

# **Treatment Perceptions Survey (TPS) – Adults**

## **Contra Costa County Report N=292**

**November 2020 Survey Period**

**Prepared on 1/19/2021 by the University of California, Los Angeles**

**Integrated Substance Abuse Programs**

**\*For county use only – not for public release. If counties choose to release these reports to the public, it is recommended they follow the Data De-Identification Guidelines (DDG) prepared by the California Department of Health Care Services.**

**Version 2020 v1.0**

Table 1. Number of survey forms returned by treatment setting

	Outpatient/ Intensive Outpatient	Residential	Opioid/ Narcotic Treatment Program	Detoxification/ Withdrawal Management	Partial Hospitalization	Missing***	Total
<b>Number of programs *</b>	10	10	1	.	.	.	21
<b>Number of forms returned with responses received **</b>	84	54	154	.	.	.	292
English	76	45	154	.	.	.	275
Spanish	8	9	.	.	.	.	17
<b>Survey methods</b>							
Paper/data entry	5	.	.	.	.	.	5
Online survey	79	54	154	.	.	.	287

\* In this report, program is defined as a unit having a unique combination of CalOMS Provider ID and treatment setting and/or Program Reporting Unit ID (optional) as indicated on the survey forms or in the data file submitted to UCLA.

\*\* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=0.

\*\*\* Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. Demographics of survey respondents

Demographics	N	%
<b>Gender (Multiple responses allowed)</b>	.	.
Female	135	46.2
Male	141	48.3
Transgender	1	0.3
Other gender identity	1	0.3
Decline to answer/missing	15	5.1
<b>Age group</b>	.	.
18–25	16	5.5
26–35	93	31.8
36–45	73	25.0
46–55	45	15.4
56+	46	15.8
Decline to answer/missing	19	6.5
<b>Race/ethnicity (Multiple responses allowed)</b>	.	.
American Indian/Alaska Native	8	2.7
Asian	4	1.4
Black/African American	39	13.4
Latinx	48	16.4
Native Hawaiian/Pacific Islander	5	1.7
White	157	53.8
Other	19	6.5
Unknown/missing	25	8.6
<b>How long received services here</b>	.	.
First visit/day	5	1.7
2 weeks or less	26	8.9
More than 2 weeks	248	84.9
Missing	13	4.5

**Table 3. Number of responses (percent) for each survey question and average score**

Survey Question	Strongly Disagree(1)	Disagree(2)	Neutral(3)	Agree(4)	Strongly Agree(5)	Average Score
<b>Domain: Access</b>						<b>4.4</b>
01 Convenient Location	4 ( 1.5%)	8 ( 3.0%)	16 ( 5.9%)	85 (31.6%)	156 (58.0%)	4.4
02 Convenient Time	0 ( 0.0%)	10 ( 3.5%)	16 ( 5.6%)	98 (34.0%)	164 (56.9%)	4.4
<b>Domain: Quality</b>						<b>4.5</b>
03 I Chose My Treatment Goals	2 ( 0.7%)	8 ( 2.8%)	20 ( 7.1%)	89 (31.4%)	164 (58.0%)	4.4
04 Staff Gave Me Enough Time	1 ( 0.3%)	6 ( 2.1%)	11 ( 3.8%)	92 (32.2%)	176 (61.5%)	4.5
05 Treated with Respect	2 ( 0.7%)	5 ( 1.7%)	15 ( 5.2%)	74 (25.7%)	192 (66.7%)	4.6
06 Understood Communication	1 ( 0.4%)	5 ( 1.8%)	14 ( 4.9%)	71 (25.1%)	192 (67.8%)	4.6
07 Cultural Sensitivity	0 ( 0.0%)	4 ( 1.4%)	18 ( 6.3%)	79 (27.8%)	183 (64.4%)	4.6
<b>Domain: Care Coordination</b>						<b>4.5</b>
08 Work with Physical Health Providers	2 ( 0.7%)	8 ( 2.9%)	17 ( 6.1%)	86 (30.8%)	166 (59.5%)	4.5
09 Work with Mental Health Providers	3 ( 1.1%)	5 ( 1.9%)	13 ( 4.9%)	81 (30.2%)	166 (61.9%)	4.5
<b>Domain: Outcome</b>						<b>4.5</b>
10 Better Able to Do Things	0 ( 0.0%)	5 ( 1.8%)	23 ( 8.2%)	77 (27.3%)	177 (62.8%)	4.5
<b>Domain: General Satisfaction</b>						<b>4.6</b>
11 Felt Welcomed	1 ( 0.4%)	4 ( 1.4%)	5 ( 1.8%)	74 (26.3%)	197 (70.1%)	4.6
12 Overall Satisfied with Services	0 ( 0.0%)	4 ( 1.4%)	10 ( 3.5%)	74 (26.1%)	195 (68.9%)	4.6
13 Got the Help I Needed	2 ( 0.7%)	6 ( 2.1%)	18 ( 6.4%)	79 (28.1%)	176 (62.6%)	4.5
14 Recommend Agency	0 ( 0.0%)	6 ( 2.2%)	11 ( 4.0%)	69 (25.3%)	187 (68.5%)	4.6

Note: Domain averages based on surveys with complete data within each domain.

Figure 1. Percent of survey respondents in agreement by survey questions and five domains

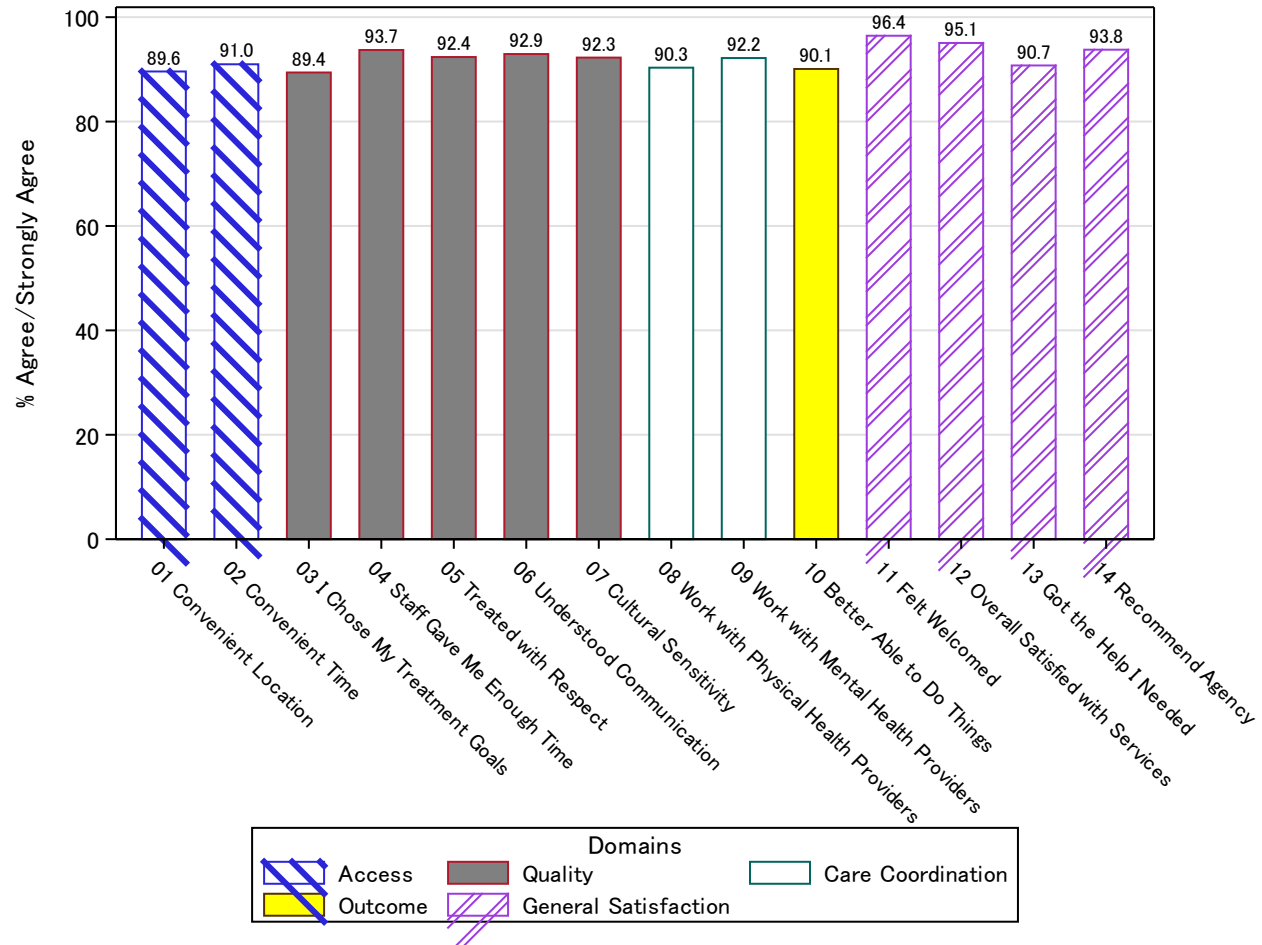
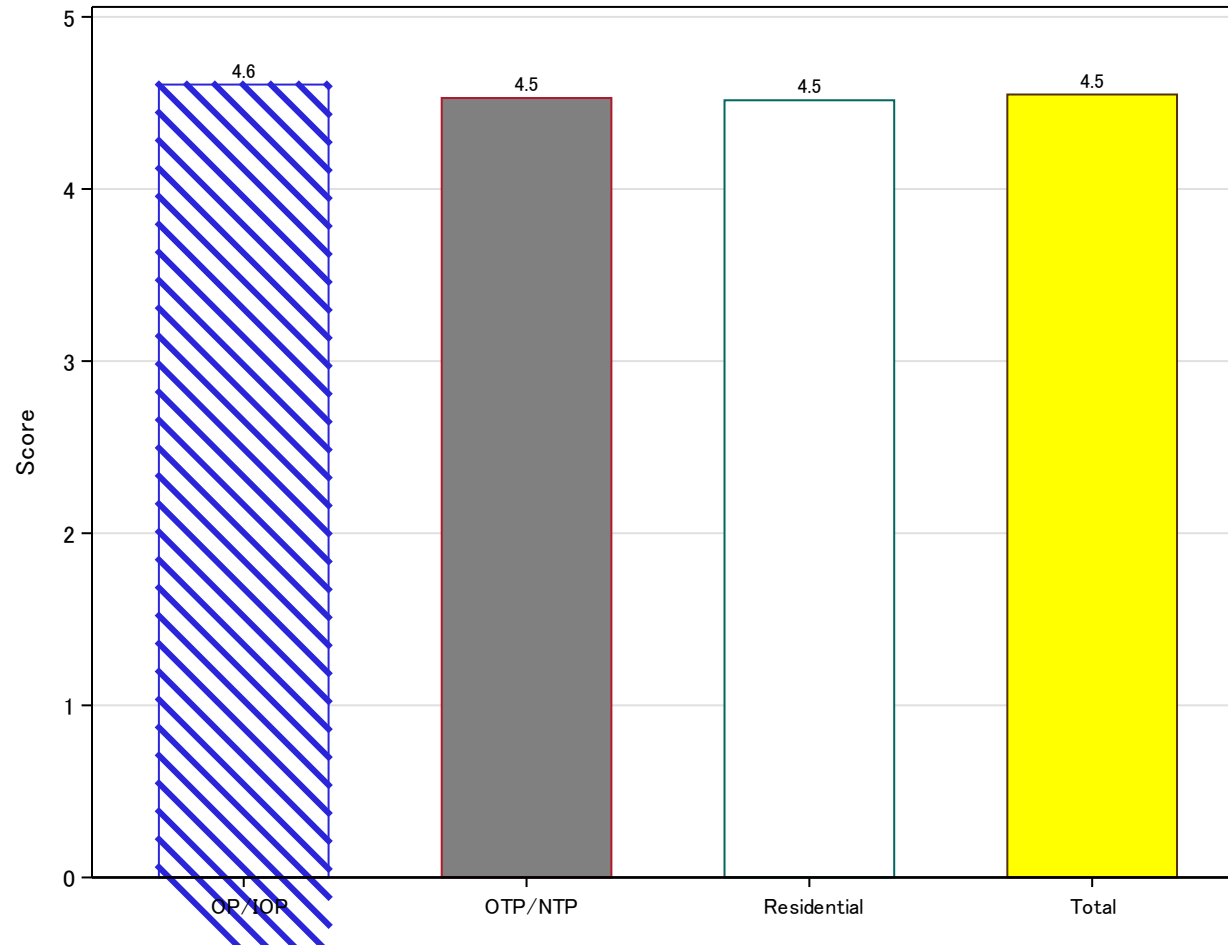


Figure 2. Average score (questions 1–14) by treatment settings



**Table 4. Percent of survey respondents in agreement by each survey question and year**

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	83.7	81.5	80.6	89.6	+ 9.0
Access	02 Convenient Time	90.4	89.1	87.9	91.0	+ 3.1
Quality	03 I Chose My Treatment Goals	90.1	88.6	87.5	89.4	+ 1.9
Quality	04 Staff Gave Me Enough Time	93.1	91.0	90.0	93.7	+ 3.7
Quality	05 Treated with Respect	94.0	93.7	90.8	92.4	+ 1.6
Quality	06 Understood Communication	96.0	92.7	92.7	92.9	+ 0.2
Quality	07 Cultural Sensitivity	92.3	89.6	90.0	92.3	+ 2.3
Care Coordination	08 Work with Physical Health Providers	85.9	83.6	86.0	90.3	+ 4.3
Care Coordination	09 Work with Mental Health Providers	84.3	81.6	82.8	92.2	+ 9.4
Outcome	10 Better Able to Do Things	89.9	87.7	88.0	90.1	+ 2.1
General Satisfaction	11 Felt Welcomed	94.2	92.1	92.2	96.4	+ 4.2
General Satisfaction	12 Overall Satisfied with Services *	93.2	89.5	89.0	95.1	+ 6.1
General Satisfaction	13 Got the Help I Needed	89.5	87.4	85.9	90.7	+ 4.8
General Satisfaction	14 Recommend Agency	92.2	89.7	90.5	93.8	+ 3.3

\* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1	070901	13	<b>100</b>	100	100	100	100	100	100	92	86	100	92	100	100	100
1	070020	11	<b>100</b>	100	90	100	100	100	100	100	100	100	100	100	90	100
1	070713	10	<b>100</b>	100	100	100	90	100	90	81	88	100	90	100	90	90
1	070750	8	<b>100</b>	100	87	100	87	87	87	100	87	100	75	100	100	100
1	070865	8	<b>100</b>	100	87	100	100	100	100	71	87	100	75	100	87	100
1	070753	7	<b>100</b>	100	100	100	100	100	100	100	83	83	85	100	100	100
1	070872	6	<b>100</b>	100	83	83	100	100	100	100	83	75	83	100	83	100
1	070731	5	<b>100</b>	100	100	100	80	100	100	100	100	100	80	100	80	100
1	070010	4**	<b>100</b>	100	75	100	75	75	100	100	75	75	75	100	75	100
1	070766	4**	<b>100</b>	100	100	100	100	100	100	100	100	100	100	100	100	100
1	070040	3**	<b>100</b>	100	100	66	66	66	66	66	100	66	66	100	66	100
1	070766_252-161	1**	<b>100</b>	100	100	100	100	100	100	100	100	100	100	100	100	100
1	070780	1**	<b>100</b>	100	100	100	100	100	100	100	100	100	100	100	100	100
1	071194	1**	<b>100</b>	100	100	100	100	100	100	100	100	100	100	100	100	100
15	070709	149	<b>95</b>	84	90	89	94	91	93	93	93	93	94	95	94	94
16	070775	10	<b>90</b>	100	90	100	100	90	90	90	80	90	88	90	90	90
17	070718	8	<b>87</b>	100	87	75	100	75	87	87	100	100	75	87	75	87
18	071179	15	<b>86</b>	80	80	57	86	93	85	86	60	63	73	100	73	73
19	070954	7	<b>85</b>	100	100	83	85	100	85	100	83	85	83	100	71	85
20	070712	6	<b>83</b>	66	100	60	83	100	83	83	100	100	100	100	83	100
20	070855	6	<b>83</b>	100	83	83	83	66	83	83	83	83	83	66	83	83



- \* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.
- \*\* Sample sizes < 5 : Interpret findings with caution. Individual TPS reports will not be provided for programs with Ns<3.
- \*\*\* Provider ID was missing for these survey participants.

**Table 6. Number of responses (percent) for the telehealth question  
(#15 How much of the services you received was by telehealth?)**

<b>Telehealth</b>	<b>Outpatient/ Intensive Outpatient</b>	<b>Residential</b>	<b>Opioid/ Narcotic Treatment Program</b>	<b>Detoxification/ Withdrawal Management</b>	<b>Partial Hospitalization</b>	<b>Missing</b>	<b>Total</b>
None	8 ( 9.5%)	18 ( 33.3%)	34 ( 22.1%)	. ( .%)	. ( .%)	. ( .%)	60 ( 20.5%)
Very little	9 ( 10.7%)	18 ( 33.3%)	43 ( 27.9%)	. ( .%)	. ( .%)	. ( .%)	70 ( 24.0%)
About half	11 ( 13.1%)	10 ( 18.5%)	40 ( 26.0%)	. ( .%)	. ( .%)	. ( .%)	61 ( 20.9%)
Almost all	12 ( 14.3%)	6 ( 11.1%)	17 ( 11.0%)	. ( .%)	. ( .%)	. ( .%)	35 ( 12.0%)
All	39 ( 46.4%)	1 ( 1.9%)	7 ( 4.5%)	. ( .%)	. ( .%)	. ( .%)	47 ( 16.1%)
Missing	5 ( 6.0%)	1 ( 1.9%)	13 ( 8.4%)	. ( .%)	. ( .%)	. ( .%)	19 ( 6.5%)
<b>Any Telehealth</b>	<b>71 ( 84.5%)</b>	<b>35 ( 64.8%)</b>	<b>107 ( 69.5%)</b>	<b>. ( .%)</b>	<b>. ( .%)</b>	<b>. ( .%)</b>	<b>213 ( 72.9%)</b>