

Youth Treatment Perceptions Survey

Survey Period: October 16-20, 2023

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 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 16-20, 2023.

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 2023

Key Findings from Each Domain

- **Perception of Access**
 - 91% of youth clients agreed or strongly agreed that services were available at times that were convenient for them.
- **Perception of Quality and Appropriateness**
 - 97% of youth clients agreed or strongly agreed that staff treated them with respect.
 - However, 9% 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 (95%) and lowest dissatisfaction (<1%) across all domains.
 - 97% of youth clients reported that they liked their counselor.
- **Perception of Care Coordination**
 - 94% 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 (83%).
 - 88% of youth clients agreed or strongly agreed that they are better able to do things they want to do as a direct result of the services they received.
- **General Satisfaction**
 - 93% of youth clients reported satisfaction with the services they received.

Satisfaction by Domain: Systemwide Five-Year Trends

- Youth clients who completed the 2023 TPS reported higher satisfaction and lower dissatisfaction across all six domains compared to youth clients who completed the TPS during the 2022 survey period. However, the TPS 2023 administration featured an updated survey both online and on paper, v10 – 6/29/2023. While the domain categories did not change, the updated v10 survey contains edits and additional items that were not included in previous versions of the TPS, so perceived changes in satisfaction should be interpreted with caution.

Satisfaction by Level of Care

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

Satisfaction by Age

- Overall, youth clients aged 14 years or younger were among the highest reported satisfaction and the lowest reported dissatisfaction across all six domains in the services they received. However, due to small sample size, the findings about clients aged 14 years or younger should be interpreted with caution.

Satisfaction by Race/Ethnicity

- The majority (75%) of youth clients who completed the 2023 TPS identified as Hispanic/Latinx.
- Hispanic/Latinx clients and clients with Unknown/Missing race were the only subgroups to report dissatisfaction with the services they received at their treatment program.
- Due to small sample sizes among the race/ethnicity subgroups, the findings presented here should be interpreted with caution.

Satisfaction by Gender Identity

- Youth clients who identified as Female reported greater satisfaction across all six domains compared to youth clients who identified as Male.
- Findings presented here about youth clients who identified as Non-Binary should be interpreted with caution due to the small sample size.

Satisfaction by Sexual Orientation

- The majority (77%) of youth clients who completed the 2023 TPS identified as Straight/Heterosexual. The findings presented here about all other 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 91 Youth TPS forms for the October 2023 survey period. Two (2%) of these surveys were submitted via paper survey and 89 (98%) were submitted via online survey. Approximately 96% of the surveys (87) were complete, which is defined as having the first three questions completed on the survey. Overall, 58% of youth consumers who had a billed face-to-face, phone, telehealth, or community 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

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.	91	89.0	1.1
2. Services were available at times that were convenient for me.	87	90.8	2.3
3. I had a good experience enrolling in treatment.	88	88.6	1.1
4. My counselor and I worked on treatment goals together.	86	93.0	0.0
5. I received services that were right for me.	86	89.5	0.0
6. Staff treated me with respect.	86	96.5	0.0
7. I feel my counselor took the time to listen to what I had to say.	87	96.6	0.0
8. I developed a positive, trusting relationship with my counselor.	87	95.4	0.0
9. Staff were sensitive to my cultural background (race/ethnicity, religion, language, etc.).	80	76.3	8.8
10. I feel my counselor was sincerely interested in me and understood me.	85	91.8	0.0
11. I liked my counselor here.	85	96.5	1.2
12. My counselor is capable of helping me.	84	96.4	0.0
13. Staff here make sure that my health and emotional health needs are being met (physical exams, depressed mood, etc.).	84	94.0	0.0
14. Staff here helped me with other issues and concerns I had related to legal/probation, family and educational systems.	80	83.8	2.5
15. My counselor provided necessary services for my family.	78	76.9	3.8
16. As a direct result of the services I am receiving, I am better able to do things that I want to do.	84	88.1	0.0
17. As a direct result of the services I am receiving, I feel less craving for drugs and alcohol.	82	78.0	3.7
18. Overall, I am satisfied with the services I received.	82	92.7	2.4
19. I would recommend the services to a friend who is in need of similar help.	82	82.9	2.4

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

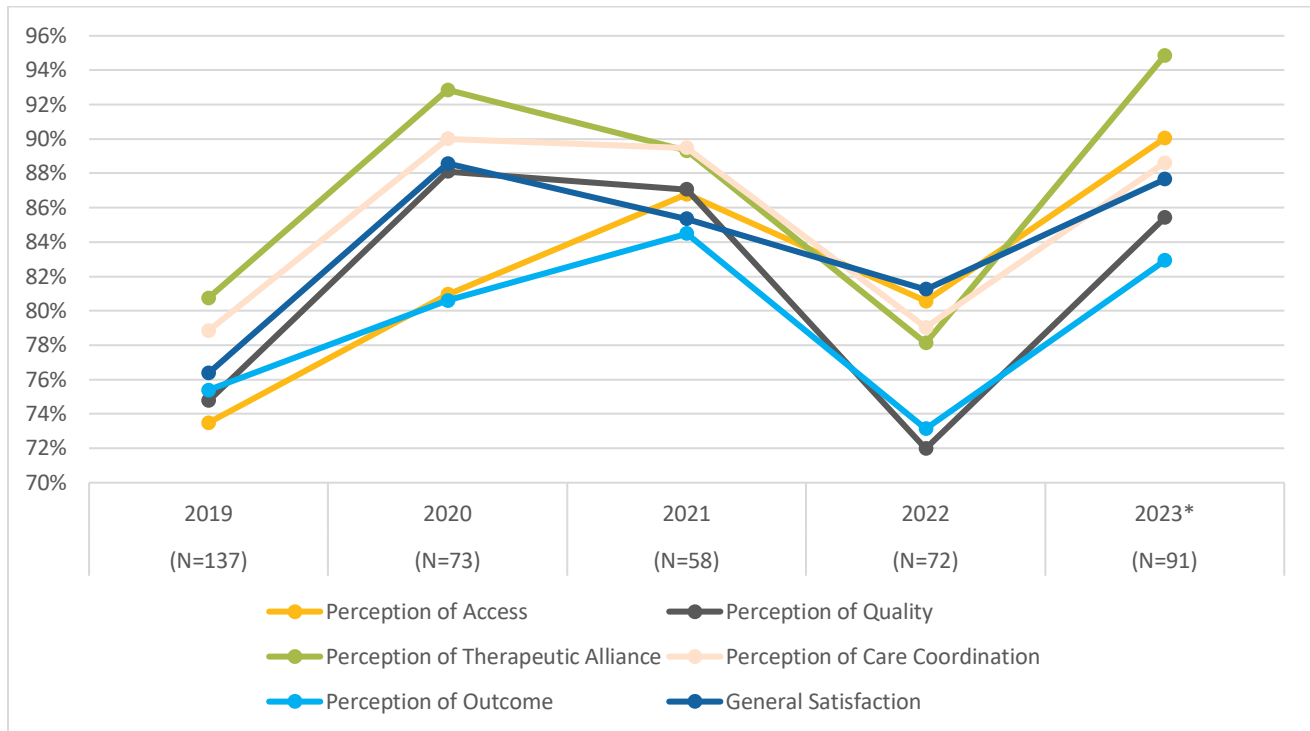
DOMAIN	N	Agree/Strongly Agree (%)	Disagree/Strongly Disagree (%)
Perception of Access (Items 1, 2, 3)	87	90.0	1.5
Perception of Quality (Items 5, 6, 9, 15)	72	85.4	3.1
Perception of Therapeutic Alliance (Items 4, 7, 8, 10, 11, 12)	81	94.9	0.2
Perception of Care Coordination (Items 13, 14)	79	88.6	1.3
Perception of Outcome (Items 16, 17)	82	82.9	1.8
General Satisfaction (Items 18, 19)	81	87.7	2.5

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 Five-Year Trends

Agree/Strongly Agree (%) from 2019-2023

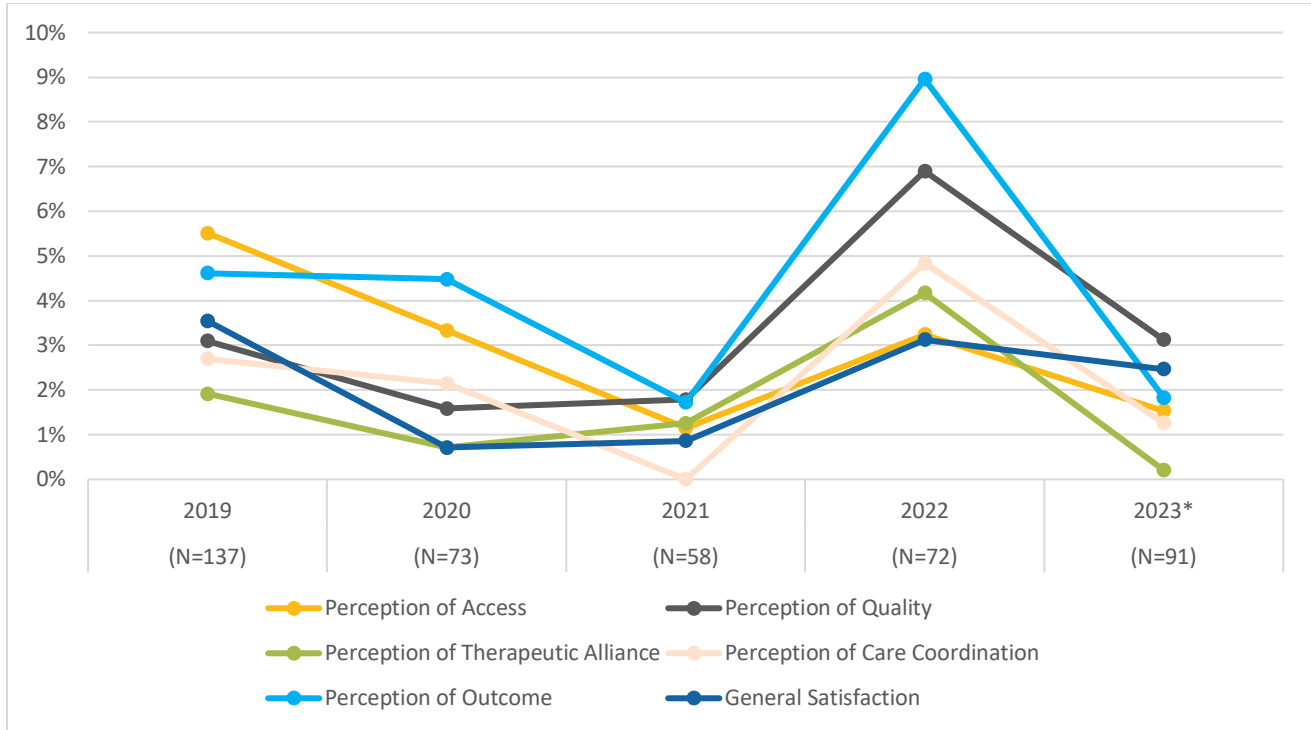


*TPS 2023 administration featured an updated survey both online and on paper, v10 – 6/29/2023. While the domain categories did not change, the updated v10 survey contains edits and additional items that were not included in previous versions of the TPS, so perceived changes in satisfaction should be interpreted with caution.

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 2019-2023



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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=83)	(N=8)
Perception of Access	89.5	95.8
Perception of Quality	84.8	91.7
Perception of Therapeutic Alliance	94.8	95.2
Perception of Care Coordination	87.5	100.0
Perception of Outcome	83.3	78.6
General Satisfaction	87.2	92.9

DOMAIN	Disagree/Strongly Disagree (%)	
	Outpatient/Intensive Outpatient	Residential
	(N=83)	(N=8)
Perception of Access	1.7	0.0
Perception of Quality	3.0	4.2
Perception of Therapeutic Alliance	0.2	0.0
Perception of Care Coordination	1.4	0.0
Perception of Outcome	2.0	0.0
General Satisfaction	2.7	0.0

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=13)	(N=21)	(N=19)	(N=26)
Perception of Access	89.7	90.5	91.2	85.9
Perception of Quality	95.5	83.8	85.0	81.3
Perception of Therapeutic Alliance	97.0	100.0	96.5	86.8
Perception of Care Coordination	95.8	90.0	90.6	84.0
Perception of Outcome	96.2	73.8	86.1	78.8
General Satisfaction	96.2	92.5	80.6	84.6

DOMAIN	Disagree/Strongly Disagree (%)			
	14 years or younger	15 years	16 years	17 years
	(N=13)	(N=21)	(N=19)	(N=26)
Perception of Access	0.0	4.8	1.8	0.0
Perception of Quality	4.5	2.9	1.7	3.1
Perception of Therapeutic Alliance	0.0	0.0	0.0	0.7
Perception of Care Coordination	0.0	0.0	3.1	2.0
Perception of Outcome	0.0	2.4	0.0	3.8
General Satisfaction	0.0	2.5	2.8	1.9

*Age is missing for 12 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=0)	(N=1)	(N=3)	(N=68)	(N=0)	(N=7)	(N=1)	(N=0)	(N=11)
Perception of Access	-	100.0	100.0	87.7	-	100.0	100.0	-	95.2
Perception of Quality	-	100.0	100.0	83.1	-	100.0	100.0	-	87.5
Perception of Therapeutic Alliance	-	100.0	100.0	93.8	-	97.6	100.0	-	100.0
Perception of Care Coordination	-	100.0	100.0	88.3	-	83.3	100.0	-	90.0
Perception of Outcome	-	50.0	100.0	79.9	-	100.0	100.0	-	100.0
General Satisfaction	-	100.0	100.0	85.6	-	100.0	100.0	-	83.3

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=0)	(N=1)	(N=3)	(N=68)	(N=0)	(N=7)	(N=1)	(N=0)	(N=11)
Perception of Access	-	0.0	0.0	2.0	-	0.0	0.0	-	0.0
Perception of Quality	-	0.0	0.0	3.4	-	0.0	0.0	-	6.3
Perception of Therapeutic Alliance	-	0.0	0.0	0.3	-	0.0	0.0	-	0.0
Perception of Care Coordination	-	0.0	0.0	1.6	-	0.0	0.0	-	0.0
Perception of Outcome	-	0.0	0.0	2.2	-	0.0	0.0	-	0.0
General Satisfaction	-	0.0	0.0	2.3	-	0.0	0.0	-	16.7

*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=60)	(N=22)	(N=0)	(N=1)	(N=0)
Perception of Access	88.9	90.9	-	66.7	-
Perception of Quality	83.8	88.9	-	50.0	-
Perception of Therapeutic Alliance	94.5	95.0	-	50.0	-
Perception of Care Coordination	88.0	90.5	-	50.0	-
Perception of Outcome	81.4	85.7	-	100.0	-
General Satisfaction	83.9	100.0	-	0.0	-

DOMAIN	Disagree/Strongly Disagree (%)				
	Male	Female	Transgender	Non-Binary	Another Gender Identity
	(N=60)	(N=22)	(N=0)	(N=1)	(N=0)
Perception of Access	2.2	0.0	-	0.0	-
Perception of Quality	2.9	2.8	-	25.0	-
Perception of Therapeutic Alliance	0.3	0.0	-	16.7	-
Perception of Care Coordination	1.9	0.0	-	50.0	-
Perception of Outcome	1.7	2.4	-	0.0	-
General Satisfaction	2.5	0.0	-	50.0	-

*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 10 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=70)	(N=0)	(N=10)	(N=1)	(N=0)	(N=1)
Perception of Access	90.0	-	86.7	100.0	-	66.7
Perception of Quality	83.8	-	93.8	100.0	-	50.0
Perception of Therapeutic Alliance	94.0	-	98.1	100.0	-	50.0
Perception of Care Coordination	86.7	-	100.0	100.0	-	50.0
Perception of Outcome	82.6	-	80.0	100.0	-	100.0
General Satisfaction	86.0	-	100.0	100.0	-	0.0

DOMAIN	Disagree/Strongly Disagree (%)					
	Straight/ Heterosexual	Gay or Lesbian	Bisexual	Queer	Another Sexual Orientation	Unknown
	(N=70)	(N=0)	(N=10)	(N=1)	(N=0)	(N=1)
Perception of Access	1.9	-	0.0	0.0	-	0.0
Perception of Quality	3.3	-	0.0	0.0	-	25.0
Perception of Therapeutic Alliance	0.3	-	0.0	0.0	-	16.7
Perception of Care Coordination	1.6	-	0.0	0.0	-	50.0
Perception of Outcome	1.5	-	5.0	0.0	-	0.0
General Satisfaction	2.2	-	0.0	0.0	-	50.0

*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 11 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 2023 Demographics

Age	N	%
14 years or younger	13	14%
15 years	21	23%
16 years	19	21%
17 years	26	29%
Missing	12	13%
Race/Ethnicity	N	%
American Indian/Alaskan Native	0	0%
Asian	1	1%
Black/African American	3	3%
Hispanic/Latinx	68	75%
Native Hawaiian/Pacific Islander	0	0%
White/Caucasian	7	8%
Multiracial†	1	1%
Another Race	0	0%
Unknown/Missing	11	12%
Gender Identity*	N	%
Male	60	66%
Female	22	24%
Transgender Female-to-Male	0	0%
Transgender Male-to-Female	0	0%
Non-Binary	1	1%
Another Gender Identity	0	0%
Missing	10	11%
Sexual Orientation*	N	%
Straight/Heterosexual	70	77%
Gay or Lesbian	0	0%
Bisexual	10	11%
Queer	1	1%
Another Sexual Orientation	0	0%
Unknown	1	1%
Missing	11	12%
Level of Care	N	%
Outpatient/Intensive Outpatient	83	91%
Residential	8	9%

†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 2023 Telehealth Services

Now thinking about the services you received, how much of it was by telehealth (by telephone or video-conferencing)?	N	%
None	43	47%
Very little	23	25%
About half	7	8%
Almost all	2	2%
All	3	3%
Missing	13	14%
How helpful were your telehealth visits compared to traditional in-person visits?*	N	%
Much better	6	7%
Somewhat better	8	9%
About the same	21	23%
Somewhat worse	0	0%

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