 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 7-11, 2019.

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 2019

Key Findings from Each Domain

❖ Perception of Access

- Youth clients reported having a good experience enrolling in treatment with the highest dissatisfaction compared to any other item in the TPS (8%).

❖ Perception of Quality and Appropriateness

- 84% of youth clients agreed or strongly agreed the staff treated them with respect.

❖ Perception of the Therapeutic Alliance

- 85% of the youth clients agreed or strongly agreed the staff members who provided them services took the time to listen to what they had to say.

❖ Perception of Care Coordination

- Overall, 78% of youth clients reported satisfaction within the *Perception of Care Coordination* domain.

❖ Perception of Outcome Services

- Three quarters (75%) of the youth clients agreed or strongly agreed to that they are better able to do things they want to do as a result of the services they received.

❖ General Satisfaction

- Compared to other items on the TPS, a smaller proportion of youth clients reported overall dissatisfaction with services (1%).

Satisfaction by Level of Care

- ❖ The youth clients who received services through the residential level of care reported higher mean scores on average in five of the six domains compared to the youth who received outpatient or intensive outpatient services.
- ❖ The residential level of care was the only level of care with 100% of youth clients that agreed or strongly agreed they would recommend services to a friend who needed similar help.

Satisfaction by Race/Ethnicity

- ❖ Satisfaction and perception of outcomes within all six domains varied widely among different racial/ethnic groups. Overall, Black/African-American youth reported the greatest satisfaction averaged across all six domains.
- ❖ Multiracial youth reported the lowest satisfaction averaged across all six of the domains.
- ❖ Black/African-American and Native Hawaiian/Pacific Islander reported the greatest satisfaction averages in the *Perception of Therapeutic Alliance* domain compared to the other racial/ethnic groups.

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 Outcome* domain, while youth aged 15 to 17 years old reported the greatest satisfaction among the *Perception of Therapeutic Alliance* domain.

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 137 Youth TPS forms for the October 2019 survey period. All 137 surveys were complete, which was defined as having data in the first three questions. Overall, 80% 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.	135	5%	75%
2. Services were available at times that were convenient for me.	134	5%	73%
3. I had a good experience enrolling in treatment.	132	8%	67%
4. My counselor and I worked on treatment goals together.	132	2%	81%
5. I received services that were right for me.	130	2%	77%
6. Staff treated me with respect.	136	2%	84%
7. I feel my counselor took the time to listen to what I had to say.	135	2%	85%
8. I developed a positive, trusting relationship with my counselor.	133	4%	74%
9. Staff were sensitive to my cultural background (race/ethnicity, religion, language, etc.).	126	4%	68%
10. I feel my counselor was sincerely interested in me and understood me.	131	3%	79%
11. I liked my counselor here.	134	3%	82%
12. My counselor is capable of helping me.	131	2%	82%
13. Staff here make sure that my health and emotional health needs are being met (physical exams, depressed mood, etc.).	134	2%	77%
14. Staff here helped me with other issues and concerns I had related to legal/probation, family, and educational systems.	130	3%	80%
15. My counselor provided necessary services for my family.	124	6%	69%
16. As a result of the services I received, I am better able to do things I want to do.	130	5%	75%
17. Overall, I am satisfied with the services I received.	130	1%	77%
18. I would recommend the services to a friend who is in need of similar help.	129	6%	76%

*Percent may not add up to 100%, as "I am Neutral" responses are not reported here.

Satisfaction by Domain: Systemwide

Youth Satisfaction by TPS Survey Domain	
DOMAIN	Proportion Stating Strongly Agree or Agree
	Youth (N=137)
Perception of Access (Items 1, 2, 3)	71%
Perception of Quality (Items 5, 6, 9, 15)	74%
Perception of Therapeutic Alliance (Items 4, 7, 8, 10, 11, 12)	81%
Perception of Care Coordination (Items 13, 14)	78%
Perception of Outcome (Items 16)	75%
General Satisfaction (Items 17, 18)	77%

Satisfaction by Level of Care

Youth Satisfaction by Level of Care			
DOMAIN	Proportion Stating Strongly Agree or Agree		
	Outpatient (N=130)	Residential (N=7)	Overall (N=137)
Perception of Access	71%	81%	71%
Perception of Quality	74%	82%	74%
Perception of Therapeutic Alliance	81%	86%	81%
Perception of Care Coordination	78%	86%	78%
Perception of Outcome	76%	71%	75%
General Satisfaction	76%	93%	77%

Satisfaction by Client Race/Ethnicity

DOMAIN	Proportion Stating Strongly Agree or Agree							
	American Indian/Alaskan Native (N=0)	Asian (N=5)	Black/African-American (N=12)	Latino (N=96)	White (N=8)	Multiracial* (N=6)	Other (N=6)	Unknown/Missing (N=4)
Perception of Access	N/A	73%	78%	72%	58%	67%	67%	67%
Perception of Quality	N/A	73%	83%	74%	66%	74%	71%	75%
Perception of Therapeutic Alliance	N/A	80%	93%	80%	75%	83%	81%	75%
Perception of Care Coordination	N/A	80%	82%	79%	69%	67%	75%	75%
Perception of Outcome	N/A	80%	73%	78%	50%	40%	83%	100%
General Satisfaction	N/A	80%	92%	76%	75%	50%	67%	88%

*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	Proportion Stating Strongly Agree or Agree		
	10-14 years (N=23)	15-17 years (N=107)	18+ years (N=2)
Perception of Access	72%	72%	83%
Perception of Quality	71%	77%	88%
Perception of Therapeutic Alliance	77%	84%	58%
Perception of Care Coordination	78%	79%	100%
Perception of Outcome	77%	75%	50%
General Satisfaction	74%	78%	100%

Youth TPS 2019 Demographics

Length in Treatment	Percentage	N
Less than 1 month	34%	47
1-5 months	55%	75
6 months or more	9%	13
Missing	2%	2

Gender Identity	Percentage	N
Female	31%	42
Male	65%	89
Transgender	0%	0
Other Gender Identity	0%	0
Decline to Answer	2%	3
Missing	2%	3

Race/Ethnicity	Percentage	N
American Indian/Alaskan Native	0%	0
Asian	4%	5
Black/African American	9%	12
Latino	70%	96
Native Hawaiian/ Pacific Islander	1%	1
White/Caucasian	6%	8
Multiracial*	4%	6
Other	4%	5
Missing	3%	4

*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	17%	23
15-17 years	78%	107
18+ years*	1%	2
Missing	4%	5

*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.

