

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

**Marin County, Provider Report**

**Provider ID (212173), N=28**

**November 2021 Survey Period**

**Prepared on 12/17/2021 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.**

**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 forms returned with responses received *</b>	.	.	28	.	.	.	28
English	.	.	28	.	.	.	28
<b>Survey methods</b>							
Paper/data entry	.	.	28	.	.	.	28

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

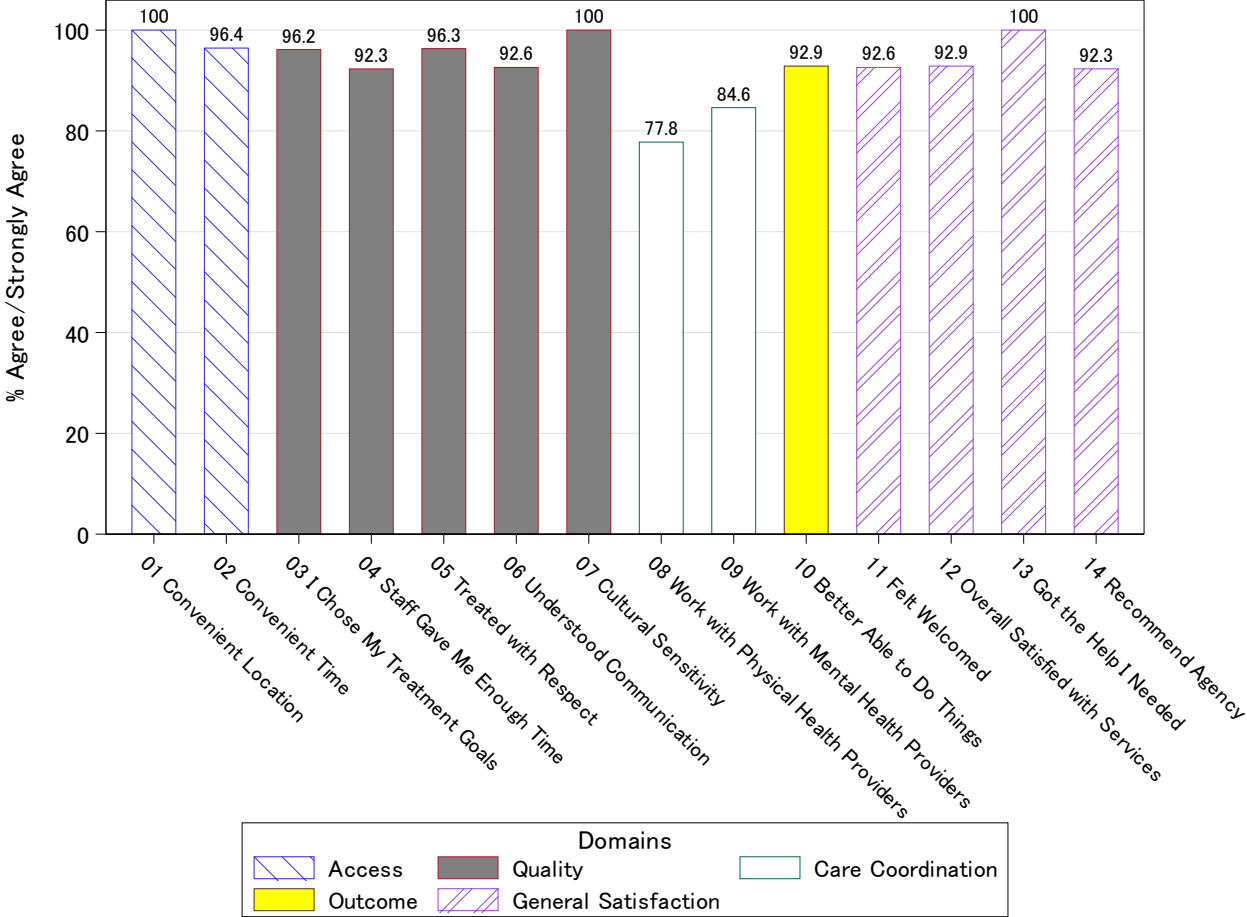
\*\* Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

**Table 2. 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>4.6</b>
01 Convenient Location	0 (0.0%)	0 (0.0%)	0 (0.0%)	10 (35.7%)	18 (64.3%)	4.6
02 Convenient Time	0 (0.0%)	0 (0.0%)	1 (3.6%)	8 (28.6%)	19 (67.9%)	4.6
<b>Domain: Quality</b>						<b>4.7</b>
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	1 (3.8%)	10 (38.5%)	15 (57.7%)	4.5
04 Staff Gave Me Enough Time	0 (0.0%)	2 (7.7%)	0 (0.0%)	5 (19.2%)	19 (73.1%)	4.6
05 Treated with Respect	0 (0.0%)	1 (3.7%)	0 (0.0%)	5 (18.5%)	21 (77.8%)	4.7
06 Understood Communication	0 (0.0%)	1 (3.7%)	1 (3.7%)	6 (22.2%)	19 (70.4%)	4.6
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	0 (0.0%)	8 (30.8%)	18 (69.2%)	4.7
<b>Domain: Care Coordination</b>						<b>4.3</b>
08 Work with Physical Health Providers	0 (0.0%)	1 (3.7%)	5 (18.5%)	9 (33.3%)	12 (44.4%)	4.2
09 Work with Mental Health Providers	0 (0.0%)	2 (7.7%)	2 (7.7%)	10 (38.5%)	12 (46.2%)	4.2
<b>Domain: Outcome</b>						<b>4.6</b>
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	2 (7.1%)	6 (21.4%)	20 (71.4%)	4.6
<b>Domain: General Satisfaction</b>						<b>4.7</b>
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	2 (7.4%)	6 (22.2%)	19 (70.4%)	4.6
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	2 (7.1%)	9 (32.1%)	17 (60.7%)	4.5
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	0 (0.0%)	7 (25.9%)	20 (74.1%)	4.7
14 Recommend Agency	0 (0.0%)	1 (3.8%)	1 (3.8%)	3 (11.5%)	21 (80.8%)	4.7

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



**Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county**

Survey Question	Program	Overall County	Program Difference in Percentage
<b>Domain: Access</b>			
01 Convenient Location	28 (100%)	115 (87.8%)	+ 12.2
02 Convenient Time	27 (96.4%)	121 (88.3%)	+ 8.1
<b>Domain: Quality</b>			
03 I Chose My Treatment Goals	25 (96.2%)	112 (85.5%)	+ 10.7
04 Staff Gave Me Enough Time	24 (92.3%)	110 (85.3%)	+ 7.0
05 Treated with Respect	26 (96.3%)	122 (89.7%)	+ 6.6
06 Understood Communication	25 (92.6%)	124 (92.5%)	+ 0.1
07 Cultural Sensitivity	26 (100%)	113 (86.9%)	+ 13.1
<b>Domain: Care Coordination</b>			
08 Work with Physical Health Providers	21 (77.8%)	89 (70.1%)	+ 7.7
09 Work with Mental Health Providers	22 (84.6%)	93 (76.9%)	+ 7.7
<b>Domain: Outcome</b>			
10 Better Able to Do Things	26 (92.9%)	114 (83.2%)	+ 9.7
<b>Domain: General Satisfaction</b>			
11 Felt Welcomed	25 (92.6%)	125 (92.6%)	+ 0.0
12 Overall Satisfied with Services	26 (92.9%)	118 (87.4%)	+ 5.5
13 Got the Help I Needed	27 (100%)	111 (82.2%)	+ 17.8
14 Recommend Agency	24 (92.3%)	107 (81.1%)	+ 11.2

**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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	N/A	N/A	N/A	92.3	100	+ 7.7
Access	02 Convenient Time	N/A	N/A	N/A	92.3	96.4	+ 4.1
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	70.8	96.2	+ 25.4
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	91.7	92.3	+ 0.6
Quality	05 Treated with Respect	N/A	N/A	N/A	92.0	96.3	+ 4.3
Quality	06 Understood Communication	N/A	N/A	N/A	100	92.6	- 7.4
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	92.0	100	+ 8.0
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	84.0	77.8	- 6.2
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	88.0	84.6	- 3.4
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	84.6	92.9	+ 8.3
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	96.2	92.6	- 3.6
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	88.5	92.9	+ 4.4
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	92.3	100	+ 7.7
General Satisfaction	14 Recommend Agency	N/A	N/A	N/A	88.5	92.3	+ 3.8

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

Note: Comparisons are reported only for programs with an exact match of CalOMS provider ID and treatment setting and/or Reporting Unit for 2017, 2018, 2019, 2020 and 2021 (as applicable).

**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		12	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		9	100	100	100	100	88	100	100	85	66	75	100	100	77	100
1		5	100	100	100	83	100	100	100	100	50	60	100	100	100	100
4	YOUR PROGRAM	28	92	100	96	96	92	96	92	100	77	84	92	92	100	92
5		16	87	87	87	100	75	100	100	100	71	71	87	100	87	87
6		19	84	84	100	82	83	84	94	76	72	70	78	89	73	66
7		12	83	80	83	83	80	83	100	100	50	50	83	83	83	83
8		5	80	60	75	50	60	100	80	60	80	60	60	100	60	60
9		9	77	100	60	60	90	60	70	80	50	77	60	90	60	60
10		13	76	53	69	61	84	76	76	46	61	84	61	76	61	61
11		7	71	85	71	85	71	85	100	85	71	83	71	100	71	66

\* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

\*\* Sample sizes < 5 : Interpret findings with caution.

\*\*\* 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	. ( .%)	. ( .%)	6 (21.4%)	. ( .%)	. ( .%)	. ( .%)	6 (21.4%)
Very little	. ( .%)	. ( .%)	7 (25.0%)	. ( .%)	. ( .%)	. ( .%)	7 (25.0%)
About half	. ( .%)	. ( .%)	9 (32.1%)	. ( .%)	. ( .%)	. ( .%)	9 (32.1%)
Almost all	. ( .%)	. ( .%)	3 (10.7%)	. ( .%)	. ( .%)	. ( .%)	3 (10.7%)
All	. ( .%)	. ( .%)	1 ( 3.6%)	. ( .%)	. ( .%)	. ( .%)	1 ( 3.6%)
Missing	. ( .%)	. ( .%)	2 ( 7.1%)	. ( .%)	. ( .%)	. ( .%)	2 ( 7.1%)
<b>Any Telehealth</b>	. ( .%)	. ( .%)	20 (71.4%)	. ( .%)	. ( .%)	. ( .%)	20 (71.4%)



# TPS 2021 - Adult - Comments

Marin

**Provider ID**

212173

**Reporting Unit**

**Treatment Setting**

OTP-NTP

Note: Compilation of the images of client comments written on the TPS forms is automated and may include blank spaces where small specks/marks were detected.

This treatment center is a 5 star in the bay area when it come to service and professionism. My life has change a total 360. I was homeless and now have my own place and am drug free.

Staff/Dr.

Down for Prev!!

Counseling sessions through Zoom have made attending much more convenient.

I've been with you for a while now. I am very comfortable with all the staff and I want to continue on long-term maintenance.

I have largely been treated with respect here however recently I was accused of tampering and I feel like I have no recourse because its an addicts word against that of the clinic. I also don't feel like I have an advocate in this situation as I'm without a counselor currently which makes it much less likely to make me want to talk about or admit any problems I'm having.

I love mtc great facility

This program worked when everything before it failed.

THIS PROGRAM IS WONDERFUL AND SO  
ARE THE PEOPLE WHO WORK HERE.

I need more takehomes so I don't  
have to come here every week

The Hours...  
This place should  
Dose into the afternoon

I Really love it here. The respect level we have for each other is awesome.  
we are all treated equal

This place is great! Staff here are super supportive. They all go out of their way to help me, with what they can.  
I'm not sure if it's MTC's policies or fed rules. But the take homes for methadone? seem's like it takes forever to get just 1 let alone a weeks worth. That's my only issue

They are breaking Federal laws when it comes to  
Service animal/1709

I think that we should have a Psychiatrist on staff. someone who knows Methadone and mental meds. My Psychiatrist always thinks she is going to kill me with any prescriptions along with the methadone.

I would try harder to get people off of treatment

Ernest, Ernestful

PROGRAM is good!

This program saved my life. The people that work here are both helpful and professional. I wish they would give out a week or two at a time of Suboxone. Hard to come here daily.