

**Treatment Perceptions Survey (TPS) - Adults**

**Marin County, Provider Report**

**Provider ID (212173OTP\_NTP), N=74**

**October 2023 Survey Period**

**Prepared on 3/23/2024 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>	0	0	74	0	0	0	74
English	0	0	74	0	0	0	74
<b>Survey methods</b>							
Online survey	0	0	13	0	0	0	13
Paper/data entry	0	0	61	0	0	0	61

\* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=7.

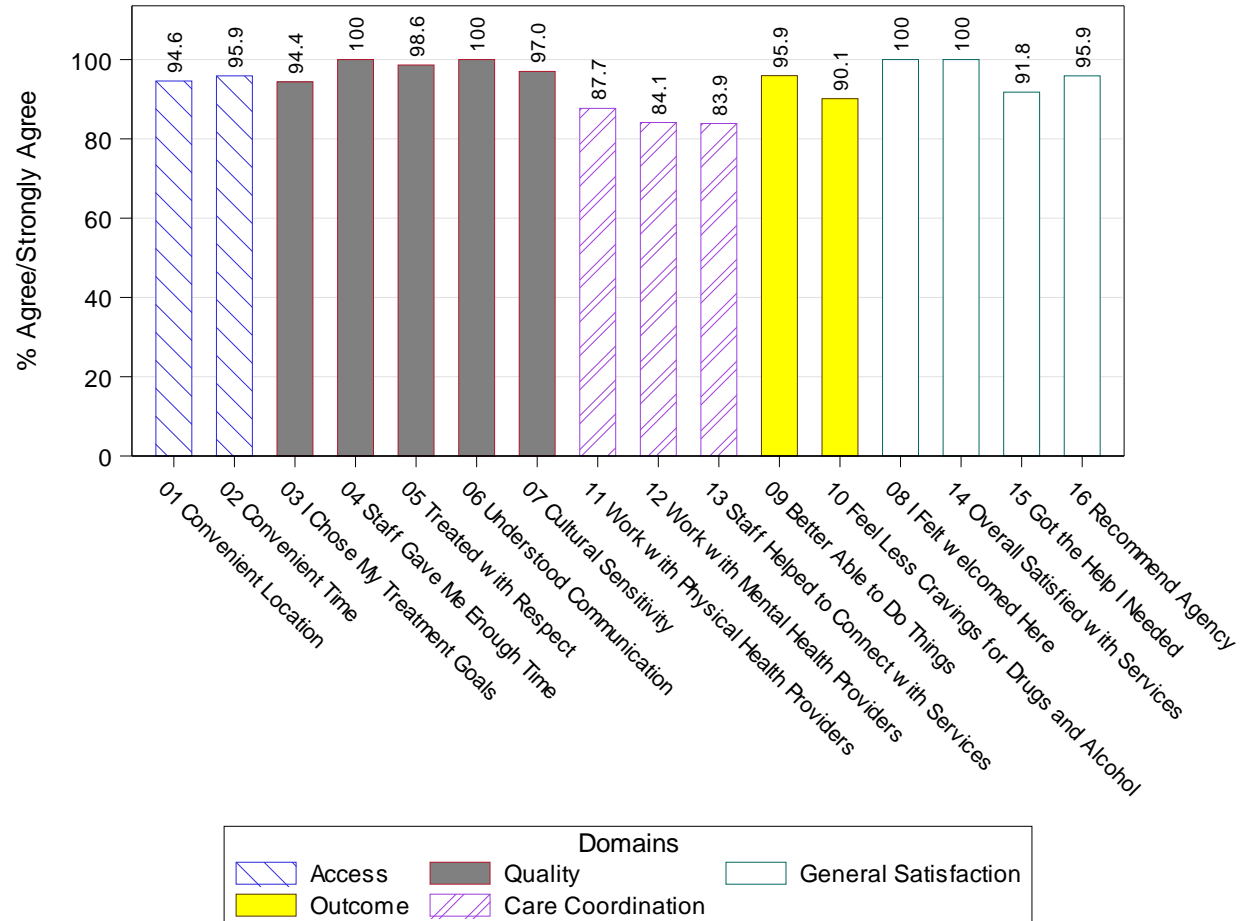
\*\* Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

**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>4.5</b>
01 Convenient Location	0 (0.0%)	0 (0.0%)	4 (5.4%)	30 (40.5%)	40 (54.1%)	4.5
02 Convenient Time	0 (0.0%)	0 (0.0%)	3 (4.1%)	30 (41.1%)	40 (54.8%)	4.5
<b>Domain: Quality</b>						<b>4.7</b>
03 I Chose My Treatment Goals	0 (0.0%)	2 (2.8%)	2 (2.8%)	24 (33.8%)	43 (60.6%)	4.5
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	23 (31.9%)	49 (68.1%)	4.7
05 Treated with Respect	0 (0.0%)	0 (0.0%)	1 (1.4%)	16 (21.9%)	56 (76.7%)	4.8
06 Understood Communication	0 (0.0%)	0 (0.0%)	0 (0.0%)	21 (28.8%)	52 (71.2%)	4.7
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	2 (3.0%)	17 (25.4%)	48 (71.6%)	4.7
<b>Domain: Care Coordination</b>						<b>4.3</b>
11 Work with Physical Health Providers	0 (0.0%)	1 (1.5%)	7 (10.8%)	20 (30.8%)	37 (56.9%)	4.4
12 Work with Mental Health Providers	1 (1.6%)	1 (1.6%)	8 (12.7%)	17 (27.0%)	36 (57.1%)	4.4
13 Staff Helped to Connect with Services	0 (0.0%)	6 (9.7%)	4 (6.5%)	18 (29.0%)	34 (54.8%)	4.3
<b>Domain: Outcome</b>						<b>4.7</b>
09 Better Able to Do Things	0 (0.0%)	0 (0.0%)	3 (4.1%)	16 (21.6%)	55 (74.3%)	4.7
10 Feel Less Cravings for Drugs and Alcohol	1 (1.4%)	0 (0.0%)	6 (8.5%)	12 (16.9%)	52 (73.2%)	4.6
<b>Domain: General Satisfaction</b>						<b>4.7</b>
08 Felt Welcomed	0 (0.0%)	0 (0.0%)	0 (0.0%)	18 (24.7%)	55 (75.3%)	4.8
14 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	0 (0.0%)	22 (30.1%)	51 (69.9%)	4.7
15 Got the Help I Needed	0 (0.0%)	0 (0.0%)	6 (8.2%)	22 (30.1%)	45 (61.6%)	4.5
16 Recommend Agency	0 (0.0%)	0 (0.0%)	3 (4.1%)	18 (24.7%)	52 (71.2%)	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	70 (94.6%)	142 (92.2%)	+ 2.4
02 Convenient Time	70 (95.9%)	137 (87.8%)	+ 8.1
<b>Domain: Quality</b>			
03 I Chose My Treatment Goals	67 (94.4%)	126 (83.4%)	+ 11.0
04 Staff Gave Me Enough Time	72 (100%)	141 (91.6%)	+ 8.4
05 Treated with Respect	72 (98.6%)	141 (91.6%)	+ 7.0
06 Understood Communication	73 (100%)	142 (92.8%)	+ 7.2
07 Cultural Sensitivity	65 (97.0%)	134 (91.2%)	+ 5.8
<b>Domain: Care Coordination</b>			
11 Work with Physical Health Providers	57 (87.7%)	102 (74.5%)	+ 13.2
12 Work with Mental Health Providers	53 (84.1%)	99 (70.7%)	+ 13.4
13 Staff Helped to Connect with Services	52 (83.9%)	102 (71.3%)	+ 12.6
<b>Domain: Outcome</b>			
09 Better Able to Do Things	71 (95.9%)	137 (87.8%)	+ 8.1
10 Feel Less Cravings for Drugs and Alcohol	64 (90.1%)	127 (82.5%)	+ 7.6
<b>Domain: General Satisfaction</b>			
08 Felt Welcomed	73 (100%)	148 (95.5%)	+ 4.5
14 Overall Satisfied with Services	73 (100%)	145 (93.5%)	+ 6.5
15 Got the Help I Needed	67 (91.8%)	125 (80.1%)	+ 11.7
16 Recommend Agency	70 (95.9%)	138 (88.5%)	+ 7.4

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

Survey Question	% Agreement 2017 (n=0)	% Agreement 2018 (n=0)	% Agreement 2019 (n=0)	% Agreement 2020 (n=0)	% Agreement 2021 (n=0)	% Agreement 2022 (n=0)	% Agreement 2023 (n=74)	Difference in Percentage (from 2021 to 2022)
01 Convenient Location	N/A	N/A	N/A	N/A	N/A	N/A	94.6	N/A
02 Convenient Time	N/A	N/A	N/A	N/A	N/A	N/A	95.9	N/A
03 I Chose My Treatment Goals	N/A	N/A	N/A	N/A	N/A	N/A	94.4	N/A
04 Staff Gave Me Enough Time	N/A	N/A	N/A	N/A	N/A	N/A	100	N/A
05 Treated with Respect	N/A	N/A	N/A	N/A	N/A	N/A	98.6	N/A
06 Understood Communication	N/A	N/A	N/A	N/A	N/A	N/A	100	N/A
07 Cultural Sensitivity	N/A	N/A	N/A	N/A	N/A	N/A	97.0	N/A
11 Work with Physical Health Providers	N/A	N/A	N/A	N/A	N/A	N/A	87.7	N/A
12 Work with Mental Health Providers	N/A	N/A	N/A	N/A	N/A	N/A	84.1	N/A
09 Better Able to Do Things	N/A	N/A	N/A	N/A	N/A	N/A	95.9	N/A
08 I Felt welcomed Here	N/A	N/A	N/A	N/A	N/A	N/A	100	N/A
14 Overall Satisfied with Services	N/A	N/A	N/A	N/A	N/A	N/A	100	N/A
15 Got the Help I Needed	N/A	N/A	N/A	N/A	N/A	N/A	91.8	N/A
16 Recommend Agency	N/A	N/A	N/A	N/A	N/A	N/A	95.9	N/A
10 Feel Less Cravings for Drugs and Alcohol	N/A	N/A	N/A	N/A	N/A	N/A	90.1	N/A
13 Staff Helped to Connect with Services	N/A	N/A	N/A	N/A	N/A	N/A	83.9	N/A

\* 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, 2021 and 2022 (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	Q15	Q16
1	YOUR PROGRAM	73	<b>100</b>	94	95	94	100	98	100	97	87	84	95	100	91	95	90	83
1		15	<b>100</b>	93	86	93	86	100	100	86	84	71	93	100	80	93	86	57
1		12	<b>100</b>	83	91	72	91	100	100	100	80	72	83	100	100	91	50	83
1		7	<b>100</b>	100	100	100	100	100	87	87	80	75	100	100	87	100	100	88
1		**	<b>100</b>	100	100	100	100	100	100	100	50	50	100	100	50	100	100	100
1		**	<b>100</b>	100	100	0	0	0	100	100	100	0	0	0	0	0	100	100
1		**	<b>100</b>	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
8		20	<b>90</b>	90	80	70	90	95	100	100	60	70	85	100	65	75	85	47
9		8	<b>87</b>	100	85	71	85	50	50	66	33	28	85	71	50	75	85	75
10		6	<b>66</b>	66	33	50	50	16	16	50	0	0	33	50	33	66	33	33
11		9	<b>55</b>	87	70	55	77	77	77	66	55	37	66	88	55	66	60	37
12		**	<b>0</b>	100	0	0	0	100	100	100	0	100	0	100	100	100	100	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.

\*\*\* Provider ID was missing for these survey participants.

**Table 6. Number of responses (percent) for Q15 (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>
<b>How much of your services were</b>							
None	. ( .%)	. ( .%)	8 (10.8%)	. ( .%)	. ( .%)	. ( .%)	8 (10.8%)
Very little	. ( .%)	. ( .%)	30 (40.5%)	. ( .%)	. ( .%)	. ( .%)	30 (40.5%)
About half	. ( .%)	. ( .%)	27 (36.5%)	. ( .%)	. ( .%)	. ( .%)	27 (36.5%)
Almost all	. ( .%)	. ( .%)	5 ( 6.8%)	. ( .%)	. ( .%)	. ( .%)	5 ( 6.8%)
Missing	. ( .%)	. ( .%)	4 ( 5.4%)	. ( .%)	. ( .%)	. ( .%)	4 ( 5.4%)
<b>How Helpful was Telehealth</b>							
Much Better	. ( .%)	. ( .%)	12 (16.2%)	. ( .%)	. ( .%)	. ( .%)	12 (16.2%)
Somewhat Be	. ( .%)	. ( .%)	6 ( 8.1%)	. ( .%)	. ( .%)	. ( .%)	6 ( 8.1%)
About the S	. ( .%)	. ( .%)	35 (47.3%)	. ( .%)	. ( .%)	. ( .%)	35 (47.3%)
Somewhat Wo	. ( .%)	. ( .%)	5 ( 6.8%)	. ( .%)	. ( .%)	. ( .%)	5 ( 6.8%)
Not Applicable	. ( .%)	. ( .%)	16 (21.6%)	. ( .%)	. ( .%)	. ( .%)	16 (21.6%)