

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (380010_0010DS), N=7

November 2020 Survey Period

Prepared on 1/18/2021 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.**

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 forms returned with responses received *	.	7	7
English	.	7	7
Survey methods							
Online survey	.	7	7

* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=0.

** Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. 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						4.9
01 Convenient Location	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (14.3%)	6 (85.7%)	4.9
02 Convenient Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (16.7%)	5 (83.3%)	4.8
Domain: Quality						4.7
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (50.0%)	3 (50.0%)	4.5
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (50.0%)	3 (50.0%)	4.5
05 Treated with Respect	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (14.3%)	6 (85.7%)	4.9
06 Understood Communication	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (28.6%)	5 (71.4%)	4.7
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (28.6%)	5 (71.4%)	4.7
Domain: Care Coordination						4.6
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (42.9%)	4 (57.1%)	4.6
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (42.9%)	4 (57.1%)	4.6
Domain: Outcome						4.1
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	1 (14.3%)	4 (57.1%)	2 (28.6%)	4.1
Domain: General Satisfaction						4.8
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (14.3%)	6 (85.7%)	4.9
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (14.3%)	6 (85.7%)	4.9
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (42.9%)	4 (57.1%)	4.6
14 Recommend Agency	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (14.3%)	6 (85.7%)	4.9

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

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

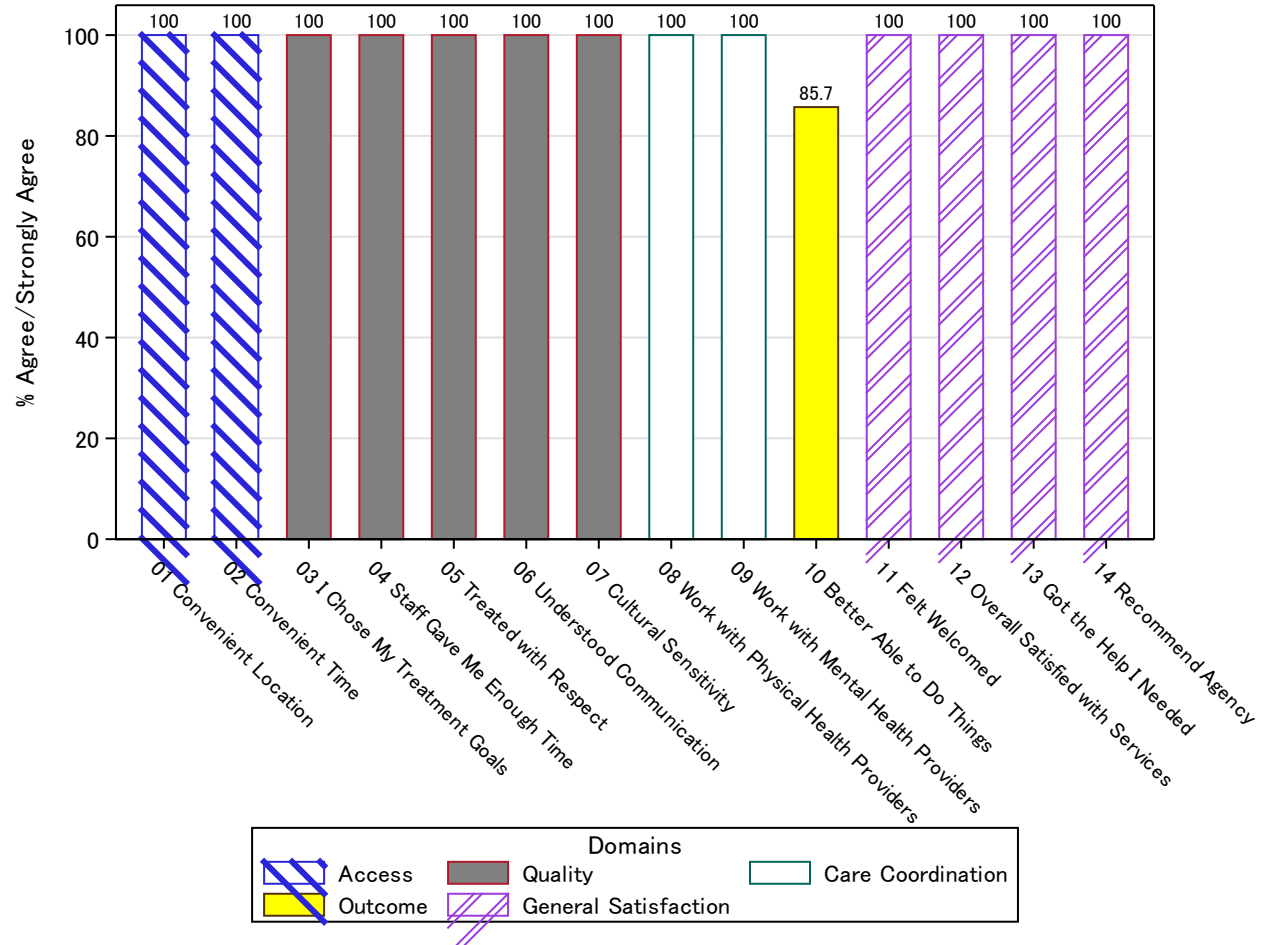


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	7 (100%)	696 (89.6%)	+ 10.4
02 Convenient Time	6 (100%)	721 (92.0%)	+ 8.0
Domain: Quality			
03 I Chose My Treatment Goals	6 (100%)	709 (91.0%)	+ 9.0
04 Staff Gave Me Enough Time	6 (100%)	721 (93.0%)	+ 7.0
05 Treated with Respect	7 (100%)	726 (93.2%)	+ 6.8
06 Understood Communication	7 (100%)	724 (92.8%)	+ 7.2
07 Cultural Sensitivity	7 (100%)	697 (90.5%)	+ 9.5
Domain: Care Coordination			
08 Work with Physical Health Providers	7 (100%)	654 (87.1%)	+ 12.9
09 Work with Mental Health Providers	7 (100%)	637 (87.0%)	+ 13.0
Domain: Outcome			
10 Better Able to Do Things	6 (85.7%)	716 (91.3%)	- 5.6
Domain: General Satisfaction			
11 Felt Welcomed	7 (100%)	734 (94.2%)	+ 5.8
12 Overall Satisfied with Services	7 (100%)	725 (92.7%)	+ 7.3
13 Got the Help I Needed	7 (100%)	696 (88.8%)	+ 11.2
14 Recommend Agency	7 (100%)	719 (93.3%)	+ 6.7

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

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	N/A	N/A	N/A	100	N/A
Access	02 Convenient Time	N/A	N/A	N/A	100	N/A
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	100	N/A
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	100	N/A
Quality	05 Treated with Respect	N/A	N/A	N/A	100	N/A
Quality	06 Understood Communication	N/A	N/A	N/A	100	N/A
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	100	N/A
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	100	N/A
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	100	N/A
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	85.7	N/A
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	100	N/A
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	100	N/A
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	100	N/A
General Satisfaction	14 Recommend Agency	N/A	N/A	N/A	100	N/A

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Note: Comparisons are reported only for programs with an exact match of CalOMS provider ID and treatment setting and/or Reporting Unit for 2017, 2018, 2019 and 2020 (as applicable).

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1		12	100	91	100	100	100	100	100	100	100	100	100	100	91	100
1		10	100	80	100	90	90	100	100	100	100	90	100	100	100	100
1		8	100	88	100	87	100	100	100	88	100	100	100	100	100	100
1	YOUR PROGRAM	7	100	100	100	100	100	100	100	100	100	100	85	100	100	100
1		7	100	100	100	100	100	100	100	85	85	83	100	100	100	100
1		6	100	100	100	66	100	83	100	66	100	100	100	100	83	100
1		6	100	50	100	100	100	100	66	100	100	100	100	83	83	100
1		5	100	100	100	100	100	100	100	100	80	80	100	100	100	100
1		4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		2**	100	100	100	100	50	100	100	100	0	100	100	100	100	100
1		2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	0	0	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	0	100	100	100	100	100	100	100	0	100	100	100	0
17		44	97	93	91	93	97	93	91	95	95	93	88	95	95	95
17		36	97	92	97	94	94	97	97	94	57	78	94	97	91	94
19		31	96	83	96	96	93	96	96	96	95	87	93	96	96	96
20		62	95	93	95	95	96	96	92	85	79	80	92	96	92	93
20		47	95	93	93	89	97	95	95	89	86	86	95	95	93	97
20		21	95	86	90	100	90	85	90	90	95	90	95	95	95	95
23		100	94	87	91	92	91	94	92	89	89	88	91	93	90	93

23		18	94	100	83	94	94	100	94	88	88	88	88	88	83	82
23		17	94	100	87	100	100	88	94	94	100	100	88	94	82	100
26		172	92	88	92	85	91	93	92	92	92	90	93	94	87	95
26		14	92	100	93	93	86	66	73	85	92	85	86	93	80	86
28		17	88	92	88	94	94	88	93	88	85	92	82	88	88	88
28		9	88	87	88	88	100	100	100	100	66	66	66	88	88	100
30		15	86	93	80	80	80	93	93	83	71	69	80	100	80	78
31		13	84	76	92	91	84	100	100	83	84	83	100	100	84	84
32		49	83	82	84	88	90	83	87	80	76	71	82	86	76	87
32		6	83	100	100	100	100	100	100	100	60	100	100	100	83	100
34		11	72	81	90	80	90	90	81	81	72	60	70	81	81	63
35		20	65	89	70	80	80	80	85	84	78	94	85	85	65	80
36		0**	.	100	100	100
.	Missing Provider ID***	2**	100	50	100	100	100	100	100	100	100	100	100	100	100	100

* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

** Sample sizes < 5 : Interpret findings with caution.

*** Provider ID was missing for these survey participants.

**Table 6. Number of responses (percent) for the telehealth question
(#15 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 (14.3%)	. (.%)	. (.%)	. (.%)	. (.%)	1 (14.3%)
Very little	. (.%)	3 (42.9%)	. (.%)	. (.%)	. (.%)	. (.%)	3 (42.9%)
About half	. (.%)	3 (42.9%)	. (.%)	. (.%)	. (.%)	. (.%)	3 (42.9%)
Any Telehealth	. (.%)	6 (85.7%)	. (.%)	. (.%)	. (.%)	. (.%)	6 (85.7%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (380311_0311EF), N=12

November 2020 Survey Period

Prepared on 1/18/2021 by the University of California, Los Angeles

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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 forms returned with responses received *	12	12
English	8	8
Spanish	4	4
Survey methods							
Automated phone survey	12	12

* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=0.

** Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. 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						4.5
01 Convenient Location	1 (8.3%)	0 (0.0%)	0 (0.0%)	5 (41.7%)	6 (50.0%)	4.3
02 Convenient Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (33.3%)	8 (66.7%)	4.7
Domain: Quality						4.8
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (25.0%)	9 (75.0%)	4.8
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (25.0%)	9 (75.0%)	4.8
05 Treated with Respect	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (25.0%)	9 (75.0%)	4.8
06 Understood Communication	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (25.0%)	9 (75.0%)	4.8
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (16.7%)	10 (83.3%)	4.8
Domain: Care Coordination						4.7
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (27.3%)	8 (72.7%)	4.7
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (27.3%)	8 (72.7%)	4.7
Domain: Outcome						4.7
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (33.3%)	8 (66.7%)	4.7
Domain: General Satisfaction						4.7
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12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (25.0%)	9 (75.0%)	4.8
13 Got the Help I Needed	0 (0.0%)	1 (8.3%)	0 (0.0%)	3 (25.0%)	8 (66.7%)	4.5
14 Recommend Agency	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (25.0%)	9 (75.0%)	4.8

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

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

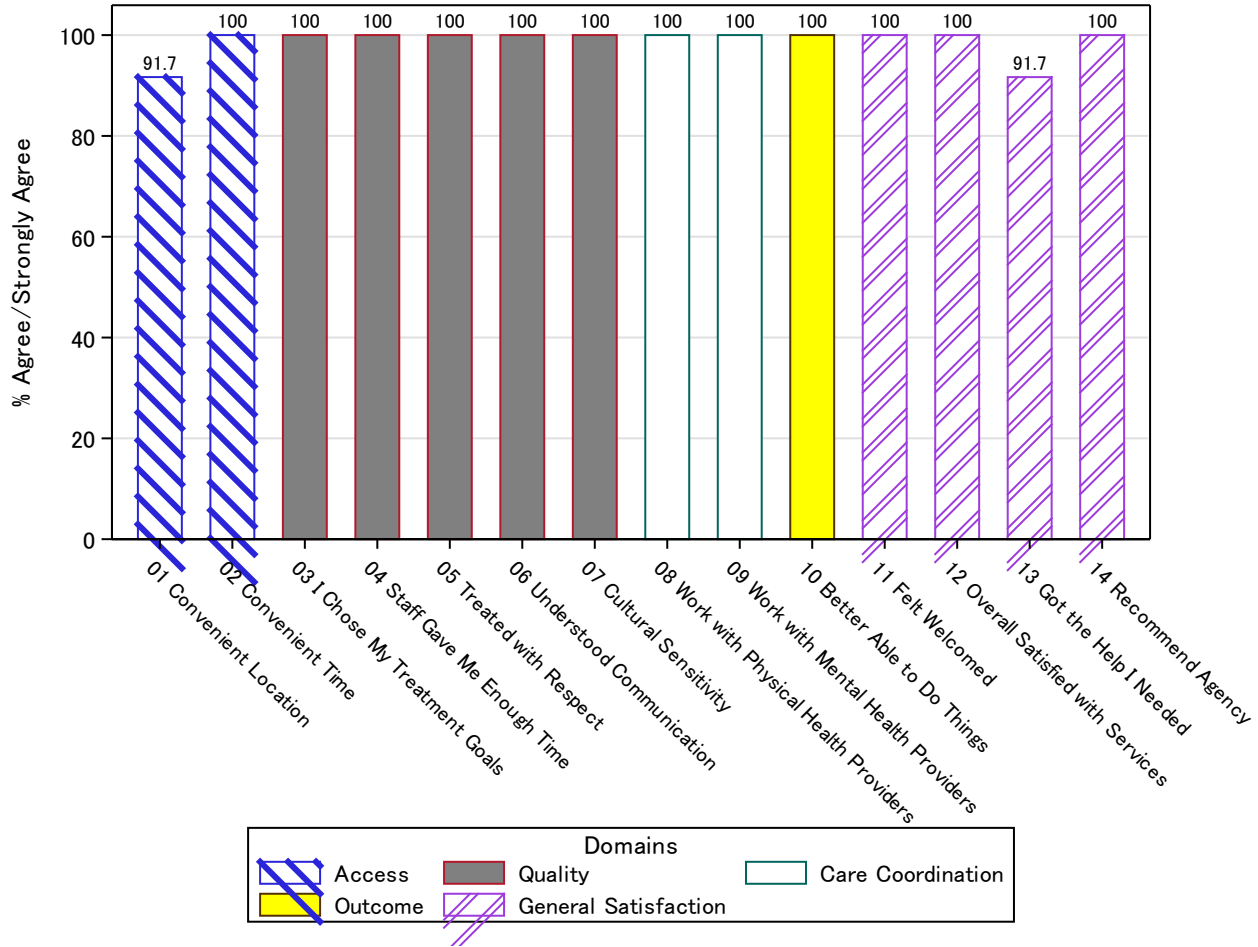


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	11 (91.7%)	696 (89.6%)	+ 2.1
02 Convenient Time	12 (100%)	721 (92.0%)	+ 8.0
Domain: Quality			
03 I Chose My Treatment Goals	12 (100%)	709 (91.0%)	+ 9.0
04 Staff Gave Me Enough Time	12 (100%)	721 (93.0%)	+ 7.0
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Domain: Care Coordination			
08 Work with Physical Health Providers	11 (100%)	654 (87.1%)	+ 12.9
09 Work with Mental Health Providers	11 (100%)	637 (87.0%)	+ 13.0
Domain: Outcome			
10 Better Able to Do Things	12 (100%)	716 (91.3%)	+ 8.7
Domain: General Satisfaction			
11 Felt Welcomed	12 (100%)	734 (94.2%)	+ 5.8
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Table 4. Percent of survey respondents in agreement by each survey question and year

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	N/A	N/A	N/A	91.7	N/A
Access	02 Convenient Time	N/A	N/A	N/A	100	N/A
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	100	N/A
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	100	N/A
Quality	05 Treated with Respect	N/A	N/A	N/A	100	N/A
Quality	06 Understood Communication	N/A	N/A	N/A	100	N/A
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	100	N/A
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	100	N/A
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	100	N/A
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	100	N/A
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	100	N/A
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	100	N/A
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	91.7	N/A
General Satisfaction	14 Recommend Agency	N/A	N/A	N/A	100	N/A

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Note: Comparisons are reported only for programs with an exact match of CalOMS provider ID and treatment setting and/or Reporting Unit for 2017, 2018, 2019 and 2020 (as applicable).

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1	YOUR PROGRAM	12	100	91	100	100	100	100	100	100	100	100	100	100	91	100
1		10	100	80	100	90	90	100	100	100	100	90	100	100	100	100
1		8	100	88	100	87	100	100	100	88	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	100	85	100	100	100
1		7	100	100	100	100	100	100	100	85	85	83	100	100	100	100
1		6	100	100	100	66	100	83	100	66	100	100	100	100	83	100
1		6	100	50	100	100	100	100	66	100	100	100	100	83	83	100
1		5	100	100	100	100	100	100	100	100	80	80	100	100	100	100
1		4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		2**	100	100	100	100	50	100	100	100	0	100	100	100	100	100
1		2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	0	0	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	0	100	100	100	100	100	100	100	0	100	100	100	0
17		44	97	93	91	93	97	93	91	95	95	93	88	95	95	95
17		36	97	92	97	94	94	97	97	94	57	78	94	97	91	94
19		31	96	83	96	96	93	96	96	96	95	87	93	96	96	96
20		62	95	93	95	95	96	96	92	85	79	80	92	96	92	93
20		47	95	93	93	89	97	95	95	89	86	86	95	95	93	97
20		21	95	86	90	100	90	85	90	90	95	90	95	95	95	95
23		100	94	87	91	92	91	94	92	89	89	88	91	93	90	93

23		18	94	100	83	94	94	100	94	88	88	88	88	88	83	82
23		17	94	100	87	100	100	88	94	94	100	100	88	94	82	100
26		172	92	88	92	85	91	93	92	92	92	90	93	94	87	95
26		14	92	100	93	93	86	66	73	85	92	85	86	93	80	86
28		17	88	92	88	94	94	88	93	88	85	92	82	88	88	88
28		9	88	87	88	88	100	100	100	100	66	66	66	88	88	100
30		15	86	93	80	80	80	93	93	83	71	69	80	100	80	78
31		13	84	76	92	91	84	100	100	83	84	83	100	100	84	84
32		49	83	82	84	88	90	83	87	80	76	71	82	86	76	87
32		6	83	100	100	100	100	100	100	100	60	100	100	100	83	100
34		11	72	81	90	80	90	90	81	81	72	60	70	81	81	63
35		20	65	89	70	80	80	80	85	84	78	94	85	85	65	80
36		0**	.	100	100	100
.	Missing Provider ID***	2**	100	50	100	100	100	100	100	100	100	100	100	100	100	100

* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

** Sample sizes < 5 : Interpret findings with caution.

*** Provider ID was missing for these survey participants.

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383806_3806ARM), N=20

November 2020 Survey Period

Prepared on 1/18/2021 by the University of California, Los Angeles

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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 forms returned with responses received *	.	20	20
English	.	19	19
Spanish	.	1	1
Survey methods							
Online survey	.	18	18
Automated phone survey	.	2	2

* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=0.

** Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. 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						4.1
01 Convenient Location	1 (5.3%)	0 (0.0%)	1 (5.3%)	7 (36.8%)	10 (52.6%)	4.3
02 Convenient Time	2 (10.0%)	2 (10.0%)	2 (10.0%)	3 (15.0%)	11 (55.0%)	4.0
Domain: Quality						4.2
03 I Chose My Treatment Goals	1 (5.0%)	1 (5.0%)	2 (10.0%)	8 (40.0%)	8 (40.0%)	4.1
04 Staff Gave Me Enough Time	1 (5.0%)	1 (5.0%)	2 (10.0%)	11 (55.0%)	5 (25.0%)	3.9
05 Treated with Respect	1 (5.0%)	1 (5.0%)	2 (10.0%)	6 (30.0%)	10 (50.0%)	4.2
06 Understood Communication	0 (0.0%)	0 (0.0%)	3 (15.0%)	8 (40.0%)	9 (45.0%)	4.3
07 Cultural Sensitivity	1 (5.3%)	1 (5.3%)	1 (5.3%)	3 (15.8%)	13 (68.4%)	4.4
Domain: Care Coordination						4.2
08 Work with Physical Health Providers	1 (5.3%)	2 (10.5%)	1 (5.3%)	7 (36.8%)	8 (42.1%)	4.0
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	1 (5.3%)	7 (36.8%)	11 (57.9%)	4.5
Domain: Outcome						4.2
10 Better Able to Do Things	0 (0.0%)	1 (5.0%)	2 (10.0%)	10 (50.0%)	7 (35.0%)	4.2
Domain: General Satisfaction						4.1
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	3 (15.0%)	7 (35.0%)	10 (50.0%)	4.4
12 Overall Satisfied with Services	0 (0.0%)	1 (5.0%)	6 (30.0%)	3 (15.0%)	10 (50.0%)	4.1
13 Got the Help I Needed	0 (0.0%)	3 (15.0%)	4 (20.0%)	4 (20.0%)	9 (45.0%)	4.0
14 Recommend Agency	2 (10.0%)	0 (0.0%)	2 (10.0%)	6 (30.0%)	10 (50.0%)	4.1

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

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

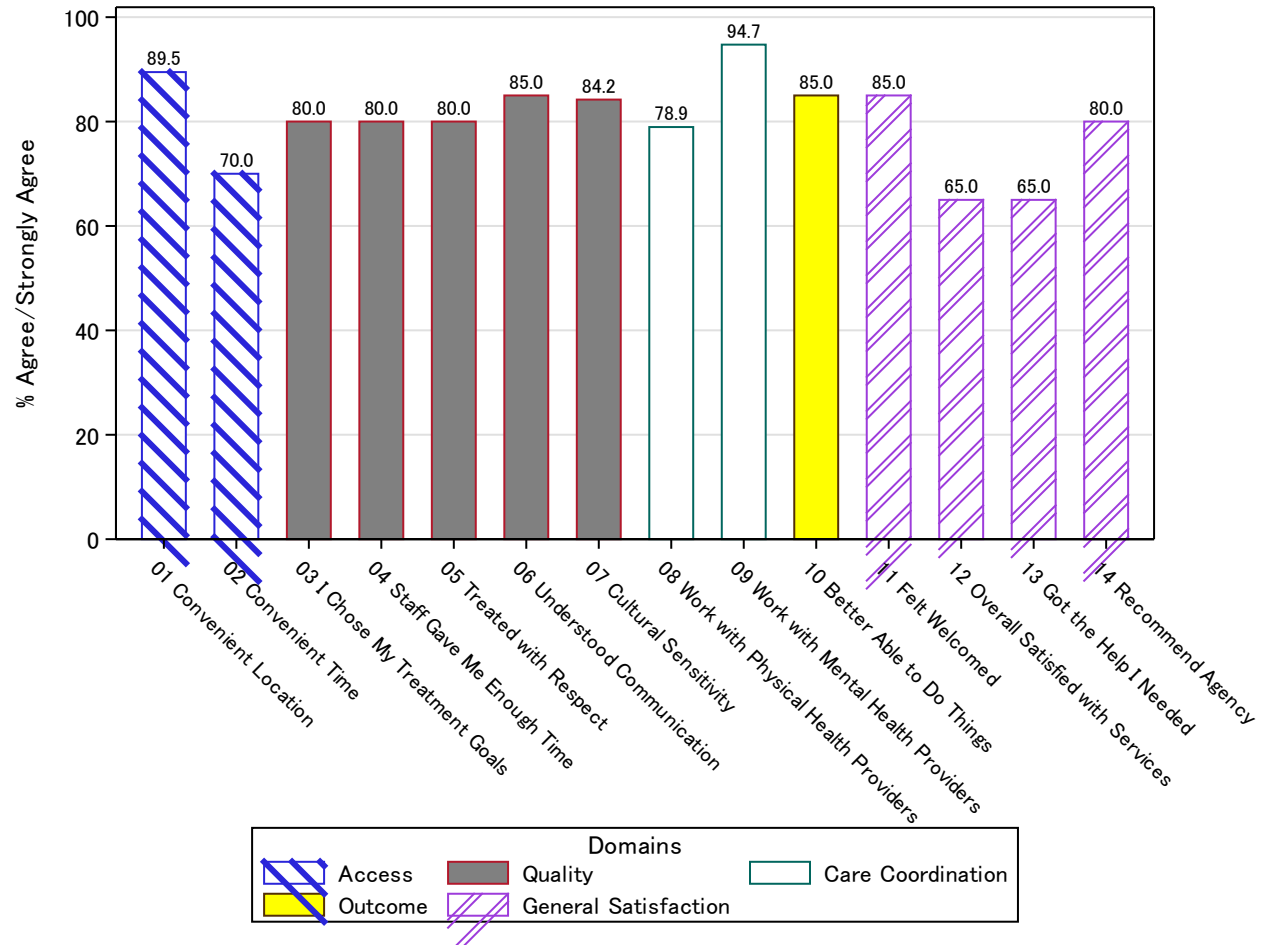


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	17 (89.5%)	696 (89.6%)	- 0.1
02 Convenient Time	14 (70.0%)	721 (92.0%)	- 22.0
Domain: Quality			
03 I Chose My Treatment Goals	16 (80.0%)	709 (91.0%)	- 11.0
04 Staff Gave Me Enough Time	16 (80.0%)	721 (93.0%)	- 13.0
05 Treated with Respect	16 (80.0%)	726 (93.2%)	- 13.2
06 Understood Communication	17 (85.0%)	724 (92.8%)	- 7.8
07 Cultural Sensitivity	16 (84.2%)	697 (90.5%)	- 6.3
Domain: Care Coordination			
08 Work with Physical Health Providers	15 (78.9%)	654 (87.1%)	- 8.2
09 Work with Mental Health Providers	18 (94.7%)	637 (87.0%)	+ 7.7
Domain: Outcome			
10 Better Able to Do Things	17 (85.0%)	716 (91.3%)	- 6.3
Domain: General Satisfaction			
11 Felt Welcomed	17 (85.0%)	734 (94.2%)	- 9.2
12 Overall Satisfied with Services	13 (65.0%)	725 (92.7%)	- 27.7
13 Got the Help I Needed	13 (65.0%)	696 (88.8%)	- 23.8
14 Recommend Agency	16 (80.0%)	719 (93.3%)	- 13.3

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

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	N/A	89.9	82.5	89.5	+ 7.0
Access	02 Convenient Time	N/A	87.7	78.5	70.0	- 8.5
Quality	03 I Chose My Treatment Goals	N/A	83.6	78.5	80.0	+ 1.5
Quality	04 Staff Gave Me Enough Time	N/A	85.3	75.0	80.0	+ 5.0
Quality	05 Treated with Respect	N/A	92.6	76.6	80.0	+ 3.4
Quality	06 Understood Communication	N/A	91.4	82.5	85.0	+ 2.5
Quality	07 Cultural Sensitivity	N/A	85.1	71.4	84.2	+ 12.8
Care Coordination	08 Work with Physical Health Providers	N/A	87.9	66.1	78.9	+ 12.8
Care Coordination	09 Work with Mental Health Providers	N/A	86.4	75.0	94.7	+ 19.7
Outcome	10 Better Able to Do Things	N/A	91.4	71.4	85.0	+ 13.6
General Satisfaction	11 Felt Welcomed	N/A	97.1	81.0	85.0	+ 4.0
General Satisfaction	12 Overall Satisfied with Services *	N/A	93.2	71.4	65.0	- 6.4
General Satisfaction	13 Got the Help I Needed	N/A	84.7	69.8	65.0	- 4.8
General Satisfaction	14 Recommend Agency	N/A	88.2	80.3	80.0	- 0.3

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Note: Comparisons are reported only for programs with an exact match of CalOMS provider ID and treatment setting and/or Reporting Unit for 2017, 2018, 2019 and 2020 (as applicable).

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1		12	100	91	100	100	100	100	100	100	100	100	100	100	91	100
1		10	100	80	100	90	90	100	100	100	100	90	100	100	100	100
1		8	100	88	100	87	100	100	100	88	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	100	85	100	100	100
1		7	100	100	100	100	100	100	100	85	85	83	100	100	100	100
1		6	100	100	100	66	100	83	100	66	100	100	100	100	83	100
1		6	100	50	100	100	100	100	66	100	100	100	100	83	83	100
1		5	100	100	100	100	100	100	100	100	80	80	100	100	100	100
1		4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		2**	100	100	100	100	50	100	100	100	0	100	100	100	100	100
1		2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	0	0	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	0	100	100	100	100	100	100	100	0	100	100	100	0
17		44	97	93	91	93	97	93	91	95	95	93	88	95	95	95
17		36	97	92	97	94	94	97	97	94	57	78	94	97	91	94
19		31	96	83	96	96	93	96	96	96	95	87	93	96	96	96
20		62	95	93	95	95	96	96	92	85	79	80	92	96	92	93
20		47	95	93	93	89	97	95	95	89	86	86	95	95	93	97
20		21	95	86	90	100	90	85	90	90	95	90	95	95	95	95
23		100	94	87	91	92	91	94	92	89	89	88	91	93	90	93

23		18	94	100	83	94	94	100	94	88	88	88	88	88	83	82
23		17	94	100	87	100	100	88	94	94	100	100	88	94	82	100
26		172	92	88	92	85	91	93	92	92	92	90	93	94	87	95
26		14	92	100	93	93	86	66	73	85	92	85	86	93	80	86
28		17	88	92	88	94	94	88	93	88	85	92	82	88	88	88
28		9	88	87	88	88	100	100	100	100	66	66	66	88	88	100
30		15	86	93	80	80	80	93	93	83	71	69	80	100	80	78
31		13	84	76	92	91	84	100	100	83	84	83	100	100	84	84
32		49	83	82	84	88	90	83	87	80	76	71	82	86	76	87
32		6	83	100	100	100	100	100	100	100	60	100	100	100	83	100
34		11	72	81	90	80	90	90	81	81	72	60	70	81	81	63
35	YOUR PROGRAM	20	65	89	70	80	80	80	85	84	78	94	85	85	65	80
36		0**	.	100	100	100
.	Missing Provider ID***	2**	100	50	100	100	100	100	100	100	100	100	100	100	100	100

* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

** Sample sizes < 5 : Interpret findings with caution.

*** Provider ID was missing for these survey participants.

**Table 6. Number of responses (percent) for the telehealth question
(#15 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	. (.%)	3 (15.0%)	. (.%)	. (.%)	. (.%)	. (.%)	3 (15.0%)
Very little	. (.%)	8 (40.0%)	. (.%)	. (.%)	. (.%)	. (.%)	8 (40.0%)
About half	. (.%)	9 (45.0%)	. (.%)	. (.%)	. (.%)	. (.%)	9 (45.0%)
Any Telehealth	. (.%)	17 (85.0%)	. (.%)	. (.%)	. (.%)	. (.%)	17 (85.0%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383806_3806RWM), N=15

November 2020 Survey Period

Prepared on 1/18/2021 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.**

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 forms returned with responses received *	.	.	.	15	.	.	15
English	.	.	.	15	.	.	15
Survey methods							
Online survey	.	.	.	15	.	.	15

* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=0.

** Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. 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						4.5
01 Convenient Location	0 (0.0%)	0 (0.0%)	0 (0.0%)	6 (40.0%)	9 (60.0%)	4.6
02 Convenient Time	0 (0.0%)	0 (0.0%)	1 (6.7%)	6 (40.0%)	8 (53.3%)	4.5
Domain: Quality						4.2
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	1 (6.7%)	8 (53.3%)	6 (40.0%)	4.3
04 Staff Gave Me Enough Time	0 (0.0%)	1 (6.7%)	1 (6.7%)	7 (46.7%)	6 (40.0%)	4.2
05 Treated with Respect	0 (0.0%)	0 (0.0%)	5 (33.3%)	4 (26.7%)	6 (40.0%)	4.1
06 Understood Communication	0 (0.0%)	0 (0.0%)	4 (26.7%)	5 (33.3%)	6 (40.0%)	4.1
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	2 (14.3%)	7 (50.0%)	5 (35.7%)	4.2
Domain: Care Coordination						4.3
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	1 (7.1%)	8 (57.1%)	5 (35.7%)	4.3
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	2 (14.3%)	6 (42.9%)	6 (42.9%)	4.3
Domain: Outcome						4.2
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	2 (13.3%)	8 (53.3%)	5 (33.3%)	4.2
Domain: General Satisfaction						4.3
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	1 (6.7%)	6 (40.0%)	8 (53.3%)	4.5
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	1 (7.1%)	7 (50.0%)	6 (42.9%)	4.4
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	3 (20.0%)	6 (40.0%)	6 (40.0%)	4.2
14 Recommend Agency	0 (0.0%)	0 (0.0%)	2 (13.3%)	5 (33.3%)	8 (53.3%)	4.4

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

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

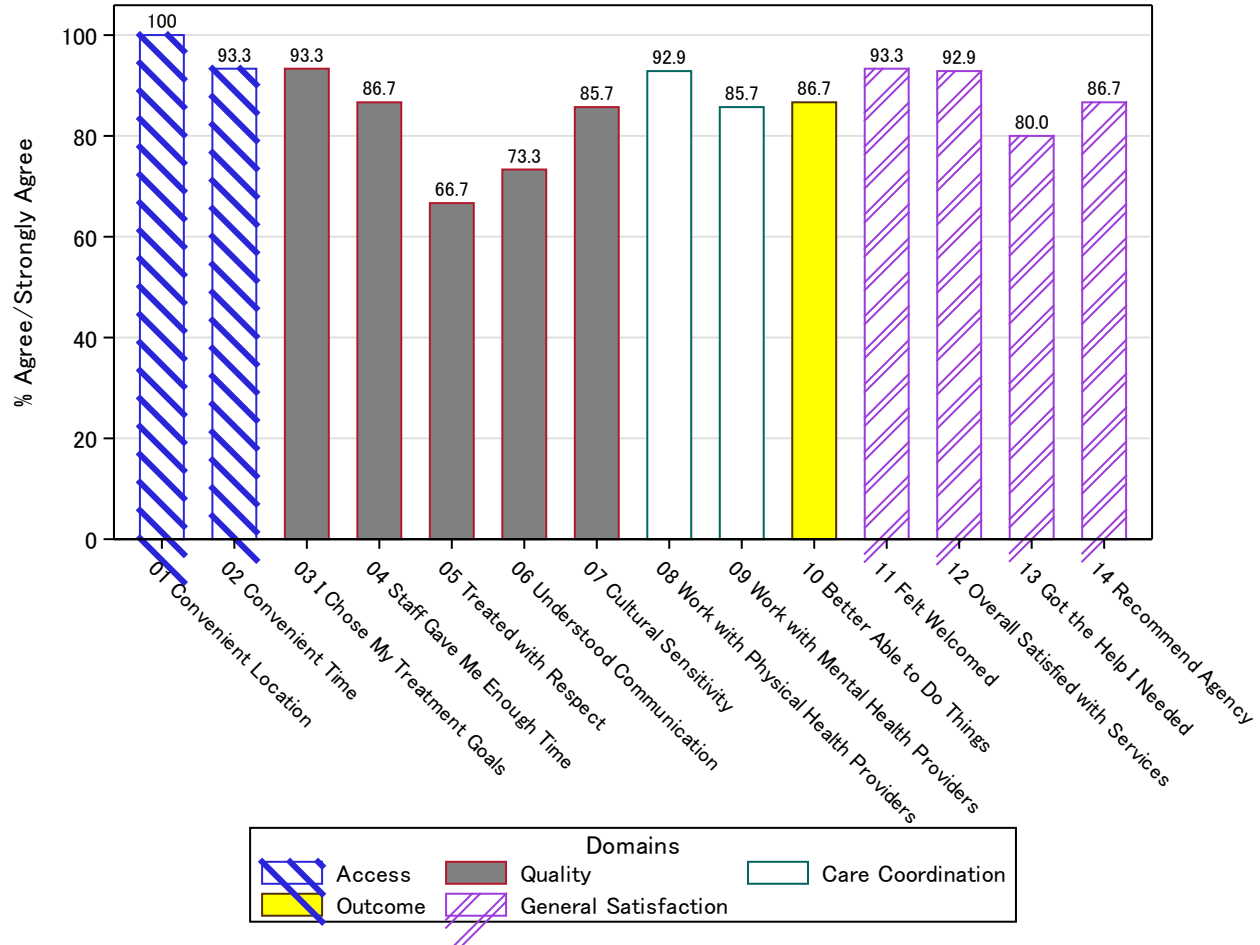


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	15 (100%)	696 (89.6%)	+ 10.4
02 Convenient Time	14 (93.3%)	721 (92.0%)	+ 1.3
Domain: Quality			
03 I Chose My Treatment Goals	14 (93.3%)	709 (91.0%)	+ 2.3
04 Staff Gave Me Enough Time	13 (86.7%)	721 (93.0%)	- 6.3
05 Treated with Respect	10 (66.7%)	726 (93.2%)	- 26.5
06 Understood Communication	11 (73.3%)	724 (92.8%)	- 19.5
07 Cultural Sensitivity	12 (85.7%)	697 (90.5%)	- 4.8
Domain: Care Coordination			
08 Work with Physical Health Providers	13 (92.9%)	654 (87.1%)	+ 5.8
09 Work with Mental Health Providers	12 (85.7%)	637 (87.0%)	- 1.3
Domain: Outcome			
10 Better Able to Do Things	13 (86.7%)	716 (91.3%)	- 4.6
Domain: General Satisfaction			
11 Felt Welcomed	14 (93.3%)	734 (94.2%)	- 0.9
12 Overall Satisfied with Services	13 (92.9%)	725 (92.7%)	+ 0.2
13 Got the Help I Needed	12 (80.0%)	696 (88.8%)	- 8.8
14 Recommend Agency	13 (86.7%)	719 (93.3%)	- 6.6

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

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	N/A	85.3	81.0	100	+ 19.0
Access	02 Convenient Time	N/A	93.9	80.8	93.3	+ 12.5
Quality	03 I Chose My Treatment Goals	N/A	93.3	76.9	93.3	+ 16.4
Quality	04 Staff Gave Me Enough Time	N/A	90.3	84.6	86.7	+ 2.1
Quality	05 Treated with Respect	N/A	90.6	88.5	66.7	- 21.8
Quality	06 Understood Communication	N/A	91.2	92.0	73.3	- 18.7
Quality	07 Cultural Sensitivity	N/A	93.9	92.0	85.7	- 6.3
Care Coordination	08 Work with Physical Health Providers	N/A	96.9	87.0	92.9	+ 5.9
Care Coordination	09 Work with Mental Health Providers	N/A	93.8	87.5	85.7	- 1.8
Outcome	10 Better Able to Do Things	N/A	91.4	84.0	86.7	+ 2.7
General Satisfaction	11 Felt Welcomed	N/A	90.9	88.0	93.3	+ 5.3
General Satisfaction	12 Overall Satisfied with Services *	N/A	88.2	88.0	92.9	+ 4.9
General Satisfaction	13 Got the Help I Needed	N/A	90.6	80.8	80.0	- 0.8
General Satisfaction	14 Recommend Agency	N/A	82.4	75.0	86.7	+ 11.7

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Note: Comparisons are reported only for programs with an exact match of CalOMS provider ID and treatment setting and/or Reporting Unit for 2017, 2018, 2019 and 2020 (as applicable).

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1		12	100	91	100	100	100	100	100	100	100	100	100	100	91	100
1		10	100	80	100	90	90	100	100	100	100	90	100	100	100	100
1		8	100	88	100	87	100	100	100	88	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	100	85	100	100	100
1		7	100	100	100	100	100	100	100	85	85	83	100	100	100	100
1		6	100	100	100	66	100	83	100	66	100	100	100	100	83	100
1		6	100	50	100	100	100	100	66	100	100	100	100	83	83	100
1		5	100	100	100	100	100	100	100	100	80	80	100	100	100	100
1		4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		2**	100	100	100	100	50	100	100	100	0	100	100	100	100	100
1		2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	0	0	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	0	100	100	100	100	100	100	100	0	100	100	100	0
17		44	97	93	91	93	97	93	91	95	95	93	88	95	95	95
17		36	97	92	97	94	94	97	97	94	57	78	94	97	91	94
19		31	96	83	96	96	93	96	96	96	95	87	93	96	96	96
20		62	95	93	95	95	96	96	92	85	79	80	92	96	92	93
20		47	95	93	93	89	97	95	95	89	86	86	95	95	93	97
20		21	95	86	90	100	90	85	90	90	95	90	95	95	95	95
23		100	94	87	91	92	91	94	92	89	89	88	91	93	90	93

23		18	94	100	83	94	94	100	94	88	88	88	88	88	83	82
23		17	94	100	87	100	100	88	94	94	100	100	88	94	82	100
26		172	92	88	92	85	91	93	92	92	92	90	93	94	87	95
26	YOUR PROGRAM	14	92	100	93	93	86	66	73	85	92	85	86	93	80	86
28		17	88	92	88	94	94	88	93	88	85	92	82	88	88	88
28		9	88	87	88	88	100	100	100	100	66	66	66	88	88	100
30		15	86	93	80	80	80	93	93	83	71	69	80	100	80	78
31		13	84	76	92	91	84	100	100	83	84	83	100	100	84	84
32		49	83	82	84	88	90	83	87	80	76	71	82	86	76	87
32		6	83	100	100	100	100	100	100	100	60	100	100	100	83	100
34		11	72	81	90	80	90	90	81	81	72	60	70	81	81	63
35		20	65	89	70	80	80	80	85	84	78	94	85	85	65	80
36		0**	.	100	100	100
.	Missing Provider ID***	2**	100	50	100	100	100	100	100	100	100	100	100	100	100	100

* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

** Sample sizes < 5 : Interpret findings with caution.

*** Provider ID was missing for these survey participants.

**Table 6. Number of responses (percent) for the telehealth question
(#15 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	. (.%)	. (.%)	. (.%)	3 (20.0%)	. (.%)	. (.%)	3 (20.0%)
Very little	. (.%)	. (.%)	. (.%)	6 (40.0%)	. (.%)	. (.%)	6 (40.0%)
About half	. (.%)	. (.%)	. (.%)	5 (33.3%)	. (.%)	. (.%)	5 (33.3%)
All	. (.%)	. (.%)	. (.%)	1 (6.7%)	. (.%)	. (.%)	1 (6.7%)
Any Telehealth	. (.%)	. (.%)	. (.%)	12 (80.0%)	. (.%)	. (.%)	12 (80.0%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383811_38114), N=11

November 2020 Survey Period

Prepared on 1/18/2021 by the University of California, Los Angeles

Integrated Substance Abuse Programs

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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 forms returned with responses received *	.	.	11	.	.	.	11
English	.	.	11	.	.	.	11
Survey methods							
Paper/data entry	.	.	11	.	.	.	11

* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=0.

** Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. 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						4.4
01 Convenient Location	0 (0.0%)	0 (0.0%)	2 (18.2%)	3 (27.3%)	6 (54.5%)	4.4
02 Convenient Time	0 (0.0%)	1 (9.1%)	0 (0.0%)	4 (36.4%)	6 (54.5%)	4.4
Domain: Quality						4.5
03 I Chose My Treatment Goals	0 (0.0%)	1 (10.0%)	1 (10.0%)	2 (20.0%)	6 (60.0%)	4.3
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	1 (10.0%)	2 (20.0%)	7 (70.0%)	4.6
05 Treated with Respect	0 (0.0%)	1 (9.1%)	0 (0.0%)	3 (27.3%)	7 (63.6%)	4.5
06 Understood Communication	0 (0.0%)	0 (0.0%)	2 (18.2%)	1 (9.1%)	8 (72.7%)	4.5
07 Cultural Sensitivity	0 (0.0%)	1 (9.1%)	1 (9.1%)	2 (18.2%)	7 (63.6%)	4.4
Domain: Care Coordination						4.0
08 Work with Physical Health Providers	0 (0.0%)	1 (9.1%)	2 (18.2%)	3 (27.3%)	5 (45.5%)	4.1
09 Work with Mental Health Providers	0 (0.0%)	1 (10.0%)	3 (30.0%)	3 (30.0%)	3 (30.0%)	3.8
Domain: Outcome						4.1
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	3 (30.0%)	3 (30.0%)	4 (40.0%)	4.1
Domain: General Satisfaction						4.2
11 Felt Welcomed	0 (0.0%)	1 (9.1%)	1 (9.1%)	2 (18.2%)	7 (63.6%)	4.4
12 Overall Satisfied with Services	0 (0.0%)	1 (9.1%)	2 (18.2%)	3 (27.3%)	5 (45.5%)	4.1
13 Got the Help I Needed	0 (0.0%)	1 (9.1%)	1 (9.1%)	4 (36.4%)	5 (45.5%)	4.2
14 Recommend Agency	0 (0.0%)	1 (9.1%)	3 (27.3%)	2 (18.2%)	5 (45.5%)	4.0

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

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

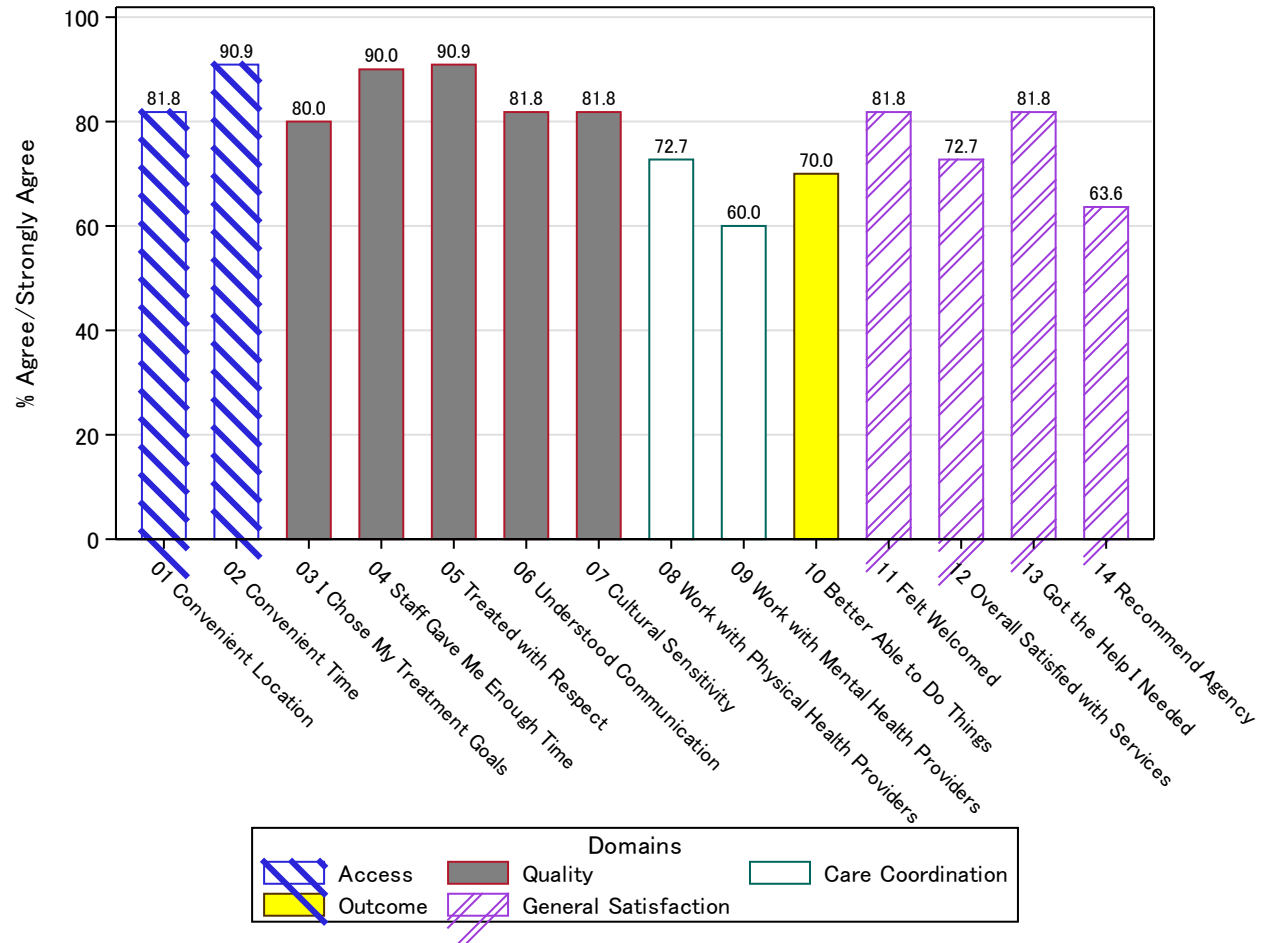


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	9 (81.8%)	696 (89.6%)	- 7.8
02 Convenient Time	10 (90.9%)	721 (92.0%)	- 1.1
Domain: Quality			
03 I Chose My Treatment Goals	8 (80.0%)	709 (91.0%)	- 11.0
04 Staff Gave Me Enough Time	9 (90.0%)	721 (93.0%)	- 3.0
05 Treated with Respect	10 (90.9%)	726 (93.2%)	- 2.3
06 Understood Communication	9 (81.8%)	724 (92.8%)	- 11.0
07 Cultural Sensitivity	9 (81.8%)	697 (90.5%)	- 8.7
Domain: Care Coordination			
08 Work with Physical Health Providers	8 (72.7%)	654 (87.1%)	- 14.4
09 Work with Mental Health Providers	6 (60.0%)	637 (87.0%)	- 27.0
Domain: Outcome			
10 Better Able to Do Things	7 (70.0%)	716 (91.3%)	- 21.3
Domain: General Satisfaction			
11 Felt Welcomed	9 (81.8%)	734 (94.2%)	- 12.4
12 Overall Satisfied with Services	8 (72.7%)	725 (92.7%)	- 20.0
13 Got the Help I Needed	9 (81.8%)	696 (88.8%)	- 7.0
14 Recommend Agency	7 (63.6%)	719 (93.3%)	- 29.7

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

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	86.0	92.3	87.3	81.8	- 5.5
Access	02 Convenient Time	83.7	82.7	85.1	90.9	+ 5.8
Quality	03 I Chose My Treatment Goals	87.4	88.8	81.0	80.0	- 1.0
Quality	04 Staff Gave Me Enough Time	91.8	89.7	87.9	90.0	+ 2.1
Quality	05 Treated with Respect	91.1	86.9	86.7	90.9	+ 4.2
Quality	06 Understood Communication	91.5	89.2	89.1	81.8	- 7.3
Quality	07 Cultural Sensitivity	87.8	88.5	86.7	81.8	- 4.9
Care Coordination	08 Work with Physical Health Providers	77.4	79.6	76.3	72.7	- 3.6
Care Coordination	09 Work with Mental Health Providers	79.3	79.4	75.6	60.0	- 15.6
Outcome	10 Better Able to Do Things	83.6	84.0	80.5	70.0	- 10.5
General Satisfaction	11 Felt Welcomed	87.8	84.4	84.2	81.8	- 2.4
General Satisfaction	12 Overall Satisfied with Services *	83.5	84.9	84.7	72.7	- 12.0
General Satisfaction	13 Got the Help I Needed	80.1	78.3	78.6	81.8	+ 3.2
General Satisfaction	14 Recommend Agency	82.5	82.6	83.3	63.6	- 19.7

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Note: Comparisons are reported only for programs with an exact match of CalOMS provider ID and treatment setting and/or Reporting Unit for 2017, 2018, 2019 and 2020 (as applicable).

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1		12	100	91	100	100	100	100	100	100	100	100	100	100	91	100
1		10	100	80	100	90	90	100	100	100	100	90	100	100	100	100
1		8	100	88	100	87	100	100	100	88	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	100	85	100	100	100
1		7	100	100	100	100	100	100	100	85	85	83	100	100	100	100
1		6	100	100	100	66	100	83	100	66	100	100	100	100	83	100
1		6	100	50	100	100	100	100	66	100	100	100	100	83	83	100
1		5	100	100	100	100	100	100	100	100	80	80	100	100	100	100
1		4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		2**	100	100	100	100	50	100	100	100	0	100	100	100	100	100
1		2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	0	0	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	0	100	100	100	100	100	100	100	0	100	100	100	0
17		44	97	93	91	93	97	93	91	95	95	93	88	95	95	95
17		36	97	92	97	94	94	97	97	94	57	78	94	97	91	94
19		31	96	83	96	96	93	96	96	96	95	87	93	96	96	96
20		62	95	93	95	95	96	96	92	85	79	80	92	96	92	93
20		47	95	93	93	89	97	95	95	89	86	86	95	95	93	97
20		21	95	86	90	100	90	85	90	90	95	90	95	95	95	95
23		100	94	87	91	92	91	94	92	89	89	88	91	93	90	93

23		18	94	100	83	94	94	100	94	88	88	88	88	88	83	82
23		17	94	100	87	100	100	88	94	94	100	100	88	94	82	100
26		172	92	88	92	85	91	93	92	92	92	90	93	94	87	95
26		14	92	100	93	93	86	66	73	85	92	85	86	93	80	86
28		17	88	92	88	94	94	88	93	88	85	92	82	88	88	88
28		9	88	87	88	88	100	100	100	100	66	66	66	88	88	100
30		15	86	93	80	80	80	93	93	83	71	69	80	100	80	78
31		13	84	76	92	91	84	100	100	83	84	83	100	100	84	84
32		49	83	82	84	88	90	83	87	80	76	71	82	86	76	87
32		6	83	100	100	100	100	100	100	100	60	100	100	100	83	100
34	YOUR PROGRAM	11	72	81	90	80	90	90	81	81	72	60	70	81	81	63
35		20	65	89	70	80	80	80	85	84	78	94	85	85	65	80
36		0**	.	100	100	100
.	Missing Provider ID***	2**	100	50	100	100	100	100	100	100	100	100	100	100	100	100

* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

** Sample sizes < 5 : Interpret findings with caution.

*** Provider ID was missing for these survey participants.

**Table 6. Number of responses (percent) for the telehealth question
(#15 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	. (.%)	. (.%)	5 (45.5%)	. (.%)	. (.%)	. (.%)	5 (45.5%)
Very little	. (.%)	. (.%)	3 (27.3%)	. (.%)	. (.%)	. (.%)	3 (27.3%)
About half	. (.%)	. (.%)	1 (9.1%)	. (.%)	. (.%)	. (.%)	1 (9.1%)
Almost all	. (.%)	. (.%)	2 (18.2%)	. (.%)	. (.%)	. (.%)	2 (18.2%)
Any Telehealth	. (.%)	. (.%)	6 (54.5%)	. (.%)	. (.%)	. (.%)	6 (54.5%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383813_38134), N=175

November 2020 Survey Period

Prepared on 1/18/2021 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.**

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 forms returned with responses received *	.	.	175	.	.	.	175
English	.	.	174	.	.	.	174
Spanish	.	.	1	.	.	.	1
Survey methods							
Paper/data entry	.	.	175	.	.	.	175

* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=0.

** Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. 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						4.4
01 Convenient Location	1 (0.6%)	9 (5.2%)	10 (5.8%)	66 (38.2%)	87 (50.3%)	4.3
02 Convenient Time	0 (0.0%)	2 (1.2%)	10 (5.9%)	64 (37.6%)	94 (55.3%)	4.5
Domain: Quality						4.5
03 I Chose My Treatment Goals	2 (1.2%)	4 (2.3%)	18 (10.5%)	63 (36.8%)	84 (49.1%)	4.3
04 Staff Gave Me Enough Time	0 (0.0%)	2 (1.2%)	12 (7.3%)	60 (36.4%)	91 (55.2%)	4.5
05 Treated with Respect	0 (0.0%)	2 (1.2%)	9 (5.3%)	50 (29.6%)	108 (63.9%)	4.6
06 Understood Communication	0 (0.0%)	3 (1.8%)	9 (5.3%)	50 (29.6%)	107 (63.3%)	4.5
07 Cultural Sensitivity	1 (0.6%)	1 (0.6%)	10 (6.0%)	59 (35.3%)	96 (57.5%)	4.5
Domain: Care Coordination						4.4
08 Work with Physical Health Providers	0 (0.0%)	3 (1.8%)	10 (5.9%)	61 (35.9%)	96 (56.5%)	4.5
09 Work with Mental Health Providers	3 (1.8%)	1 (0.6%)	11 (6.7%)	59 (36.0%)	90 (54.9%)	4.4
Domain: Outcome						4.5
10 Better Able to Do Things	1 (0.6%)	1 (0.6%)	9 (5.3%)	58 (33.9%)	102 (59.6%)	4.5
Domain: General Satisfaction						4.5
11 Felt Welcomed	0 (0.0%)	1 (0.6%)	8 (4.7%)	55 (32.4%)	106 (62.4%)	4.6
12 Overall Satisfied with Services	1 (0.6%)	2 (1.2%)	10 (5.8%)	61 (35.5%)	98 (57.0%)	4.5
13 Got the Help I Needed	1 (0.6%)	6 (3.5%)	14 (8.1%)	58 (33.7%)	93 (54.1%)	4.4
14 Recommend Agency	1 (0.6%)	1 (0.6%)	6 (3.6%)	47 (28.1%)	112 (67.1%)	4.6

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

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

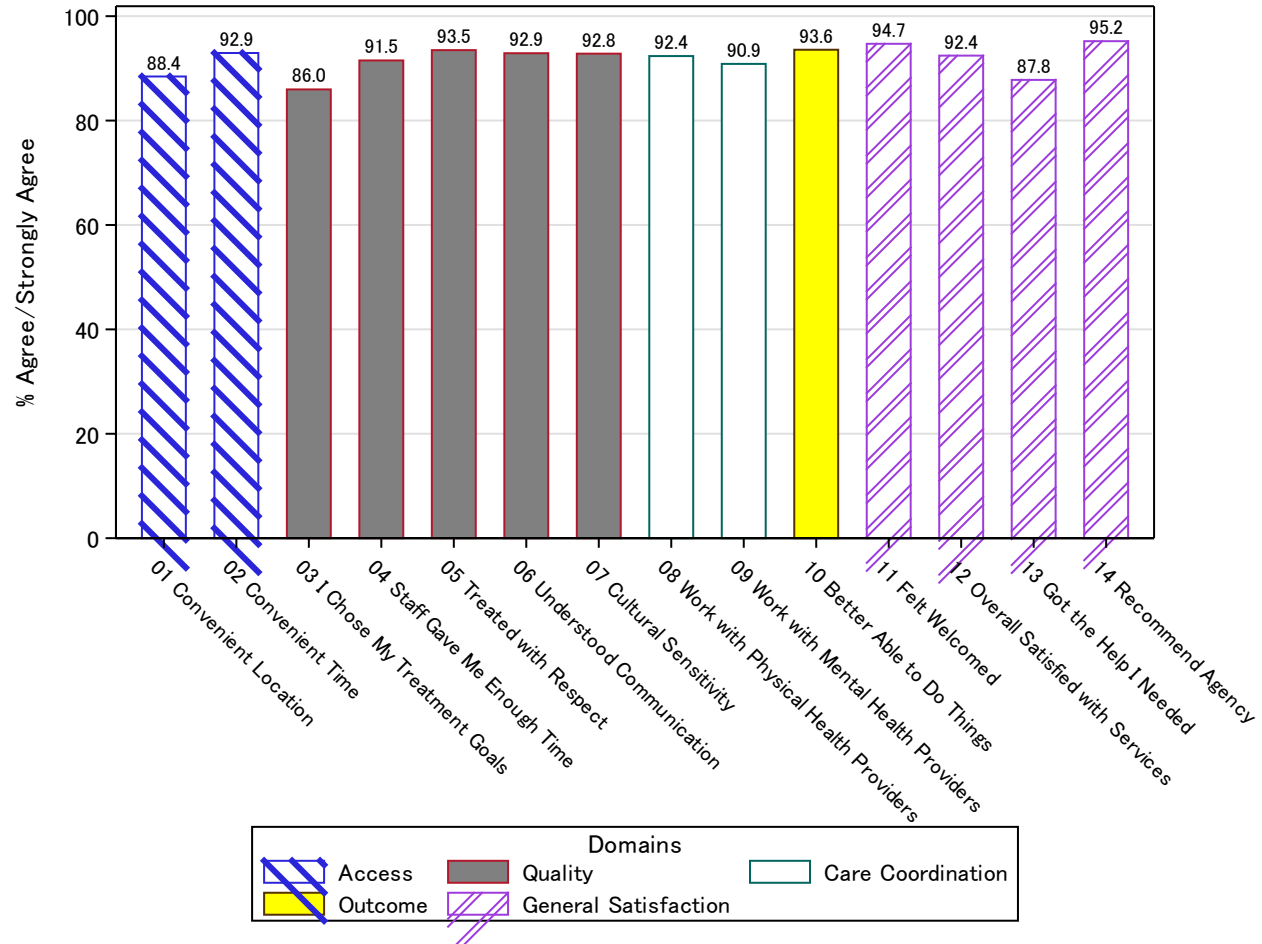


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	153 (88.4%)	696 (89.6%)	- 1.2
02 Convenient Time	158 (92.9%)	721 (92.0%)	+ 0.9
Domain: Quality			
03 I Chose My Treatment Goals	147 (86.0%)	709 (91.0%)	- 5.0
04 Staff Gave Me Enough Time	151 (91.5%)	721 (93.0%)	- 1.5
05 Treated with Respect	158 (93.5%)	726 (93.2%)	+ 0.3
06 Understood Communication	157 (92.9%)	724 (92.8%)	+ 0.1
07 Cultural Sensitivity	155 (92.8%)	697 (90.5%)	+ 2.3
Domain: Care Coordination			
08 Work with Physical Health Providers	157 (92.4%)	654 (87.1%)	+ 5.3
09 Work with Mental Health Providers	149 (90.9%)	637 (87.0%)	+ 3.9
Domain: Outcome			
10 Better Able to Do Things	160 (93.6%)	716 (91.3%)	+ 2.3
Domain: General Satisfaction			
11 Felt Welcomed	161 (94.7%)	734 (94.2%)	+ 0.5
12 Overall Satisfied with Services	159 (92.4%)	725 (92.7%)	- 0.3
13 Got the Help I Needed	151 (87.8%)	696 (88.8%)	- 1.0
14 Recommend Agency	159 (95.2%)	719 (93.3%)	+ 1.9

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

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	80.6	82.3	86.6	88.4	+ 1.8
Access	02 Convenient Time	93.6	90.7	91.2	92.9	+ 1.7
Quality	03 I Chose My Treatment Goals	89.6	91.6	89.1	86.0	- 3.1
Quality	04 Staff Gave Me Enough Time	94.1	93.4	93.9	91.5	- 2.4
Quality	05 Treated with Respect	93.7	93.5	94.6	93.5	- 1.1
Quality	06 Understood Communication	94.1	94.3	95.2	92.9	- 2.3
Quality	07 Cultural Sensitivity	89.6	89.8	92.9	92.8	- 0.1
Care Coordination	08 Work with Physical Health Providers	85.4	88.5	87.7	92.4	+ 4.7
Care Coordination	09 Work with Mental Health Providers	81.9	83.8	86.1	90.9	+ 4.8
Outcome	10 Better Able to Do Things	86.5	90.7	87.2	93.6	+ 6.4
General Satisfaction	11 Felt Welcomed	95.3	94.7	94.0	94.7	+ 0.7
General Satisfaction	12 Overall Satisfied with Services *	90.6	92.0	91.9	92.4	+ 0.5
General Satisfaction	13 Got the Help I Needed	84.2	86.3	90.5	87.8	- 2.7
General Satisfaction	14 Recommend Agency	92.5	91.1	92.7	95.2	+ 2.5

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Note: Comparisons are reported only for programs with an exact match of CalOMS provider ID and treatment setting and/or Reporting Unit for 2017, 2018, 2019 and 2020 (as applicable).

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1		12	100	91	100	100	100	100	100	100	100	100	100	100	91	100
1		10	100	80	100	90	90	100	100	100	100	90	100	100	100	100
1		8	100	88	100	87	100	100	100	88	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	100	85	100	100	100
1		7	100	100	100	100	100	100	100	85	85	83	100	100	100	100
1		6	100	100	100	66	100	83	100	66	100	100	100	100	83	100
1		6	100	50	100	100	100	100	66	100	100	100	100	83	83	100
1		5	100	100	100	100	100	100	100	100	80	80	100	100	100	100
1		4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		2**	100	100	100	100	50	100	100	100	0	100	100	100	100	100
1		2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	0	0	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	0	100	100	100	100	100	100	100	0	100	100	100	0
17		44	97	93	91	93	97	93	91	95	95	93	88	95	95	95
17		36	97	92	97	94	94	97	97	94	57	78	94	97	91	94
19		31	96	83	96	96	93	96	96	96	95	87	93	96	96	96
20		62	95	93	95	95	96	96	92	85	79	80	92	96	92	93
20		47	95	93	93	89	97	95	95	89	86	86	95	95	93	97
20		21	95	86	90	100	90	85	90	90	95	90	95	95	95	95
23		100	94	87	91	92	91	94	92	89	89	88	91	93	90	93

23		18	94	100	83	94	94	100	94	88	88	88	88	88	83	82
23		17	94	100	87	100	100	88	94	94	100	100	88	94	82	100
26	YOUR PROGRAM	172	92	88	92	85	91	93	92	92	92	90	93	94	87	95
26		14	92	100	93	93	86	66	73	85	92	85	86	93	80	86
28		17	88	92	88	94	94	88	93	88	85	92	82	88	88	88
28		9	88	87	88	88	100	100	100	100	66	66	66	88	88	100
30		15	86	93	80	80	80	93	93	83	71	69	80	100	80	78
31		13	84	76	92	91	84	100	100	83	84	83	100	100	84	84
32		49	83	82	84	88	90	83	87	80	76	71	82	86	76	87
32		6	83	100	100	100	100	100	100	100	60	100	100	100	83	100
34		11	72	81	90	80	90	90	81	81	72	60	70	81	81	63
35		20	65	89	70	80	80	80	85	84	78	94	85	85	65	80
36		0**	.	100	100	100
.	Missing Provider ID***	2**	100	50	100	100	100	100	100	100	100	100	100	100	100	100

* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

** Sample sizes < 5 : Interpret findings with caution.

*** Provider ID was missing for these survey participants.

**Table 6. Number of responses (percent) for the telehealth question
(#15 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	. (.%)	. (.%)	35 (20.0%)	. (.%)	. (.%)	. (.%)	35 (20.0%)
Very little	. (.%)	. (.%)	45 (25.7%)	. (.%)	. (.%)	. (.%)	45 (25.7%)
About half	. (.%)	. (.%)	44 (25.1%)	. (.%)	. (.%)	. (.%)	44 (25.1%)
Almost all	. (.%)	. (.%)	17 (9.7%)	. (.%)	. (.%)	. (.%)	17 (9.7%)
All	. (.%)	. (.%)	11 (6.3%)	. (.%)	. (.%)	. (.%)	11 (6.3%)
Missing	. (.%)	. (.%)	23 (13.1%)	. (.%)	. (.%)	. (.%)	23 (13.1%)
Any Telehealth	. (.%)	. (.%)	117 (66.9%)	. (.%)	. (.%)	. (.%)	117 (66.9%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383813_72134), N=45

November 2020 Survey Period

Prepared on 1/18/2021 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.**

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 forms returned with responses received *	.	.	45	.	.	.	45
English	.	.	45	.	.	.	45
Survey methods							
Paper/data entry	.	.	45	.	.	.	45

* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=0.

** Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. 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						4.5
01 Convenient Location	0 (0.0%)	1 (2.2%)	2 (4.4%)	16 (35.6%)	26 (57.8%)	4.5
02 Convenient Time	0 (0.0%)	0 (0.0%)	4 (8.9%)	16 (35.6%)	25 (55.6%)	4.5
Domain: Quality						4.6
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	3 (7.0%)	14 (32.6%)	26 (60.5%)	4.5
04 Staff Gave Me Enough Time	0 (0.0%)	1 (2.2%)	0 (0.0%)	17 (37.8%)	27 (60.0%)	4.6
05 Treated with Respect	0 (0.0%)	0 (0.0%)	3 (6.7%)	14 (31.1%)	28 (62.2%)	4.6
06 Understood Communication	0 (0.0%)	1 (2.2%)	3 (6.7%)	12 (26.7%)	29 (64.4%)	4.5
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	2 (4.4%)	15 (33.3%)	28 (62.2%)	4.6
Domain: Care Coordination						4.6
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	2 (4.4%)	16 (35.6%)	27 (60.0%)	4.6
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	3 (6.8%)	12 (27.3%)	29 (65.9%)	4.6
Domain: Outcome						4.5
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	5 (11.1%)	13 (28.9%)	27 (60.0%)	4.5
Domain: General Satisfaction						4.6
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	2 (4.7%)	13 (30.2%)	28 (65.1%)	4.6
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	1 (2.3%)	15 (34.1%)	28 (63.6%)	4.6
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	2 (4.7%)	12 (27.9%)	29 (67.4%)	4.6
14 Recommend Agency	0 (0.0%)	0 (0.0%)	2 (4.9%)	13 (31.7%)	26 (63.4%)	4.6

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

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

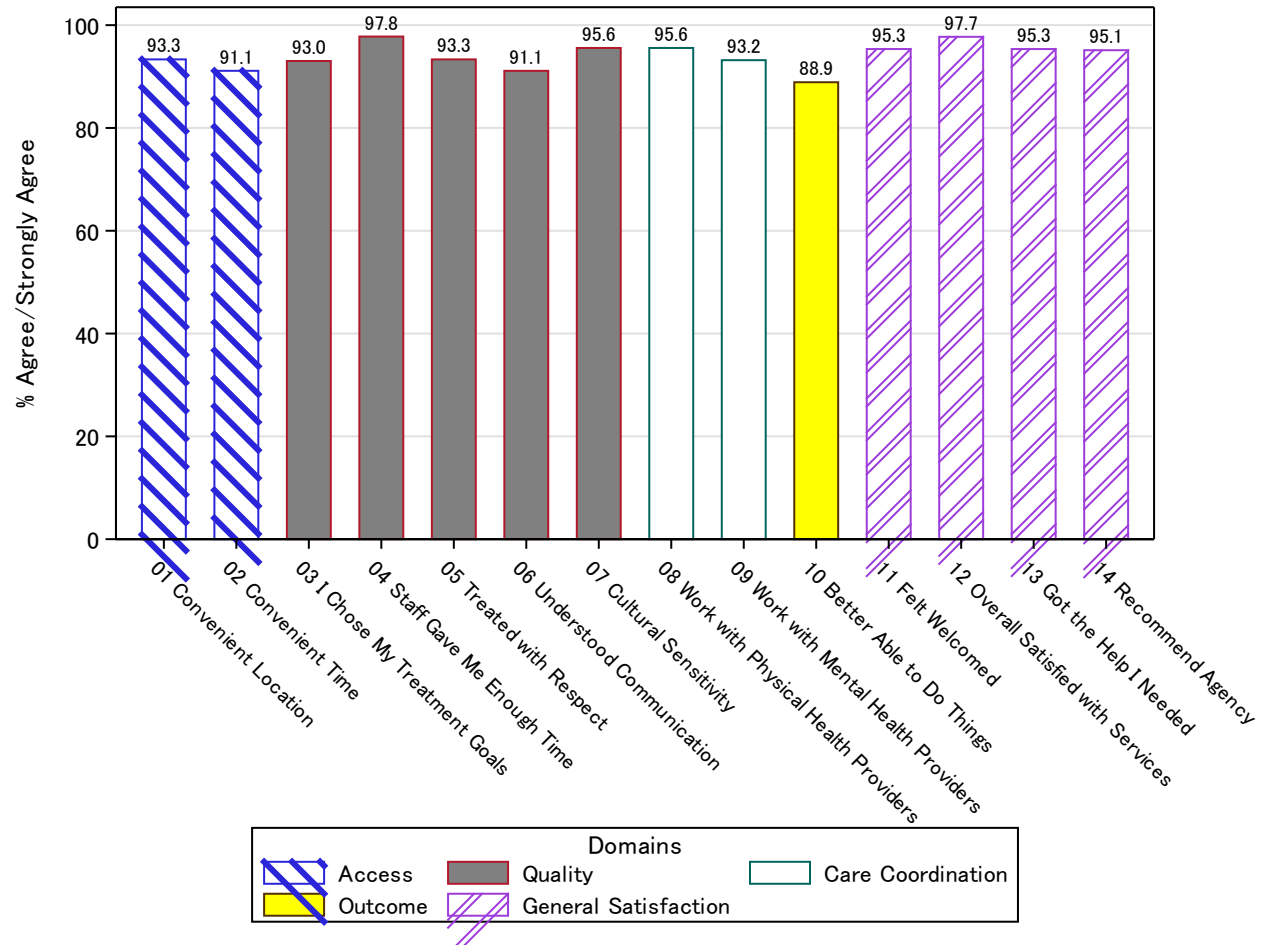


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	42 (93.3%)	696 (89.6%)	+ 3.7
02 Convenient Time	41 (91.1%)	721 (92.0%)	- 0.9
Domain: Quality			
03 I Chose My Treatment Goals	40 (93.0%)	709 (91.0%)	+ 2.0
04 Staff Gave Me Enough Time	44 (97.8%)	721 (93.0%)	+ 4.8
05 Treated with Respect	42 (93.3%)	726 (93.2%)	+ 0.1
06 Understood Communication	41 (91.1%)	724 (92.8%)	- 1.7
07 Cultural Sensitivity	43 (95.6%)	697 (90.5%)	+ 5.1
Domain: Care Coordination			
08 Work with Physical Health Providers	43 (95.6%)	654 (87.1%)	+ 8.5
09 Work with Mental Health Providers	41 (93.2%)	637 (87.0%)	+ 6.2
Domain: Outcome			
10 Better Able to Do Things	40 (88.9%)	716 (91.3%)	- 2.4
Domain: General Satisfaction			
11 Felt Welcomed	41 (95.3%)	734 (94.2%)	+ 1.1
12 Overall Satisfied with Services	43 (97.7%)	725 (92.7%)	+ 5.0
13 Got the Help I Needed	41 (95.3%)	696 (88.8%)	+ 6.5
14 Recommend Agency	39 (95.1%)	719 (93.3%)	+ 1.8

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

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	96.0	98.5	91.8	93.3	+ 1.5
Access	02 Convenient Time	97.9	95.3	98.0	91.1	- 6.9
Quality	03 I Chose My Treatment Goals	96.0	95.2	100	93.0	- 7.0
Quality	04 Staff Gave Me Enough Time	96.0	98.4	98.1	97.8	- 0.3
Quality	05 Treated with Respect	95.9	96.9	96.2	93.3	- 2.9
Quality	06 Understood Communication	96.0	96.9	100	91.1	- 8.9
Quality	07 Cultural Sensitivity	97.9	95.3	98.1	95.6	- 2.5
Care Coordination	08 Work with Physical Health Providers	89.6	95.3	88.5	95.6	+ 7.1
Care Coordination	09 Work with Mental Health Providers	91.8	96.9	93.6	93.2	- 0.4
Outcome	10 Better Able to Do Things	97.9	96.9	98.1	88.9	- 9.2
General Satisfaction	11 Felt Welcomed	98.0	96.8	98.1	95.3	- 2.8
General Satisfaction	12 Overall Satisfied with Services *	98.0	96.9	98.1	97.7	- 0.4
General Satisfaction	13 Got the Help I Needed	98.0	95.3	96.0	95.3	- 0.7
General Satisfaction	14 Recommend Agency	98.0	98.4	98.0	95.1	- 2.9

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Note: Comparisons are reported only for programs with an exact match of CalOMS provider ID and treatment setting and/or Reporting Unit for 2017, 2018, 2019 and 2020 (as applicable).

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1		12	100	91	100	100	100	100	100	100	100	100	100	100	91	100
1		10	100	80	100	90	90	100	100	100	100	90	100	100	100	100
1		8	100	88	100	87	100	100	100	88	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	100	85	100	100	100
1		7	100	100	100	100	100	100	100	85	85	83	100	100	100	100
1		6	100	100	100	66	100	83	100	66	100	100	100	100	83	100
1		6	100	50	100	100	100	100	66	100	100	100	100	83	83	100
1		5	100	100	100	100	100	100	100	100	80	80	100	100	100	100
1		4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		2**	100	100	100	100	50	100	100	100	0	100	100	100	100	100
1		2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	0	0	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	0	100	100	100	100	100	100	100	0	100	100	100	0
17	YOUR PROGRAM	44	97	93	91	93	97	93	91	95	95	93	88	95	95	95
17		36	97	92	97	94	94	97	97	94	57	78	94	97	91	94
19		31	96	83	96	96	93	96	96	96	95	87	93	96	96	96
20		62	95	93	95	95	96	96	92	85	79	80	92	96	92	93
20		47	95	93	93	89	97	95	95	89	86	86	95	95	93	97
20		21	95	86	90	100	90	85	90	90	95	90	95	95	95	95
23		100	94	87	91	92	91	94	92	89	89	88	91	93	90	93

23		18	94	100	83	94	94	100	94	88	88	88	88	88	83	82
23		17	94	100	87	100	100	88	94	94	100	100	88	94	82	100
26		172	92	88	92	85	91	93	92	92	92	90	93	94	87	95
26		14	92	100	93	93	86	66	73	85	92	85	86	93	80	86
28		17	88	92	88	94	94	88	93	88	85	92	82	88	88	88
28		9	88	87	88	88	100	100	100	100	66	66	66	88	88	100
30		15	86	93	80	80	80	93	93	83	71	69	80	100	80	78
31		13	84	76	92	91	84	100	100	83	84	83	100	100	84	84
32		49	83	82	84	88	90	83	87	80	76	71	82	86	76	87
32		6	83	100	100	100	100	100	100	100	60	100	100	100	83	100
34		11	72	81	90	80	90	90	81	81	72	60	70	81	81	63
35		20	65	89	70	80	80	80	85	84	78	94	85	85	65	80
36		0**	.	100	100	100
.	Missing Provider ID***	2**	100	50	100	100	100	100	100	100	100	100	100	100	100	100

* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

** Sample sizes < 5 : Interpret findings with caution.

*** Provider ID was missing for these survey participants.

**Table 6. Number of responses (percent) for the telehealth question
(#15 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	. (.%)	. (.%)	8 (17.8%)	. (.%)	. (.%)	. (.%)	8 (17.8%)
Very little	. (.%)	. (.%)	15 (33.3%)	. (.%)	. (.%)	. (.%)	15 (33.3%)
About half	. (.%)	. (.%)	9 (20.0%)	. (.%)	. (.%)	. (.%)	9 (20.0%)
Almost all	. (.%)	. (.%)	3 (6.7%)	. (.%)	. (.%)	. (.%)	3 (6.7%)
All	. (.%)	. (.%)	4 (8.9%)	. (.%)	. (.%)	. (.%)	4 (8.9%)
Missing	. (.%)	. (.%)	6 (13.3%)	. (.%)	. (.%)	. (.%)	6 (13.3%)
Any Telehealth	. (.%)	. (.%)	31 (68.9%)	. (.%)	. (.%)	. (.%)	31 (68.9%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383816_38163), N=63

November 2020 Survey Period

Prepared on 1/18/2021 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.**

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 forms returned with responses received *	.	.	63	.	.	.	63
English	.	.	63	.	.	.	63
Survey methods							
Paper/data entry	.	.	63	.	.	.	63

* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=0.

** Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. 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						4.5
01 Convenient Location	1 (1.6%)	1 (1.6%)	2 (3.2%)	25 (39.7%)	34 (54.0%)	4.4
02 Convenient Time	1 (1.6%)	0 (0.0%)	2 (3.2%)	24 (38.1%)	36 (57.1%)	4.5
Domain: Quality						4.4
03 I Chose My Treatment Goals	1 (1.6%)	0 (0.0%)	2 (3.2%)	30 (48.4%)	29 (46.8%)	4.4
04 Staff Gave Me Enough Time	1 (1.6%)	0 (0.0%)	1 (1.6%)	27 (42.9%)	34 (54.0%)	4.5
05 Treated with Respect	1 (1.6%)	0 (0.0%)	1 (1.6%)	20 (31.7%)	41 (65.1%)	4.6
06 Understood Communication	1 (1.6%)	0 (0.0%)	4 (6.3%)	22 (34.9%)	36 (57.1%)	4.5
07 Cultural Sensitivity	2 (3.2%)	0 (0.0%)	7 (11.3%)	21 (33.9%)	32 (51.6%)	4.3
Domain: Care Coordination						4.1
08 Work with Physical Health Providers	1 (1.6%)	2 (3.2%)	10 (15.9%)	25 (39.7%)	25 (39.7%)	4.1
09 Work with Mental Health Providers	2 (3.2%)	4 (6.3%)	6 (9.5%)	25 (39.7%)	26 (41.3%)	4.1
Domain: Outcome						4.4
10 Better Able to Do Things	2 (3.2%)	0 (0.0%)	3 (4.8%)	21 (33.3%)	37 (58.7%)	4.4
Domain: General Satisfaction						4.5
11 Felt Welcomed	1 (1.6%)	0 (0.0%)	1 (1.6%)	22 (35.5%)	38 (61.3%)	4.5
12 Overall Satisfied with Services	1 (1.6%)	1 (1.6%)	1 (1.6%)	25 (40.3%)	34 (54.8%)	4.5
13 Got the Help I Needed	1 (1.6%)	0 (0.0%)	4 (6.3%)	25 (39.7%)	33 (52.4%)	4.4
14 Recommend Agency	1 (1.6%)	0 (0.0%)	3 (4.9%)	21 (34.4%)	36 (59.0%)	4.5

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

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

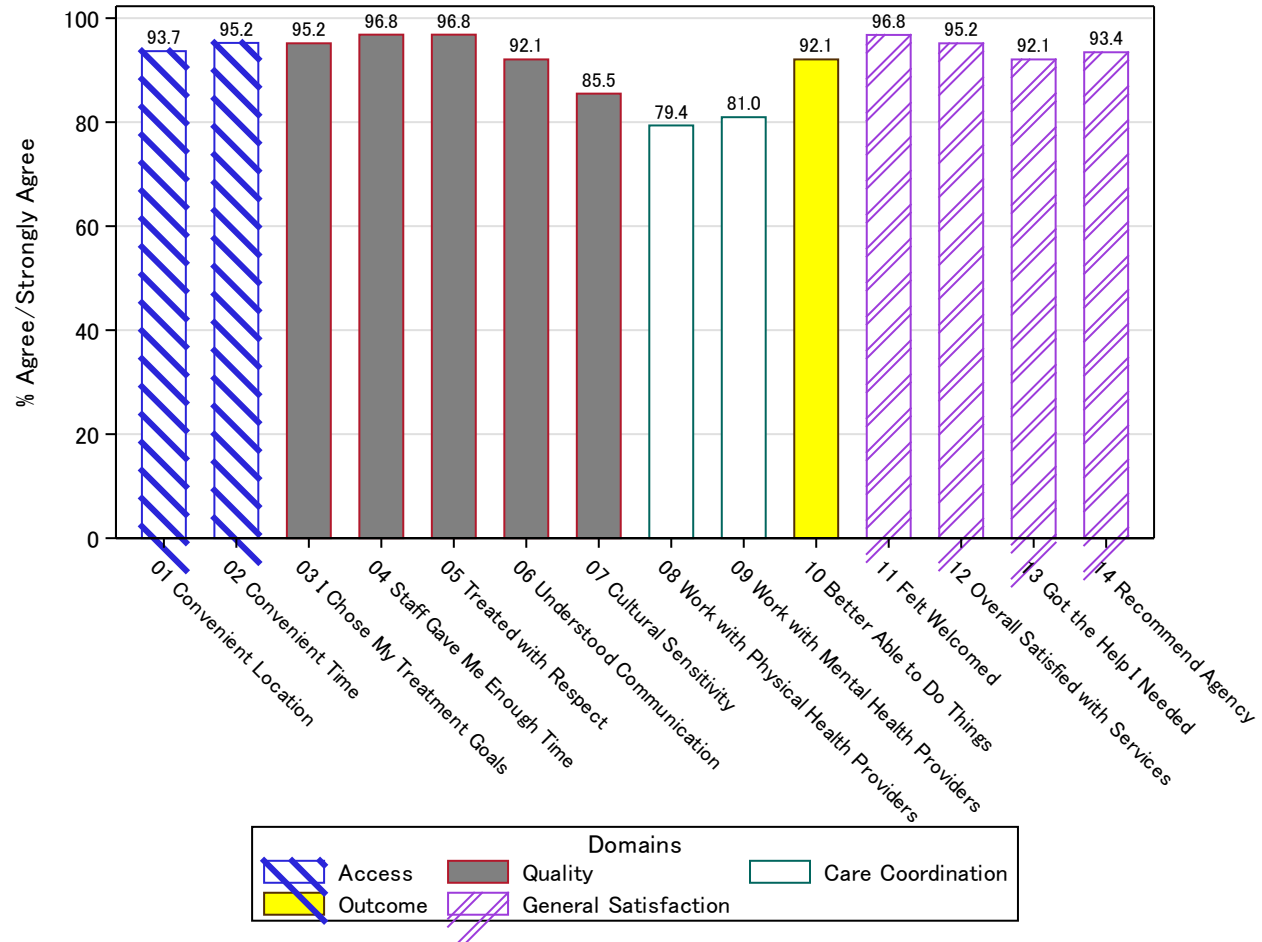


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	59 (93.7%)	696 (89.6%)	+ 4.1
02 Convenient Time	60 (95.2%)	721 (92.0%)	+ 3.2
Domain: Quality			
03 I Chose My Treatment Goals	59 (95.2%)	709 (91.0%)	+ 4.2
04 Staff Gave Me Enough Time	61 (96.8%)	721 (93.0%)	+ 3.8
05 Treated with Respect	61 (96.8%)	726 (93.2%)	+ 3.6
06 Understood Communication	58 (92.1%)	724 (92.8%)	- 0.7
07 Cultural Sensitivity	53 (85.5%)	697 (90.5%)	- 5.0
Domain: Care Coordination			
08 Work with Physical Health Providers	50 (79.4%)	654 (87.1%)	- 7.7
09 Work with Mental Health Providers	51 (81.0%)	637 (87.0%)	- 6.0
Domain: Outcome			
10 Better Able to Do Things	58 (92.1%)	716 (91.3%)	+ 0.8
Domain: General Satisfaction			
11 Felt Welcomed	60 (96.8%)	734 (94.2%)	+ 2.6
12 Overall Satisfied with Services	59 (95.2%)	725 (92.7%)	+ 2.5
13 Got the Help I Needed	58 (92.1%)	696 (88.8%)	+ 3.3
14 Recommend Agency	57 (93.4%)	719 (93.3%)	+ 0.1

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

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	N/A	N/A	N/A	93.7	N/A
Access	02 Convenient Time	N/A	N/A	N/A	95.2	N/A
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	95.2	N/A
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	96.8	N/A
Quality	05 Treated with Respect	N/A	N/A	N/A	96.8	N/A
Quality	06 Understood Communication	N/A	N/A	N/A	92.1	N/A
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	85.5	N/A
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	79.4	N/A
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	81.0	N/A
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	92.1	N/A
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	96.8	N/A
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	95.2	N/A
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	92.1	N/A
General Satisfaction	14 Recommend Agency	N/A	N/A	N/A	93.4	N/A

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Note: Comparisons are reported only for programs with an exact match of CalOMS provider ID and treatment setting and/or Reporting Unit for 2017, 2018, 2019 and 2020 (as applicable).

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1		12	100	91	100	100	100	100	100	100	100	100	100	100	91	100
1		10	100	80	100	90	90	100	100	100	100	90	100	100	100	100
1		8	100	88	100	87	100	100	100	88	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	100	85	100	100	100
1		7	100	100	100	100	100	100	100	85	85	83	100	100	100	100
1		6	100	100	100	66	100	83	100	66	100	100	100	100	83	100
1		6	100	50	100	100	100	100	66	100	100	100	100	83	83	100
1		5	100	100	100	100	100	100	100	100	80	80	100	100	100	100
1		4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		2**	100	100	100	100	50	100	100	100	0	100	100	100	100	100
1		2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	0	0	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	0	100	100	100	100	100	100	100	0	100	100	100	0
17		44	97	93	91	93	97	93	91	95	95	93	88	95	95	95
17		36	97	92	97	94	94	97	97	94	57	78	94	97	91	94
19		31	96	83	96	96	93	96	96	96	95	87	93	96	96	96
20	YOUR PROGRAM	62	95	93	95	95	96	96	92	85	79	80	92	96	92	93
20		47	95	93	93	89	97	95	95	89	86	86	95	95	93	97
20		21	95	86	90	100	90	85	90	90	95	90	95	95	95	95
23		100	94	87	91	92	91	94	92	89	89	88	91	93	90	93

23		18	94	100	83	94	94	100	94	88	88	88	88	88	83	82
23		17	94	100	87	100	100	88	94	94	100	100	88	94	82	100
26		172	92	88	92	85	91	93	92	92	92	90	93	94	87	95
26		14	92	100	93	93	86	66	73	85	92	85	86	93	80	86
28		17	88	92	88	94	94	88	93	88	85	92	82	88	88	88
28		9	88	87	88	88	100	100	100	100	66	66	66	88	88	100
30		15	86	93	80	80	80	93	93	83	71	69	80	100	80	78
31		13	84	76	92	91	84	100	100	83	84	83	100	100	84	84
32		49	83	82	84	88	90	83	87	80	76	71	82	86	76	87
32		6	83	100	100	100	100	100	100	100	60	100	100	100	83	100
34		11	72	81	90	80	90	90	81	81	72	60	70	81	81	63
35		20	65	89	70	80	80	80	85	84	78	94	85	85	65	80
36		0**	.	100	100	100
.	Missing Provider ID***	2**	100	50	100	100	100	100	100	100	100	100	100	100	100	100

* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

** Sample sizes < 5 : Interpret findings with caution.

*** Provider ID was missing for these survey participants.

**Table 6. Number of responses (percent) for the telehealth question
(#15 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	. (.%)	. (.%)	22 (34.9%)	. (.%)	. (.%)	. (.%)	22 (34.9%)
Very little	. (.%)	. (.%)	8 (12.7%)	. (.%)	. (.%)	. (.%)	8 (12.7%)
About half	. (.%)	. (.%)	13 (20.6%)	. (.%)	. (.%)	. (.%)	13 (20.6%)
Almost all	. (.%)	. (.%)	3 (4.8%)	. (.%)	. (.%)	. (.%)	3 (4.8%)
All	. (.%)	. (.%)	3 (4.8%)	. (.%)	. (.%)	. (.%)	3 (4.8%)
Missing	. (.%)	. (.%)	14 (22.2%)	. (.%)	. (.%)	. (.%)	14 (22.2%)
Any Telehealth	. (.%)	. (.%)	27 (42.9%)	. (.%)	. (.%)	. (.%)	27 (42.9%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383816_38164), N=47

November 2020 Survey Period

Prepared on 1/18/2021 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.**

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 forms returned with responses received *	.	.	47	.	.	.	47
English	.	.	47	.	.	.	47
Survey methods							
Paper/data entry	.	.	47	.	.	.	47

* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=0.

** Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. 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						4.5
01 Convenient Location	0 (0.0%)	1 (2.2%)	2 (4.3%)	18 (39.1%)	25 (54.3%)	4.5
02 Convenient Time	0 (0.0%)	0 (0.0%)	3 (6.4%)	15 (31.9%)	29 (61.7%)	4.6
Domain: Quality						4.5
03 I Chose My Treatment Goals	0 (0.0%)	2 (4.3%)	3 (6.5%)	20 (43.5%)	21 (45.7%)	4.3
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	1 (2.2%)	16 (34.8%)	29 (63.0%)	4.6
05 Treated with Respect	0 (0.0%)	0 (0.0%)	2 (4.4%)	12 (26.7%)	31 (68.9%)	4.6
06 Understood Communication	0 (0.0%)	0 (0.0%)	2 (4.4%)	12 (26.7%)	31 (68.9%)	4.6
07 Cultural Sensitivity	0 (0.0%)	2 (4.3%)	3 (6.4%)	14 (29.8%)	28 (59.6%)	4.4
Domain: Care Coordination						4.4
08 Work with Physical Health Providers	0 (0.0%)	2 (4.5%)	4 (9.1%)	15 (34.1%)	23 (52.3%)	4.3
09 Work with Mental Health Providers	0 (0.0%)	2 (4.5%)	4 (9.1%)	12 (27.3%)	26 (59.1%)	4.4
Domain: Outcome						4.6
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	2 (4.3%)	17 (36.2%)	28 (59.6%)	4.6
Domain: General Satisfaction						4.6
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	2 (4.3%)	13 (28.3%)	31 (67.4%)	4.6
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	2 (4.3%)	14 (29.8%)	31 (66.0%)	4.6
13 Got the Help I Needed	1 (2.1%)	0 (0.0%)	2 (4.3%)	13 (27.7%)	31 (66.0%)	4.6
14 Recommend Agency	0 (0.0%)	0 (0.0%)	1 (2.1%)	14 (29.8%)	32 (68.1%)	4.7

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

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

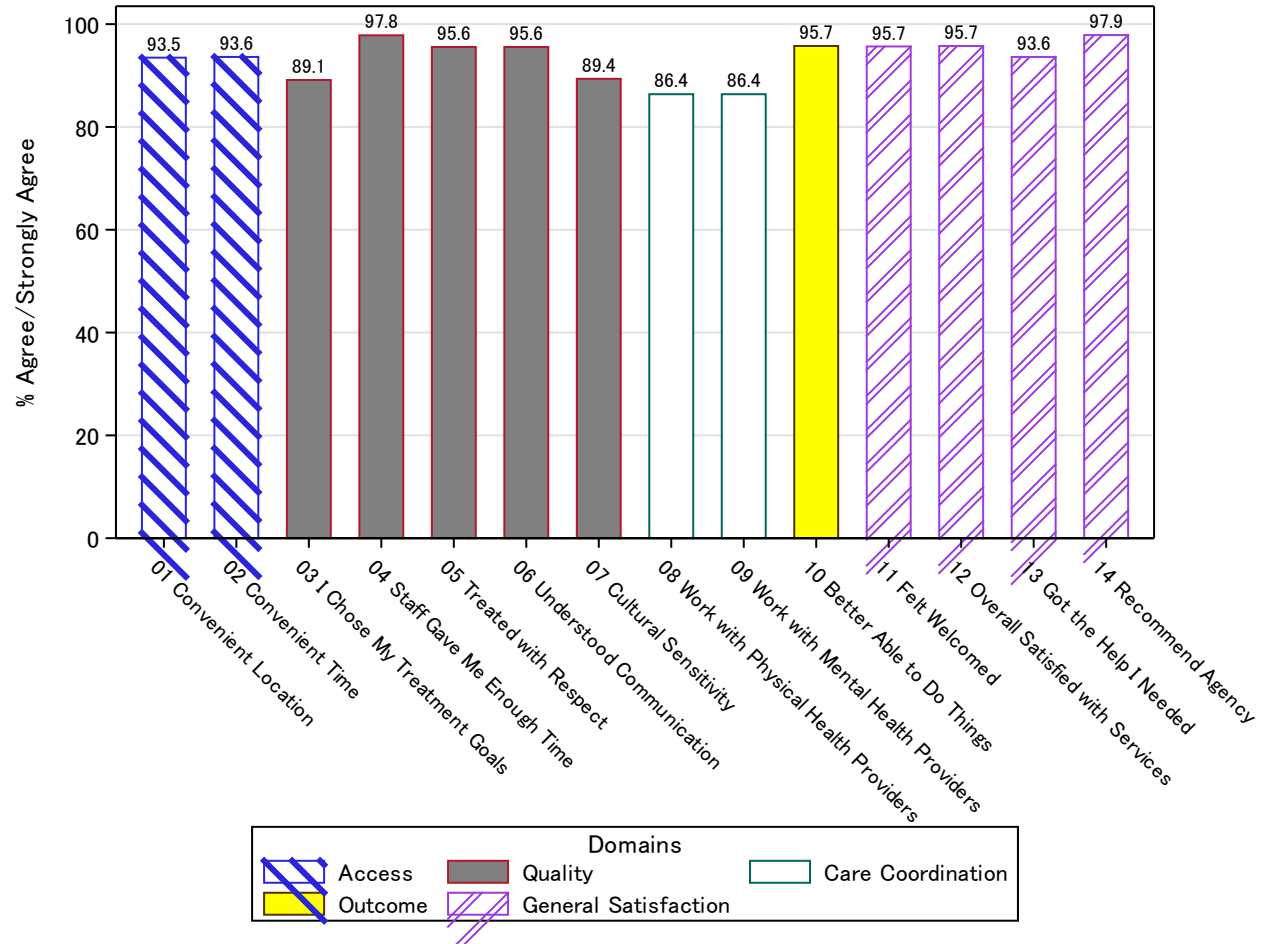


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	43 (93.5%)	696 (89.6%)	+ 3.9
02 Convenient Time	44 (93.6%)	721 (92.0%)	+ 1.6
Domain: Quality			
03 I Chose My Treatment Goals	41 (89.1%)	709 (91.0%)	- 1.9
04 Staff Gave Me Enough Time	45 (97.8%)	721 (93.0%)	+ 4.8
05 Treated with Respect	43 (95.6%)	726 (93.2%)	+ 2.4
06 Understood Communication	43 (95.6%)	724 (92.8%)	+ 2.8
07 Cultural Sensitivity	42 (89.4%)	697 (90.5%)	- 1.1
Domain: Care Coordination			
08 Work with Physical Health Providers	38 (86.4%)	654 (87.1%)	- 0.7
09 Work with Mental Health Providers	38 (86.4%)	637 (87.0%)	- 0.6
Domain: Outcome			
10 Better Able to Do Things	45 (95.7%)	716 (91.3%)	+ 4.4
Domain: General Satisfaction			
11 Felt Welcomed	44 (95.7%)	734 (94.2%)	+ 1.5
12 Overall Satisfied with Services	45 (95.7%)	725 (92.7%)	+ 3.0
13 Got the Help I Needed	44 (93.6%)	696 (88.8%)	+ 4.8
14 Recommend Agency	46 (97.9%)	719 (93.3%)	+ 4.6

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

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	88.6	94.8	92.6	93.5	+ 0.9
Access	02 Convenient Time	85.7	96.5	94.6	93.6	- 1.0
Quality	03 I Chose My Treatment Goals	82.5	97.3	88.2	89.1	+ 0.9
Quality	04 Staff Gave Me Enough Time	80.4	97.3	93.5	97.8	+ 4.3
Quality	05 Treated with Respect	77.2	96.5	92.4	95.6	+ 3.2
Quality	06 Understood Communication	84.7	96.5	95.7	95.6	- 0.1
Quality	07 Cultural Sensitivity	85.8	95.6	94.4	89.4	- 5.0
Care Coordination	08 Work with Physical Health Providers	82.0	93.7	84.0	86.4	+ 2.4
Care Coordination	09 Work with Mental Health Providers	76.4	95.4	81.1	86.4	+ 5.3
Outcome	10 Better Able to Do Things	78.8	94.6	90.3	95.7	+ 5.4
General Satisfaction	11 Felt Welcomed	83.3	95.6	93.4	95.7	+ 2.3
General Satisfaction	12 Overall Satisfied with Services *	83.9	96.5	93.5	95.7	+ 2.2
General Satisfaction	13 Got the Help I Needed	78.8	95.7	90.4	93.6	+ 3.2
General Satisfaction	14 Recommend Agency	81.1	95.7	93.3	97.9	+ 4.6

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Note: Comparisons are reported only for programs with an exact match of CalOMS provider ID and treatment setting and/or Reporting Unit for 2017, 2018, 2019 and 2020 (as applicable).

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1		12	100	91	100	100	100	100	100	100	100	100	100	100	91	100
1		10	100	80	100	90	90	100	100	100	100	90	100	100	100	100
1		8	100	88	100	87	100	100	100	88	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	100	85	100	100	100
1		7	100	100	100	100	100	100	100	85	85	83	100	100	100	100
1		6	100	100	100	66	100	83	100	66	100	100	100	100	83	100
1		6	100	50	100	100	100	100	66	100	100	100	100	83	83	100
1		5	100	100	100	100	100	100	100	100	80	80	100	100	100	100
1		4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		2**	100	100	100	100	50	100	100	100	0	100	100	100	100	100
1		2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	0	0	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	0	100	100	100	100	100	100	100	0	100	100	100	0
17		44	97	93	91	93	97	93	91	95	95	93	88	95	95	95
17		36	97	92	97	94	94	97	97	94	57	78	94	97	91	94
19		31	96	83	96	96	93	96	96	96	95	87	93	96	96	96
20		62	95	93	95	95	96	96	92	85	79	80	92	96	92	93
20	YOUR PROGRAM	47	95	93	93	89	97	95	95	89	86	86	95	95	93	97
20		21	95	86	90	100	90	85	90	90	95	90	95	95	95	95
23		100	94	87	91	92	91	94	92	89	89	88	91	93	90	93

23		18	94	100	83	94	94	100	94	88	88	88	88	88	83	82
23		17	94	100	87	100	100	88	94	94	100	100	88	94	82	100
26		172	92	88	92	85	91	93	92	92	92	90	93	94	87	95
26		14	92	100	93	93	86	66	73	85	92	85	86	93	80	86
28		17	88	92	88	94	94	88	93	88	85	92	82	88	88	88
28		9	88	87	88	88	100	100	100	100	66	66	66	88	88	100
30		15	86	93	80	80	80	93	93	83	71	69	80	100	80	78
31		13	84	76	92	91	84	100	100	83	84	83	100	100	84	84
32		49	83	82	84	88	90	83	87	80	76	71	82	86	76	87
32		6	83	100	100	100	100	100	100	100	60	100	100	100	83	100
34		11	72	81	90	80	90	90	81	81	72	60	70	81	81	63
35		20	65	89	70	80	80	80	85	84	78	94	85	85	65	80
36		0**	.	100	100	100
.	Missing Provider ID***	2**	100	50	100	100	100	100	100	100	100	100	100	100	100	100

* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

** Sample sizes < 5 : Interpret findings with caution.

*** Provider ID was missing for these survey participants.

**Table 6. Number of responses (percent) for the telehealth question
(#15 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	. (.%)	. (.%)	11 (23.4%)	. (.%)	. (.%)	. (.%)	11 (23.4%)
Very little	. (.%)	. (.%)	7 (14.9%)	. (.%)	. (.%)	. (.%)	7 (14.9%)
About half	. (.%)	. (.%)	11 (23.4%)	. (.%)	. (.%)	. (.%)	11 (23.4%)
Almost all	. (.%)	. (.%)	3 (6.4%)	. (.%)	. (.%)	. (.%)	3 (6.4%)
All	. (.%)	. (.%)	4 (8.5%)	. (.%)	. (.%)	. (.%)	4 (8.5%)
Missing	. (.%)	. (.%)	11 (23.4%)	. (.%)	. (.%)	. (.%)	11 (23.4%)
Any Telehealth	. (.%)	. (.%)	25 (53.2%)	. (.%)	. (.%)	. (.%)	25 (53.2%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383832_38321), N=9

November 2020 Survey Period

Prepared on 1/18/2021 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.**

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 forms returned with responses received *	9	9
English	9	9
Survey methods							
Online survey	9	9

* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=0.

** Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. 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						4.7
01 Convenient Location	0 (0.0%)	0 (0.0%)	1 (11.1%)	2 (22.2%)	6 (66.7%)	4.6
02 Convenient Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (14.3%)	6 (85.7%)	4.9
Domain: Quality						4.8
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	1 (12.5%)	1 (12.5%)	6 (75.0%)	4.6
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (25.0%)	6 (75.0%)	4.8
05 Treated with Respect	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (12.5%)	7 (87.5%)	4.9
06 Understood Communication	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (22.2%)	7 (77.8%)	4.8
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	1 (11.1%)	2 (22.2%)	6 (66.7%)	4.6
Domain: Care Coordination						4.7
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (37.5%)	5 (62.5%)	4.6
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (25.0%)	6 (75.0%)	4.8
Domain: Outcome						4.8
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (25.0%)	6 (75.0%)	4.8
Domain: General Satisfaction						4.9
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (25.0%)	6 (75.0%)	4.8
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (12.5%)	7 (87.5%)	4.9
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (22.2%)	7 (77.8%)	4.8
14 Recommend Agency	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (22.2%)	7 (77.8%)	4.8

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

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

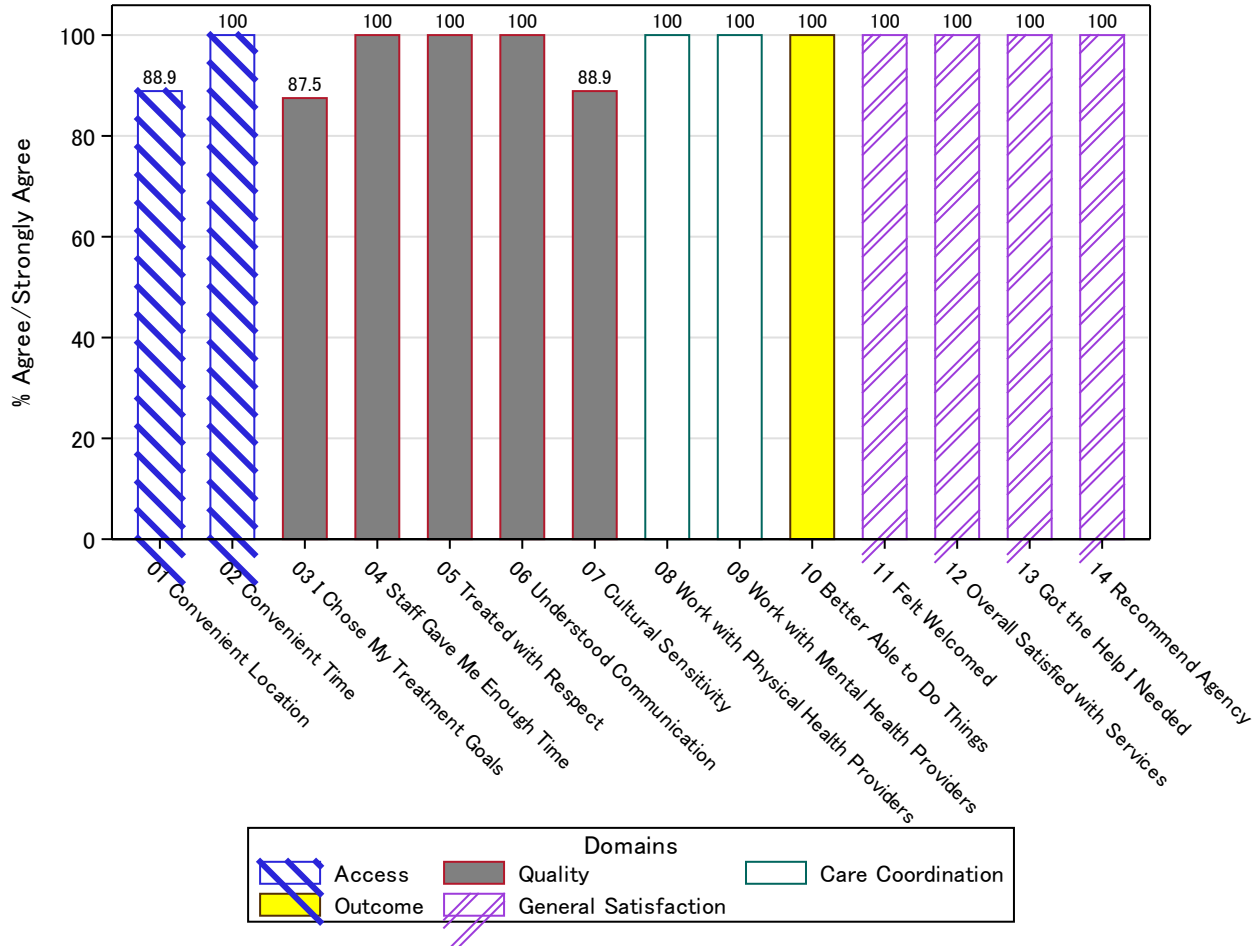


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	8 (88.9%)	696 (89.6%)	- 0.7
02 Convenient Time	7 (100%)	721 (92.0%)	+ 8.0
Domain: Quality			
03 I Chose My Treatment Goals	7 (87.5%)	709 (91.0%)	- 3.5
04 Staff Gave Me Enough Time	8 (100%)	721 (93.0%)	+ 7.0
05 Treated with Respect	8 (100%)	726 (93.2%)	+ 6.8
06 Understood Communication	9 (100%)	724 (92.8%)	+ 7.2
07 Cultural Sensitivity	8 (88.9%)	697 (90.5%)	- 1.6
Domain: Care Coordination			
08 Work with Physical Health Providers	8 (100%)	654 (87.1%)	+ 12.9
09 Work with Mental Health Providers	8 (100%)	637 (87.0%)	+ 13.0
Domain: Outcome			
10 Better Able to Do Things	8 (100%)	716 (91.3%)	+ 8.7
Domain: General Satisfaction			
11 Felt Welcomed	8 (100%)	734 (94.2%)	+ 5.8
12 Overall Satisfied with Services	8 (100%)	725 (92.7%)	+ 7.3
13 Got the Help I Needed	9 (100%)	696 (88.8%)	+ 11.2
14 Recommend Agency	9 (100%)	719 (93.3%)	+ 6.7

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

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	91.7	93.3	90.0	88.9	- 1.1
Access	02 Convenient Time	83.3	92.9	81.8	100	+ 18.2
Quality	03 I Chose My Treatment Goals	90.9	92.9	81.8	87.5	+ 5.7
Quality	04 Staff Gave Me Enough Time	83.3	100	90.9	100	+ 9.1
Quality	05 Treated with Respect	83.3	100	100	100	+ 0.0
Quality	06 Understood Communication	81.8	100	90.9	100	+ 9.1
Quality	07 Cultural Sensitivity	60.0	100	90.9	88.9	- 2.0
Care Coordination	08 Work with Physical Health Providers	66.7	100	81.8	100	+ 18.2
Care Coordination	09 Work with Mental Health Providers	83.3	100	100	100	+ 0.0
Outcome	10 Better Able to Do Things	83.3	100	100	100	+ 0.0
General Satisfaction	11 Felt Welcomed	100	100	90.9	100	+ 9.1
General Satisfaction	12 Overall Satisfied with Services *	100	93.3	88.9	100	+ 11.1
General Satisfaction	13 Got the Help I Needed	83.3	86.7	80.0	100	+ 20.0
General Satisfaction	14 Recommend Agency	81.8	93.3	100	100	+ 0.0

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Note: Comparisons are reported only for programs with an exact match of CalOMS provider ID and treatment setting and/or Reporting Unit for 2017, 2018, 2019 and 2020 (as applicable).

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1		12	100	91	100	100	100	100	100	100	100	100	100	100	91	100
1		10	100	80	100	90	90	100	100	100	100	90	100	100	100	100
1	YOUR PROGRAM	8	100	88	100	87	100	100	100	88	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	100	85	100	100	100
1		7	100	100	100	100	100	100	100	85	85	83	100	100	100	100
1		6	100	100	100	66	100	83	100	66	100	100	100	100	83	100
1		6	100	50	100	100	100	100	66	100	100	100	100	83	83	100
1		5	100	100	100	100	100	100	100	100	80	80	100	100	100	100
1		4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		2**	100	100	100	100	50	100	100	100	0	100	100	100	100	100
1		2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	0	0	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	0	100	100	100	100	100	100	100	0	100	100	100	0
17		44	97	93	91	93	97	93	91	95	95	93	88	95	95	95
17		36	97	92	97	94	94	97	97	94	57	78	94	97	91	94
19		31	96	83	96	96	93	96	96	96	95	87	93	96	96	96
20		62	95	93	95	95	96	96	92	85	79	80	92	96	92	93
20		47	95	93	93	89	97	95	95	89	86	86	95	95	93	97
20		21	95	86	90	100	90	85	90	90	95	90	95	95	95	95
23		100	94	87	91	92	91	94	92	89	89	88	91	93	90	93

23		18	94	100	83	94	94	100	94	88	88	88	88	88	83	82
23		17	94	100	87	100	100	88	94	94	100	100	88	94	82	100
26		172	92	88	92	85	91	93	92	92	92	90	93	94	87	95
26		14	92	100	93	93	86	66	73	85	92	85	86	93	80	86
28		17	88	92	88	94	94	88	93	88	85	92	82	88	88	88
28		9	88	87	88	88	100	100	100	100	66	66	66	88	88	100
30		15	86	93	80	80	80	93	93	83	71	69	80	100	80	78
31		13	84	76	92	91	84	100	100	83	84	83	100	100	84	84
32		49	83	82	84	88	90	83	87	80	76	71	82	86	76	87
32		6	83	100	100	100	100	100	100	100	60	100	100	100	83	100
34		11	72	81	90	80	90	90	81	81	72	60	70	81	81	63
35		20	65	89	70	80	80	80	85	84	78	94	85	85	65	80
36		0**	.	100	100	100
.	Missing Provider ID***	2**	100	50	100	100	100	100	100	100	100	100	100	100	100	100

* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

** Sample sizes < 5 : Interpret findings with caution.

*** Provider ID was missing for these survey participants.

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383834_3834ARS), N=18

November 2020 Survey Period

Prepared on 1/18/2021 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.**

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 forms returned with responses received *	.	18	18
English	.	18	18
Survey methods							
Online survey	.	18	18

* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=0.

** Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. 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						4.4
01 Convenient Location	0 (0.0%)	0 (0.0%)	0 (0.0%)	6 (33.3%)	12 (66.7%)	4.7
02 Convenient Time	1 (5.6%)	1 (5.6%)	1 (5.6%)	6 (33.3%)	9 (50.0%)	4.2
Domain: Quality						4.5
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	1 (5.6%)	8 (44.4%)	9 (50.0%)	4.4
04 Staff Gave Me Enough Time	0 (0.0%)	1 (5.9%)	0 (0.0%)	8 (47.1%)	8 (47.1%)	4.4
05 Treated with Respect	0 (0.0%)	0 (0.0%)	0 (0.0%)	7 (38.9%)	11 (61.1%)	4.6
06 Understood Communication	0 (0.0%)	0 (0.0%)	1 (5.6%)	7 (38.9%)	10 (55.6%)	4.5
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	2 (11.1%)	6 (33.3%)	10 (55.6%)	4.4
Domain: Care Coordination						4.4
08 Work with Physical Health Providers	1 (5.6%)	0 (0.0%)	1 (5.6%)	5 (27.8%)	11 (61.1%)	4.4
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	2 (11.1%)	5 (27.8%)	11 (61.1%)	4.5
Domain: Outcome						4.3
10 Better Able to Do Things	1 (5.6%)	1 (5.6%)	0 (0.0%)	6 (33.3%)	10 (55.6%)	4.3
Domain: General Satisfaction						4.4
11 Felt Welcomed	0 (0.0%)	1 (5.6%)	1 (5.6%)	6 (33.3%)	10 (55.6%)	4.4
12 Overall Satisfied with Services	0 (0.0%)	1 (5.6%)	0 (0.0%)	7 (38.9%)	10 (55.6%)	4.4
13 Got the Help I Needed	1 (5.6%)	1 (5.6%)	1 (5.6%)	6 (33.3%)	9 (50.0%)	4.2
14 Recommend Agency	0 (0.0%)	0 (0.0%)	3 (17.6%)	4 (23.5%)	10 (58.8%)	4.4

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

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

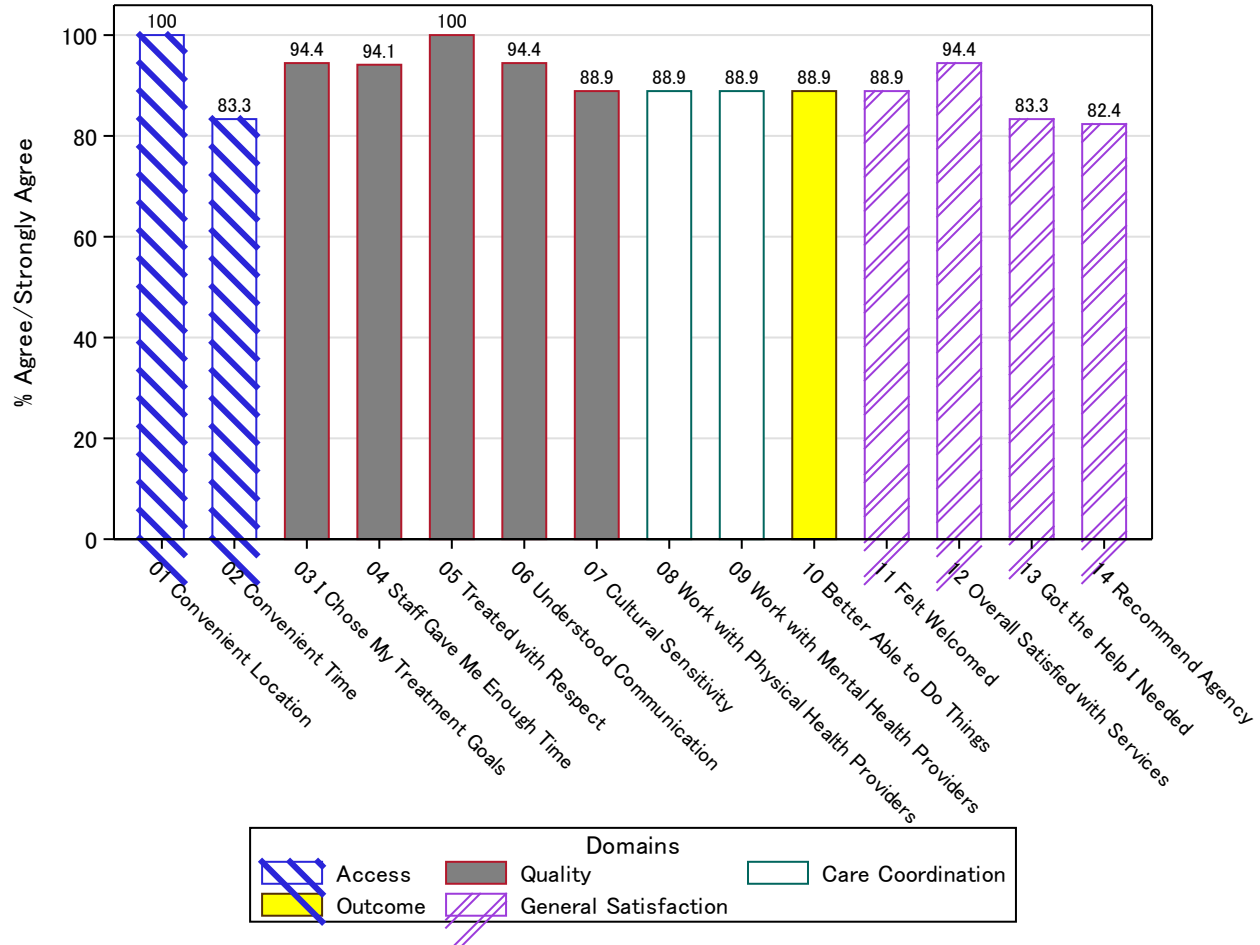


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	18 (100%)	696 (89.6%)	+ 10.4
02 Convenient Time	15 (83.3%)	721 (92.0%)	- 8.7
Domain: Quality			
03 I Chose My Treatment Goals	17 (94.4%)	709 (91.0%)	+ 3.4
04 Staff Gave Me Enough Time	16 (94.1%)	721 (93.0%)	+ 1.1
05 Treated with Respect	18 (100%)	726 (93.2%)	+ 6.8
06 Understood Communication	17 (94.4%)	724 (92.8%)	+ 1.6
07 Cultural Sensitivity	16 (88.9%)	697 (90.5%)	- 1.6
Domain: Care Coordination			
08 Work with Physical Health Providers	16 (88.9%)	654 (87.1%)	+ 1.8
09 Work with Mental Health Providers	16 (88.9%)	637 (87.0%)	+ 1.9
Domain: Outcome			
10 Better Able to Do Things	16 (88.9%)	716 (91.3%)	- 2.4
Domain: General Satisfaction			
11 Felt Welcomed	16 (88.9%)	734 (94.2%)	- 5.3
12 Overall Satisfied with Services	17 (94.4%)	725 (92.7%)	+ 1.7
13 Got the Help I Needed	15 (83.3%)	696 (88.8%)	- 5.5
14 Recommend Agency	14 (82.4%)	719 (93.3%)	- 10.9

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

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	N/A	95.9	91.1	100	+ 8.9
Access	02 Convenient Time	N/A	89.8	84.8	83.3	- 1.5
Quality	03 I Chose My Treatment Goals	N/A	93.6	95.6	94.4	- 1.2
Quality	04 Staff Gave Me Enough Time	N/A	95.9	91.3	94.1	+ 2.8
Quality	05 Treated with Respect	N/A	91.8	84.8	100	+ 15.2
Quality	06 Understood Communication	N/A	96.0	84.8	94.4	+ 9.6
Quality	07 Cultural Sensitivity	N/A	84.0	82.6	88.9	+ 6.3
Care Coordination	08 Work with Physical Health Providers	N/A	93.9	87.0	88.9	+ 1.9
Care Coordination	09 Work with Mental Health Providers	N/A	90.7	88.1	88.9	+ 0.8
Outcome	10 Better Able to Do Things	N/A	91.7	87.0	88.9	+ 1.9
General Satisfaction	11 Felt Welcomed	N/A	94.0	84.8	88.9	+ 4.1
General Satisfaction	12 Overall Satisfied with Services *	N/A	86.0	84.8	94.4	+ 9.6
General Satisfaction	13 Got the Help I Needed	N/A	87.8	88.9	83.3	- 5.6
General Satisfaction	14 Recommend Agency	N/A	89.8	87.0	82.4	- 4.6

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Note: Comparisons are reported only for programs with an exact match of CalOMS provider ID and treatment setting and/or Reporting Unit for 2017, 2018, 2019 and 2020 (as applicable).

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1		12	100	91	100	100	100	100	100	100	100	100	100	100	91	100
1		10	100	80	100	90	90	100	100	100	100	90	100	100	100	100
1		8	100	88	100	87	100	100	100	88	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	100	85	100	100	100
1		7	100	100	100	100	100	100	100	85	85	83	100	100	100	100
1		6	100	100	100	66	100	83	100	66	100	100	100	100	83	100
1		6	100	50	100	100	100	100	66	100	100	100	100	83	83	100
1		5	100	100	100	100	100	100	100	100	80	80	100	100	100	100
1		4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		2**	100	100	100	100	50	100	100	100	0	100	100	100	100	100
1		2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	0	0	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	0	100	100	100	100	100	100	100	0	100	100	100	0
17		44	97	93	91	93	97	93	91	95	95	93	88	95	95	95
17		36	97	92	97	94	94	97	97	94	57	78	94	97	91	94
19		31	96	83	96	96	93	96	96	96	95	87	93	96	96	96
20		62	95	93	95	95	96	96	92	85	79	80	92	96	92	93
20		47	95	93	93	89	97	95	95	89	86	86	95	95	93	97
20		21	95	86	90	100	90	85	90	90	95	90	95	95	95	95
23		100	94	87	91	92	91	94	92	89	89	88	91	93	90	93

23	YOUR PROGRAM	18	94	100	83	94	94	100	94	88	88	88	88	88	83	82
23		17	94	100	87	100	100	88	94	94	100	100	88	94	82	100
26		172	92	88	92	85	91	93	92	92	92	90	93	94	87	95
26		14	92	100	93	93	86	66	73	85	92	85	86	93	80	86
28		17	88	92	88	94	94	88	93	88	85	92	82	88	88	88
28		9	88	87	88	88	100	100	100	100	66	66	66	88	88	100
30		15	86	93	80	80	80	93	93	83	71	69	80	100	80	78
31		13	84	76	92	91	84	100	100	83	84	83	100	100	84	84
32		49	83	82	84	88	90	83	87	80	76	71	82	86	76	87
32		6	83	100	100	100	100	100	100	100	60	100	100	100	83	100
34		11	72	81	90	80	90	90	81	81	72	60	70	81	81	63
35		20	65	89	70	80	80	80	85	84	78	94	85	85	65	80
36		0**	.	100	100	100
.	Missing Provider ID***	2**	100	50	100	100	100	100	100	100	100	100	100	100	100	100

* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

** Sample sizes < 5 : Interpret findings with caution.

*** Provider ID was missing for these survey participants.

**Table 6. Number of responses (percent) for the telehealth question
(#15 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 (5.6%)	. (.%)	. (.%)	. (.%)	. (.%)	1 (5.6%)
Very little	. (.%)	9 (50.0%)	. (.%)	. (.%)	. (.%)	. (.%)	9 (50.0%)
About half	. (.%)	7 (38.9%)	. (.%)	. (.%)	. (.%)	. (.%)	7 (38.9%)
Almost all	. (.%)	1 (5.6%)	. (.%)	. (.%)	. (.%)	. (.%)	1 (5.6%)
Any Telehealth	. (.%)	17 (94.4%)	. (.%)	. (.%)	. (.%)	. (.%)	17 (94.4%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383836_38364), N=50

November 2020 Survey Period

Prepared on 1/18/2021 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.**

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 forms returned with responses received *	.	.	50	.	.	.	50
English	.	.	50	.	.	.	50
Survey methods							
Paper/data entry	.	.	50	.	.	.	50

* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=0.

** Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. 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						4.1
01 Convenient Location	0 (0.0%)	4 (8.0%)	5 (10.0%)	22 (44.0%)	19 (38.0%)	4.1
02 Convenient Time	0 (0.0%)	1 (2.0%)	7 (14.0%)	25 (50.0%)	17 (34.0%)	4.2
Domain: Quality						4.3
03 I Chose My Treatment Goals	0 (0.0%)	1 (2.0%)	5 (10.0%)	26 (52.0%)	18 (36.0%)	4.2
04 Staff Gave Me Enough Time	1 (2.0%)	0 (0.0%)	4 (8.0%)	24 (48.0%)	21 (42.0%)	4.3
05 Treated with Respect	0 (0.0%)	2 (4.1%)	6 (12.2%)	20 (40.8%)	21 (42.9%)	4.2
06 Understood Communication	0 (0.0%)	2 (4.2%)	4 (8.3%)	21 (43.8%)	21 (43.8%)	4.3
07 Cultural Sensitivity	2 (4.3%)	2 (4.3%)	5 (10.6%)	22 (46.8%)	16 (34.0%)	4.0
Domain: Care Coordination						3.9
08 Work with Physical Health Providers	2 (4.3%)	2 (4.3%)	7 (15.2%)	23 (50.0%)	12 (26.1%)	3.9
09 Work with Mental Health Providers	1 (2.2%)	3 (6.5%)	9 (19.6%)	20 (43.5%)	13 (28.3%)	3.9
Domain: Outcome						4.1
10 Better Able to Do Things	0 (0.0%)	2 (4.0%)	7 (14.0%)	25 (50.0%)	16 (32.0%)	4.1
Domain: General Satisfaction						4.2
11 Felt Welcomed	0 (0.0%)	1 (2.0%)	6 (12.0%)	26 (52.0%)	17 (34.0%)	4.2
12 Overall Satisfied with Services	0 (0.0%)	3 (6.1%)	5 (10.2%)	23 (46.9%)	18 (36.7%)	4.1
13 Got the Help I Needed	0 (0.0%)	3 (6.0%)	9 (18.0%)	18 (36.0%)	20 (40.0%)	4.1
14 Recommend Agency	0 (0.0%)	4 (8.3%)	2 (4.2%)	18 (37.5%)	24 (50.0%)	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 five domains

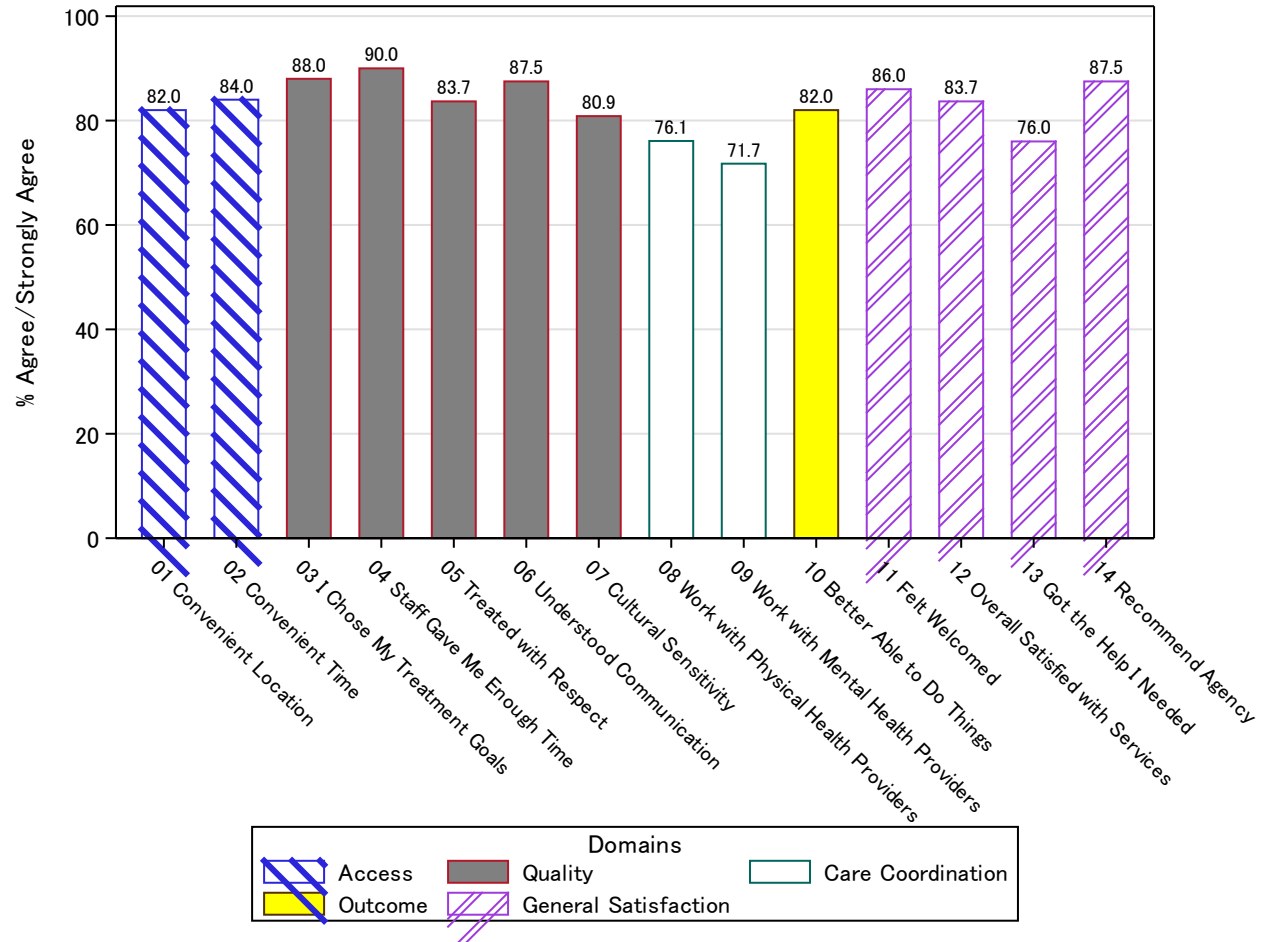


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	41 (82.0%)	696 (89.6%)	- 7.6
02 Convenient Time	42 (84.0%)	721 (92.0%)	- 8.0
Domain: Quality			
03 I Chose My Treatment Goals	44 (88.0%)	709 (91.0%)	- 3.0
04 Staff Gave Me Enough Time	45 (90.0%)	721 (93.0%)	- 3.0
05 Treated with Respect	41 (83.7%)	726 (93.2%)	- 9.5
06 Understood Communication	42 (87.5%)	724 (92.8%)	- 5.3
07 Cultural Sensitivity	38 (80.9%)	697 (90.5%)	- 9.6
Domain: Care Coordination			
08 Work with Physical Health Providers	35 (76.1%)	654 (87.1%)	- 11.0
09 Work with Mental Health Providers	33 (71.7%)	637 (87.0%)	- 15.3
Domain: Outcome			
10 Better Able to Do Things	41 (82.0%)	716 (91.3%)	- 9.3
Domain: General Satisfaction			
11 Felt Welcomed	43 (86.0%)	734 (94.2%)	- 8.2
12 Overall Satisfied with Services	41 (83.7%)	725 (92.7%)	- 9.0
13 Got the Help I Needed	38 (76.0%)	696 (88.8%)	- 12.8
14 Recommend Agency	42 (87.5%)	719 (93.3%)	- 5.8

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

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	85.7	N/A	84.3	82.0	- 2.3
Access	02 Convenient Time	89.1	N/A	88.2	84.0	- 4.2
Quality	03 I Chose My Treatment Goals	83.5	N/A	86.0	88.0	+ 2.0
Quality	04 Staff Gave Me Enough Time	88.3	N/A	97.9	90.0	- 7.9
Quality	05 Treated with Respect	90.4	N/A	94.0	83.7	- 10.3
Quality	06 Understood Communication	88.5	N/A	92.2	87.5	- 4.7
Quality	07 Cultural Sensitivity	88.3	N/A	90.0	80.9	- 9.1
Care Coordination	08 Work with Physical Health Providers	77.8	N/A	79.2	76.1	- 3.1
Care Coordination	09 Work with Mental Health Providers	78.2	N/A	77.6	71.7	- 5.9
Outcome	10 Better Able to Do Things	86.2	N/A	88.0	82.0	- 6.0
General Satisfaction	11 Felt Welcomed	85.6	N/A	88.0	86.0	- 2.0
General Satisfaction	12 Overall Satisfied with Services *	86.3	N/A	86.3	83.7	- 2.6
General Satisfaction	13 Got the Help I Needed	81.9	N/A	84.0	76.0	- 8.0
General Satisfaction	14 Recommend Agency	89.9	N/A	94.0	87.5	- 6.5

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Note: Comparisons are reported only for programs with an exact match of CalOMS provider ID and treatment setting and/or Reporting Unit for 2017, 2018, 2019 and 2020 (as applicable).

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1		12	100	91	100	100	100	100	100	100	100	100	100	100	91	100
1		10	100	80	100	90	90	100	100	100	100	90	100	100	100	100
1		8	100	88	100	87	100	100	100	88	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	100	85	100	100	100
1		7	100	100	100	100	100	100	100	85	85	83	100	100	100	100
1		6	100	100	100	66	100	83	100	66	100	100	100	100	83	100
1		6	100	50	100	100	100	100	66	100	100	100	100	83	83	100
1		5	100	100	100	100	100	100	100	100	80	80	100	100	100	100
1		4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		2**	100	100	100	100	50	100	100	100	0	100	100	100	100	100
1		2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	0	0	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	0	100	100	100	100	100	100	100	0	100	100	100	0
17		44	97	93	91	93	97	93	91	95	95	93	88	95	95	95
17		36	97	92	97	94	94	97	97	94	57	78	94	97	91	94
19		31	96	83	96	96	93	96	96	96	95	87	93	96	96	96
20		62	95	93	95	95	96	96	92	85	79	80	92	96	92	93
20		47	95	93	93	89	97	95	95	89	86	86	95	95	93	97
20		21	95	86	90	100	90	85	90	90	95	90	95	95	95	95
23		100	94	87	91	92	91	94	92	89	89	88	91	93	90	93

23		18	94	100	83	94	94	100	94	88	88	88	88	88	83	82
23		17	94	100	87	100	100	88	94	94	100	100	88	94	82	100
26		172	92	88	92	85	91	93	92	92	92	90	93	94	87	95
26		14	92	100	93	93	86	66	73	85	92	85	86	93	80	86
28		17	88	92	88	94	94	88	93	88	85	92	82	88	88	88
28		9	88	87	88	88	100	100	100	100	66	66	66	88	88	100
30		15	86	93	80	80	80	93	93	83	71	69	80	100	80	78
31		13	84	76	92	91	84	100	100	83	84	83	100	100	84	84
32	YOUR PROGRAM	49	83	82	84	88	90	83	87	80	76	71	82	86	76	87
32		6	83	100	100	100	100	100	100	100	60	100	100	100	83	100
34		11	72	81	90	80	90	90	81	81	72	60	70	81	81	63
35		20	65	89	70	80	80	80	85	84	78	94	85	85	65	80
36		0**	.	100	100	100
.	Missing Provider ID***	2**	100	50	100	100	100	100	100	100	100	100	100	100	100	100

* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

** Sample sizes < 5 : Interpret findings with caution.

*** Provider ID was missing for these survey participants.

**Table 6. Number of responses (percent) for the telehealth question
(#15 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	. (.%)	. (.%)	17 (34.0%)	. (.%)	. (.%)	. (.%)	17 (34.0%)
Very little	. (.%)	. (.%)	13 (26.0%)	. (.%)	. (.%)	. (.%)	13 (26.0%)
About half	. (.%)	. (.%)	4 (8.0%)	. (.%)	. (.%)	. (.%)	4 (8.0%)
Almost all	. (.%)	. (.%)	3 (6.0%)	. (.%)	. (.%)	. (.%)	3 (6.0%)
Missing	. (.%)	. (.%)	13 (26.0%)	. (.%)	. (.%)	. (.%)	13 (26.0%)
Any Telehealth	. (.%)	. (.%)	20 (40.0%)	. (.%)	. (.%)	. (.%)	20 (40.0%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383837_3837OP), N=17

November 2020 Survey Period

Prepared on 1/18/2021 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.**

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 forms returned with responses received *	17	17
English	17	17
Survey methods							
Online survey	16	16
Automated phone survey	1	1

* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=0.

** Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. 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						4.4
01 Convenient Location	0 (0.0%)	1 (7.1%)	0 (0.0%)	4 (28.6%)	9 (64.3%)	4.5
02 Convenient Time	0 (0.0%)	1 (5.9%)	1 (5.9%)	6 (35.3%)	9 (52.9%)	4.4
Domain: Quality						4.5
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	1 (5.9%)	6 (35.3%)	10 (58.8%)	4.5
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	1 (5.9%)	5 (29.4%)	11 (64.7%)	4.6
05 Treated with Respect	1 (5.9%)	0 (0.0%)	1 (5.9%)	4 (23.5%)	11 (64.7%)	4.4
06 Understood Communication	0 (0.0%)	1 (6.3%)	0 (0.0%)	5 (31.3%)	10 (62.5%)	4.5
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	2 (11.8%)	5 (29.4%)	10 (58.8%)	4.5
Domain: Care Coordination						4.6
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	2 (14.3%)	3 (21.4%)	9 (64.3%)	4.5
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	1 (7.7%)	3 (23.1%)	9 (69.2%)	4.6
Domain: Outcome						4.3
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	3 (17.6%)	6 (35.3%)	8 (47.1%)	4.3
Domain: General Satisfaction						4.5
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	2 (11.8%)	5 (29.4%)	10 (58.8%)	4.5
12 Overall Satisfied with Services	0 (0.0%)	1 (5.9%)	1 (5.9%)	5 (29.4%)	10 (58.8%)	4.4
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	2 (11.8%)	5 (29.4%)	10 (58.8%)	4.5
14 Recommend Agency	0 (0.0%)	1 (5.9%)	1 (5.9%)	3 (17.6%)	12 (70.6%)	4.5

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

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

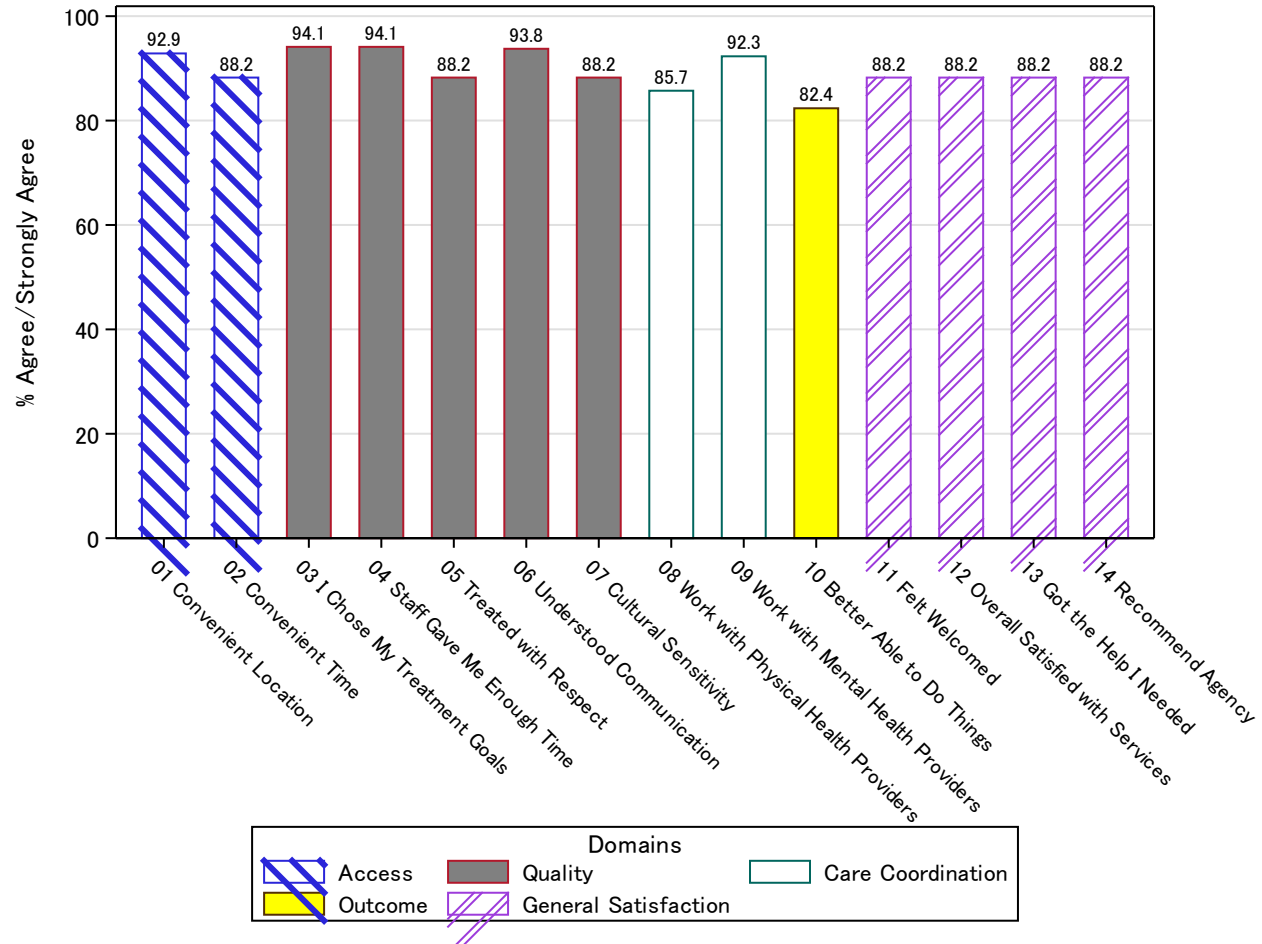


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	13 (92.9%)	696 (89.6%)	+ 3.3
02 Convenient Time	15 (88.2%)	721 (92.0%)	- 3.8
Domain: Quality			
03 I Chose My Treatment Goals	16 (94.1%)	709 (91.0%)	+ 3.1
04 Staff Gave Me Enough Time	16 (94.1%)	721 (93.0%)	+ 1.1
05 Treated with Respect	15 (88.2%)	726 (93.2%)	- 5.0
06 Understood Communication	15 (93.8%)	724 (92.8%)	+ 1.0
07 Cultural Sensitivity	15 (88.2%)	697 (90.5%)	- 2.3
Domain: Care Coordination			
08 Work with Physical Health Providers	12 (85.7%)	654 (87.1%)	- 1.4
09 Work with Mental Health Providers	12 (92.3%)	637 (87.0%)	+ 5.3
Domain: Outcome			
10 Better Able to Do Things	14 (82.4%)	716 (91.3%)	- 8.9
Domain: General Satisfaction			
11 Felt Welcomed	15 (88.2%)	734 (94.2%)	- 6.0
12 Overall Satisfied with Services	15 (88.2%)	725 (92.7%)	- 4.5
13 Got the Help I Needed	15 (88.2%)	696 (88.8%)	- 0.6
14 Recommend Agency	15 (88.2%)	719 (93.3%)	- 5.1

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

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	N/A	N/A	N/A	92.9	N/A
Access	02 Convenient Time	N/A	N/A	N/A	88.2	N/A
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	94.1	N/A
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	94.1	N/A
Quality	05 Treated with Respect	N/A	N/A	N/A	88.2	N/A
Quality	06 Understood Communication	N/A	N/A	N/A	93.8	N/A
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	88.2	N/A
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	85.7	N/A
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	92.3	N/A
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	82.4	N/A
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	88.2	N/A
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	88.2	N/A
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	88.2	N/A
General Satisfaction	14 Recommend Agency	N/A	N/A	N/A	88.2	N/A

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Note: Comparisons are reported only for programs with an exact match of CalOMS provider ID and treatment setting and/or Reporting Unit for 2017, 2018, 2019 and 2020 (as applicable).

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1		12	100	91	100	100	100	100	100	100	100	100	100	100	91	100
1		10	100	80	100	90	90	100	100	100	100	90	100	100	100	100
1		8	100	88	100	87	100	100	100	88	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	100	85	100	100	100
1		7	100	100	100	100	100	100	100	85	85	83	100	100	100	100
1		6	100	100	100	66	100	83	100	66	100	100	100	100	83	100
1		6	100	50	100	100	100	100	66	100	100	100	100	83	83	100
1		5	100	100	100	100	100	100	100	100	80	80	100	100	100	100
1		4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		2**	100	100	100	100	50	100	100	100	0	100	100	100	100	100
1		2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	0	0	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	0	100	100	100	100	100	100	100	0	100	100	100	0
17		44	97	93	91	93	97	93	91	95	95	93	88	95	95	95
17		36	97	92	97	94	94	97	97	94	57	78	94	97	91	94
19		31	96	83	96	96	93	96	96	96	95	87	93	96	96	96
20		62	95	93	95	95	96	96	92	85	79	80	92	96	92	93
20		47	95	93	93	89	97	95	95	89	86	86	95	95	93	97
20		21	95	86	90	100	90	85	90	90	95	90	95	95	95	95
23		100	94	87	91	92	91	94	92	89	89	88	91	93	90	93

23		18	94	100	83	94	94	100	94	88	88	88	88	88	83	82
23		17	94	100	87	100	100	88	94	94	100	100	88	94	82	100
26		172	92	88	92	85	91	93	92	92	92	90	93	94	87	95
26		14	92	100	93	93	86	66	73	85	92	85	86	93	80	86
28	YOUR PROGRAM	17	88	92	88	94	94	88	93	88	85	92	82	88	88	88
28		9	88	87	88	88	100	100	100	100	66	66	66	88	88	100
30		15	86	93	80	80	80	93	93	83	71	69	80	100	80	78
31		13	84	76	92	91	84	100	100	83	84	83	100	100	84	84
32		49	83	82	84	88	90	83	87	80	76	71	82	86	76	87
32		6	83	100	100	100	100	100	100	100	60	100	100	100	83	100
34		11	72	81	90	80	90	90	81	81	72	60	70	81	81	63
35		20	65	89	70	80	80	80	85	84	78	94	85	85	65	80
36		0**	.	100	100	100
.	Missing Provider ID***	2**	100	50	100	100	100	100	100	100	100	100	100	100	100	100

* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

** Sample sizes < 5 : Interpret findings with caution.

*** Provider ID was missing for these survey participants.

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383837_3837RS), N=3

November 2020 Survey Period

Prepared on 1/18/2021 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.**

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 forms returned with responses received *	3	3
English	3	3
Survey methods							
Online survey	2	2
Automated phone survey	1	1

* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=0.

** Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. 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						4.8
01 Convenient Location	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	2 (66.7%)	4.7
02 Convenient Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (100%)	5.0
Domain: Quality						5.0
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (100%)	5.0
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (100%)	5.0
05 Treated with Respect	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (100%)	5.0
06 Understood Communication	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (100%)	5.0
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (100%)	5.0
Domain: Care Coordination						5.0
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (100%)	5.0
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (100%)	5.0
Domain: Outcome						5.0
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (100%)	5.0
Domain: General Satisfaction						5.0
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (100%)	5.0
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (100%)	5.0
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (100%)	5.0
14 Recommend Agency	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (100%)	5.0

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

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

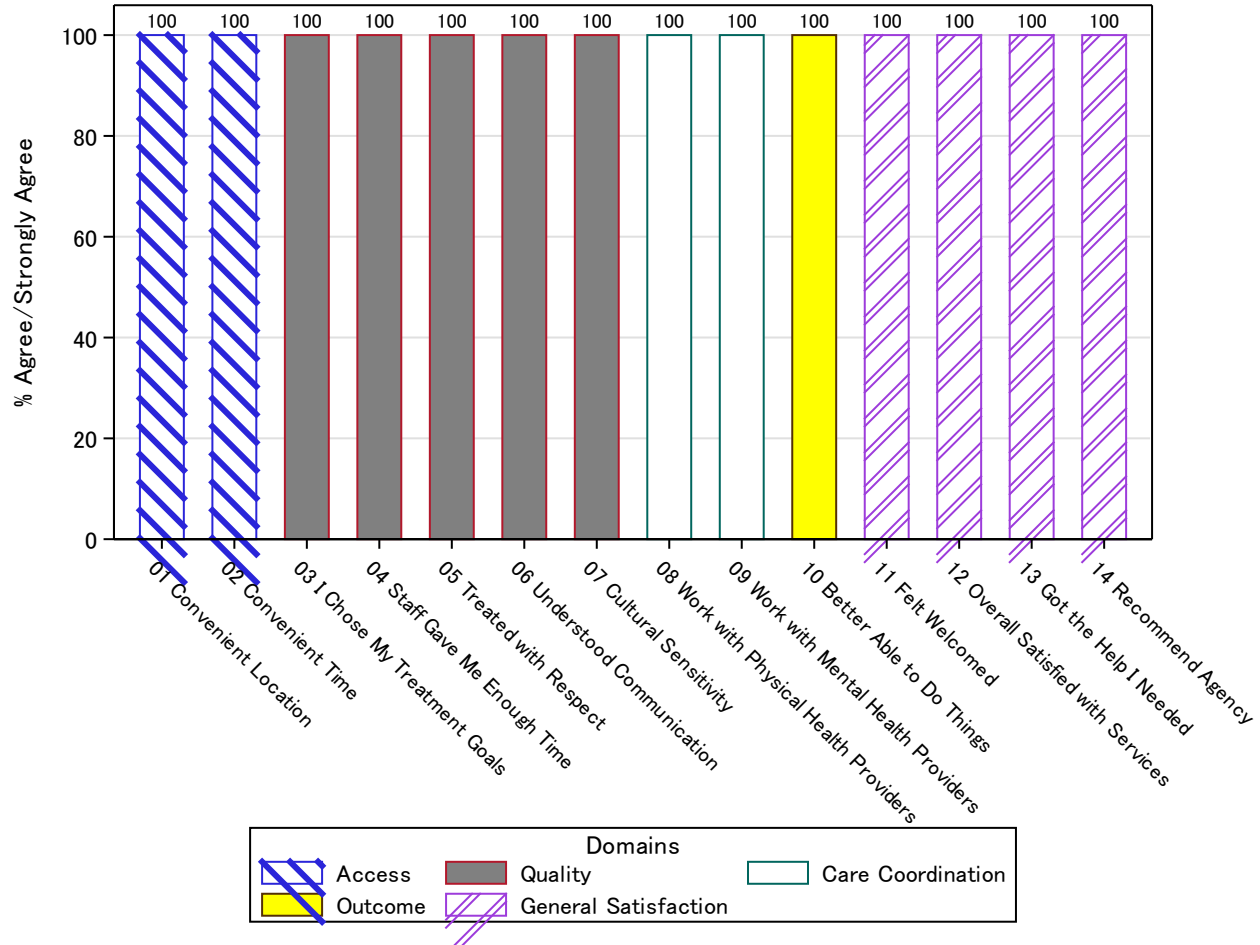


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	3 (100%)	696 (89.6%)	+ 10.4
02 Convenient Time	3 (100%)	721 (92.0%)	+ 8.0
Domain: Quality			
03 I Chose My Treatment Goals	3 (100%)	709 (91.0%)	+ 9.0
04 Staff Gave Me Enough Time	3 (100%)	721 (93.0%)	+ 7.0
05 Treated with Respect	3 (100%)	726 (93.2%)	+ 6.8
06 Understood Communication	3 (100%)	724 (92.8%)	+ 7.2
07 Cultural Sensitivity	3 (100%)	697 (90.5%)	+ 9.5
Domain: Care Coordination			
08 Work with Physical Health Providers	3 (100%)	654 (87.1%)	+ 12.9
09 Work with Mental Health Providers	3 (100%)	637 (87.0%)	+ 13.0
Domain: Outcome			
10 Better Able to Do Things	3 (100%)	716 (91.3%)	+ 8.7
Domain: General Satisfaction			
11 Felt Welcomed	3 (100%)	734 (94.2%)	+ 5.8
12 Overall Satisfied with Services	3 (100%)	725 (92.7%)	+ 7.3
13 Got the Help I Needed	3 (100%)	696 (88.8%)	+ 11.2
14 Recommend Agency	3 (100%)	719 (93.3%)	+ 6.7

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

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	N/A	N/A	N/A	100	N/A
Access	02 Convenient Time	N/A	N/A	N/A	100	N/A
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	100	N/A
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	100	N/A
Quality	05 Treated with Respect	N/A	N/A	N/A	100	N/A
Quality	06 Understood Communication	N/A	N/A	N/A	100	N/A
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	100	N/A
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	100	N/A
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	100	N/A
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	100	N/A
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	100	N/A
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	100	N/A
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	100	N/A
General Satisfaction	14 Recommend Agency	N/A	N/A	N/A	100	N/A

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Note: Comparisons are reported only for programs with an exact match of CalOMS provider ID and treatment setting and/or Reporting Unit for 2017, 2018, 2019 and 2020 (as applicable).

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1		12	100	91	100	100	100	100	100	100	100	100	100	100	91	100
1		10	100	80	100	90	90	100	100	100	100	90	100	100	100	100
1		8	100	88	100	87	100	100	100	88	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	100	85	100	100	100
1		7	100	100	100	100	100	100	100	85	85	83	100	100	100	100
1		6	100	100	100	66	100	83	100	66	100	100	100	100	83	100
1		6	100	50	100	100	100	100	66	100	100	100	100	83	83	100
1		5	100	100	100	100	100	100	100	100	80	80	100	100	100	100
1		4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1	YOUR PROGRAM	3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		2**	100	100	100	100	50	100	100	100	0	100	100	100	100	100
1		2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	0	0	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	0	100	100	100	100	100	100	100	0	100	100	100	0
17		44	97	93	91	93	97	93	91	95	95	93	88	95	95	95
17		36	97	92	97	94	94	97	97	94	57	78	94	97	91	94
19		31	96	83	96	96	93	96	96	96	95	87	93	96	96	96
20		62	95	93	95	95	96	96	92	85	79	80	92	96	92	93
20		47	95	93	93	89	97	95	95	89	86	86	95	95	93	97
20		21	95	86	90	100	90	85	90	90	95	90	95	95	95	95
23		100	94	87	91	92	91	94	92	89	89	88	91	93	90	93

23		18	94	100	83	94	94	100	94	88	88	88	88	88	83	82
23		17	94	100	87	100	100	88	94	94	100	100	88	94	82	100
26		172	92	88	92	85	91	93	92	92	92	90	93	94	87	95
26		14	92	100	93	93	86	66	73	85	92	85	86	93	80	86
28		17	88	92	88	94	94	88	93	88	85	92	82	88	88	88
28		9	88	87	88	88	100	100	100	100	66	66	66	88	88	100
30		15	86	93	80	80	80	93	93	83	71	69	80	100	80	78
31		13	84	76	92	91	84	100	100	83	84	83	100	100	84	84
32		49	83	82	84	88	90	83	87	80	76	71	82	86	76	87
32		6	83	100	100	100	100	100	100	100	60	100	100	100	83	100
34		11	72	81	90	80	90	90	81	81	72	60	70	81	81	63
35		20	65	89	70	80	80	80	85	84	78	94	85	85	65	80
36		0**	.	100	100	100
.	Missing Provider ID***	2**	100	50	100	100	100	100	100	100	100	100	100	100	100	100

* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

** Sample sizes < 5 : Interpret findings with caution.

*** Provider ID was missing for these survey participants.

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383843_3843NP), N=6

November 2020 Survey Period

Prepared on 1/18/2021 by the University of California, Los Angeles

Integrated Substance Abuse Programs

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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 forms returned with responses received *	.	6	6
English	.	5	5
Spanish	.	1	1
Survey methods							
Online survey	.	6	6

* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=0.

** Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. 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						4.6
01 Convenient Location	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (33.3%)	4 (66.7%)	4.7
02 Convenient Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (50.0%)	3 (50.0%)	4.5
Domain: Quality						4.4
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	2 (33.3%)	2 (33.3%)	2 (33.3%)	4.0
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (40.0%)	3 (60.0%)	4.6
05 Treated with Respect	0 (0.0%)	0 (0.0%)	1 (16.7%)	3 (50.0%)	2 (33.3%)	4.2
06 Understood Communication	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (50.0%)	3 (50.0%)	4.5
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	2 (33.3%)	2 (33.3%)	2 (33.3%)	4.0
Domain: Care Coordination						4.8
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (16.7%)	5 (83.3%)	4.8
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (40.0%)	3 (60.0%)	4.6
Domain: Outcome						4.7
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (33.3%)	4 (66.7%)	4.7
Domain: General Satisfaction						4.5
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (50.0%)	3 (50.0%)	4.5
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (50.0%)	3 (50.0%)	4.5
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	1 (16.7%)	3 (50.0%)	2 (33.3%)	4.2
14 Recommend Agency	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (33.3%)	4 (66.7%)	4.7

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

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

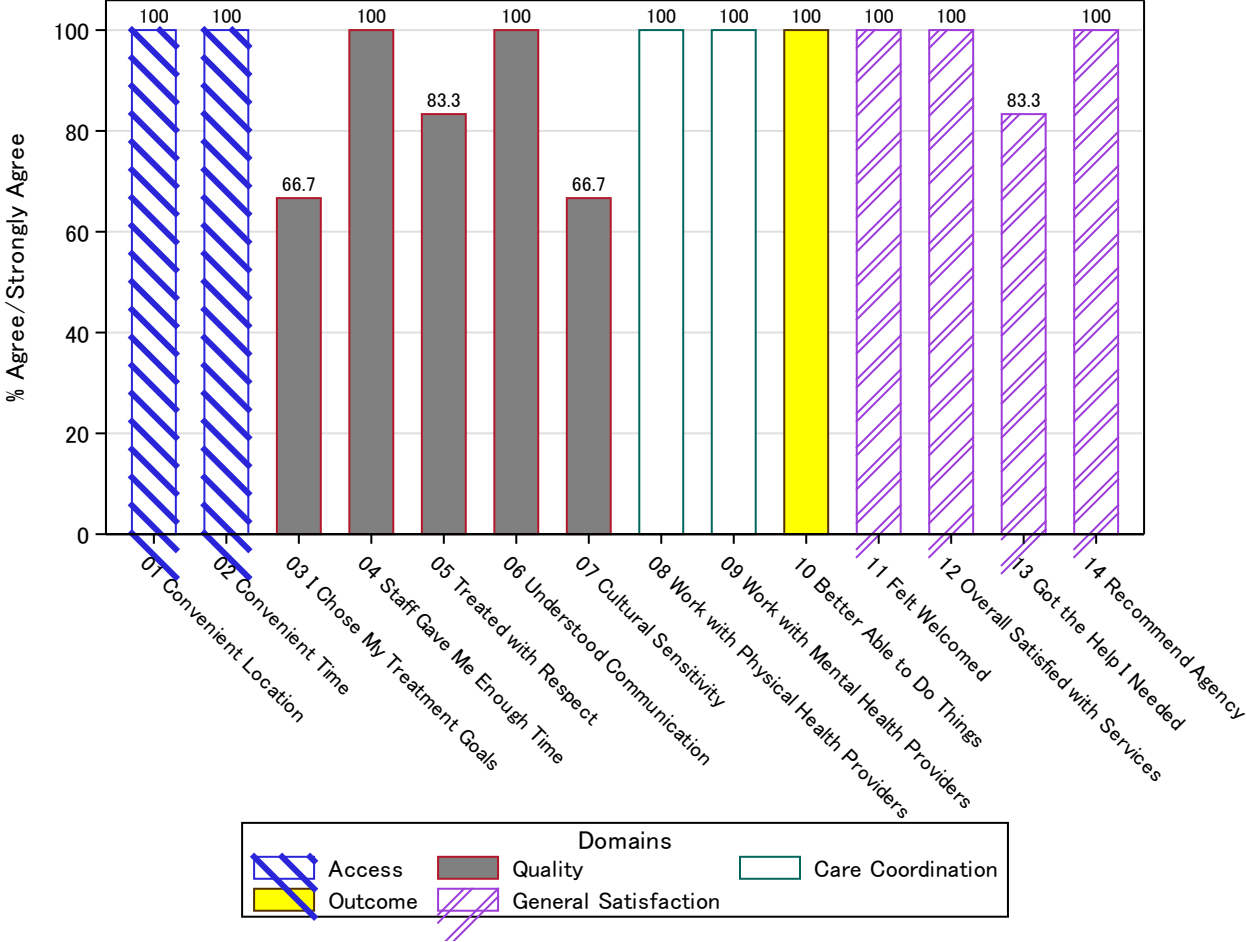


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	6 (100%)	696 (89.6%)	+ 10.4
02 Convenient Time	6 (100%)	721 (92.0%)	+ 8.0
Domain: Quality			
03 I Chose My Treatment Goals	4 (66.7%)	709 (91.0%)	- 24.3
04 Staff Gave Me Enough Time	5 (100%)	721 (93.0%)	+ 7.0
05 Treated with Respect	5 (83.3%)	726 (93.2%)	- 9.9
06 Understood Communication	6 (100%)	724 (92.8%)	+ 7.2
07 Cultural Sensitivity	4 (66.7%)	697 (90.5%)	- 23.8
Domain: Care Coordination			
08 Work with Physical Health Providers	6 (100%)	654 (87.1%)	+ 12.9
09 Work with Mental Health Providers	5 (100%)	637 (87.0%)	+ 13.0
Domain: Outcome			
10 Better Able to Do Things	6 (100%)	716 (91.3%)	+ 8.7
Domain: General Satisfaction			
11 Felt Welcomed	6 (100%)	734 (94.2%)	+ 5.8
12 Overall Satisfied with Services	6 (100%)	725 (92.7%)	+ 7.3
13 Got the Help I Needed	5 (83.3%)	696 (88.8%)	- 5.5
14 Recommend Agency	6 (100%)	719 (93.3%)	+ 6.7

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

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	N/A	N/A	N/A	100	N/A
Access	02 Convenient Time	N/A	N/A	N/A	100	N/A
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	66.7	N/A
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	100	N/A
Quality	05 Treated with Respect	N/A	N/A	N/A	83.3	N/A
Quality	06 Understood Communication	N/A	N/A	N/A	100	N/A
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	66.7	N/A
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	100	N/A
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	100	N/A
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	100	N/A
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	100	N/A
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	100	N/A
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	83.3	N/A
General Satisfaction	14 Recommend Agency	N/A	N/A	N/A	100	N/A

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Note: Comparisons are reported only for programs with an exact match of CalOMS provider ID and treatment setting and/or Reporting Unit for 2017, 2018, 2019 and 2020 (as applicable).

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1		12	100	91	100	100	100	100	100	100	100	100	100	100	91	100
1		10	100	80	100	90	90	100	100	100	100	90	100	100	100	100
1		8	100	88	100	87	100	100	100	88	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	100	85	100	100	100
1		7	100	100	100	100	100	100	100	85	85	83	100	100	100	100
1	YOUR PROGRAM	6	100	100	100	66	100	83	100	66	100	100	100	100	83	100
1		6	100	50	100	100	100	100	66	100	100	100	100	83	83	100
1		5	100	100	100	100	100	100	100	100	80	80	100	100	100	100
1		4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		2**	100	100	100	100	50	100	100	100	0	100	100	100	100	100
1		2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	0	0	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	0	100	100	100	100	100	100	100	0	100	100	100	0
17		44	97	93	91	93	97	93	91	95	95	93	88	95	95	95
17		36	97	92	97	94	94	97	97	94	57	78	94	97	91	94
19		31	96	83	96	96	93	96	96	96	95	87	93	96	96	96
20		62	95	93	95	95	96	96	92	85	79	80	92	96	92	93
20		47	95	93	93	89	97	95	95	89	86	86	95	95	93	97
20		21	95	86	90	100	90	85	90	90	95	90	95	95	95	95
23		100	94	87	91	92	91	94	92	89	89	88	91	93	90	93

23		18	94	100	83	94	94	100	94	88	88	88	88	88	83	82
23		17	94	100	87	100	100	88	94	94	100	100	88	94	82	100
26		172	92	88	92	85	91	93	92	92	92	90	93	94	87	95
26		14	92	100	93	93	86	66	73	85	92	85	86	93	80	86
28		17	88	92	88	94	94	88	93	88	85	92	82	88	88	88
28		9	88	87	88	88	100	100	100	100	66	66	66	88	88	100
30		15	86	93	80	80	80	93	93	83	71	69	80	100	80	78
31		13	84	76	92	91	84	100	100	83	84	83	100	100	84	84
32		49	83	82	84	88	90	83	87	80	76	71	82	86	76	87
32		6	83	100	100	100	100	100	100	100	60	100	100	100	83	100
34		11	72	81	90	80	90	90	81	81	72	60	70	81	81	63
35		20	65	89	70	80	80	80	85	84	78	94	85	85	65	80
36		0**	.	100	100	100
.	Missing Provider ID***	2**	100	50	100	100	100	100	100	100	100	100	100	100	100	100

* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

** Sample sizes < 5 : Interpret findings with caution.

*** Provider ID was missing for these survey participants.

**Table 6. Number of responses (percent) for the telehealth question
(#15 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 (16.7%)	. (.%)	. (.%)	. (.%)	. (.%)	1 (16.7%)
Very little	. (.%)	2 (33.3%)	. (.%)	. (.%)	. (.%)	. (.%)	2 (33.3%)
About half	. (.%)	3 (50.0%)	. (.%)	. (.%)	. (.%)	. (.%)	3 (50.0%)
Any Telehealth	. (.%)	5 (83.3%)	. (.%)	. (.%)	. (.%)	. (.%)	5 (83.3%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383843_3843PNR), N=3

November 2020 Survey Period

Prepared on 1/18/2021 by the University of California, Los Angeles

Integrated Substance Abuse Programs

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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 forms returned with responses received *	.	3	3
English	.	3	3
Survey methods							
Online survey	.	3	3

* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=0.

** Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. 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%)	0 (0.0%)	1 (50.0%)	1 (50.0%)	4.5
02 Convenient Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (66.7%)	1 (33.3%)	4.3
Domain: Quality						4.5
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (66.7%)	1 (33.3%)	4.3
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (66.7%)	1 (33.3%)	4.3
05 Treated with Respect	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	2 (66.7%)	4.7
06 Understood Communication	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	2 (66.7%)	4.7
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (66.7%)	1 (33.3%)	4.3
Domain: Care Coordination						4.3
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (66.7%)	1 (33.3%)	4.3
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (66.7%)	1 (33.3%)	4.3
Domain: Outcome						4.3
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (66.7%)	1 (33.3%)	4.3
Domain: General Satisfaction						4.0
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (100%)	0 (0.0%)	4.0
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (66.7%)	1 (33.3%)	4.3
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (50.0%)	1 (50.0%)	4.5
14 Recommend Agency	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	2 (66.7%)	4.7

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

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

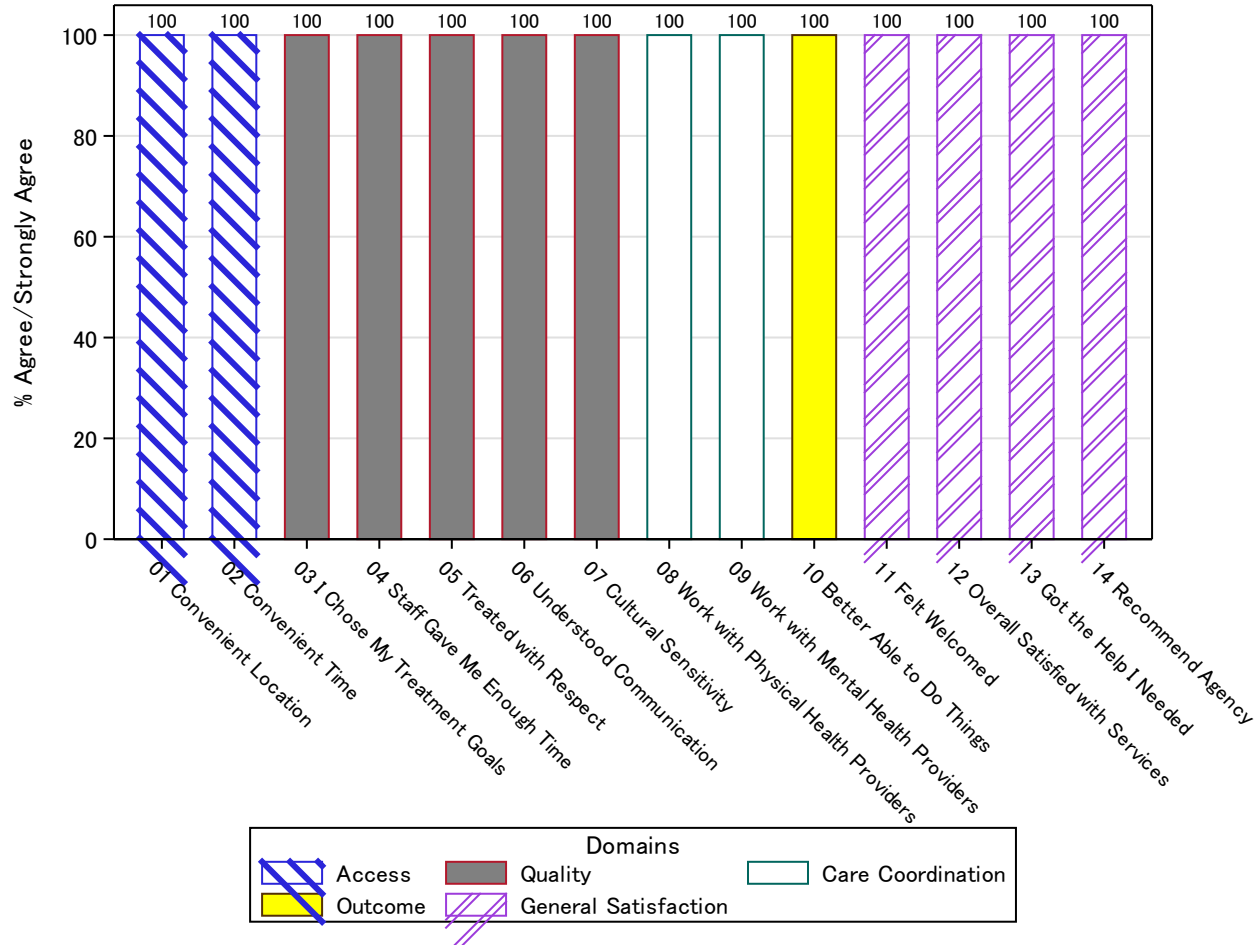


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	2 (100%)	696 (89.6%)	+ 10.4
02 Convenient Time	3 (100%)	721 (92.0%)	+ 8.0
Domain: Quality			
03 I Chose My Treatment Goals	3 (100%)	709 (91.0%)	+ 9.0
04 Staff Gave Me Enough Time	3 (100%)	721 (93.0%)	+ 7.0
05 Treated with Respect	3 (100%)	726 (93.2%)	+ 6.8
06 Understood Communication	3 (100%)	724 (92.8%)	+ 7.2
07 Cultural Sensitivity	3 (100%)	697 (90.5%)	+ 9.5
Domain: Care Coordination			
08 Work with Physical Health Providers	3 (100%)	654 (87.1%)	+ 12.9
09 Work with Mental Health Providers	3 (100%)	637 (87.0%)	+ 13.0
Domain: Outcome			
10 Better Able to Do Things	3 (100%)	716 (91.3%)	+ 8.7
Domain: General Satisfaction			
11 Felt Welcomed	2 (100%)	734 (94.2%)	+ 5.8
12 Overall Satisfied with Services	3 (100%)	725 (92.7%)	+ 7.3
13 Got the Help I Needed	2 (100%)	696 (88.8%)	+ 11.2
14 Recommend Agency	3 (100%)	719 (93.3%)	+ 6.7

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

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	N/A	N/A	N/A	100	N/A
Access	02 Convenient Time	N/A	N/A	N/A	100	N/A
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	100	N/A
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	100	N/A
Quality	05 Treated with Respect	N/A	N/A	N/A	100	N/A
Quality	06 Understood Communication	N/A	N/A	N/A	100	N/A
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	100	N/A
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	100	N/A
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	100	N/A
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	100	N/A
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	100	N/A
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	100	N/A
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	100	N/A
General Satisfaction	14 Recommend Agency	N/A	N/A	N/A	100	N/A

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Note: Comparisons are reported only for programs with an exact match of CalOMS provider ID and treatment setting and/or Reporting Unit for 2017, 2018, 2019 and 2020 (as applicable).

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1		12	100	91	100	100	100	100	100	100	100	100	100	100	91	100
1		10	100	80	100	90	90	100	100	100	100	90	100	100	100	100
1		8	100	88	100	87	100	100	100	88	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	100	85	100	100	100
1		7	100	100	100	100	100	100	100	85	85	83	100	100	100	100
1		6	100	100	100	66	100	83	100	66	100	100	100	100	83	100
1		6	100	50	100	100	100	100	66	100	100	100	100	83	83	100
1		5	100	100	100	100	100	100	100	100	80	80	100	100	100	100
1		4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1	YOUR PROGRAM	3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		2**	100	100	100	100	50	100	100	100	0	100	100	100	100	100
1		2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	0	0	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	0	100	100	100	100	100	100	100	0	100	100	100	0
17		44	97	93	91	93	97	93	91	95	95	93	88	95	95	95
17		36	97	92	97	94	94	97	97	94	57	78	94	97	91	94
19		31	96	83	96	96	93	96	96	96	95	87	93	96	96	96
20		62	95	93	95	95	96	96	92	85	79	80	92	96	92	93
20		47	95	93	93	89	97	95	95	89	86	86	95	95	93	97
20		21	95	86	90	100	90	85	90	90	95	90	95	95	95	95
23		100	94	87	91	92	91	94	92	89	89	88	91	93	90	93

23		18	94	100	83	94	94	100	94	88	88	88	88	88	83	82
23		17	94	100	87	100	100	88	94	94	100	100	88	94	82	100
26		172	92	88	92	85	91	93	92	92	92	90	93	94	87	95
26		14	92	100	93	93	86	66	73	85	92	85	86	93	80	86
28		17	88	92	88	94	94	88	93	88	85	92	82	88	88	88
28		9	88	87	88	88	100	100	100	100	66	66	66	88	88	100
30		15	86	93	80	80	80	93	93	83	71	69	80	100	80	78
31		13	84	76	92	91	84	100	100	83	84	83	100	100	84	84
32		49	83	82	84	88	90	83	87	80	76	71	82	86	76	87
32		6	83	100	100	100	100	100	100	100	60	100	100	100	83	100
34		11	72	81	90	80	90	90	81	81	72	60	70	81	81	63
35		20	65	89	70	80	80	80	85	84	78	94	85	85	65	80
36		0**	.	100	100	100
.	Missing Provider ID***	2**	100	50	100	100	100	100	100	100	100	100	100	100	100	100

* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

** Sample sizes < 5 : Interpret findings with caution.

*** Provider ID was missing for these survey participants.

**Table 6. Number of responses (percent) for the telehealth question
(#15 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
Very little	. (. %)	2 (66.7%)	. (. %)	. (. %)	. (. %)	. (. %)	2 (66.7%)
About half	. (. %)	1 (33.3%)	. (. %)	. (. %)	. (. %)	. (. %)	1 (33.3%)
Any Telehealth	. (. %)	3 (100%)	. (. %)	. (. %)	. (. %)	. (. %)	3 (100%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383844_38442), N=7

November 2020 Survey Period

Prepared on 1/18/2021 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.**

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 forms returned with responses received *	.	5	.	2	.	.	7
English	.	5	.	2	.	.	7
Survey methods							
Paper/data entry	.	5	.	2	.	.	7

* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=0.

** Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. 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						4.6
01 Convenient Location	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (28.6%)	5 (71.4%)	4.7
02 Convenient Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (42.9%)	4 (57.1%)	4.6
Domain: Quality						4.5
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (57.1%)	3 (42.9%)	4.4
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (57.1%)	3 (42.9%)	4.4
05 Treated with Respect	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (28.6%)	5 (71.4%)	4.7
06 Understood Communication	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (28.6%)	5 (71.4%)	4.7
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	1 (14.3%)	2 (28.6%)	4 (57.1%)	4.4
Domain: Care Coordination						4.3
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	1 (14.3%)	3 (42.9%)	3 (42.9%)	4.3
09 Work with Mental Health Providers	0 (0.0%)	1 (16.7%)	0 (0.0%)	1 (16.7%)	4 (66.7%)	4.3
Domain: Outcome						4.7
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (28.6%)	5 (71.4%)	4.7
Domain: General Satisfaction						4.6
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (14.3%)	6 (85.7%)	4.9
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (28.6%)	5 (71.4%)	4.7
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (57.1%)	3 (42.9%)	4.4
14 Recommend Agency	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (57.1%)	3 (42.9%)	4.4

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

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

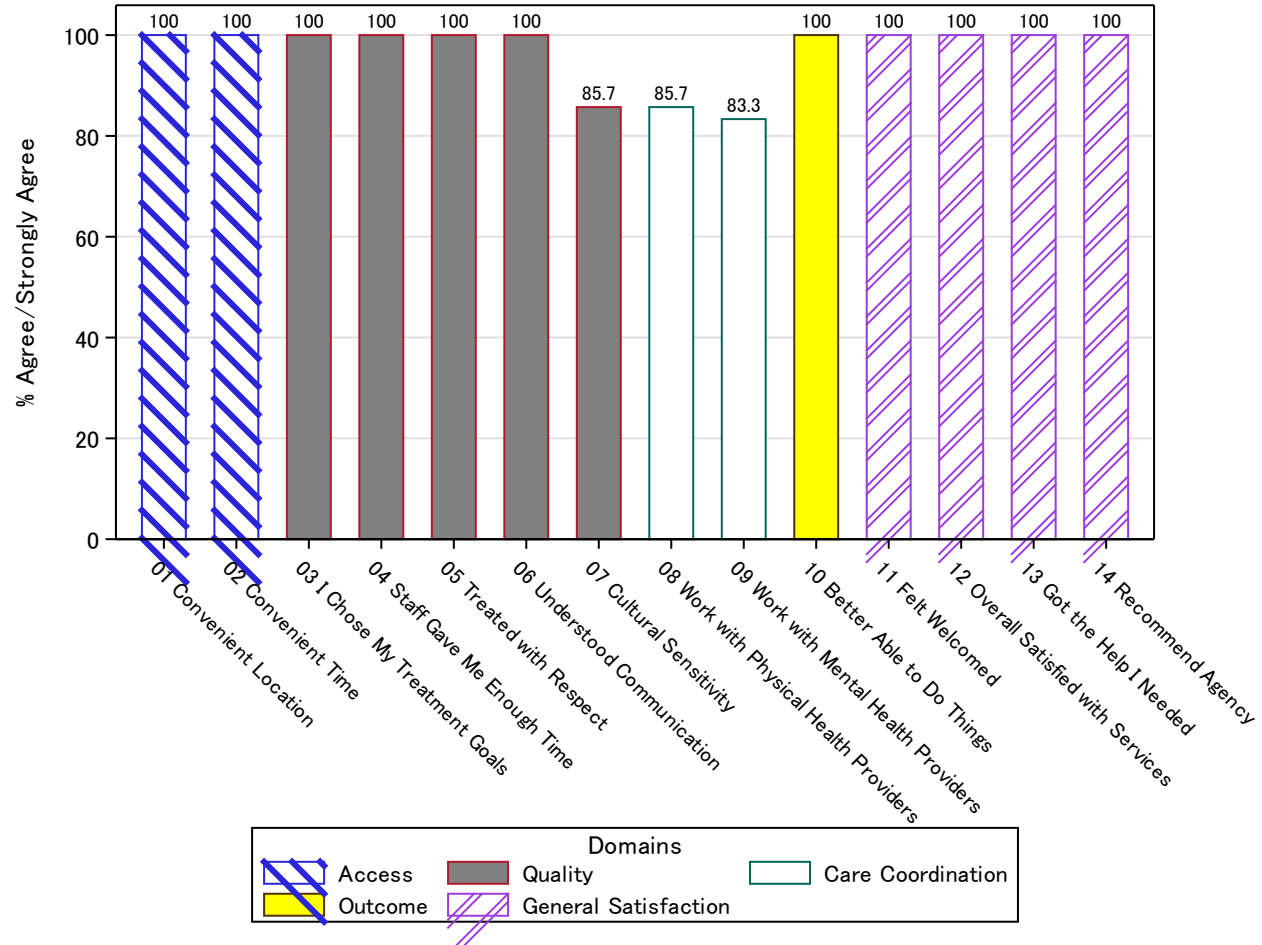


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	7 (100%)	696 (89.6%)	+ 10.4
02 Convenient Time	7 (100%)	721 (92.0%)	+ 8.0
Domain: Quality			
03 I Chose My Treatment Goals	7 (100%)	709 (91.0%)	+ 9.0
04 Staff Gave Me Enough Time	7 (100%)	721 (93.0%)	+ 7.0
05 Treated with Respect	7 (100%)	726 (93.2%)	+ 6.8
06 Understood Communication	7 (100%)	724 (92.8%)	+ 7.2
07 Cultural Sensitivity	6 (85.7%)	697 (90.5%)	- 4.8
Domain: Care Coordination			
08 Work with Physical Health Providers	6 (85.7%)	654 (87.1%)	- 1.4
09 Work with Mental Health Providers	5 (83.3%)	637 (87.0%)	- 3.7
Domain: Outcome			
10 Better Able to Do Things	7 (100%)	716 (91.3%)	+ 8.7
Domain: General Satisfaction			
11 Felt Welcomed	7 (100%)	734 (94.2%)	+ 5.8
12 Overall Satisfied with Services	7 (100%)	725 (92.7%)	+ 7.3
13 Got the Help I Needed	7 (100%)	696 (88.8%)	+ 11.2
14 Recommend Agency	7 (100%)	719 (93.3%)	+ 6.7

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

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	100	96.0	100	100	+ 0.0
Access	02 Convenient Time	95.7	100	100	100	+ 0.0
Quality	03 I Chose My Treatment Goals	100	96.0	100	100	+ 0.0
Quality	04 Staff Gave Me Enough Time	95.7	88.0	100	100	+ 0.0
Quality	05 Treated with Respect	100	88.0	92.3	100	+ 7.7
Quality	06 Understood Communication	95.7	88.0	100	100	+ 0.0
Quality	07 Cultural Sensitivity	100	80.0	92.3	85.7	- 6.6
Care Coordination	08 Work with Physical Health Providers	95.7	95.8	100	85.7	- 14.3
Care Coordination	09 Work with Mental Health Providers	95.5	92.0	100	83.3	- 16.7
Outcome	10 Better Able to Do Things	90.9	95.8	100	100	+ 0.0
General Satisfaction	11 Felt Welcomed	100	96.0	92.3	100	+ 7.7
General Satisfaction	12 Overall Satisfied with Services *	100	100	100	100	+ 0.0
General Satisfaction	13 Got the Help I Needed	91.3	100	100	100	+ 0.0
General Satisfaction	14 Recommend Agency	95.7	96.0	91.7	100	+ 8.3

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Note: Comparisons are reported only for programs with an exact match of CalOMS provider ID and treatment setting and/or Reporting Unit for 2017, 2018, 2019 and 2020 (as applicable).

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1		12	100	91	100	100	100	100	100	100	100	100	100	100	91	100
1		10	100	80	100	90	90	100	100	100	100	90	100	100	100	100
1		8	100	88	100	87	100	100	100	88	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	100	85	100	100	100
1	YOUR PROGRAM	7	100	100	100	100	100	100	100	85	85	83	100	100	100	100
1		6	100	100	100	66	100	83	100	66	100	100	100	100	83	100
1		6	100	50	100	100	100	100	66	100	100	100	100	83	83	100
1		5	100	100	100	100	100	100	100	100	80	80	100	100	100	100
1		4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		2**	100	100	100	100	50	100	100	100	0	100	100	100	100	100
1		2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	0	0	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	0	100	100	100	100	100	100	100	0	100	100	100	0
17		44	97	93	91	93	97	93	91	95	95	93	88	95	95	95
17		36	97	92	97	94	94	97	97	94	57	78	94	97	91	94
19		31	96	83	96	96	93	96	96	96	95	87	93	96	96	96
20		62	95	93	95	95	96	96	92	85	79	80	92	96	92	93
20		47	95	93	93	89	97	95	95	89	86	86	95	95	93	97
20		21	95	86	90	100	90	85	90	90	95	90	95	95	95	95
23		100	94	87	91	92	91	94	92	89	89	88	91	93	90	93

23		18	94	100	83	94	94	100	94	88	88	88	88	88	83	82
23		17	94	100	87	100	100	88	94	94	100	100	88	94	82	100
26		172	92	88	92	85	91	93	92	92	92	90	93	94	87	95
26		14	92	100	93	93	86	66	73	85	92	85	86	93	80	86
28		17	88	92	88	94	94	88	93	88	85	92	82	88	88	88
28		9	88	87	88	88	100	100	100	100	66	66	66	88	88	100
30		15	86	93	80	80	80	93	93	83	71	69	80	100	80	78
31		13	84	76	92	91	84	100	100	83	84	83	100	100	84	84
32		49	83	82	84	88	90	83	87	80	76	71	82	86	76	87
32		6	83	100	100	100	100	100	100	100	60	100	100	100	83	100
34		11	72	81	90	80	90	90	81	81	72	60	70	81	81	63
35		20	65	89	70	80	80	80	85	84	78	94	85	85	65	80
36		0**	.	100	100	100
.	Missing Provider ID***	2**	100	50	100	100	100	100	100	100	100	100	100	100	100	100

* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

** Sample sizes < 5 : Interpret findings with caution.

*** Provider ID was missing for these survey participants.

**Table 6. Number of responses (percent) for the telehealth question
(#15 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 (50.0%)	. (.%)	. (.%)	1 (14.3%)
Very little	. (.%)	3 (60.0%)	. (.%)	1 (50.0%)	. (.%)	. (.%)	4 (57.1%)
Almost all	. (.%)	1 (20.0%)	. (.%)	. (.%)	. (.%)	. (.%)	1 (14.3%)
All	. (.%)	1 (20.0%)	. (.%)	. (.%)	. (.%)	. (.%)	1 (14.3%)
Any Telehealth	. (.%)	5 (100%)	. (.%)	1 (50.0%)	. (.%)	. (.%)	6 (85.7%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383847_3847CQR), N=6

November 2020 Survey Period

Prepared on 1/18/2021 by the University of California, Los Angeles

Integrated Substance Abuse Programs

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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 forms returned with responses received *	.	6	6
Spanish	.	6	6
Survey methods							
Automated phone survey	.	6	6

* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=0.

** Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. 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						4.8
01 Convenient Location	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (16.7%)	5 (83.3%)	4.8
02 Convenient Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (33.3%)	4 (66.7%)	4.7
Domain: Quality						4.7
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (33.3%)	4 (66.7%)	4.7
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (50.0%)	3 (50.0%)	4.5
05 Treated with Respect	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (16.7%)	5 (83.3%)	4.8
06 Understood Communication	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (33.3%)	4 (66.7%)	4.7
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (16.7%)	5 (83.3%)	4.8
Domain: Care Coordination						4.3
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	2 (40.0%)	2 (40.0%)	1 (20.0%)	3.8
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (16.7%)	5 (83.3%)	4.8
Domain: Outcome						4.5
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (50.0%)	3 (50.0%)	4.5
Domain: General Satisfaction						4.3
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (33.3%)	4 (66.7%)	4.7
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	1 (16.7%)	3 (50.0%)	2 (33.3%)	4.2
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	1 (16.7%)	3 (50.0%)	2 (33.3%)	4.2
14 Recommend Agency	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (66.7%)	2 (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 five domains

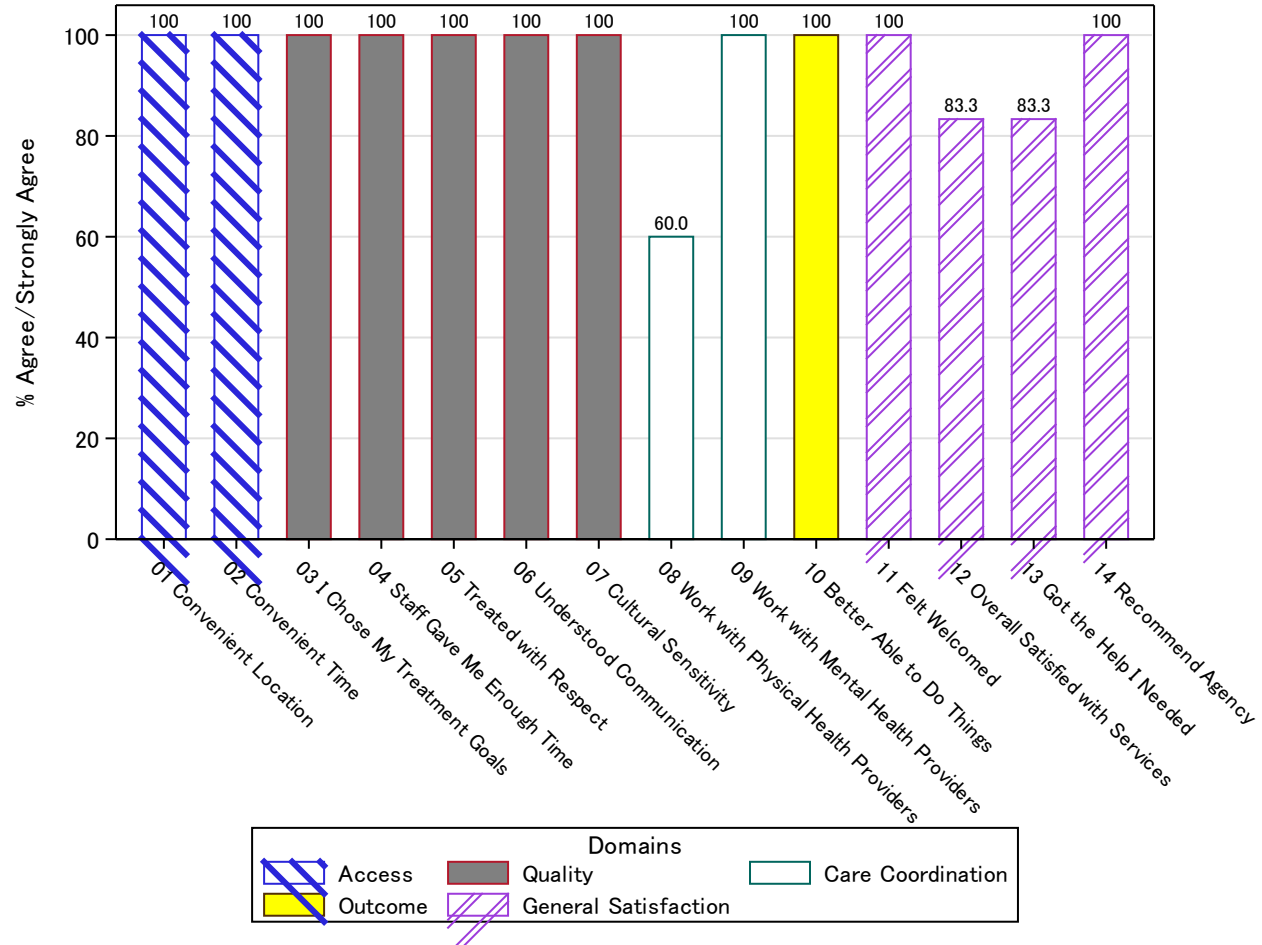


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	6 (100%)	696 (89.6%)	+ 10.4
02 Convenient Time	6 (100%)	721 (92.0%)	+ 8.0
Domain: Quality			
03 I Chose My Treatment Goals	6 (100%)	709 (91.0%)	+ 9.0
04 Staff Gave Me Enough Time	6 (100%)	721 (93.0%)	+ 7.0
05 Treated with Respect	6 (100%)	726 (93.2%)	+ 6.8
06 Understood Communication	6 (100%)	724 (92.8%)	+ 7.2
07 Cultural Sensitivity	6 (100%)	697 (90.5%)	+ 9.5
Domain: Care Coordination			
08 Work with Physical Health Providers	3 (60.0%)	654 (87.1%)	- 27.1
09 Work with Mental Health Providers	6 (100%)	637 (87.0%)	+ 13.0
Domain: Outcome			
10 Better Able to Do Things	6 (100%)	716 (91.3%)	+ 8.7
Domain: General Satisfaction			
11 Felt Welcomed	6 (100%)	734 (94.2%)	+ 5.8
12 Overall Satisfied with Services	5 (83.3%)	725 (92.7%)	- 9.4
13 Got the Help I Needed	5 (83.3%)	696 (88.8%)	- 5.5
14 Recommend Agency	6 (100%)	719 (93.3%)	+ 6.7

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

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	N/A	N/A	75.0	100	+ 25.0
Access	02 Convenient Time	N/A	N/A	33.3	100	+ 66.7
Quality	03 I Chose My Treatment Goals	N/A	N/A	25.0	100	+ 75.0
Quality	04 Staff Gave Me Enough Time	N/A	N/A	33.3	100	+ 66.7
Quality	05 Treated with Respect	N/A	N/A	33.3	100	+ 66.7
Quality	06 Understood Communication	N/A	N/A	0.0	100	+ 100
Quality	07 Cultural Sensitivity	N/A	N/A	33.3	100	+ 66.7
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	33.3	60.0	+ 26.7
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	33.3	100	+ 66.7
Outcome	10 Better Able to Do Things	N/A	N/A	25.0	100	+ 75.0
General Satisfaction	11 Felt Welcomed	N/A	N/A	33.3	100	+ 66.7
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	33.3	83.3	+ 50.0
General Satisfaction	13 Got the Help I Needed	N/A	N/A	33.3	83.3	+ 50.0
General Satisfaction	14 Recommend Agency	N/A	N/A	33.3	100	+ 66.7

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Note: Comparisons are reported only for programs with an exact match of CalOMS provider ID and treatment setting and/or Reporting Unit for 2017, 2018, 2019 and 2020 (as applicable).

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1		12	100	91	100	100	100	100	100	100	100	100	100	100	91	100
1		10	100	80	100	90	90	100	100	100	100	90	100	100	100	100
1		8	100	88	100	87	100	100	100	88	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	100	85	100	100	100
1		7	100	100	100	100	100	100	100	85	85	83	100	100	100	100
1		6	100	100	100	66	100	83	100	66	100	100	100	100	83	100
1		6	100	50	100	100	100	100	66	100	100	100	100	83	83	100
1		5	100	100	100	100	100	100	100	100	80	80	100	100	100	100
1		4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		2**	100	100	100	100	50	100	100	100	0	100	100	100	100	100
1		2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	0	0	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	0	100	100	100	100	100	100	100	0	100	100	100	0
17		44	97	93	91	93	97	93	91	95	95	93	88	95	95	95
17		36	97	92	97	94	94	97	97	94	57	78	94	97	91	94
19		31	96	83	96	96	93	96	96	96	95	87	93	96	96	96
20		62	95	93	95	95	96	96	92	85	79	80	92	96	92	93
20		47	95	93	93	89	97	95	95	89	86	86	95	95	93	97
20		21	95	86	90	100	90	85	90	90	95	90	95	95	95	95
23		100	94	87	91	92	91	94	92	89	89	88	91	93	90	93

23		18	94	100	83	94	94	100	94	88	88	88	88	88	83	82
23		17	94	100	87	100	100	88	94	94	100	100	88	94	82	100
26		172	92	88	92	85	91	93	92	92	92	90	93	94	87	95
26		14	92	100	93	93	86	66	73	85	92	85	86	93	80	86
28		17	88	92	88	94	94	88	93	88	85	92	82	88	88	88
28		9	88	87	88	88	100	100	100	100	66	66	66	88	88	100
30		15	86	93	80	80	80	93	93	83	71	69	80	100	80	78
31		13	84	76	92	91	84	100	100	83	84	83	100	100	84	84
32		49	83	82	84	88	90	83	87	80	76	71	82	86	76	87
32	YOUR PROGRAM	6	83	100	100	100	100	100	100	100	60	100	100	100	83	100
34		11	72	81	90	80	90	90	81	81	72	60	70	81	81	63
35		20	65	89	70	80	80	80	85	84	78	94	85	85	65	80
36		0**	.	100	100	100
.	Missing Provider ID***	2**	100	50	100	100	100	100	100	100	100	100	100	100	100	100

* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

** Sample sizes < 5 : Interpret findings with caution.

*** Provider ID was missing for these survey participants.

**Table 6. Number of responses (percent) for the telehealth question
(#15 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 (16.7%)	. (.%)	. (.%)	. (.%)	. (.%)	1 (16.7%)
Very little	. (.%)	3 (50.0%)	. (.%)	. (.%)	. (.%)	. (.%)	3 (50.0%)
About half	. (.%)	1 (16.7%)	. (.%)	. (.%)	. (.%)	. (.%)	1 (16.7%)
All	. (.%)	1 (16.7%)	. (.%)	. (.%)	. (.%)	. (.%)	1 (16.7%)
Any Telehealth	. (.%)	5 (83.3%)	. (.%)	. (.%)	. (.%)	. (.%)	5 (83.3%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383871_3871IOP), N=25

November 2020 Survey Period

Prepared on 1/18/2021 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.**

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 forms returned with responses received *	25	25
English	2	2
Spanish	23	23
Survey methods							
Automated phone survey	25	25

* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=0.

** Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. 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						4.5
01 Convenient Location	0 (0.0%)	2 (9.1%)	1 (4.5%)	3 (13.6%)	16 (72.7%)	4.5
02 Convenient Time	0 (0.0%)	0 (0.0%)	2 (9.5%)	4 (19.0%)	15 (71.4%)	4.6
Domain: Quality						4.6
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	0 (0.0%)	7 (33.3%)	14 (66.7%)	4.7
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	2 (9.5%)	5 (23.8%)	14 (66.7%)	4.6
05 Treated with Respect	0 (0.0%)	0 (0.0%)	3 (14.3%)	6 (28.6%)	12 (57.1%)	4.4
06 Understood Communication	0 (0.0%)	0 (0.0%)	2 (9.5%)	4 (19.0%)	15 (71.4%)	4.6
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	2 (9.5%)	4 (19.0%)	15 (71.4%)	4.6
Domain: Care Coordination						4.6
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	1 (5.0%)	6 (30.0%)	13 (65.0%)	4.6
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	2 (10.0%)	5 (25.0%)	13 (65.0%)	4.6
Domain: Outcome						4.6
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	1 (4.8%)	7 (33.3%)	13 (61.9%)	4.6
Domain: General Satisfaction						4.6
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	1 (4.8%)	6 (28.6%)	14 (66.7%)	4.6
12 Overall Satisfied with Services	0 (0.0%)	1 (4.8%)	0 (0.0%)	5 (23.8%)	15 (71.4%)	4.6
13 Got the Help I Needed	0 (0.0%)	1 (4.8%)	0 (0.0%)	8 (38.1%)	12 (57.1%)	4.5
14 Recommend Agency	1 (4.8%)	0 (0.0%)	0 (0.0%)	5 (23.8%)	15 (71.4%)	4.6

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

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

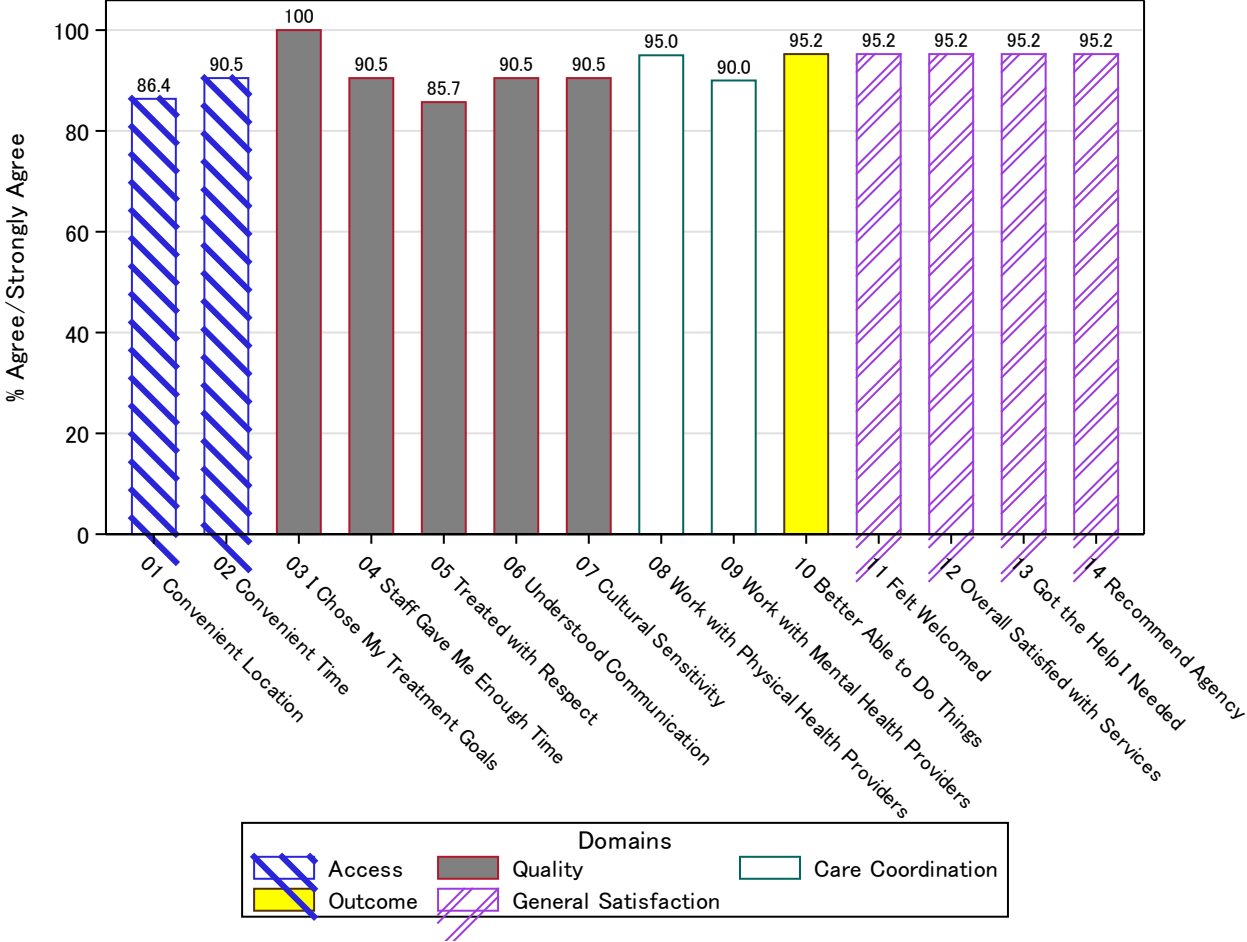


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	19 (86.4%)	696 (89.6%)	- 3.2
02 Convenient Time	19 (90.5%)	721 (92.0%)	- 1.5
Domain: Quality			
03 I Chose My Treatment Goals	21 (100%)	709 (91.0%)	+ 9.0
04 Staff Gave Me Enough Time	19 (90.5%)	721 (93.0%)	- 2.5
05 Treated with Respect	18 (85.7%)	726 (93.2%)	- 7.5
06 Understood Communication	19 (90.5%)	724 (92.8%)	- 2.3
07 Cultural Sensitivity	19 (90.5%)	697 (90.5%)	+ 0.0
Domain: Care Coordination			
08 Work with Physical Health Providers	19 (95.0%)	654 (87.1%)	+ 7.9
09 Work with Mental Health Providers	18 (90.0%)	637 (87.0%)	+ 3.0
Domain: Outcome			
10 Better Able to Do Things	20 (95.2%)	716 (91.3%)	+ 3.9
Domain: General Satisfaction			
11 Felt Welcomed	20 (95.2%)	734 (94.2%)	+ 1.0
12 Overall Satisfied with Services	20 (95.2%)	725 (92.7%)	+ 2.5
13 Got the Help I Needed	20 (95.2%)	696 (88.8%)	+ 6.4
14 Recommend Agency	20 (95.2%)	719 (93.3%)	+ 1.9

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

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	N/A	N/A	95.2	86.4	- 8.8
Access	02 Convenient Time	N/A	N/A	100	90.5	- 9.5
Quality	03 I Chose My Treatment Goals	N/A	N/A	90.5	100	+ 9.5
Quality	04 Staff Gave Me Enough Time	N/A	N/A	100	90.5	- 9.5
Quality	05 Treated with Respect	N/A	N/A	100	85.7	- 14.3
Quality	06 Understood Communication	N/A	N/A	95.5	90.5	- 5.0
Quality	07 Cultural Sensitivity	N/A	N/A	90.9	90.5	- 0.4
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	100	95.0	- 5.0
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	94.4	90.0	- 4.4
Outcome	10 Better Able to Do Things	N/A	N/A	100	95.2	- 4.8
General Satisfaction	11 Felt Welcomed	N/A	N/A	100	95.2	- 4.8
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	95.5	95.2	- 0.3
General Satisfaction	13 Got the Help I Needed	N/A	N/A	100	95.2	- 4.8
General Satisfaction	14 Recommend Agency	N/A	N/A	95.2	95.2	+ 0.0

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Note: Comparisons are reported only for programs with an exact match of CalOMS provider ID and treatment setting and/or Reporting Unit for 2017, 2018, 2019 and 2020 (as applicable).

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1		12	100	91	100	100	100	100	100	100	100	100	100	100	91	100
1		10	100	80	100	90	90	100	100	100	100	90	100	100	100	100
1		8	100	88	100	87	100	100	100	88	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	100	85	100	100	100
1		7	100	100	100	100	100	100	100	85	85	83	100	100	100	100
1		6	100	100	100	66	100	83	100	66	100	100	100	100	83	100
1		6	100	50	100	100	100	100	66	100	100	100	100	83	83	100
1		5	100	100	100	100	100	100	100	100	80	80	100	100	100	100
1		4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		2**	100	100	100	100	50	100	100	100	0	100	100	100	100	100
1		2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	0	0	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	0	100	100	100	100	100	100	100	0	100	100	100	0
17		44	97	93	91	93	97	93	91	95	95	93	88	95	95	95
17		36	97	92	97	94	94	97	97	94	57	78	94	97	91	94
19		31	96	83	96	96	93	96	96	96	95	87	93	96	96	96
20		62	95	93	95	95	96	96	92	85	79	80	92	96	92	93
20		47	95	93	93	89	97	95	95	89	86	86	95	95	93	97
20	YOUR PROGRAM	21	95	86	90	100	90	85	90	90	95	90	95	95	95	95
23		100	94	87	91	92	91	94	92	89	89	88	91	93	90	93

23		18	94	100	83	94	94	100	94	88	88	88	88	88	83	82
23		17	94	100	87	100	100	88	94	94	100	100	88	94	82	100
26		172	92	88	92	85	91	93	92	92	92	90	93	94	87	95
26		14	92	100	93	93	86	66	73	85	92	85	86	93	80	86
28		17	88	92	88	94	94	88	93	88	85	92	82	88	88	88
28		9	88	87	88	88	100	100	100	100	66	66	66	88	88	100
30		15	86	93	80	80	80	93	93	83	71	69	80	100	80	78
31		13	84	76	92	91	84	100	100	83	84	83	100	100	84	84
32		49	83	82	84	88	90	83	87	80	76	71	82	86	76	87
32		6	83	100	100	100	100	100	100	100	60	100	100	100	83	100
34		11	72	81	90	80	90	90	81	81	72	60	70	81	81	63
35		20	65	89	70	80	80	80	85	84	78	94	85	85	65	80
36		0**	.	100	100	100
.	Missing Provider ID***	2**	100	50	100	100	100	100	100	100	100	100	100	100	100	100

* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

** Sample sizes < 5 : Interpret findings with caution.

*** Provider ID was missing for these survey participants.

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383873_3873DOP), N=9

November 2020 Survey Period

Prepared on 1/18/2021 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.**

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 forms returned with responses received *	9	9
English	9	9
Survey methods							
Online survey	9	9

* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=0.

** Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. 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 (12.5%)	3 (37.5%)	4 (50.0%)	4.4
02 Convenient Time	0 (0.0%)	0 (0.0%)	1 (11.1%)	5 (55.6%)	3 (33.3%)	4.2
Domain: Quality						4.3
03 I Chose My Treatment Goals	0 (0.0%)	1 (11.1%)	0 (0.0%)	5 (55.6%)	3 (33.3%)	4.1
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	7 (77.8%)	2 (22.2%)	4.2
05 Treated with Respect	0 (0.0%)	0 (0.0%)	0 (0.0%)	6 (66.7%)	3 (33.3%)	4.3
06 Understood Communication	0 (0.0%)	0 (0.0%)	0 (0.0%)	6 (66.7%)	3 (33.3%)	4.3
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	0 (0.0%)	5 (55.6%)	4 (44.4%)	4.4
Domain: Care Coordination						3.8
08 Work with Physical Health Providers	0 (0.0%)	1 (11.1%)	2 (22.2%)	4 (44.4%)	2 (22.2%)	3.8
09 Work with Mental Health Providers	0 (0.0%)	1 (11.1%)	2 (22.2%)	4 (44.4%)	2 (22.2%)	3.8
Domain: Outcome						3.8
10 Better Able to Do Things	0 (0.0%)	1 (11.1%)	2 (22.2%)	4 (44.4%)	2 (22.2%)	3.8
Domain: General Satisfaction						4.3
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	1 (11.1%)	4 (44.4%)	4 (44.4%)	4.3
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	1 (11.1%)	5 (55.6%)	3 (33.3%)	4.2
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	1 (11.1%)	5 (55.6%)	3 (33.3%)	4.2
14 Recommend Agency	0 (0.0%)	0 (0.0%)	0 (0.0%)	6 (66.7%)	3 (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 five domains

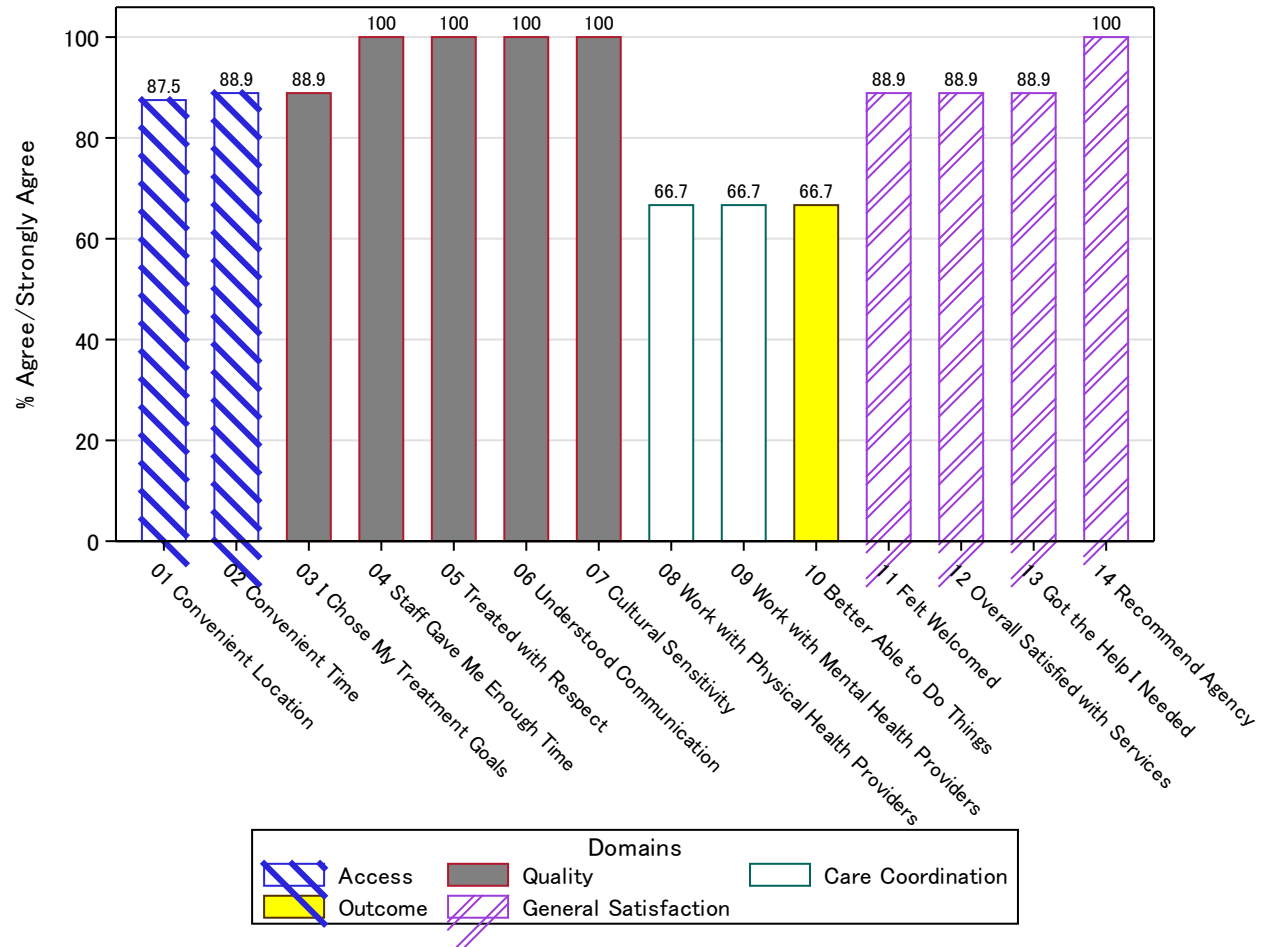


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	7 (87.5%)	696 (89.6%)	- 2.1
02 Convenient Time	8 (88.9%)	721 (92.0%)	- 3.1
Domain: Quality			
03 I Chose My Treatment Goals	8 (88.9%)	709 (91.0%)	- 2.1
04 Staff Gave Me Enough Time	9 (100%)	721 (93.0%)	+ 7.0
05 Treated with Respect	9 (100%)	726 (93.2%)	+ 6.8
06 Understood Communication	9 (100%)	724 (92.8%)	+ 7.2
07 Cultural Sensitivity	9 (100%)	697 (90.5%)	+ 9.5
Domain: Care Coordination			
08 Work with Physical Health Providers	6 (66.7%)	654 (87.1%)	- 20.4
09 Work with Mental Health Providers	6 (66.7%)	637 (87.0%)	- 20.3
Domain: Outcome			
10 Better Able to Do Things	6 (66.7%)	716 (91.3%)	- 24.6
Domain: General Satisfaction			
11 Felt Welcomed	8 (88.9%)	734 (94.2%)	- 5.3
12 Overall Satisfied with Services	8 (88.9%)	725 (92.7%)	- 3.8
13 Got the Help I Needed	8 (88.9%)	696 (88.8%)	+ 0.1
14 Recommend Agency	9 (100%)	719 (93.3%)	+ 6.7

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

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	N/A	N/A	N/A	87.5	N/A
Access	02 Convenient Time	N/A	N/A	N/A	88.9	N/A
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	88.9	N/A
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	100	N/A
Quality	05 Treated with Respect	N/A	N/A	N/A	100	N/A
Quality	06 Understood Communication	N/A	N/A	N/A	100	N/A
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	100	N/A
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	66.7	N/A
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	66.7	N/A
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	66.7	N/A
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	88.9	N/A
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	88.9	N/A
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	88.9	N/A
General Satisfaction	14 Recommend Agency	N/A	N/A	N/A	100	N/A

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Note: Comparisons are reported only for programs with an exact match of CalOMS provider ID and treatment setting and/or Reporting Unit for 2017, 2018, 2019 and 2020 (as applicable).

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1		12	100	91	100	100	100	100	100	100	100	100	100	100	91	100
1		10	100	80	100	90	90	100	100	100	100	90	100	100	100	100
1		8	100	88	100	87	100	100	100	88	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	100	85	100	100	100
1		7	100	100	100	100	100	100	100	85	85	83	100	100	100	100
1		6	100	100	100	66	100	83	100	66	100	100	100	100	83	100
1		6	100	50	100	100	100	100	66	100	100	100	100	83	83	100
1		5	100	100	100	100	100	100	100	100	80	80	100	100	100	100
1		4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		2**	100	100	100	100	50	100	100	100	0	100	100	100	100	100
1		2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	0	0	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	0	100	100	100	100	100	100	100	0	100	100	100	0
17		44	97	93	91	93	97	93	91	95	95	93	88	95	95	95
17		36	97	92	97	94	94	97	97	94	57	78	94	97	91	94
19		31	96	83	96	96	93	96	96	96	95	87	93	96	96	96
20		62	95	93	95	95	96	96	92	85	79	80	92	96	92	93
20		47	95	93	93	89	97	95	95	89	86	86	95	95	93	97
20		21	95	86	90	100	90	85	90	90	95	90	95	95	95	95
23		100	94	87	91	92	91	94	92	89	89	88	91	93	90	93

23		18	94	100	83	94	94	100	94	88	88	88	88	88	83	82
23		17	94	100	87	100	100	88	94	94	100	100	88	94	82	100
26		172	92	88	92	85	91	93	92	92	92	90	93	94	87	95
26		14	92	100	93	93	86	66	73	85	92	85	86	93	80	86
28		17	88	92	88	94	94	88	93	88	85	92	82	88	88	88
28	YOUR PROGRAM	9	88	87	88	88	100	100	100	100	66	66	66	88	88	100
30		15	86	93	80	80	80	93	93	83	71	69	80	100	80	78
31		13	84	76	92	91	84	100	100	83	84	83	100	100	84	84
32		49	83	82	84	88	90	83	87	80	76	71	82	86	76	87
32		6	83	100	100	100	100	100	100	100	60	100	100	100	83	100
34		11	72	81	90	80	90	90	81	81	72	60	70	81	81	63
35		20	65	89	70	80	80	80	85	84	78	94	85	85	65	80
36		0**	.	100	100	100
.	Missing Provider ID***	2**	100	50	100	100	100	100	100	100	100	100	100	100	100	100

* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

** Sample sizes < 5 : Interpret findings with caution.

*** Provider ID was missing for these survey participants.

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383875_38752), N=17

November 2020 Survey Period

Prepared on 1/18/2021 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.**

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 forms returned with responses received *	.	17	17
English	.	17	17
Survey methods							
Paper/data entry	.	17	17

* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=0.

** Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. 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						4.7
01 Convenient Location	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (11.8%)	15 (88.2%)	4.9
02 Convenient Time	0 (0.0%)	0 (0.0%)	2 (12.5%)	5 (31.3%)	9 (56.3%)	4.4
Domain: Quality						4.7
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	0 (0.0%)	5 (29.4%)	12 (70.6%)	4.7
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	6 (35.3%)	11 (64.7%)	4.6
05 Treated with Respect	0 (0.0%)	0 (0.0%)	2 (11.8%)	2 (11.8%)	13 (76.5%)	4.6
06 Understood Communication	0 (0.0%)	0 (0.0%)	1 (5.9%)	4 (23.5%)	12 (70.6%)	4.6
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	1 (5.9%)	4 (23.5%)	12 (70.6%)	4.6
Domain: Care Coordination						4.7
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (20.0%)	12 (80.0%)	4.8
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	5 (31.3%)	11 (68.8%)	4.7
Domain: Outcome						4.6
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	2 (11.8%)	2 (11.8%)	13 (76.5%)	4.6
Domain: General Satisfaction						4.8
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	1 (5.9%)	2 (11.8%)	14 (82.4%)	4.8
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	1 (5.9%)	2 (11.8%)	14 (82.4%)	4.8
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	3 (17.6%)	1 (5.9%)	13 (76.5%)	4.6
14 Recommend Agency	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (11.8%)	15 (88.2%)	4.9

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

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

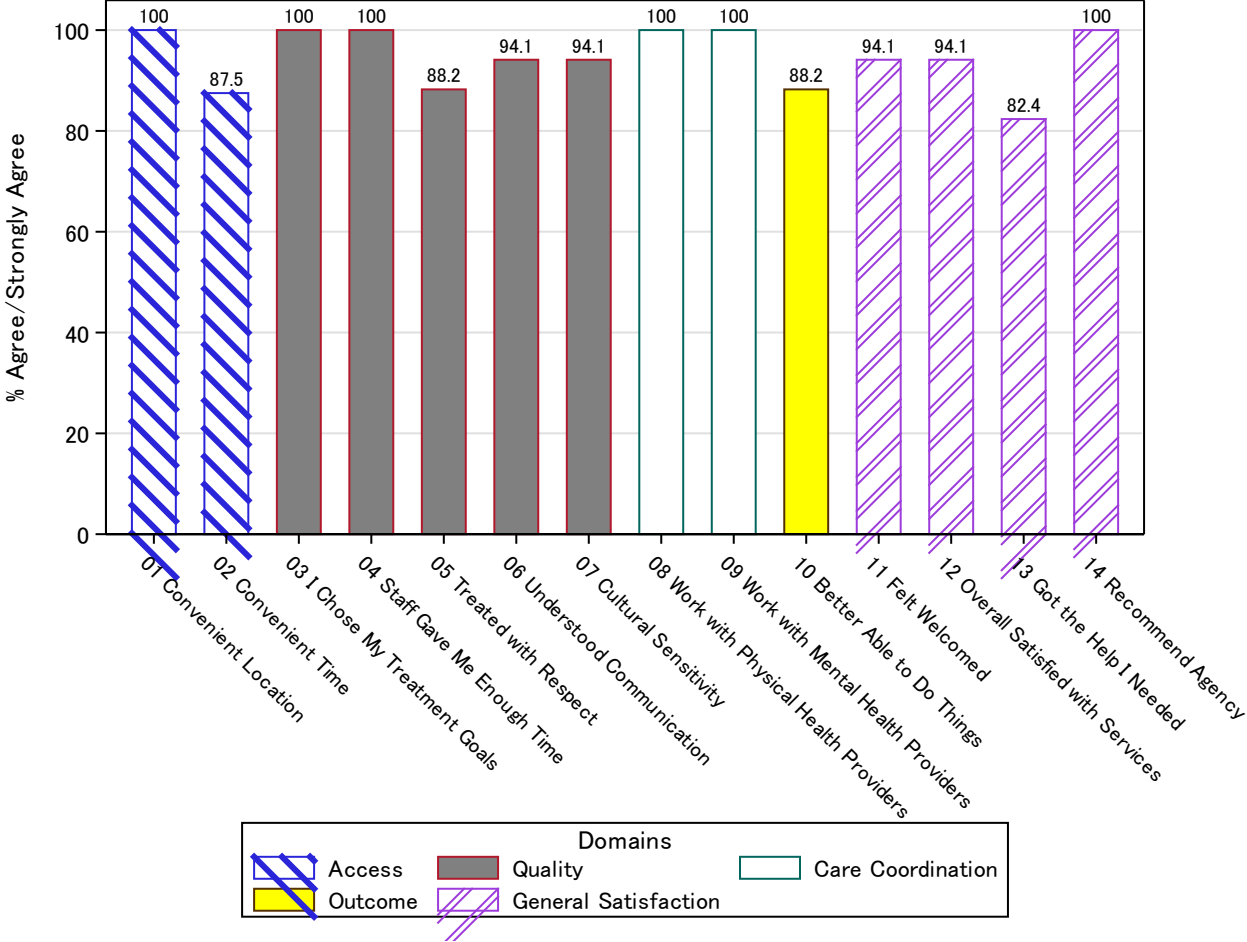


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	17 (100%)	696 (89.6%)	+ 10.4
02 Convenient Time	14 (87.5%)	721 (92.0%)	- 4.5
Domain: Quality			
03 I Chose My Treatment Goals	17 (100%)	709 (91.0%)	+ 9.0
04 Staff Gave Me Enough Time	17 (100%)	721 (93.0%)	+ 7.0
05 Treated with Respect	15 (88.2%)	726 (93.2%)	- 5.0
06 Understood Communication	16 (94.1%)	724 (92.8%)	+ 1.3
07 Cultural Sensitivity	16 (94.1%)	697 (90.5%)	+ 3.6
Domain: Care Coordination			
08 Work with Physical Health Providers	15 (100%)	654 (87.1%)	+ 12.9
09 Work with Mental Health Providers	16 (100%)	637 (87.0%)	+ 13.0
Domain: Outcome			
10 Better Able to Do Things	15 (88.2%)	716 (91.3%)	- 3.1
Domain: General Satisfaction			
11 Felt Welcomed	16 (94.1%)	734 (94.2%)	- 0.1
12 Overall Satisfied with Services	16 (94.1%)	725 (92.7%)	+ 1.4
13 Got the Help I Needed	14 (82.4%)	696 (88.8%)	- 6.4
14 Recommend Agency	17 (100%)	719 (93.3%)	+ 6.7

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

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	100	N/A	100	100	+ 0.0
Access	02 Convenient Time	100	N/A	77.8	87.5	+ 9.7
Quality	03 I Chose My Treatment Goals	75.0	N/A	88.9	100	+ 11.1
Quality	04 Staff Gave Me Enough Time	91.7	N/A	66.7	100	+ 33.3
Quality	05 Treated with Respect	100	N/A	90.0	88.2	- 1.8
Quality	06 Understood Communication	100	N/A	100	94.1	- 5.9
Quality	07 Cultural Sensitivity	100	N/A	100	94.1	- 5.9
Care Coordination	08 Work with Physical Health Providers	91.7	N/A	66.7	100	+ 33.3
Care Coordination	09 Work with Mental Health Providers	100	N/A	66.7	100	+ 33.3
Outcome	10 Better Able to Do Things	58.3	N/A	60.0	88.2	+ 28.2
General Satisfaction	11 Felt Welcomed	100	N/A	100	94.1	- 5.9
General Satisfaction	12 Overall Satisfied with Services *	100	N/A	100	94.1	- 5.9
General Satisfaction	13 Got the Help I Needed	91.7	N/A	70.0	82.4	+ 12.4
General Satisfaction	14 Recommend Agency	100	N/A	100	100	+ 0.0

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Note: Comparisons are reported only for programs with an exact match of CalOMS provider ID and treatment setting and/or Reporting Unit for 2017, 2018, 2019 and 2020 (as applicable).

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1		12	100	91	100	100	100	100	100	100	100	100	100	100	91	100
1		10	100	80	100	90	90	100	100	100	100	90	100	100	100	100
1		8	100	88	100	87	100	100	100	88	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	100	85	100	100	100
1		7	100	100	100	100	100	100	100	85	85	83	100	100	100	100
1		6	100	100	100	66	100	83	100	66	100	100	100	100	83	100
1		6	100	50	100	100	100	100	66	100	100	100	100	83	83	100
1		5	100	100	100	100	100	100	100	100	80	80	100	100	100	100
1		4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		2**	100	100	100	100	50	100	100	100	0	100	100	100	100	100
1		2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	0	0	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	0	100	100	100	100	100	100	100	0	100	100	100	0
17		44	97	93	91	93	97	93	91	95	95	93	88	95	95	95
17		36	97	92	97	94	94	97	97	94	57	78	94	97	91	94
19		31	96	83	96	96	93	96	96	96	95	87	93	96	96	96
20		62	95	93	95	95	96	96	92	85	79	80	92	96	92	93
20		47	95	93	93	89	97	95	95	89	86	86	95	95	93	97
20		21	95	86	90	100	90	85	90	90	95	90	95	95	95	95
23		100	94	87	91	92	91	94	92	89	89	88	91	93	90	93

23		18	94	100	83	94	94	100	94	88	88	88	88	88	83	82
23	YOUR PROGRAM	17	94	100	87	100	100	88	94	94	100	100	88	94	82	100
26		172	92	88	92	85	91	93	92	92	92	90	93	94	87	95
26		14	92	100	93	93	86	66	73	85	92	85	86	93	80	86
28		17	88	92	88	94	94	88	93	88	85	92	82	88	88	88
28		9	88	87	88	88	100	100	100	100	66	66	66	88	88	100
30		15	86	93	80	80	80	93	93	83	71	69	80	100	80	78
31		13	84	76	92	91	84	100	100	83	84	83	100	100	84	84
32		49	83	82	84	88	90	83	87	80	76	71	82	86	76	87
32		6	83	100	100	100	100	100	100	100	60	100	100	100	83	100
34		11	72	81	90	80	90	90	81	81	72	60	70	81	81	63
35		20	65	89	70	80	80	80	85	84	78	94	85	85	65	80
36		0**	.	100	100	100
.	Missing Provider ID***	2**	100	50	100	100	100	100	100	100	100	100	100	100	100	100

* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

** Sample sizes < 5 : Interpret findings with caution.

*** Provider ID was missing for these survey participants.

**Table 6. Number of responses (percent) for the telehealth question
(#15 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	. (.%)	9 (52.9%)	. (.%)	. (.%)	. (.%)	. (.%)	9 (52.9%)
Very little	. (.%)	4 (23.5%)	. (.%)	. (.%)	. (.%)	. (.%)	4 (23.5%)
About half	. (.%)	3 (17.6%)	. (.%)	. (.%)	. (.%)	. (.%)	3 (17.6%)
All	. (.%)	1 (5.9%)	. (.%)	. (.%)	. (.%)	. (.%)	1 (5.9%)
Any Telehealth	. (.%)	8 (47.1%)	. (.%)	. (.%)	. (.%)	. (.%)	8 (47.1%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383887_38874), N=103

November 2020 Survey Period

Prepared on 1/18/2021 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.**

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 forms returned with responses received *	103	103
English	103	103
Survey methods							
Paper/data entry	103	103

* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=0.

** Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. 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	4 (3.9%)	1 (1.0%)	8 (7.8%)	41 (40.2%)	48 (47.1%)	4.3
02 Convenient Time	3 (3.0%)	1 (1.0%)	5 (5.0%)	36 (35.6%)	56 (55.4%)	4.4
Domain: Quality						4.4
03 I Chose My Treatment Goals	1 (1.0%)	3 (3.0%)	4 (4.0%)	38 (37.6%)	55 (54.5%)	4.4
04 Staff Gave Me Enough Time	0 (0.0%)	2 (2.0%)	7 (6.9%)	40 (39.6%)	52 (51.5%)	4.4
05 Treated with Respect	1 (1.0%)	1 (1.0%)	4 (4.0%)	36 (36.0%)	58 (58.0%)	4.5
06 Understood Communication	1 (1.0%)	2 (2.0%)	5 (5.0%)	35 (35.0%)	57 (57.0%)	4.5
07 Cultural Sensitivity	1 (1.0%)	4 (4.0%)	6 (5.9%)	36 (35.6%)	54 (53.5%)	4.4
Domain: Care Coordination						4.4
08 Work with Physical Health Providers	2 (2.0%)	1 (1.0%)	8 (7.9%)	38 (37.6%)	52 (51.5%)	4.4
09 Work with Mental Health Providers	3 (3.2%)	0 (0.0%)	8 (8.6%)	29 (31.2%)	53 (57.0%)	4.4
Domain: Outcome						4.4
10 Better Able to Do Things	1 (1.0%)	2 (2.0%)	6 (5.9%)	36 (35.6%)	56 (55.4%)	4.4
Domain: General Satisfaction						4.5
11 Felt Welcomed	2 (2.0%)	0 (0.0%)	5 (5.0%)	35 (35.0%)	58 (58.0%)	4.5
12 Overall Satisfied with Services	1 (1.0%)	1 (1.0%)	4 (4.0%)	34 (34.0%)	60 (60.0%)	4.5
13 Got the Help I Needed	2 (2.0%)	0 (0.0%)	8 (8.0%)	34 (34.0%)	56 (56.0%)	4.4
14 Recommend Agency	1 (1.0%)	2 (2.0%)	3 (3.0%)	30 (30.3%)	63 (63.6%)	4.5

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

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

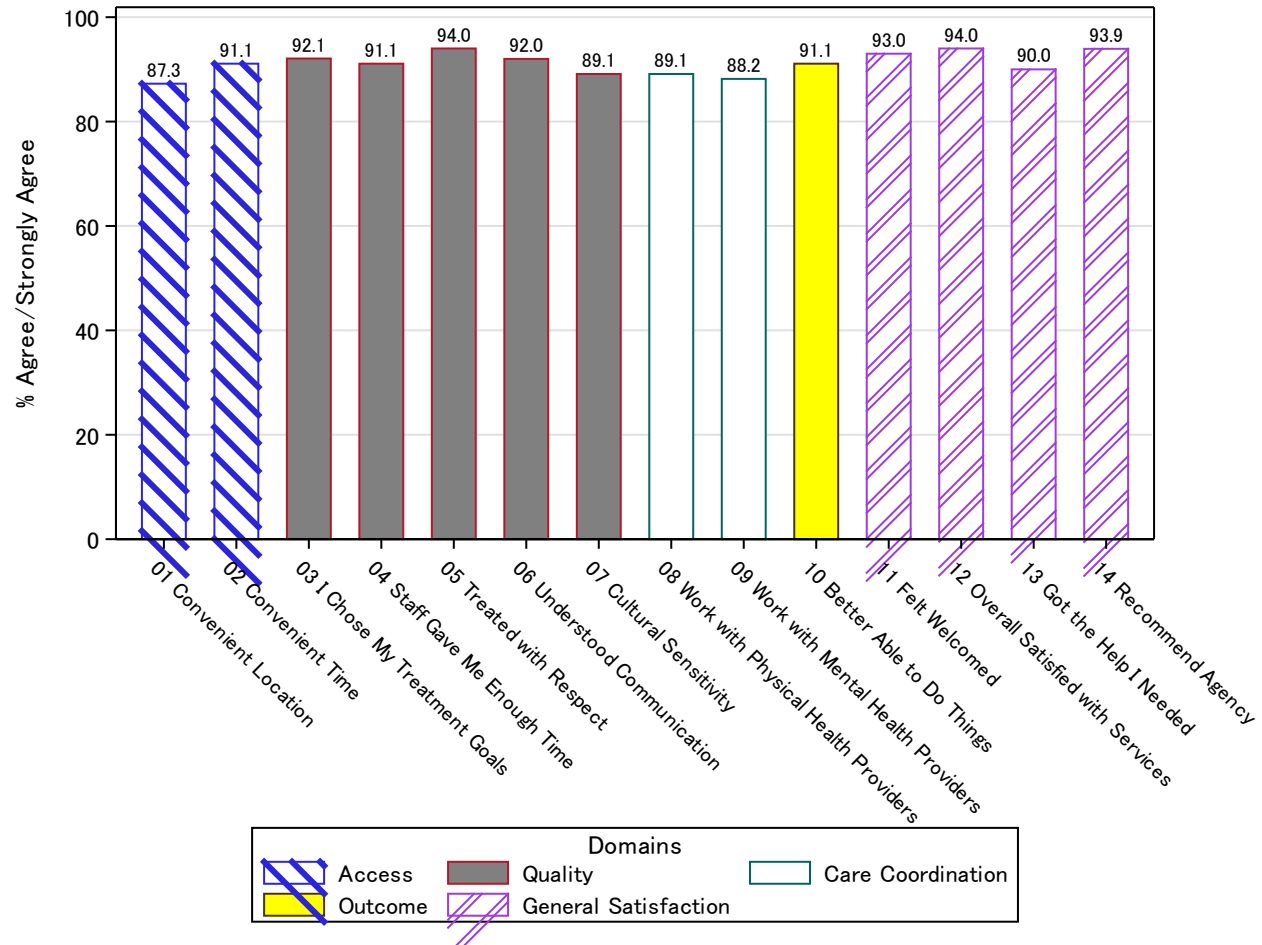


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	89 (87.3%)	696 (89.6%)	- 2.3
02 Convenient Time	92 (91.1%)	721 (92.0%)	- 0.9
Domain: Quality			
03 I Chose My Treatment Goals	93 (92.1%)	709 (91.0%)	+ 1.1
04 Staff Gave Me Enough Time	92 (91.1%)	721 (93.0%)	- 1.9
05 Treated with Respect	94 (94.0%)	726 (93.2%)	+ 0.8
06 Understood Communication	92 (92.0%)	724 (92.8%)	- 0.8
07 Cultural Sensitivity	90 (89.1%)	697 (90.5%)	- 1.4
Domain: Care Coordination			
08 Work with Physical Health Providers	90 (89.1%)	654 (87.1%)	+ 2.0
09 Work with Mental Health Providers	82 (88.2%)	637 (87.0%)	+ 1.2
Domain: Outcome			
10 Better Able to Do Things	92 (91.1%)	716 (91.3%)	- 0.2
Domain: General Satisfaction			
11 Felt Welcomed	93 (93.0%)	734 (94.2%)	- 1.2
12 Overall Satisfied with Services	94 (94.0%)	725 (92.7%)	+ 1.3
13 Got the Help I Needed	90 (90.0%)	696 (88.8%)	+ 1.2
14 Recommend Agency	93 (93.9%)	719 (93.3%)	+ 0.6

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

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	81.0	N/A	85.1	87.3	+ 2.2
Access	02 Convenient Time	92.7	N/A	87.4	91.1	+ 3.7
Quality	03 I Chose My Treatment Goals	86.9	N/A	86.3	92.1	+ 5.8
Quality	04 Staff Gave Me Enough Time	91.7	N/A	88.1	91.1	+ 3.0
Quality	05 Treated with Respect	86.2	N/A	86.4	94.0	+ 7.6
Quality	06 Understood Communication	85.2	N/A	89.4	92.0	+ 2.6
Quality	07 Cultural Sensitivity	85.7	N/A	84.5	89.1	+ 4.6
Care Coordination	08 Work with Physical Health Providers	83.1	N/A	82.0	89.1	+ 7.1
Care Coordination	09 Work with Mental Health Providers	81.0	N/A	81.1	88.2	+ 7.1
Outcome	10 Better Able to Do Things	89.8	N/A	86.9	91.1	+ 4.2
General Satisfaction	11 Felt Welcomed	87.7	N/A	87.7	93.0	+ 5.3
General Satisfaction	12 Overall Satisfied with Services *	86.9	N/A	87.7	94.0	+ 6.3
General Satisfaction	13 Got the Help I Needed	82.5	N/A	86.4	90.0	+ 3.6
General Satisfaction	14 Recommend Agency	87.7	N/A	87.4	93.9	+ 6.5

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Note: Comparisons are reported only for programs with an exact match of CalOMS provider ID and treatment setting and/or Reporting Unit for 2017, 2018, 2019 and 2020 (as applicable).

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1		12	100	91	100	100	100	100	100	100	100	100	100	100	91	100
1		10	100	80	100	90	90	100	100	100	100	90	100	100	100	100
1		8	100	88	100	87	100	100	100	88	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	100	85	100	100	100
1		7	100	100	100	100	100	100	100	85	85	83	100	100	100	100
1		6	100	100	100	66	100	83	100	66	100	100	100	100	83	100
1		6	100	50	100	100	100	100	66	100	100	100	100	83	83	100
1		5	100	100	100	100	100	100	100	100	80	80	100	100	100	100
1		4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		2**	100	100	100	100	50	100	100	100	0	100	100	100	100	100
1		2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	0	0	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	0	100	100	100	100	100	100	100	0	100	100	100	0
17		44	97	93	91	93	97	93	91	95	95	93	88	95	95	95
17		36	97	92	97	94	94	97	97	94	57	78	94	97	91	94
19		31	96	83	96	96	93	96	96	96	95	87	93	96	96	96
20		62	95	93	95	95	96	96	92	85	79	80	92	96	92	93
20		47	95	93	93	89	97	95	95	89	86	86	95	95	93	97
20		21	95	86	90	100	90	85	90	90	95	90	95	95	95	95
23	YOUR PROGRAM	100	94	87	91	92	91	94	92	89	89	88	91	93	90	93

23		18	94	100	83	94	94	100	94	88	88	88	88	88	83	82
23		17	94	100	87	100	100	88	94	94	100	100	88	94	82	100
26		172	92	88	92	85	91	93	92	92	92	90	93	94	87	95
26		14	92	100	93	93	86	66	73	85	92	85	86	93	80	86
28		17	88	92	88	94	94	88	93	88	85	92	82	88	88	88
28		9	88	87	88	88	100	100	100	100	66	66	66	88	88	100
30		15	86	93	80	80	80	93	93	83	71	69	80	100	80	78
31		13	84	76	92	91	84	100	100	83	84	83	100	100	84	84
32		49	83	82	84	88	90	83	87	80	76	71	82	86	76	87
32		6	83	100	100	100	100	100	100	100	60	100	100	100	83	100
34		11	72	81	90	80	90	90	81	81	72	60	70	81	81	63
35		20	65	89	70	80	80	80	85	84	78	94	85	85	65	80
36		0**	.	100	100	100
.	Missing Provider ID***	2**	100	50	100	100	100	100	100	100	100	100	100	100	100	100

* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

** Sample sizes < 5 : Interpret findings with caution.

*** Provider ID was missing for these survey participants.

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (388905_89051), N=37

November 2020 Survey Period

Prepared on 1/18/2021 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.**

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 forms returned with responses received *	37	37
English	37	37
Survey methods							
Online survey	37	37

* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=0.

** Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. 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						4.6
01 Convenient Location	0 (0.0%)	0 (0.0%)	2 (7.1%)	10 (35.7%)	16 (57.1%)	4.5
02 Convenient Time	0 (0.0%)	1 (2.7%)	0 (0.0%)	12 (32.4%)	24 (64.9%)	4.6
Domain: Quality						4.7
03 I Chose My Treatment Goals	0 (0.0%)	1 (2.7%)	1 (2.7%)	14 (37.8%)	21 (56.8%)	4.5
04 Staff Gave Me Enough Time	1 (2.8%)	0 (0.0%)	1 (2.8%)	9 (25.0%)	25 (69.4%)	4.6
05 Treated with Respect	0 (0.0%)	0 (0.0%)	1 (2.8%)	5 (13.9%)	30 (83.3%)	4.8
06 Understood Communication	0 (0.0%)	0 (0.0%)	1 (2.7%)	6 (16.2%)	30 (81.1%)	4.8
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	2 (5.7%)	6 (17.1%)	27 (77.1%)	4.7
Domain: Care Coordination						4.0
08 Work with Physical Health Providers	0 (0.0%)	1 (3.6%)	11 (39.3%)	7 (25.0%)	9 (32.1%)	3.9
09 Work with Mental Health Providers	0 (0.0%)	3 (10.7%)	3 (10.7%)	7 (25.0%)	15 (53.6%)	4.2
Domain: Outcome						4.5
10 Better Able to Do Things	0 (0.0%)	1 (2.8%)	1 (2.8%)	13 (36.1%)	21 (58.3%)	4.5
Domain: General Satisfaction						4.7
11 Felt Welcomed	0 (0.0%)	1 (2.8%)	0 (0.0%)	6 (16.7%)	29 (80.6%)	4.8
12 Overall Satisfied with Services	0 (0.0%)	1 (2.8%)	0 (0.0%)	8 (22.2%)	27 (75.0%)	4.7
13 Got the Help I Needed	1 (2.8%)	0 (0.0%)	2 (5.6%)	9 (25.0%)	24 (66.7%)	4.5
14 Recommend Agency	0 (0.0%)	0 (0.0%)	2 (5.6%)	4 (11.1%)	30 (83.3%)	4.8

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

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

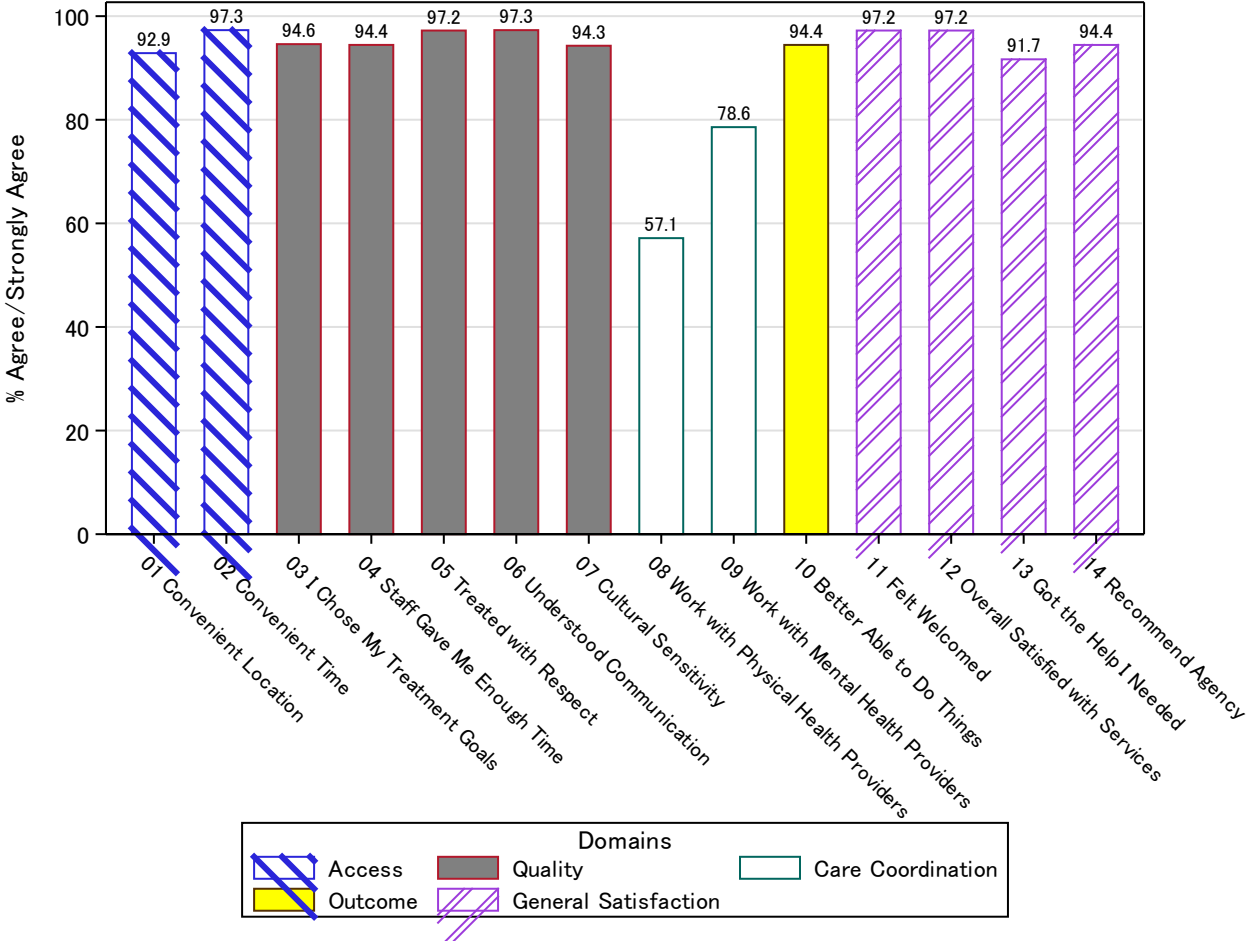


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	26 (92.9%)	696 (89.6%)	+ 3.3
02 Convenient Time	36 (97.3%)	721 (92.0%)	+ 5.3
Domain: Quality			
03 I Chose My Treatment Goals	35 (94.6%)	709 (91.0%)	+ 3.6
04 Staff Gave Me Enough Time	34 (94.4%)	721 (93.0%)	+ 1.4
05 Treated with Respect	35 (97.2%)	726 (93.2%)	+ 4.0
06 Understood Communication	36 (97.3%)	724 (92.8%)	+ 4.5
07 Cultural Sensitivity	33 (94.3%)	697 (90.5%)	+ 3.8
Domain: Care Coordination			
08 Work with Physical Health Providers	16 (57.1%)	654 (87.1%)	- 30.0
09 Work with Mental Health Providers	22 (78.6%)	637 (87.0%)	- 8.4
Domain: Outcome			
10 Better Able to Do Things	34 (94.4%)	716 (91.3%)	+ 3.1
Domain: General Satisfaction			
11 Felt Welcomed	35 (97.2%)	734 (94.2%)	+ 3.0
12 Overall Satisfied with Services	35 (97.2%)	725 (92.7%)	+ 4.5
13 Got the Help I Needed	33 (91.7%)	696 (88.8%)	+ 2.9
14 Recommend Agency	34 (94.4%)	719 (93.3%)	+ 1.1

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

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	96.9	100	N/A	92.9	N/A
Access	02 Convenient Time	95.6	93.3	N/A	97.3	N/A
Quality	03 I Chose My Treatment Goals	95.3	93.3	N/A	94.6	N/A
Quality	04 Staff Gave Me Enough Time	94.8	100	N/A	94.4	N/A
Quality	05 Treated with Respect	98.8	100	N/A	97.2	N/A
Quality	06 Understood Communication	98.1	100	N/A	97.3	N/A
Quality	07 Cultural Sensitivity	98.7	100	N/A	94.3	N/A
Care Coordination	08 Work with Physical Health Providers	86.9	85.7	N/A	57.1	N/A
Care Coordination	09 Work with Mental Health Providers	88.6	100	N/A	78.6	N/A
Outcome	10 Better Able to Do Things	93.1	93.3	N/A	94.4	N/A
General Satisfaction	11 Felt Welcomed	98.8	100	N/A	97.2	N/A
General Satisfaction	12 Overall Satisfied with Services *	98.1	100	N/A	97.2	N/A
General Satisfaction	13 Got the Help I Needed	93.8	93.3	N/A	91.7	N/A
General Satisfaction	14 Recommend Agency	96.8	100	N/A	94.4	N/A

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Note: Comparisons are reported only for programs with an exact match of CalOMS provider ID and treatment setting and/or Reporting Unit for 2017, 2018, 2019 and 2020 (as applicable).

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1		12	100	91	100	100	100	100	100	100	100	100	100	100	91	100
1		10	100	80	100	90	90	100	100	100	100	90	100	100	100	100
1		8	100	88	100	87	100	100	100	88	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	100	85	100	100	100
1		7	100	100	100	100	100	100	100	85	85	83	100	100	100	100
1		6	100	100	100	66	100	83	100	66	100	100	100	100	83	100
1		6	100	50	100	100	100	100	66	100	100	100	100	83	83	100
1		5	100	100	100	100	100	100	100	100	80	80	100	100	100	100
1		4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		2**	100	100	100	100	50	100	100	100	0	100	100	100	100	100
1		2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	0	0	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	0	100	100	100	100	100	100	100	0	100	100	100	0
17		44	97	93	91	93	97	93	91	95	95	93	88	95	95	95
17	YOUR PROGRAM	36	97	92	97	94	94	97	97	94	57	78	94	97	91	94
19		31	96	83	96	96	93	96	96	96	95	87	93	96	96	96
20		62	95	93	95	95	96	96	92	85	79	80	92	96	92	93
20		47	95	93	93	89	97	95	95	89	86	86	95	95	93	97
20		21	95	86	90	100	90	85	90	90	95	90	95	95	95	95
23		100	94	87	91	92	91	94	92	89	89	88	91	93	90	93

23		18	94	100	83	94	94	100	94	88	88	88	88	88	83	82
23		17	94	100	87	100	100	88	94	94	100	100	88	94	82	100
26		172	92	88	92	85	91	93	92	92	92	90	93	94	87	95
26		14	92	100	93	93	86	66	73	85	92	85	86	93	80	86
28		17	88	92	88	94	94	88	93	88	85	92	82	88	88	88
28		9	88	87	88	88	100	100	100	100	66	66	66	88	88	100
30		15	86	93	80	80	80	93	93	83	71	69	80	100	80	78
31		13	84	76	92	91	84	100	100	83	84	83	100	100	84	84
32		49	83	82	84	88	90	83	87	80	76	71	82	86	76	87
32		6	83	100	100	100	100	100	100	100	60	100	100	100	83	100
34		11	72	81	90	80	90	90	81	81	72	60	70	81	81	63
35		20	65	89	70	80	80	80	85	84	78	94	85	85	65	80
36		0**	.	100	100	100
.	Missing Provider ID***	2**	100	50	100	100	100	100	100	100	100	100	100	100	100	100

* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

** Sample sizes < 5 : Interpret findings with caution.

*** Provider ID was missing for these survey participants.

**Table 6. Number of responses (percent) for the telehealth question
(#15 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 (2.7%)	. (.%)	. (.%)	. (.%)	. (.%)	. (.%)	1 (2.7%)
Very little	2 (5.4%)	. (.%)	. (.%)	. (.%)	. (.%)	. (.%)	2 (5.4%)
About half	3 (8.1%)	. (.%)	. (.%)	. (.%)	. (.%)	. (.%)	3 (8.1%)
Almost all	14 (37.8%)	. (.%)	. (.%)	. (.%)	. (.%)	. (.%)	14 (37.8%)
All	16 (43.2%)	. (.%)	. (.%)	. (.%)	. (.%)	. (.%)	16 (43.2%)
Missing	1 (2.7%)	. (.%)	. (.%)	. (.%)	. (.%)	. (.%)	1 (2.7%)
Any Telehealth	35 (94.6%)	. (.%)	. (.%)	. (.%)	. (.%)	. (.%)	35 (94.6%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (388907_89074), N=31

November 2020 Survey Period

Prepared on 1/18/2021 by the University of California, Los Angeles

Integrated Substance Abuse Programs

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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 forms returned with responses received *	.	.	31	.	.	.	31
English	.	.	31	.	.	.	31
Survey methods							
Paper/data entry	.	.	31	.	.	.	31

* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=0.

** Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. 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						4.5
01 Convenient Location	0 (0.0%)	0 (0.0%)	5 (16.1%)	9 (29.0%)	17 (54.8%)	4.4
02 Convenient Time	0 (0.0%)	0 (0.0%)	1 (3.2%)	11 (35.5%)	19 (61.3%)	4.6
Domain: Quality						4.6
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	1 (3.3%)	10 (33.3%)	19 (63.3%)	4.6
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	2 (6.5%)	10 (32.3%)	19 (61.3%)	4.5
05 Treated with Respect	0 (0.0%)	0 (0.0%)	1 (3.2%)	8 (25.8%)	22 (71.0%)	4.7
06 Understood Communication	0 (0.0%)	0 (0.0%)	1 (3.2%)	8 (25.8%)	22 (71.0%)	4.7
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	1 (3.2%)	9 (29.0%)	21 (67.7%)	4.6
Domain: Care Coordination						4.5
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	1 (4.2%)	9 (37.5%)	14 (58.3%)	4.5
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	3 (12.5%)	10 (41.7%)	11 (45.8%)	4.3
Domain: Outcome						4.6
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	2 (6.7%)	9 (30.0%)	19 (63.3%)	4.6
Domain: General Satisfaction						4.7
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	1 (3.2%)	7 (22.6%)	23 (74.2%)	4.7
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	1 (3.2%)	8 (25.8%)	22 (71.0%)	4.7
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	1 (3.2%)	12 (38.7%)	18 (58.1%)	4.5
14 Recommend Agency	0 (0.0%)	0 (0.0%)	1 (3.2%)	7 (22.6%)	23 (74.2%)	4.7

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

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

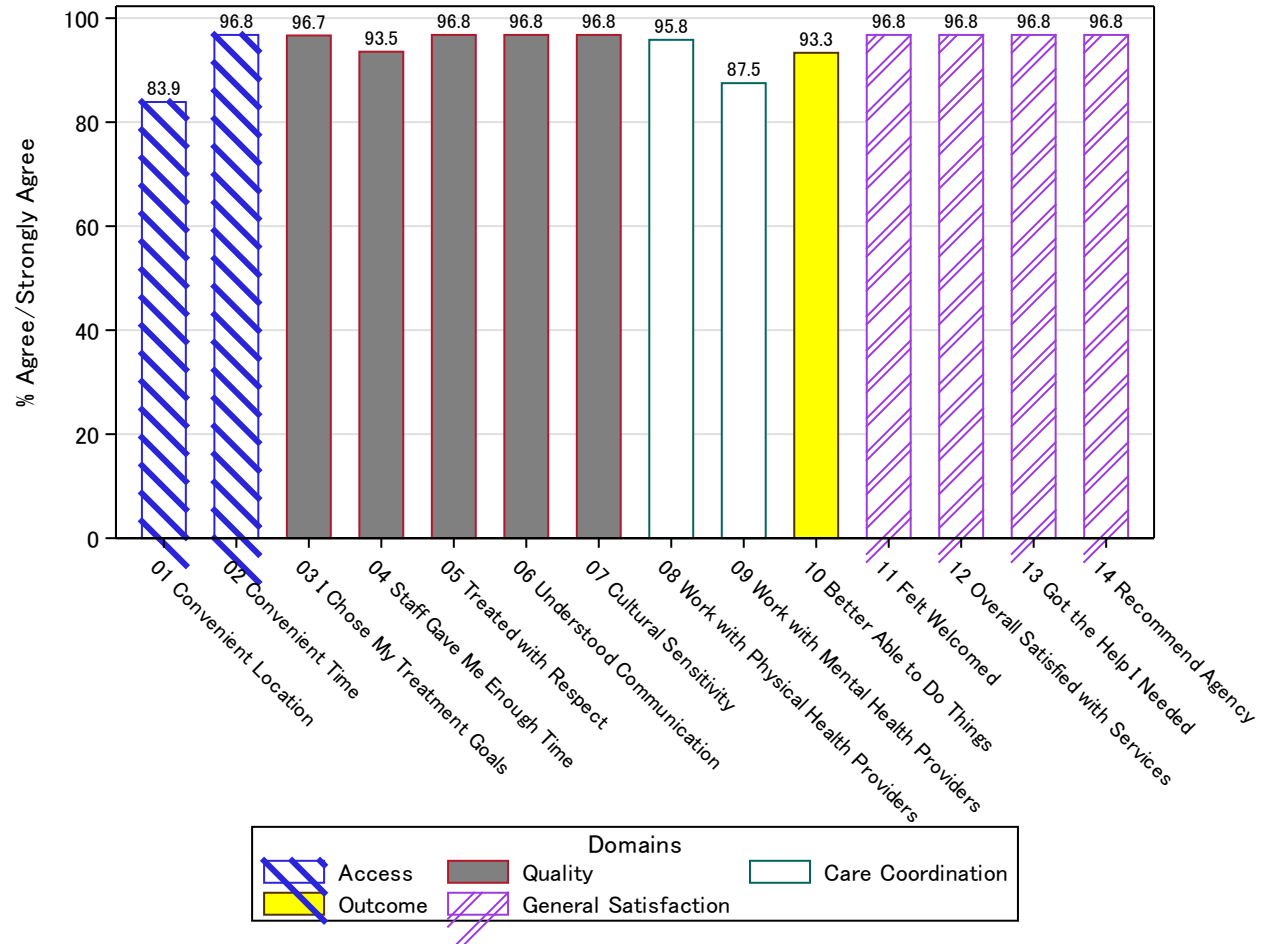


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	26 (83.9%)	696 (89.6%)	- 5.7
02 Convenient Time	30 (96.8%)	721 (92.0%)	+ 4.8
Domain: Quality			
03 I Chose My Treatment Goals	29 (96.7%)	709 (91.0%)	+ 5.7
04 Staff Gave Me Enough Time	29 (93.5%)	721 (93.0%)	+ 0.5
05 Treated with Respect	30 (96.8%)	726 (93.2%)	+ 3.6
06 Understood Communication	30 (96.8%)	724 (92.8%)	+ 4.0
07 Cultural Sensitivity	30 (96.8%)	697 (90.5%)	+ 6.3
Domain: Care Coordination			
08 Work with Physical Health Providers	23 (95.8%)	654 (87.1%)	+ 8.7
09 Work with Mental Health Providers	21 (87.5%)	637 (87.0%)	+ 0.5
Domain: Outcome			
10 Better Able to Do Things	28 (93.3%)	716 (91.3%)	+ 2.0
Domain: General Satisfaction			
11 Felt Welcomed	30 (96.8%)	734 (94.2%)	+ 2.6
12 Overall Satisfied with Services	30 (96.8%)	725 (92.7%)	+ 4.1
13 Got the Help I Needed	30 (96.8%)	696 (88.8%)	+ 8.0
14 Recommend Agency	30 (96.8%)	719 (93.3%)	+ 3.5

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

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	94.6	N/A	85.7	83.9	- 1.8
Access	02 Convenient Time	96.4	N/A	85.9	96.8	+ 10.9
Quality	03 I Chose My Treatment Goals	100	N/A	88.2	96.7	+ 8.5
Quality	04 Staff Gave Me Enough Time	100	N/A	95.3	93.5	- 1.8
Quality	05 Treated with Respect	98.2	N/A	96.4	96.8	+ 0.4
Quality	06 Understood Communication	100	N/A	95.2	96.8	+ 1.6
Quality	07 Cultural Sensitivity	98.2	N/A	89.3	96.8	+ 7.5
Care Coordination	08 Work with Physical Health Providers	92.7	N/A	85.7	95.8	+ 10.1
Care Coordination	09 Work with Mental Health Providers	91.1	N/A	85.2	87.5	+ 2.3
Outcome	10 Better Able to Do Things	96.4	N/A	91.8	93.3	+ 1.5
General Satisfaction	11 Felt Welcomed	100	N/A	93.0	96.8	+ 3.8
General Satisfaction	12 Overall Satisfied with Services *	96.4	N/A	94.0	96.8	+ 2.8
General Satisfaction	13 Got the Help I Needed	96.4	N/A	91.7	96.8	+ 5.1
General Satisfaction	14 Recommend Agency	96.4	N/A	92.7	96.8	+ 4.1

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Note: Comparisons are reported only for programs with an exact match of CalOMS provider ID and treatment setting and/or Reporting Unit for 2017, 2018, 2019 and 2020 (as applicable).

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1		12	100	91	100	100	100	100	100	100	100	100	100	100	91	100
1		10	100	80	100	90	90	100	100	100	100	90	100	100	100	100
1		8	100	88	100	87	100	100	100	88	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	100	85	100	100	100
1		7	100	100	100	100	100	100	100	85	85	83	100	100	100	100
1		6	100	100	100	66	100	83	100	66	100	100	100	100	83	100
1		6	100	50	100	100	100	100	66	100	100	100	100	83	83	100
1		5	100	100	100	100	100	100	100	100	80	80	100	100	100	100
1		4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		2**	100	100	100	100	50	100	100	100	0	100	100	100	100	100
1		2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	0	0	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	0	100	100	100	100	100	100	100	0	100	100	100	0
17		44	97	93	91	93	97	93	91	95	95	93	88	95	95	95
17		36	97	92	97	94	94	97	97	94	57	78	94	97	91	94
19	YOUR PROGRAM	31	96	83	96	96	93	96	96	96	95	87	93	96	96	96
20		62	95	93	95	95	96	96	92	85	79	80	92	96	92	93
20		47	95	93	93	89	97	95	95	89	86	86	95	95	93	97
20		21	95	86	90	100	90	85	90	90	95	90	95	95	95	95
23		100	94	87	91	92	91	94	92	89	89	88	91	93	90	93

23		18	94	100	83	94	94	100	94	88	88	88	88	88	83	82
23		17	94	100	87	100	100	88	94	94	100	100	88	94	82	100
26		172	92	88	92	85	91	93	92	92	92	90	93	94	87	95
26		14	92	100	93	93	86	66	73	85	92	85	86	93	80	86
28		17	88	92	88	94	94	88	93	88	85	92	82	88	88	88
28		9	88	87	88	88	100	100	100	100	66	66	66	88	88	100
30		15	86	93	80	80	80	93	93	83	71	69	80	100	80	78
31		13	84	76	92	91	84	100	100	83	84	83	100	100	84	84
32		49	83	82	84	88	90	83	87	80	76	71	82	86	76	87
32		6	83	100	100	100	100	100	100	100	60	100	100	100	83	100
34		11	72	81	90	80	90	90	81	81	72	60	70	81	81	63
35		20	65	89	70	80	80	80	85	84	78	94	85	85	65	80
36		0**	.	100	100	100
.	Missing Provider ID***	2**	100	50	100	100	100	100	100	100	100	100	100	100	100	100

* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

** Sample sizes < 5 : Interpret findings with caution.

*** Provider ID was missing for these survey participants.

**Table 6. Number of responses (percent) for the telehealth question
(#15 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	. (.%)	. (.%)	15 (48.4%)	. (.%)	. (.%)	. (.%)	15 (48.4%)
Very little	. (.%)	. (.%)	7 (22.6%)	. (.%)	. (.%)	. (.%)	7 (22.6%)
About half	. (.%)	. (.%)	2 (6.5%)	. (.%)	. (.%)	. (.%)	2 (6.5%)
Missing	. (.%)	. (.%)	7 (22.6%)	. (.%)	. (.%)	. (.%)	7 (22.6%)
Any Telehealth	. (.%)	. (.%)	9 (29.0%)	. (.%)	. (.%)	. (.%)	9 (29.0%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (388910_89102), N=4

November 2020 Survey Period

Prepared on 1/18/2021 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.**

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 forms returned with responses received *	.	4	4
English	.	4	4
Survey methods							
Online survey	.	2	2
Automated phone survey	.	2	2

* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=0.

** Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. 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						4.8
01 Convenient Location	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	3 (75.0%)	4.8
02 Convenient Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	3 (75.0%)	4.8
Domain: Quality						4.8
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	3 (75.0%)	4.8
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	3 (75.0%)	4.8
05 Treated with Respect	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	3 (75.0%)	4.8
06 Understood Communication	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	3 (75.0%)	4.8
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	3 (75.0%)	4.8
Domain: Care Coordination						4.8
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	3 (75.0%)	4.8
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	3 (75.0%)	4.8
Domain: Outcome						4.5
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (50.0%)	2 (50.0%)	4.5
Domain: General Satisfaction						4.8
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	3 (75.0%)	4.8
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	3 (75.0%)	4.8
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	3 (75.0%)	4.8
14 Recommend Agency	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	3 (75.0%)	4.8

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

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

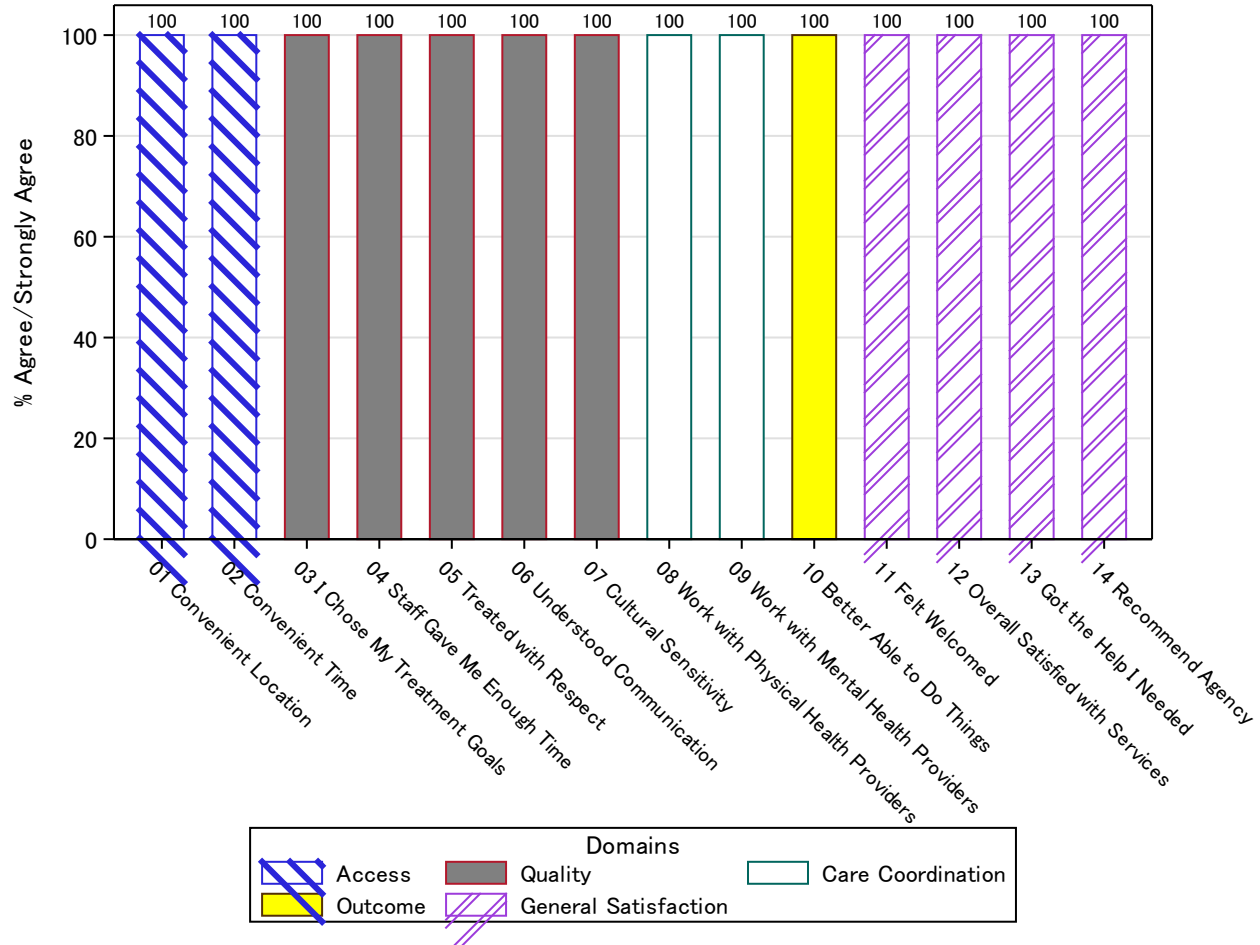


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	4 (100%)	696 (89.6%)	+ 10.4
02 Convenient Time	4 (100%)	721 (92.0%)	+ 8.0
Domain: Quality			
03 I Chose My Treatment Goals	4 (100%)	709 (91.0%)	+ 9.0
04 Staff Gave Me Enough Time	4 (100%)	721 (93.0%)	+ 7.0
05 Treated with Respect	4 (100%)	726 (93.2%)	+ 6.8
06 Understood Communication	4 (100%)	724 (92.8%)	+ 7.2
07 Cultural Sensitivity	4 (100%)	697 (90.5%)	+ 9.5
Domain: Care Coordination			
08 Work with Physical Health Providers	4 (100%)	654 (87.1%)	+ 12.9
09 Work with Mental Health Providers	4 (100%)	637 (87.0%)	+ 13.0
Domain: Outcome			
10 Better Able to Do Things	4 (100%)	716 (91.3%)	+ 8.7
Domain: General Satisfaction			
11 Felt Welcomed	4 (100%)	734 (94.2%)	+ 5.8
12 Overall Satisfied with Services	4 (100%)	725 (92.7%)	+ 7.3
13 Got the Help I Needed	4 (100%)	696 (88.8%)	+ 11.2
14 Recommend Agency	4 (100%)	719 (93.3%)	+ 6.7

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

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	91.7	100	100	100	+ 0.0
Access	02 Convenient Time	84.6	100	100	100	+ 0.0
Quality	03 I Chose My Treatment Goals	100	100	100	100	+ 0.0
Quality	04 Staff Gave Me Enough Time	84.6	100	100	100	+ 0.0
Quality	05 Treated with Respect	84.6	90.9	100	100	+ 0.0
Quality	06 Understood Communication	84.6	100	100	100	+ 0.0
Quality	07 Cultural Sensitivity	75.0	90.9	100	100	+ 0.0
Care Coordination	08 Work with Physical Health Providers	81.8	90.0	90.0	100	+ 10.0
Care Coordination	09 Work with Mental Health Providers	90.9	100	100	100	+ 0.0
Outcome	10 Better Able to Do Things	100	100	100	100	+ 0.0
General Satisfaction	11 Felt Welcomed	92.3	100	100	100	+ 0.0
General Satisfaction	12 Overall Satisfied with Services *	84.6	100	100	100	+ 0.0
General Satisfaction	13 Got the Help I Needed	76.9	100	100	100	+ 0.0
General Satisfaction	14 Recommend Agency	84.6	100	100	100	+ 0.0

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Note: Comparisons are reported only for programs with an exact match of CalOMS provider ID and treatment setting and/or Reporting Unit for 2017, 2018, 2019 and 2020 (as applicable).

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1		12	100	91	100	100	100	100	100	100	100	100	100	100	91	100
1		10	100	80	100	90	90	100	100	100	100	90	100	100	100	100
1		8	100	88	100	87	100	100	100	88	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	100	85	100	100	100
1		7	100	100	100	100	100	100	100	85	85	83	100	100	100	100
1		6	100	100	100	66	100	83	100	66	100	100	100	100	83	100
1		6	100	50	100	100	100	100	66	100	100	100	100	83	83	100
1		5	100	100	100	100	100	100	100	100	80	80	100	100	100	100
1	YOUR PROGRAM	4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		2**	100	100	100	100	50	100	100	100	0	100	100	100	100	100
1		2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	0	0	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	0	100	100	100	100	100	100	100	0	100	100	100	0
17		44	97	93	91	93	97	93	91	95	95	93	88	95	95	95
17		36	97	92	97	94	94	97	97	94	57	78	94	97	91	94
19		31	96	83	96	96	93	96	96	96	95	87	93	96	96	96
20		62	95	93	95	95	96	96	92	85	79	80	92	96	92	93
20		47	95	93	93	89	97	95	95	89	86	86	95	95	93	97
20		21	95	86	90	100	90	85	90	90	95	90	95	95	95	95
23		100	94	87	91	92	91	94	92	89	89	88	91	93	90	93

23		18	94	100	83	94	94	100	94	88	88	88	88	88	83	82
23		17	94	100	87	100	100	88	94	94	100	100	88	94	82	100
26		172	92	88	92	85	91	93	92	92	92	90	93	94	87	95
26		14	92	100	93	93	86	66	73	85	92	85	86	93	80	86
28		17	88	92	88	94	94	88	93	88	85	92	82	88	88	88
28		9	88	87	88	88	100	100	100	100	66	66	66	88	88	100
30		15	86	93	80	80	80	93	93	83	71	69	80	100	80	78
31		13	84	76	92	91	84	100	100	83	84	83	100	100	84	84
32		49	83	82	84	88	90	83	87	80	76	71	82	86	76	87
32		6	83	100	100	100	100	100	100	100	60	100	100	100	83	100
34		11	72	81	90	80	90	90	81	81	72	60	70	81	81	63
35		20	65	89	70	80	80	80	85	84	78	94	85	85	65	80
36		0**	.	100	100	100
.	Missing Provider ID***	2**	100	50	100	100	100	100	100	100	100	100	100	100	100	100

* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

** Sample sizes < 5 : Interpret findings with caution.

*** Provider ID was missing for these survey participants.

**Table 6. Number of responses (percent) for the telehealth question
(#15 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 (25.0%)	. (.%)	. (.%)	. (.%)	. (.%)	1 (25.0%)
Very little	. (.%)	2 (50.0%)	. (.%)	. (.%)	. (.%)	. (.%)	2 (50.0%)
Almost all	. (.%)	1 (25.0%)	. (.%)	. (.%)	. (.%)	. (.%)	1 (25.0%)
Any Telehealth	. (.%)	3 (75.0%)	. (.%)	. (.%)	. (.%)	. (.%)	3 (75.0%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (388920_8920AP), N=5

November 2020 Survey Period

Prepared on 1/18/2021 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.**

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 forms returned with responses received *	5	5
English	5	5
Survey methods							
Online survey	5	5

* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=0.

** Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. 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						4.7
01 Convenient Location	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	3 (75.0%)	4.8
02 Convenient Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (40.0%)	3 (60.0%)	4.6
Domain: Quality						4.7
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	3 (75.0%)	4.8
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (40.0%)	3 (60.0%)	4.6
05 Treated with Respect	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (20.0%)	4 (80.0%)	4.8
06 Understood Communication	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (40.0%)	3 (60.0%)	4.6
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (20.0%)	4 (80.0%)	4.8
Domain: Care Coordination						4.2
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	1 (20.0%)	2 (40.0%)	2 (40.0%)	4.2
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	1 (20.0%)	2 (40.0%)	2 (40.0%)	4.2
Domain: Outcome						4.4
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (60.0%)	2 (40.0%)	4.4
Domain: General Satisfaction						4.8
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (20.0%)	4 (80.0%)	4.8
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	5 (100%)	5.0
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (40.0%)	3 (60.0%)	4.6
14 Recommend Agency	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (20.0%)	4 (80.0%)	4.8

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

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

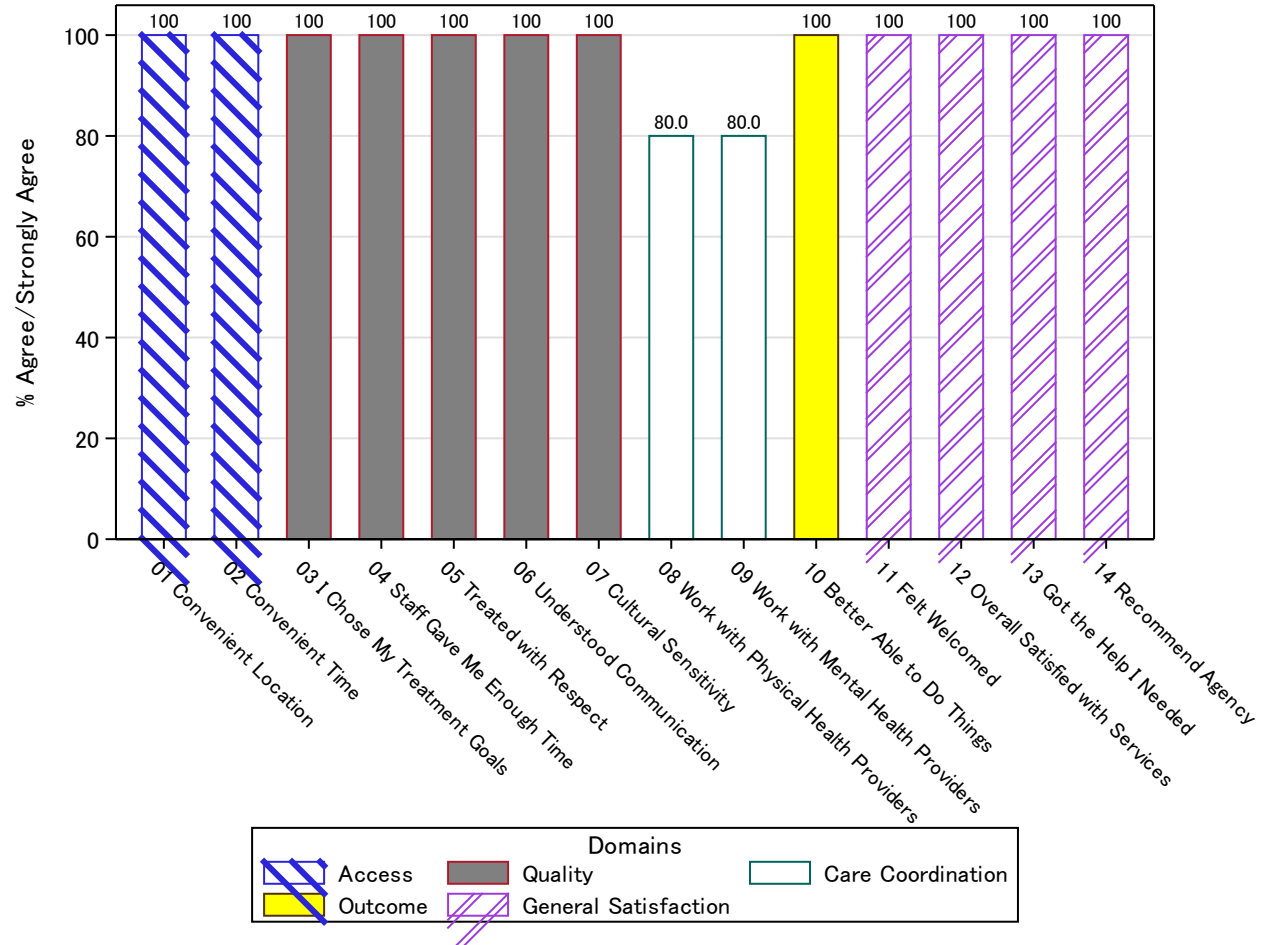


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	4 (100%)	696 (89.6%)	+ 10.4
02 Convenient Time	5 (100%)	721 (92.0%)	+ 8.0
Domain: Quality			
03 I Chose My Treatment Goals	4 (100%)	709 (91.0%)	+ 9.0
04 Staff Gave Me Enough Time	5 (100%)	721 (93.0%)	+ 7.0
05 Treated with Respect	5 (100%)	726 (93.2%)	+ 6.8
06 Understood Communication	5 (100%)	724 (92.8%)	+ 7.2
07 Cultural Sensitivity	5 (100%)	697 (90.5%)	+ 9.5
Domain: Care Coordination			
08 Work with Physical Health Providers	4 (80.0%)	654 (87.1%)	- 7.1
09 Work with Mental Health Providers	4 (80.0%)	637 (87.0%)	- 7.0
Domain: Outcome			
10 Better Able to Do Things	5 (100%)	716 (91.3%)	+ 8.7
Domain: General Satisfaction			
11 Felt Welcomed	5 (100%)	734 (94.2%)	+ 5.8
12 Overall Satisfied with Services	5 (100%)	725 (92.7%)	+ 7.3
13 Got the Help I Needed	5 (100%)	696 (88.8%)	+ 11.2
14 Recommend Agency	5 (100%)	719 (93.3%)	+ 6.7

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

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	N/A	N/A	100	100	+ 0.0
Access	02 Convenient Time	N/A	N/A	85.7	100	+ 14.3
Quality	03 I Chose My Treatment Goals	N/A	N/A	100	100	+ 0.0
Quality	04 Staff Gave Me Enough Time	N/A	N/A	100	100	+ 0.0
Quality	05 Treated with Respect	N/A	N/A	100	100	+ 0.0
Quality	06 Understood Communication	N/A	N/A	100	100	+ 0.0
Quality	07 Cultural Sensitivity	N/A	N/A	100	100	+ 0.0
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	100	80.0	- 20.0
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	100	80.0	- 20.0
Outcome	10 Better Able to Do Things	N/A	N/A	85.7	100	+ 14.3
General Satisfaction	11 Felt Welcomed	N/A	N/A	100	100	+ 0.0
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	100	100	+ 0.0
General Satisfaction	13 Got the Help I Needed	N/A	N/A	100	100	+ 0.0
General Satisfaction	14 Recommend Agency	N/A	N/A	100	100	+ 0.0

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Note: Comparisons are reported only for programs with an exact match of CalOMS provider ID and treatment setting and/or Reporting Unit for 2017, 2018, 2019 and 2020 (as applicable).

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1		12	100	91	100	100	100	100	100	100	100	100	100	100	91	100
1		10	100	80	100	90	90	100	100	100	100	90	100	100	100	100
1		8	100	88	100	87	100	100	100	88	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	100	85	100	100	100
1		7	100	100	100	100	100	100	100	85	85	83	100	100	100	100
1		6	100	100	100	66	100	83	100	66	100	100	100	100	83	100
1		6	100	50	100	100	100	100	66	100	100	100	100	83	83	100
1	YOUR PROGRAM	5	100	100	100	100	100	100	100	100	80	80	100	100	100	100
1		4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		2**	100	100	100	100	50	100	100	100	0	100	100	100	100	100
1		2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	0	0	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	0	100	100	100	100	100	100	100	0	100	100	100	0
17		44	97	93	91	93	97	93	91	95	95	93	88	95	95	95
17		36	97	92	97	94	94	97	97	94	57	78	94	97	91	94
19		31	96	83	96	96	93	96	96	96	95	87	93	96	96	96
20		62	95	93	95	95	96	96	92	85	79	80	92	96	92	93
20		47	95	93	93	89	97	95	95	89	86	86	95	95	93	97
20		21	95	86	90	100	90	85	90	90	95	90	95	95	95	95
23		100	94	87	91	92	91	94	92	89	89	88	91	93	90	93

23		18	94	100	83	94	94	100	94	88	88	88	88	88	83	82
23		17	94	100	87	100	100	88	94	94	100	100	88	94	82	100
26		172	92	88	92	85	91	93	92	92	92	90	93	94	87	95
26		14	92	100	93	93	86	66	73	85	92	85	86	93	80	86
28		17	88	92	88	94	94	88	93	88	85	92	82	88	88	88
28		9	88	87	88	88	100	100	100	100	66	66	66	88	88	100
30		15	86	93	80	80	80	93	93	83	71	69	80	100	80	78
31		13	84	76	92	91	84	100	100	83	84	83	100	100	84	84
32		49	83	82	84	88	90	83	87	80	76	71	82	86	76	87
32		6	83	100	100	100	100	100	100	100	60	100	100	100	83	100
34		11	72	81	90	80	90	90	81	81	72	60	70	81	81	63
35		20	65	89	70	80	80	80	85	84	78	94	85	85	65	80
36		0**	.	100	100	100
.	Missing Provider ID***	2**	100	50	100	100	100	100	100	100	100	100	100	100	100	100

* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

** Sample sizes < 5 : Interpret findings with caution.

*** Provider ID was missing for these survey participants.

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (388921_8291HS–OP), N=13

November 2020 Survey Period

Prepared on 1/18/2021 by the University of California, Los Angeles

Integrated Substance Abuse Programs

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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 forms returned with responses received *	13	13
English	13	13
Survey methods							
Paper/data entry	13	13

* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=0.

** Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. 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						4.4
01 Convenient Location	0 (0.0%)	0 (0.0%)	3 (23.1%)	4 (30.8%)	6 (46.2%)	4.2
02 Convenient Time	0 (0.0%)	1 (7.7%)	0 (0.0%)	3 (23.1%)	9 (69.2%)	4.5
Domain: Quality						4.8
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	1 (8.3%)	2 (16.7%)	9 (75.0%)	4.7
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	2 (15.4%)	2 (15.4%)	9 (69.2%)	4.5
05 Treated with Respect	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (8.3%)	11 (91.7%)	4.9
06 Understood Communication	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (15.4%)	11 (84.6%)	4.8
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	2 (16.7%)	0 (0.0%)	10 (83.3%)	4.7
Domain: Care Coordination						4.6
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	2 (15.4%)	2 (15.4%)	9 (69.2%)	4.5
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	2 (16.7%)	0 (0.0%)	10 (83.3%)	4.7
Domain: Outcome						4.8
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (15.4%)	11 (84.6%)	4.8
Domain: General Satisfaction						4.7
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (15.4%)	11 (84.6%)	4.8
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	2 (15.4%)	1 (7.7%)	10 (76.9%)	4.6
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	2 (15.4%)	2 (15.4%)	9 (69.2%)	4.5
14 Recommend Agency	0 (0.0%)	0 (0.0%)	2 (15.4%)	1 (7.7%)	10 (76.9%)	4.6

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

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

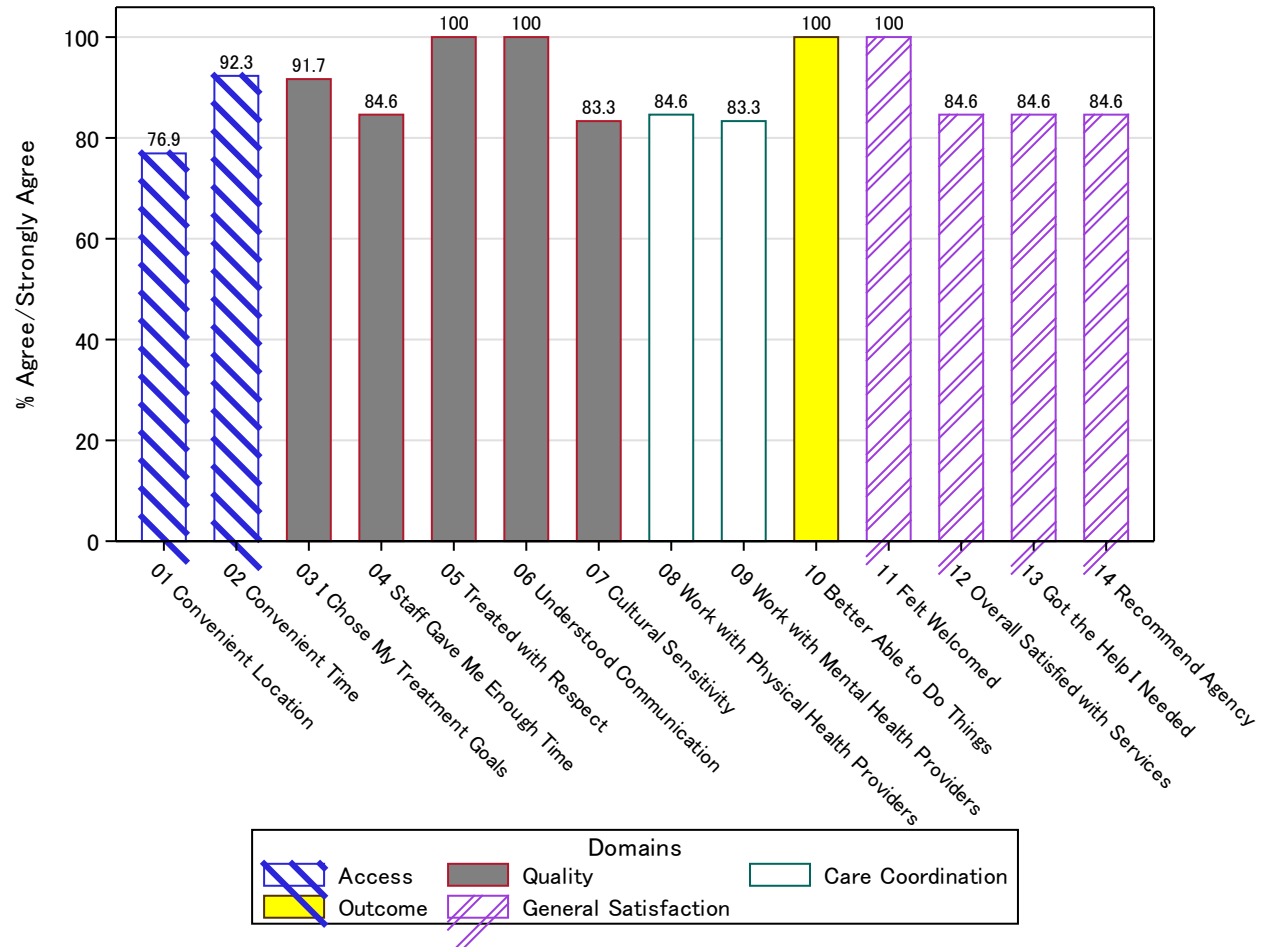


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	10 (76.9%)	696 (89.6%)	- 12.7
02 Convenient Time	12 (92.3%)	721 (92.0%)	+ 0.3
Domain: Quality			
03 I Chose My Treatment Goals	11 (91.7%)	709 (91.0%)	+ 0.7
04 Staff Gave Me Enough Time	11 (84.6%)	721 (93.0%)	- 8.4
05 Treated with Respect	12 (100%)	726 (93.2%)	+ 6.8
06 Understood Communication	13 (100%)	724 (92.8%)	+ 7.2
07 Cultural Sensitivity	10 (83.3%)	697 (90.5%)	- 7.2
Domain: Care Coordination			
08 Work with Physical Health Providers	11 (84.6%)	654 (87.1%)	- 2.5
09 Work with Mental Health Providers	10 (83.3%)	637 (87.0%)	- 3.7
Domain: Outcome			
10 Better Able to Do Things	13 (100%)	716 (91.3%)	+ 8.7
Domain: General Satisfaction			
11 Felt Welcomed	13 (100%)	734 (94.2%)	+ 5.8
12 Overall Satisfied with Services	11 (84.6%)	725 (92.7%)	- 8.1
13 Got the Help I Needed	11 (84.6%)	696 (88.8%)	- 4.2
14 Recommend Agency	11 (84.6%)	719 (93.3%)	- 8.7

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

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	N/A	N/A	N/A	76.9	N/A
Access	02 Convenient Time	N/A	N/A	N/A	92.3	N/A
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	91.7	N/A
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	84.6	N/A
Quality	05 Treated with Respect	N/A	N/A	N/A	100	N/A
Quality	06 Understood Communication	N/A	N/A	N/A	100	N/A
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	83.3	N/A
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	84.6	N/A
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	83.3	N/A
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	100	N/A
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	100	N/A
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	84.6	N/A
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	84.6	N/A
General Satisfaction	14 Recommend Agency	N/A	N/A	N/A	84.6	N/A

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Note: Comparisons are reported only for programs with an exact match of CalOMS provider ID and treatment setting and/or Reporting Unit for 2017, 2018, 2019 and 2020 (as applicable).

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1		12	100	91	100	100	100	100	100	100	100	100	100	100	91	100
1		10	100	80	100	90	90	100	100	100	100	90	100	100	100	100
1		8	100	88	100	87	100	100	100	88	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	100	85	100	100	100
1		7	100	100	100	100	100	100	100	85	85	83	100	100	100	100
1		6	100	100	100	66	100	83	100	66	100	100	100	100	83	100
1		6	100	50	100	100	100	100	66	100	100	100	100	83	83	100
1		5	100	100	100	100	100	100	100	100	80	80	100	100	100	100
1		4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		2**	100	100	100	100	50	100	100	100	0	100	100	100	100	100
1		2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	0	0	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	0	100	100	100	100	100	100	100	0	100	100	100	0
17		44	97	93	91	93	97	93	91	95	95	93	88	95	95	95
17		36	97	92	97	94	94	97	97	94	57	78	94	97	91	94
19		31	96	83	96	96	93	96	96	96	95	87	93	96	96	96
20		62	95	93	95	95	96	96	92	85	79	80	92	96	92	93
20		47	95	93	93	89	97	95	95	89	86	86	95	95	93	97
20		21	95	86	90	100	90	85	90	90	95	90	95	95	95	95
23		100	94	87	91	92	91	94	92	89	89	88	91	93	90	93

23		18	94	100	83	94	94	100	94	88	88	88	88	88	83	82
23		17	94	100	87	100	100	88	94	94	100	100	88	94	82	100
26		172	92	88	92	85	91	93	92	92	92	90	93	94	87	95
26		14	92	100	93	93	86	66	73	85	92	85	86	93	80	86
28		17	88	92	88	94	94	88	93	88	85	92	82	88	88	88
28		9	88	87	88	88	100	100	100	100	66	66	66	88	88	100
30		15	86	93	80	80	80	93	93	83	71	69	80	100	80	78
31	YOUR PROGRAM	13	84	76	92	91	84	100	100	83	84	83	100	100	84	84
32		49	83	82	84	88	90	83	87	80	76	71	82	86	76	87
32		6	83	100	100	100	100	100	100	100	60	100	100	100	83	100
34		11	72	81	90	80	90	90	81	81	72	60	70	81	81	63
35		20	65	89	70	80	80	80	85	84	78	94	85	85	65	80
36		0**	.	100	100	100
.	Missing Provider ID***	2**	100	50	100	100	100	100	100	100	100	100	100	100	100	100

* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

** Sample sizes < 5 : Interpret findings with caution.

*** Provider ID was missing for these survey participants.

**Table 6. Number of responses (percent) for the telehealth question
(#15 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	2 (15.4%)	. (.%)	. (.%)	. (.%)	. (.%)	. (.%)	2 (15.4%)
Very little	3 (23.1%)	. (.%)	. (.%)	. (.%)	. (.%)	. (.%)	3 (23.1%)
About half	3 (23.1%)	. (.%)	. (.%)	. (.%)	. (.%)	. (.%)	3 (23.1%)
Almost all	2 (15.4%)	. (.%)	. (.%)	. (.%)	. (.%)	. (.%)	2 (15.4%)
All	1 (7.7%)	. (.%)	. (.%)	. (.%)	. (.%)	. (.%)	1 (7.7%)
Missing	2 (15.4%)	. (.%)	. (.%)	. (.%)	. (.%)	. (.%)	2 (15.4%)
Any Telehealth	9 (69.2%)	. (.%)	. (.%)	. (.%)	. (.%)	. (.%)	9 (69.2%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (388923_76134), N=10

November 2020 Survey Period

Prepared on 1/18/2021 by the University of California, Los Angeles

Integrated Substance Abuse Programs

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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 forms returned with responses received *	.	.	10	.	.	.	10
English	.	.	10	.	.	.	10
Survey methods							
Online survey	.	.	5	.	.	.	5
Automated phone survey	.	.	5	.	.	.	5

* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=0.

** Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. 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						4.4
01 Convenient Location	0 (0.0%)	0 (0.0%)	2 (20.0%)	4 (40.0%)	4 (40.0%)	4.2
02 Convenient Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (40.0%)	6 (60.0%)	4.6
Domain: Quality						4.7
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	1 (10.0%)	2 (20.0%)	7 (70.0%)	4.6
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	1 (10.0%)	4 (40.0%)	5 (50.0%)	4.4
05 Treated with Respect	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (20.0%)	8 (80.0%)	4.8
06 Understood Communication	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (30.0%)	7 (70.0%)	4.7
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (37.5%)	5 (62.5%)	4.6
Domain: Care Coordination						4.5
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (40.0%)	6 (60.0%)	4.6
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	1 (10.0%)	4 (40.0%)	5 (50.0%)	4.4
Domain: Outcome						4.8
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (20.0%)	8 (80.0%)	4.8
Domain: General Satisfaction						4.8
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (10.0%)	9 (90.0%)	4.9
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (10.0%)	9 (90.0%)	4.9
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	0 (0.0%)	5 (50.0%)	5 (50.0%)	4.5
14 Recommend Agency	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (30.0%)	7 (70.0%)	4.7

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

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

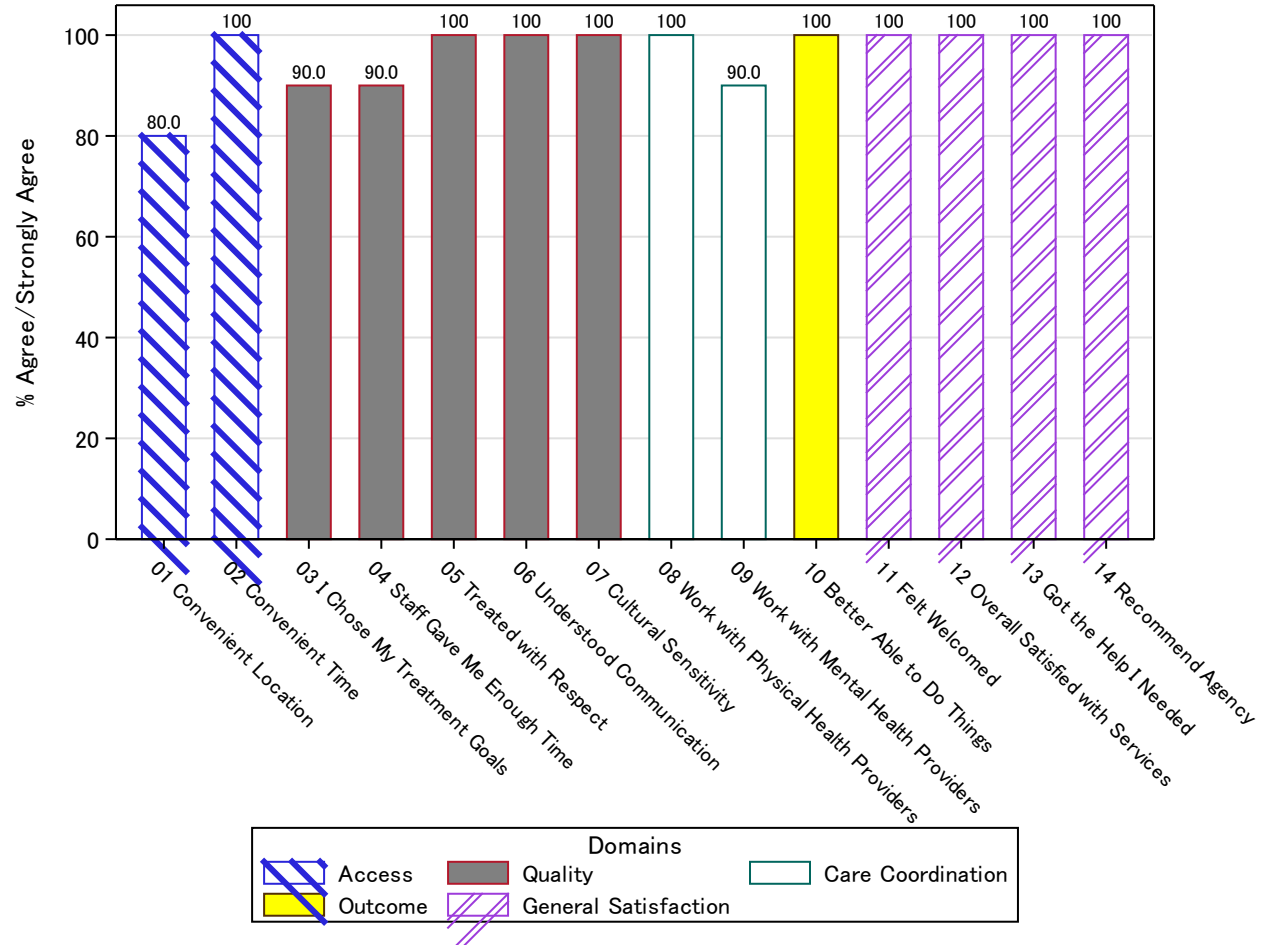


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	8 (80.0%)	696 (89.6%)	- 9.6
02 Convenient Time	10 (100%)	721 (92.0%)	+ 8.0
Domain: Quality			
03 I Chose My Treatment Goals	9 (90.0%)	709 (91.0%)	- 1.0
04 Staff Gave Me Enough Time	9 (90.0%)	721 (93.0%)	- 3.0
05 Treated with Respect	10 (100%)	726 (93.2%)	+ 6.8
06 Understood Communication	10 (100%)	724 (92.8%)	+ 7.2
07 Cultural Sensitivity	8 (100%)	697 (90.5%)	+ 9.5
Domain: Care Coordination			
08 Work with Physical Health Providers	10 (100%)	654 (87.1%)	+ 12.9
09 Work with Mental Health Providers	9 (90.0%)	637 (87.0%)	+ 3.0
Domain: Outcome			
10 Better Able to Do Things	10 (100%)	716 (91.3%)	+ 8.7
Domain: General Satisfaction			
11 Felt Welcomed	10 (100%)	734 (94.2%)	+ 5.8
12 Overall Satisfied with Services	10 (100%)	725 (92.7%)	+ 7.3
13 Got the Help I Needed	10 (100%)	696 (88.8%)	+ 11.2
14 Recommend Agency	10 (100%)	719 (93.3%)	+ 6.7

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

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	N/A	N/A	85.7	80.0	- 5.7
Access	02 Convenient Time	N/A	N/A	100	100	+ 0.0
Quality	03 I Chose My Treatment Goals	N/A	N/A	92.9	90.0	- 2.9
Quality	04 Staff Gave Me Enough Time	N/A	N/A	100	90.0	- 10.0
Quality	05 Treated with Respect	N/A	N/A	100	100	+ 0.0
Quality	06 Understood Communication	N/A	N/A	100	100	+ 0.0
Quality	07 Cultural Sensitivity	N/A	N/A	85.7	100	+ 14.3
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	100	100	+ 0.0
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	84.6	90.0	+ 5.4
Outcome	10 Better Able to Do Things	N/A	N/A	100	100	+ 0.0
General Satisfaction	11 Felt Welcomed	N/A	N/A	100	100	+ 0.0
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	100	100	+ 0.0
General Satisfaction	13 Got the Help I Needed	N/A	N/A	92.9	100	+ 7.1
General Satisfaction	14 Recommend Agency	N/A	N/A	100	100	+ 0.0

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Note: Comparisons are reported only for programs with an exact match of CalOMS provider ID and treatment setting and/or Reporting Unit for 2017, 2018, 2019 and 2020 (as applicable).

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1		12	100	91	100	100	100	100	100	100	100	100	100	100	91	100
1	YOUR PROGRAM	10	100	80	100	90	90	100	100	100	100	90	100	100	100	100
1		8	100	88	100	87	100	100	100	88	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	100	85	100	100	100
1		7	100	100	100	100	100	100	100	85	85	83	100	100	100	100
1		6	100	100	100	66	100	83	100	66	100	100	100	100	83	100
1		6	100	50	100	100	100	100	66	100	100	100	100	83	83	100
1		5	100	100	100	100	100	100	100	100	80	80	100	100	100	100
1		4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		2**	100	100	100	100	50	100	100	100	0	100	100	100	100	100
1		2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	0	0	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	0	100	100	100	100	100	100	100	0	100	100	100	0
17		44	97	93	91	93	97	93	91	95	95	93	88	95	95	95
17		36	97	92	97	94	94	97	97	94	57	78	94	97	91	94
19		31	96	83	96	96	93	96	96	96	95	87	93	96	96	96
20		62	95	93	95	95	96	96	92	85	79	80	92	96	92	93
20		47	95	93	93	89	97	95	95	89	86	86	95	95	93	97
20		21	95	86	90	100	90	85	90	90	95	90	95	95	95	95
23		100	94	87	91	92	91	94	92	89	89	88	91	93	90	93

23		18	94	100	83	94	94	100	94	88	88	88	88	88	83	82
23		17	94	100	87	100	100	88	94	94	100	100	88	94	82	100
26		172	92	88	92	85	91	93	92	92	92	90	93	94	87	95
26		14	92	100	93	93	86	66	73	85	92	85	86	93	80	86
28		17	88	92	88	94	94	88	93	88	85	92	82	88	88	88
28		9	88	87	88	88	100	100	100	100	66	66	66	88	88	100
30		15	86	93	80	80	80	93	93	83	71	69	80	100	80	78
31		13	84	76	92	91	84	100	100	83	84	83	100	100	84	84
32		49	83	82	84	88	90	83	87	80	76	71	82	86	76	87
32		6	83	100	100	100	100	100	100	100	60	100	100	100	83	100
34		11	72	81	90	80	90	90	81	81	72	60	70	81	81	63
35		20	65	89	70	80	80	80	85	84	78	94	85	85	65	80
36		0**	.	100	100	100
.	Missing Provider ID***	2**	100	50	100	100	100	100	100	100	100	100	100	100	100	100

* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

** Sample sizes < 5 : Interpret findings with caution.

*** Provider ID was missing for these survey participants.

**Table 6. Number of responses (percent) for the telehealth question
(#15 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 (10.0%)	. (.%)	. (.%)	. (.%)	1 (10.0%)
Very little	. (.%)	. (.%)	5 (50.0%)	. (.%)	. (.%)	. (.%)	5 (50.0%)
Almost all	. (.%)	. (.%)	2 (20.0%)	. (.%)	. (.%)	. (.%)	2 (20.0%)
All	. (.%)	. (.%)	2 (20.0%)	. (.%)	. (.%)	. (.%)	2 (20.0%)
Any Telehealth	. (.%)	. (.%)	9 (90.0%)	. (.%)	. (.%)	. (.%)	9 (90.0%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (388923_77134), N=6

November 2020 Survey Period

Prepared on 1/18/2021 by the University of California, Los Angeles

Integrated Substance Abuse Programs

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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 forms returned with responses received *	.	.	6	.	.	.	6
English	.	.	4	.	.	.	4
Spanish	.	.	2	.	.	.	2
Survey methods							
Online survey	.	.	2	.	.	.	2
Automated phone survey	.	.	4	.	.	.	4

* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=0.

** Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. 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						3.9
01 Convenient Location	0 (0.0%)	2 (33.3%)	1 (16.7%)	3 (50.0%)	0 (0.0%)	3.2
02 Convenient Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (33.3%)	4 (66.7%)	4.7
Domain: Quality						4.5
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (33.3%)	4 (66.7%)	4.7
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (33.3%)	4 (66.7%)	4.7
05 Treated with Respect	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (50.0%)	3 (50.0%)	4.5
06 Understood Communication	0 (0.0%)	0 (0.0%)	2 (33.3%)	1 (16.7%)	3 (50.0%)	4.2
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (50.0%)	3 (50.0%)	4.5
Domain: Care Coordination						4.3
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (66.7%)	2 (33.3%)	4.3
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (66.7%)	2 (33.3%)	4.3
Domain: Outcome						4.5
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (50.0%)	3 (50.0%)	4.5
Domain: General Satisfaction						4.3
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	1 (16.7%)	3 (50.0%)	2 (33.3%)	4.2
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (66.7%)	2 (33.3%)	4.3
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	1 (16.7%)	2 (33.3%)	3 (50.0%)	4.3
14 Recommend Agency	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (50.0%)	3 (50.0%)	4.5

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

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

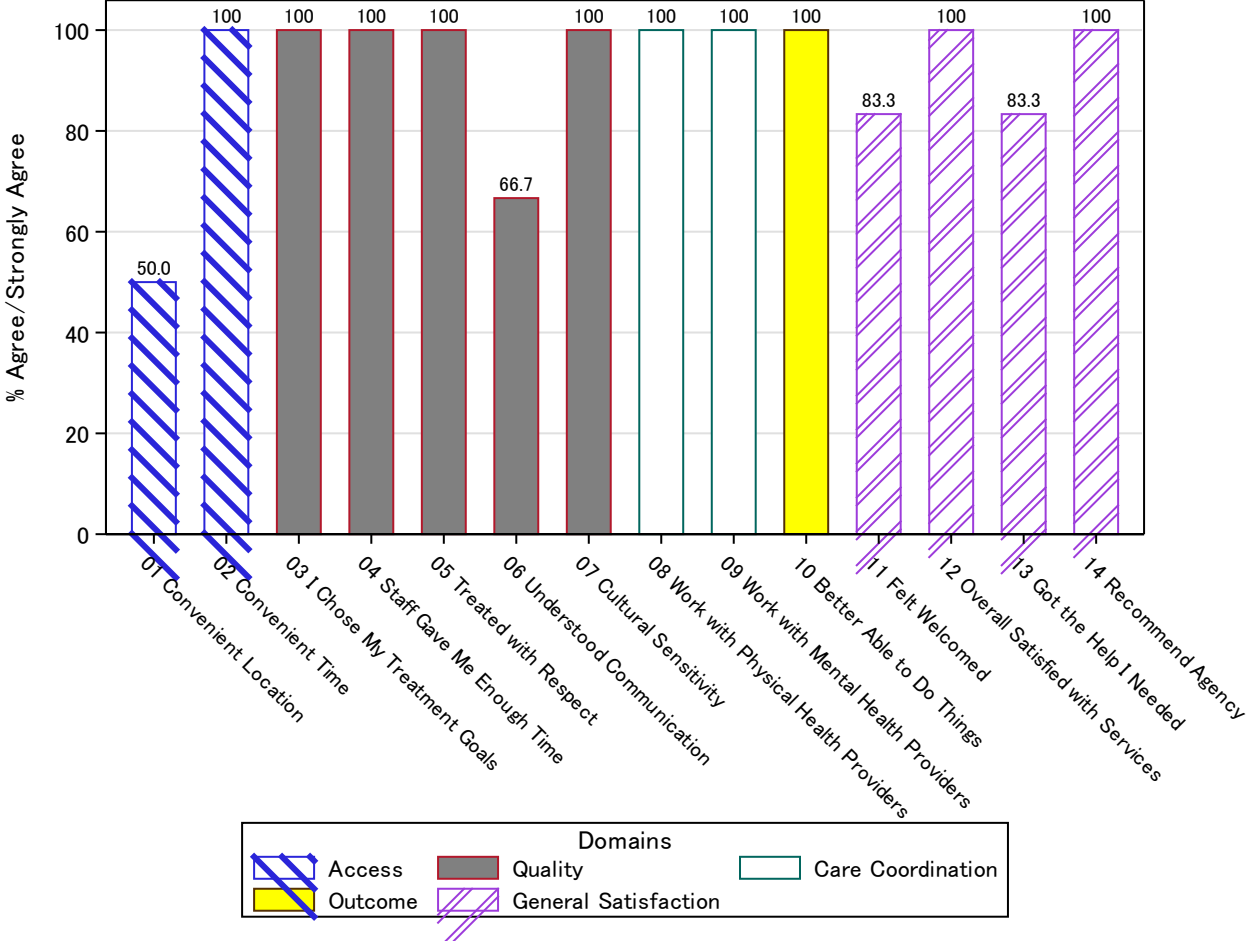


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	3 (50.0%)	696 (89.6%)	- 39.6
02 Convenient Time	6 (100%)	721 (92.0%)	+ 8.0
Domain: Quality			
03 I Chose My Treatment Goals	6 (100%)	709 (91.0%)	+ 9.0
04 Staff Gave Me Enough Time	6 (100%)	721 (93.0%)	+ 7.0
05 Treated with Respect	6 (100%)	726 (93.2%)	+ 6.8
06 Understood Communication	4 (66.7%)	724 (92.8%)	- 26.1
07 Cultural Sensitivity	6 (100%)	697 (90.5%)	+ 9.5
Domain: Care Coordination			
08 Work with Physical Health Providers	6 (100%)	654 (87.1%)	+ 12.9
09 Work with Mental Health Providers	6 (100%)	637 (87.0%)	+ 13.0
Domain: Outcome			
10 Better Able to Do Things	6 (100%)	716 (91.3%)	+ 8.7
Domain: General Satisfaction			
11 Felt Welcomed	5 (83.3%)	734 (94.2%)	- 10.9
12 Overall Satisfied with Services	6 (100%)	725 (92.7%)	+ 7.3
13 Got the Help I Needed	5 (83.3%)	696 (88.8%)	- 5.5
14 Recommend Agency	6 (100%)	719 (93.3%)	+ 6.7

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

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	N/A	N/A	75.0	50.0	- 25.0
Access	02 Convenient Time	N/A	N/A	100	100	+ 0.0
Quality	03 I Chose My Treatment Goals	N/A	N/A	75.0	100	+ 25.0
Quality	04 Staff Gave Me Enough Time	N/A	N/A	87.5	100	+ 12.5
Quality	05 Treated with Respect	N/A	N/A	100	100	+ 0.0
Quality	06 Understood Communication	N/A	N/A	100	66.7	- 33.3
Quality	07 Cultural Sensitivity	N/A	N/A	87.5	100	+ 12.5
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	87.5	100	+ 12.5
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	85.7	100	+ 14.3
Outcome	10 Better Able to Do Things	N/A	N/A	87.5	100	+ 12.5
General Satisfaction	11 Felt Welcomed	N/A	N/A	100	83.3	- 16.7
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	87.5	100	+ 12.5
General Satisfaction	13 Got the Help I Needed	N/A	N/A	87.5	83.3	- 4.2
General Satisfaction	14 Recommend Agency	N/A	N/A	100	100	+ 0.0

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Note: Comparisons are reported only for programs with an exact match of CalOMS provider ID and treatment setting and/or Reporting Unit for 2017, 2018, 2019 and 2020 (as applicable).

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1		12	100	91	100	100	100	100	100	100	100	100	100	100	91	100
1		10	100	80	100	90	90	100	100	100	100	90	100	100	100	100
1		8	100	88	100	87	100	100	100	88	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	100	85	100	100	100
1		7	100	100	100	100	100	100	100	85	85	83	100	100	100	100
1		6	100	100	100	66	100	83	100	66	100	100	100	100	83	100
1	YOUR PROGRAM	6	100	50	100	100	100	100	66	100	100	100	100	83	83	100
1		5	100	100	100	100	100	100	100	100	80	80	100	100	100	100
1		4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		2**	100	100	100	100	50	100	100	100	0	100	100	100	100	100
1		2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	0	0	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	0	100	100	100	100	100	100	100	0	100	100	100	0
17		44	97	93	91	93	97	93	91	95	95	93	88	95	95	95
17		36	97	92	97	94	94	97	97	94	57	78	94	97	91	94
19		31	96	83	96	96	93	96	96	96	95	87	93	96	96	96
20		62	95	93	95	95	96	96	92	85	79	80	92	96	92	93
20		47	95	93	93	89	97	95	95	89	86	86	95	95	93	97
20		21	95	86	90	100	90	85	90	90	95	90	95	95	95	95
23		100	94	87	91	92	91	94	92	89	89	88	91	93	90	93

23		18	94	100	83	94	94	100	94	88	88	88	88	88	83	82
23		17	94	100	87	100	100	88	94	94	100	100	88	94	82	100
26		172	92	88	92	85	91	93	92	92	92	90	93	94	87	95
26		14	92	100	93	93	86	66	73	85	92	85	86	93	80	86
28		17	88	92	88	94	94	88	93	88	85	92	82	88	88	88
28		9	88	87	88	88	100	100	100	100	66	66	66	88	88	100
30		15	86	93	80	80	80	93	93	83	71	69	80	100	80	78
31		13	84	76	92	91	84	100	100	83	84	83	100	100	84	84
32		49	83	82	84	88	90	83	87	80	76	71	82	86	76	87
32		6	83	100	100	100	100	100	100	100	60	100	100	100	83	100
34		11	72	81	90	80	90	90	81	81	72	60	70	81	81	63
35		20	65	89	70	80	80	80	85	84	78	94	85	85	65	80
36		0**	.	100	100	100
.	Missing Provider ID***	2**	100	50	100	100	100	100	100	100	100	100	100	100	100	100

* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

** Sample sizes < 5 : Interpret findings with caution.

*** Provider ID was missing for these survey participants.

**Table 6. Number of responses (percent) for the telehealth question
(#15 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
Very little	. (.%)	. (.%)	1 (16.7%)	. (.%)	. (.%)	. (.%)	1 (16.7%)
About half	. (.%)	. (.%)	3 (50.0%)	. (.%)	. (.%)	. (.%)	3 (50.0%)
Almost all	. (.%)	. (.%)	1 (16.7%)	. (.%)	. (.%)	. (.%)	1 (16.7%)
Missing	. (.%)	. (.%)	1 (16.7%)	. (.%)	. (.%)	. (.%)	1 (16.7%)
Any Telehealth	. (.%)	. (.%)	5 (83.3%)	. (.%)	. (.%)	. (.%)	5 (83.3%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (389203_9203OP), N=15

November 2020 Survey Period

Prepared on 1/18/2021 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.**

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 forms returned with responses received *	15	15
English	15	15
Survey methods							
Paper/data entry	15	15

* Only includes survey forms when at least one of the 15 questions are answered. Excluded forms: N=0.

** Includes records where CalOMS Provider ID or treatment setting were missing in the phone or the online survey.

Table 2. 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 (6.7%)	8 (53.3%)	6 (40.0%)	4.3
02 Convenient Time	0 (0.0%)	0 (0.0%)	3 (20.0%)	5 (33.3%)	7 (46.7%)	4.3
Domain: Quality						4.4
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	3 (20.0%)	6 (40.0%)	6 (40.0%)	4.2
04 Staff Gave Me Enough Time	0 (0.0%)	2 (13.3%)	1 (6.7%)	5 (33.3%)	7 (46.7%)	4.1
05 Treated with Respect	0 (0.0%)	0 (0.0%)	1 (6.7%)	5 (33.3%)	9 (60.0%)	4.5
06 Understood Communication	0 (0.0%)	0 (0.0%)	1 (6.7%)	3 (20.0%)	11 (73.3%)	4.7
07 Cultural Sensitivity	0 (0.0%)	1 (8.3%)	1 (8.3%)	4 (33.3%)	6 (50.0%)	4.3
Domain: Care Coordination						4.1
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	4 (28.6%)	3 (21.4%)	7 (50.0%)	4.2
09 Work with Mental Health Providers	0 (0.0%)	1 (7.7%)	3 (23.1%)	3 (23.1%)	6 (46.2%)	4.1
Domain: Outcome						4.2
10 Better Able to Do Things	1 (6.7%)	0 (0.0%)	2 (13.3%)	4 (26.7%)	8 (53.3%)	4.2
Domain: General Satisfaction						4.4
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	0 (0.0%)	6 (40.0%)	9 (60.0%)	4.6
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	2 (13.3%)	5 (33.3%)	8 (53.3%)	4.4
13 Got the Help I Needed	0 (0.0%)	1 (6.7%)	2 (13.3%)	4 (26.7%)	8 (53.3%)	4.3
14 Recommend Agency	1 (7.1%)	0 (0.0%)	2 (14.3%)	3 (21.4%)	8 (57.1%)	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 five domains

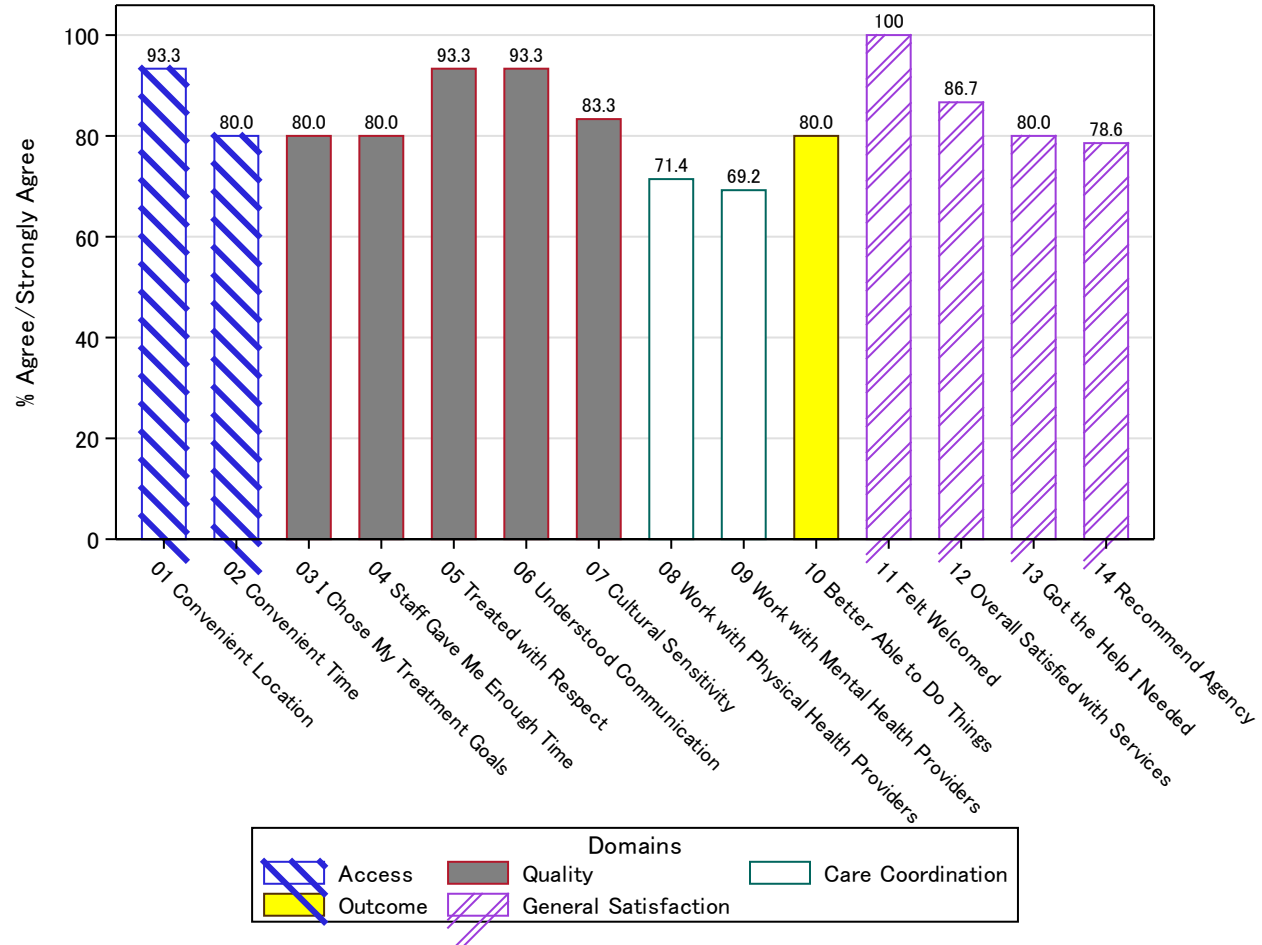


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	14 (93.3%)	696 (89.6%)	+ 3.7
02 Convenient Time	12 (80.0%)	721 (92.0%)	- 12.0
Domain: Quality			
03 I Chose My Treatment Goals	12 (80.0%)	709 (91.0%)	- 11.0
04 Staff Gave Me Enough Time	12 (80.0%)	721 (93.0%)	- 13.0
05 Treated with Respect	14 (93.3%)	726 (93.2%)	+ 0.1
06 Understood Communication	14 (93.3%)	724 (92.8%)	+ 0.5
07 Cultural Sensitivity	10 (83.3%)	697 (90.5%)	- 7.2
Domain: Care Coordination			
08 Work with Physical Health Providers	10 (71.4%)	654 (87.1%)	- 15.7
09 Work with Mental Health Providers	9 (69.2%)	637 (87.0%)	- 17.8
Domain: Outcome			
10 Better Able to Do Things	12 (80.0%)	716 (91.3%)	- 11.3
Domain: General Satisfaction			
11 Felt Welcomed	15 (100%)	734 (94.2%)	+ 5.8
12 Overall Satisfied with Services	13 (86.7%)	725 (92.7%)	- 6.0
13 Got the Help I Needed	12 (80.0%)	696 (88.8%)	- 8.8
14 Recommend Agency	11 (78.6%)	719 (93.3%)	- 14.7

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

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	N/A	N/A	90.0	93.3	+ 3.3
Access	02 Convenient Time	N/A	N/A	95.2	80.0	- 15.2
Quality	03 I Chose My Treatment Goals	N/A	N/A	85.0	80.0	- 5.0
Quality	04 Staff Gave Me Enough Time	N/A	N/A	80.0	80.0	+ 0.0
Quality	05 Treated with Respect	N/A	N/A	95.2	93.3	- 1.9
Quality	06 Understood Communication	N/A	N/A	80.0	93.3	+ 13.3
Quality	07 Cultural Sensitivity	N/A	N/A	76.2	83.3	+ 7.1
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	90.0	71.4	- 18.6
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	88.9	69.2	- 19.7
Outcome	10 Better Able to Do Things	N/A	N/A	80.0	80.0	+ 0.0
General Satisfaction	11 Felt Welcomed	N/A	N/A	90.5	100	+ 9.5
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	95.2	86.7	- 8.5
General Satisfaction	13 Got the Help I Needed	N/A	N/A	90.5	80.0	- 10.5
General Satisfaction	14 Recommend Agency	N/A	N/A	90.5	78.6	- 11.9

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Note: Comparisons are reported only for programs with an exact match of CalOMS provider ID and treatment setting and/or Reporting Unit for 2017, 2018, 2019 and 2020 (as applicable).

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1		12	100	91	100	100	100	100	100	100	100	100	100	100	91	100
1		10	100	80	100	90	90	100	100	100	100	90	100	100	100	100
1		8	100	88	100	87	100	100	100	88	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	100	85	100	100	100
1		7	100	100	100	100	100	100	100	85	85	83	100	100	100	100
1		6	100	100	100	66	100	83	100	66	100	100	100	100	83	100
1		6	100	50	100	100	100	100	66	100	100	100	100	83	83	100
1		5	100	100	100	100	100	100	100	100	80	80	100	100	100	100
1		4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		2**	100	100	100	100	50	100	100	100	0	100	100	100	100	100
1		2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	0	0	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		1**	100	0	100	100	100	100	100	100	100	0	100	100	100	0
17		44	97	93	91	93	97	93	91	95	95	93	88	95	95	95
17		36	97	92	97	94	94	97	97	94	57	78	94	97	91	94
19		31	96	83	96	96	93	96	96	96	95	87	93	96	96	96
20		62	95	93	95	95	96	96	92	85	79	80	92	96	92	93
20		47	95	93	93	89	97	95	95	89	86	86	95	95	93	97
20		21	95	86	90	100	90	85	90	90	95	90	95	95	95	95
23		100	94	87	91	92	91	94	92	89	89	88	91	93	90	93

23		18	94	100	83	94	94	100	94	88	88	88	88	88	83	82
23		17	94	100	87	100	100	88	94	94	100	100	88	94	82	100
26		172	92	88	92	85	91	93	92	92	92	90	93	94	87	95
26		14	92	100	93	93	86	66	73	85	92	85	86	93	80	86
28		17	88	92	88	94	94	88	93	88	85	92	82	88	88	88
28		9	88	87	88	88	100	100	100	100	66	66	66	88	88	100
30	YOUR PROGRAM	15	86	93	80	80	80	93	93	83	71	69	80	100	80	78
31		13	84	76	92	91	84	100	100	83	84	83	100	100	84	84
32		49	83	82	84	88	90	83	87	80	76	71	82	86	76	87
32		6	83	100	100	100	100	100	100	100	60	100	100	100	83	100
34		11	72	81	90	80	90	90	81	81	72	60	70	81	81	63
35		20	65	89	70	80	80	80	85	84	78	94	85	85	65	80
36		0**	.	100	100	100
.	Missing Provider ID***	2**	100	50	100	100	100	100	100	100	100	100	100	100	100	100

* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

** Sample sizes < 5 : Interpret findings with caution.

*** Provider ID was missing for these survey participants.

Treatment Perceptions Survey (TPS) – Adults

San Francisco County Report N=802

November 2020 Survey Period

Prepared on 1/18/2021 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
Number of programs *	15	10	9	3	.	1	38
Number of forms returned with responses received **	254	88	438	18	.	4	802
English	226	80	435	18	.	2	761
Spanish	28	8	3	.	.	2	41
Survey methods							
Paper/data entry	131	22	422	2	.	.	577
Online survey	82	56	7	16	.	.	161
Automated phone survey	41	10	9	.	.	4	64

* 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.

** Only includes survey forms when at least one of the 15 questions are answered. 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	228	28.4
Male	518	64.6
Transgender	8	1.0
Other gender identity	8	1.0
Decline to answer/missing	44	5.5
Age group	.	.
18–25	19	2.4
26–35	145	18.1
36–45	166	20.7
46–55	170	21.2
56+	231	28.8
Decline to answer/missing	71	8.9
Race/ethnicity (Multiple responses allowed)	.	.
American Indian/Alaska Native	41	5.1
Asian	26	3.2
Black/African American	227	28.3
Latinx	87	10.8
Native Hawaiian/Pacific Islander	14	1.7
White	295	36.8
Other	59	7.4
Unknown/missing	116	14.5
How long received services here	.	.
First visit/day	27	3.4
2 weeks or less	42	5.2
More than 2 weeks	693	86.4
Missing	40	5.0

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
Domain: Access						4.4
01 Convenient Location	8 (1.0%)	22 (2.8%)	51 (6.6%)	280 (36.0%)	416 (53.5%)	4.4
02 Convenient Time	7 (0.9%)	11 (1.4%)	45 (5.7%)	279 (35.6%)	442 (56.4%)	4.5
Domain: Quality						4.5
03 I Chose My Treatment Goals	5 (0.6%)	14 (1.8%)	51 (6.5%)	299 (38.4%)	410 (52.6%)	4.4
04 Staff Gave Me Enough Time	5 (0.6%)	10 (1.3%)	39 (5.0%)	292 (37.7%)	429 (55.4%)	4.5
05 Treated with Respect	4 (0.5%)	7 (0.9%)	42 (5.4%)	232 (29.8%)	494 (63.4%)	4.5
06 Understood Communication	2 (0.3%)	9 (1.2%)	45 (5.8%)	236 (30.3%)	488 (62.6%)	4.5
07 Cultural Sensitivity	7 (0.9%)	12 (1.6%)	54 (7.0%)	245 (31.8%)	452 (58.7%)	4.5
Domain: Care Coordination						4.4
08 Work with Physical Health Providers	8 (1.1%)	15 (2.0%)	74 (9.9%)	269 (35.8%)	385 (51.3%)	4.3
09 Work with Mental Health Providers	9 (1.2%)	17 (2.3%)	69 (9.4%)	243 (33.2%)	394 (53.8%)	4.4
Domain: Outcome						4.4
10 Better Able to Do Things	6 (0.8%)	9 (1.1%)	53 (6.8%)	278 (35.5%)	438 (55.9%)	4.4
Domain: General Satisfaction						4.5
11 Felt Welcomed	3 (0.4%)	5 (0.6%)	37 (4.7%)	245 (31.5%)	489 (62.8%)	4.6
12 Overall Satisfied with Services	3 (0.4%)	13 (1.7%)	41 (5.2%)	256 (32.7%)	469 (60.0%)	4.5
13 Got the Help I Needed	7 (0.9%)	17 (2.2%)	64 (8.2%)	260 (33.2%)	436 (55.6%)	4.4
14 Recommend Agency	7 (0.9%)	9 (1.2%)	36 (4.7%)	219 (28.4%)	500 (64.9%)	4.6

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

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

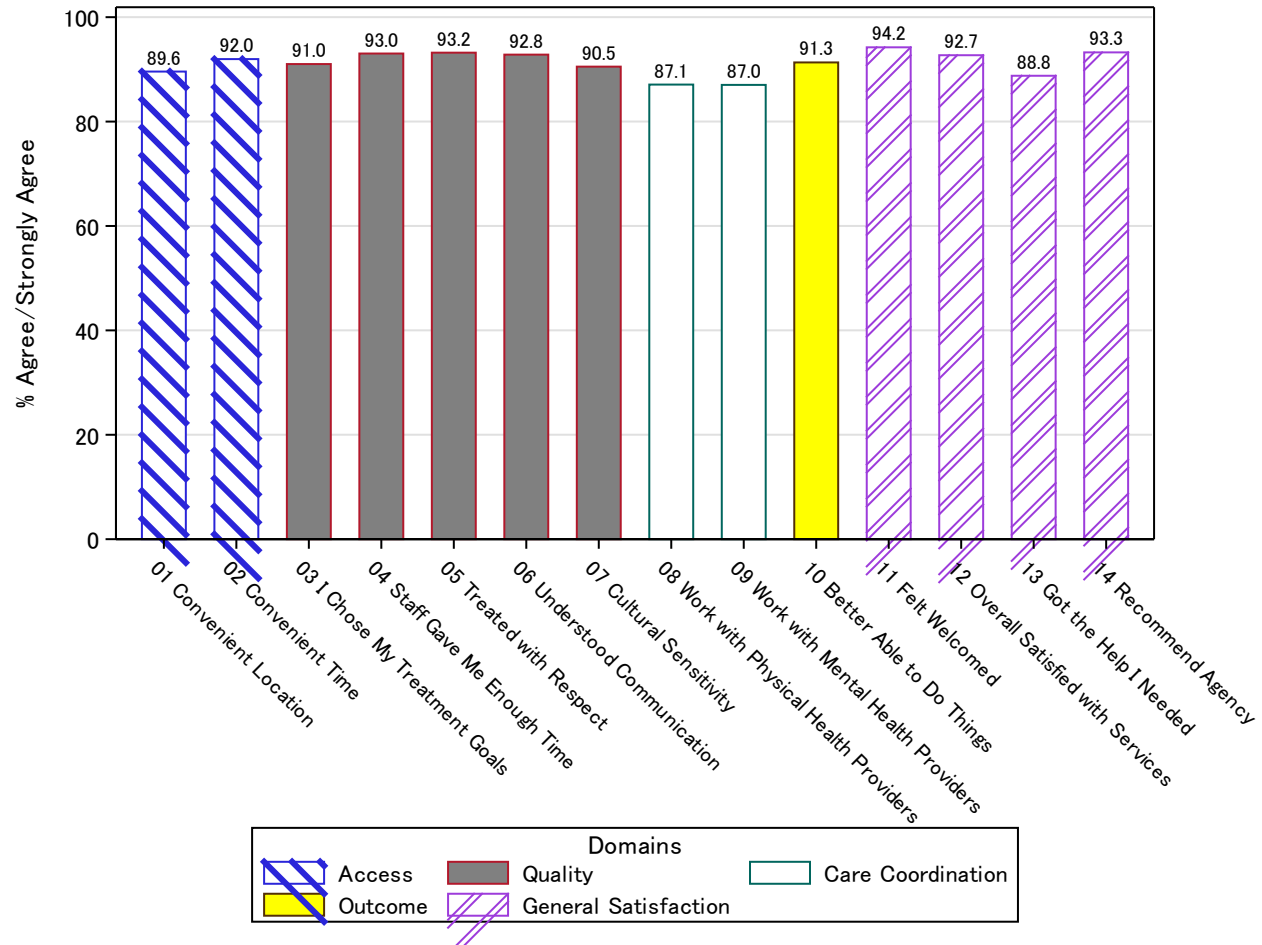


Figure 2. Average score (questions 1–14) by treatment settings

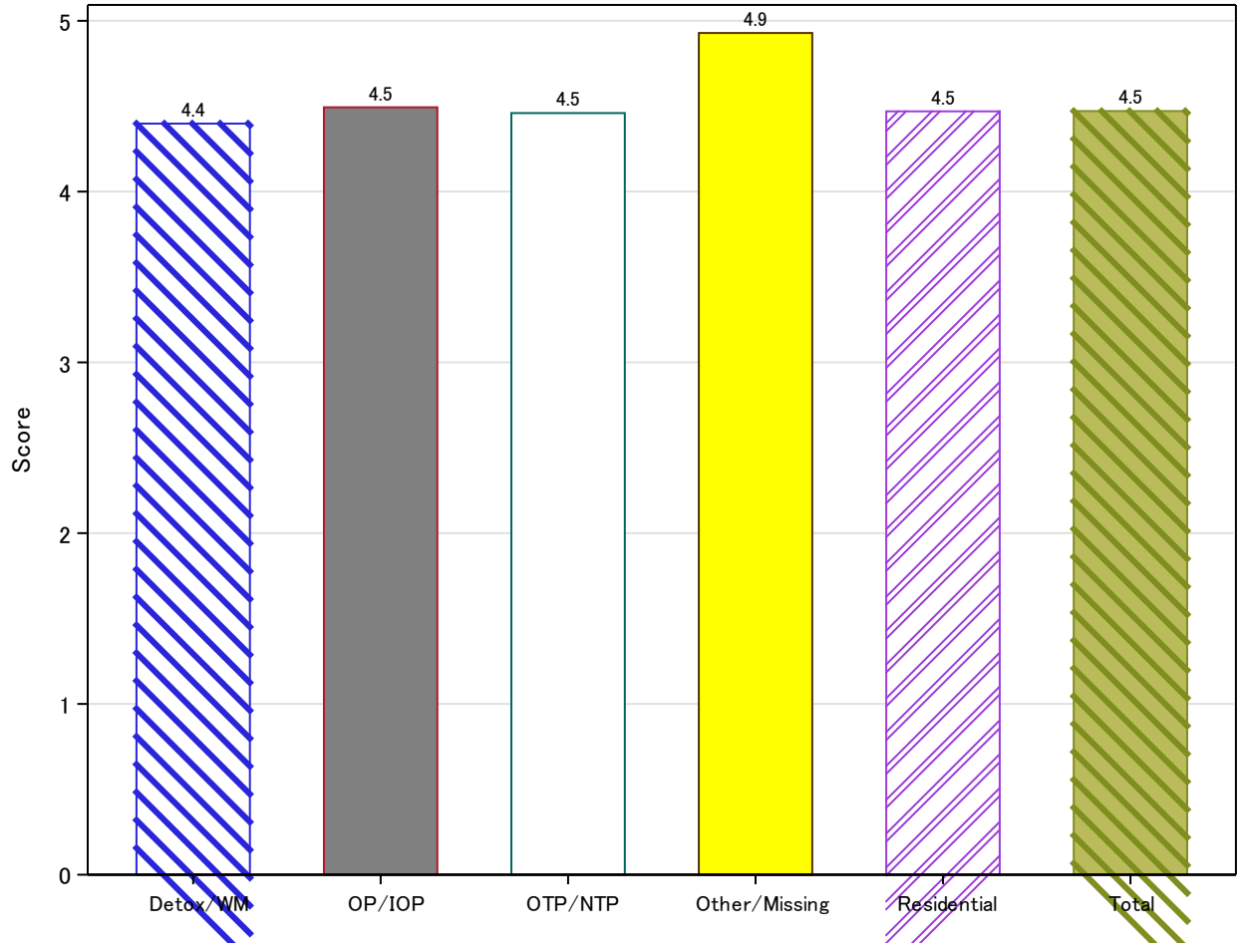


Table 4. Percent of survey respondents in agreement by each survey question and year

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	Difference in Percentage (from 2019 to 2020)
Access	01 Convenient Location	89.1	90.8	89.0	89.6	+ 0.6
Access	02 Convenient Time	89.2	89.5	87.7	92.0	+ 4.3
Quality	03 I Chose My Treatment Goals	87.7	90.0	85.6	91.0	+ 5.4
Quality	04 Staff Gave Me Enough Time	89.8	91.9	89.1	93.0	+ 3.9
Quality	05 Treated with Respect	90.0	92.3	89.7	93.2	+ 3.5
Quality	06 Understood Communication	91.1	92.8	90.9	92.8	+ 1.9
Quality	07 Cultural Sensitivity	88.5	88.5	87.5	90.5	+ 3.0
Care Coordination	08 Work with Physical Health Providers	81.3	85.7	80.7	87.1	+ 6.4
Care Coordination	09 Work with Mental Health Providers	80.9	84.1	80.2	87.0	+ 6.8
Outcome	10 Better Able to Do Things	86.1	88.2	85.1	91.3	+ 6.2
General Satisfaction	11 Felt Welcomed	90.4	91.8	88.7	94.2	+ 5.5
General Satisfaction	12 Overall Satisfied with Services *	88.5	91.1	87.7	92.7	+ 5.0
General Satisfaction	13 Got the Help I Needed	84.1	86.5	84.0	88.8	+ 4.8
General Satisfaction	14 Recommend Agency	88.0	89.5	87.5	93.3	+ 5.8

* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1	380311_0311EF	12	100	91	100	100	100	100	100	100	100	100	100	100	91	100
1	388923_76134	10	100	80	100	90	90	100	100	100	100	90	100	100	100	100
1	383832_38321	8	100	88	100	87	100	100	100	88	100	100	100	100	100	100
1	380010_0010DS	7	100	100	100	100	100	100	100	100	100	100	85	100	100	100
1	383844_38442	7	100	100	100	100	100	100	100	85	85	83	100	100	100	100
1	383843_3843NP	6	100	100	100	66	100	83	100	66	100	100	100	100	83	100
1	388923_77134	6	100	50	100	100	100	100	66	100	100	100	100	83	83	100
1	388920_8920AP	5	100	100	100	100	100	100	100	100	80	80	100	100	100	100
1	388910_89102	4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1	383837_3837RS	3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1	383843_3843PNR	3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1	383871_3871IOP	2**	100	100	100	100	50	100	100	100	0	100	100	100	100	100
1	388910_8910RPN	2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1	383816_3816OP	1**	100	100	100	100	100	100	100	100	0	0	100	100	100	100
1	383834_3834RWM	1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1	383873_3873DRS	1**	100	0	100	100	100	100	100	100	100	0	100	100	100	0
17	383813_72134	44	97	93	91	93	97	93	91	95	95	93	88	95	95	95
17	388905_89051	36	97	92	97	94	94	97	97	94	57	78	94	97	91	94
19	388907_89074	31	96	83	96	96	93	96	96	96	95	87	93	96	96	96
20	383816_38163	62	95	93	95	95	96	96	92	85	79	80	92	96	92	93
20	383816_38164	47	95	93	93	89	97	95	95	89	86	86	95	95	93	97
20	383871_3871IOP	21	95	86	90	100	90	85	90	90	95	90	95	95	95	95
23	383887_38874	100	94	87	91	92	91	94	92	89	89	88	91	93	90	93

23	383834_3834ARS	18	94	100	83	94	94	100	94	88	88	88	88	88	83	82
23	383875_38752	17	94	100	87	100	100	88	94	94	100	100	88	94	82	100
26	383813_38134	172	92	88	92	85	91	93	92	92	92	90	93	94	87	95
26	383806_3806RWM	14	92	100	93	93	86	66	73	85	92	85	86	93	80	86
28	383837_3837OP	17	88	92	88	94	94	88	93	88	85	92	82	88	88	88
28	383873_3873DOP	9	88	87	88	88	100	100	100	100	66	66	66	88	88	100
30	389203_9203OP	15	86	93	80	80	80	93	93	83	71	69	80	100	80	78
31	388921_8291HS-OP	13	84	76	92	91	84	100	100	83	84	83	100	100	84	84
32	383836_38364	49	83	82	84	88	90	83	87	80	76	71	82	86	76	87
32	383847_3847CQR	6	83	100	100	100	100	100	100	100	60	100	100	100	83	100
34	383811_38114	11	72	81	90	80	90	90	81	81	72	60	70	81	81	63
35	383806_3806ARM	20	65	89	70	80	80	80	85	84	78	94	85	85	65	80
36	383832_3832SM-ANS	0**	.	100	100	100
.	Missing Provider ID***	2**	100	50	100	100	100	100	100	100	100	100	100	100	100	100

* Number of survey participants that answered Q12 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
(#15 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	77 (30.3%)	17 (19.3%)	114 (26.0%)	4 (22.2%)	. (.%)	1 (25.0%)	213 (26.6%)
Very little	25 (9.8%)	36 (40.9%)	104 (23.7%)	7 (38.9%)	. (.%)	. (.%)	172 (21.4%)
About half	29 (11.4%)	29 (33.0%)	87 (19.9%)	6 (33.3%)	. (.%)	. (.%)	151 (18.8%)
Almost all	37 (14.6%)	3 (3.4%)	34 (7.8%)	. (.%)	. (.%)	. (.%)	74 (9.2%)
All	55 (21.7%)	3 (3.4%)	24 (5.5%)	1 (5.6%)	. (.%)	1 (25.0%)	84 (10.5%)
Missing	31 (12.2%)	. (.%)	75 (17.1%)	. (.%)	. (.%)	2 (50.0%)	108 (13.5%)
Any Telehealth	146 (57.5%)	71 (80.7%)	249 (56.8%)	14 (77.8%)	. (.%)	1 (25.0%)	481 (60.0%)