

DMC-ODS Treatment Perception Survey

Fall 2019

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DEPARTMENT OF
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A System of Care and Recovery

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OVERVIEW

The California Drug Medi-Cal Organized Delivery System (DMC-ODS) waiver is a 5-year demonstration project. The DMC-ODS expands services available to Drug Medi-Cal beneficiaries, enhances care coordination, and supports the development of an organized system of care for substance use disorders in participating California counties. Santa Barbara County DMC-ODS began December 1, 2018.

As part of the DMC-ODS evaluation, counties are required to administer the client Treatment Perception Survey (TPS) on an annual basis. The administration of the TPS fulfills the county's External Quality Review Organization (EQRO) requirement related to having a valid client survey. Because the TPS collects standardized data, it can be utilized both locally for quality improvement and for statewide comparison and evaluation.

METHODS & LIMITATIONS

Participants

The TPS is intended for youth (12-17 years old) and adult (18 years old and older) clients participating in substance use disorder (SUD) treatment. Clients who are physically present and receive face-to-face SUD services are given the opportunity to complete the brief survey during an annual five-day survey period. The target population includes clients receiving services in:

- Outpatient
- Residential
- Opioid/narcotic treatment
- Detoxification/withdrawal management
- Partial hospitalization programs, and
- also includes clients who are receiving face-to-face services outside the office (e.g. field-based settings)

The TPS is *not* intended for:

- Clients who do not receive face-to-face services during the survey period
- Clients in immediate crisis (e.g.: emergency incidences)

Materials/Measures

The TPS includes two different survey instruments:

1. Adult: clients 18 and older
2. Youth: clients aged 12-17

The TPS Adult survey includes 14 questions and the Youth includes 8 questions, plus demographic questions. The survey is a paper-based form (Teleform) and is available in 13 languages: English, Chinese, Hmong, Spanish, Russian, Tagalog, Vietnamese, Arabic, Korean, Armenian (Eastern and Western), Cambodian and Farsi.

Procedure

Santa Barbara County Quality Care Management (QCM) staff prepare the surveys for printing, print the surveys and deliver them to SUD treatment providers throughout the County the week prior to survey administration. Detailed instructions are provided (see appendix) to support standardized survey data collection. The TPS was administered October 7-11, 2019. QCM staff compiled the completed surveys and sent them to the DMC-ODS evaluation team at UCLA¹. A total of 553 adult surveys were collected; 538 (97%) were usable (at least one of

¹ Thank you to Cheryl Teruya and team at UCLA for swift data analysis.

the 14 questions was answered). A total of 11 youth surveys were collected; all (100%) were usable. UCLA researchers scanned in the survey, analyzed the data and prepared county and program level summary reports.

Limitations

The PS is meant to be a census sample; that is, ideally, *all* clients receiving services during the survey administration week would participate. However, while conducting the survey is mandatory for the county, individual participation is entirely voluntary/optional. The relatively low response rate (37%) and the small number of youth respondents (N=11) is a limitation to the generalizability of TPS results.

Domains, Scoring & Results

The adult and youth surveys are not identical; there are differences in survey questions and domains (see survey questions in the appendix). The data are organized into five (5) domains for adults and six (6) domains for youth:

1. Access
2. Quality
3. Care Coordination
4. Outcome
5. General Satisfaction
6. Therapeutic Alliance²

Results are reported here by domain; adult and youth data are examined, and data from Santa Barbara County are compared to (average) California state data.

Most questions on the TPS instruments have the same response scale:

N/A	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
0	1	2	3	4	5

Thus, the higher a number (e.g., average), the more positive the response.

Demographics

Among both adults and youth, survey respondents were nearly equally self-identified as female and male, and 5% of adult clients selected “other.” With regard to race/ethnicity, respondents were able to select multiple responses. About half of the adult respondents identified as Latino and half as White. However, among youth, most (82%) identified as Latino.

	Adult (N=538)	Youth (N=11)
Female	42%	54.5%
Male	53%	45.5%
Other	5%	N/A

² Therapeutic Alliance was only included/measured in the youth survey.

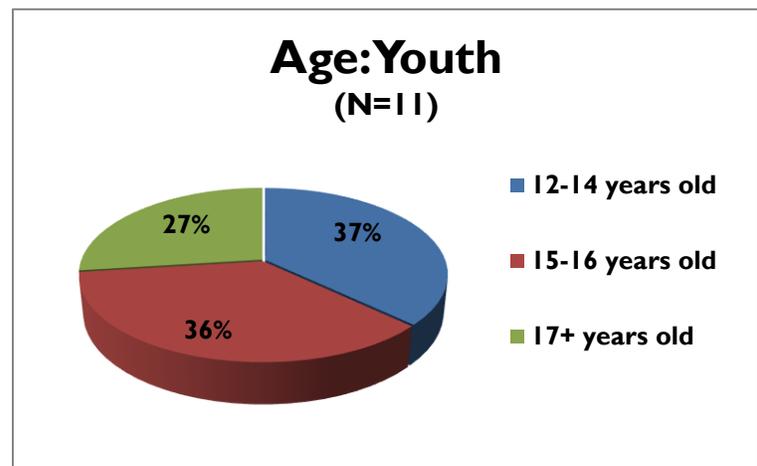
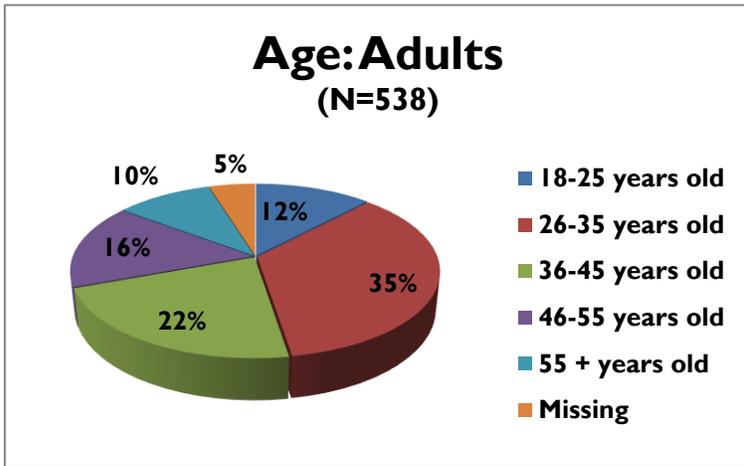
	Adult (N=538)	Youth (N=11)
Latino	45%	81.8%
White	43%	27.3%
Services 2+ weeks	86%	N/A
Services 1-5 months	N/A	55%

Adult and youth clients were asked different questions about how long they had been receiving services. The majority of adult respondents (86%) had been receiving services for more than 2 weeks. Youth were asked a different question; about half had been receiving services for 1-5 months.

Note the much smaller sample size of youth (N=11) compared to adults (N=538).

Appendix C provides response rates by provider. There were 1,574 clients open when the survey was administered. Of these open cases, 576 people responded to the survey (36.6% response rate).

The pie charts below indicate the percentage of respondents by age. Over half (57%) of adult respondents were 26-45 years; youth respondents age was more evenly distributed.



RESULTS

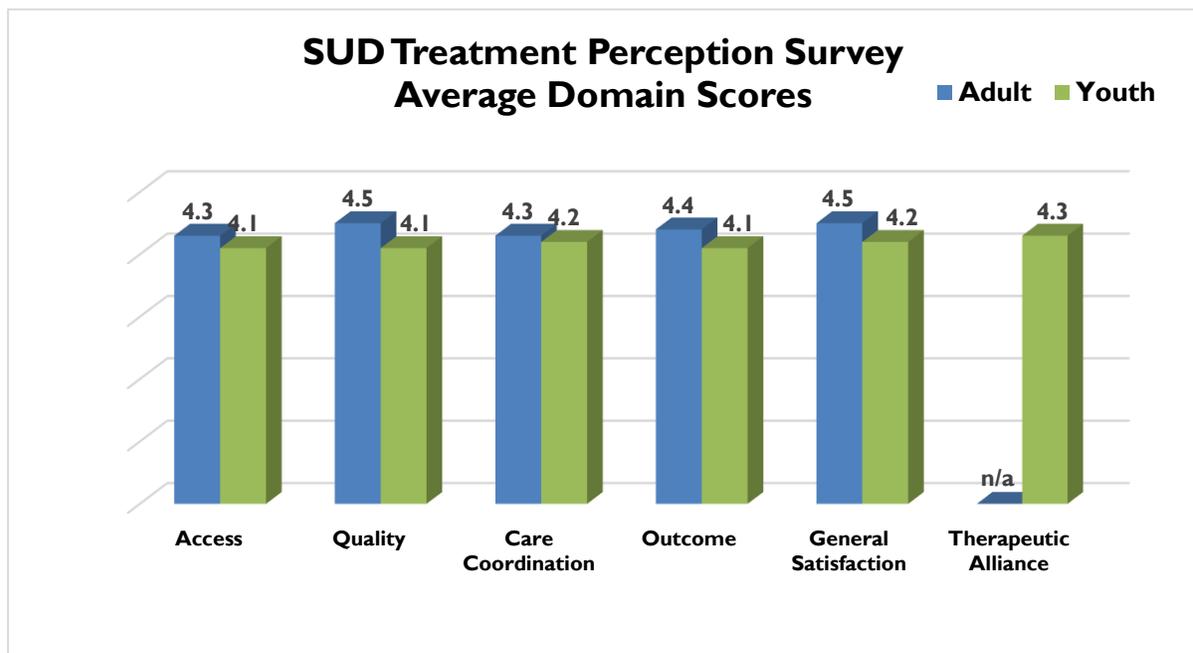
The scores reported here are the average (mean) of all respondents’ replies within each domain. For example, a score of 4.5 indicates that the average response to that domain was squarely between agree (4) and strongly agree (5). Most TPS questions are drawn from and are therefore identical to the Mental Health Consumer Perception Survey (CPS). Analysis of CPS data are coded such that 3.5 or higher is considered “high/positive.” For consistency, the TPS data have been coded and analyzed as such.

0-1	Low	N/A	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1-3.5	Medium	0	1	2	3	4	5
3.5-5	High/Positive						

As indicated in the table below, the average domain scores among youth and adults were relatively high (positive). The highest domain scores for **adults** were in **general satisfaction** and **quality of care**. The highest domain scores for **youth** were in **general satisfaction** and **therapeutic alliance**. The average of all domain scores was slightly higher for adults (4.4) than youth (4.1). Overall, the average of all domain scores was 4.3.

Average Domain Scores	Adult (N=538)	Youth (N=11)	Average Adult & Youth
Perception of Access	4.3	4.0	4.2
Perception of Quality	4.5	3.9	4.2
Perception of Care Coordination	4.3	4.0	4.2
Perception of Outcome	4.4	4.1	4.3
Perception of General Satisfaction	4.5	4.2	4.4
Perception of Therapeutic Alliance*	N/A	4.2	4.2
AVG	4.4	4.1	4.3

Average domain score data is displayed in the chart below (4 = agree, 5 = strongly agree).



California Comparison: Average Domain Scores

For adult respondents, the average domain scores for Santa Barbara County clients and clients across California were, interestingly, exactly the same. There were no differences in average scores in any domains.

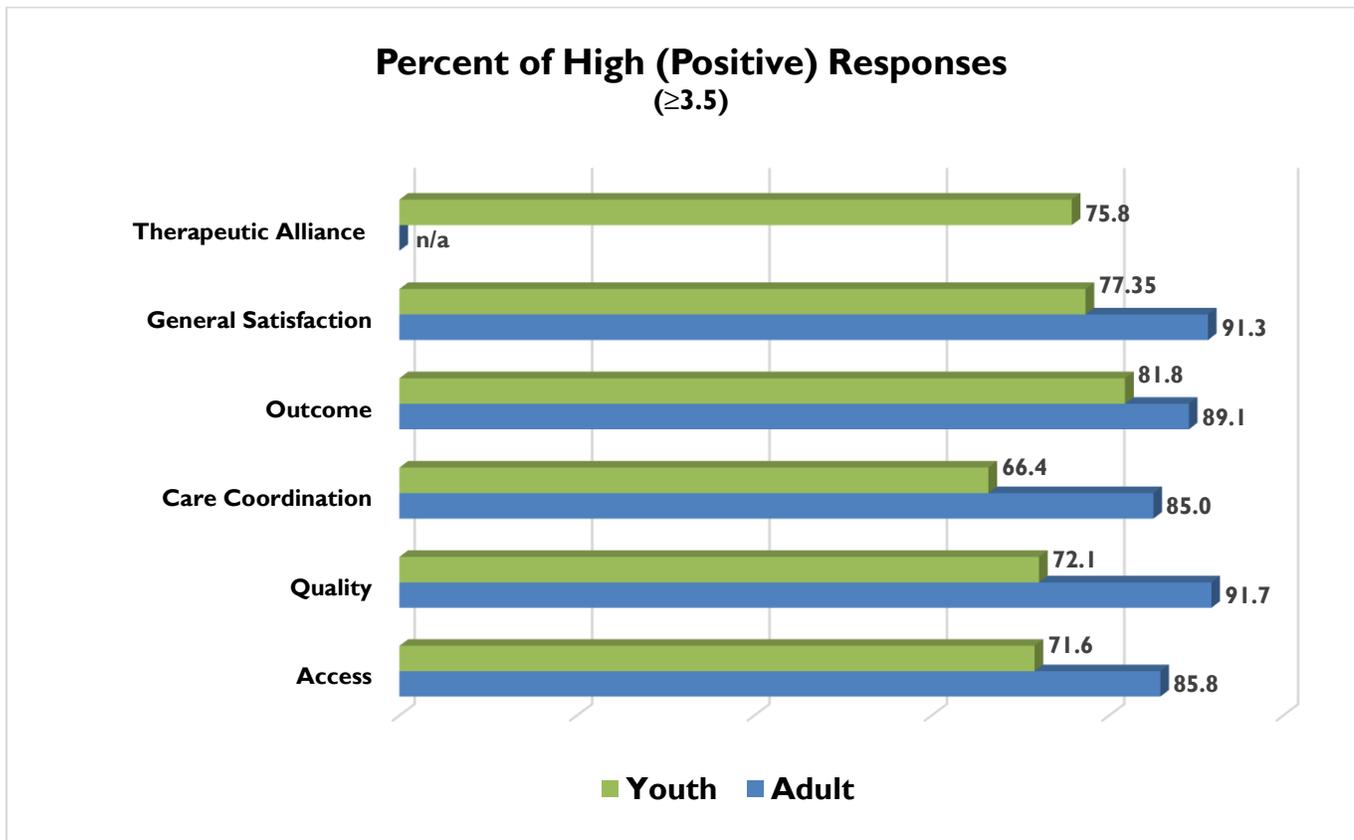
Average Domain Scores, Adult	Santa Barbara County	CA	Percent Difference SB:CA
Perception of Access	4.3	4.3	0.0%
Perception of Quality	4.5	4.5	0.0%
Perception of Care Coordination	4.3	4.3	0.0%
Perception of Outcome	4.4	4.4	0.0%
Perception of General Satisfaction	4.5	4.5	0.0%
AVG	4.4	4.4	0.00%

Among youth respondents, the average domain scores for Santa Barbara County clients and clients across California were similar. Santa Barbara County average scores for the domains of Perception of Outcome and General Satisfaction were equal to average scores across California. In the remaining four (4) domains, Santa Barbara County average scores were nearly the same as (slightly lower than) average scores across California.

Average Domain Scores, Youth	Santa Barbara County	CA	Percent Difference SB:CA
Perception of Access	4.0	4.1	-2.5%
Perception of Quality	3.9	4.1	-5.1%
Perception of Care Coordination	4.0	4.2	-5.0%
Perception of Outcome	4.1	4.1	0.0%
Perception of General Satisfaction	4.2	4.2	0.0%
Perception of Therapeutic Alliance	4.2	4.3	-2.4%
AVG	4.1	4.2	-2.5%

The TPS data were examined by the percentage of responses that were high (positive) - equal to or greater than 3.5. Among **adults**, 88.6% of responses were positive. The most positively ranked domains were **general satisfaction, quality, and outcomes**. Among **youth**, the percentage of positive responses was also high (on average 74%) though lower than adults. The most positively ranked domains **were outcomes, general satisfaction and therapeutic alliance**.

Percent of High (Positive) Responses	Adult	Youth
Perception of Access	85.8%	71.6%
Perception of Quality	91.7%	72.1%
Perception of Care Coordination	85.0%	66.4%
Perception of Outcome	89.1%	81.8%
Perception of General Satisfaction	91.3%	77.4%
Perception of Therapeutic Alliance	N/A	75.8%
AVG	88.6	74.2



ANALYSES OF COMMENTS

Comments were solicited from respondents on all survey instruments. Comments written in Spanish were translated to English. All comments were transcribed exactly as written. Content analysis was conducted and comments were scored as positive, neutral, or negative, and the results were further categorized by thematic content.

Adult surveys included the following statement:

“Comments: Please don’t write any information that may identify you, included but not limited to your name and/or phone number.”

Youth surveys included the following statement:

“Let us know your comments. What was most helpful about this program? What would you change about this program? Please don’t write any information that may identify you, included but not limited to your name and/or phone number.”

Adult Comments:

There were a total of 194 comments out of 559 respondents (34.7% commented, 65.3% were blank/missing/no comment). Of those that commented, 66% were positive, 19% were negative and 15% were neutral.

Positive comments consisted of individuals communicating their gratitude, praising specific staff members and programs, and highlighting their own success/improvements in treatment. A number of illustrative quotes are included below to convey these themes:

“The Staff go Above and beyond, I Would probably be in A very Difficult life if it Wasn't for these outstanding people And it gets better every day!”

“This program has helped me stay clean, hold a job and help to better my life in many ways.”

“Everyone Here was so Kind and helped me understand everything. this was my first time coming to a program like this and Ive been very Satisfied”

“Staff is always very helpful in finding resourses when asked. My counsler always has my best intrrest in mind if I ever felt unsafe they did there best to help accomaddte me”

“I am very pleased with the treatment I received here. It was covienant & fast to get in and staff here was very nice & made me feel welcomed.”

“Miki is an awesome counselor and her Methods have made me a better man, and class members aswell.”

“This program helps me figure out my past struggles that contributed to my current struggles w/alcohol and substances.”

“Casa Defamilia is a very good program Has helped Me to this Point! I've reached the highest positive point in My life that I can recall on my own as a Adult & responsible Citizen. Thank You very Much”

“This program has helped save my life. It has helped me find safe coping skills to better deal with my PTSD symptoms. The staff are caring, compassionate, and work hard to make a positive difference in as many lives as possible. Im very thankful and grateful for this opportunity to live a better life. Thank you! to all who have helped me Here!”

“I couldn't ask for a better program or concelor. No matter what I'm going through, the help I need is available. It's the perfect amount of discipline & leniency. Balanced & structured program.”

“Christina Vasquez, and all the staff here, carry themselves in a respectful, caring manner. The atmosphere here automatically creates a healthy, sober, growth. I'm definitely grateful to be here.”

“I am so pleased with the staff and the treatment I have been receiving. The staff are kind, patient and caring. I have so much confidence I can be strong in my recovery because of the program.”

Negative comments were less common, and most often expression of a concern/complaint about program staffing, structure or facilities.

“The only issue I have is the parkinG. Wanting things to be confidential I hate having to park on the streeet & walk in, especially on a busy street right next to a busy McDonalds. It would be nice to walk through the back or back parkinG.”

“I Believe The facility Should Be a Bigger Place need more space to small!”

I feel that the agency needs to expand - larger facility. There is a lot of patients and it seems like the clinic is getting very busy and more patients and there are times when it is a long wait to be dosed. Being a worker it gets hard to get dosed and be in time for work.

"I feel that our Facility is under staffed & need more employees."

"Honestly believe groups are too long. I get more out of a 20-30 minute group. Anything longer and I loss focuse, attention and become irritated with the entire thing. 20 minutes I engage, participate openly and honestly and feel a lot better. Feel after 30 days blackout/clean should have more say on meetings I attend. You say it's my recovery but with no choices I don't feel like it s. when I leave it's on me and I think you should focus more on that to help the transition process. Groups/meetings everyday makes me want to say screw it and use."

"I had to go to 2 groups A day And because of that had to give up my full time Job which kept me out of trouble and gave me tons of free time which is very bad For me. Staff was un willing to work with me on allowing met o go to work"

"Need classes later than 4:30 during the week for people who work until 5, and more classes on the weekend."

Neutral comments were neither positive nor negative. Neutral comments included responses such as "no comment" and also comments that were not relevant. For example, many people wrote their name and phone number (though instructed not to do so). Responses that were mixed (both positive and negative comments) as well as suggestions, were also coded as neutral.

"No COMMENTS AT THIS TIME"

"This place personally has helped me a lot. I felt that I gotten the help Ive needed and information I den't have any proble w/my sessions but I to with the stability of not having not enough employee or changing directors and the change of rules and cordination this place in life changing but need more stability, and Not so many changes w/ every New drector it stresses our counselor and us.

"I do love this program. However, due to the overload on Staff, it is near Impossible to get or receive the one-on-one service of my counselor... I have no idea (still) what my treatment plan is - or if my counselor is aware of my goals here."

"I believe a number system would be easier for everyone. We all take a number and it shows on a screen when your turn is. Just an idea."

"I believe that if the 12 steps of recovery were introduced and broken down for clients for part of the curriculam, that the recovery rates would excel tremendously."

"Project Premie is a great program. Staff does what they can with what they are given to work with. They are understaffed. We need counseloRs."

Youth Comments

There were a total of 4 comments out of 11 respondents (36.5% commented, 63.5% were blank/missing/no comment). Of those that commented, 50% were positive and 50% were neutral.

Positive comments included:

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“It feels welcoming.”

“The thing most helpful in this Program is that they take time to talk to you and help you with your issue. Nothing really to change it's good how it is.”

Neutral comments were neither positive nor negative.

“IDK”

“I know I can stop when I want to.”

There were no negative comments.

SUMMARY

The TPS is organized into 5 domains for adults and 6 domains for youth. These domains include Access, Quality, Care Coordination, Outcome, General Satisfaction, and for youth respondents, Therapeutic Alliance. Both adult and youth respondents scored highly (positively) on all domains, with an average score of 4.4 on a five-point scale for adult respondents and an average score of 4.1 on a five-point scale for youth respondents. Average domain scores for adult respondents in Santa Barbara were the same as the average for all adults in California. Youth respondents had similar scores to youth clients across California – two domains were exactly the same and the remaining four were nearly the same (slightly lower). Among adults 88.6% of responses were high/positive. Among youth, the percentage of positive responses was also high (on average 74%) though lower than adults. Finally, client comments were transcribed, coded and analyzed. The vast majority of client comments were favorable and provided an important vehicle for client feedback.

Looking forward: These results will be shared broadly throughout our system of care. Behavioral Wellness will work with our providers to increase response rates, which will increase the generalizability of findings.

APPENDIX A**Treatment Perception Survey Adult and Youth – Domain Composition**

Domain	Survey Items Adult	Survey Items Youth
Access	1. Convenient Location 2. Convenient Time	1. Convenient Location 2. Convenient Time 3. Good Enrollment Experience
Quality	3. I Chose My Treatment Goals 4. Staff Gave Me Enough Time 5. Treated with Respect 6. Understood Communication 7. Cultural Sensitivity	5. I received the right services 6. Treated with Respect 9. Cultural Sensitivity 15. Provided Family Services
Care Coordination	8. Work with Physical Health Providers 9. Work with Mental Health Providers	13. Health/Emotional Health Needs Being Met 14. Helped with Other Issues/Concerns
Outcome	10. Better Able to Do Things	16. Better Able to Do Things
General Satisfaction	11. Felt Welcomed 12. Overall Satisfied with Services 13. Got the Help I Needed 14. Recommend Agency	17. Overall Satisfied with Services 18. Recommend Services
Therapeutic Alliance	N/A: Adult respondents did not get these items.	4. Worked with Counselor on Goals 7. Counselor Listened 8. Positive/Trusting Relationship with Counselor 10. Counselor Interested in Me 11. Liked Counselor 12. Counselor Capable of Helping

Appendix B: Survey Questions and Average Scores

Adult TPS Questions and Average Scores

1. The location was convenient (public transportation, distance, parking, etc.).	4.1
2. Services were available when I needed them.	4.4
3. I chose the treatment goals with my provider's help.	4.3
4. Staff gave me enough time in my treatment sessions.	4.5
5. Staff treated me with respect.	4.5
6. Staff spoke to me in a way I understood.	4.5
7. Staff were sensitive to my cultural background (race/ethnicity, religion, language, etc.).	4.4
8. Staff here work with my physical health care providers to support my wellness.	4.3
9. Staff here work with my mental health care providers to support my wellness.	4.3
10. As a direct result of the services I am receiving, I am better able to do things that I want to do.	4.4
11. I felt welcomed here.	4.5
12. Overall, I am satisfied with the services I received.	4.5
13. I was able to get all the help/services that I needed.	4.4
14. I would recommend this agency to a friend or family member.	4.5

Youth TPS Questions and Average Scores

1. The location of services was convenient for me.	3.8
2. Services were available at times that were convenient for me.	4.3
3. I had a good experience enrolling in treatment.	4.1
4. My counselor and I worked on treatment goals together.	4.2
5. I received services that were right for me.	4.0
6. Staff treated me with respect.	4.2
7. I feel my counselor took the time to listen to what I had to say.	4.4
8. I developed a positive, trusting relationship with my counselor.	4.1
9. Staff were sensitive to my cultural background (race/ethnicity, religion, language, etc.).	3.7
10. I feel my counselor was sincerely interested in me and understood me.	4.1
11. I liked my counselor here.	4.0
12. My counselor is capable of helping me.	4.2

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13. Staff here make sure that my health and emotional health needs are being met (physical exams, depressed mood, etc).	4.1
14. Staff here helped me with other issues and concerns I had related to legal/probation, family and educational systems.	3.8
15. My counselor provided necessary services for my family.	4.0
16. As a result of the services I received, I am better able to do things I want to do.	4.1
17. Overall, I am satisfied with the services I received.	4.3
18. I would recommend the services to a friend who is need of similar help.	4.1

Appendix C: Response Rate, by Provider October 2019

Provider	Program	# of Open Clients	# of Surveys Returned	Response rate
Salvation Army	Salvation Army	19	18	94.7%
Good Samaritan Shelter	Project P.R.E.M.I.E	18	16	88.9%
Good Samaritan Shelter	Lompoc Recovery Center	38	32	84.2%
Good Samaritan Shelter	Recovery Point Acute Care	12	10	83.3%
Good Samaritan Shelter	Transitional Center for Women and Children	19	15	78.9%
Good Samaritan Shelter	Turning Point	16	12	75.0%
LAGS Spine and Sports care Medical Centers, Inc.	LAGS Medical Centers	47	31	66.0%
Good Samaritan Shelter	Recovery Way Home	15	9	60.0%
Good Samaritan Shelter	Recovery Point	56	32	57.1%
Good Samaritan Shelter	Another Road Detox	7	4	57.1%
Council on Alcoholism and Drug Abuse	Project Recovery	118	63	53.4%
Good Samaritan Shelter	Casa De Familia Treatment Center	25	12	48.0%
Council on Alcoholism and Drug Abuse	Daniel Bryant Adolescent Treatment Center Santa Maria	13	6	46.2%
Sanctuary Centers of Santa Barbara, Inc.	Arlington Day Treatment Center	75	31	41.3%
Coast Valley Worship Center	Coast Valley Substance Abuse Treatment Center	120	49	40.8%
Coast Valley Worship Center	Coast Valley Substance Abuse Treatment Center	105	41	39.0%
Aegis Treatment Centers, LLC	Aegis Treatment Centers, Santa Maria	450	122	27.1%
Council on Alcoholism and Drug Abuse	CADA ARTS	12	3	25.0%
Aegis Treatment Centers, LLC	Aegis Treatment Centers, Santa Barbara	350	68	19.4%
Council on Alcoholism and Drug Abuse	Daniel Bryant Adolescent Treatment Center Santa Barbara	30	2	6.7%
Family Service Agency of Santa Barbara County	Santa Maria Valley Youth and Family Center	29	0	0.0%



TPS instructions

April 6, 2020