

Treatment Perceptions Survey (TPS) – Adults

Santa Cruz County Report

N=169

November 2020 Survey Period

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

Integrated Substance Abuse Programs

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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
Number of programs *	3	4	2	1	.	.	10
Number of forms returned with responses received **	12	51	104	2	.	.	169
English	12	49	104	2	.	.	167
Spanish	.	2	2
Survey methods							
Paper/data entry	.	16	104	2	.	.	122
Online survey	11	35	46
Automated phone survey	1	1

* 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	%
Gender (Multiple responses allowed)	.	.
Female	65	38.5
Male	100	59.2
Other gender identity	2	1.2
Decline to answer/missing	3	1.8
Age group	.	.
18–25	4	2.4
26–35	56	33.1
36–45	63	37.3
46–55	20	11.8
56+	19	11.2
Decline to answer/missing	7	4.1
Race/ethnicity (Multiple responses allowed)	.	.
American Indian/Alaska Native	3	1.8
Asian	2	1.2
Black/African American	6	3.6
Latinx	33	19.5
Native Hawaiian/Pacific Islander	4	2.4
White	111	65.7
Other	19	11.2
Unknown/missing	9	5.3
How long received services here	.	.
First visit/day	6	3.6
2 weeks or less	15	8.9
More than 2 weeks	144	85.2
Missing	4	2.4

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
Domain: Access						4.2
01 Convenient Location	1 (0.6%)	5 (3.1%)	23 (14.1%)	48 (29.4%)	86 (52.8%)	4.3
02 Convenient Time	3 (1.8%)	7 (4.2%)	17 (10.3%)	69 (41.8%)	69 (41.8%)	4.2
Domain: Quality						4.4
03 I Chose My Treatment Goals	0 (0.0%)	6 (3.6%)	13 (7.7%)	70 (41.7%)	79 (47.0%)	4.3
04 Staff Gave Me Enough Time	1 (0.6%)	2 (1.2%)	12 (7.2%)	61 (36.7%)	90 (54.2%)	4.4
05 Treated with Respect	2 (1.2%)	5 (3.0%)	14 (8.4%)	58 (34.9%)	87 (52.4%)	4.3
06 Understood Communication	1 (0.6%)	4 (2.4%)	10 (6.0%)	63 (38.0%)	88 (53.0%)	4.4
07 Cultural Sensitivity	1 (0.6%)	4 (2.5%)	17 (10.5%)	51 (31.5%)	89 (54.9%)	4.4
Domain: Care Coordination						4.2
08 Work with Physical Health Providers	2 (1.2%)	8 (4.8%)	21 (12.7%)	64 (38.8%)	70 (42.4%)	4.2
09 Work with Mental Health Providers	3 (1.9%)	5 (3.2%)	26 (16.9%)	54 (35.1%)	66 (42.9%)	4.1
Domain: Outcome						4.3
10 Better Able to Do Things	1 (0.6%)	6 (3.6%)	26 (15.4%)	49 (29.0%)	87 (51.5%)	4.3
Domain: General Satisfaction						4.4
11 Felt Welcomed	2 (1.2%)	3 (1.8%)	15 (8.9%)	54 (32.1%)	94 (56.0%)	4.4
12 Overall Satisfied with Services	1 (0.6%)	3 (1.8%)	16 (9.5%)	60 (35.5%)	89 (52.7%)	4.4
13 Got the Help I Needed	2 (1.2%)	8 (4.8%)	22 (13.1%)	60 (35.7%)	76 (45.2%)	4.2
14 Recommend Agency	2 (1.2%)	0 (0.0%)	14 (8.4%)	53 (31.9%)	97 (58.4%)	4.5

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

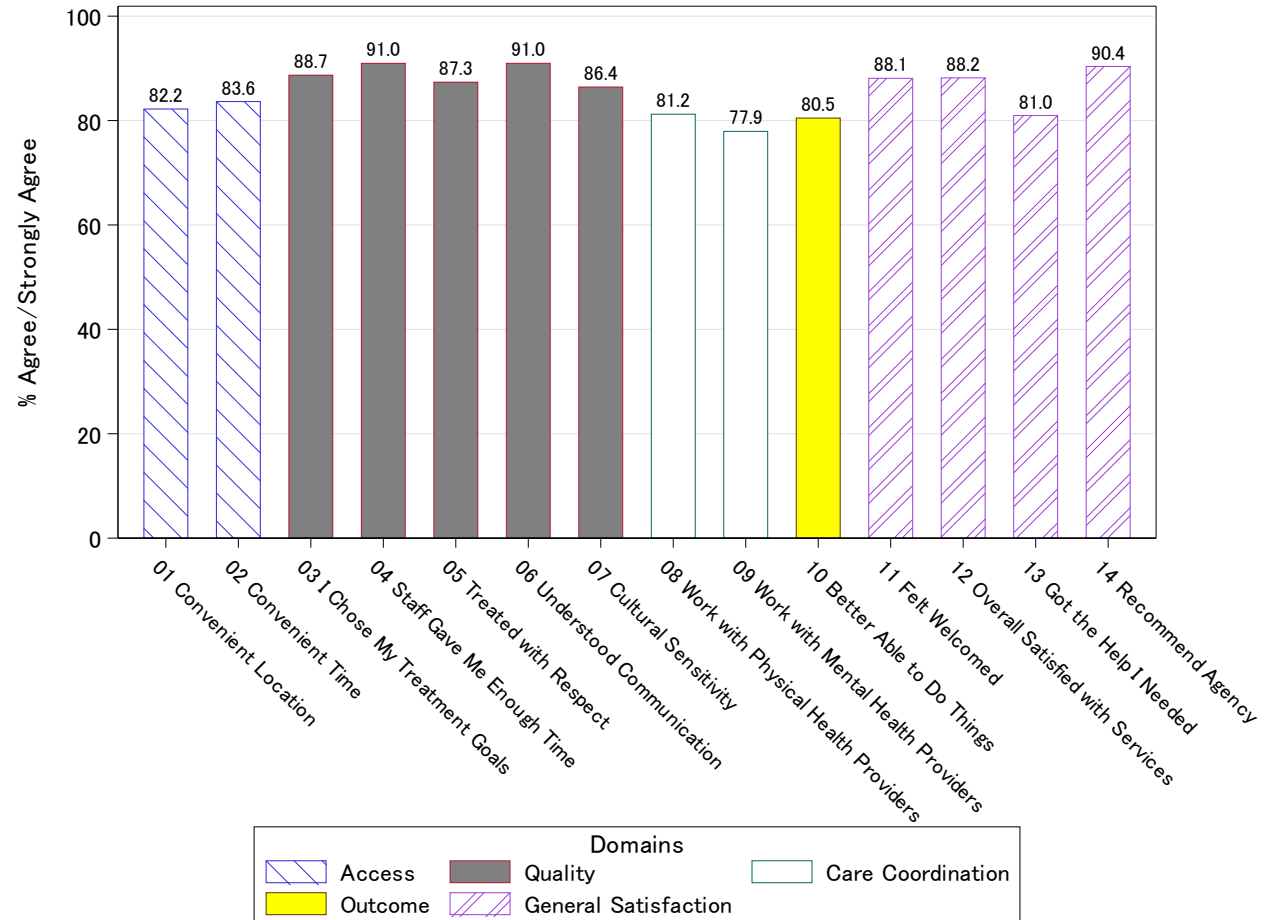


Figure 2. Average score (questions 1–14) by treatment settings

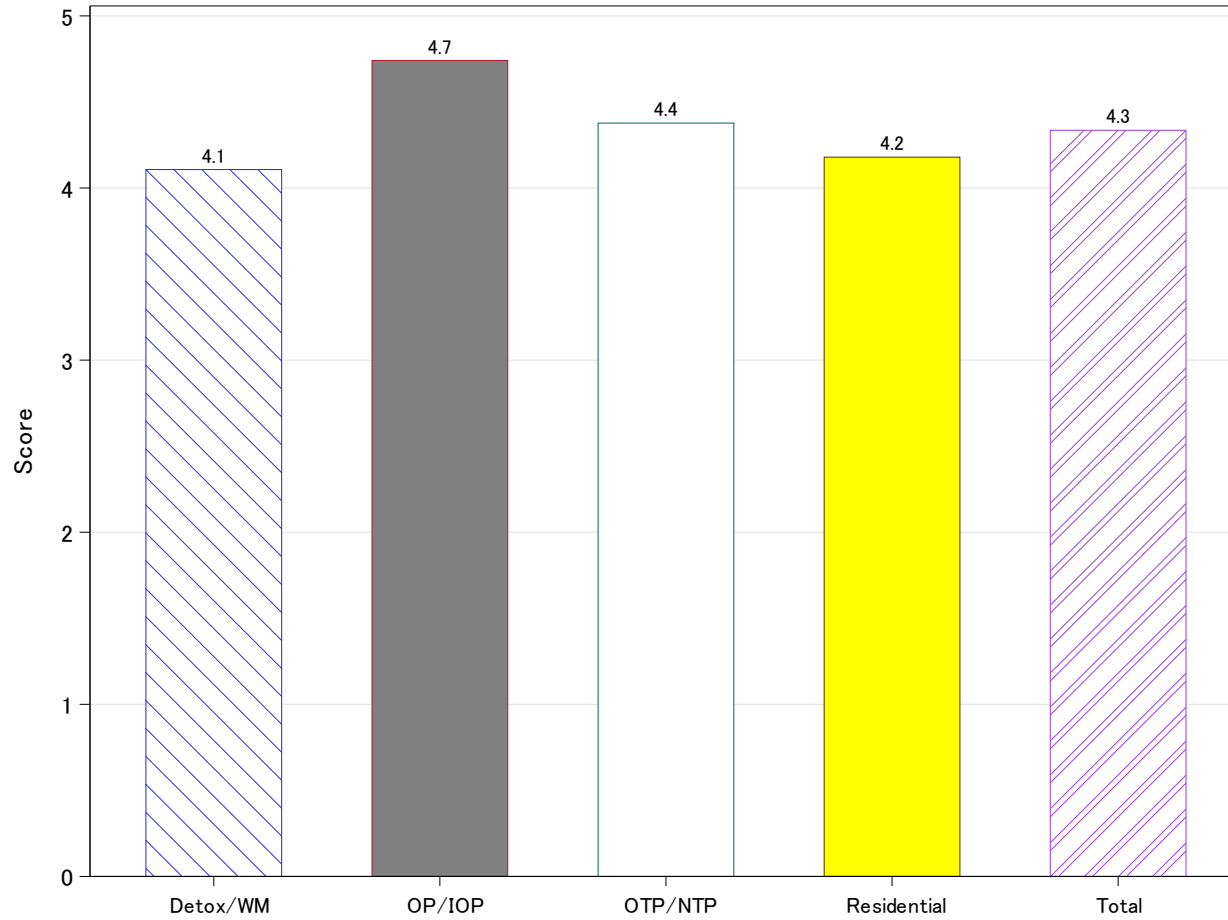


Table 4. Percent of survey respondents in agreement by each survey question and year

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	N/A	83.9	88.6	82.2	- 6.4
Access	02 Convenient Time	N/A	86.5	87.0	83.6	- 3.4
Quality	03 I Chose My Treatment Goals	N/A	87.0	85.8	88.7	+ 2.9
Quality	04 Staff Gave Me Enough Time	N/A	86.0	92.3	91.0	- 1.3
Quality	05 Treated with Respect	N/A	89.6	88.0	87.3	- 0.7
Quality	06 Understood Communication	N/A	91.0	89.2	91.0	+ 1.8
Quality	07 Cultural Sensitivity	N/A	86.5	87.1	86.4	- 0.7
Care Coordination	08 Work with Physical Health Providers	N/A	82.2	82.3	81.2	- 1.1
Care Coordination	09 Work with Mental Health Providers	N/A	78.5	73.9	77.9	+ 4.0
Outcome	10 Better Able to Do Things	N/A	85.5	84.0	80.5	- 3.5
General Satisfaction	11 Felt Welcomed	N/A	92.3	92.1	88.1	- 4.0
General Satisfaction	12 Overall Satisfied with Services *	N/A	87.4	89.6	88.2	- 1.4
General Satisfaction	13 Got the Help I Needed	N/A	81.0	84.8	81.0	- 3.8
General Satisfaction	14 Recommend Agency	N/A	89.2	87.9	90.4	+ 2.5

* 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	444411	12	100	91	91	83	91	100	100	83	91	90	100	91	100	100
1	444414	6	100	83	100	100	83	80	100	100	100	100	83	100	100	100
1	444586	5	100	100	100	100	100	100	100	100	100	80	80	100	100	100
1	444498Detox_WM	2**	100	100	50	50	50	50	100	50	100	50	100	100	100	100
1	444487	1**	100	.	100	100	100	100	100	100	100	.	100	100	100	100
6	444486	25	92	87	91	88	92	87	87	73	79	82	72	88	60	84
7	444482	10	90	80	80	90	100	90	90	90	100	87	70	100	90	100
8	444460	92	86	76	85	89	92	89	93	89	79	76	83	86	84	93
9	444498Res	14	71	100	50	85	78	71	71	78	57	64	71	71	64	71
10	444496	2**	50	50	50	100	100	50	50	100	50	50	0	100	0	0

* 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?)**

Telehealth	Outpatient/ Intensive Outpatient	Residential	Opioid/ Narcotic Treatment Program	Detoxification/ Withdrawal Management	Partial Hospitalization	Missing	Total
None	1 (8.3%)	22 (43.1%)	29 (27.9%)	1 (50.0%)	. (.%)	. (.%)	53 (31.4%)
Very little	. (.%)	17 (33.3%)	38 (36.5%)	1 (50.0%)	. (.%)	. (.%)	56 (33.1%)
About half	1 (8.3%)	8 (15.7%)	21 (20.2%)	. (.%)	. (.%)	. (.%)	30 (17.8%)
Almost all	1 (8.3%)	2 (3.9%)	10 (9.6%)	. (.%)	. (.%)	. (.%)	13 (7.7%)
All	9 (75.0%)	1 (2.0%)	. (.%)	. (.%)	. (.%)	. (.%)	10 (5.9%)
Missing	. (.%)	1 (2.0%)	6 (5.8%)	. (.%)	. (.%)	. (.%)	7 (4.1%)
Any Telehealth	11 (91.7%)	28 (54.9%)	69 (66.3%)	1 (50.0%)	. (.%)	. (.%)	109 (64.5%)