

Treatment Perceptions Survey (TPS) – Youth

Santa Cruz County Report

N=37

September 2021 Survey Period

Prepared on 12/18/2021 by the University of California, Los Angeles

Integrated Substance Abuse Programs

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Version 2021 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	1	4
Number of forms returned with responses received **	32	5	37
English	26	5	31
Spanish	6	6
Survey methods							
Online survey	30	30
Paper/data entry	2	5	7

* 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	%
Gender (Multiple responses allowed)	.	.
Female	16	43.2
Male	17	45.9
Decline to answer/missing	4	10.8
Age group	.	.
12–15	2	5.4
16	12	32.4
17+	19	51.4
Missing	4	10.8
Race/ethnicity (Multiple responses allowed)	.	.
American Indian/Alaskan Native	1	2.7
Asian	4	10.8
Latinx	24	64.9
White	5	13.5
Other	2	5.4
Unknown/missing	4	10.8
How long received services here	.	.
Less than 1 month	3	8.1
1–5 months	18	48.6
6 months or more	12	32.4
Missing	4	10.8

* Includes EPSDT youth ages 18–20 who received services in youth programs (N=12).

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						4.3
01 Convenient Location	0 (0.0%)	0 (0.0%)	1 (2.9%)	21 (60.0%)	13 (37.1%)	4.3
02 Convenient Time	0 (0.0%)	0 (0.0%)	1 (2.9%)	18 (51.4%)	16 (45.7%)	4.4
03 Good Enrollment Experience	0 (0.0%)	0 (0.0%)	7 (18.9%)	19 (51.4%)	11 (29.7%)	4.1
Domain: Quality						4.3
05 I Received the Right Services	0 (0.0%)	0 (0.0%)	3 (8.3%)	12 (33.3%)	21 (58.3%)	4.5
06 Treated with Respect	0 (0.0%)	0 (0.0%)	0 (0.0%)	18 (48.6%)	19 (51.4%)	4.5
09 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	4 (12.1%)	18 (54.5%)	11 (33.3%)	4.2
15 Provided Family Services	0 (0.0%)	0 (0.0%)	10 (28.6%)	10 (28.6%)	15 (42.9%)	4.1
Domain: Therapeutic Alliance						4.4
04 Worked with Counselor on Goals	0 (0.0%)	0 (0.0%)	1 (2.7%)	17 (45.9%)	19 (51.4%)	4.5
07 Counselor Listened	0 (0.0%)	0 (0.0%)	2 (5.4%)	14 (37.8%)	21 (56.8%)	4.5
08 Positive/Trusting Relationship with Counselor	0 (0.0%)	0 (0.0%)	4 (10.8%)	14 (37.8%)	19 (51.4%)	4.4
10 Counselor Interested in Me	0 (0.0%)	2 (5.4%)	2 (5.4%)	11 (29.7%)	22 (59.5%)	4.4
11 Liked Counselor	0 (0.0%)	0 (0.0%)	3 (8.1%)	13 (35.1%)	21 (56.8%)	4.5
12 Counselor Capable of Helping	0 (0.0%)	0 (0.0%)	4 (11.4%)	13 (37.1%)	18 (51.4%)	4.4
Domain: Care Coordination						4.2
13 Health/Emotional Health Needs Being Met	0 (0.0%)	0 (0.0%)	4 (10.8%)	20 (54.1%)	13 (35.1%)	4.2
14 Helped with Other Issues/Concerns	0 (0.0%)	0 (0.0%)	5 (13.5%)	21 (56.8%)	11 (29.7%)	4.2
Domain: Outcome						4.2
16 Better Able to Do Things	0 (0.0%)	0 (0.0%)	4 (10.8%)	22 (59.5%)	11 (29.7%)	4.2
Domain: General Satisfaction						4.3
17 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	4 (10.8%)	14 (37.8%)	19 (51.4%)	4.4
18 Recommend Services	0 (0.0%)	0 (0.0%)	5 (13.5%)	19 (51.4%)	13 (35.1%)	4.2

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

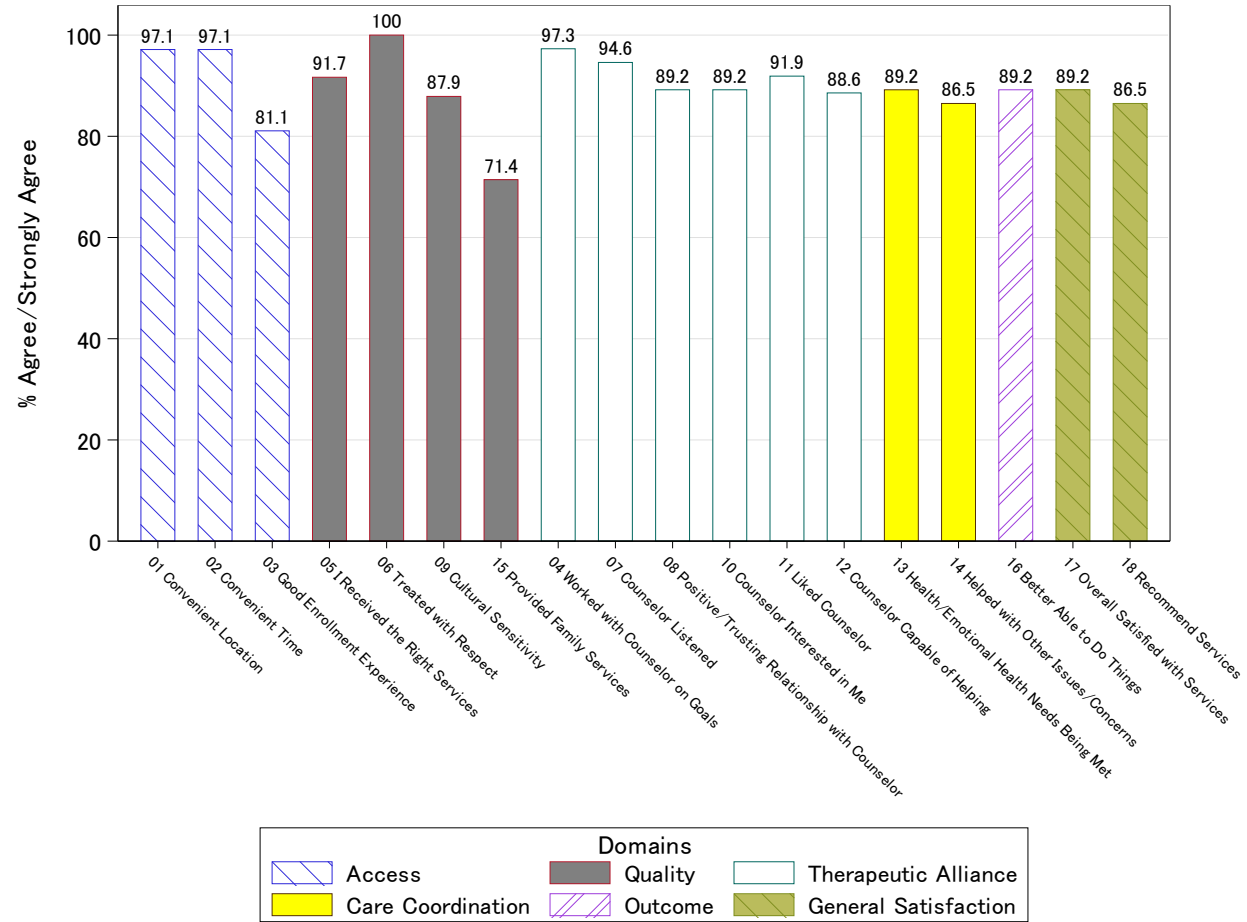


Table 4. Percent of survey respondents in agreement by each survey question and year

Domains	Survey Question	% Agreement 2018	% Agreement 2019	% Agreement 2020	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	100	83.3	100	97.1	- 2.9
Access	02 Convenient Time	100	77.8	100	97.1	- 2.9
Access	03 Good Enrollment Experience	100	77.8	100	81.1	- 18.9
Quality	05 I Received the Right Services	100	88.9	100	91.7	- 8.3
Quality	06 Treated with Respect	100	88.2	100	100	+ 0.0
Quality	09 Cultural Sensitivity	100	71.4	33.3	87.9	+ 54.6
Quality	15 Provided Family Services	100	78.6	33.3	71.4	+ 38.1
Therapeutic Alliance	04 Worked with Counselor on Goals	100	88.9	100	97.3	- 2.7
Therapeutic Alliance	07 Counselor Listened	100	88.2	100	94.6	- 5.4
Therapeutic Alliance	08 Positive/Trusting Relationship with Counselor	100	81.3	100	89.2	- 10.8
Therapeutic Alliance	10 Counselor Interested in Me	100	87.5	100	89.2	- 10.8
Therapeutic Alliance	11 Liked Counselor	100	87.5	100	91.9	- 8.1
Therapeutic Alliance	12 Counselor Capable of Helping	100	75.0	100	88.6	- 11.4
Care Coordination	13 Health/Emotional Health Needs Being Met	100	87.5	100	89.2	- 10.8
Care Coordination	14 Helped with Other Issues/Concerns	100	82.4	33.3	86.5	+ 53.2
Outcome	16 Better Able to Do Things	100	76.5	100	89.2	- 10.8
General Satisfaction	17 Overall Satisfied with Services	100	82.4	100	89.2	- 10.8
General Satisfaction	18 Recommend Services	100	75.0	100	86.5	- 13.5

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	444489	16	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	85	100	100
1	444406	2**	100	100	100	100	100	100	100	100	100	100	100	100	100	50	50	50	100	100
3	444488	14	71	100	100	71	100	85	100	85	85	85	85	85	71	85	85	57	85	85
.	Missing Provider ID***	5	100	80	80	40	80	75	100	100	60	33	60	80	100	80	60	80	60	40

* 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.

**Table 6. Number of responses (percent) for the telehealth question
(#19 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 (20.0%)	1 (2.7%)
Very little	1 (3.1%)	. (.%)	. (.%)	. (.%)	. (.%)	1 (20.0%)	2 (5.4%)
About half	7 (21.9%)	. (.%)	. (.%)	. (.%)	. (.%)	. (.%)	7 (18.9%)
Almost all	8 (25.0%)	. (.%)	. (.%)	. (.%)	. (.%)	1 (20.0%)	9 (24.3%)
All	14 (43.8%)	. (.%)	. (.%)	. (.%)	. (.%)	. (.%)	14 (37.8%)
Missing	2 (6.3%)	. (.%)	. (.%)	. (.%)	. (.%)	2 (40.0%)	4 (10.8%)
Any Telehealth	30 (93.8%)	. (.%)	. (.%)	. (.%)	. (.%)	2 (40.0%)	32 (86.5%)