

Youth Treatment Perceptions Survey

Survey Period: November 9-13, 2020

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 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 November 9-13, 2020.

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.

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. 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 – November 2020

Key Findings from Each Domain

- **Perception of Access**
 - 85% of youth clients agreed or strongly agreed that services were available at convenient times.
- **Perception of Quality and Appropriateness**
 - 99% of youth clients agreed or strongly agreed the staff treated them with respect.
- **Perception of the Therapeutic Alliance**
 - 95% of 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, 95% 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**
 - About three quarters (77%) of 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**
 - 93% of youth clients agreed or strongly agreed to be overall satisfied with the services they have received.

Satisfaction by Level of Care

- The youth clients who received services through outpatient or intensive outpatient services reported higher mean scores on average in five of the six domains compared to the youth who received residential level of care.
- Across all levels of care youth reported the greatest satisfaction averages in the *Perception of Outcome* domain compared to the 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* domain, while youth aged 15 to 17 years old reported the greatest satisfaction among the *Perception of Therapeutic Alliance* and the *Perception of Care Coordination* domains.

Satisfaction by Race/Ethnicity

- Satisfaction and perception of outcomes within all six domains varied widely among different racial/ethnic groups. Overall, youth with Unknown/Missing Race information reported the greatest satisfaction averaged across all six domains.
- Multiracial youth reported the lowest satisfaction averaged across all six of the domains.
- Across all racial/ethnic groups youth reported the greatest satisfaction averages in the *Perception of Therapeutic Alliance* domain compared to the other domains.

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 73 Youth TPS forms for the November 2020 survey period. 16 (23%) of these surveys were submitted via paper survey and 57 (78%) were submitted via online survey. All 73 surveys were complete, which was defined as having data in the first three questions. Overall, 77% 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 Responses: Systemwide

Questions based on services received within the last year:	N	Disagree/Strongly Disagree (%)	Agree/Strongly Agree (%)
1. The location of services was convenient for me.	72	5.6	76.4
2. Services were available at times that were convenient for me.	72	1.4	84.7
3. I had a good experience enrolling in treatment.	73	2.7	78.1
4. My counselor and I worked on treatment goals together.	72	1.4	91.7
5. I received services that were right for me.	71	0.0	87.3
6. Staff treated me with respect.	73	0.0	98.6
7. I feel my counselor took the time to listen to what I had to say.	73	0.0	94.5
8. I developed a positive, trusting relationship with my counselor.	73	0.0	91.8
9. Staff were sensitive to my cultural background (race/ethnicity, religion, language, etc.).	72	1.4	77.8
10. I feel my counselor was sincerely interested in me and understood me.	72	1.4	93.1
11. I liked my counselor here.	72	0.0	94.4
12. My counselor is capable of helping me.	73	1.4	91.8
13. Staff here make sure that my health and emotional health needs are being met (physical exams, depressed mood, etc.).	73	1.4	94.5
14. Staff here helped me with other issues and concerns I had related to legal/probation, family, and educational systems.	72	2.8	83.3
15. My counselor provided necessary services for my family.	71	4.2	73.2
16. As a result of the services I received, I am better able to do things I want to do.	70	4.3	77.1
17. Overall, I am satisfied with the services I received.	72	0.0	93.1
18. I would recommend the services to a friend who is in need of similar help.	71	1.4	83.1

NOTE: Percent may not add up to 100%, as "I am Neutral" 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 %
Perception of Access (Items 1, 2, 3)	72	81.3
Perception of Quality Items (Items 5, 6, 9, 15)	73	90.3
Perception of Therapeutic Alliance (Items 4, 7, 8, 10, 11, 12)	73	92.9
Perception of Care Coordination (Items 13, 14)	73	87.7
Perception of Outcome (Item 16)	72	93.1
General Satisfaction (Items 17, 18)	73	91.8

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. 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	Residential	Overall
	(N=62)	(N=11)	(N=73)
Perception of Access	81.1	81.8	81.3
Perception of Quality	92.2	80.0	90.3
Perception of Therapeutic Alliance	95.6	77.3	92.9
Perception of Care Coordination	87.9	86.4	87.7
Perception of Outcome	95.1	81.8	93.1
General Satisfaction	94.8	75.0	91.8

Note: 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 three questions answered. 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 %		
	10-14 years	15-17 years	18+ years
	(N=10)	(N=56)	(N=0)
Perception of Access	76.7	82.7	0.0
Perception of Quality	87.5	89.3	0.0
Perception of Therapeutic Alliance	94.7	92.0	0.0
Perception of Care Coordination	95.0	92.0	0.0
Perception of Outcome	88.9	85.5	0.0
General Satisfaction	80.0	91.1	0.0

Note: The four 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 answered. While some respondents may have completed this requirement, sufficient data to calculate the other domain scores may not have been available for all respondent

Satisfaction by Race/Ethnicity

DOMAIN	Agree/Strongly Agree %								
	American Indian/ Alaska Native	Asian	Black/ African American	Latinx	Native Hawaiian/ Pacific Islander	White	Multiracial*	Other	Unknown/ Missing
	(N=0)	(N=2)	(N=8)	(N=42)	(N=0)	(N=11)	(N=1)	(N=8)	(N=1)
Perception of Access	0.0	50.0	81.3	80.5	0.0	95.5	0.0	81.3	100.0
Perception of Quality	0.0	90.0	87.5	91.3	0.0	92.7	60.0	90.0	80.0
Perception of Therapeutic Alliance	0.0	100.0	79.2	95.2	0.0	90.9	80.0	95.8	100.0
Perception of Care Coordination	0.0	75.0	68.8	92.9	0.0	86.4	50.0	87.5	100.0
Perception of Outcome	0.0	100.0	75.0	95.2	0.0	90.9	0.0	100.0	100.0
General Satisfaction	0.0	87.5	78.1	94.6	0.0	90.9	75.0	93.8	100.0

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

Note: The eight 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 answered. 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 2020 Demographics

Age	N	%
10-14 years	10	14%
15-17 years	56	77%
18+ years	0	0%
Missing	7	10%
Gender Identity*	N	%
Female	24	33%
Male	48	66%
Transgender	0	0%
Other gender identity	1	1%
Missing	1	1%
Race/Ethnicity	N	%
American Indian/Alaska Native	0	0%
Asian	2	3%
Black/African American	8	11%
Latinx	42	58%
Native Hawaiian/Pacific Islander	0	0%
White	11	15%
Multiracial†	1	1%
Other	8	11%
Unknown	0	0%
Missing	1	1%
Length in Treatment	N	%
Less than 1 month	18	25%
1-5 months	37	51%
6 months or more	17	23%
Missing	1	1%
Telehealth Services	N	%
None	27	39%
Very little	23	33%
About half	15	22%
Almost all	3	4%
All	1	1%
Missing	4	5%

*The total number of responses for Gender Identity may be greater than the reported number of completed surveys as multiple responses were allowed.

†Multiracial was determined if a client selected two or more races not including Latinx; If Latinx was selected, the client was reported as Latinx.