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 receive 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 services outside the office (e.g. field-based settings, telehealth)

The TPS is not intended for:

- Clients who do not receive 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 20 questions and the Youth includes 23 questions. Due to COVID, in 2020, the survey was offered online, by telephone and also on a paper-based form and was made available in 13 languages: English, Chinese, Hmong, Spanish, Russian, Tagalog, Vietnamese, Arabic, Korean, Armenian (Eastern and Western), Cambodian and Farsi. In Santa Barbara County, surveys were completed in two languages – English and Spanish.

Procedure
Santa Barbara County Quality Care Management (QCM) staff prepared the paper surveys and emailed them to SUD treatment providers throughout the County during the week prior to survey administration; detailed instructions were provided for paper, online and telephone survey administration by UCLA to support standardized survey data collection. The TPS was administered November 9-13th, 2020. QCM staff collected and entered completed paper surveys (UCLA DMC-ODS evaluation team portal). A total of 351 adult surveys and 24
youth surveys were collected. UCLA researchers analyzed the data and prepared county and program level summary reports.

**Limitations**
The TPS 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 number of surveys collected was lower in 2020, compared to 2019, likely due to the impact of COVID. The average response rate was fairly high at 59%, though it varied considerably by provider and type of program (see Appendix C).

**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 Alliance

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:

<table>
<thead>
<tr>
<th>N/A</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

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

**Survey Completion**
A total of 22 adult and 2 youth treatment programs participated in the survey. Nearly all (92%) adult surveys and all (100%) youth surveys were completed in English. Most (68%) adult surveys were completed on paper, while all (100%) youth surveys were completed online.

<table>
<thead>
<tr>
<th></th>
<th>Adult (N=351)</th>
<th>Youth (N=24)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Number of Tx Programs</strong></td>
<td>22</td>
<td>2</td>
</tr>
<tr>
<td><strong>Survey Language</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>English</td>
<td>92.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Spanish</td>
<td>8.0%</td>
<td></td>
</tr>
<tr>
<td><strong>Survey Methods</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Paper/data entry</td>
<td>67.8%</td>
<td></td>
</tr>
<tr>
<td>Online survey</td>
<td>19.1%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Automated phone survey</td>
<td>13.1%</td>
<td></td>
</tr>
</tbody>
</table>

\[1\] Therapeutic Alliance was only included/measured in the youth survey.

5/17/2021
Demographics
Among both adults and youth, nearly two thirds, about 60% of respondents, self-identified as male. About a third (36%) of adult respondents and a quarter (25%) of youth identified as female. With regard to race/ethnicity, respondents were able to select multiple responses. Among adults, slightly more than a quarter (28%) identified as Latino; however, among youth, a majority (71%) identified as Latino.

<table>
<thead>
<tr>
<th></th>
<th>Adult (N=351)</th>
<th>Youth (N=24)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>35.9%</td>
<td>25.0%</td>
</tr>
<tr>
<td>Male</td>
<td>59.5%</td>
<td>58.3%</td>
</tr>
<tr>
<td>Other/Missing</td>
<td>4.9%</td>
<td>16.7%</td>
</tr>
</tbody>
</table>

Adult and youth clients were asked different questions about how long they had been receiving services. The majority of adult respondents (81%) had been receiving services for more than 2 weeks. Nearly half of youth (46%) had been receiving services for six months or more.

Note the much smaller sample size of youth (N=24) compared to adults (N=351).

The pie charts below indicate the percentage of respondents by age. Just over half (56%) of adult respondents were 26-45 years, with the remaining 44% aged 46 or older; about half (51%) of youth respondents were 12-15 years old and half (49%) 16-17 years old.

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 between agree (4) and strongly agree (5).
As indicated in the table below, the average domain scores among youth and adults were high (positive). The average of all domain scores was slightly higher for adults (4.5) than youth (4.2). Overall, the average of all domain scores was 4.4.

<table>
<thead>
<tr>
<th>Average Domain Scores</th>
<th>Adult (N=351)</th>
<th>Youth (N=24)</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Perception of Access</td>
<td>4.5</td>
<td>4.2</td>
<td>4.4</td>
</tr>
<tr>
<td>Perception of Quality</td>
<td>4.5</td>
<td>4.2</td>
<td>4.4</td>
</tr>
<tr>
<td>Perception of Care Coordination</td>
<td>4.4</td>
<td>4.2</td>
<td>4.3</td>
</tr>
<tr>
<td>Perception of Outcome</td>
<td>4.5</td>
<td>4.1</td>
<td>4.3</td>
</tr>
<tr>
<td>Perception of General Satisfaction</td>
<td>4.5</td>
<td>4.2</td>
<td>4.4</td>
</tr>
<tr>
<td>Perception of Therapeutic Alliance*</td>
<td>n/a</td>
<td>4.3</td>
<td>4.3</td>
</tr>
<tr>
<td><strong>AVG</strong></td>
<td><strong>4.5</strong></td>
<td><strong>4.2</strong></td>
<td><strong>4.4</strong></td>
</tr>
</tbody>
</table>

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

**California Comparison: Average Domain Scores**
Among adult respondents, the average domain scores for Santa Barbara County clients and clients across California were nearly identical.
Among youth respondents, the average domain scores for Santa Barbara County clients and clients across California were nearly identical.

### Average Domain Scores, Adult

<table>
<thead>
<tr>
<th>Perception of Access</th>
<th>Santa Barbara</th>
<th>CA</th>
<th>Difference SB:CA</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4.5</td>
<td>4.3</td>
<td>0.2</td>
</tr>
<tr>
<td>Perception of Quality</td>
<td>4.5</td>
<td>4.5</td>
<td>0.0</td>
</tr>
<tr>
<td>Perception of Care Coordination</td>
<td>4.4</td>
<td>4.3</td>
<td>0.1</td>
</tr>
<tr>
<td>Perception of Outcome</td>
<td>4.5</td>
<td>4.4</td>
<td>0.1</td>
</tr>
<tr>
<td>Perception of General Satisfaction</td>
<td>4.5</td>
<td>4.5</td>
<td>0.0</td>
</tr>
<tr>
<td><strong>AVG</strong></td>
<td>4.5</td>
<td>4.4</td>
<td>0.1</td>
</tr>
</tbody>
</table>

### Average Domain Scores, Youth

<table>
<thead>
<tr>
<th>Perception of Access</th>
<th>Santa Barbara</th>
<th>CA</th>
<th>Difference SB:CA</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4.2</td>
<td>4.2</td>
<td>0.0</td>
</tr>
<tr>
<td>Perception of Quality</td>
<td>4.2</td>
<td>4.3</td>
<td>-0.1</td>
</tr>
<tr>
<td>Perception of Care Coordination</td>
<td>4.2</td>
<td>4.3</td>
<td>-0.1</td>
</tr>
<tr>
<td>Perception of Outcome</td>
<td>4.1</td>
<td>4.2</td>
<td>-0.1</td>
</tr>
<tr>
<td>Perception of General Satisfaction</td>
<td>4.2</td>
<td>4.3</td>
<td>-0.1</td>
</tr>
<tr>
<td>Perception of Therapeutic Alliance</td>
<td>4.3</td>
<td>4.4</td>
<td>-0.1</td>
</tr>
<tr>
<td><strong>AVG</strong></td>
<td>4.2</td>
<td>4.3</td>
<td>-0.1</td>
</tr>
</tbody>
</table>

**TELEHEALTH**

In 2020, a new question was added to the TPS regarding telehealth services. Adult responses were fairly evenly distributed, with about a quarter of respondents reporting that a) all or almost all, b) about half, c) very little and d) no services were provided via telehealth, whereas about two-thirds (63%) of youth reported that all or almost all services were delivered by telehealth.

“How much of the services you received was by telehealth?”

<table>
<thead>
<tr>
<th></th>
<th>Adult (N=351)</th>
<th>Youth (N=24)</th>
</tr>
</thead>
<tbody>
<tr>
<td>All/Almost All</td>
<td>23.6%</td>
<td>62.5%</td>
</tr>
<tr>
<td>About Half</td>
<td>21.1%</td>
<td>20.8%</td>
</tr>
<tr>
<td>Very Little</td>
<td>24.5%</td>
<td>4.2%</td>
</tr>
<tr>
<td>None</td>
<td>23.6%</td>
<td>4.2%</td>
</tr>
<tr>
<td>Missing</td>
<td>7.1%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Any Telehealth</td>
<td>69.2%</td>
<td>87.5%</td>
</tr>
</tbody>
</table>

**Analyses of Satisfaction by Telehealth**

Almost all (91%) adult clients strongly agreed or agreed that they were satisfied with services received. Additional analyses indicated that there were no statistically significant differences in satisfaction, based on receipt of telehealth. Clients were highly satisfied, regardless of how many or how few telehealth services they received.
Analysis of Comments

Comments were solicited from respondents on survey instruments, with the exception of telephone surveys (N=46). 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, and/or negative, and the results were further analyzed and categorized by thematic content. A number of illustrative quotes are included below to convey these themes.

Both adult and 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. For example, DO NOT write your name or phone number.”

Adult Comments:

Of 351 respondents, there were 193 comments (55% commented). Of those that commented, 78% (150) were positive, 7% (14) were negative, 8% (15) were neutral, and 18% (35) offered a suggestion. Most (78%) comments were positive and generally consisted of clients communicating their gratitude, praising specific staff members and programs, and highlighting their success/improvements in treatment.

“This program has saved my life and im so greatfull for the staff and support i have recieved”

“My counselor was and is amazing and has been there for me. When it got hard and I almost gave up she helped me get through it. I couldn’t have done it without her. There’s nothing I would change.”

“I feel empowered educated healed and well nourished and I see staff as soul healers and I feel safe to be healed around addiction.”

“The staff here are knowledgeable, respectable, and most importantly care about making us better human beings inside and out. This place is by far and away the best treatment facility the Central Coast has to offer. This is the place I recommend to anyone who I know is struggling.”

“todo bien” (all good)

Negative comments were less common (7%), and most often an expression of a concern/complaint about program staffing, structure and rules, or food.

“There are a select few staff members that are very loving and kind, sensitive to our needs and struggles. Sadly though, the program over all feels punitive and oppressive. There are too many rules that leave a person feeling angry frustrated and confused.”

“The counselors were nice, But upper management is ridiculous with all the rules like we get fed at 6 am, 12 pm and 5 pm, They provide a snack at 10 am and 2 pm. Almost every time the snacks are expired and moldy.”

Neutral comments were also less common (8%). Neutral comments were neither positive nor negative and included responses such as “N/A” and,

“The judge and my counselor told me 90 days and I have far exceeded 90 days.”
“This is only my third day. I do not have enough time here to give more feedback.”

Some (18%) comments included suggestions, such as:

“I would like more donuts.”

“This is a good program, I would only add more groups to later times.”

“excercise is important to my recovery. i would like more funtional equipment - treadmill, yoga mats ..”

“I would suggest more help in attaining housing...”

**Youth Comments**

Of 24 respondents, there were 15 comments (62.5% commented). Of those that commented, 80% (12) were positive, none were negative, 13% (2) were neutral and 13% (2) offered a suggestion.

Most (80%) comments were positive and included praise for staff and programs:

“The most helpful about this program is that they make you feel welcome and if you ever need water or snacks and stuff they always have some. There is not much that should change about the program overall its good”

“The staff was definitely most helpful I wouldn’t change anything.”

The neutral comments were,

“idk”

“na”

Three suggestions were offered:

“More relatable counselors (younger so they understand more)”

“Not that much zoom.”

“Less zoom”

**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 4.5 on a five-point scale for adult respondents and an average score of 4.2 for youth respondents. Average domain scores for adult and youth respondents in Santa Barbara were comparable to all California respondents. Almost all (91%) adult clients strongly agreed or agreed that they were satisfied with services received. Additional analyses indicated that there were no statistically significant differences in satisfaction, based on receipt of telehealth. Clients were highly satisfied, regardless of how many or how few telehealth services they received. Finally, client comments were
analyzed. The vast majority of client comments were favorable (80%) and provided an important vehicle for client feedback.

**Looking forward:** These summary results will be shared broadly throughout our system of care; program specific reports will also be shared with each provider. Behavioral Wellness will work with our providers to increase response rates, which will further increase the generalizability of findings.
# Treatment Perception Survey Adult and Youth Domain Composition, 2020

<table>
<thead>
<tr>
<th>Domain</th>
<th>Survey Items Adult</th>
<th>Survey Items Youth</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Access</strong></td>
<td>1. Convenient Location</td>
<td>1. Convenient Location</td>
</tr>
<tr>
<td></td>
<td>2. Convenient Time</td>
<td>2. Convenient Time</td>
</tr>
<tr>
<td></td>
<td>3. Good Enrollment Experience</td>
<td>3. Good Enrollment Experience</td>
</tr>
<tr>
<td><strong>Quality</strong></td>
<td>3. I Chose My Treatment Goals</td>
<td>5. I received the right services</td>
</tr>
<tr>
<td></td>
<td>4. Staff Gave Me Enough Time</td>
<td>6. Treated with Respect</td>
</tr>
<tr>
<td></td>
<td>5. Treated with Respect</td>
<td>9. Cultural Sensitivity</td>
</tr>
<tr>
<td></td>
<td>6. Understood Communication</td>
<td>15. Provided Family Services</td>
</tr>
<tr>
<td></td>
<td>7. Cultural Sensitivity</td>
<td>11. Felt Welcomed</td>
</tr>
<tr>
<td><strong>Care Coordination</strong></td>
<td>8. Work with Physical Health Providers</td>
<td>13. Health/Emotional Health Needs Being Met</td>
</tr>
<tr>
<td></td>
<td>9. Work with Mental Health Providers</td>
<td>14. Helped with Other Issues/Concerns</td>
</tr>
<tr>
<td><strong>Outcome</strong></td>
<td>10. Better Able to Do Things</td>
<td>16. Better Able to Do Things</td>
</tr>
<tr>
<td><strong>General Satisfaction</strong></td>
<td>11. Felt Welcomed</td>
<td>17. Overall Satisfied with Services</td>
</tr>
<tr>
<td></td>
<td>12. Overall Satisfied with Services</td>
<td>18. Recommend Services</td>
</tr>
<tr>
<td><strong>Therapeutic Alliance</strong></td>
<td>N/A: Adult respondents did not get these items.</td>
<td>4. Worked with Counselor on Goals</td>
</tr>
<tr>
<td></td>
<td></td>
<td>7. Counselor Listened</td>
</tr>
<tr>
<td></td>
<td></td>
<td>8. Positive/Trusting Relationship with Counselor</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10. Counselor Interested in Me</td>
</tr>
<tr>
<td></td>
<td></td>
<td>11. Liked Counselor</td>
</tr>
<tr>
<td></td>
<td></td>
<td>12. Counselor Capable of Helping</td>
</tr>
<tr>
<td><strong>Telehealth</strong></td>
<td>15. Telehealth Services</td>
<td>19. Telehealth Services</td>
</tr>
</tbody>
</table>
### Appendix B: Survey Questions and Average Scores

#### Adult TPS Average Scores, 2020

<table>
<thead>
<tr>
<th>Survey Question</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Domain: Access</strong></td>
<td><strong>4.5</strong></td>
</tr>
<tr>
<td>01 Convenient Location</td>
<td>4.4</td>
</tr>
<tr>
<td>02 Convenient Time</td>
<td>4.5</td>
</tr>
<tr>
<td><strong>Domain: Quality</strong></td>
<td><strong>4.5</strong></td>
</tr>
<tr>
<td>03 I Chose My Treatment Goals</td>
<td>4.4</td>
</tr>
<tr>
<td>04 Staff Gave Me Enough Time</td>
<td>4.5</td>
</tr>
<tr>
<td>05 Treated with Respect</td>
<td>4.6</td>
</tr>
<tr>
<td>06 Understood Communication</td>
<td>4.6</td>
</tr>
<tr>
<td>07 Cultural Sensitivity</td>
<td>4.5</td>
</tr>
<tr>
<td><strong>Domain: Care Coordination</strong></td>
<td><strong>4.4</strong></td>
</tr>
<tr>
<td>08 Work with Physical Health Providers</td>
<td>4.4</td>
</tr>
<tr>
<td>09 Work with Mental Health Providers</td>
<td>4.4</td>
</tr>
<tr>
<td><strong>Domain: Outcome</strong></td>
<td><strong>4.5</strong></td>
</tr>
<tr>
<td>10 Better Able to Do Things</td>
<td>4.5</td>
</tr>
<tr>
<td><strong>Domain: General Satisfaction</strong></td>
<td><strong>4.5</strong></td>
</tr>
<tr>
<td>11 Felt Welcomed</td>
<td>4.6</td>
</tr>
<tr>
<td>12 Overall Satisfied with Services</td>
<td>4.5</td>
</tr>
<tr>
<td>13 Got the Help I Needed</td>
<td>4.5</td>
</tr>
<tr>
<td>14 Recommend Agency</td>
<td>4.4</td>
</tr>
</tbody>
</table>

#### Youth TPS Average Scores, 2020

<table>
<thead>
<tr>
<th>Survey Question</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Domain: Access</strong></td>
<td><strong>4.2</strong></td>
</tr>
<tr>
<td>01 Convenient Location</td>
<td>4.2</td>
</tr>
<tr>
<td>02 Convenient Time</td>
<td>4.3</td>
</tr>
<tr>
<td>03 Good Enrollment Experience</td>
<td>4.0</td>
</tr>
<tr>
<td><strong>Domain: Quality</strong></td>
<td><strong>4.2</strong></td>
</tr>
<tr>
<td>05 I Received the Right Services</td>
<td>4.2</td>
</tr>
<tr>
<td>06 Treated with Respect</td>
<td>4.4</td>
</tr>
<tr>
<td>09 Cultural Sensitivity</td>
<td>4.1</td>
</tr>
<tr>
<td>15 Provided Family Services</td>
<td>4.1</td>
</tr>
<tr>
<td><strong>Domain: Therapeutic Alliance</strong></td>
<td><strong>4.3</strong></td>
</tr>
<tr>
<td>04 Worked with Counselor on Goals</td>
<td>4.4</td>
</tr>
<tr>
<td>07 Counselor Listened</td>
<td>4.5</td>
</tr>
<tr>
<td>08 Positive/Trusting Relationship with Counselor</td>
<td>3.9</td>
</tr>
<tr>
<td>10 Counselor Interested in Me</td>
<td>4.2</td>
</tr>
<tr>
<td>Survey Question</td>
<td>Average</td>
</tr>
<tr>
<td>-----------------------------------------------------</td>
<td>---------</td>
</tr>
<tr>
<td>11 Liked Counselor</td>
<td>4.3</td>
</tr>
<tr>
<td>12 Counselor Capable of Helping</td>
<td>4.3</td>
</tr>
<tr>
<td><strong>Domain: Care Coordination</strong></td>
<td><strong>4.2</strong></td>
</tr>
<tr>
<td>13 Health/Emotional Health Needs Being Met</td>
<td>4.1</td>
</tr>
<tr>
<td>14 Helped with Other Issues/Concerns</td>
<td>4.3</td>
</tr>
<tr>
<td><strong>Domain: Outcome</strong></td>
<td><strong>4.1</strong></td>
</tr>
<tr>
<td>16 Better Able to Do Things</td>
<td>4.1</td>
</tr>
<tr>
<td><strong>Domain: General Satisfaction</strong></td>
<td><strong>4.2</strong></td>
</tr>
<tr>
<td>17 Overall Satisfied with Services</td>
<td>4.3</td>
</tr>
<tr>
<td>18 Recommend Services</td>
<td>4.1</td>
</tr>
</tbody>
</table>
## Appendix C: Response Rate, by Provider, November 2020

<table>
<thead>
<tr>
<th>Type</th>
<th>Agency Name</th>
<th>Program Name</th>
<th># Open Clients</th>
<th># Served Clients</th>
<th># Surveys Returned</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>O</td>
<td>Good Samaritan Shelter</td>
<td>Project P.R.E.M.I.E</td>
<td>17</td>
<td>14</td>
<td>8</td>
<td>57.1%</td>
</tr>
<tr>
<td>O</td>
<td>Good Samaritan Shelter</td>
<td>Lompoc Recovery Center</td>
<td>49</td>
<td>33</td>
<td>4</td>
<td>12.1%</td>
</tr>
<tr>
<td>O</td>
<td>Good Samaritan Shelter</td>
<td>Turning Point</td>
<td>45</td>
<td>42</td>
<td>27</td>
<td>64.3%</td>
</tr>
<tr>
<td>O</td>
<td>LAGS</td>
<td>LAGS Medical Centers</td>
<td>62</td>
<td>49</td>
<td>52</td>
<td>106.1%</td>
</tr>
<tr>
<td>O</td>
<td>Council on Alcoholism and Drug Abuse</td>
<td>Project Recovery</td>
<td>97</td>
<td>81</td>
<td>34</td>
<td>42.0%</td>
</tr>
<tr>
<td>O</td>
<td>Good Samaritan Shelter</td>
<td>Casa De Familia Treatment Center</td>
<td>19</td>
<td>18</td>
<td>6</td>
<td>33.3%</td>
</tr>
<tr>
<td>O</td>
<td>Sanctuary Centers of Santa Barbara, Inc.</td>
<td>Arlington Day Treatment Center</td>
<td>119</td>
<td>73</td>
<td>52</td>
<td>71.2%</td>
</tr>
<tr>
<td>O</td>
<td>Coast Valley Treatment Center</td>
<td>Coast Valley Lompoc</td>
<td>98</td>
<td>64</td>
<td>22</td>
<td>34.4%</td>
</tr>
<tr>
<td>O</td>
<td>Coast Valley Treatment Center</td>
<td>Coast Valley Santa Maria</td>
<td>68</td>
<td>54</td>
<td>28</td>
<td>51.9%</td>
</tr>
<tr>
<td>O</td>
<td>Good Samaritan Shelter</td>
<td>Recovery Point</td>
<td>45</td>
<td>42</td>
<td>27</td>
<td>64.3%</td>
</tr>
</tbody>
</table>

### AVG Outpatient Treatment Program

<table>
<thead>
<tr>
<th>Type</th>
<th>Agency Name</th>
<th>Program Name</th>
<th># Open Clients</th>
<th># Served Clients</th>
<th># Surveys Returned</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>OT</td>
<td>Aegis Treatment Centers, LLC</td>
<td>Aegis, Santa Maria</td>
<td>518</td>
<td>268</td>
<td>10</td>
<td>3.7%</td>
</tr>
<tr>
<td>OT</td>
<td>Aegis Treatment Centers, LLC</td>
<td>Aegis, Santa Barbara</td>
<td>345</td>
<td>184</td>
<td>25</td>
<td>13.6%</td>
</tr>
</tbody>
</table>

### AVG Opioid Treatment Program

<table>
<thead>
<tr>
<th>Type</th>
<th>Agency Name</th>
<th>Program Name</th>
<th># Open Clients</th>
<th># Served Clients</th>
<th># Surveys Returned</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>R</td>
<td>Good Samaritan Shelter</td>
<td>Transitional Center for Women and Children</td>
<td>18</td>
<td>15</td>
<td>13</td>
<td>86.7%</td>
</tr>
<tr>
<td>R</td>
<td>Salvation Army</td>
<td>Salvation Army</td>
<td>32</td>
<td>25</td>
<td>17</td>
<td>68.0%</td>
</tr>
<tr>
<td>R</td>
<td>Good Samaritan Shelter</td>
<td>Recovery Point Acute Care</td>
<td>14</td>
<td>11</td>
<td>11</td>
<td>100.0%</td>
</tr>
<tr>
<td>R</td>
<td>Good Samaritan Shelter</td>
<td>Recovery Way Home</td>
<td>14</td>
<td>13</td>
<td>10</td>
<td>76.9%</td>
</tr>
<tr>
<td>R</td>
<td>Good Samaritan Shelter</td>
<td>Another Road Detox</td>
<td>6</td>
<td>5</td>
<td>5</td>
<td>100.0%</td>
</tr>
<tr>
<td>R</td>
<td>Council on Alcoholism and Drug Abuse</td>
<td>CADA ARTS</td>
<td>14</td>
<td>10</td>
<td>8</td>
<td>80.0%</td>
</tr>
</tbody>
</table>

### AVG Residential/WM

<table>
<thead>
<tr>
<th>Type</th>
<th>Agency Name</th>
<th>Program Name</th>
<th># Open Clients</th>
<th># Served Clients</th>
<th># Surveys Returned</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>YO</td>
<td>Council on Alcoholism and Drug Abuse</td>
<td>Daniel Bryant Treatment Center SM</td>
<td>24</td>
<td>14</td>
<td>5</td>
<td>35.7%</td>
</tr>
<tr>
<td>YO</td>
<td>Council on Alcoholism and Drug Abuse</td>
<td>Daniel Bryant Treatment Center SB</td>
<td>29</td>
<td>19</td>
<td>16</td>
<td>84.2%</td>
</tr>
</tbody>
</table>

### AVG Youth Treatment Program

<table>
<thead>
<tr>
<th>Type</th>
<th>Agency Name</th>
<th>Program Name</th>
<th># Open Clients</th>
<th># Served Clients</th>
<th># Surveys Returned</th>
<th>Response Rate</th>
</tr>
</thead>
</table>

**O = Outpatient; OTP = Opioid Treatment Provider; YO = Youth Outpatient**

LAGS response rate is over 100% because they offered the survey to all open clients and more clients took they survey than received services during the survey period.