

# Youth Treatment Perceptions Survey

**Survey Period: October 17-21, 2022**

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 17-21, 2022.

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 2022

## Key Findings from Each Domain

- **Perception of Access**
  - 85% of youth clients agreed or strongly agreed that services were available at a convenient location and at convenient times.
- **Perception of Quality and Appropriateness**
  - The *Perception of Quality and Appropriateness* domain had the overall lowest satisfaction rating among youth clients compared to the other five domains (72%).
  - 87% 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.
- **Perception of the Therapeutic Alliance**
  - 85% 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**
  - 82% 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**
  - While 73% of youth clients agreed or strongly agreed that they are better able to do things they want to do as a result of the services they received, 9% of youth clients disagreed or strongly disagreed with this statement.
- **General Satisfaction**
  - The *General Satisfaction* domain had the highest satisfaction (81%) and lowest dissatisfaction (3%) across all domains.

## Satisfaction by Domain: Systemwide 5-Year Trends

- Over the past five years, the highest satisfaction reported by youth clients occurred during the 2020 and 2021 TPS administration periods.

## Satisfaction by Level of Care

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

## Satisfaction by Race/Ethnicity

- Overall, American Indian/Alaska Native and White clients reported the greatest agreement across all six domains.
- The majority (71%) of youth clients who completed the 2022 TPS identified as Latinx.
- Due to small sample sizes among race/ethnicity groups, the findings presented here should be interpreted with caution.

## Satisfaction by Age

- Clients aged 16 years reported the greatest agreement across all six domains compared to the other age groups.
- Youth clients aged 14 years or younger reported the highest overall dissatisfaction compared to the other age groups. However, due to small sample size, the findings about clients aged 14 years or younger should be interpreted with caution.

## Satisfaction by Gender Identity

- Youth clients who identify as Female reported greater satisfaction across all six domains compared to youth clients who identify as male.
- Findings presented here about youth clients who identify as Other Gender Identity should be interpreted with caution due to the small sample size.

## Satisfaction by Length in Treatment

- Youth clients who received six months or more of treatment reported higher satisfaction across all domains compared to youth clients who received treatment for less time.
- Clients who received less than one month of treatment reported the lowest agreement and the highest disagreement across all six 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 72 Youth TPS forms for the October 2022 survey period. 16 (22%) of these surveys were submitted via paper survey and 56 (78%) were submitted via online survey. All 72 surveys were complete, which is defined as having data in the first three questions. Overall, 52% of 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.

## Satisfaction by Item Responses: Systemwide

1 = Strongly Disagree; 2 = Disagree; 3 = I am Neutral; 4 = Agree; 5 = Strongly Agree

Questions based on services received within the last year:	N	Agree/Strongly Agree (%)	Disagree/Strongly Disagree (%)
1. The location of services was convenient for me.	72	84.7	2.8
2. Services were available at times that were convenient for me.	72	84.7	1.4
3. I had a good experience enrolling in treatment.	72	72.2	5.6
4. My counselor and I worked on treatment goals together.	71	73.2	4.2
5. I received services that were right for me.	68	77.9	7.4
6. Staff treated me with respect.	69	87.0	2.9
7. I feel my counselor took the time to listen to what I had to say.	68	85.3	2.9
8. I developed a positive, trusting relationship with my counselor.	68	70.6	4.4
9. Staff were sensitive to my cultural background (race/ethnicity, religion, language, etc.).	64	59.4	9.4
10. I feel my counselor was sincerely interested in me and understood me.	66	81.8	4.5
11. I liked my counselor here.	68	77.9	1.5
12. My counselor is capable of helping me.	68	75.0	5.9
13. Staff here make sure that my health and emotional health needs are being met (physical exams, depressed mood, etc.).	68	82.4	1.5
14. Staff here helped me with other issues and concerns I had related to legal/probation, family, and educational systems.	63	76.2	7.9
15. My counselor provided necessary services for my family.	65	64.6	6.2
16. As a result of the services I received, I am better able to do things I want to do.	67	73.1	9.0
17. Overall, I am satisfied with the services I received.	67	79.1	3.0
18. I would recommend the services to a friend who is in need of similar help.	65	78.5	4.6

NOTE: Percent may not add up to 100%, as "I am Neutral" and "Not Applicable" responses are not reported here.

The four highest percentages of "Agree/Strongly Agree (%)" are highlighted green. The three highest percentages of "Disagree/Strongly Disagree (%)" are highlighted red.

## Satisfaction by Domain: Systemwide

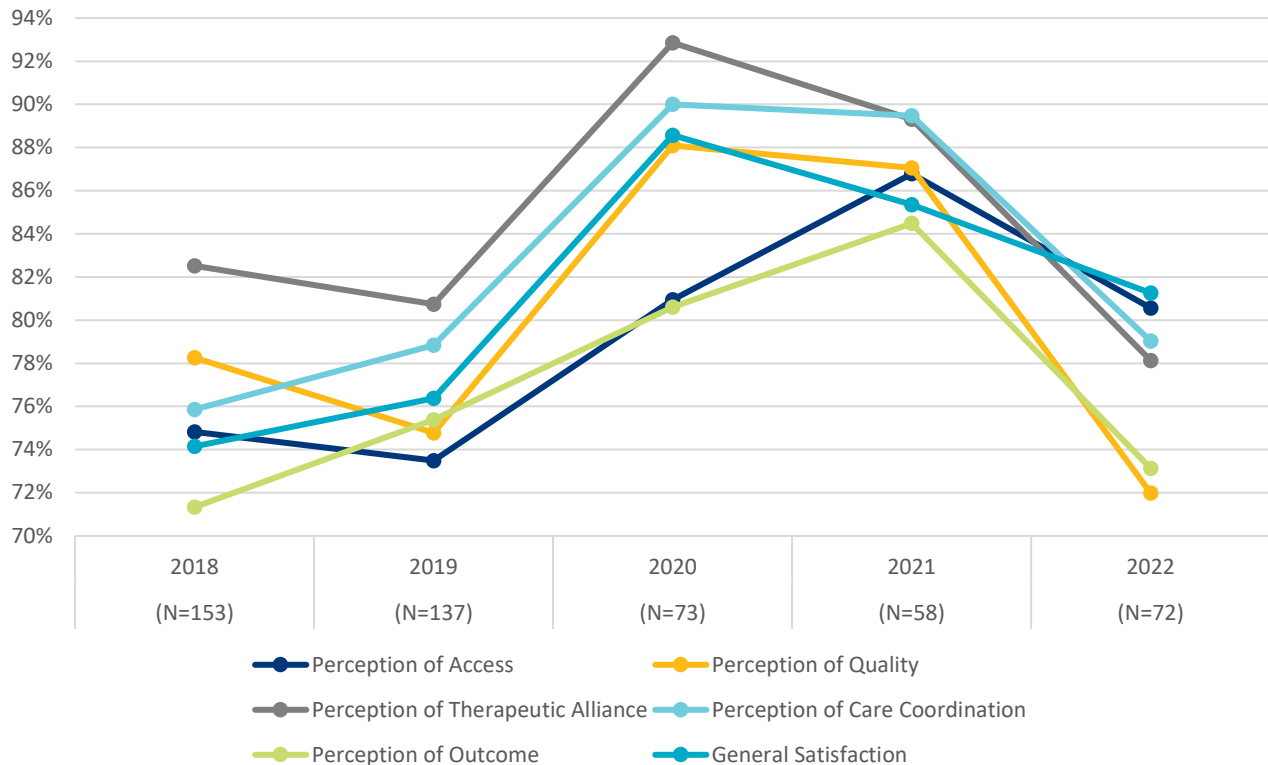
DOMAIN	N	Agree/Strongly Agree (%)	Disagree/Strongly Disagree (%)
Perception of Access (Items 1, 2, 3)	72	80.6	3.2
Perception of Quality (Items 5, 6, 9, 15)	58	72.0	6.9
Perception of Therapeutic Alliance (Items 4, 7, 8, 10, 11, 12)	64	78.1	4.2
Perception of Care Coordination (Items 13, 14)	62	79.0	4.8
Perception of Outcome (Item 16)	67	73.1	9.0
General Satisfaction (Items 17, 18)	64	81.3	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

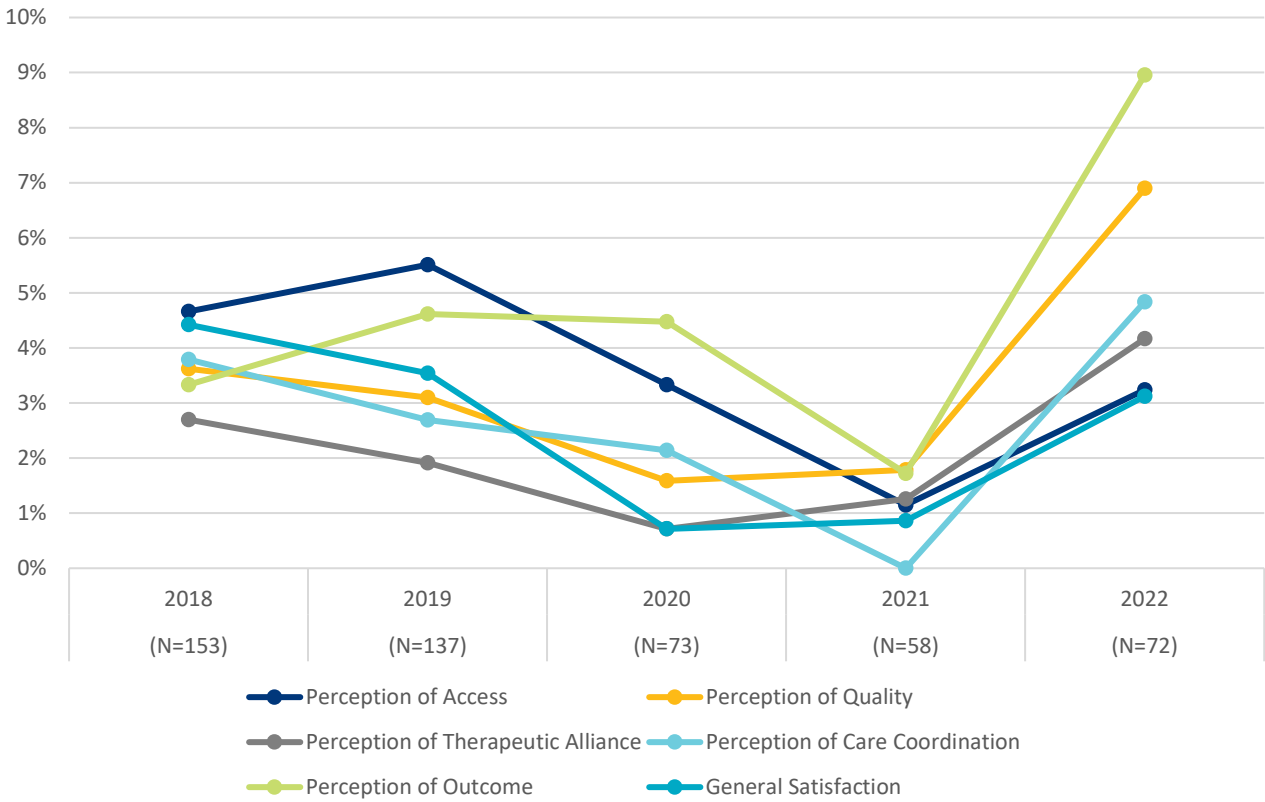
Agree/Strongly Agree (%) from 2018-2022



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 2018-2022



*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=67)	(N=5)
Perception of Access	81.6	66.7
Perception of Quality	75.0	40.0
Perception of Therapeutic Alliance	79.4	63.3
Perception of Care Coordination	81.0	50.0
Perception of Outcome	72.6	80.0
General Satisfaction	81.4	80.0

DOMAIN	Disagree/Strongly Disagree (%)	
	Outpatient/Intensive Outpatient	Residential
	(N=67)	(N=5)
Perception of Access	2.5	13.3
Perception of Quality	6.6	10.0
Perception of Therapeutic Alliance	4.2	3.3
Perception of Care Coordination	5.2	0.0
Perception of Outcome	8.1	20.0
General Satisfaction	1.7	20.0

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 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=2)	(N=0)	(N=0)	(N=51)	(N=0)	(N=8)	(N=2)	(N=3)	(N=6)
Perception of Access	100.0	-	-	78.4	-	95.8	66.7	33.3	100.0
Perception of Quality	100.0	-	-	73.3	-	91.7	0.0	25.0	75.0
Perception of Therapeutic Alliance	100.0	-	-	77.7	-	100.0	50.0	25.0	75.0
Perception of Care Coordination	100.0	-	-	79.5	-	85.7	50.0	66.7	75.0
Perception of Outcome	100.0	-	-	75.0	-	75.0	50.0	33.3	75.0
General Satisfaction	100.0	-	-	81.3	-	87.5	50.0	0.0	100.0

DOMAIN	Disagree/Strongly Disagree (%)								
	American Indian/ Alaska Native	Asian	Black/ African American	Latinx	Native Hawaiian/ Pacific Islander	White	Multiracial*	Other	Unknown/ Missing
	(N=2)	(N=0)	(N=0)	(N=51)	(N=0)	(N=8)	(N=2)	(N=3)	(N=6)
Perception of Access	0.0	-	-	4.6	-	0.0	0.0	0.0	0.0
Perception of Quality	0.0	-	-	6.8	-	0.0	0.0	33.3	0.0
Perception of Therapeutic Alliance	0.0	-	-	3.5	-	0.0	0.0	50.0	0.0
Perception of Care Coordination	0.0	-	-	4.5	-	0.0	0.0	33.3	0.0
Perception of Outcome	0.0	-	-	10.4	-	0.0	0.0	33.3	0.0
General Satisfaction	0.0	-	-	4.2	-	0.0	0.0	0.0	0.0

\*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: 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 four 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=7)	(N=21)	(N=22)	(N=17)
Perception of Access	66.7	77.8	86.4	80.4
Perception of Quality	62.5	68.4	76.4	73.2
Perception of Therapeutic Alliance	76.2	71.9	85.0	75.0
Perception of Care Coordination	64.3	77.8	86.1	75.0
Perception of Outcome	71.4	63.2	81.8	70.6
General Satisfaction	71.4	83.3	84.1	76.7

DOMAIN	Disagree/Strongly Disagree (%)			
	14 years or younger	15 years	16 years	17 years
	(N=7)	(N=21)	(N=22)	(N=17)
Perception of Access	9.5	1.6	4.5	2.0
Perception of Quality	20.8	6.6	6.9	1.8
Perception of Therapeutic Alliance	9.5	9.6	0.0	1.0
Perception of Care Coordination	14.3	8.3	2.8	0.0
Perception of Outcome	28.6	10.5	4.5	5.9
General Satisfaction	14.3	2.8	2.3	0.0

\*Age is missing for five 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 Gender Identity\*

DOMAIN	Agree/Strongly Agree (%)			
	Female	Male	Transgender	Other Gender Identity
	(N=25)	(N=41)	(N=0)	(N=2)
Perception of Access	82.7	78.9	-	50.0
Perception of Quality	77.4	67.1	-	100.0
Perception of Therapeutic Alliance	85.6	72.2	-	100.0
Perception of Care Coordination	91.3	71.4	-	50.0
Perception of Outcome	87.5	64.1	-	50.0
General Satisfaction	87.5	75.7	-	100.0

DOMAIN	Disagree/Strongly Disagree (%)			
	Female	Male	Transgender	Other Gender Identity
	(N=25)	(N=41)	(N=0)	(N=2)
Perception of Access	5.3	1.6	-	16.7
Perception of Quality	9.5	5.7	-	0.0
Perception of Therapeutic Alliance	1.5	6.0	-	0.0
Perception of Care Coordination	4.3	5.7	-	0.0
Perception of Outcome	8.3	10.3	-	0.0
General Satisfaction	2.1	4.1	-	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 four 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 Length in Treatment

DOMAIN	Agree/Strongly Agree (%)		
	Less than 1 month	1 - 5 months	6 months or more
	(N=31)	(N=24)	(N=13)
Perception of Access	69.9	84.7	92.3
Perception of Quality	56.0	77.5	93.8
Perception of Therapeutic Alliance	61.5	85.4	95.8
Perception of Care Coordination	66.7	85.0	92.3
Perception of Outcome	51.7	87.0	92.3
General Satisfaction	64.8	91.3	95.8

DOMAIN	Disagree/Strongly Disagree (%)		
	Less than 1 month	1 - 5 months	6 months or more
	(N=31)	(N=24)	(N=13)
Perception of Access	6.5	1.4	0.0
Perception of Quality	14.0	1.3	2.1
Perception of Therapeutic Alliance	10.3	0.0	0.0
Perception of Care Coordination	11.1	0.0	0.0
Perception of Outcome	20.7	0.0	0.0
General Satisfaction	7.4	0.0	0.0

NOTE: Percent may not add up to 100%, as "I am Neutral" and "Not Applicable" responses are not reported here.

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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 2022 Demographics

Age	N	%
14 years or younger	7	10%
15 years	21	29%
16 years	22	31%
17 years	17	24%
Missing	5	7%
Gender Identity*	N	%
Female	25	35%
Male	41	57%
Transgender	0	0%
Other gender identity	2	3%
Missing	4	6%
Race/Ethnicity	N	%
American Indian/Alaska Native	2	3%
Asian	0	0%
Black/African American	0	0%
Latinx	51	71%
Native Hawaiian/Pacific Islander	0	0%
White	8	11%
Multiracial†	2	3%
Other	3	4%
Unknown/Missing	6	8%
Level of Care	N	%
Outpatient/Intensive Outpatient	67	93%
Residential	5	7%
Length in Treatment	N	%
Less than 1 month	31	43%
1-5 months	24	33%
6 months or more	13	18%
Missing	4	6%
Now thinking about the services you received, how much of it was by telehealth (by telephone or video-conferencing)?	N	%
None	42	58%
Very little	16	22%
About half	6	8%
All or almost all	2	3%
Missing	6	8%

\*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.