

The background of the slide is a teal-colored wood grain texture. At the bottom, there is a decorative border of autumn leaves in shades of red, orange, and yellow. A black horizontal bar is positioned across the middle of the slide, containing the main title text. To the right of this bar is an orange rectangular box containing the word 'Overview'.

Fall 2021 Treatment Perception Survey (TPS)

Overview

About the Report

Counties are required to administer the Treatment Perception Survey (TPS) as part of the Drug Medi-Cal Organized Delivery System (DMC-ODS) waiver evaluation. Administration of the TPS also fulfills the county's External Quality Review Organization (EQRO) requirement related to conducting a client satisfaction survey using a validated tool. The collected information is utilized to measure consumers' perceptions of access to services and quality of care, and to evaluate and improve the consumer experience. The TPS is administered in the Fall of each year and includes Adult and Youth versions in both English and Spanish.*

Approximately 340 TPS's were completed by consumers in September 2021, with an overall satisfaction rating of 92%.

**A total of four (4) Youth surveys were completed this survey round. As the number of completed Youth surveys total less than five (5), The University of California, Los Angeles (UCLA), who acts as TPS administrator for all California counties, did not provide an individual report.*

TPS Standards

Data Source:

Treatment Perception Survey

Numerator:

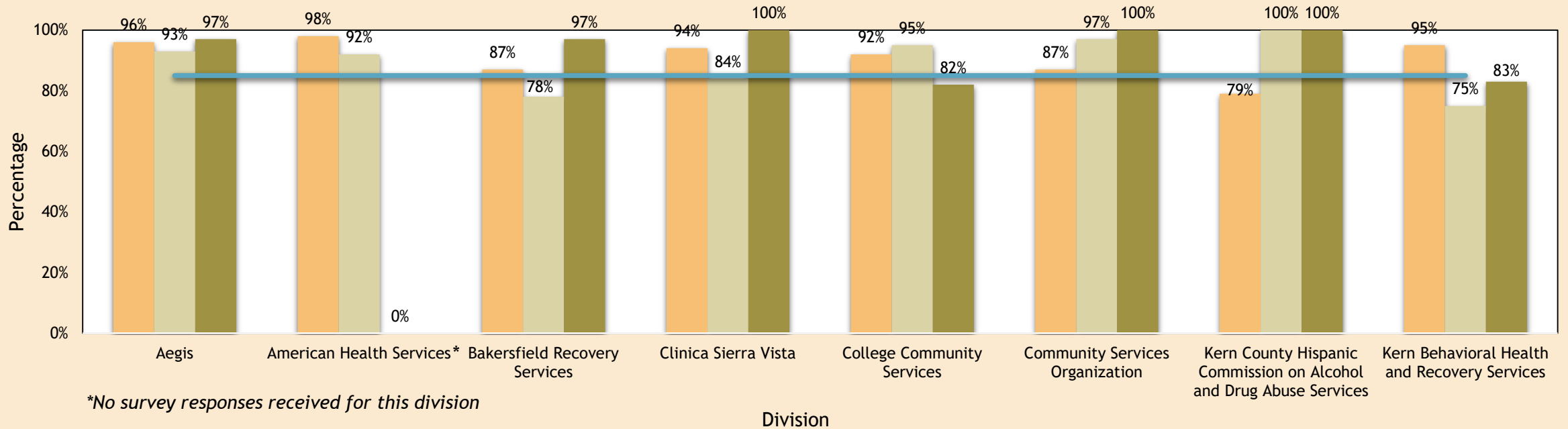
The sum of consumers who responded “Strongly Agree” or “Agree” to the twelfth question of the TPS, which is, “Overall, I am satisfied with the services I received.”

Denominator:

The number of responses to the twelfth question of the CPS, excluding responses of “Not Applicable.”

Overall Satisfaction Rates

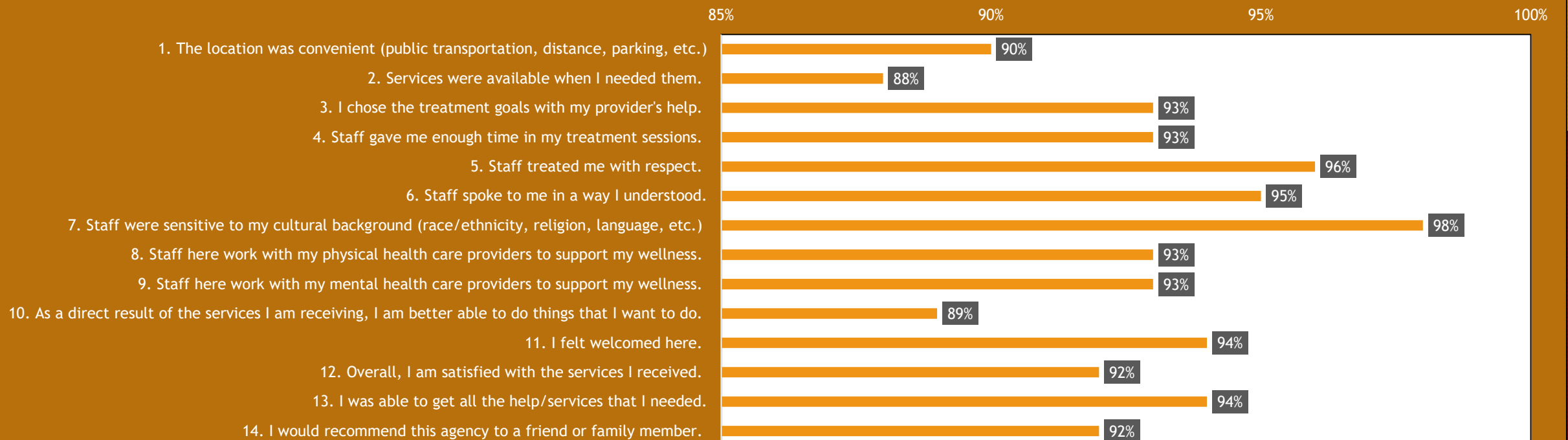
Treatment Perception Survey
Client Satisfaction Rates
Adult
n=340



Fall 2019 Fall 2020 Fall 2021 Benchmark: 85%

Satisfaction by Question

Treatment Perception Survey Likert Scale Questions Adult n=340



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