

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

## **Santa Cruz County Report**

**N=3**

**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>	1	.	.	.	.	.	1
<b>Number of forms returned with responses received **</b>	3	.	.	.	.	.	3
English	3	.	.	.	.	.	3
<b>Survey methods</b>							
Online survey	3	.	.	.	.	.	3

\* 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.

\*\* (1) Only includes survey forms when at least one of the 18 questions are answered. (Excluded forms: N=0.)

(2) Only includes survey forms when respondents are between the ages of 12 and 20. (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	3	100.0
<b>Age group</b>	.	.
12-15	2	66.7
16	1	33.3
<b>Race/ethnicity (Multiple responses allowed)</b>	.	.
Latinx	3	100.0
<b>How long received services here</b>	.	.
1-5 months	1	33.3
6 months or more	2	66.7

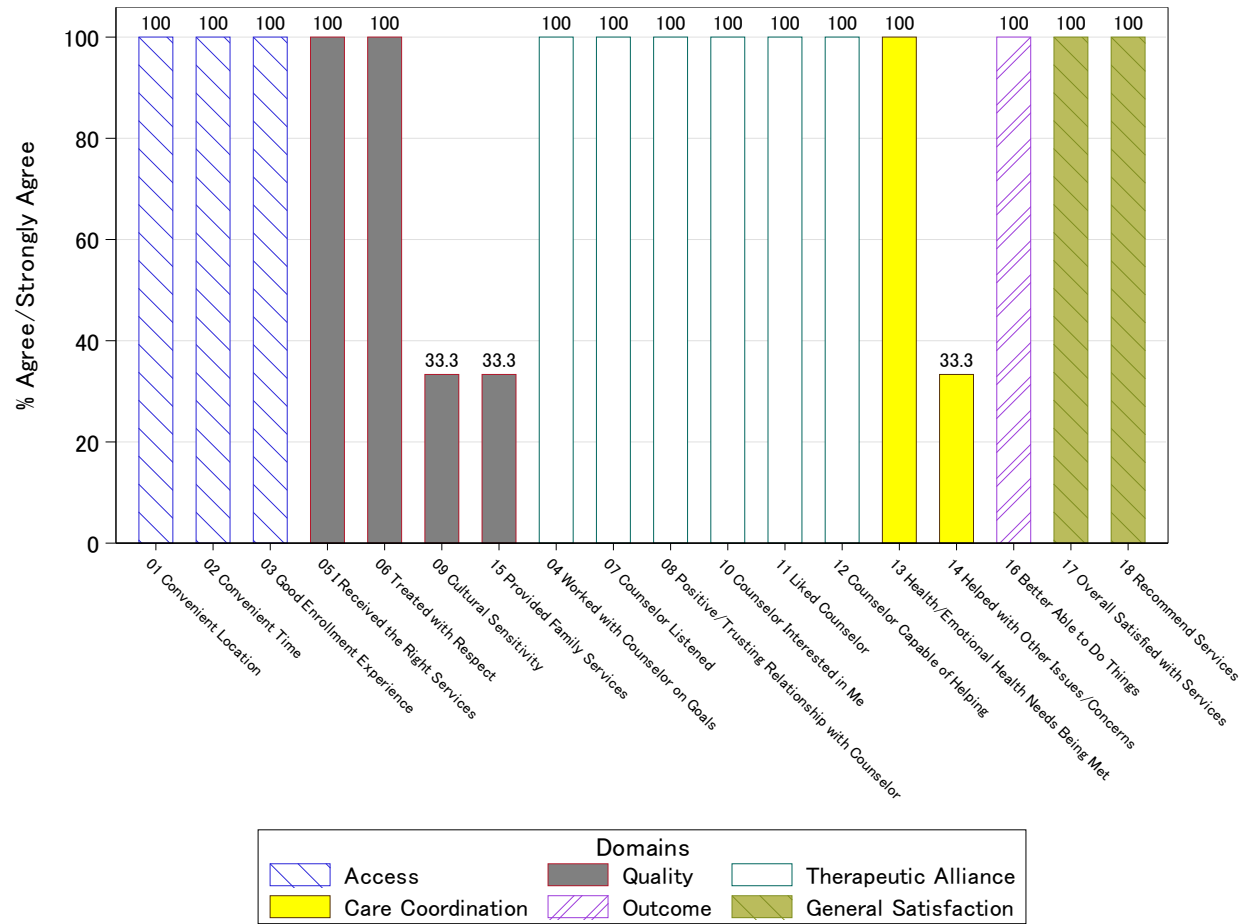
\* Includes EPSDT youth ages 18-20 who received services in youth programs (N=0).

**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	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (66.7%)	1 (33.3%)	4.3
02 Convenient Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (66.7%)	1 (33.3%)	4.3
03 Good Enrollment Experience	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	2 (66.7%)	4.7
<b>Domain: Quality</b>						<b>3.8</b>
05 I Received the Right Services	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (66.7%)	1 (33.3%)	4.3
06 Treated with Respect	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (66.7%)	1 (33.3%)	4.3
09 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	2 (66.7%)	1 (33.3%)	0 (0.0%)	3.3
15 Provided Family Services	0 (0.0%)	0 (0.0%)	2 (66.7%)	1 (33.3%)	0 (0.0%)	3.3
<b>Domain: Therapeutic Alliance</b>						<b>4.4</b>
04 Worked with Counselor on Goals	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	2 (66.7%)	4.7
07 Counselor Listened	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	2 (66.7%)	4.7
08 Positive/Trusting Relationship with Counselor	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	2 (66.7%)	4.7
10 Counselor Interested in Me	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (100%)	0 (0.0%)	4.0
11 Liked Counselor	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (100%)	0 (0.0%)	4.0
12 Counselor Capable of Helping	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (66.7%)	1 (33.3%)	4.3
<b>Domain: Care Coordination</b>						<b>3.8</b>
13 Health/Emotional Health Needs Being Met	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (66.7%)	1 (33.3%)	4.3
14 Helped with Other Issues/Concerns	0 (0.0%)	0 (0.0%)	2 (66.7%)	1 (33.3%)	0 (0.0%)	3.3
<b>Domain: Outcome</b>						<b>4.3</b>
16 Better Able to Do Things	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (66.7%)	1 (33.3%)	4.3
<b>Domain: General Satisfaction</b>						<b>4.3</b>
17 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (66.7%)	1 (33.3%)	4.3
18 Recommend Services	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (66.7%)	1 (33.3%)	4.3

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

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



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

Domains	Survey Question	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	100	83.3	100	+ 16.7
Access	02 Convenient Time	100	77.8	100	+ 22.2
Access	03 Good Enrollment Experience	100	77.8	100	+ 22.2
Quality	05 I Received the Right Services	100	88.9	100	+ 11.1
Quality	06 Treated with Respect	100	88.2	100	+ 11.8
Quality	09 Cultural Sensitivity	100	71.4	33.3	- 38.1
Quality	15 Provided Family Services	100	78.6	33.3	- 45.3
Therapeutic Alliance	04 Worked with Counselor on Goals	100	88.9	100	+ 11.1
Therapeutic Alliance	07 Counselor Listened	100	88.2	100	+ 11.8
Therapeutic Alliance	08 Positive/Trusting Relationship with Counselor	100	81.3	100	+ 18.7
Therapeutic Alliance	10 Counselor Interested in Me	100	87.5	100	+ 12.5
Therapeutic Alliance	11 Liked Counselor	100	87.5	100	+ 12.5
Therapeutic Alliance	12 Counselor Capable of Helping	100	75.0	100	+ 25.0
Care Coordination	13 Health/Emotional Health Needs Being Met	100	87.5	100	+ 12.5
Care Coordination	14 Helped with Other Issues/Concerns	100	82.4	33.3	- 49.1
Outcome	16 Better Able to Do Things	100	76.5	100	+ 23.5
General Satisfaction	17 Overall Satisfied with Services	100	82.4	100	+ 17.6
General Satisfaction	18 Recommend Services	100	75.0	100	+ 25.0

**Table 5. Ranking of programs by percent in agreement with Q17 (overall satisfied with services)**

Rank	Program	Number of participants *	Q17	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q18
1	444406	3**	100	100	100	100	100	100	100	100	100	33	100	100	100	100	33	33	100	100

\* Number of survey participants that answered Q17 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.

