

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (08543_03871OP), N=7

November 2021 Survey Period

Prepared on 12/18/2021 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							
Paper/data entry	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						4.3
01 Convenient Location	0 (0.0%)	0 (0.0%)	1 (14.3%)	4 (57.1%)	2 (28.6%)	4.1
02 Convenient Time	0 (0.0%)	1 (14.3%)	0 (0.0%)	1 (14.3%)	5 (71.4%)	4.4
Domain: Quality						4.5
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	1 (14.3%)	4 (57.1%)	2 (28.6%)	4.1
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%)	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%)	0 (0.0%)	2 (33.3%)	4 (66.7%)	4.7
Domain: Care Coordination						4.5
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (50.0%)	3 (50.0%)	4.5
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						4.8
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (20.0%)	4 (80.0%)	4.8
Domain: General Satisfaction						5.0
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%)	0 (0.0%)	6 (100%)	5.0
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (16.7%)	5 (83.3%)	4.8
14 Recommend Agency	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	7 (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

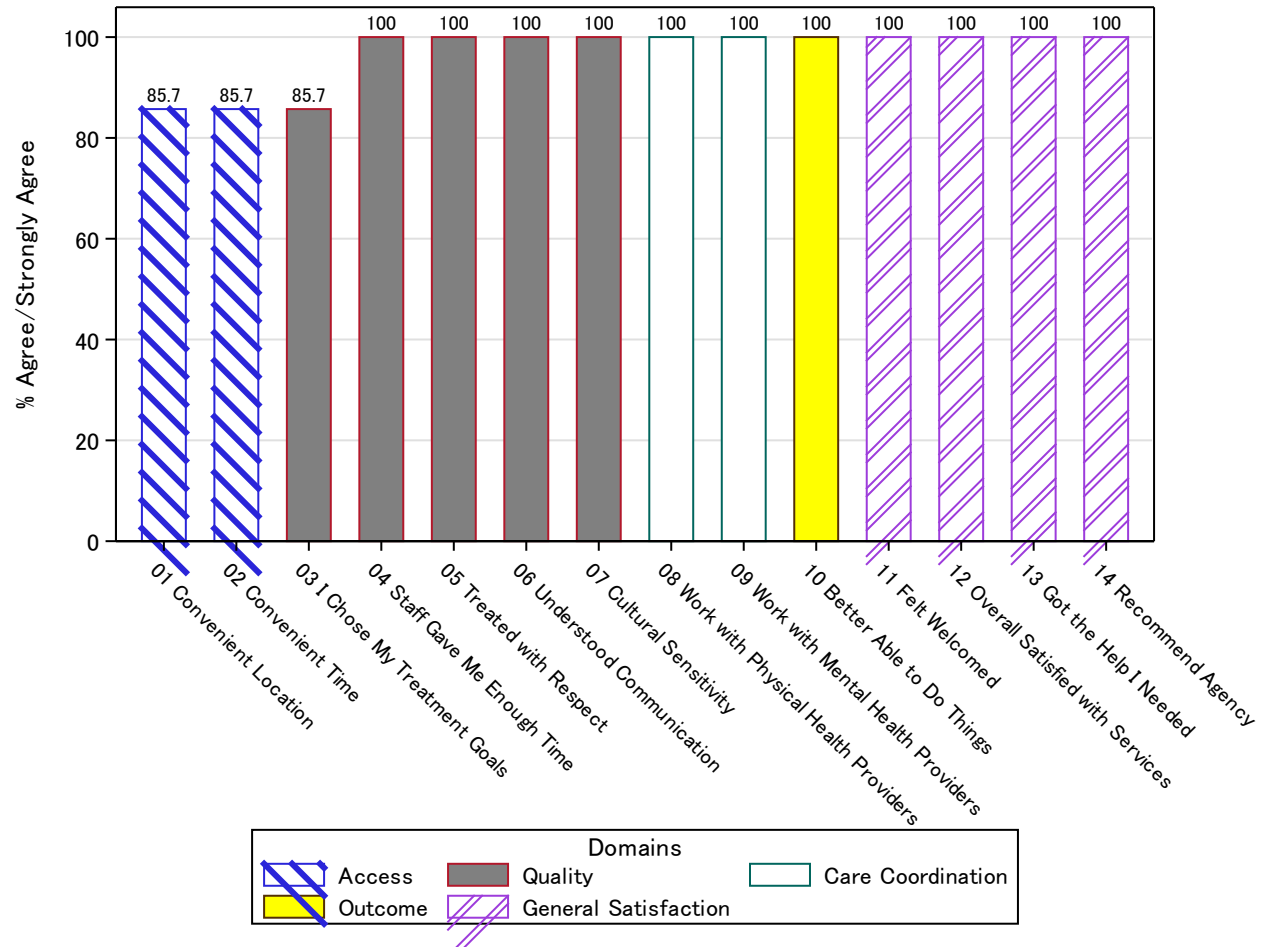


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	6 (85.7%)	804 (89.1%)	- 3.4
02 Convenient Time	6 (85.7%)	822 (89.8%)	- 4.1
Domain: Quality			
03 I Chose My Treatment Goals	6 (85.7%)	809 (89.1%)	- 3.4
04 Staff Gave Me Enough Time	5 (100%)	808 (90.1%)	+ 9.9
05 Treated with Respect	7 (100%)	829 (91.8%)	+ 8.2
06 Understood Communication	7 (100%)	833 (92.5%)	+ 7.5
07 Cultural Sensitivity	6 (100%)	806 (89.9%)	+ 10.1
Domain: Care Coordination			
08 Work with Physical Health Providers	6 (100%)	731 (84.5%)	+ 15.5
09 Work with Mental Health Providers	5 (100%)	708 (84.2%)	+ 15.8
Domain: Outcome			
10 Better Able to Do Things	5 (100%)	782 (87.5%)	+ 12.5
Domain: General Satisfaction			
11 Felt Welcomed	7 (100%)	829 (91.3%)	+ 8.7
12 Overall Satisfied with Services	6 (100%)	818 (90.2%)	+ 9.8
13 Got the Help I Needed	6 (100%)	772 (86.8%)	+ 13.2
14 Recommend Agency	7 (100%)	776 (89.8%)	+ 10.2

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	N/A	N/A	N/A	N/A	85.7	N/A
Access	02 Convenient Time	N/A	N/A	N/A	N/A	85.7	N/A
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	N/A	85.7	N/A
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	N/A	100	N/A
Quality	05 Treated with Respect	N/A	N/A	N/A	N/A	100	N/A
Quality	06 Understood Communication	N/A	N/A	N/A	N/A	100	N/A
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	N/A	100	N/A
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	N/A	100	N/A
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	N/A	100	N/A
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	14 Recommend Agency	N/A	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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1	YOUR PROGRAM	6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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 (032257_3834ARS), N=8

November 2021 Survey Period

Prepared on 12/18/2021 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 *	8	8
Spanish	8	8
Survey methods							
Paper/data entry	8	8

* 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 (16.7%)	2 (33.3%)	3 (50.0%)	4.3
02 Convenient Time	0 (0.0%)	1 (12.5%)	0 (0.0%)	1 (12.5%)	6 (75.0%)	4.5
Domain: Quality						4.6
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	2 (25.0%)	1 (12.5%)	5 (62.5%)	4.4
04 Staff Gave Me Enough Time	1 (12.5%)	0 (0.0%)	0 (0.0%)	1 (12.5%)	6 (75.0%)	4.4
05 Treated with Respect	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	8 (100%)	5.0
06 Understood Communication	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (14.3%)	6 (85.7%)	4.9
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (14.3%)	6 (85.7%)	4.9
Domain: Care Coordination						4.8
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (28.6%)	5 (71.4%)	4.7
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	6 (100%)	5.0
Domain: Outcome						4.6
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (37.5%)	5 (62.5%)	4.6
Domain: General Satisfaction						4.4
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	1 (12.5%)	2 (25.0%)	5 (62.5%)	4.5
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (33.3%)	4 (66.7%)	4.7
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (25.0%)	6 (75.0%)	4.8
14 Recommend Agency	0 (0.0%)	0 (0.0%)	3 (37.5%)	3 (37.5%)	2 (25.0%)	3.9

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

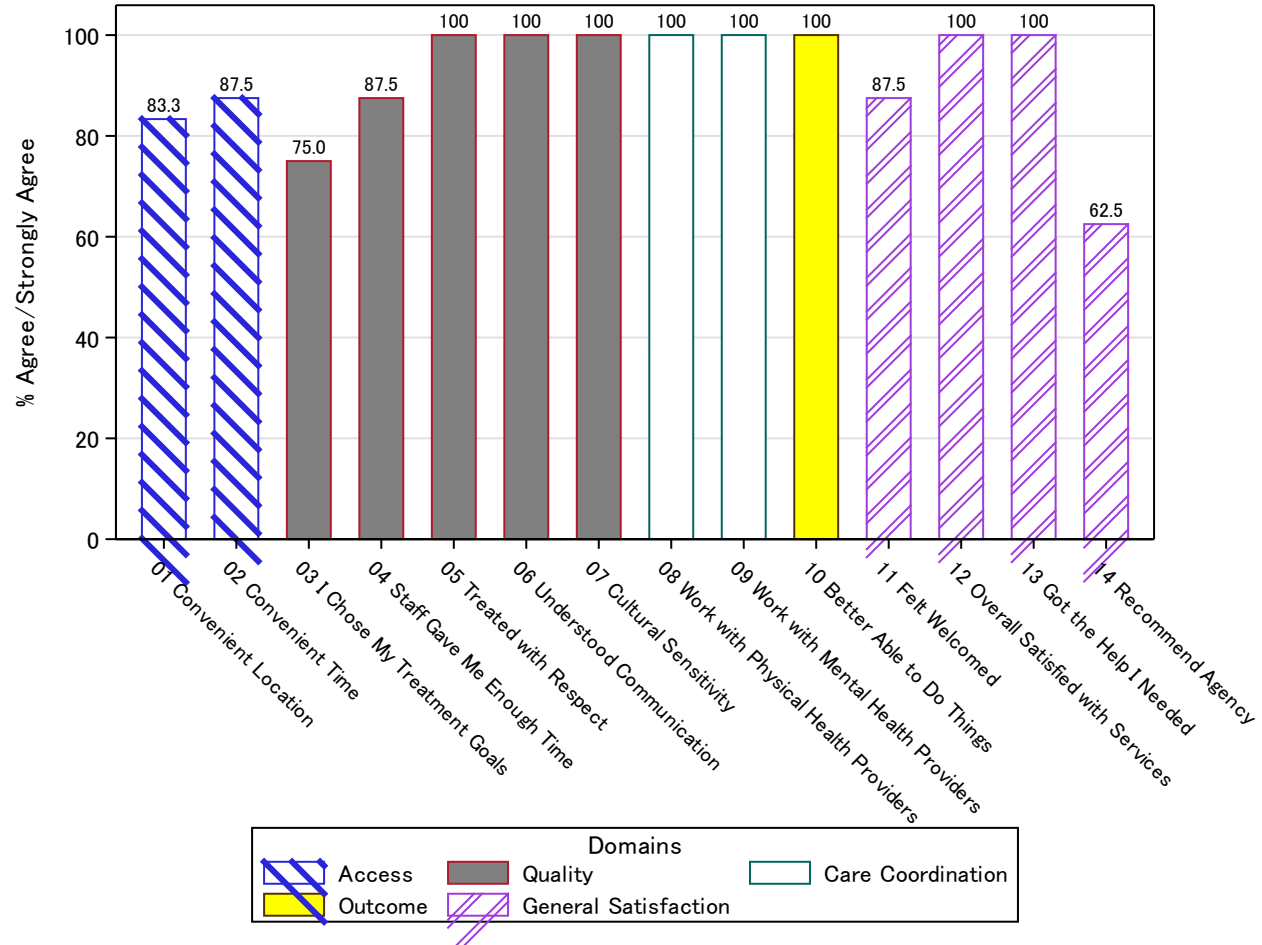


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	5 (83.3%)	804 (89.1%)	- 5.8
02 Convenient Time	7 (87.5%)	822 (89.8%)	- 2.3
Domain: Quality			
03 I Chose My Treatment Goals	6 (75.0%)	809 (89.1%)	- 14.1
04 Staff Gave Me Enough Time	7 (87.5%)	808 (90.1%)	- 2.6
05 Treated with Respect	8 (100%)	829 (91.8%)	+ 8.2
06 Understood Communication	7 (100%)	833 (92.5%)	+ 7.5
07 Cultural Sensitivity	7 (100%)	806 (89.9%)	+ 10.1
Domain: Care Coordination			
08 Work with Physical Health Providers	7 (100%)	731 (84.5%)	+ 15.5
09 Work with Mental Health Providers	6 (100%)	708 (84.2%)	+ 15.8
Domain: Outcome			
10 Better Able to Do Things	8 (100%)	782 (87.5%)	+ 12.5
Domain: General Satisfaction			
11 Felt Welcomed	7 (87.5%)	829 (91.3%)	- 3.8
12 Overall Satisfied with Services	6 (100%)	818 (90.2%)	+ 9.8
13 Got the Help I Needed	8 (100%)	772 (86.8%)	+ 13.2
14 Recommend Agency	5 (62.5%)	776 (89.8%)	- 27.3

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	N/A	N/A	N/A	N/A	83.3	N/A
Access	02 Convenient Time	N/A	N/A	N/A	N/A	87.5	N/A
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	N/A	75.0	N/A
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	N/A	87.5	N/A
Quality	05 Treated with Respect	N/A	N/A	N/A	N/A	100	N/A
Quality	06 Understood Communication	N/A	N/A	N/A	N/A	100	N/A
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	N/A	100	N/A
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	N/A	100	N/A
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	N/A	100	N/A
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	N/A	87.5	N/A
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	14 Recommend Agency	N/A	N/A	N/A	N/A	62.5	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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1	YOUR PROGRAM	6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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 (032257_03871OPOP_IOP), N=5

November 2021 Survey Period

Prepared on 12/18/2021 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 *	5	5
Spanish	5	5
Survey methods							
Paper/data entry	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						5.0
01 Convenient Location	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (100%)	5.0
02 Convenient Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	5 (100%)	5.0
Domain: Quality						4.9
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (50.0%)	2 (50.0%)	4.5
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (100%)	5.0
05 Treated with Respect	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (100%)	5.0
06 Understood Communication	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (100%)	5.0
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (100%)	5.0
Domain: Care Coordination						4.5
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (50.0%)	1 (50.0%)	4.5
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (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%)	1 (20.0%)	0 (0.0%)	0 (0.0%)	4 (80.0%)	4.4
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%)	0 (0.0%)	4 (100%)	5.0
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

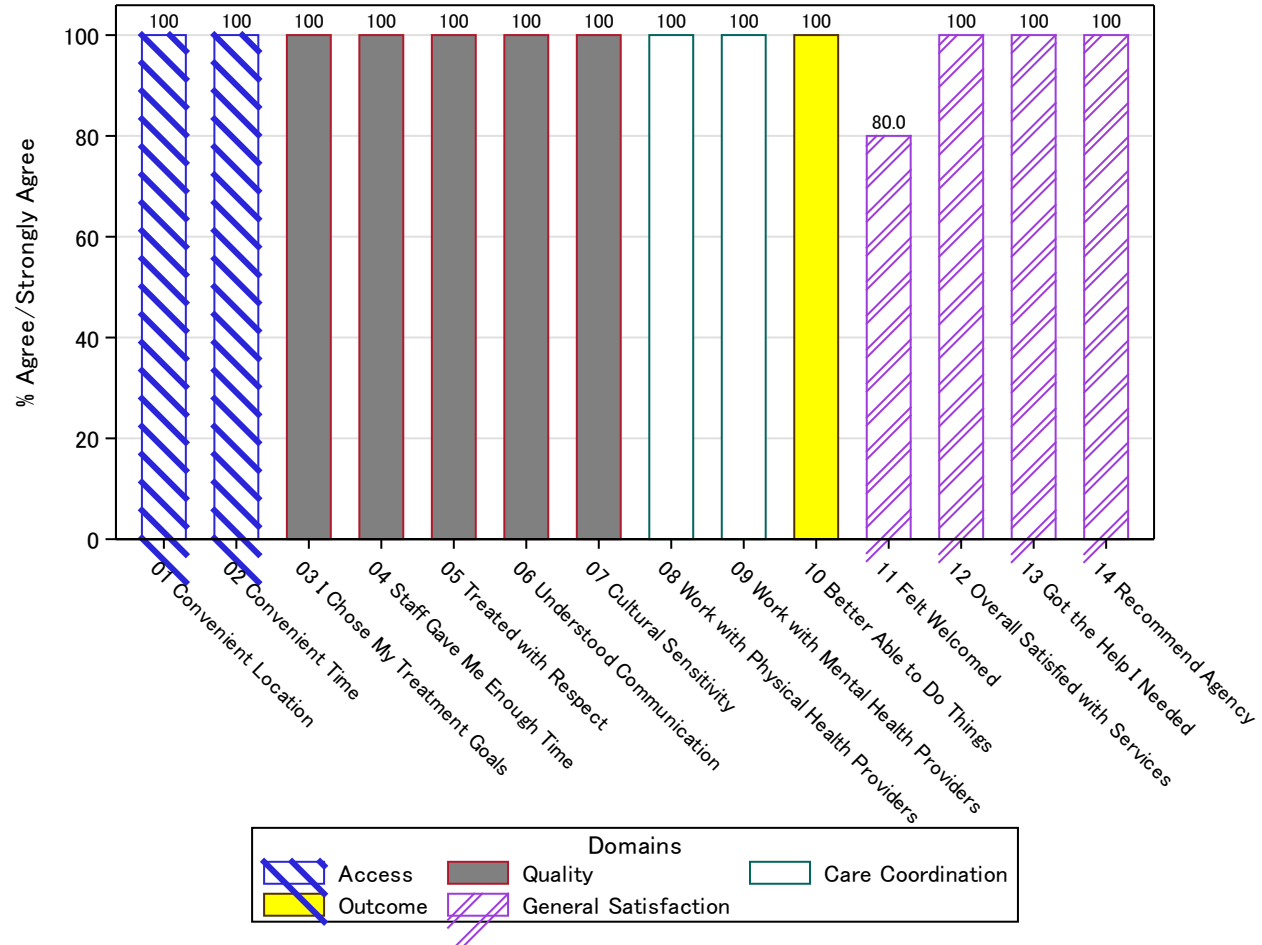


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	4 (100%)	804 (89.1%)	+ 10.9
02 Convenient Time	5 (100%)	822 (89.8%)	+ 10.2
Domain: Quality			
03 I Chose My Treatment Goals	4 (100%)	809 (89.1%)	+ 10.9
04 Staff Gave Me Enough Time	4 (100%)	808 (90.1%)	+ 9.9
05 Treated with Respect	4 (100%)	829 (91.8%)	+ 8.2
06 Understood Communication	4 (100%)	833 (92.5%)	+ 7.5
07 Cultural Sensitivity	4 (100%)	806 (89.9%)	+ 10.1
Domain: Care Coordination			
08 Work with Physical Health Providers	2 (100%)	731 (84.5%)	+ 15.5
09 Work with Mental Health Providers	1 (100%)	708 (84.2%)	+ 15.8
Domain: Outcome			
10 Better Able to Do Things	3 (100%)	782 (87.5%)	+ 12.5
Domain: General Satisfaction			
11 Felt Welcomed	4 (80.0%)	829 (91.3%)	- 11.3
12 Overall Satisfied with Services	5 (100%)	818 (90.2%)	+ 9.8
13 Got the Help I Needed	4 (100%)	772 (86.8%)	+ 13.2
14 Recommend Agency	4 (100%)	776 (89.8%)	+ 10.2

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	N/A	N/A	N/A	N/A	100	N/A
Access	02 Convenient Time	N/A	N/A	N/A	N/A	100	N/A
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	N/A	100	N/A
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	N/A	100	N/A
Quality	05 Treated with Respect	N/A	N/A	N/A	N/A	100	N/A
Quality	06 Understood Communication	N/A	N/A	N/A	N/A	100	N/A
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	N/A	100	N/A
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	N/A	100	N/A
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	N/A	100	N/A
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	N/A	80.0	N/A
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	14 Recommend Agency	N/A	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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1	YOUR PROGRAM	5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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 (032464_3834ARS), N=3

November 2021 Survey Period

Prepared on 12/18/2021 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
Spanish	3	3
Survey methods							
Paper/data entry	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						4.7
01 Convenient Location	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (66.7%)	1 (33.3%)	4.3
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						.
08 Work with Physical Health Providers	. (.%)	. (.%)	. (.%)	. (.%)	. (.%)	.
09 Work with Mental Health Providers	. (.%)	. (.%)	. (.%)	. (.%)	. (.%)	.
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

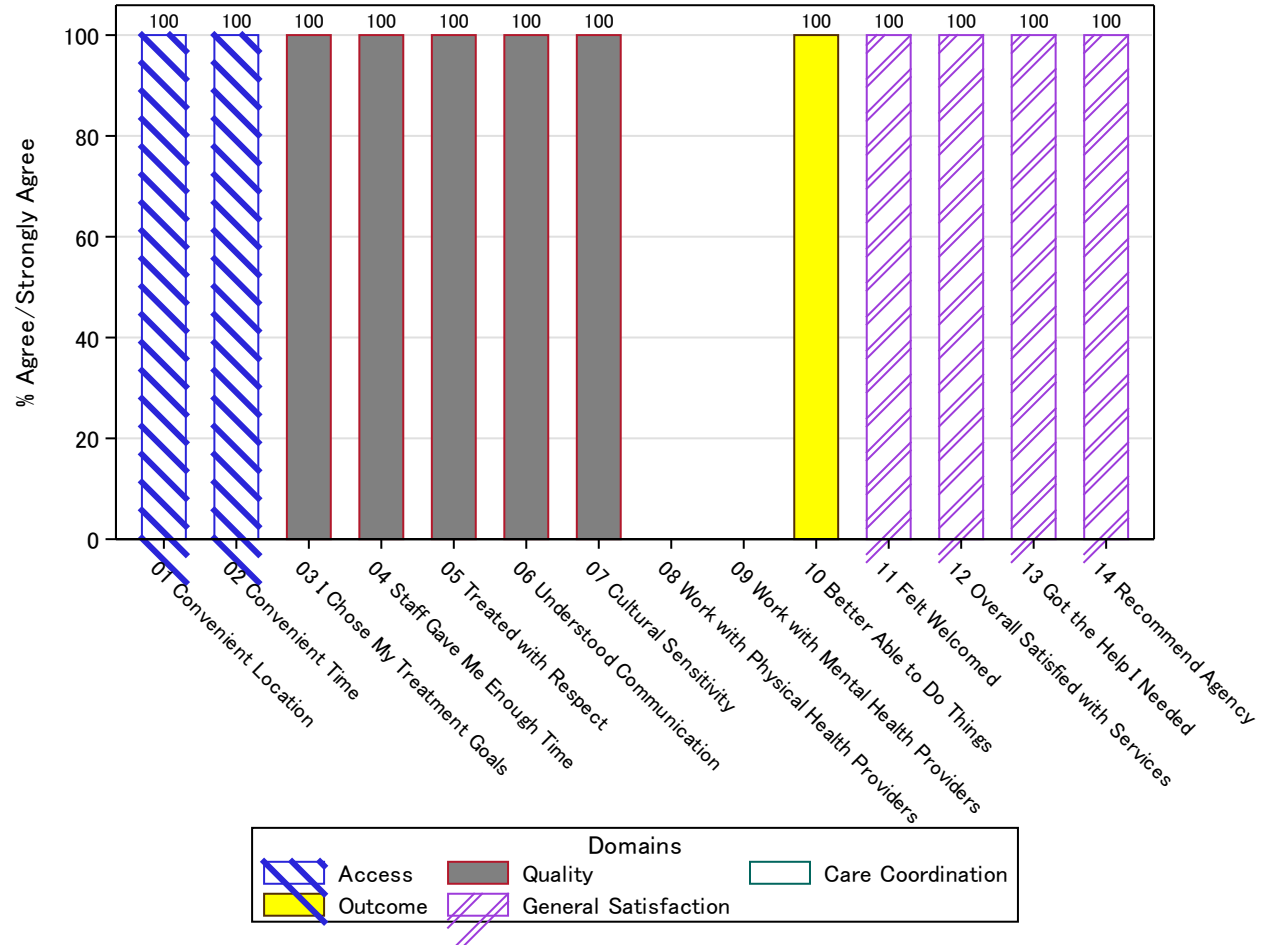


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	3 (100%)	804 (89.1%)	+ 10.9
02 Convenient Time	3 (100%)	822 (89.8%)	+ 10.2
Domain: Quality			
03 I Chose My Treatment Goals	3 (100%)	809 (89.1%)	+ 10.9
04 Staff Gave Me Enough Time	3 (100%)	808 (90.1%)	+ 9.9
05 Treated with Respect	3 (100%)	829 (91.8%)	+ 8.2
06 Understood Communication	3 (100%)	833 (92.5%)	+ 7.5
07 Cultural Sensitivity	3 (100%)	806 (89.9%)	+ 10.1
Domain: Care Coordination			
08 Work with Physical Health Providers	. (.%)	731 (84.5%)	
09 Work with Mental Health Providers	. (.%)	708 (84.2%)	
Domain: Outcome			
10 Better Able to Do Things	3 (100%)	782 (87.5%)	+ 12.5
Domain: General Satisfaction			
11 Felt Welcomed	3 (100%)	829 (91.3%)	+ 8.7
12 Overall Satisfied with Services	3 (100%)	818 (90.2%)	+ 9.8
13 Got the Help I Needed	3 (100%)	772 (86.8%)	+ 13.2
14 Recommend Agency	3 (100%)	776 (89.8%)	+ 10.2

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	N/A	N/A	N/A	N/A	100	N/A
Access	02 Convenient Time	N/A	N/A	N/A	N/A	100	N/A
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	N/A	100	N/A
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	N/A	100	N/A
Quality	05 Treated with Respect	N/A	N/A	N/A	N/A	100	N/A
Quality	06 Understood Communication	N/A	N/A	N/A	N/A	100	N/A
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	N/A	100	N/A
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	N/A	.	N/A
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	N/A	.	N/A
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	14 Recommend Agency	N/A	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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1	YOUR PROGRAM	3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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 (032464_03871OP), N=7

November 2021 Survey Period

Prepared on 12/18/2021 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 *	7	7
Spanish	7	7
Survey methods							
Paper/data entry	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						5.0
01 Convenient Location	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	7 (100%)	5.0
02 Convenient Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	7 (100%)	5.0
Domain: Quality						5.0
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (14.3%)	6 (85.7%)	4.9
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	7 (100%)	5.0
05 Treated with Respect	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	7 (100%)	5.0
06 Understood Communication	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	7 (100%)	5.0
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	7 (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%)	1 (100%)	5.0
09 Work with Mental Health Providers	. (.%)	. (.%)	. (.%)	. (.%)	. (.%)	.
Domain: Outcome						5.0
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	5 (100%)	5.0
Domain: General Satisfaction						5.0
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	7 (100%)	5.0
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	7 (100%)	5.0
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	7 (100%)	5.0
14 Recommend Agency	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	7 (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

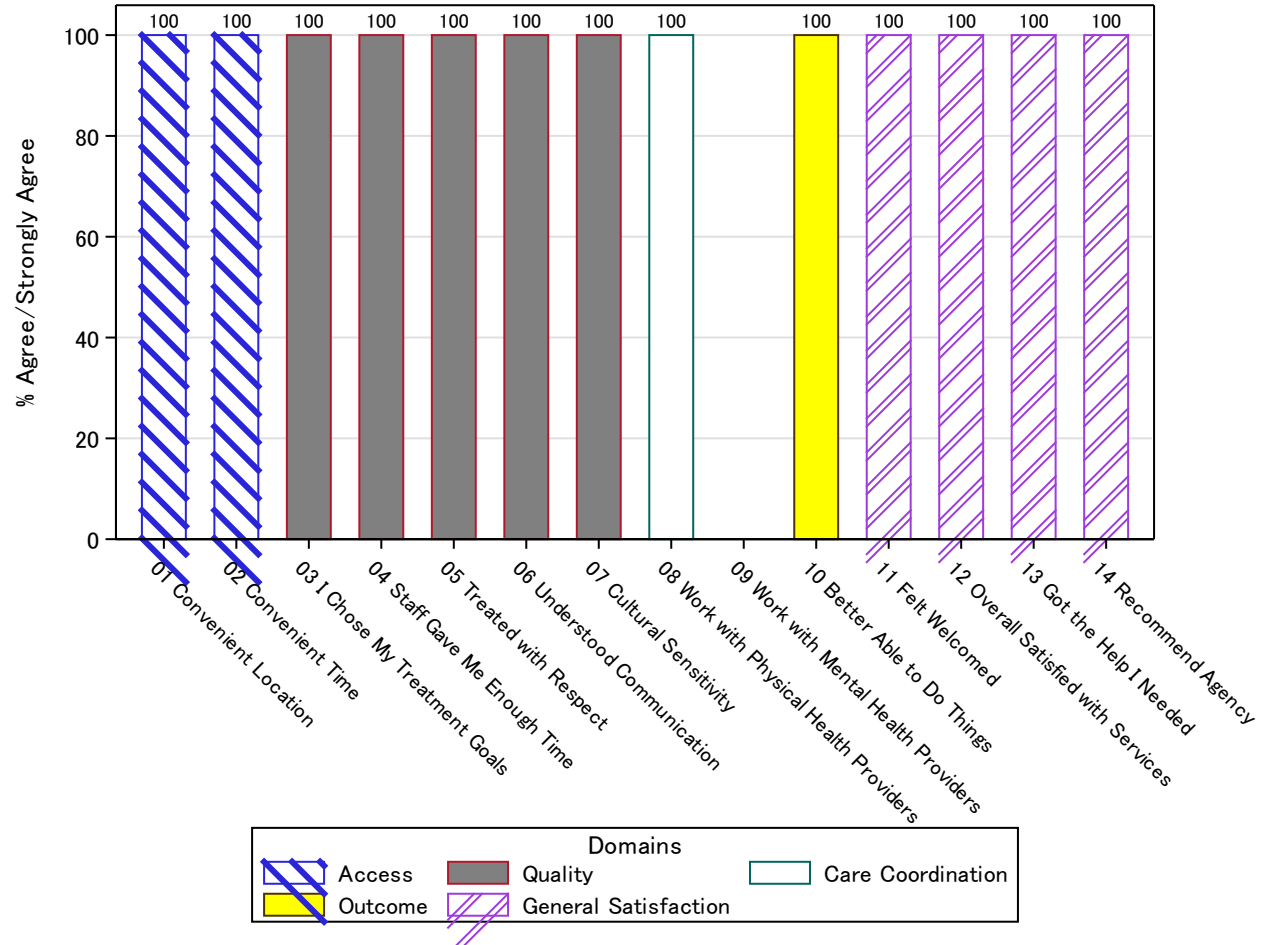


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	7 (100%)	804 (89.1%)	+ 10.9
02 Convenient Time	7 (100%)	822 (89.8%)	+ 10.2
Domain: Quality			
03 I Chose My Treatment Goals	7 (100%)	809 (89.1%)	+ 10.9
04 Staff Gave Me Enough Time	7 (100%)	808 (90.1%)	+ 9.9
05 Treated with Respect	7 (100%)	829 (91.8%)	+ 8.2
06 Understood Communication	7 (100%)	833 (92.5%)	+ 7.5
07 Cultural Sensitivity	7 (100%)	806 (89.9%)	+ 10.1
Domain: Care Coordination			
08 Work with Physical Health Providers	1 (100%)	731 (84.5%)	+ 15.5
09 Work with Mental Health Providers	. (. %)	708 (84.2%)	
Domain: Outcome			
10 Better Able to Do Things	5 (100%)	782 (87.5%)	+ 12.5
Domain: General Satisfaction			
11 Felt Welcomed	7 (100%)	829 (91.3%)	+ 8.7
12 Overall Satisfied with Services	7 (100%)	818 (90.2%)	+ 9.8
13 Got the Help I Needed	7 (100%)	772 (86.8%)	+ 13.2
14 Recommend Agency	7 (100%)	776 (89.8%)	+ 10.2

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	N/A	N/A	N/A	N/A	100	N/A
Access	02 Convenient Time	N/A	N/A	N/A	N/A	100	N/A
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	N/A	100	N/A
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	N/A	100	N/A
Quality	05 Treated with Respect	N/A	N/A	N/A	N/A	100	N/A
Quality	06 Understood Communication	N/A	N/A	N/A	N/A	100	N/A
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	N/A	100	N/A
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	N/A	100	N/A
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	N/A	.	N/A
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	14 Recommend Agency	N/A	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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1	YOUR PROGRAM	7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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 (89074_89074), N=68

November 2021 Survey Period

Prepared on 12/18/2021 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 *	.	.	68	.	.	.	68
English	.	.	62	.	.	.	62
Spanish	.	.	6	.	.	.	6
Survey methods							
Paper/data entry	.	.	68	.	.	.	68

* 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 (3.0%)	3 (4.5%)	23 (34.3%)	39 (58.2%)	4.5
02 Convenient Time	0 (0.0%)	0 (0.0%)	5 (7.9%)	25 (39.7%)	33 (52.4%)	4.4
Domain: Quality						4.6
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	1 (1.6%)	29 (45.3%)	34 (53.1%)	4.5
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	5 (7.8%)	19 (29.7%)	40 (62.5%)	4.5
05 Treated with Respect	0 (0.0%)	0 (0.0%)	3 (4.7%)	24 (37.5%)	37 (57.8%)	4.5
06 Understood Communication	1 (1.6%)	2 (3.1%)	4 (6.3%)	24 (37.5%)	33 (51.6%)	4.3
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	4 (6.5%)	20 (32.3%)	38 (61.3%)	4.5
Domain: Care Coordination						4.4
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	5 (8.6%)	24 (41.4%)	29 (50.0%)	4.4
09 Work with Mental Health Providers	0 (0.0%)	1 (1.7%)	8 (13.8%)	19 (32.8%)	30 (51.7%)	4.3
Domain: Outcome						4.4
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	5 (8.6%)	23 (39.7%)	30 (51.7%)	4.4
Domain: General Satisfaction						4.5
11 Felt Welcomed	0 (0.0%)	1 (1.6%)	4 (6.3%)	17 (27.0%)	41 (65.1%)	4.6
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	4 (6.1%)	22 (33.3%)	40 (60.6%)	4.5
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	5 (8.3%)	24 (40.0%)	31 (51.7%)	4.4
14 Recommend Agency	1 (1.6%)	0 (0.0%)	5 (7.9%)	20 (31.7%)	37 (58.7%)	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

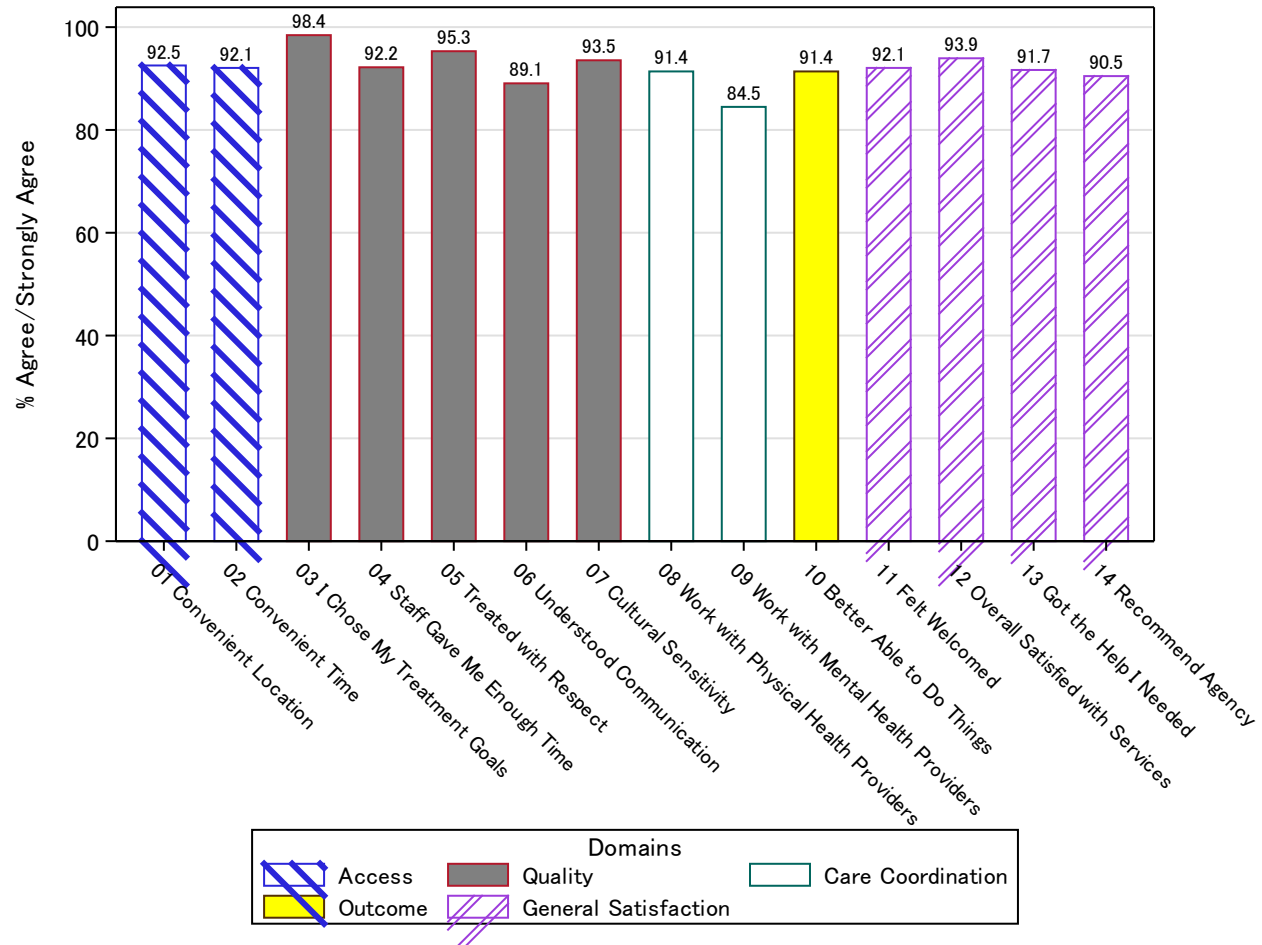


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	62 (92.5%)	804 (89.1%)	+ 3.4
02 Convenient Time	58 (92.1%)	822 (89.8%)	+ 2.3
Domain: Quality			
03 I Chose My Treatment Goals	63 (98.4%)	809 (89.1%)	+ 9.3
04 Staff Gave Me Enough Time	59 (92.2%)	808 (90.1%)	+ 2.1
05 Treated with Respect	61 (95.3%)	829 (91.8%)	+ 3.5
06 Understood Communication	57 (89.1%)	833 (92.5%)	- 3.4
07 Cultural Sensitivity	58 (93.5%)	806 (89.9%)	+ 3.6
Domain: Care Coordination			
08 Work with Physical Health Providers	53 (91.4%)	731 (84.5%)	+ 6.9
09 Work with Mental Health Providers	49 (84.5%)	708 (84.2%)	+ 0.3
Domain: Outcome			
10 Better Able to Do Things	53 (91.4%)	782 (87.5%)	+ 3.9
Domain: General Satisfaction			
11 Felt Welcomed	58 (92.1%)	829 (91.3%)	+ 0.8
12 Overall Satisfied with Services	62 (93.9%)	818 (90.2%)	+ 3.7
13 Got the Help I Needed	55 (91.7%)	772 (86.8%)	+ 4.9
14 Recommend Agency	57 (90.5%)	776 (89.8%)	+ 0.7

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	N/A	N/A	N/A	N/A	92.5	N/A
Access	02 Convenient Time	N/A	N/A	N/A	N/A	92.1	N/A
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	N/A	98.4	N/A
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	N/A	92.2	N/A
Quality	05 Treated with Respect	N/A	N/A	N/A	N/A	95.3	N/A
Quality	06 Understood Communication	N/A	N/A	N/A	N/A	89.1	N/A
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	N/A	93.5	N/A
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	N/A	91.4	N/A
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	N/A	84.5	N/A
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	N/A	91.4	N/A
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	N/A	92.1	N/A
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	N/A	93.9	N/A
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	N/A	91.7	N/A
General Satisfaction	14 Recommend Agency	N/A	N/A	N/A	N/A	90.5	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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29	YOUR PROGRAM	66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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	. (.%)	. (.%)	31 (45.6%)	. (.%)	. (.%)	. (.%)	31 (45.6%)
Very little	. (.%)	. (.%)	17 (25.0%)	. (.%)	. (.%)	. (.%)	17 (25.0%)
About half	. (.%)	. (.%)	5 (7.4%)	. (.%)	. (.%)	. (.%)	5 (7.4%)
Almost all	. (.%)	. (.%)	2 (2.9%)	. (.%)	. (.%)	. (.%)	2 (2.9%)
Missing	. (.%)	. (.%)	13 (19.1%)	. (.%)	. (.%)	. (.%)	13 (19.1%)
Any Telehealth	. (.%)	. (.%)	24 (35.3%)	. (.%)	. (.%)	. (.%)	24 (35.3%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383387_38874), N=4

November 2021 Survey Period

Prepared on 12/18/2021 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							
Paper/data entry	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						4.5
01 Convenient Location	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (50.0%)	2 (50.0%)	4.5
02 Convenient Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (50.0%)	2 (50.0%)	4.5
Domain: Quality						4.7
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	1 (25.0%)	1 (25.0%)	2 (50.0%)	4.3
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (50.0%)	2 (50.0%)	4.5
05 Treated with Respect	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (50.0%)	2 (50.0%)	4.5
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%)	1 (33.3%)	2 (66.7%)	4.7
Domain: Care Coordination						4.3
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	1 (25.0%)	1 (25.0%)	2 (50.0%)	4.3
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	2 (66.7%)	4.7
Domain: Outcome						4.3
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	2 (66.7%)	4.3
Domain: General Satisfaction						4.7
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	1 (25.0%)	1 (25.0%)	2 (50.0%)	4.3
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	1 (25.0%)	1 (25.0%)	2 (50.0%)	4.3
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	2 (66.7%)	4.7
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

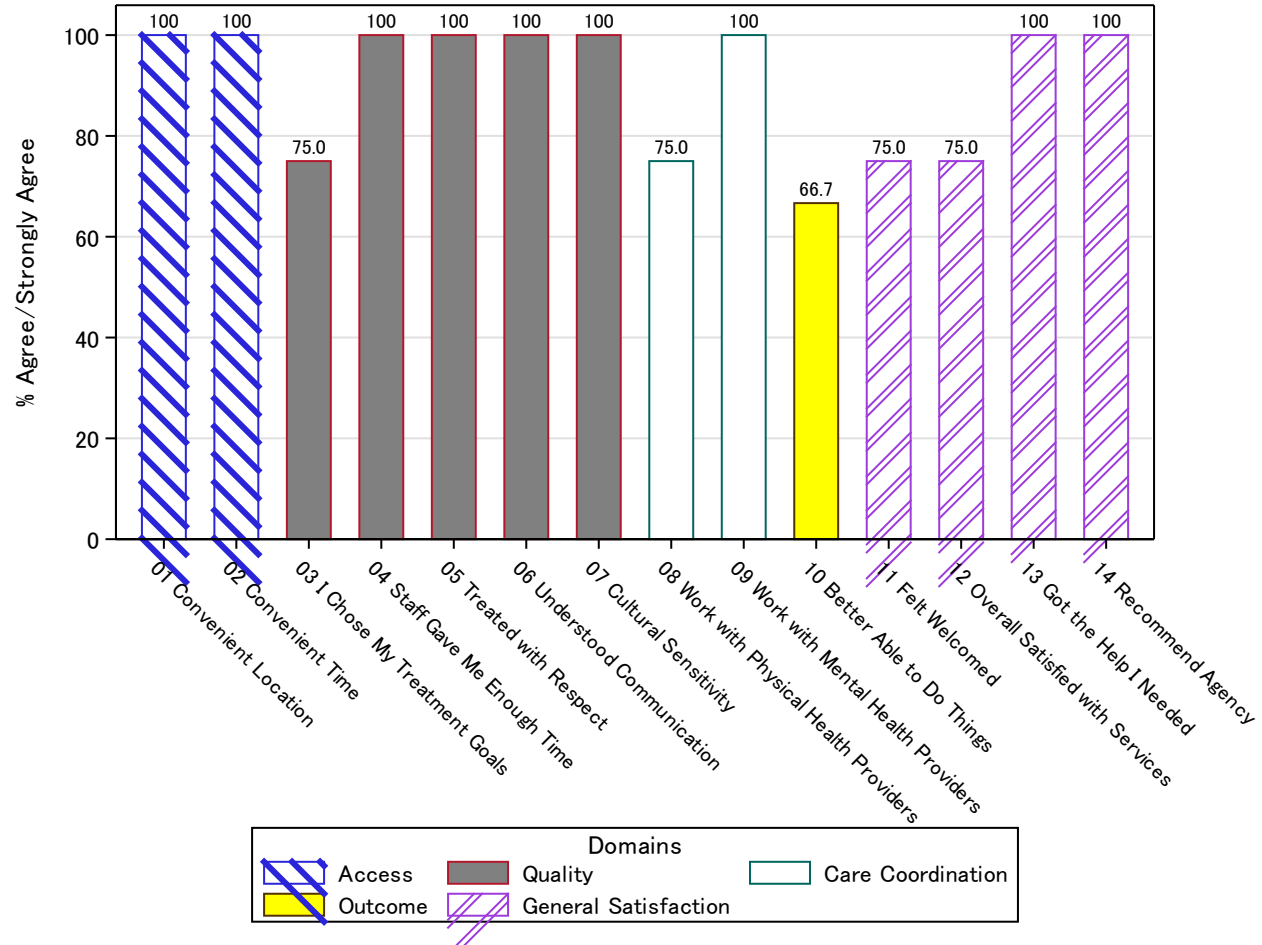


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	4 (100%)	804 (89.1%)	+ 10.9
02 Convenient Time	4 (100%)	822 (89.8%)	+ 10.2
Domain: Quality			
03 I Chose My Treatment Goals	3 (75.0%)	809 (89.1%)	- 14.1
04 Staff Gave Me Enough Time	4 (100%)	808 (90.1%)	+ 9.9
05 Treated with Respect	4 (100%)	829 (91.8%)	+ 8.2
06 Understood Communication	3 (100%)	833 (92.5%)	+ 7.5
07 Cultural Sensitivity	3 (100%)	806 (89.9%)	+ 10.1
Domain: Care Coordination			
08 Work with Physical Health Providers	3 (75.0%)	731 (84.5%)	- 9.5
09 Work with Mental Health Providers	3 (100%)	708 (84.2%)	+ 15.8
Domain: Outcome			
10 Better Able to Do Things	2 (66.7%)	782 (87.5%)	- 20.8
Domain: General Satisfaction			
11 Felt Welcomed	3 (75.0%)	829 (91.3%)	- 16.3
12 Overall Satisfied with Services	3 (75.0%)	818 (90.2%)	- 15.2
13 Got the Help I Needed	3 (100%)	772 (86.8%)	+ 13.2
14 Recommend Agency	3 (100%)	776 (89.8%)	+ 10.2

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	N/A	N/A	N/A	N/A	100	N/A
Access	02 Convenient Time	N/A	N/A	N/A	N/A	100	N/A
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	N/A	75.0	N/A
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	N/A	100	N/A
Quality	05 Treated with Respect	N/A	N/A	N/A	N/A	100	N/A
Quality	06 Understood Communication	N/A	N/A	N/A	N/A	100	N/A
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	N/A	100	N/A
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	N/A	75.0	N/A
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	N/A	100	N/A
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	N/A	66.7	N/A
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	N/A	75.0	N/A
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	N/A	75.0	N/A
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	14 Recommend Agency	N/A	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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41	YOUR PROGRAM	4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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=22

November 2021 Survey Period

Prepared on 12/18/2021 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 *	.	22	22
English	.	22	22
Survey methods							
Paper/data entry	.	22	22

* 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 (4.5%)	1 (4.5%)	2 (9.1%)	5 (22.7%)	13 (59.1%)	4.3
02 Convenient Time	1 (4.5%)	4 (18.2%)	2 (9.1%)	5 (22.7%)	10 (45.5%)	3.9
Domain: Quality						4.0
03 I Chose My Treatment Goals	2 (9.1%)	1 (4.5%)	2 (9.1%)	7 (31.8%)	10 (45.5%)	4.0
04 Staff Gave Me Enough Time	1 (4.8%)	3 (14.3%)	2 (9.5%)	5 (23.8%)	10 (47.6%)	4.0
05 Treated with Respect	0 (0.0%)	3 (15.0%)	3 (15.0%)	6 (30.0%)	8 (40.0%)	4.0
06 Understood Communication	1 (4.8%)	2 (9.5%)	1 (4.8%)	9 (42.9%)	8 (38.1%)	4.0
07 Cultural Sensitivity	1 (4.5%)	3 (13.6%)	3 (13.6%)	7 (31.8%)	8 (36.4%)	3.8
Domain: Care Coordination						4.1
08 Work with Physical Health Providers	1 (4.5%)	1 (4.5%)	3 (13.6%)	6 (27.3%)	11 (50.0%)	4.1
09 Work with Mental Health Providers	1 (4.5%)	1 (4.5%)	4 (18.2%)	5 (22.7%)	11 (50.0%)	4.1
Domain: Outcome						3.9
10 Better Able to Do Things	2 (9.1%)	1 (4.5%)	4 (18.2%)	6 (27.3%)	9 (40.9%)	3.9
Domain: General Satisfaction						4.0
11 Felt Welcomed	2 (9.1%)	0 (0.0%)	2 (9.1%)	6 (27.3%)	12 (54.5%)	4.2
12 Overall Satisfied with Services	2 (9.5%)	2 (9.5%)	3 (14.3%)	5 (23.8%)	9 (42.9%)	3.8
13 Got the Help I Needed	2 (9.5%)	3 (14.3%)	3 (14.3%)	5 (23.8%)	8 (38.1%)	3.7
14 Recommend Agency	1 (5.9%)	1 (5.9%)	3 (17.6%)	4 (23.5%)	8 (47.1%)	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

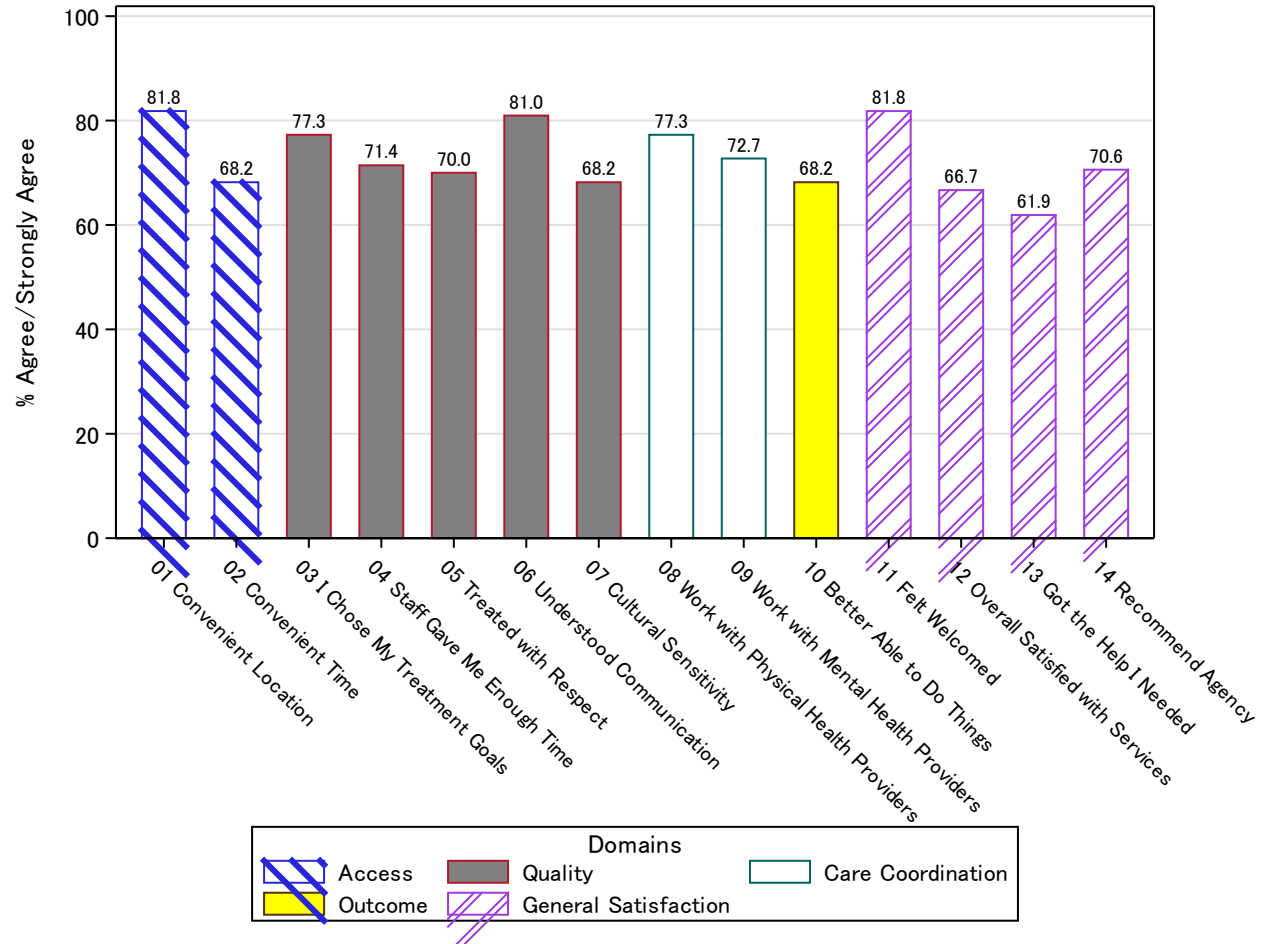


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	18 (81.8%)	804 (89.1%)	- 7.3
02 Convenient Time	15 (68.2%)	822 (89.8%)	- 21.6
Domain: Quality			
03 I Chose My Treatment Goals	17 (77.3%)	809 (89.1%)	- 11.8
04 Staff Gave Me Enough Time	15 (71.4%)	808 (90.1%)	- 18.7
05 Treated with Respect	14 (70.0%)	829 (91.8%)	- 21.8
06 Understood Communication	17 (81.0%)	833 (92.5%)	- 11.5
07 Cultural Sensitivity	15 (68.2%)	806 (89.9%)	- 21.7
Domain: Care Coordination			
08 Work with Physical Health Providers	17 (77.3%)	731 (84.5%)	- 7.2
09 Work with Mental Health Providers	16 (72.7%)	708 (84.2%)	- 11.5
Domain: Outcome			
10 Better Able to Do Things	15 (68.2%)	782 (87.5%)	- 19.3
Domain: General Satisfaction			
11 Felt Welcomed	18 (81.8%)	829 (91.3%)	- 9.5
12 Overall Satisfied with Services	14 (66.7%)	818 (90.2%)	- 23.5
13 Got the Help I Needed	13 (61.9%)	772 (86.8%)	- 24.9
14 Recommend Agency	12 (70.6%)	776 (89.8%)	- 19.2

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	N/A	89.9	82.5	89.5	81.8	- 7.7
Access	02 Convenient Time	N/A	87.7	78.5	70.0	68.2	- 1.8
Quality	03 I Chose My Treatment Goals	N/A	83.6	78.5	80.0	77.3	- 2.7
Quality	04 Staff Gave Me Enough Time	N/A	85.3	75.0	80.0	71.4	- 8.6
Quality	05 Treated with Respect	N/A	92.6	76.6	80.0	70.0	- 10.0
Quality	06 Understood Communication	N/A	91.4	82.5	85.0	81.0	- 4.0
Quality	07 Cultural Sensitivity	N/A	85.1	71.4	84.2	68.2	- 16.0
Care Coordination	08 Work with Physical Health Providers	N/A	87.9	66.1	78.9	77.3	- 1.6
Care Coordination	09 Work with Mental Health Providers	N/A	86.4	75.0	94.7	72.7	- 22.0
Outcome	10 Better Able to Do Things	N/A	91.4	71.4	85.0	68.2	- 16.8
General Satisfaction	11 Felt Welcomed	N/A	97.1	81.0	85.0	81.8	- 3.2
General Satisfaction	12 Overall Satisfied with Services *	N/A	93.2	71.4	65.0	66.7	+ 1.7
General Satisfaction	13 Got the Help I Needed	N/A	84.7	69.8	65.0	61.9	- 3.1
General Satisfaction	14 Recommend Agency	N/A	88.2	80.3	80.0	70.6	- 9.4

* 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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42	YOUR PROGRAM	21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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	. (.%)	4 (18.2%)	. (.%)	. (.%)	. (.%)	. (.%)	4 (18.2%)
Very little	. (.%)	10 (45.5%)	. (.%)	. (.%)	. (.%)	. (.%)	10 (45.5%)
About half	. (.%)	4 (18.2%)	. (.%)	. (.%)	. (.%)	. (.%)	4 (18.2%)
All	. (.%)	2 (9.1%)	. (.%)	. (.%)	. (.%)	. (.%)	2 (9.1%)
Missing	. (.%)	2 (9.1%)	. (.%)	. (.%)	. (.%)	. (.%)	2 (9.1%)
Any Telehealth	. (.%)	16 (72.7%)	. (.%)	. (.%)	. (.%)	. (.%)	16 (72.7%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383806_3806RWM), N=4

November 2021 Survey Period

Prepared on 12/18/2021 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 *	.	.	.	4	.	.	4
English	.	.	.	4	.	.	4
Survey methods							
Paper/data entry	.	.	.	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%)	0 (0.0%)	0 (0.0%)	3 (75.0%)	1 (25.0%)	4.3
02 Convenient Time	1 (33.3%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	1 (33.3%)	3.3
Domain: Quality						2.5
03 I Chose My Treatment Goals	0 (0.0%)	1 (33.3%)	1 (33.3%)	0 (0.0%)	1 (33.3%)	3.3
04 Staff Gave Me Enough Time	2 (50.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	1 (25.0%)	2.8
05 Treated with Respect	1 (25.0%)	0 (0.0%)	1 (25.0%)	1 (25.0%)	1 (25.0%)	3.3
06 Understood Communication	0 (0.0%)	1 (33.3%)	1 (33.3%)	1 (33.3%)	0 (0.0%)	3.0
07 Cultural Sensitivity	1 (33.3%)	0 (0.0%)	1 (33.3%)	1 (33.3%)	0 (0.0%)	2.7
Domain: Care Coordination						4.0
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	1 (25.0%)	2 (50.0%)	1 (25.0%)	4.0
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	1 (25.0%)	2 (50.0%)	1 (25.0%)	4.0
Domain: Outcome						3.8
10 Better Able to Do Things	0 (0.0%)	1 (25.0%)	0 (0.0%)	2 (50.0%)	1 (25.0%)	3.8
Domain: General Satisfaction						3.0
11 Felt Welcomed	1 (33.3%)	0 (0.0%)	0 (0.0%)	2 (66.7%)	0 (0.0%)	3.0
12 Overall Satisfied with Services	1 (33.3%)	0 (0.0%)	0 (0.0%)	2 (66.7%)	0 (0.0%)	3.0
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (100%)	0 (0.0%)	4.0
14 Recommend Agency	0 (0.0%)	1 (50.0%)	0 (0.0%)	1 (50.0%)	0 (0.0%)	3.0

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

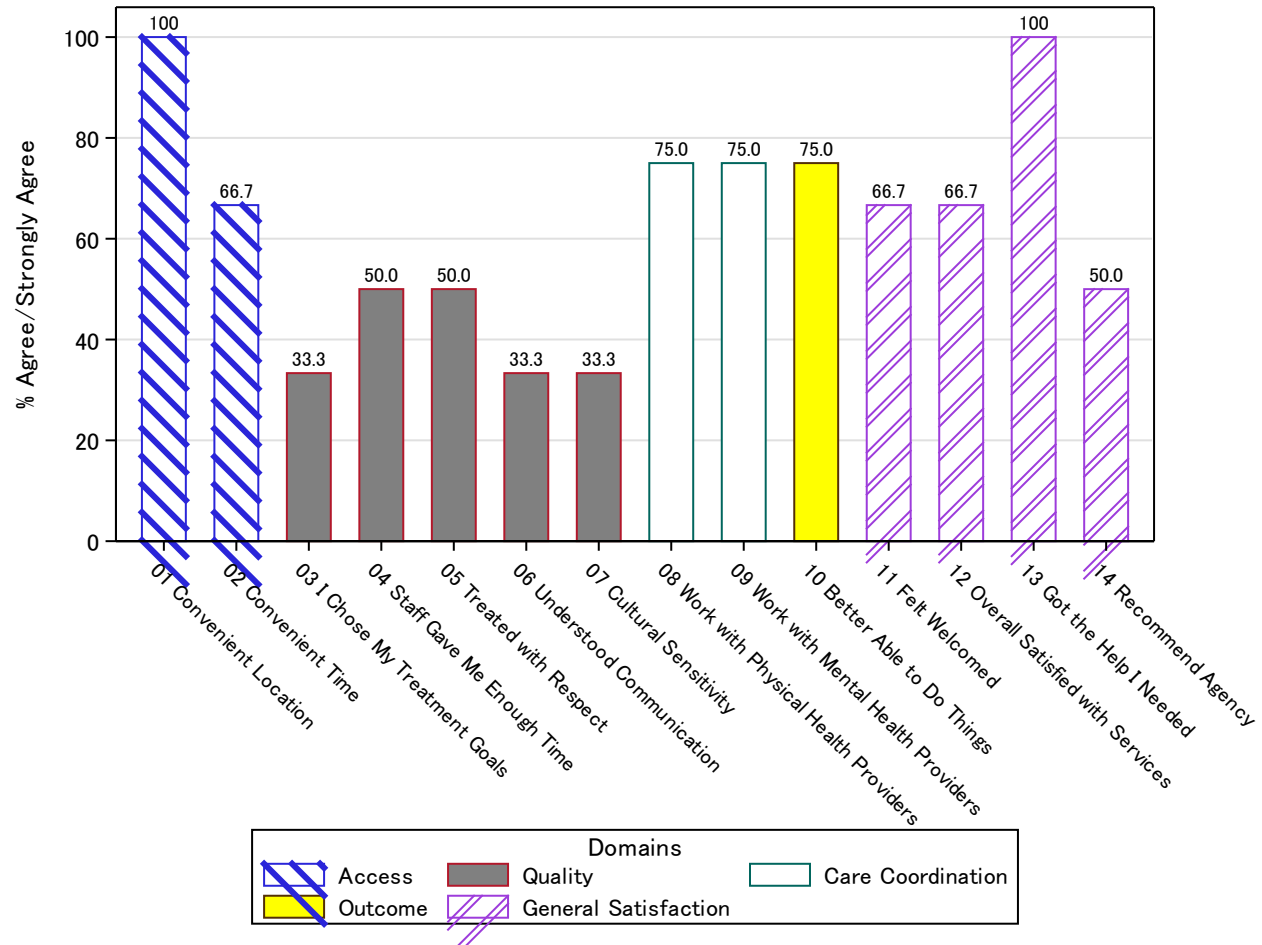


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	4 (100%)	804 (89.1%)	+ 10.9
02 Convenient Time	2 (66.7%)	822 (89.8%)	- 23.1
Domain: Quality			
03 I Chose My Treatment Goals	1 (33.3%)	809 (89.1%)	- 55.8
04 Staff Gave Me Enough Time	2 (50.0%)	808 (90.1%)	- 40.1
05 Treated with Respect	2 (50.0%)	829 (91.8%)	- 41.8
06 Understood Communication	1 (33.3%)	833 (92.5%)	- 59.2
07 Cultural Sensitivity	1 (33.3%)	806 (89.9%)	- 56.6
Domain: Care Coordination			
08 Work with Physical Health Providers	3 (75.0%)	731 (84.5%)	- 9.5
09 Work with Mental Health Providers	3 (75.0%)	708 (84.2%)	- 9.2
Domain: Outcome			
10 Better Able to Do Things	3 (75.0%)	782 (87.5%)	- 12.5
Domain: General Satisfaction			
11 Felt Welcomed	2 (66.7%)	829 (91.3%)	- 24.6
12 Overall Satisfied with Services	2 (66.7%)	818 (90.2%)	- 23.5
13 Got the Help I Needed	3 (100%)	772 (86.8%)	+ 13.2
14 Recommend Agency	1 (50.0%)	776 (89.8%)	- 39.8

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	N/A	85.3	81.0	100	100	+ 0.0
Access	02 Convenient Time	N/A	93.9	80.8	93.3	66.7	- 26.6
Quality	03 I Chose My Treatment Goals	N/A	93.3	76.9	93.3	33.3	- 60.0
Quality	04 Staff Gave Me Enough Time	N/A	90.3	84.6	86.7	50.0	- 36.7
Quality	05 Treated with Respect	N/A	90.6	88.5	66.7	50.0	- 16.7
Quality	06 Understood Communication	N/A	91.2	92.0	73.3	33.3	- 40.0
Quality	07 Cultural Sensitivity	N/A	93.9	92.0	85.7	33.3	- 52.4
Care Coordination	08 Work with Physical Health Providers	N/A	96.9	87.0	92.9	75.0	- 17.9
Care Coordination	09 Work with Mental Health Providers	N/A	93.8	87.5	85.7	75.0	- 10.7
Outcome	10 Better Able to Do Things	N/A	91.4	84.0	86.7	75.0	- 11.7
General Satisfaction	11 Felt Welcomed	N/A	90.9	88.0	93.3	66.7	- 26.6
General Satisfaction	12 Overall Satisfied with Services *	N/A	88.2	88.0	92.9	66.7	- 26.2
General Satisfaction	13 Got the Help I Needed	N/A	90.6	80.8	80.0	100	+ 20.0
General Satisfaction	14 Recommend Agency	N/A	82.4	75.0	86.7	50.0	- 36.7

* 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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42	YOUR PROGRAM	3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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 (50.0%)	. (.%)	. (.%)	2 (50.0%)
Missing	. (.%)	. (.%)	. (.%)	2 (50.0%)	. (.%)	. (.%)	2 (50.0%)
Any Telehealth	. (.%)	. (.%)	. (.%)	2 (50.0%)	. (.%)	. (.%)	2 (50.0%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383806_3834ARSDetox_WM), N=7

November 2021 Survey Period

Prepared on 12/18/2021 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							
Paper/data entry	.	.	.	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						4.8
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%)	1 (14.3%)	0 (0.0%)	6 (85.7%)	4.7
Domain: Quality						5.0
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	5 (100%)	5.0
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (16.7%)	5 (83.3%)	4.8
05 Treated with Respect	0 (0.0%)	1 (14.3%)	0 (0.0%)	0 (0.0%)	6 (85.7%)	4.6
06 Understood Communication	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (14.3%)	6 (85.7%)	4.9
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	1 (14.3%)	0 (0.0%)	6 (85.7%)	4.7
Domain: Care Coordination						4.4
08 Work with Physical Health Providers	0 (0.0%)	1 (16.7%)	0 (0.0%)	1 (16.7%)	4 (66.7%)	4.3
09 Work with Mental Health Providers	0 (0.0%)	1 (16.7%)	0 (0.0%)	0 (0.0%)	5 (83.3%)	4.5
Domain: Outcome						4.7
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	1 (16.7%)	0 (0.0%)	5 (83.3%)	4.7
Domain: General Satisfaction						4.6
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	1 (14.3%)	0 (0.0%)	6 (85.7%)	4.7
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	1 (14.3%)	0 (0.0%)	6 (85.7%)	4.7
13 Got the Help I Needed	0 (0.0%)	1 (16.7%)	0 (0.0%)	0 (0.0%)	5 (83.3%)	4.5
14 Recommend Agency	0 (0.0%)	1 (14.3%)	0 (0.0%)	0 (0.0%)	6 (85.7%)	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

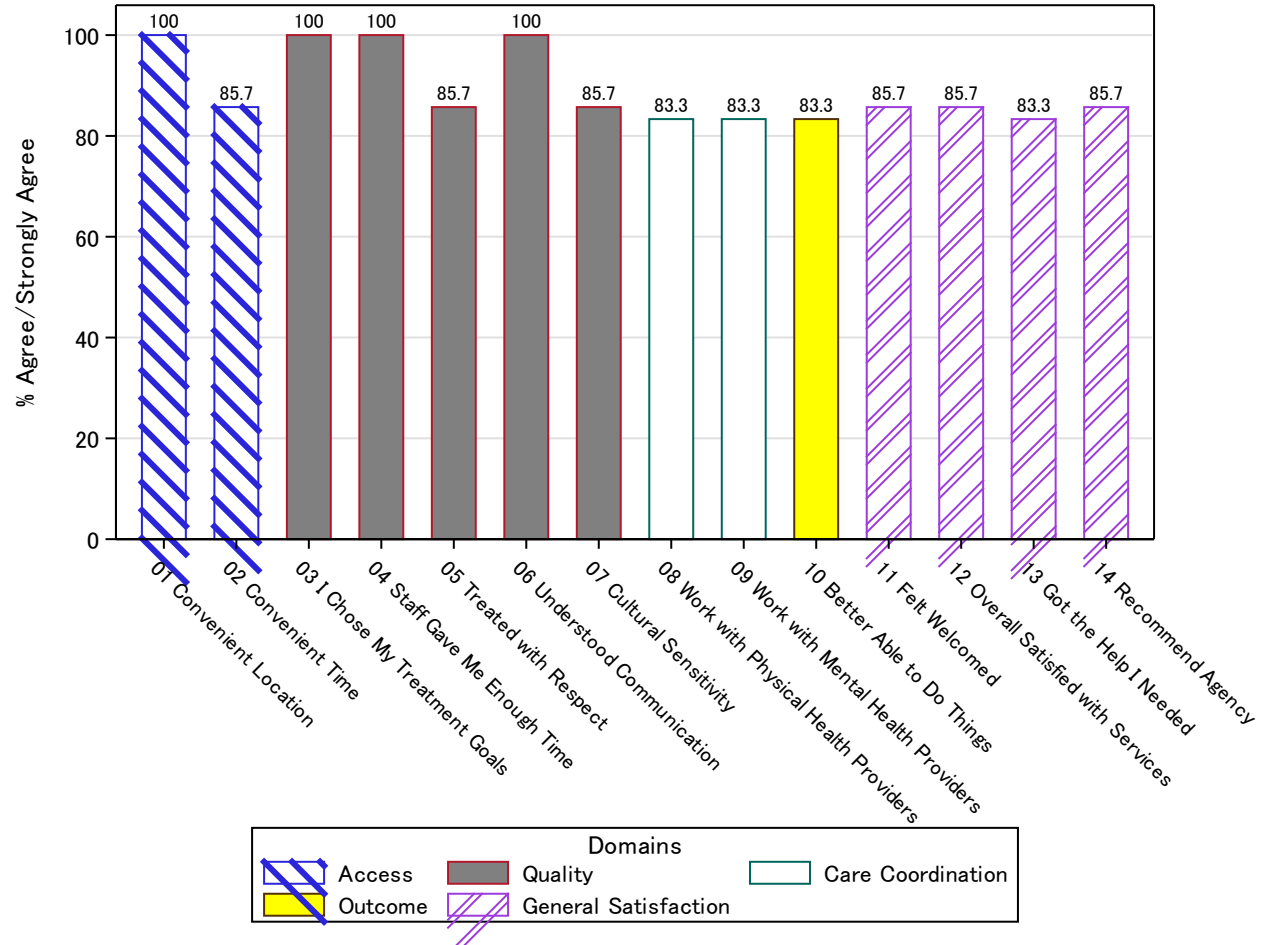


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	7 (100%)	804 (89.1%)	+ 10.9
02 Convenient Time	6 (85.7%)	822 (89.8%)	- 4.1
Domain: Quality			
03 I Chose My Treatment Goals	5 (100%)	809 (89.1%)	+ 10.9
04 Staff Gave Me Enough Time	6 (100%)	808 (90.1%)	+ 9.9
05 Treated with Respect	6 (85.7%)	829 (91.8%)	- 6.1
06 Understood Communication	7 (100%)	833 (92.5%)	+ 7.5
07 Cultural Sensitivity	6 (85.7%)	806 (89.9%)	- 4.2
Domain: Care Coordination			
08 Work with Physical Health Providers	5 (83.3%)	731 (84.5%)	- 1.2
09 Work with Mental Health Providers	5 (83.3%)	708 (84.2%)	- 0.9
Domain: Outcome			
10 Better Able to Do Things	5 (83.3%)	782 (87.5%)	- 4.2
Domain: General Satisfaction			
11 Felt Welcomed	6 (85.7%)	829 (91.3%)	- 5.6
12 Overall Satisfied with Services	6 (85.7%)	818 (90.2%)	- 4.5
13 Got the Help I Needed	5 (83.3%)	772 (86.8%)	- 3.5
14 Recommend Agency	6 (85.7%)	776 (89.8%)	- 4.1

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	N/A	N/A	N/A	N/A	100	N/A
Access	02 Convenient Time	N/A	N/A	N/A	N/A	85.7	N/A
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	N/A	100	N/A
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	N/A	100	N/A
Quality	05 Treated with Respect	N/A	N/A	N/A	N/A	85.7	N/A
Quality	06 Understood Communication	N/A	N/A	N/A	N/A	100	N/A
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	N/A	85.7	N/A
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	N/A	83.3	N/A
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	N/A	83.3	N/A
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	N/A	83.3	N/A
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	N/A	85.7	N/A
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	N/A	85.7	N/A
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	N/A	83.3	N/A
General Satisfaction	14 Recommend Agency	N/A	N/A	N/A	N/A	85.7	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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36	YOUR PROGRAM	7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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 (28.6%)	. (.%)	. (.%)	2 (28.6%)
About half	. (.%)	. (.%)	. (.%)	2 (28.6%)	. (.%)	. (.%)	2 (28.6%)
Almost all	. (.%)	. (.%)	. (.%)	1 (14.3%)	. (.%)	. (.%)	1 (14.3%)
All	. (.%)	. (.%)	. (.%)	1 (14.3%)	. (.%)	. (.%)	1 (14.3%)
Missing	. (.%)	. (.%)	. (.%)	1 (14.3%)	. (.%)	. (.%)	1 (14.3%)
Any Telehealth	. (.%)	. (.%)	. (.%)	6 (85.7%)	. (.%)	. (.%)	6 (85.7%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383806_3834ARSRes), N=3

November 2021 Survey Period

Prepared on 12/18/2021 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							
Paper/data entry	.	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						3.2
01 Convenient Location	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (66.7%)	1 (33.3%)	4.3
02 Convenient Time	1 (33.3%)	1 (33.3%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	2.0
Domain: Quality						3.5
03 I Chose My Treatment Goals	1 (33.3%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	1 (33.3%)	3.3
04 Staff Gave Me Enough Time	1 (33.3%)	1 (33.3%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	2.3
05 Treated with Respect	0 (0.0%)	0 (0.0%)	2 (66.7%)	1 (33.3%)	0 (0.0%)	3.3
06 Understood Communication	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (66.7%)	1 (33.3%)	4.3
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	2 (66.7%)	4.3
Domain: Care Coordination						3.5
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	1 (33.3%)	1 (33.3%)	1 (33.3%)	4.0
09 Work with Mental Health Providers	0 (0.0%)	1 (33.3%)	1 (33.3%)	1 (33.3%)	0 (0.0%)	3.0
Domain: Outcome						3.7
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	1 (33.3%)	2 (66.7%)	0 (0.0%)	3.7
Domain: General Satisfaction						2.0
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	1 (33.3%)	1 (33.3%)	1 (33.3%)	4.0
12 Overall Satisfied with Services	1 (33.3%)	1 (33.3%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	2.0
13 Got the Help I Needed	1 (33.3%)	1 (33.3%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	2.3
14 Recommend Agency	2 (100%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1.0

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

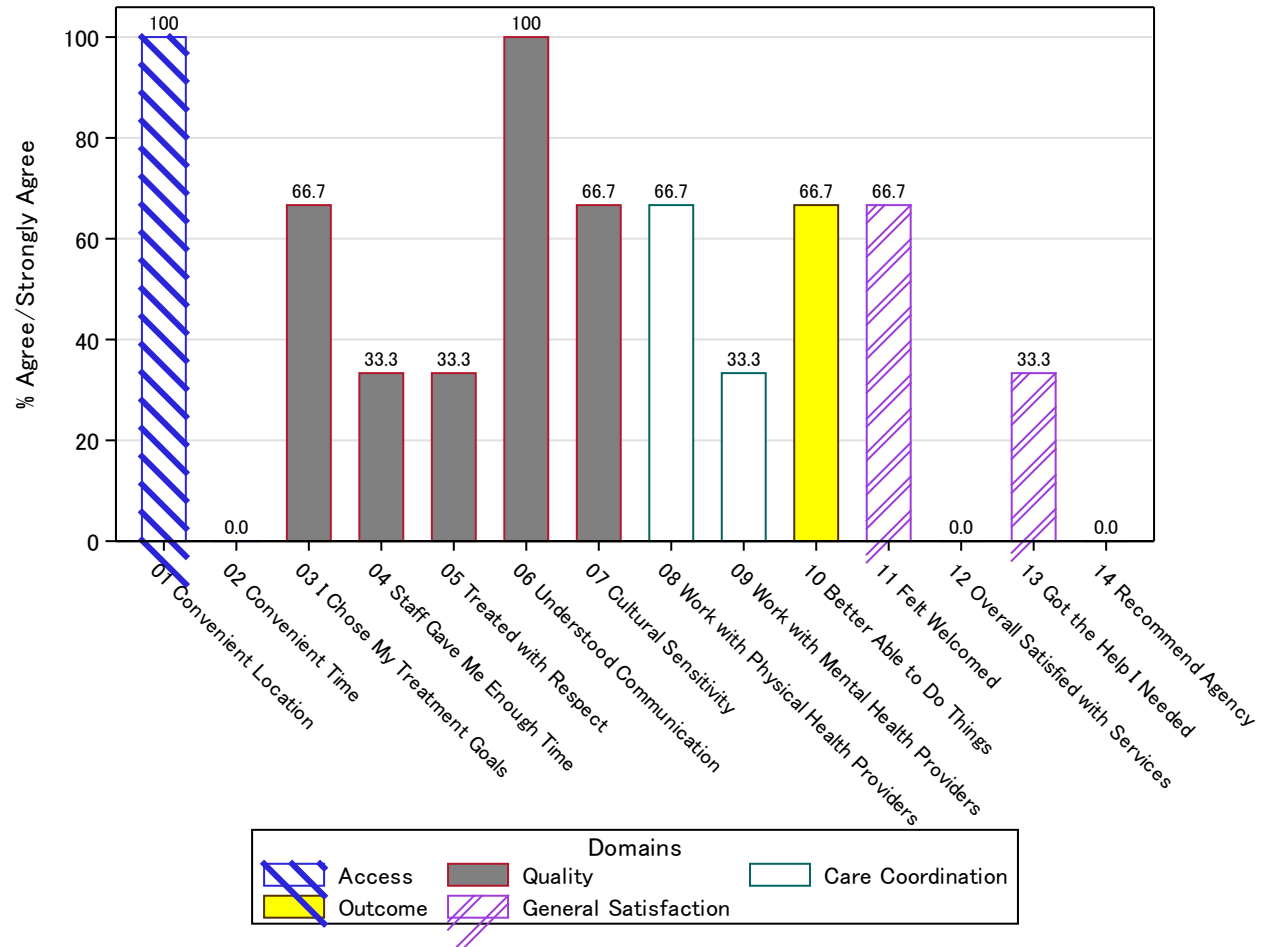


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	3 (100%)	804 (89.1%)	+ 10.9
02 Convenient Time	0 (0.0%)	822 (89.8%)	- 89.8
Domain: Quality			
03 I Chose My Treatment Goals	2 (66.7%)	809 (89.1%)	- 22.4
04 Staff Gave Me Enough Time	1 (33.3%)	808 (90.1%)	- 56.8
05 Treated with Respect	1 (33.3%)	829 (91.8%)	- 58.5
06 Understood Communication	3 (100%)	833 (92.5%)	+ 7.5
07 Cultural Sensitivity	2 (66.7%)	806 (89.9%)	- 23.2
Domain: Care Coordination			
08 Work with Physical Health Providers	2 (66.7%)	731 (84.5%)	- 17.8
09 Work with Mental Health Providers	1 (33.3%)	708 (84.2%)	- 50.9
Domain: Outcome			
10 Better Able to Do Things	2 (66.7%)	782 (87.5%)	- 20.8
Domain: General Satisfaction			
11 Felt Welcomed	2 (66.7%)	829 (91.3%)	- 24.6
12 Overall Satisfied with Services	0 (0.0%)	818 (90.2%)	- 90.2
13 Got the Help I Needed	1 (33.3%)	772 (86.8%)	- 53.5
14 Recommend Agency	0 (0.0%)	776 (89.8%)	- 89.8

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	N/A	N/A	N/A	N/A	100	N/A
Access	02 Convenient Time	N/A	N/A	N/A	N/A	0.0	N/A
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	N/A	66.7	N/A
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	N/A	33.3	N/A
Quality	05 Treated with Respect	N/A	N/A	N/A	N/A	33.3	N/A
Quality	06 Understood Communication	N/A	N/A	N/A	N/A	100	N/A
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	N/A	66.7	N/A
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	N/A	66.7	N/A
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	N/A	33.3	N/A
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	N/A	66.7	N/A
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	N/A	66.7	N/A
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	N/A	0.0	N/A
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	N/A	33.3	N/A
General Satisfaction	14 Recommend Agency	N/A	N/A	N/A	N/A	0.0	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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45	YOUR PROGRAM	3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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 (33.3%)	. (.%)	. (.%)	. (.%)	. (.%)	1 (33.3%)
About half	. (.%)	1 (33.3%)	. (.%)	. (.%)	. (.%)	. (.%)	1 (33.3%)
Missing	. (.%)	1 (33.3%)	. (.%)	. (.%)	. (.%)	. (.%)	1 (33.3%)
Any Telehealth	. (.%)	2 (66.7%)	. (.%)	. (.%)	. (.%)	. (.%)	2 (66.7%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383811_38114OTP_NTP), N=118

November 2021 Survey Period

Prepared on 12/18/2021 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 *	.	.	118	.	.	.	118
English	.	.	118	.	.	.	118
Survey methods							
Online survey	.	.	2	.	.	.	2
Paper/data entry	.	.	116	.	.	.	116

* 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	2 (1.8%)	3 (2.7%)	12 (10.6%)	45 (39.8%)	51 (45.1%)	4.2
02 Convenient Time	4 (3.5%)	6 (5.3%)	9 (7.9%)	56 (49.1%)	39 (34.2%)	4.1
Domain: Quality						4.2
03 I Chose My Treatment Goals	2 (1.8%)	2 (1.8%)	16 (14.2%)	58 (51.3%)	35 (31.0%)	4.1
04 Staff Gave Me Enough Time	0 (0.0%)	7 (6.5%)	6 (5.6%)	51 (47.2%)	44 (40.7%)	4.2
05 Treated with Respect	0 (0.0%)	3 (2.8%)	13 (11.9%)	51 (46.8%)	42 (38.5%)	4.2
06 Understood Communication	0 (0.0%)	2 (1.9%)	10 (9.7%)	48 (46.6%)	43 (41.7%)	4.3
07 Cultural Sensitivity	1 (0.9%)	2 (1.8%)	21 (19.1%)	42 (38.2%)	44 (40.0%)	4.1
Domain: Care Coordination						3.9
08 Work with Physical Health Providers	2 (1.9%)	4 (3.7%)	22 (20.4%)	45 (41.7%)	35 (32.4%)	4.0
09 Work with Mental Health Providers	3 (2.8%)	7 (6.5%)	25 (23.1%)	43 (39.8%)	30 (27.8%)	3.8
Domain: Outcome						4.1
10 Better Able to Do Things	3 (2.8%)	3 (2.8%)	18 (16.7%)	45 (41.7%)	39 (36.1%)	4.1
Domain: General Satisfaction						4.0
11 Felt Welcomed	2 (1.8%)	2 (1.8%)	16 (14.4%)	53 (47.7%)	38 (34.2%)	4.1
12 Overall Satisfied with Services	3 (2.7%)	4 (3.6%)	14 (12.6%)	59 (53.2%)	31 (27.9%)	4.0
13 Got the Help I Needed	3 (2.8%)	9 (8.5%)	17 (16.0%)	49 (46.2%)	28 (26.4%)	3.8
14 Recommend Agency	3 (3.0%)	4 (4.0%)	20 (19.8%)	42 (41.6%)	32 (31.7%)	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

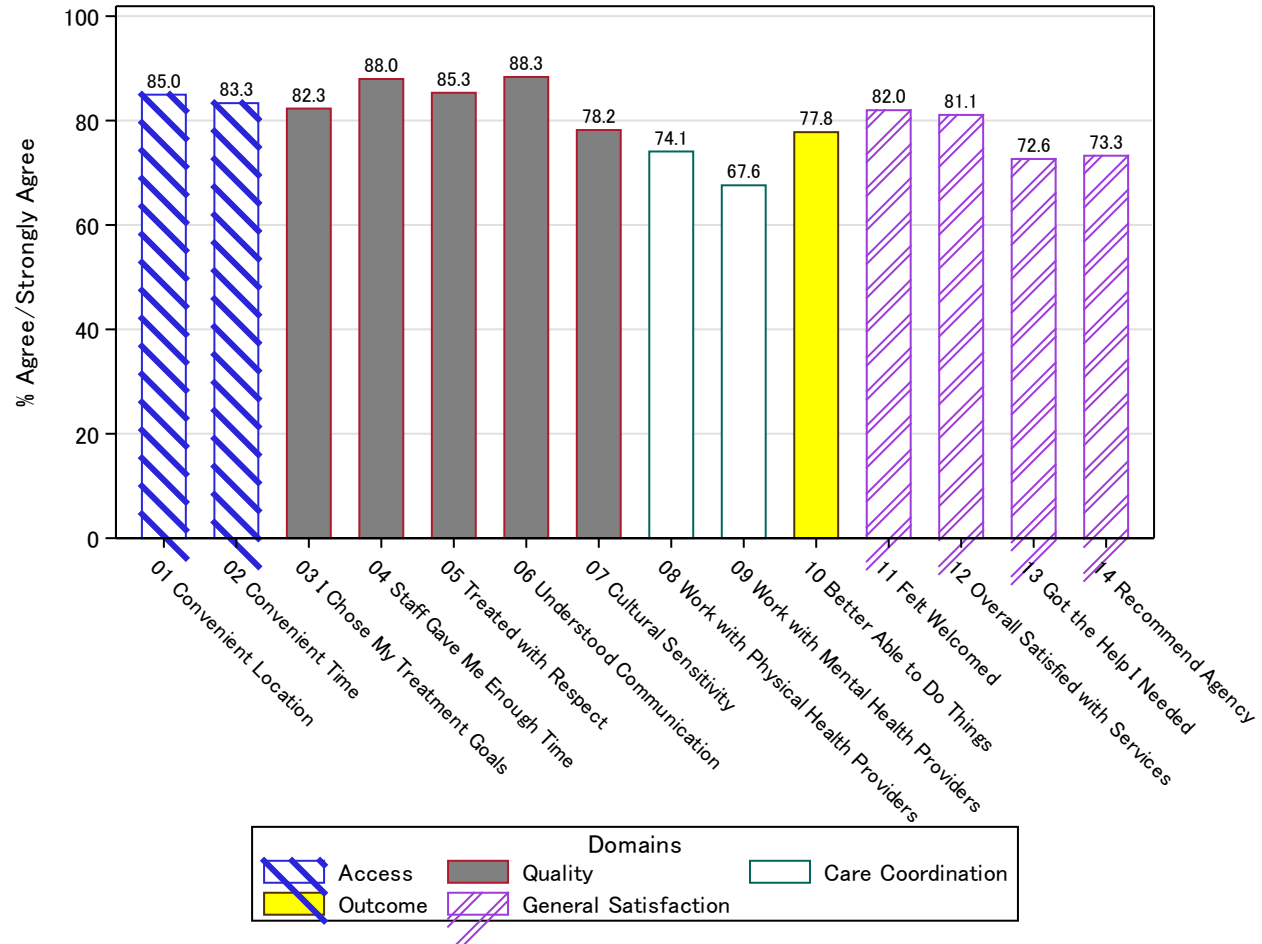


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	96 (85.0%)	804 (89.1%)	- 4.1
02 Convenient Time	95 (83.3%)	822 (89.8%)	- 6.5
Domain: Quality			
03 I Chose My Treatment Goals	93 (82.3%)	809 (89.1%)	- 6.8
04 Staff Gave Me Enough Time	95 (88.0%)	808 (90.1%)	- 2.1
05 Treated with Respect	93 (85.3%)	829 (91.8%)	- 6.5
06 Understood Communication	91 (88.3%)	833 (92.5%)	- 4.2
07 Cultural Sensitivity	86 (78.2%)	806 (89.9%)	- 11.7
Domain: Care Coordination			
08 Work with Physical Health Providers	80 (74.1%)	731 (84.5%)	- 10.4
09 Work with Mental Health Providers	73 (67.6%)	708 (84.2%)	- 16.6
Domain: Outcome			
10 Better Able to Do Things	84 (77.8%)	782 (87.5%)	- 9.7
Domain: General Satisfaction			
11 Felt Welcomed	91 (82.0%)	829 (91.3%)	- 9.3
12 Overall Satisfied with Services	90 (81.1%)	818 (90.2%)	- 9.1
13 Got the Help I Needed	77 (72.6%)	772 (86.8%)	- 14.2
14 Recommend Agency	74 (73.3%)	776 (89.8%)	- 16.5

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	N/A	N/A	N/A	N/A	85.0	N/A
Access	02 Convenient Time	N/A	N/A	N/A	N/A	83.3	N/A
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	N/A	82.3	N/A
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	N/A	88.0	N/A
Quality	05 Treated with Respect	N/A	N/A	N/A	N/A	85.3	N/A
Quality	06 Understood Communication	N/A	N/A	N/A	N/A	88.3	N/A
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	N/A	78.2	N/A
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	N/A	74.1	N/A
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	N/A	67.6	N/A
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	N/A	77.8	N/A
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	N/A	82.0	N/A
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	N/A	81.1	N/A
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	N/A	72.6	N/A
General Satisfaction	14 Recommend Agency	N/A	N/A	N/A	N/A	73.3	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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39	YOUR PROGRAM	111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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	. (.%)	. (.%)	29 (24.6%)	. (.%)	. (.%)	. (.%)	29 (24.6%)
Very little	. (.%)	. (.%)	30 (25.4%)	. (.%)	. (.%)	. (.%)	30 (25.4%)
About half	. (.%)	. (.%)	24 (20.3%)	. (.%)	. (.%)	. (.%)	24 (20.3%)
Almost all	. (.%)	. (.%)	7 (5.9%)	. (.%)	. (.%)	. (.%)	7 (5.9%)
All	. (.%)	. (.%)	8 (6.8%)	. (.%)	. (.%)	. (.%)	8 (6.8%)
Missing	. (.%)	. (.%)	20 (16.9%)	. (.%)	. (.%)	. (.%)	20 (16.9%)
Any Telehealth	. (.%)	. (.%)	69 (58.5%)	. (.%)	. (.%)	. (.%)	69 (58.5%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383813_38134), N=201

November 2021 Survey Period

Prepared on 12/18/2021 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 *	.	.	201	.	.	.	201
English	.	.	196	.	.	.	196
Spanish	.	.	5	.	.	.	5
Survey methods							
Paper/data entry	.	.	201	.	.	.	201

* 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	3 (1.5%)	3 (1.5%)	23 (11.7%)	75 (38.3%)	92 (46.9%)	4.3
02 Convenient Time	1 (0.5%)	4 (2.1%)	9 (4.7%)	77 (40.5%)	99 (52.1%)	4.4
Domain: Quality						4.5
03 I Chose My Treatment Goals	5 (2.6%)	5 (2.6%)	18 (9.4%)	71 (37.2%)	92 (48.2%)	4.3
04 Staff Gave Me Enough Time	1 (0.5%)	5 (2.6%)	14 (7.4%)	70 (36.8%)	100 (52.6%)	4.4
05 Treated with Respect	1 (0.5%)	3 (1.6%)	9 (4.8%)	62 (32.8%)	114 (60.3%)	4.5
06 Understood Communication	0 (0.0%)	2 (1.0%)	6 (3.1%)	76 (39.8%)	107 (56.0%)	4.5
07 Cultural Sensitivity	0 (0.0%)	3 (1.6%)	13 (6.9%)	70 (37.0%)	103 (54.5%)	4.4
Domain: Care Coordination						4.3
08 Work with Physical Health Providers	0 (0.0%)	7 (3.7%)	18 (9.5%)	77 (40.5%)	88 (46.3%)	4.3
09 Work with Mental Health Providers	1 (0.5%)	4 (2.1%)	18 (9.6%)	74 (39.6%)	90 (48.1%)	4.3
Domain: Outcome						4.4
10 Better Able to Do Things	1 (0.5%)	1 (0.5%)	18 (9.5%)	72 (37.9%)	98 (51.6%)	4.4
Domain: General Satisfaction						4.5
11 Felt Welcomed	1 (0.5%)	2 (1.1%)	11 (5.8%)	65 (34.2%)	111 (58.4%)	4.5
12 Overall Satisfied with Services	1 (0.5%)	1 (0.5%)	12 (6.3%)	80 (41.9%)	97 (50.8%)	4.4
13 Got the Help I Needed	3 (1.6%)	5 (2.7%)	12 (6.5%)	74 (40.2%)	90 (48.9%)	4.3
14 Recommend Agency	3 (1.7%)	4 (2.3%)	7 (4.0%)	61 (34.9%)	100 (57.1%)	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

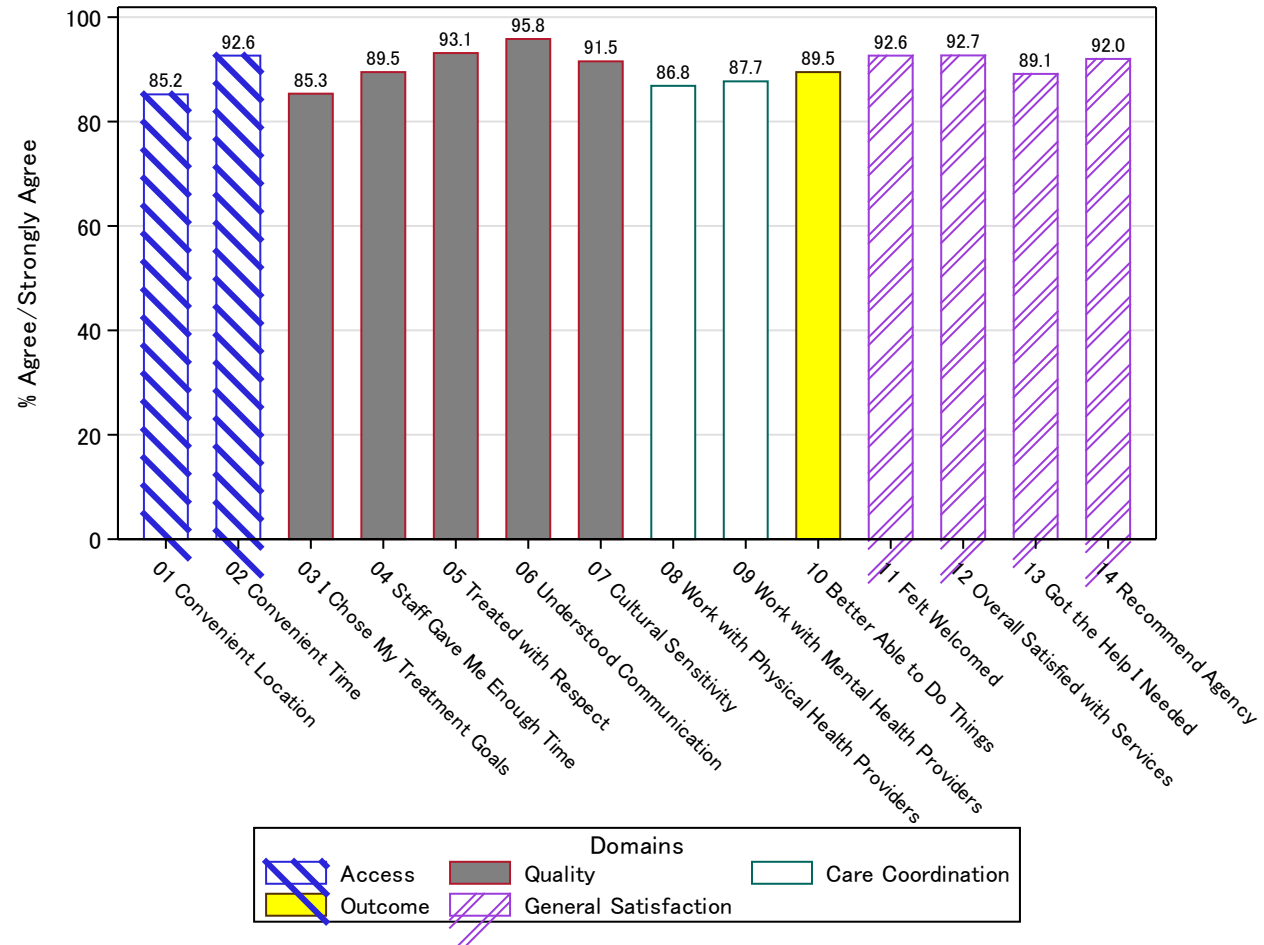


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	167 (85.2%)	804 (89.1%)	- 3.9
02 Convenient Time	176 (92.6%)	822 (89.8%)	+ 2.8
Domain: Quality			
03 I Chose My Treatment Goals	163 (85.3%)	809 (89.1%)	- 3.8
04 Staff Gave Me Enough Time	170 (89.5%)	808 (90.1%)	- 0.6
05 Treated with Respect	176 (93.1%)	829 (91.8%)	+ 1.3
06 Understood Communication	183 (95.8%)	833 (92.5%)	+ 3.3
07 Cultural Sensitivity	173 (91.5%)	806 (89.9%)	+ 1.6
Domain: Care Coordination			
08 Work with Physical Health Providers	165 (86.8%)	731 (84.5%)	+ 2.3
09 Work with Mental Health Providers	164 (87.7%)	708 (84.2%)	+ 3.5
Domain: Outcome			
10 Better Able to Do Things	170 (89.5%)	782 (87.5%)	+ 2.0
Domain: General Satisfaction			
11 Felt Welcomed	176 (92.6%)	829 (91.3%)	+ 1.3
12 Overall Satisfied with Services	177 (92.7%)	818 (90.2%)	+ 2.5
13 Got the Help I Needed	164 (89.1%)	772 (86.8%)	+ 2.3
14 Recommend Agency	161 (92.0%)	776 (89.8%)	+ 2.2

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	80.6	82.3	86.6	88.4	85.2	- 3.2
Access	02 Convenient Time	93.6	90.7	91.2	92.9	92.6	- 0.3
Quality	03 I Chose My Treatment Goals	89.6	91.6	89.1	86.0	85.3	- 0.7
Quality	04 Staff Gave Me Enough Time	94.1	93.4	93.9	91.5	89.5	- 2.0
Quality	05 Treated with Respect	93.7	93.5	94.6	93.5	93.1	- 0.4
Quality	06 Understood Communication	94.1	94.3	95.2	92.9	95.8	+ 2.9
Quality	07 Cultural Sensitivity	89.6	89.8	92.9	92.8	91.5	- 1.3
Care Coordination	08 Work with Physical Health Providers	85.4	88.5	87.7	92.4	86.8	- 5.6
Care Coordination	09 Work with Mental Health Providers	81.9	83.8	86.1	90.9	87.7	- 3.2
Outcome	10 Better Able to Do Things	86.5	90.7	87.2	93.6	89.5	- 4.1
General Satisfaction	11 Felt Welcomed	95.3	94.7	94.0	94.7	92.6	- 2.1
General Satisfaction	12 Overall Satisfied with Services *	90.6	92.0	91.9	92.4	92.7	+ 0.3
General Satisfaction	13 Got the Help I Needed	84.2	86.3	90.5	87.8	89.1	+ 1.3
General Satisfaction	14 Recommend Agency	92.5	91.1	92.7	95.2	92.0	- 3.2

* 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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30	YOUR PROGRAM	191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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	. (.%)	. (.%)	37 (18.4%)	. (.%)	. (.%)	. (.%)	37 (18.4%)
Very little	. (.%)	. (.%)	68 (33.8%)	. (.%)	. (.%)	. (.%)	68 (33.8%)
About half	. (.%)	. (.%)	48 (23.9%)	. (.%)	. (.%)	. (.%)	48 (23.9%)
Almost all	. (.%)	. (.%)	16 (8.0%)	. (.%)	. (.%)	. (.%)	16 (8.0%)
All	. (.%)	. (.%)	7 (3.5%)	. (.%)	. (.%)	. (.%)	7 (3.5%)
Missing	. (.%)	. (.%)	25 (12.4%)	. (.%)	. (.%)	. (.%)	25 (12.4%)
Any Telehealth	. (.%)	. (.%)	139 (69.2%)	. (.%)	. (.%)	. (.%)	139 (69.2%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383813_72134), N=44

November 2021 Survey Period

Prepared on 12/18/2021 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 *	.	.	44	.	.	.	44
English	.	.	44	.	.	.	44
Survey methods							
Paper/data entry	.	.	44	.	.	.	44

* 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%)	1 (2.3%)	0 (0.0%)	9 (20.5%)	34 (77.3%)	4.7
02 Convenient Time	0 (0.0%)	0 (0.0%)	1 (2.3%)	11 (25.0%)	32 (72.7%)	4.7
Domain: Quality						4.6
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	2 (4.8%)	17 (40.5%)	23 (54.8%)	4.5
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	2 (4.9%)	15 (36.6%)	24 (58.5%)	4.5
05 Treated with Respect	0 (0.0%)	1 (2.5%)	1 (2.5%)	10 (25.0%)	28 (70.0%)	4.6
06 Understood Communication	0 (0.0%)	0 (0.0%)	1 (2.4%)	14 (34.1%)	26 (63.4%)	4.6
07 Cultural Sensitivity	1 (2.3%)	0 (0.0%)	3 (6.8%)	16 (36.4%)	24 (54.5%)	4.4
Domain: Care Coordination						4.4
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	6 (15.0%)	12 (30.0%)	22 (55.0%)	4.4
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	3 (7.9%)	11 (28.9%)	24 (63.2%)	4.6
Domain: Outcome						4.5
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	1 (2.3%)	18 (41.9%)	24 (55.8%)	4.5
Domain: General Satisfaction						4.7
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	1 (2.4%)	13 (31.7%)	27 (65.9%)	4.6
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	1 (2.5%)	8 (20.0%)	31 (77.5%)	4.8
13 Got the Help I Needed	0 (0.0%)	1 (2.3%)	2 (4.7%)	12 (27.9%)	28 (65.1%)	4.6
14 Recommend Agency	0 (0.0%)	0 (0.0%)	1 (2.4%)	10 (24.4%)	30 (73.2%)	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

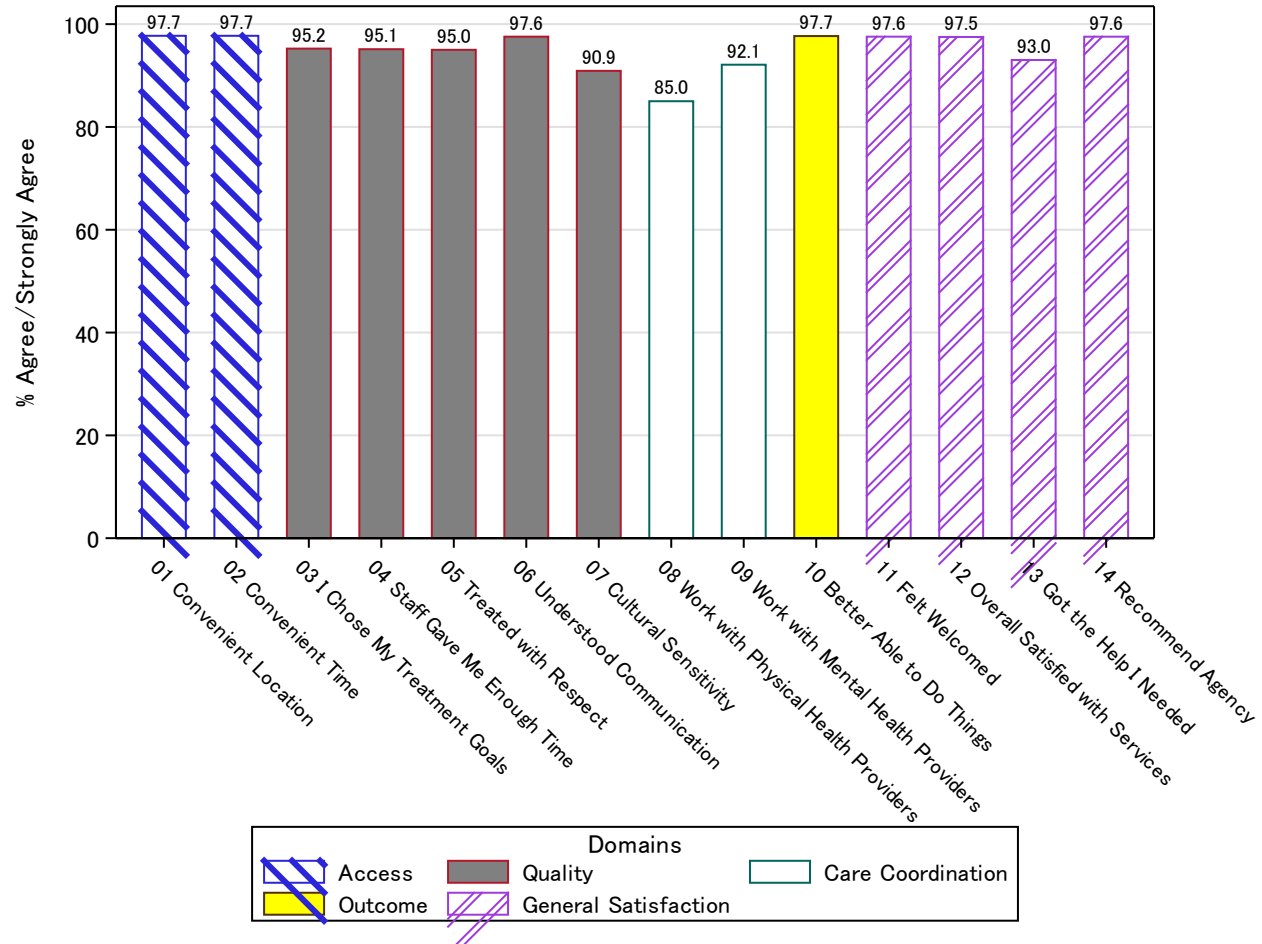


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	43 (97.7%)	804 (89.1%)	+ 8.6
02 Convenient Time	43 (97.7%)	822 (89.8%)	+ 7.9
Domain: Quality			
03 I Chose My Treatment Goals	40 (95.2%)	809 (89.1%)	+ 6.1
04 Staff Gave Me Enough Time	39 (95.1%)	808 (90.1%)	+ 5.0
05 Treated with Respect	38 (95.0%)	829 (91.8%)	+ 3.2
06 Understood Communication	40 (97.6%)	833 (92.5%)	+ 5.1
07 Cultural Sensitivity	40 (90.9%)	806 (89.9%)	+ 1.0
Domain: Care Coordination			
08 Work with Physical Health Providers	34 (85.0%)	731 (84.5%)	+ 0.5
09 Work with Mental Health Providers	35 (92.1%)	708 (84.2%)	+ 7.9
Domain: Outcome			
10 Better Able to Do Things	42 (97.7%)	782 (87.5%)	+ 10.2
Domain: General Satisfaction			
11 Felt Welcomed	40 (97.6%)	829 (91.3%)	+ 6.3
12 Overall Satisfied with Services	39 (97.5%)	818 (90.2%)	+ 7.3
13 Got the Help I Needed	40 (93.0%)	772 (86.8%)	+ 6.2
14 Recommend Agency	40 (97.6%)	776 (89.8%)	+ 7.8

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	96.0	98.5	91.8	93.3	97.7	+ 4.4
Access	02 Convenient Time	97.9	95.3	98.0	91.1	97.7	+ 6.6
Quality	03 I Chose My Treatment Goals	96.0	95.2	100	93.0	95.2	+ 2.2
Quality	04 Staff Gave Me Enough Time	96.0	98.4	98.1	97.8	95.1	- 2.7
Quality	05 Treated with Respect	95.9	96.9	96.2	93.3	95.0	+ 1.7
Quality	06 Understood Communication	96.0	96.9	100	91.1	97.6	+ 6.5
Quality	07 Cultural Sensitivity	97.9	95.3	98.1	95.6	90.9	- 4.7
Care Coordination	08 Work with Physical Health Providers	89.6	95.3	88.5	95.6	85.0	- 10.6
Care Coordination	09 Work with Mental Health Providers	91.8	96.9	93.6	93.2	92.1	- 1.1
Outcome	10 Better Able to Do Things	97.9	96.9	98.1	88.9	97.7	+ 8.8
General Satisfaction	11 Felt Welcomed	98.0	96.8	98.1	95.3	97.6	+ 2.3
General Satisfaction	12 Overall Satisfied with Services *	98.0	96.9	98.1	97.7	97.5	- 0.2
General Satisfaction	13 Got the Help I Needed	98.0	95.3	96.0	95.3	93.0	- 2.3
General Satisfaction	14 Recommend Agency	98.0	98.4	98.0	95.1	97.6	+ 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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27	YOUR PROGRAM	40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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	. (.%)	. (.%)	16 (36.4%)	. (.%)	. (.%)	. (.%)	16 (36.4%)
Very little	. (.%)	. (.%)	12 (27.3%)	. (.%)	. (.%)	. (.%)	12 (27.3%)
About half	. (.%)	. (.%)	4 (9.1%)	. (.%)	. (.%)	. (.%)	4 (9.1%)
Almost all	. (.%)	. (.%)	1 (2.3%)	. (.%)	. (.%)	. (.%)	1 (2.3%)
All	. (.%)	. (.%)	4 (9.1%)	. (.%)	. (.%)	. (.%)	4 (9.1%)
Missing	. (.%)	. (.%)	7 (15.9%)	. (.%)	. (.%)	. (.%)	7 (15.9%)
Any Telehealth	. (.%)	. (.%)	21 (47.7%)	. (.%)	. (.%)	. (.%)	21 (47.7%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383813_74134), N=3

November 2021 Survey Period

Prepared on 12/18/2021 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							
Paper/data entry	.	.	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						4.0
01 Convenient Location	0 (0.0%)	0 (0.0%)	1 (33.3%)	2 (66.7%)	0 (0.0%)	3.7
02 Convenient Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (66.7%)	1 (33.3%)	4.3
Domain: Quality						4.4
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (100%)	0 (0.0%)	4.0
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%)	1 (33.3%)	0 (0.0%)	2 (66.7%)	4.3
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	2 (66.7%)	4.7
Domain: Care Coordination						4.5
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	2 (66.7%)	4.3
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (50.0%)	1 (50.0%)	4.5
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						4.6
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	2 (66.7%)	4.7
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 (33.3%)	2 (66.7%)	4.7
14 Recommend Agency	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (50.0%)	1 (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

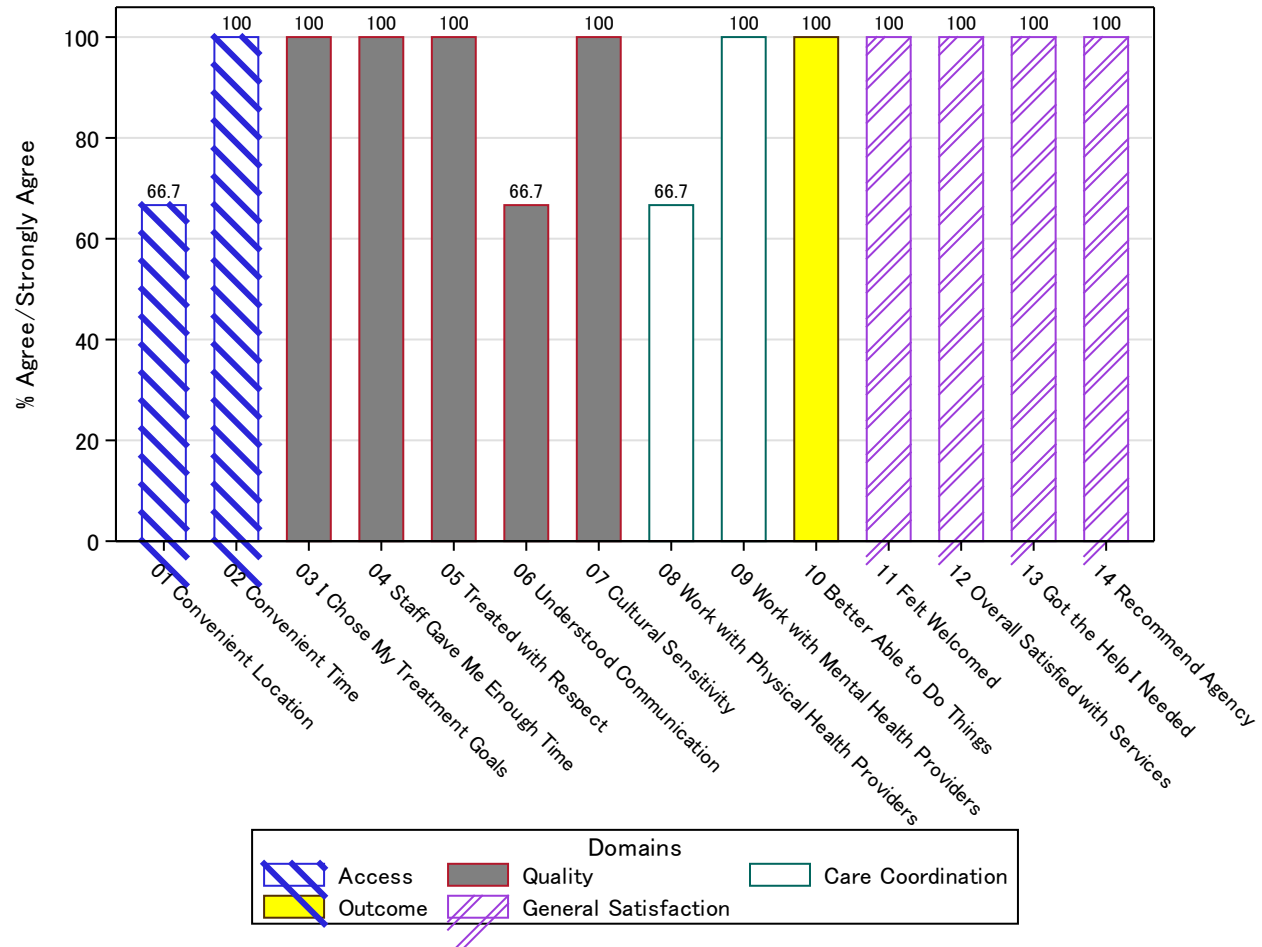


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	2 (66.7%)	804 (89.1%)	- 22.4
02 Convenient Time	3 (100%)	822 (89.8%)	+ 10.2
Domain: Quality			
03 I Chose My Treatment Goals	3 (100%)	809 (89.1%)	+ 10.9
04 Staff Gave Me Enough Time	3 (100%)	808 (90.1%)	+ 9.9
05 Treated with Respect	3 (100%)	829 (91.8%)	+ 8.2
06 Understood Communication	2 (66.7%)	833 (92.5%)	- 25.8
07 Cultural Sensitivity	3 (100%)	806 (89.9%)	+ 10.1
Domain: Care Coordination			
08 Work with Physical Health Providers	2 (66.7%)	731 (84.5%)	- 17.8
09 Work with Mental Health Providers	2 (100%)	708 (84.2%)	+ 15.8
Domain: Outcome			
10 Better Able to Do Things	3 (100%)	782 (87.5%)	+ 12.5
Domain: General Satisfaction			
11 Felt Welcomed	3 (100%)	829 (91.3%)	+ 8.7
12 Overall Satisfied with Services	3 (100%)	818 (90.2%)	+ 9.8
13 Got the Help I Needed	3 (100%)	772 (86.8%)	+ 13.2
14 Recommend Agency	2 (100%)	776 (89.8%)	+ 10.2

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	N/A	N/A	N/A	N/A	66.7	N/A
Access	02 Convenient Time	N/A	N/A	N/A	N/A	100	N/A
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	N/A	100	N/A
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	N/A	100	N/A
Quality	05 Treated with Respect	N/A	N/A	N/A	N/A	100	N/A
Quality	06 Understood Communication	N/A	N/A	N/A	N/A	66.7	N/A
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	N/A	100	N/A
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	N/A	66.7	N/A
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	N/A	100	N/A
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	14 Recommend Agency	N/A	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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1	YOUR PROGRAM	3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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 (33.3%)	. (.%)	. (.%)	. (.%)	1 (33.3%)
About half	. (.%)	. (.%)	2 (66.7%)	. (.%)	. (.%)	. (.%)	2 (66.7%)
Any Telehealth	. (.%)	. (.%)	3 (100%)	. (.%)	. (.%)	. (.%)	3 (100%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383816_3834ARS), N=3

November 2021 Survey Period

Prepared on 12/18/2021 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							
Paper/data entry	.	.	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						4.7
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%)	1 (33.3%)	2 (66.7%)	4.7
Domain: Quality						5.0
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	2 (66.7%)	4.7
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	2 (66.7%)	4.7
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%)	0 (0.0%)	2 (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%)	2 (100%)	5.0
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	2 (66.7%)	4.7
Domain: Outcome						4.7
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	2 (66.7%)	4.7
Domain: General Satisfaction						5.0
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	2 (66.7%)	4.7
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	2 (66.7%)	4.7
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	2 (66.7%)	4.7
14 Recommend Agency	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (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

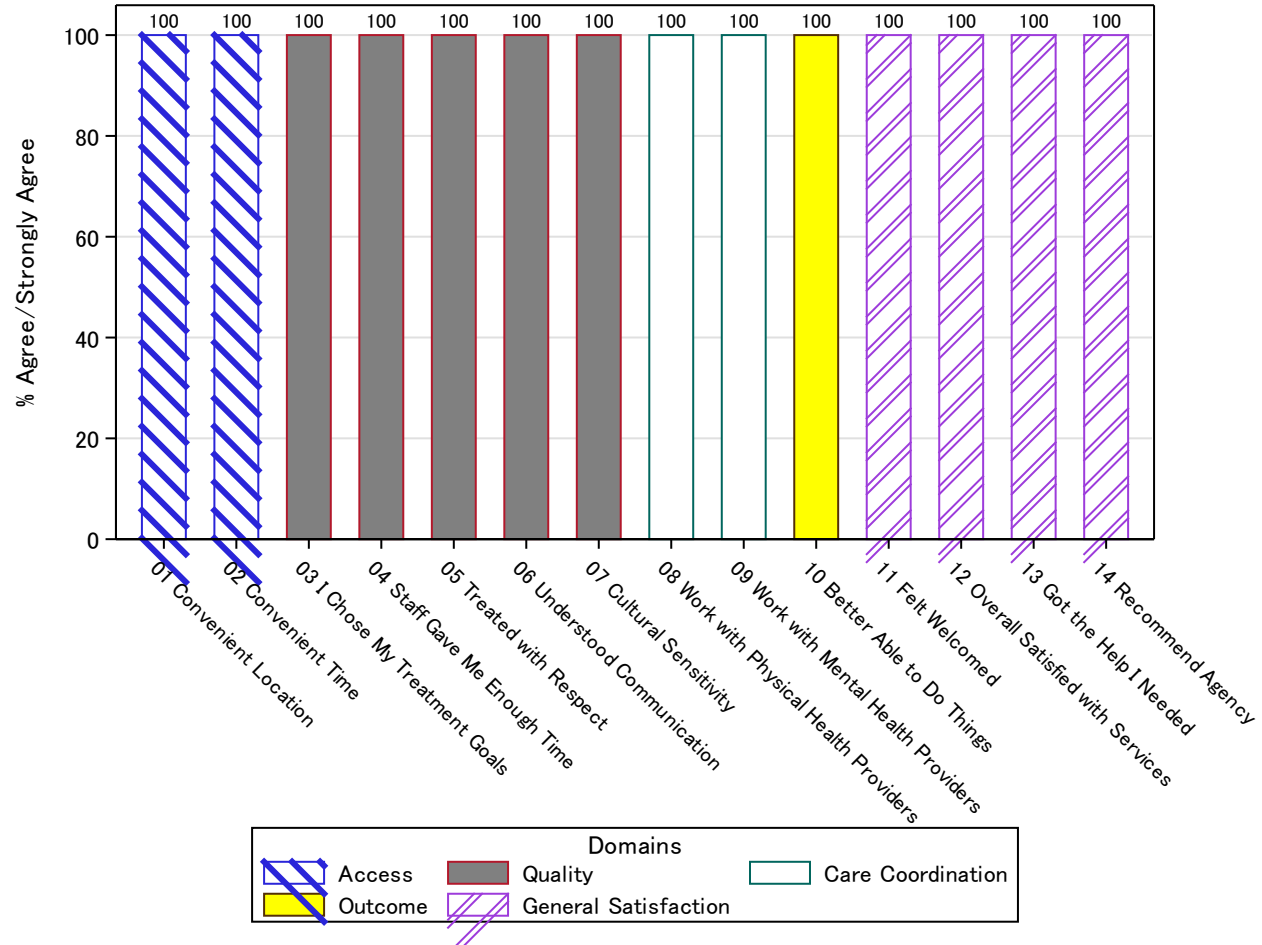


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	3 (100%)	804 (89.1%)	+ 10.9
02 Convenient Time	3 (100%)	822 (89.8%)	+ 10.2
Domain: Quality			
03 I Chose My Treatment Goals	3 (100%)	809 (89.1%)	+ 10.9
04 Staff Gave Me Enough Time	3 (100%)	808 (90.1%)	+ 9.9
05 Treated with Respect	3 (100%)	829 (91.8%)	+ 8.2
06 Understood Communication	3 (100%)	833 (92.5%)	+ 7.5
07 Cultural Sensitivity	2 (100%)	806 (89.9%)	+ 10.1
Domain: Care Coordination			
08 Work with Physical Health Providers	2 (100%)	731 (84.5%)	+ 15.5
09 Work with Mental Health Providers	3 (100%)	708 (84.2%)	+ 15.8
Domain: Outcome			
10 Better Able to Do Things	3 (100%)	782 (87.5%)	+ 12.5
Domain: General Satisfaction			
11 Felt Welcomed	3 (100%)	829 (91.3%)	+ 8.7
12 Overall Satisfied with Services	3 (100%)	818 (90.2%)	+ 9.8
13 Got the Help I Needed	3 (100%)	772 (86.8%)	+ 13.2
14 Recommend Agency	2 (100%)	776 (89.8%)	+ 10.2

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	N/A	N/A	N/A	N/A	100	N/A
Access	02 Convenient Time	N/A	N/A	N/A	N/A	100	N/A
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	N/A	100	N/A
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	N/A	100	N/A
Quality	05 Treated with Respect	N/A	N/A	N/A	N/A	100	N/A
Quality	06 Understood Communication	N/A	N/A	N/A	N/A	100	N/A
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	N/A	100	N/A
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	N/A	100	N/A
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	N/A	100	N/A
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	14 Recommend Agency	N/A	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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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 (33.3%)	. (.%)	. (.%)	. (.%)	1 (33.3%)
Very little	. (.%)	. (.%)	1 (33.3%)	. (.%)	. (.%)	. (.%)	1 (33.3%)
Almost all	. (.%)	. (.%)	1 (33.3%)	. (.%)	. (.%)	. (.%)	1 (33.3%)
Any Telehealth	. (.%)	. (.%)	2 (66.7%)	. (.%)	. (.%)	. (.%)	2 (66.7%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383816_3816438160), N=125

November 2021 Survey Period

Prepared on 12/18/2021 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 *	.	.	125	.	.	.	125
English	.	.	125	.	.	.	125
Survey methods							
Paper/data entry	.	.	125	.	.	.	125

* 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 (0.9%)	6 (5.1%)	45 (38.5%)	65 (55.6%)	4.5
02 Convenient Time	1 (0.9%)	2 (1.7%)	5 (4.3%)	48 (41.0%)	61 (52.1%)	4.4
Domain: Quality						4.4
03 I Chose My Treatment Goals	1 (0.8%)	1 (0.8%)	4 (3.4%)	61 (51.3%)	52 (43.7%)	4.4
04 Staff Gave Me Enough Time	1 (0.9%)	0 (0.0%)	7 (6.0%)	55 (47.0%)	54 (46.2%)	4.4
05 Treated with Respect	2 (1.7%)	0 (0.0%)	7 (5.9%)	49 (41.2%)	61 (51.3%)	4.4
06 Understood Communication	1 (0.8%)	1 (0.8%)	11 (9.3%)	50 (42.4%)	55 (46.6%)	4.3
07 Cultural Sensitivity	1 (0.9%)	2 (1.7%)	4 (3.4%)	56 (48.3%)	53 (45.7%)	4.4
Domain: Care Coordination						4.3
08 Work with Physical Health Providers	1 (0.8%)	1 (0.8%)	14 (11.8%)	48 (40.3%)	55 (46.2%)	4.3
09 Work with Mental Health Providers	0 (0.0%)	1 (0.9%)	10 (9.1%)	52 (47.3%)	47 (42.7%)	4.3
Domain: Outcome						4.3
10 Better Able to Do Things	1 (0.8%)	2 (1.7%)	12 (9.9%)	51 (42.1%)	55 (45.5%)	4.3
Domain: General Satisfaction						4.5
11 Felt Welcomed	3 (2.5%)	0 (0.0%)	5 (4.2%)	45 (38.1%)	65 (55.1%)	4.4
12 Overall Satisfied with Services	1 (0.8%)	1 (0.8%)	9 (7.6%)	49 (41.2%)	59 (49.6%)	4.4
13 Got the Help I Needed	1 (0.8%)	1 (0.8%)	10 (8.4%)	49 (41.2%)	58 (48.7%)	4.4
14 Recommend Agency	3 (2.6%)	1 (0.9%)	5 (4.3%)	41 (35.3%)	66 (56.9%)	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

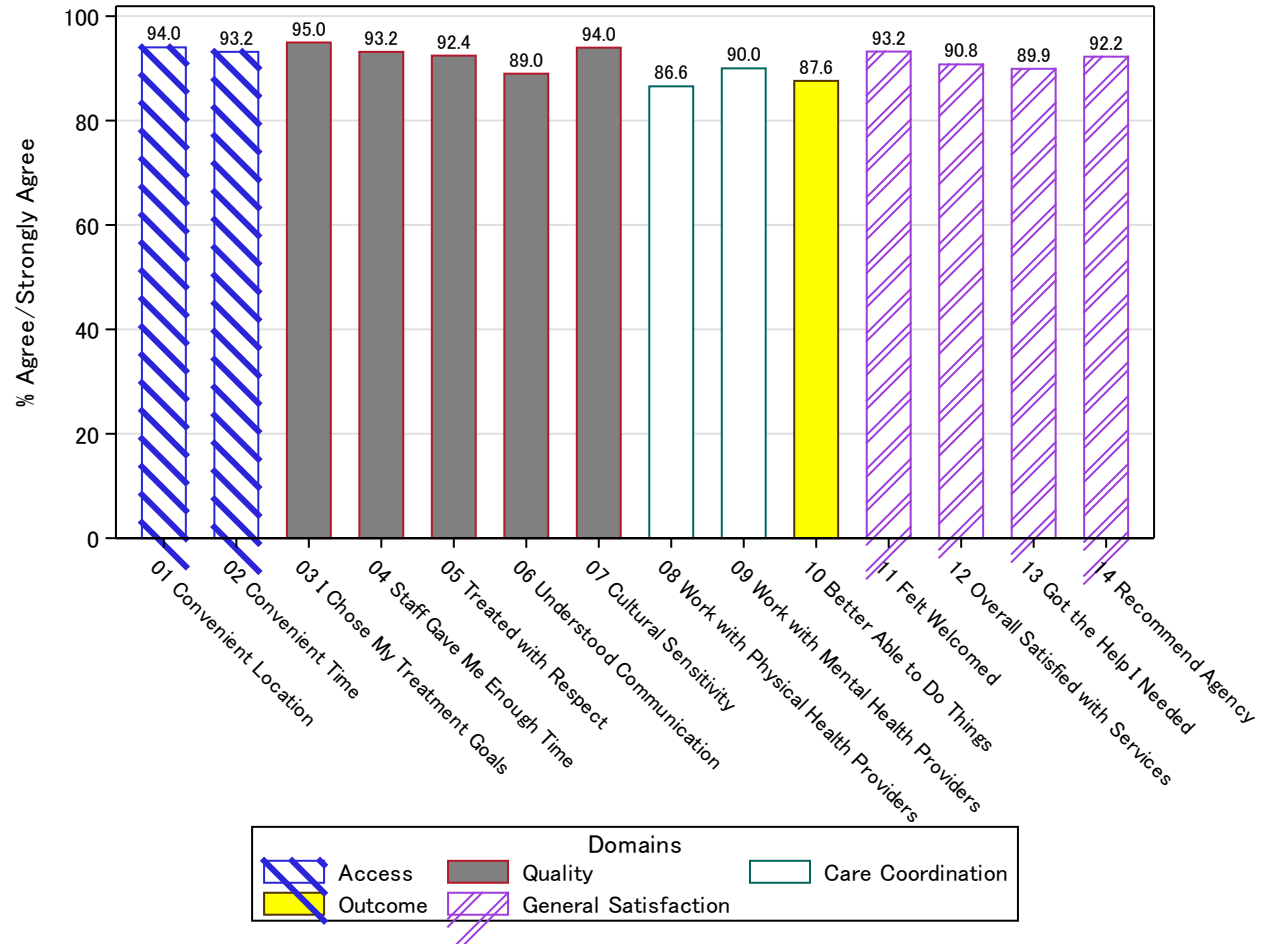


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	110 (94.0%)	804 (89.1%)	+ 4.9
02 Convenient Time	109 (93.2%)	822 (89.8%)	+ 3.4
Domain: Quality			
03 I Chose My Treatment Goals	113 (95.0%)	809 (89.1%)	+ 5.9
04 Staff Gave Me Enough Time	109 (93.2%)	808 (90.1%)	+ 3.1
05 Treated with Respect	110 (92.4%)	829 (91.8%)	+ 0.6
06 Understood Communication	105 (89.0%)	833 (92.5%)	- 3.5
07 Cultural Sensitivity	109 (94.0%)	806 (89.9%)	+ 4.1
Domain: Care Coordination			
08 Work with Physical Health Providers	103 (86.6%)	731 (84.5%)	+ 2.1
09 Work with Mental Health Providers	99 (90.0%)	708 (84.2%)	+ 5.8
Domain: Outcome			
10 Better Able to Do Things	106 (87.6%)	782 (87.5%)	+ 0.1
Domain: General Satisfaction			
11 Felt Welcomed	110 (93.2%)	829 (91.3%)	+ 1.9
12 Overall Satisfied with Services	108 (90.8%)	818 (90.2%)	+ 0.6
13 Got the Help I Needed	107 (89.9%)	772 (86.8%)	+ 3.1
14 Recommend Agency	107 (92.2%)	776 (89.8%)	+ 2.4

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	N/A	N/A	N/A	N/A	94.0	N/A
Access	02 Convenient Time	N/A	N/A	N/A	N/A	93.2	N/A
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	N/A	95.0	N/A
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	N/A	93.2	N/A
Quality	05 Treated with Respect	N/A	N/A	N/A	N/A	92.4	N/A
Quality	06 Understood Communication	N/A	N/A	N/A	N/A	89.0	N/A
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	N/A	94.0	N/A
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	N/A	86.6	N/A
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	N/A	90.0	N/A
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	N/A	87.6	N/A
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	N/A	93.2	N/A
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	N/A	90.8	N/A
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	N/A	89.9	N/A
General Satisfaction	14 Recommend Agency	N/A	N/A	N/A	N/A	92.2	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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33	YOUR PROGRAM	119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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	. (.%)	. (.%)	49 (39.2%)	. (.%)	. (.%)	. (.%)	49 (39.2%)
Very little	. (.%)	. (.%)	25 (20.0%)	. (.%)	. (.%)	. (.%)	25 (20.0%)
About half	. (.%)	. (.%)	20 (16.0%)	. (.%)	. (.%)	. (.%)	20 (16.0%)
Almost all	. (.%)	. (.%)	9 (7.2%)	. (.%)	. (.%)	. (.%)	9 (7.2%)
All	. (.%)	. (.%)	7 (5.6%)	. (.%)	. (.%)	. (.%)	7 (5.6%)
Missing	. (.%)	. (.%)	15 (12.0%)	. (.%)	. (.%)	. (.%)	15 (12.0%)
Any Telehealth	. (.%)	. (.%)	61 (48.8%)	. (.%)	. (.%)	. (.%)	61 (48.8%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383832_38321), N=15

November 2021 Survey Period

Prepared on 12/18/2021 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	14	14
Paper/data entry	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%)	0 (0.0%)	2 (14.3%)	6 (42.9%)	6 (42.9%)	4.3
02 Convenient Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	6 (42.9%)	8 (57.1%)	4.6
Domain: Quality						4.4
03 I Chose My Treatment Goals	0 (0.0%)	1 (6.7%)	0 (0.0%)	8 (53.3%)	6 (40.0%)	4.3
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	1 (7.7%)	4 (30.8%)	8 (61.5%)	4.5
05 Treated with Respect	1 (7.7%)	0 (0.0%)	0 (0.0%)	2 (15.4%)	10 (76.9%)	4.5
06 Understood Communication	1 (7.7%)	0 (0.0%)	0 (0.0%)	4 (30.8%)	8 (61.5%)	4.4
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	1 (7.7%)	4 (30.8%)	8 (61.5%)	4.5
Domain: Care Coordination						4.2
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	3 (33.3%)	2 (22.2%)	4 (44.4%)	4.1
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	6 (50.0%)	6 (50.0%)	4.5
Domain: Outcome						4.4
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	1 (7.7%)	6 (46.2%)	6 (46.2%)	4.4
Domain: General Satisfaction						4.5
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	1 (7.7%)	4 (30.8%)	8 (61.5%)	4.5
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	1 (7.7%)	6 (46.2%)	6 (46.2%)	4.4
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	0 (0.0%)	6 (50.0%)	6 (50.0%)	4.5
14 Recommend Agency	0 (0.0%)	0 (0.0%)	0 (0.0%)	6 (50.0%)	6 (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

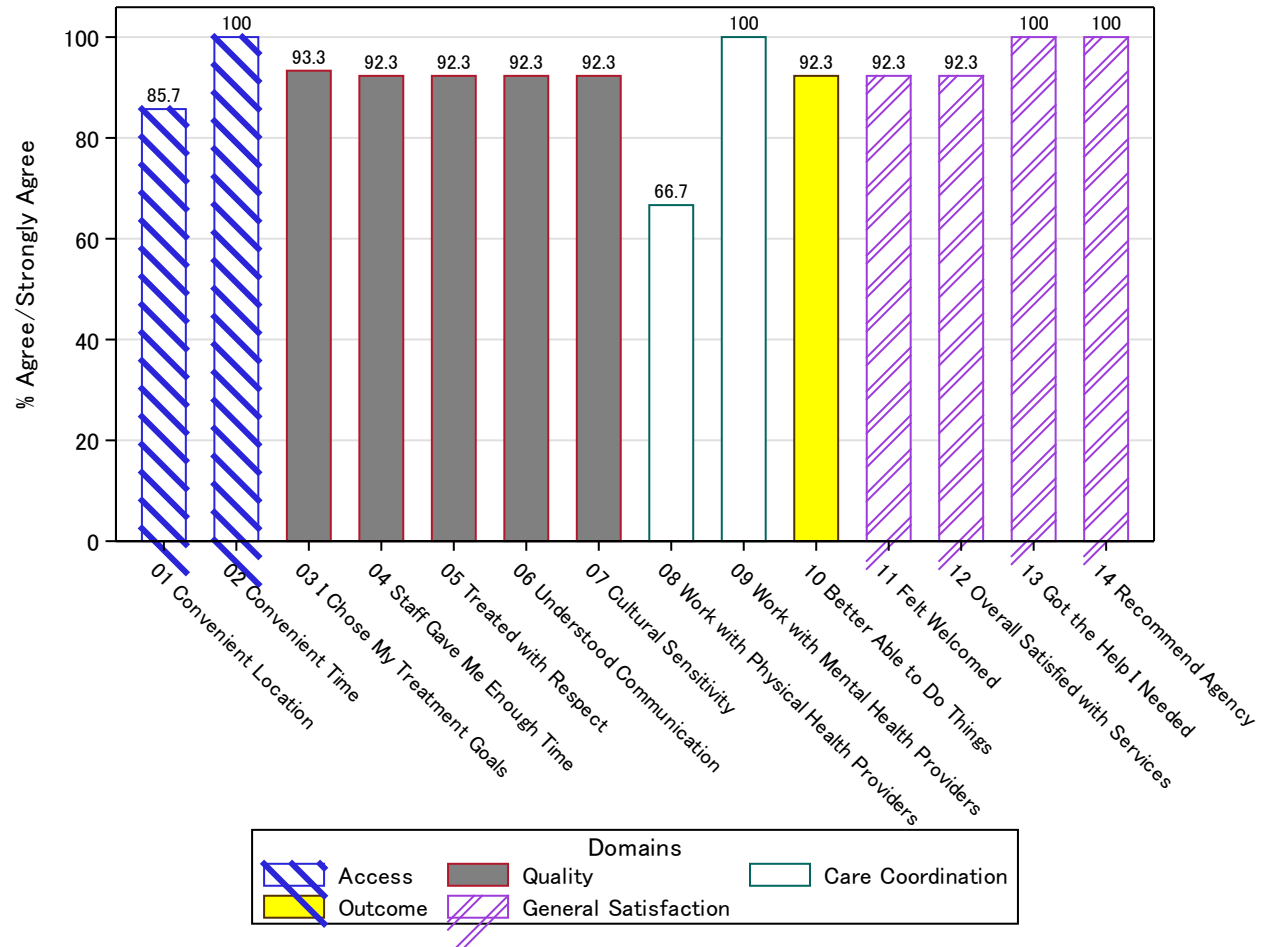


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	12 (85.7%)	804 (89.1%)	- 3.4
02 Convenient Time	14 (100%)	822 (89.8%)	+ 10.2
Domain: Quality			
03 I Chose My Treatment Goals	14 (93.3%)	809 (89.1%)	+ 4.2
04 Staff Gave Me Enough Time	12 (92.3%)	808 (90.1%)	+ 2.2
05 Treated with Respect	12 (92.3%)	829 (91.8%)	+ 0.5
06 Understood Communication	12 (92.3%)	833 (92.5%)	- 0.2
07 Cultural Sensitivity	12 (92.3%)	806 (89.9%)	+ 2.4
Domain: Care Coordination			
08 Work with Physical Health Providers	6 (66.7%)	731 (84.5%)	- 17.8
09 Work with Mental Health Providers	12 (100%)	708 (84.2%)	+ 15.8
Domain: Outcome			
10 Better Able to Do Things	12 (92.3%)	782 (87.5%)	+ 4.8
Domain: General Satisfaction			
11 Felt Welcomed	12 (92.3%)	829 (91.3%)	+ 1.0
12 Overall Satisfied with Services	12 (92.3%)	818 (90.2%)	+ 2.1
13 Got the Help I Needed	12 (100%)	772 (86.8%)	+ 13.2
14 Recommend Agency	12 (100%)	776 (89.8%)	+ 10.2

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	91.7	93.3	90.0	88.9	85.7	- 3.2
Access	02 Convenient Time	83.3	92.9	81.8	100	100	+ 0.0
Quality	03 I Chose My Treatment Goals	90.9	92.9	81.8	87.5	93.3	+ 5.8
Quality	04 Staff Gave Me Enough Time	83.3	100	90.9	100	92.3	- 7.7
Quality	05 Treated with Respect	83.3	100	100	100	92.3	- 7.7
Quality	06 Understood Communication	81.8	100	90.9	100	92.3	- 7.7
Quality	07 Cultural Sensitivity	60.0	100	90.9	88.9	92.3	+ 3.4
Care Coordination	08 Work with Physical Health Providers	66.7	100	81.8	100	66.7	- 33.3
Care Coordination	09 Work with Mental Health Providers	83.3	100	100	100	100	+ 0.0
Outcome	10 Better Able to Do Things	83.3	100	100	100	92.3	- 7.7
General Satisfaction	11 Felt Welcomed	100	100	90.9	100	92.3	- 7.7
General Satisfaction	12 Overall Satisfied with Services *	100	93.3	88.9	100	92.3	- 7.7
General Satisfaction	13 Got the Help I Needed	83.3	86.7	80.0	100	100	+ 0.0
General Satisfaction	14 Recommend Agency	81.8	93.3	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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30	YOUR PROGRAM	13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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), N=8

November 2021 Survey Period

Prepared on 12/18/2021 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 *	.	8	8
English	.	8	8
Survey methods							
Paper/data entry	.	8	8

* 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%)	3 (37.5%)	5 (62.5%)	4.6
02 Convenient Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (57.1%)	3 (42.9%)	4.4
Domain: Quality						4.5
03 I Chose My Treatment Goals	1 (12.5%)	0 (0.0%)	0 (0.0%)	1 (12.5%)	6 (75.0%)	4.4
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	1 (12.5%)	3 (37.5%)	4 (50.0%)	4.4
05 Treated with Respect	0 (0.0%)	0 (0.0%)	1 (12.5%)	2 (25.0%)	5 (62.5%)	4.5
06 Understood Communication	0 (0.0%)	0 (0.0%)	1 (12.5%)	2 (25.0%)	5 (62.5%)	4.5
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (37.5%)	5 (62.5%)	4.6
Domain: Care Coordination						4.4
08 Work with Physical Health Providers	0 (0.0%)	1 (16.7%)	0 (0.0%)	1 (16.7%)	4 (66.7%)	4.3
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	1 (14.3%)	2 (28.6%)	4 (57.1%)	4.4
Domain: Outcome						4.5
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (50.0%)	4 (50.0%)	4.5
Domain: General Satisfaction						4.3
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	1 (12.5%)	3 (37.5%)	4 (50.0%)	4.4
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	1 (12.5%)	4 (50.0%)	3 (37.5%)	4.3
13 Got the Help I Needed	0 (0.0%)	2 (25.0%)	0 (0.0%)	3 (37.5%)	3 (37.5%)	3.9
14 Recommend Agency	0 (0.0%)	0 (0.0%)	1 (16.7%)	1 (16.7%)	4 (66.7%)	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

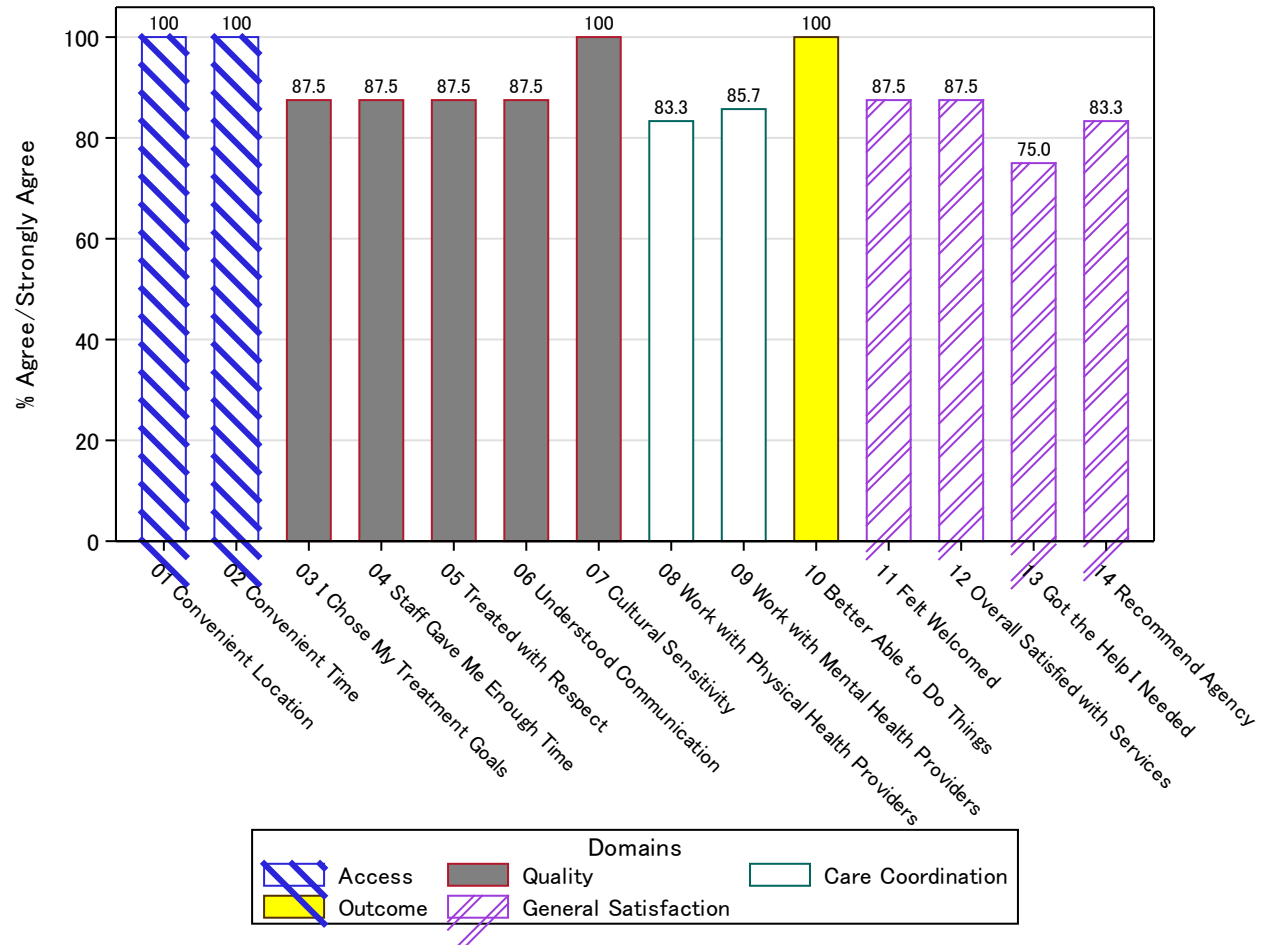


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	8 (100%)	804 (89.1%)	+ 10.9
02 Convenient Time	7 (100%)	822 (89.8%)	+ 10.2
Domain: Quality			
03 I Chose My Treatment Goals	7 (87.5%)	809 (89.1%)	- 1.6
04 Staff Gave Me Enough Time	7 (87.5%)	808 (90.1%)	- 2.6
05 Treated with Respect	7 (87.5%)	829 (91.8%)	- 4.3
06 Understood Communication	7 (87.5%)	833 (92.5%)	- 5.0
07 Cultural Sensitivity	8 (100%)	806 (89.9%)	+ 10.1
Domain: Care Coordination			
08 Work with Physical Health Providers	5 (83.3%)	731 (84.5%)	- 1.2
09 Work with Mental Health Providers	6 (85.7%)	708 (84.2%)	+ 1.5
Domain: Outcome			
10 Better Able to Do Things	8 (100%)	782 (87.5%)	+ 12.5
Domain: General Satisfaction			
11 Felt Welcomed	7 (87.5%)	829 (91.3%)	- 3.8
12 Overall Satisfied with Services	7 (87.5%)	818 (90.2%)	- 2.7
13 Got the Help I Needed	6 (75.0%)	772 (86.8%)	- 11.8
14 Recommend Agency	5 (83.3%)	776 (89.8%)	- 6.5

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	N/A	N/A	N/A	N/A	100	N/A
Access	02 Convenient Time	N/A	N/A	N/A	N/A	100	N/A
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	N/A	87.5	N/A
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	N/A	87.5	N/A
Quality	05 Treated with Respect	N/A	N/A	N/A	N/A	87.5	N/A
Quality	06 Understood Communication	N/A	N/A	N/A	N/A	87.5	N/A
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	N/A	100	N/A
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	N/A	83.3	N/A
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	N/A	85.7	N/A
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	N/A	87.5	N/A
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	N/A	87.5	N/A
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	N/A	75.0	N/A
General Satisfaction	14 Recommend Agency	N/A	N/A	N/A	N/A	83.3	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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34	YOUR PROGRAM	8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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 (25.0%)	. (. %)	. (. %)	. (. %)	. (. %)	2 (25.0%)
Very little	. (. %)	3 (37.5%)	. (. %)	. (. %)	. (. %)	. (. %)	3 (37.5%)
About half	. (. %)	2 (25.0%)	. (. %)	. (. %)	. (. %)	. (. %)	2 (25.0%)
Almost all	. (. %)	1 (12.5%)	. (. %)	. (. %)	. (. %)	. (. %)	1 (12.5%)
Any Telehealth	. (. %)	6 (75.0%)	. (. %)	. (. %)	. (. %)	. (. %)	6 (75.0%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383834_3834ARS), N=29

November 2021 Survey Period

Prepared on 12/18/2021 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 *	.	29	29
English	.	27	27
Spanish	.	2	2
Survey methods							
Paper/data entry	.	29	29

* 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%)	2 (7.4%)	12 (44.4%)	13 (48.1%)	4.4
02 Convenient Time	0 (0.0%)	1 (3.6%)	3 (10.7%)	13 (46.4%)	11 (39.3%)	4.2
Domain: Quality						4.4
03 I Chose My Treatment Goals	0 (0.0%)	1 (3.7%)	3 (11.1%)	9 (33.3%)	14 (51.9%)	4.3
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	1 (3.4%)	12 (41.4%)	16 (55.2%)	4.5
05 Treated with Respect	0 (0.0%)	0 (0.0%)	3 (10.3%)	12 (41.4%)	14 (48.3%)	4.4
06 Understood Communication	0 (0.0%)	0 (0.0%)	2 (7.1%)	14 (50.0%)	12 (42.9%)	4.4
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	1 (3.6%)	11 (39.3%)	16 (57.1%)	4.5
Domain: Care Coordination						4.4
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	4 (13.8%)	9 (31.0%)	16 (55.2%)	4.4
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	4 (13.8%)	12 (41.4%)	13 (44.8%)	4.3
Domain: Outcome						4.2
10 Better Able to Do Things	0 (0.0%)	1 (3.4%)	4 (13.8%)	12 (41.4%)	12 (41.4%)	4.2
Domain: General Satisfaction						4.4
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	0 (0.0%)	15 (51.7%)	14 (48.3%)	4.5
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	2 (7.1%)	14 (50.0%)	12 (42.9%)	4.4
13 Got the Help I Needed	0 (0.0%)	1 (3.4%)	0 (0.0%)	19 (65.5%)	9 (31.0%)	4.2
14 Recommend Agency	0 (0.0%)	0 (0.0%)	2 (7.1%)	13 (46.4%)	13 (46.4%)	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

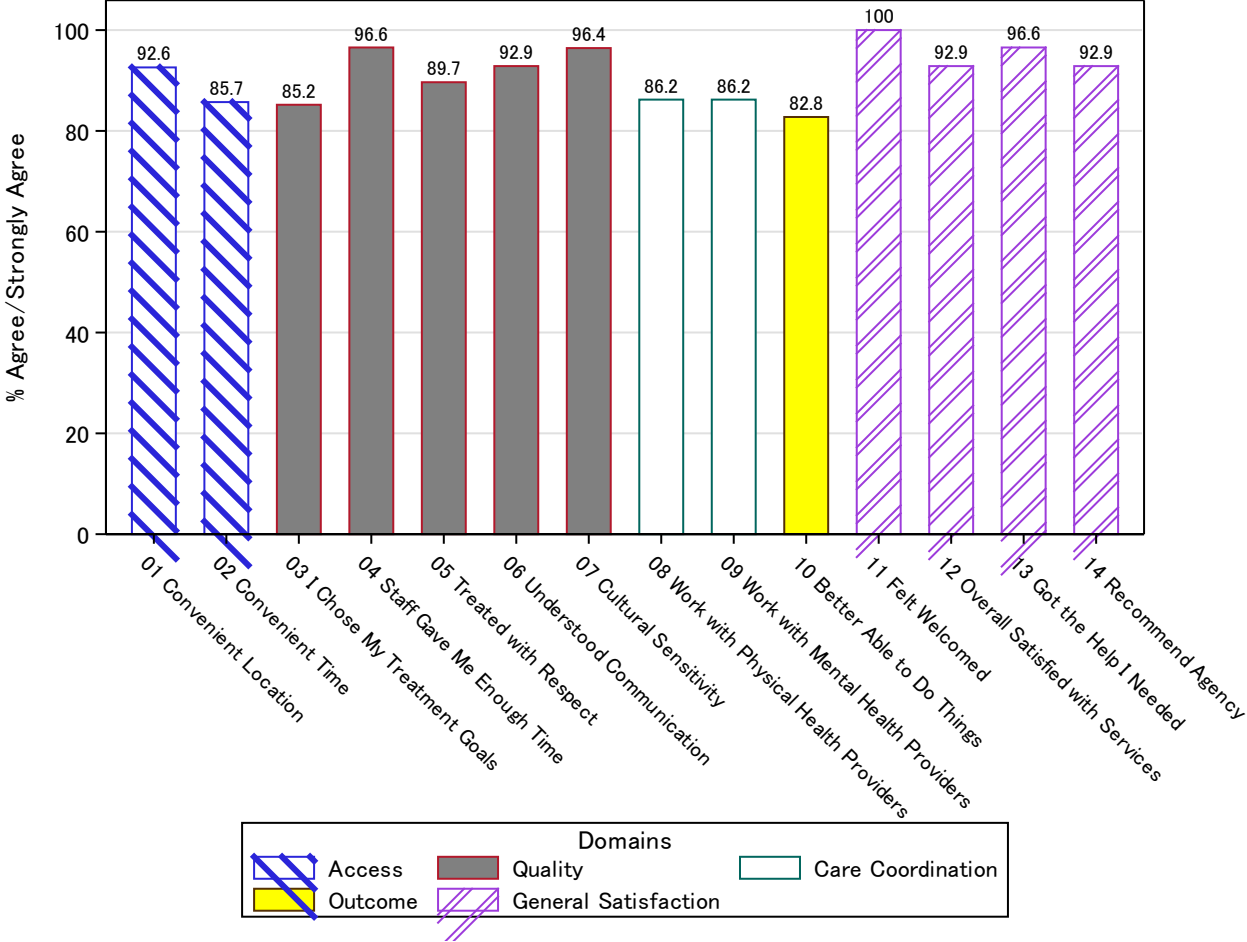


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	25 (92.6%)	804 (89.1%)	+ 3.5
02 Convenient Time	24 (85.7%)	822 (89.8%)	- 4.1
Domain: Quality			
03 I Chose My Treatment Goals	23 (85.2%)	809 (89.1%)	- 3.9
04 Staff Gave Me Enough Time	28 (96.6%)	808 (90.1%)	+ 6.5
05 Treated with Respect	26 (89.7%)	829 (91.8%)	- 2.1
06 Understood Communication	26 (92.9%)	833 (92.5%)	+ 0.4
07 Cultural Sensitivity	27 (96.4%)	806 (89.9%)	+ 6.5
Domain: Care Coordination			
08 Work with Physical Health Providers	25 (86.2%)	731 (84.5%)	+ 1.7
09 Work with Mental Health Providers	25 (86.2%)	708 (84.2%)	+ 2.0
Domain: Outcome			
10 Better Able to Do Things	24 (82.8%)	782 (87.5%)	- 4.7
Domain: General Satisfaction			
11 Felt Welcomed	29 (100%)	829 (91.3%)	+ 8.7
12 Overall Satisfied with Services	26 (92.9%)	818 (90.2%)	+ 2.7
13 Got the Help I Needed	28 (96.6%)	772 (86.8%)	+ 9.8
14 Recommend Agency	26 (92.9%)	776 (89.8%)	+ 3.1

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	N/A	95.9	91.1	100	92.6	- 7.4
Access	02 Convenient Time	N/A	89.8	84.8	83.3	85.7	+ 2.4
Quality	03 I Chose My Treatment Goals	N/A	93.6	95.6	94.4	85.2	- 9.2
Quality	04 Staff Gave Me Enough Time	N/A	95.9	91.3	94.1	96.6	+ 2.5
Quality	05 Treated with Respect	N/A	91.8	84.8	100	89.7	- 10.3
Quality	06 Understood Communication	N/A	96.0	84.8	94.4	92.9	- 1.5
Quality	07 Cultural Sensitivity	N/A	84.0	82.6	88.9	96.4	+ 7.5
Care Coordination	08 Work with Physical Health Providers	N/A	93.9	87.0	88.9	86.2	- 2.7
Care Coordination	09 Work with Mental Health Providers	N/A	90.7	88.1	88.9	86.2	- 2.7
Outcome	10 Better Able to Do Things	N/A	91.7	87.0	88.9	82.8	- 6.1
General Satisfaction	11 Felt Welcomed	N/A	94.0	84.8	88.9	100	+ 11.1
General Satisfaction	12 Overall Satisfied with Services *	N/A	86.0	84.8	94.4	92.9	- 1.5
General Satisfaction	13 Got the Help I Needed	N/A	87.8	88.9	83.3	96.6	+ 13.3
General Satisfaction	14 Recommend Agency	N/A	89.8	87.0	82.4	92.9	+ 10.5

* 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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30	YOUR PROGRAM	28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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 (27.6%)	. (.%)	. (.%)	. (.%)	. (.%)	8 (27.6%)
Very little	. (.%)	11 (37.9%)	. (.%)	. (.%)	. (.%)	. (.%)	11 (37.9%)
About half	. (.%)	2 (6.9%)	. (.%)	. (.%)	. (.%)	. (.%)	2 (6.9%)
Almost all	. (.%)	4 (13.8%)	. (.%)	. (.%)	. (.%)	. (.%)	4 (13.8%)
Missing	. (.%)	4 (13.8%)	. (.%)	. (.%)	. (.%)	. (.%)	4 (13.8%)
Any Telehealth	. (.%)	17 (58.6%)	. (.%)	. (.%)	. (.%)	. (.%)	17 (58.6%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383836_38364), N=6

November 2021 Survey Period

Prepared on 12/18/2021 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 *	.	.	6	.	.	.	6
English	.	.	6	.	.	.	6
Survey methods							
Paper/data entry	.	.	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						4.1
01 Convenient Location	0 (0.0%)	0 (0.0%)	1 (16.7%)	2 (33.3%)	3 (50.0%)	4.3
02 Convenient Time	0 (0.0%)	0 (0.0%)	2 (33.3%)	3 (50.0%)	1 (16.7%)	3.8
Domain: Quality						4.0
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%)	2 (33.3%)	1 (16.7%)	3 (50.0%)	4.2
05 Treated with Respect	0 (0.0%)	1 (16.7%)	1 (16.7%)	1 (16.7%)	3 (50.0%)	4.0
06 Understood Communication	0 (0.0%)	0 (0.0%)	2 (33.3%)	2 (33.3%)	2 (33.3%)	4.0
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	2 (40.0%)	2 (40.0%)	1 (20.0%)	3.8
Domain: Care Coordination						3.8
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	2 (40.0%)	1 (20.0%)	2 (40.0%)	4.0
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	3 (50.0%)	1 (16.7%)	2 (33.3%)	3.8
Domain: Outcome						3.7
10 Better Able to Do Things	0 (0.0%)	1 (16.7%)	2 (33.3%)	1 (16.7%)	2 (33.3%)	3.7
Domain: General Satisfaction						3.7
11 Felt Welcomed	0 (0.0%)	1 (16.7%)	1 (16.7%)	2 (33.3%)	2 (33.3%)	3.8
12 Overall Satisfied with Services	0 (0.0%)	2 (33.3%)	1 (16.7%)	2 (33.3%)	1 (16.7%)	3.3
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	3 (50.0%)	2 (33.3%)	1 (16.7%)	3.7
14 Recommend Agency	0 (0.0%)	0 (0.0%)	2 (33.3%)	3 (50.0%)	1 (16.7%)	3.8

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

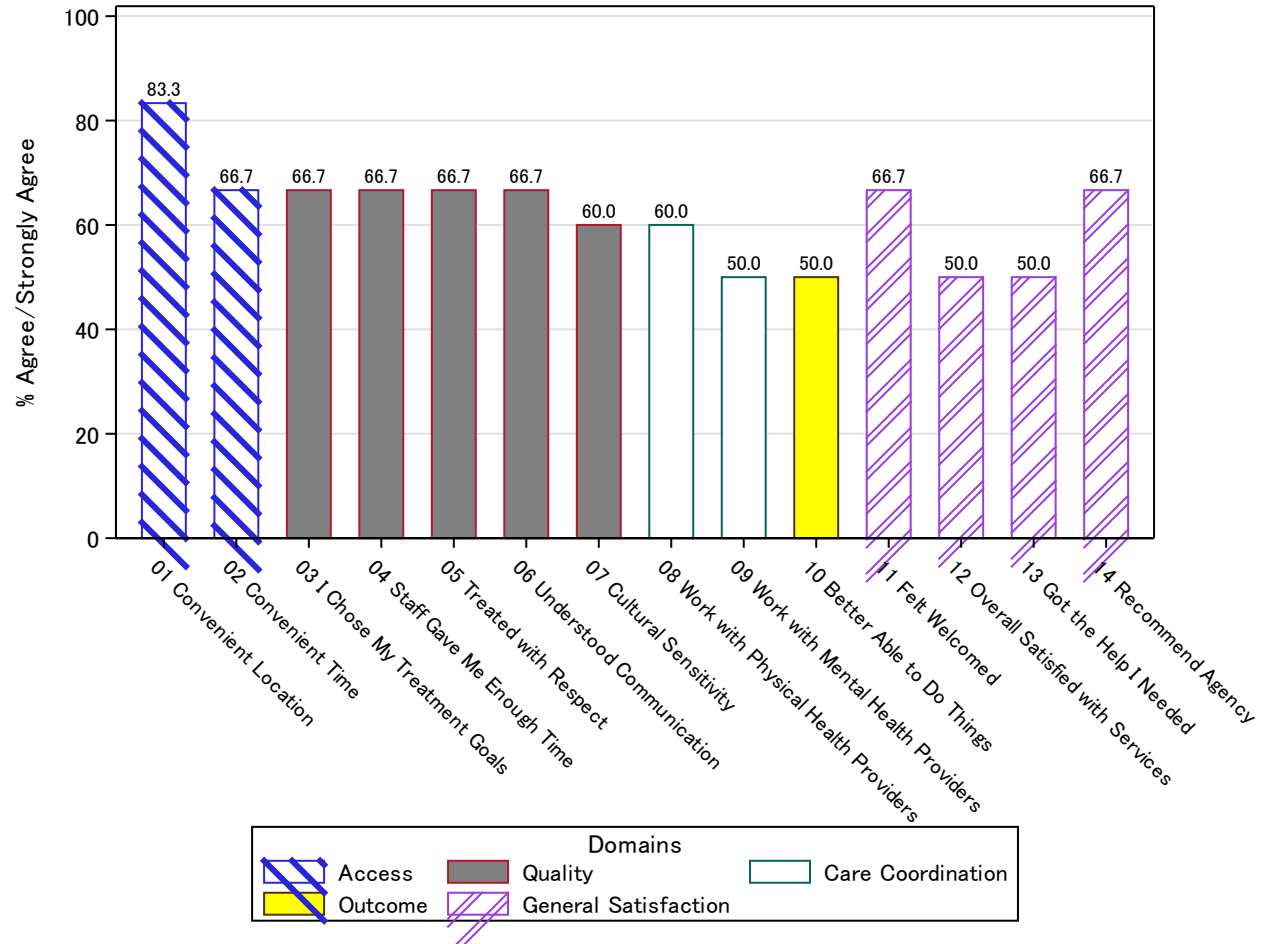


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	5 (83.3%)	804 (89.1%)	- 5.8
02 Convenient Time	4 (66.7%)	822 (89.8%)	- 23.1
Domain: Quality			
03 I Chose My Treatment Goals	4 (66.7%)	809 (89.1%)	- 22.4
04 Staff Gave Me Enough Time	4 (66.7%)	808 (90.1%)	- 23.4
05 Treated with Respect	4 (66.7%)	829 (91.8%)	- 25.1
06 Understood Communication	4 (66.7%)	833 (92.5%)	- 25.8
07 Cultural Sensitivity	3 (60.0%)	806 (89.9%)	- 29.9
Domain: Care Coordination			
08 Work with Physical Health Providers	3 (60.0%)	731 (84.5%)	- 24.5
09 Work with Mental Health Providers	3 (50.0%)	708 (84.2%)	- 34.2
Domain: Outcome			
10 Better Able to Do Things	3 (50.0%)	782 (87.5%)	- 37.5
Domain: General Satisfaction			
11 Felt Welcomed	4 (66.7%)	829 (91.3%)	- 24.6
12 Overall Satisfied with Services	3 (50.0%)	818 (90.2%)	- 40.2
13 Got the Help I Needed	3 (50.0%)	772 (86.8%)	- 36.8
14 Recommend Agency	4 (66.7%)	776 (89.8%)	- 23.1

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	85.7	N/A	84.3	82.0	83.3	+ 1.3
Access	02 Convenient Time	89.1	N/A	88.2	84.0	66.7	- 17.3
Quality	03 I Chose My Treatment Goals	83.5	N/A	86.0	88.0	66.7	- 21.3
Quality	04 Staff Gave Me Enough Time	88.3	N/A	97.9	90.0	66.7	- 23.3
Quality	05 Treated with Respect	90.4	N/A	94.0	83.7	66.7	- 17.0
Quality	06 Understood Communication	88.5	N/A	92.2	87.5	66.7	- 20.8
Quality	07 Cultural Sensitivity	88.3	N/A	90.0	80.9	60.0	- 20.9
Care Coordination	08 Work with Physical Health Providers	77.8	N/A	79.2	76.1	60.0	- 16.1
Care Coordination	09 Work with Mental Health Providers	78.2	N/A	77.6	71.7	50.0	- 21.7
Outcome	10 Better Able to Do Things	86.2	N/A	88.0	82.0	50.0	- 32.0
General Satisfaction	11 Felt Welcomed	85.6	N/A	88.0	86.0	66.7	- 19.3
General Satisfaction	12 Overall Satisfied with Services *	86.3	N/A	86.3	83.7	50.0	- 33.7
General Satisfaction	13 Got the Help I Needed	81.9	N/A	84.0	76.0	50.0	- 26.0
General Satisfaction	14 Recommend Agency	89.9	N/A	94.0	87.5	66.7	- 20.8

* 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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44	YOUR PROGRAM	6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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 (50.0%)	. (.%)	. (.%)	. (.%)	3 (50.0%)
Very little	. (.%)	. (.%)	1 (16.7%)	. (.%)	. (.%)	. (.%)	1 (16.7%)
About half	. (.%)	. (.%)	1 (16.7%)	. (.%)	. (.%)	. (.%)	1 (16.7%)
Almost all	. (.%)	. (.%)	1 (16.7%)	. (.%)	. (.%)	. (.%)	1 (16.7%)
Any Telehealth	. (.%)	. (.%)	3 (50.0%)	. (.%)	. (.%)	. (.%)	3 (50.0%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383837_3837OP), N=18

November 2021 Survey Period

Prepared on 12/18/2021 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%)	2 (16.7%)	2 (16.7%)	2 (16.7%)	6 (50.0%)	4.0
02 Convenient Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (25.0%)	12 (75.0%)	4.8
Domain: Quality						4.9
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (25.0%)	12 (75.0%)	4.8
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (25.0%)	12 (75.0%)	4.8
05 Treated with Respect	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	18 (100%)	5.0
06 Understood Communication	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (11.1%)	16 (88.9%)	4.9
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (25.0%)	12 (75.0%)	4.8
Domain: Care Coordination						4.6
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	2 (14.3%)	2 (14.3%)	10 (71.4%)	4.6
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	2 (12.5%)	2 (12.5%)	12 (75.0%)	4.6
Domain: Outcome						4.7
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	2 (11.1%)	2 (11.1%)	14 (77.8%)	4.7
Domain: General Satisfaction						4.9
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (22.2%)	14 (77.8%)	4.8
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (22.2%)	14 (77.8%)	4.8
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (25.0%)	12 (75.0%)	4.8
14 Recommend Agency	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (11.1%)	16 (88.9%)	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

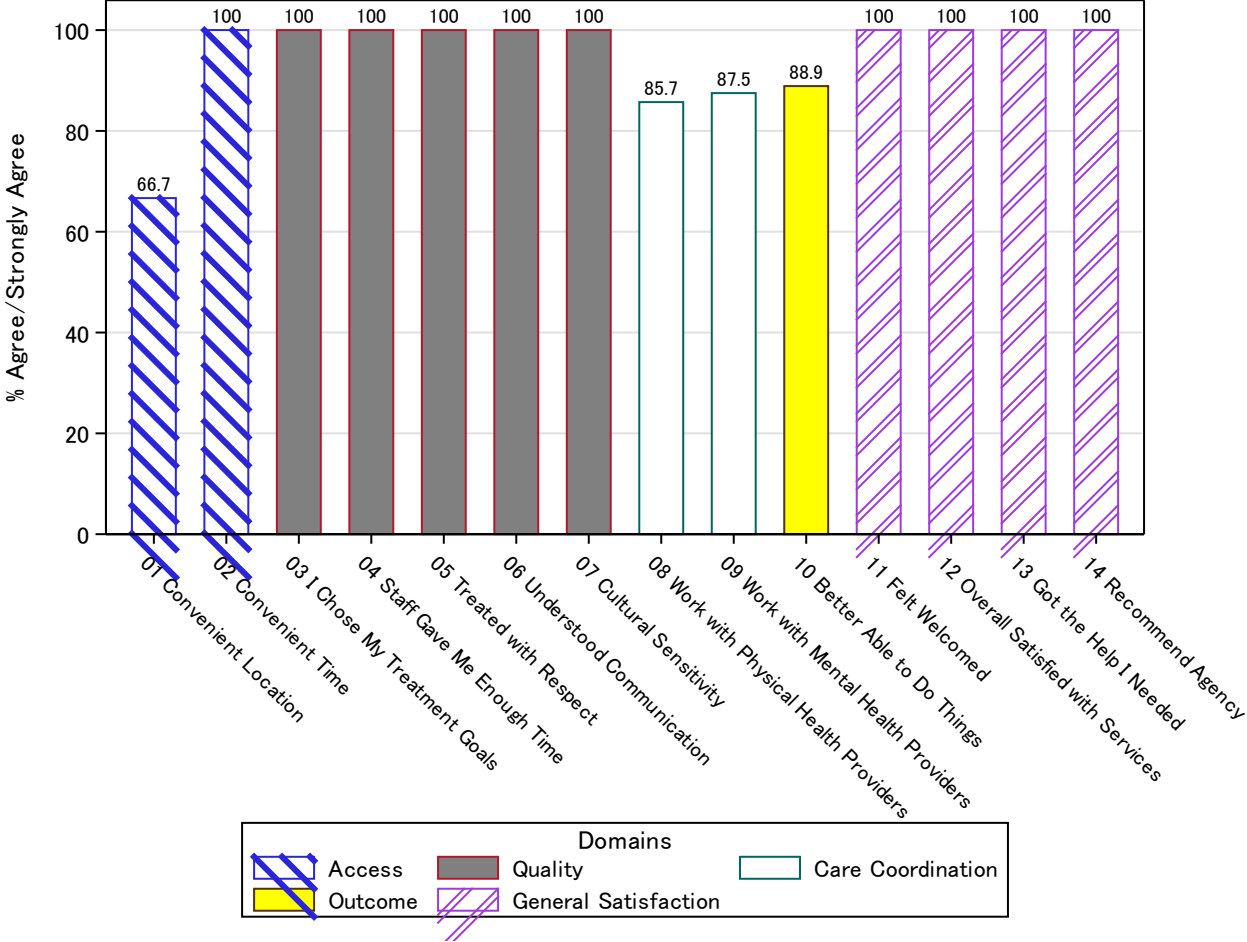


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	8 (66.7%)	804 (89.1%)	- 22.4
02 Convenient Time	16 (100%)	822 (89.8%)	+ 10.2
Domain: Quality			
03 I Chose My Treatment Goals	16 (100%)	809 (89.1%)	+ 10.9
04 Staff Gave Me Enough Time	16 (100%)	808 (90.1%)	+ 9.9
05 Treated with Respect	18 (100%)	829 (91.8%)	+ 8.2
06 Understood Communication	18 (100%)	833 (92.5%)	+ 7.5
07 Cultural Sensitivity	16 (100%)	806 (89.9%)	+ 10.1
Domain: Care Coordination			
08 Work with Physical Health Providers	12 (85.7%)	731 (84.5%)	+ 1.2
09 Work with Mental Health Providers	14 (87.5%)	708 (84.2%)	+ 3.3
Domain: Outcome			
10 Better Able to Do Things	16 (88.9%)	782 (87.5%)	+ 1.4
Domain: General Satisfaction			
11 Felt Welcomed	18 (100%)	829 (91.3%)	+ 8.7
12 Overall Satisfied with Services	18 (100%)	818 (90.2%)	+ 9.8
13 Got the Help I Needed	16 (100%)	772 (86.8%)	+ 13.2
14 Recommend Agency	18 (100%)	776 (89.8%)	+ 10.2

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	N/A	N/A	N/A	92.9	66.7	- 26.2
Access	02 Convenient Time	N/A	N/A	N/A	88.2	100	+ 11.8
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	94.1	100	+ 5.9
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	94.1	100	+ 5.9
Quality	05 Treated with Respect	N/A	N/A	N/A	88.2	100	+ 11.8
Quality	06 Understood Communication	N/A	N/A	N/A	93.8	100	+ 6.2
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	88.2	100	+ 11.8
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	85.7	85.7	+ 0.0
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	92.3	87.5	- 4.8
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	82.4	88.9	+ 6.5
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	88.2	100	+ 11.8
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	88.2	100	+ 11.8
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	88.2	100	+ 11.8
General Satisfaction	14 Recommend Agency	N/A	N/A	N/A	88.2	100	+ 11.8

* 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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1	YOUR PROGRAM	18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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=10

November 2021 Survey Period

Prepared on 12/18/2021 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 *	.	10	10
English	.	10	10
Survey methods							
Online survey	.	10	10

* 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%)	4 (40.0%)	6 (60.0%)	4.6
02 Convenient Time	0 (0.0%)	0 (0.0%)	4 (40.0%)	0 (0.0%)	6 (60.0%)	4.2
Domain: Quality						4.0
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	2 (20.0%)	2 (20.0%)	6 (60.0%)	4.4
04 Staff Gave Me Enough Time	0 (0.0%)	2 (20.0%)	2 (20.0%)	0 (0.0%)	6 (60.0%)	4.0
05 Treated with Respect	2 (20.0%)	0 (0.0%)	2 (20.0%)	4 (40.0%)	2 (20.0%)	3.4
06 Understood Communication	0 (0.0%)	0 (0.0%)	4 (40.0%)	4 (40.0%)	2 (20.0%)	3.8
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (40.0%)	6 (60.0%)	4.6
Domain: Care Coordination						4.2
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	4 (40.0%)	0 (0.0%)	6 (60.0%)	4.2
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	4 (40.0%)	0 (0.0%)	6 (60.0%)	4.2
Domain: Outcome						3.6
10 Better Able to Do Things	2 (20.0%)	0 (0.0%)	0 (0.0%)	6 (60.0%)	2 (20.0%)	3.6
Domain: General Satisfaction						3.7
11 Felt Welcomed	2 (20.0%)	0 (0.0%)	0 (0.0%)	4 (40.0%)	4 (40.0%)	3.8
12 Overall Satisfied with Services	2 (20.0%)	0 (0.0%)	0 (0.0%)	6 (60.0%)	2 (20.0%)	3.6
13 Got the Help I Needed	2 (20.0%)	0 (0.0%)	0 (0.0%)	4 (40.0%)	4 (40.0%)	3.8
14 Recommend Agency	2 (20.0%)	0 (0.0%)	0 (0.0%)	6 (60.0%)	2 (20.0%)	3.6

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

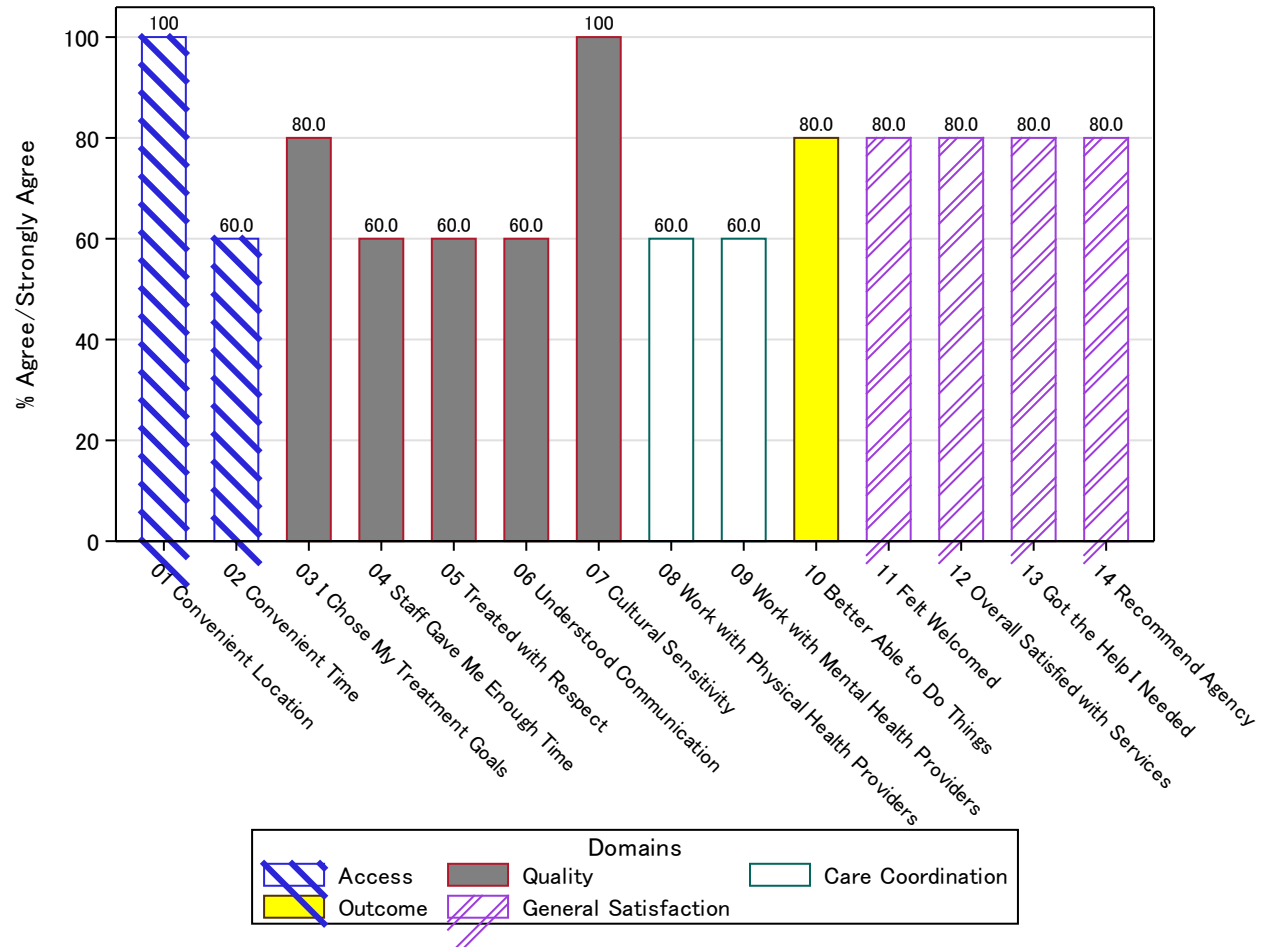


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	10 (100%)	804 (89.1%)	+ 10.9
02 Convenient Time	6 (60.0%)	822 (89.8%)	- 29.8
Domain: Quality			
03 I Chose My Treatment Goals	8 (80.0%)	809 (89.1%)	- 9.1
04 Staff Gave Me Enough Time	6 (60.0%)	808 (90.1%)	- 30.1
05 Treated with Respect	6 (60.0%)	829 (91.8%)	- 31.8
06 Understood Communication	6 (60.0%)	833 (92.5%)	- 32.5
07 Cultural Sensitivity	10 (100%)	806 (89.9%)	+ 10.1
Domain: Care Coordination			
08 Work with Physical Health Providers	6 (60.0%)	731 (84.5%)	- 24.5
09 Work with Mental Health Providers	6 (60.0%)	708 (84.2%)	- 24.2
Domain: Outcome			
10 Better Able to Do Things	8 (80.0%)	782 (87.5%)	- 7.5
Domain: General Satisfaction			
11 Felt Welcomed	8 (80.0%)	829 (91.3%)	- 11.3
12 Overall Satisfied with Services	8 (80.0%)	818 (90.2%)	- 10.2
13 Got the Help I Needed	8 (80.0%)	772 (86.8%)	- 6.8
14 Recommend Agency	8 (80.0%)	776 (89.8%)	- 9.8

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	N/A	N/A	N/A	100	100	+ 0.0
Access	02 Convenient Time	N/A	N/A	N/A	100	60.0	- 40.0
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	66.7	80.0	+ 13.3
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	100	60.0	- 40.0
Quality	05 Treated with Respect	N/A	N/A	N/A	83.3	60.0	- 23.3
Quality	06 Understood Communication	N/A	N/A	N/A	100	60.0	- 40.0
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	66.7	100	+ 33.3
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	100	60.0	- 40.0
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	100	60.0	- 40.0
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	100	80.0	- 20.0
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	100	80.0	- 20.0
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	100	80.0	- 20.0
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	83.3	80.0	- 3.3
General Satisfaction	14 Recommend Agency	N/A	N/A	N/A	100	80.0	- 20.0

* 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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40	YOUR PROGRAM	10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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	. (.%)	10 (100%)	. (.%)	. (.%)	. (.%)	. (.%)	10 (100%)
Any Telehealth	. (.%)	10 (100%)	. (.%)	. (.%)	. (.%)	. (.%)	10 (100%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383844_3834ARS), N=5

November 2021 Survey Period

Prepared on 12/18/2021 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	.	.	.	4	.	.	4
Spanish	.	.	.	1	.	.	1
Survey methods							
Paper/data entry	.	.	.	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						4.3
01 Convenient Location	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (40.0%)	3 (60.0%)	4.6
02 Convenient Time	0 (0.0%)	0 (0.0%)	1 (20.0%)	3 (60.0%)	1 (20.0%)	4.0
Domain: Quality						4.3
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (100%)	0 (0.0%)	4.0
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	1 (25.0%)	2 (50.0%)	1 (25.0%)	4.0
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%)	3 (60.0%)	2 (40.0%)	4.4
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	1 (25.0%)	1 (25.0%)	2 (50.0%)	4.3
Domain: Care Coordination						4.1
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (50.0%)	2 (50.0%)	4.5
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	2 (50.0%)	1 (25.0%)	1 (25.0%)	3.8
Domain: Outcome						4.0
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	1 (25.0%)	2 (50.0%)	1 (25.0%)	4.0
Domain: General Satisfaction						4.4
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%)	3 (60.0%)	2 (40.0%)	4.4
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	2 (40.0%)	1 (20.0%)	2 (40.0%)	4.0
14 Recommend Agency	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (60.0%)	2 (40.0%)	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

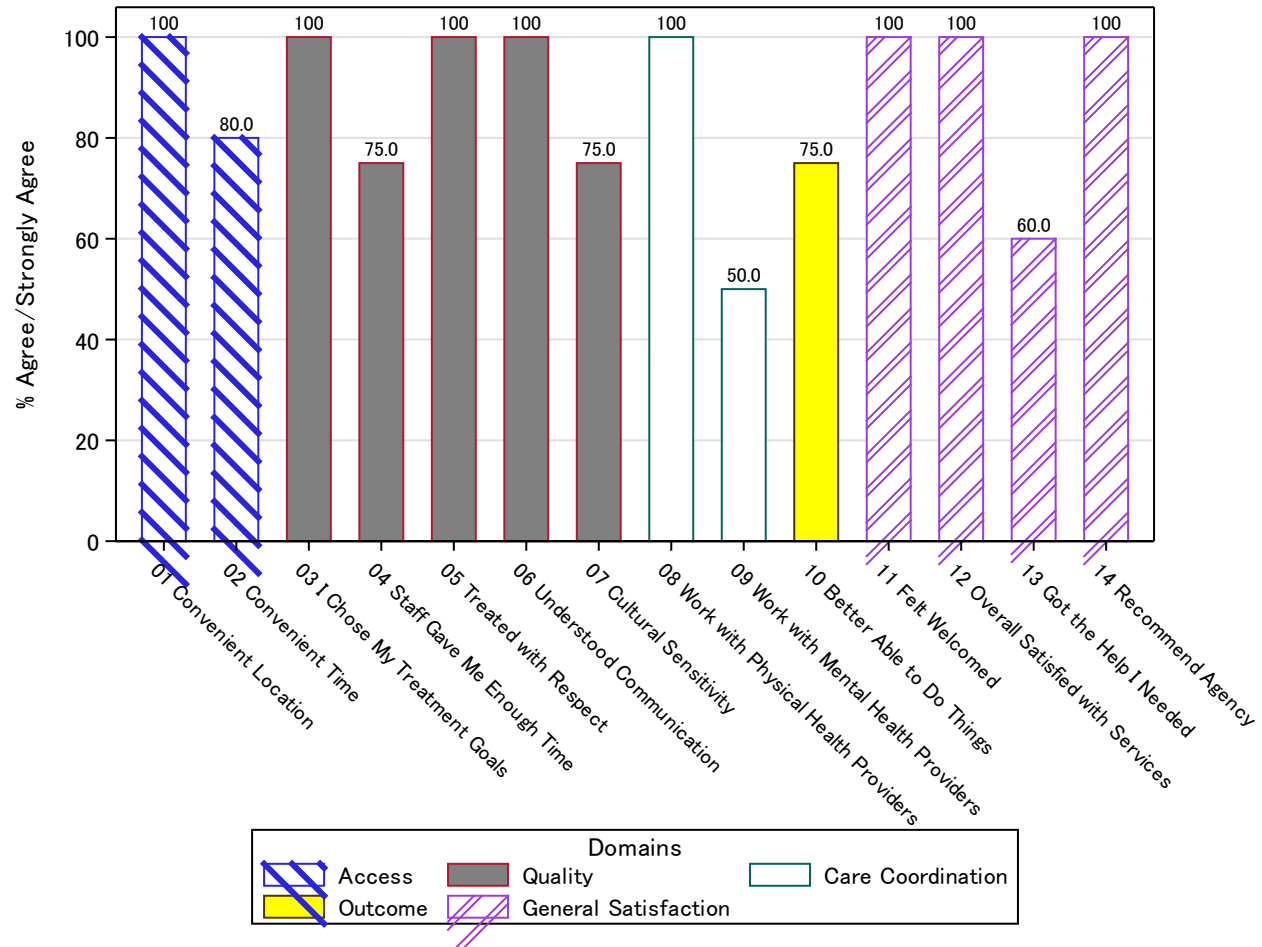


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	5 (100%)	804 (89.1%)	+ 10.9
02 Convenient Time	4 (80.0%)	822 (89.8%)	- 9.8
Domain: Quality			
03 I Chose My Treatment Goals	3 (100%)	809 (89.1%)	+ 10.9
04 Staff Gave Me Enough Time	3 (75.0%)	808 (90.1%)	- 15.1
05 Treated with Respect	4 (100%)	829 (91.8%)	+ 8.2
06 Understood Communication	5 (100%)	833 (92.5%)	+ 7.5
07 Cultural Sensitivity	3 (75.0%)	806 (89.9%)	- 14.9
Domain: Care Coordination			
08 Work with Physical Health Providers	4 (100%)	731 (84.5%)	+ 15.5
09 Work with Mental Health Providers	2 (50.0%)	708 (84.2%)	- 34.2
Domain: Outcome			
10 Better Able to Do Things	3 (75.0%)	782 (87.5%)	- 12.5
Domain: General Satisfaction			
11 Felt Welcomed	5 (100%)	829 (91.3%)	+ 8.7
12 Overall Satisfied with Services	5 (100%)	818 (90.2%)	+ 9.8
13 Got the Help I Needed	3 (60.0%)	772 (86.8%)	- 26.8
14 Recommend Agency	5 (100%)	776 (89.8%)	+ 10.2

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	N/A	N/A	N/A	N/A	100	N/A
Access	02 Convenient Time	N/A	N/A	N/A	N/A	80.0	N/A
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	N/A	100	N/A
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	N/A	75.0	N/A
Quality	05 Treated with Respect	N/A	N/A	N/A	N/A	100	N/A
Quality	06 Understood Communication	N/A	N/A	N/A	N/A	100	N/A
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	N/A	75.0	N/A
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	N/A	100	N/A
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	N/A	50.0	N/A
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	N/A	75.0	N/A
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	N/A	60.0	N/A
General Satisfaction	14 Recommend Agency	N/A	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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1	YOUR PROGRAM	5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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 (60.0%)	. (.%)	. (.%)	3 (60.0%)
Very little	. (.%)	. (.%)	. (.%)	2 (40.0%)	. (.%)	. (.%)	2 (40.0%)
Any Telehealth	. (.%)	. (.%)	. (.%)	2 (40.0%)	. (.%)	. (.%)	2 (40.0%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383844_380001IN), N=6

November 2021 Survey Period

Prepared on 12/18/2021 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 *	.	.	.	6	.	.	6
English	.	.	.	6	.	.	6
Survey methods							
Paper/data entry	.	.	.	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						4.7
01 Convenient Location	0 (0.0%)	0 (0.0%)	1 (16.7%)	0 (0.0%)	5 (83.3%)	4.7
02 Convenient Time	0 (0.0%)	0 (0.0%)	1 (20.0%)	1 (20.0%)	3 (60.0%)	4.4
Domain: Quality						4.3
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (50.0%)	2 (50.0%)	4.5
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (66.7%)	2 (33.3%)	4.3
05 Treated with Respect	0 (0.0%)	1 (25.0%)	0 (0.0%)	1 (25.0%)	2 (50.0%)	4.0
06 Understood Communication	0 (0.0%)	1 (16.7%)	0 (0.0%)	3 (50.0%)	2 (33.3%)	4.0
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	1 (20.0%)	2 (40.0%)	2 (40.0%)	4.2
Domain: Care Coordination						3.6
08 Work with Physical Health Providers	1 (20.0%)	0 (0.0%)	1 (20.0%)	1 (20.0%)	2 (40.0%)	3.6
09 Work with Mental Health Providers	1 (20.0%)	0 (0.0%)	1 (20.0%)	1 (20.0%)	2 (40.0%)	3.6
Domain: Outcome						4.2
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (80.0%)	1 (20.0%)	4.2
Domain: General Satisfaction						4.2
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (66.7%)	2 (33.3%)	4.3
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (60.0%)	2 (40.0%)	4.4
13 Got the Help I Needed	1 (20.0%)	0 (0.0%)	2 (40.0%)	1 (20.0%)	1 (20.0%)	3.2
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

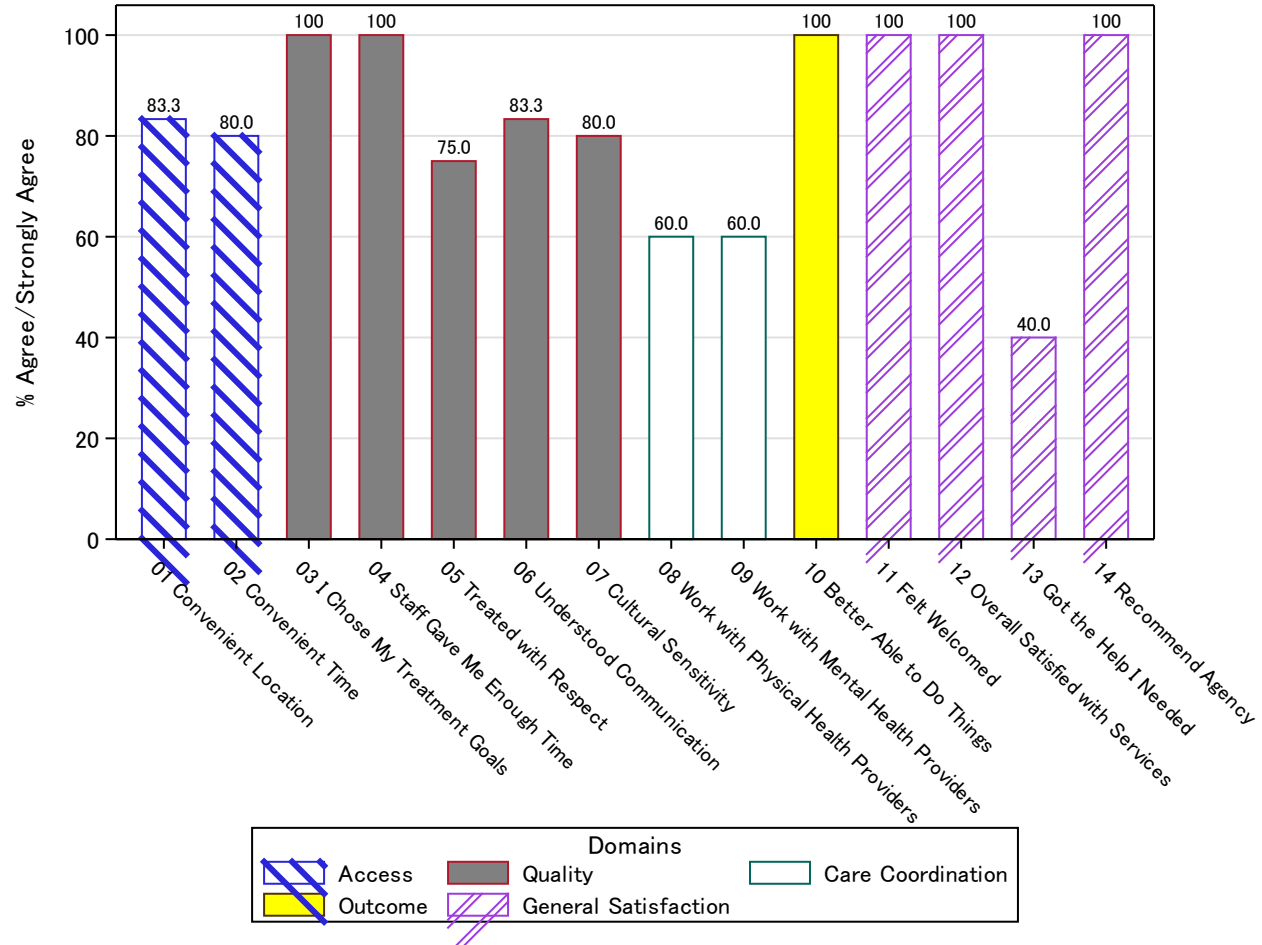


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	5 (83.3%)	804 (89.1%)	- 5.8
02 Convenient Time	4 (80.0%)	822 (89.8%)	- 9.8
Domain: Quality			
03 I Chose My Treatment Goals	4 (100%)	809 (89.1%)	+ 10.9
04 Staff Gave Me Enough Time	6 (100%)	808 (90.1%)	+ 9.9
05 Treated with Respect	3 (75.0%)	829 (91.8%)	- 16.8
06 Understood Communication	5 (83.3%)	833 (92.5%)	- 9.2
07 Cultural Sensitivity	4 (80.0%)	806 (89.9%)	- 9.9
Domain: Care Coordination			
08 Work with Physical Health Providers	3 (60.0%)	731 (84.5%)	- 24.5
09 Work with Mental Health Providers	3 (60.0%)	708 (84.2%)	- 24.2
Domain: Outcome			
10 Better Able to Do Things	5 (100%)	782 (87.5%)	+ 12.5
Domain: General Satisfaction			
11 Felt Welcomed	6 (100%)	829 (91.3%)	+ 8.7
12 Overall Satisfied with Services	5 (100%)	818 (90.2%)	+ 9.8
13 Got the Help I Needed	2 (40.0%)	772 (86.8%)	- 46.8
14 Recommend Agency	6 (100%)	776 (89.8%)	+ 10.2

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	N/A	N/A	N/A	N/A	83.3	N/A
Access	02 Convenient Time	N/A	N/A	N/A	N/A	80.0	N/A
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	N/A	100	N/A
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	N/A	100	N/A
Quality	05 Treated with Respect	N/A	N/A	N/A	N/A	75.0	N/A
Quality	06 Understood Communication	N/A	N/A	N/A	N/A	83.3	N/A
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	N/A	80.0	N/A
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	N/A	60.0	N/A
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	N/A	60.0	N/A
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	N/A	40.0	N/A
General Satisfaction	14 Recommend Agency	N/A	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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1	YOUR PROGRAM	5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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	. (.%)	. (.%)	. (.%)	4 (66.7%)	. (.%)	. (.%)	4 (66.7%)
All	. (.%)	. (.%)	. (.%)	1 (16.7%)	. (.%)	. (.%)	1 (16.7%)
Missing	. (.%)	. (.%)	. (.%)	1 (16.7%)	. (.%)	. (.%)	1 (16.7%)
Any Telehealth	. (.%)	. (.%)	. (.%)	1 (16.7%)	. (.%)	. (.%)	1 (16.7%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383847_3847CQR), N=10

November 2021 Survey Period

Prepared on 12/18/2021 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 *	.	10	10
Spanish	.	10	10
Survey methods							
Online survey	.	10	10

* 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%)	0 (0.0%)	10 (100%)	5.0
02 Convenient Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (40.0%)	6 (60.0%)	4.6
Domain: Quality						4.6
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (20.0%)	8 (80.0%)	4.8
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (40.0%)	6 (60.0%)	4.6
05 Treated with Respect	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (40.0%)	6 (60.0%)	4.6
06 Understood Communication	0 (0.0%)	0 (0.0%)	0 (0.0%)	6 (60.0%)	4 (40.0%)	4.4
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (40.0%)	6 (60.0%)	4.6
Domain: Care Coordination						4.5
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	6 (60.0%)	4 (40.0%)	4.4
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (40.0%)	6 (60.0%)	4.6
Domain: Outcome						4.4
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	0 (0.0%)	6 (60.0%)	4 (40.0%)	4.4
Domain: General Satisfaction						4.6
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (40.0%)	6 (60.0%)	4.6
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (40.0%)	6 (60.0%)	4.6
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (40.0%)	6 (60.0%)	4.6
14 Recommend Agency	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (40.0%)	6 (60.0%)	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

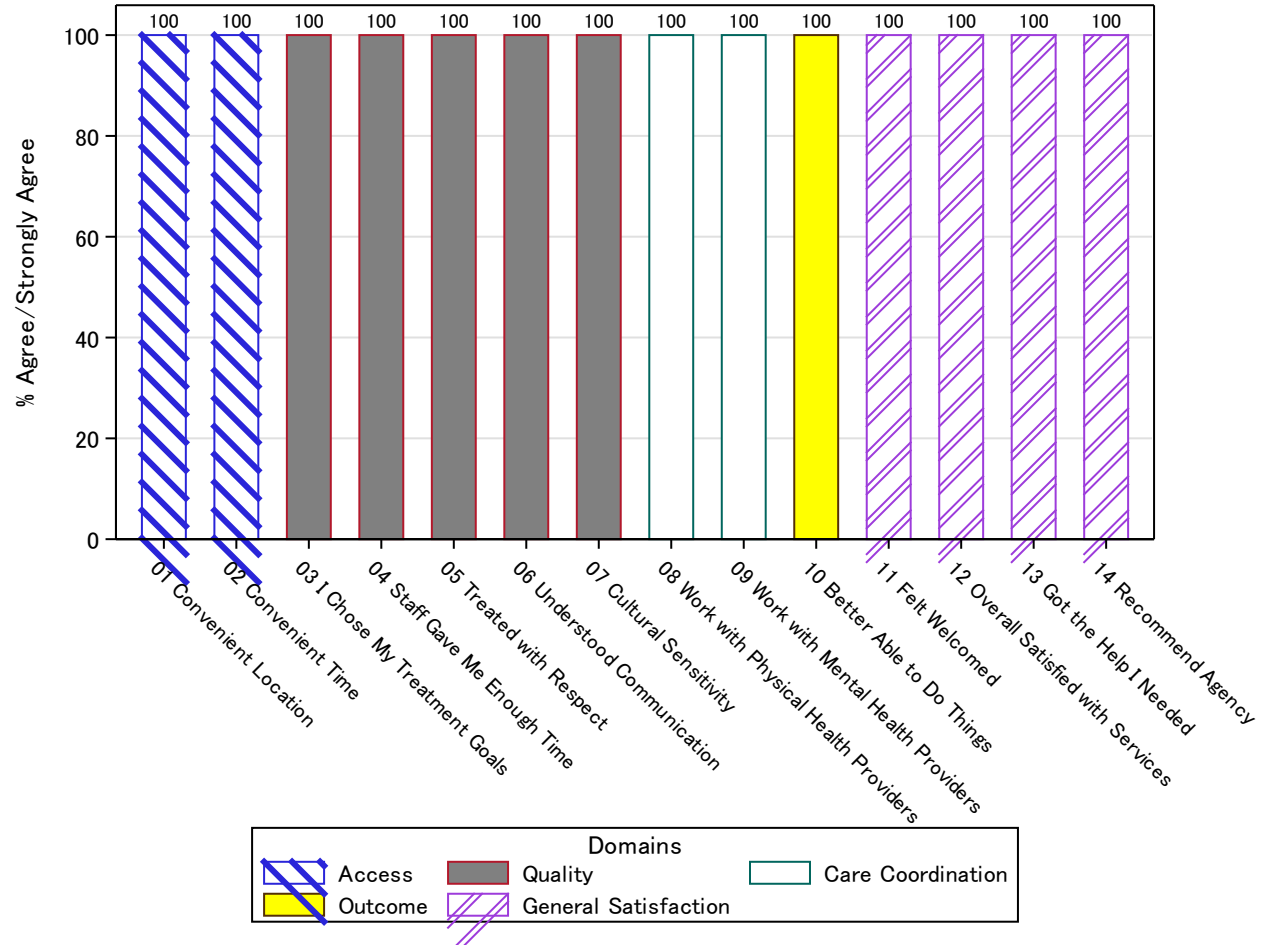


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	10 (100%)	804 (89.1%)	+ 10.9
02 Convenient Time	10 (100%)	822 (89.8%)	+ 10.2
Domain: Quality			
03 I Chose My Treatment Goals	10 (100%)	809 (89.1%)	+ 10.9
04 Staff Gave Me Enough Time	10 (100%)	808 (90.1%)	+ 9.9
05 Treated with Respect	10 (100%)	829 (91.8%)	+ 8.2
06 Understood Communication	10 (100%)	833 (92.5%)	+ 7.5
07 Cultural Sensitivity	10 (100%)	806 (89.9%)	+ 10.1
Domain: Care Coordination			
08 Work with Physical Health Providers	10 (100%)	731 (84.5%)	+ 15.5
09 Work with Mental Health Providers	10 (100%)	708 (84.2%)	+ 15.8
Domain: Outcome			
10 Better Able to Do Things	10 (100%)	782 (87.5%)	+ 12.5
Domain: General Satisfaction			
11 Felt Welcomed	10 (100%)	829 (91.3%)	+ 8.7
12 Overall Satisfied with Services	10 (100%)	818 (90.2%)	+ 9.8
13 Got the Help I Needed	10 (100%)	772 (86.8%)	+ 13.2
14 Recommend Agency	10 (100%)	776 (89.8%)	+ 10.2

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	N/A	N/A	75.0	100	100	+ 0.0
Access	02 Convenient Time	N/A	N/A	33.3	100	100	+ 0.0
Quality	03 I Chose My Treatment Goals	N/A	N/A	25.0	100	100	+ 0.0
Quality	04 Staff Gave Me Enough Time	N/A	N/A	33.3	100	100	+ 0.0
Quality	05 Treated with Respect	N/A	N/A	33.3	100	100	+ 0.0
Quality	06 Understood Communication	N/A	N/A	0.0	100	100	+ 0.0
Quality	07 Cultural Sensitivity	N/A	N/A	33.3	100	100	+ 0.0
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	33.3	60.0	100	+ 40.0
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	33.3	100	100	+ 0.0
Outcome	10 Better Able to Do Things	N/A	N/A	25.0	100	100	+ 0.0
General Satisfaction	11 Felt Welcomed	N/A	N/A	33.3	100	100	+ 0.0
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	33.3	83.3	100	+ 16.7
General Satisfaction	13 Got the Help I Needed	N/A	N/A	33.3	83.3	100	+ 16.7
General Satisfaction	14 Recommend Agency	N/A	N/A	33.3	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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1	YOUR PROGRAM	10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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 (20.0%)	. (.%)	. (.%)	. (.%)	. (.%)	2 (20.0%)
Very little	. (.%)	4 (40.0%)	. (.%)	. (.%)	. (.%)	. (.%)	4 (40.0%)
Almost all	. (.%)	4 (40.0%)	. (.%)	. (.%)	. (.%)	. (.%)	4 (40.0%)
Any Telehealth	. (.%)	8 (80.0%)	. (.%)	. (.%)	. (.%)	. (.%)	8 (80.0%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383875_3834ARS), N=7

November 2021 Survey Period

Prepared on 12/18/2021 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							
Paper/data entry	.	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						4.5
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%)	1 (16.7%)	4 (66.7%)	1 (16.7%)	4.0
Domain: Quality						4.2
03 I Chose My Treatment Goals	0 (0.0%)	1 (16.7%)	0 (0.0%)	3 (50.0%)	2 (33.3%)	4.0
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	2 (33.3%)	3 (50.0%)	1 (16.7%)	3.8
05 Treated with Respect	0 (0.0%)	0 (0.0%)	1 (14.3%)	3 (42.9%)	3 (42.9%)	4.3
06 Understood Communication	0 (0.0%)	0 (0.0%)	1 (14.3%)	3 (42.9%)	3 (42.9%)	4.3
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	1 (16.7%)	3 (50.0%)	2 (33.3%)	4.2
Domain: Care Coordination						4.1
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	2 (28.6%)	3 (42.9%)	2 (28.6%)	4.0
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	2 (33.3%)	1 (16.7%)	3 (50.0%)	4.2
Domain: Outcome						4.2
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	2 (33.3%)	1 (16.7%)	3 (50.0%)	4.2
Domain: General Satisfaction						4.3
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (28.6%)	5 (71.4%)	4.7
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	1 (16.7%)	2 (33.3%)	3 (50.0%)	4.3
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	3 (50.0%)	0 (0.0%)	3 (50.0%)	4.0
14 Recommend Agency	0 (0.0%)	0 (0.0%)	1 (16.7%)	2 (33.3%)	3 (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

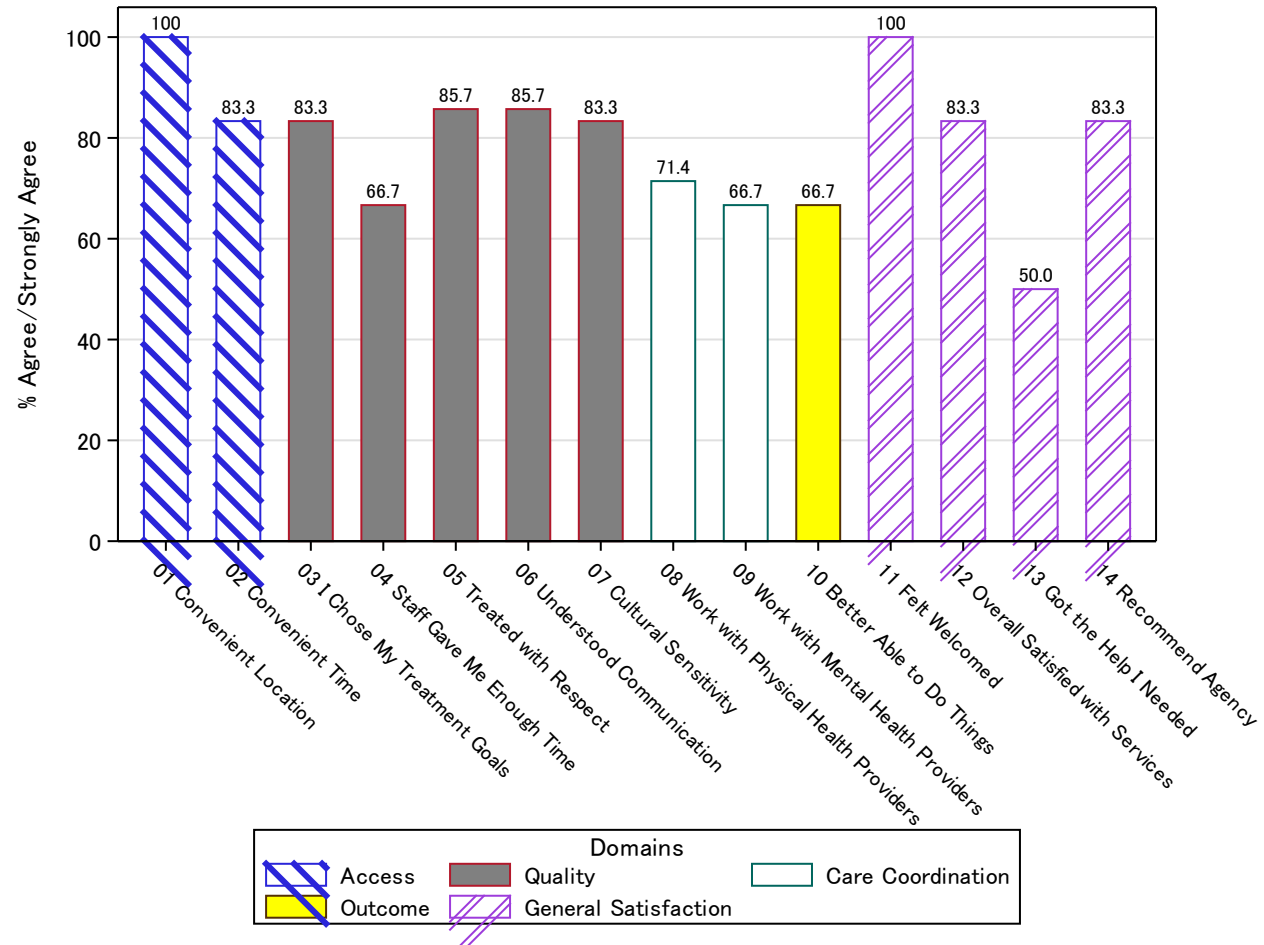


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	7 (100%)	804 (89.1%)	+ 10.9
02 Convenient Time	5 (83.3%)	822 (89.8%)	- 6.5
Domain: Quality			
03 I Chose My Treatment Goals	5 (83.3%)	809 (89.1%)	- 5.8
04 Staff Gave Me Enough Time	4 (66.7%)	808 (90.1%)	- 23.4
05 Treated with Respect	6 (85.7%)	829 (91.8%)	- 6.1
06 Understood Communication	6 (85.7%)	833 (92.5%)	- 6.8
07 Cultural Sensitivity	5 (83.3%)	806 (89.9%)	- 6.6
Domain: Care Coordination			
08 Work with Physical Health Providers	5 (71.4%)	731 (84.5%)	- 13.1
09 Work with Mental Health Providers	4 (66.7%)	708 (84.2%)	- 17.5
Domain: Outcome			
10 Better Able to Do Things	4 (66.7%)	782 (87.5%)	- 20.8
Domain: General Satisfaction			
11 Felt Welcomed	7 (100%)	829 (91.3%)	+ 8.7
12 Overall Satisfied with Services	5 (83.3%)	818 (90.2%)	- 6.9
13 Got the Help I Needed	3 (50.0%)	772 (86.8%)	- 36.8
14 Recommend Agency	5 (83.3%)	776 (89.8%)	- 6.5

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	N/A	N/A	N/A	N/A	100	N/A
Access	02 Convenient Time	N/A	N/A	N/A	N/A	83.3	N/A
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	N/A	83.3	N/A
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	N/A	66.7	N/A
Quality	05 Treated with Respect	N/A	N/A	N/A	N/A	85.7	N/A
Quality	06 Understood Communication	N/A	N/A	N/A	N/A	85.7	N/A
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	N/A	83.3	N/A
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	N/A	71.4	N/A
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	N/A	66.7	N/A
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	N/A	66.7	N/A
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	N/A	83.3	N/A
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	N/A	50.0	N/A
General Satisfaction	14 Recommend Agency	N/A	N/A	N/A	N/A	83.3	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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38	YOUR PROGRAM	6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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	. (.%)	5 (71.4%)	. (.%)	. (.%)	. (.%)	. (.%)	5 (71.4%)
About half	. (.%)	1 (14.3%)	. (.%)	. (.%)	. (.%)	. (.%)	1 (14.3%)
Any Telehealth	. (.%)	6 (85.7%)	. (.%)	. (.%)	. (.%)	. (.%)	6 (85.7%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (383887_38874), N=88

November 2021 Survey Period

Prepared on 12/18/2021 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 *	88	88
English	88	88
Survey methods							
Paper/data entry	88	88

* 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 (1.2%)	2 (2.5%)	9 (11.1%)	25 (30.9%)	44 (54.3%)	4.3
02 Convenient Time	2 (2.4%)	1 (1.2%)	6 (7.2%)	25 (30.1%)	49 (59.0%)	4.4
Domain: Quality						4.5
03 I Chose My Treatment Goals	1 (1.2%)	0 (0.0%)	9 (11.0%)	22 (26.8%)	50 (61.0%)	4.5
04 Staff Gave Me Enough Time	1 (1.2%)	5 (6.1%)	4 (4.9%)	26 (31.7%)	46 (56.1%)	4.4
05 Treated with Respect	1 (1.2%)	3 (3.6%)	2 (2.4%)	25 (30.1%)	52 (62.7%)	4.5
06 Understood Communication	0 (0.0%)	2 (2.4%)	5 (6.0%)	21 (25.3%)	55 (66.3%)	4.6
07 Cultural Sensitivity	3 (3.7%)	1 (1.2%)	8 (9.9%)	20 (24.7%)	49 (60.5%)	4.4
Domain: Care Coordination						4.3
08 Work with Physical Health Providers	4 (4.8%)	2 (2.4%)	8 (9.5%)	26 (31.0%)	44 (52.4%)	4.2
09 Work with Mental Health Providers	4 (5.1%)	2 (2.6%)	8 (10.3%)	19 (24.4%)	45 (57.7%)	4.3
Domain: Outcome						4.3
10 Better Able to Do Things	4 (4.9%)	2 (2.4%)	7 (8.5%)	24 (29.3%)	45 (54.9%)	4.3
Domain: General Satisfaction						4.4
11 Felt Welcomed	2 (2.5%)	3 (3.8%)	7 (8.9%)	16 (20.3%)	51 (64.6%)	4.4
12 Overall Satisfied with Services	4 (4.8%)	3 (3.6%)	6 (7.1%)	23 (27.4%)	48 (57.1%)	4.3
13 Got the Help I Needed	3 (3.7%)	4 (4.9%)	5 (6.1%)	23 (28.0%)	47 (57.3%)	4.3
14 Recommend Agency	3 (3.7%)	1 (1.2%)	6 (7.3%)	19 (23.2%)	53 (64.6%)	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

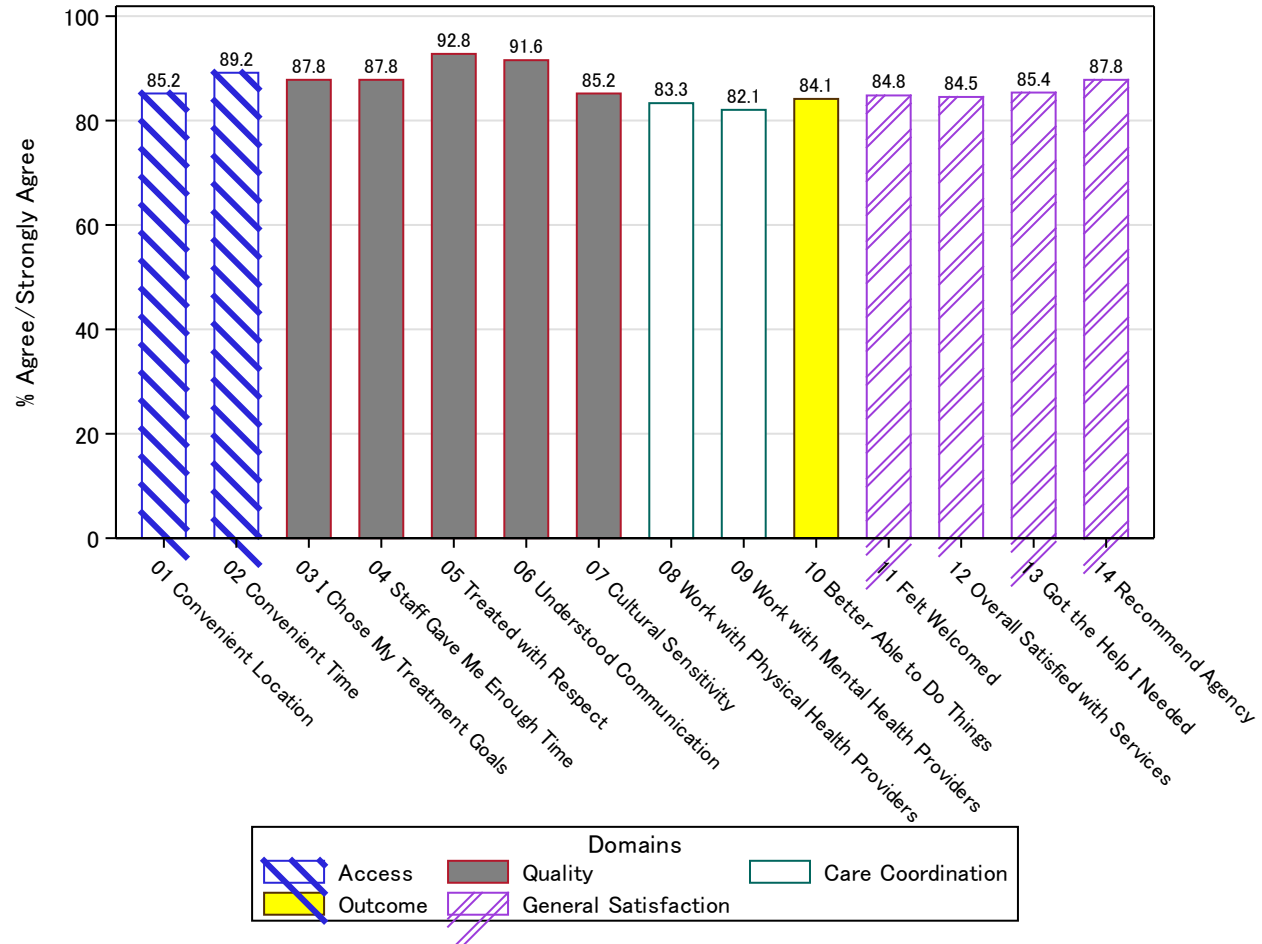


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	69 (85.2%)	804 (89.1%)	- 3.9
02 Convenient Time	74 (89.2%)	822 (89.8%)	- 0.6
Domain: Quality			
03 I Chose My Treatment Goals	72 (87.8%)	809 (89.1%)	- 1.3
04 Staff Gave Me Enough Time	72 (87.8%)	808 (90.1%)	- 2.3
05 Treated with Respect	77 (92.8%)	829 (91.8%)	+ 1.0
06 Understood Communication	76 (91.6%)	833 (92.5%)	- 0.9
07 Cultural Sensitivity	69 (85.2%)	806 (89.9%)	- 4.7
Domain: Care Coordination			
08 Work with Physical Health Providers	70 (83.3%)	731 (84.5%)	- 1.2
09 Work with Mental Health Providers	64 (82.1%)	708 (84.2%)	- 2.1
Domain: Outcome			
10 Better Able to Do Things	69 (84.1%)	782 (87.5%)	- 3.4
Domain: General Satisfaction			
11 Felt Welcomed	67 (84.8%)	829 (91.3%)	- 6.5
12 Overall Satisfied with Services	71 (84.5%)	818 (90.2%)	- 5.7
13 Got the Help I Needed	70 (85.4%)	772 (86.8%)	- 1.4
14 Recommend Agency	72 (87.8%)	776 (89.8%)	- 2.0

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	81.0	N/A	85.1	87.3	85.2	- 2.1
Access	02 Convenient Time	92.7	N/A	87.4	91.1	89.2	- 1.9
Quality	03 I Chose My Treatment Goals	86.9	N/A	86.3	92.1	87.8	- 4.3
Quality	04 Staff Gave Me Enough Time	91.7	N/A	88.1	91.1	87.8	- 3.3
Quality	05 Treated with Respect	86.2	N/A	86.4	94.0	92.8	- 1.2
Quality	06 Understood Communication	85.2	N/A	89.4	92.0	91.6	- 0.4
Quality	07 Cultural Sensitivity	85.7	N/A	84.5	89.1	85.2	- 3.9
Care Coordination	08 Work with Physical Health Providers	83.1	N/A	82.0	89.1	83.3	- 5.8
Care Coordination	09 Work with Mental Health Providers	81.0	N/A	81.1	88.2	82.1	- 6.1
Outcome	10 Better Able to Do Things	89.8	N/A	86.9	91.1	84.1	- 7.0
General Satisfaction	11 Felt Welcomed	87.7	N/A	87.7	93.0	84.8	- 8.2
General Satisfaction	12 Overall Satisfied with Services *	86.9	N/A	87.7	94.0	84.5	- 9.5
General Satisfaction	13 Got the Help I Needed	82.5	N/A	86.4	90.0	85.4	- 4.6
General Satisfaction	14 Recommend Agency	87.7	N/A	87.4	93.9	87.8	- 6.1

* 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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37	YOUR PROGRAM	84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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=22

November 2021 Survey Period

Prepared on 12/18/2021 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 *	22	22
English	22	22
Survey methods							
Online survey	22	22

* 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%)	2 (12.5%)	14 (87.5%)	4.9
02 Convenient Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	8 (36.4%)	14 (63.6%)	4.6
Domain: Quality						4.9
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (9.1%)	20 (90.9%)	4.9
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (10.0%)	18 (90.0%)	4.9
05 Treated with Respect	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	20 (100%)	5.0
06 Understood Communication	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (20.0%)	16 (80.0%)	4.8
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (20.0%)	16 (80.0%)	4.8
Domain: Care Coordination						4.3
08 Work with Physical Health Providers	0 (0.0%)	2 (14.3%)	2 (14.3%)	4 (28.6%)	6 (42.9%)	4.0
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	2 (14.3%)	2 (14.3%)	10 (71.4%)	4.6
Domain: Outcome						4.7
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	2 (10.0%)	2 (10.0%)	16 (80.0%)	4.7
Domain: General Satisfaction						4.8
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (10.0%)	18 (90.0%)	4.9
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (20.0%)	16 (80.0%)	4.8
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	0 (0.0%)	8 (40.0%)	12 (60.0%)	4.6
14 Recommend Agency	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (10.0%)	18 (90.0%)	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

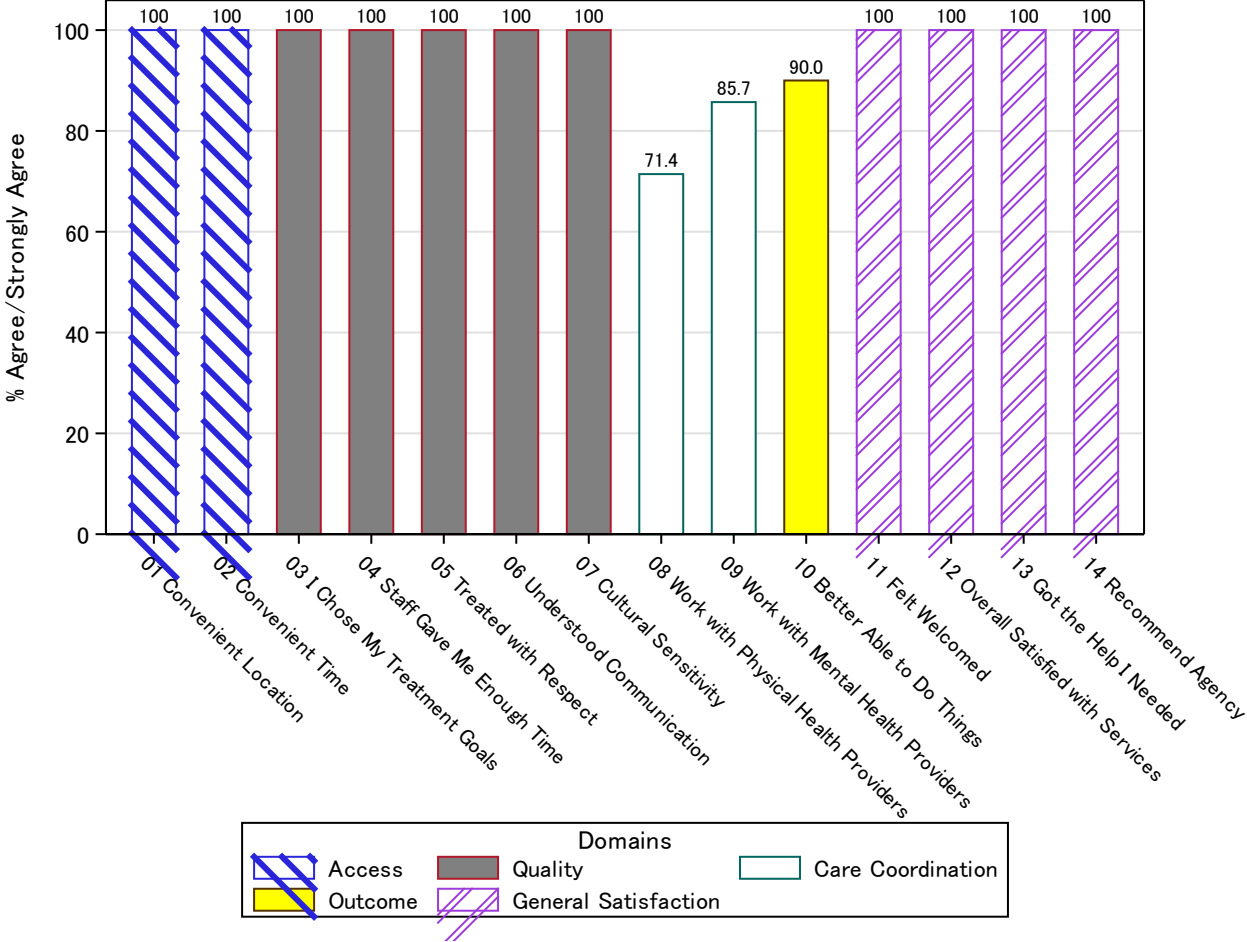


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	16 (100%)	804 (89.1%)	+ 10.9
02 Convenient Time	22 (100%)	822 (89.8%)	+ 10.2
Domain: Quality			
03 I Chose My Treatment Goals	22 (100%)	809 (89.1%)	+ 10.9
04 Staff Gave Me Enough Time	20 (100%)	808 (90.1%)	+ 9.9
05 Treated with Respect	20 (100%)	829 (91.8%)	+ 8.2
06 Understood Communication	20 (100%)	833 (92.5%)	+ 7.5
07 Cultural Sensitivity	20 (100%)	806 (89.9%)	+ 10.1
Domain: Care Coordination			
08 Work with Physical Health Providers	10 (71.4%)	731 (84.5%)	- 13.1
09 Work with Mental Health Providers	12 (85.7%)	708 (84.2%)	+ 1.5
Domain: Outcome			
10 Better Able to Do Things	18 (90.0%)	782 (87.5%)	+ 2.5
Domain: General Satisfaction			
11 Felt Welcomed	20 (100%)	829 (91.3%)	+ 8.7
12 Overall Satisfied with Services	20 (100%)	818 (90.2%)	+ 9.8
13 Got the Help I Needed	20 (100%)	772 (86.8%)	+ 13.2
14 Recommend Agency	20 (100%)	776 (89.8%)	+ 10.2

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	96.9	100	N/A	92.9	100	+ 7.1
Access	02 Convenient Time	95.6	93.3	N/A	97.3	100	+ 2.7
Quality	03 I Chose My Treatment Goals	95.3	93.3	N/A	94.6	100	+ 5.4
Quality	04 Staff Gave Me Enough Time	94.8	100	N/A	94.4	100	+ 5.6
Quality	05 Treated with Respect	98.8	100	N/A	97.2	100	+ 2.8
Quality	06 Understood Communication	98.1	100	N/A	97.3	100	+ 2.7
Quality	07 Cultural Sensitivity	98.7	100	N/A	94.3	100	+ 5.7
Care Coordination	08 Work with Physical Health Providers	86.9	85.7	N/A	57.1	71.4	+ 14.3
Care Coordination	09 Work with Mental Health Providers	88.6	100	N/A	78.6	85.7	+ 7.1
Outcome	10 Better Able to Do Things	93.1	93.3	N/A	94.4	90.0	- 4.4
General Satisfaction	11 Felt Welcomed	98.8	100	N/A	97.2	100	+ 2.8
General Satisfaction	12 Overall Satisfied with Services *	98.1	100	N/A	97.2	100	+ 2.8
General Satisfaction	13 Got the Help I Needed	93.8	93.3	N/A	91.7	100	+ 8.3
General Satisfaction	14 Recommend Agency	96.8	100	N/A	94.4	100	+ 5.6

* 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, 2020 and 2021 (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	20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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 (388910_3834ARS), N=11

November 2021 Survey Period

Prepared on 12/18/2021 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						4.6
01 Convenient Location	0 (0.0%)	0 (0.0%)	0 (0.0%)	5 (45.5%)	6 (54.5%)	4.5
02 Convenient Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (27.3%)	8 (72.7%)	4.7
Domain: Quality						4.9
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (18.2%)	9 (81.8%)	4.8
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (18.2%)	9 (81.8%)	4.8
05 Treated with Respect	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (9.1%)	10 (90.9%)	4.9
06 Understood Communication	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (9.1%)	10 (90.9%)	4.9
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	1 (9.1%)	0 (0.0%)	10 (90.9%)	4.8
Domain: Care Coordination						4.9
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	1 (9.1%)	0 (0.0%)	10 (90.9%)	4.8
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (9.1%)	10 (90.9%)	4.9
Domain: Outcome						4.8
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (18.2%)	9 (81.8%)	4.8
Domain: General Satisfaction						4.8
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (9.1%)	10 (90.9%)	4.9
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (27.3%)	8 (72.7%)	4.7
13 Got the Help I Needed	0 (0.0%)	1 (9.1%)	0 (0.0%)	1 (9.1%)	9 (81.8%)	4.6
14 Recommend Agency	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (9.1%)	10 (90.9%)	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

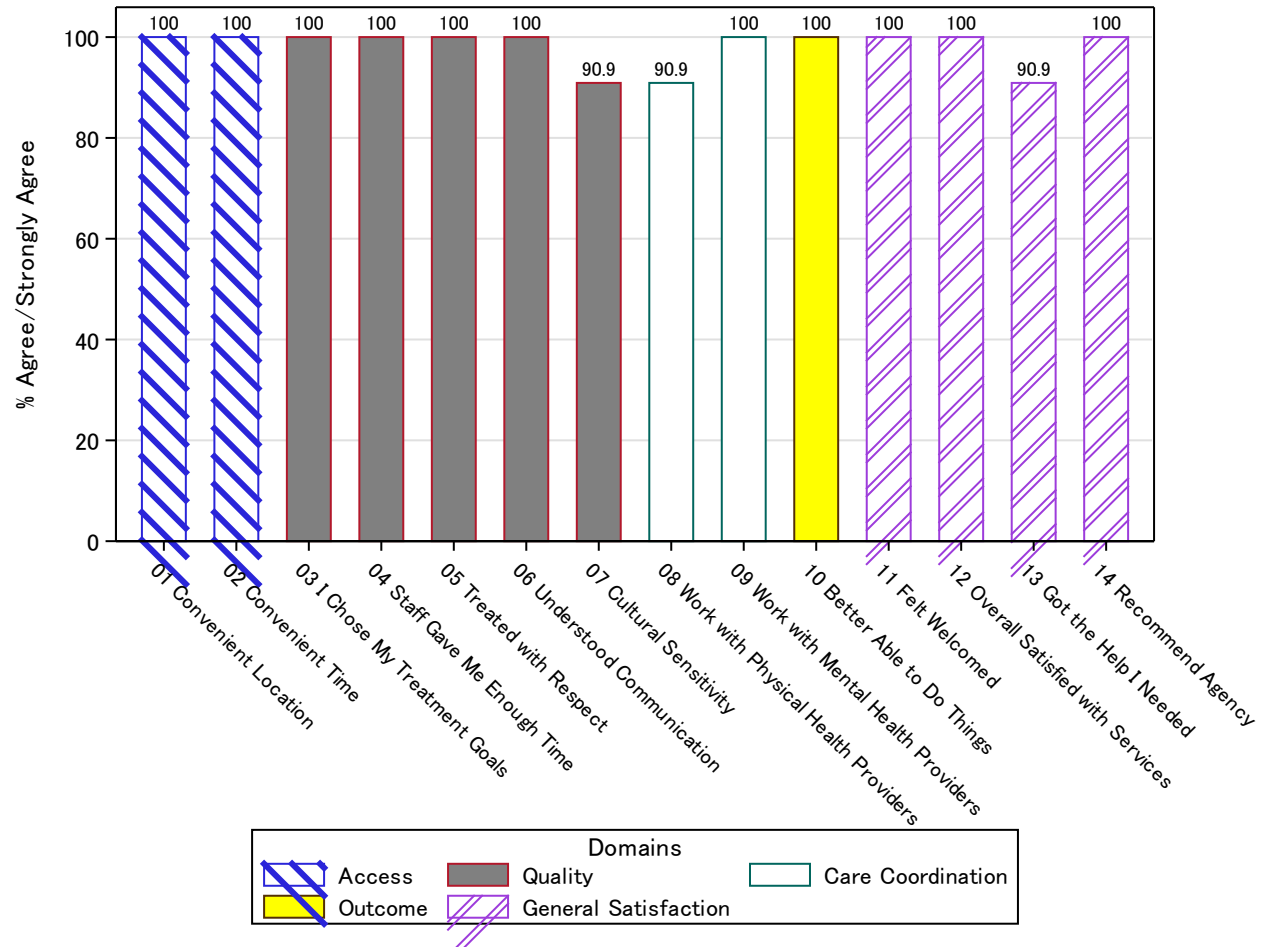


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	11 (100%)	804 (89.1%)	+ 10.9
02 Convenient Time	11 (100%)	822 (89.8%)	+ 10.2
Domain: Quality			
03 I Chose My Treatment Goals	11 (100%)	809 (89.1%)	+ 10.9
04 Staff Gave Me Enough Time	11 (100%)	808 (90.1%)	+ 9.9
05 Treated with Respect	11 (100%)	829 (91.8%)	+ 8.2
06 Understood Communication	11 (100%)	833 (92.5%)	+ 7.5
07 Cultural Sensitivity	10 (90.9%)	806 (89.9%)	+ 1.0
Domain: Care Coordination			
08 Work with Physical Health Providers	10 (90.9%)	731 (84.5%)	+ 6.4
09 Work with Mental Health Providers	11 (100%)	708 (84.2%)	+ 15.8
Domain: Outcome			
10 Better Able to Do Things	11 (100%)	782 (87.5%)	+ 12.5
Domain: General Satisfaction			
11 Felt Welcomed	11 (100%)	829 (91.3%)	+ 8.7
12 Overall Satisfied with Services	11 (100%)	818 (90.2%)	+ 9.8
13 Got the Help I Needed	10 (90.9%)	772 (86.8%)	+ 4.1
14 Recommend Agency	11 (100%)	776 (89.8%)	+ 10.2

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	N/A	N/A	N/A	N/A	100	N/A
Access	02 Convenient Time	N/A	N/A	N/A	N/A	100	N/A
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	N/A	100	N/A
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	N/A	100	N/A
Quality	05 Treated with Respect	N/A	N/A	N/A	N/A	100	N/A
Quality	06 Understood Communication	N/A	N/A	N/A	N/A	100	N/A
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	N/A	90.9	N/A
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	N/A	90.9	N/A
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	N/A	100	N/A
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	N/A	90.9	N/A
General Satisfaction	14 Recommend Agency	N/A	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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1	YOUR PROGRAM	11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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	. (.%)	6 (54.5%)	. (.%)	. (.%)	. (.%)	. (.%)	6 (54.5%)
Very little	. (.%)	4 (36.4%)	. (.%)	. (.%)	. (.%)	. (.%)	4 (36.4%)
About half	. (.%)	1 (9.1%)	. (.%)	. (.%)	. (.%)	. (.%)	1 (9.1%)
Any Telehealth	. (.%)	5 (45.5%)	. (.%)	. (.%)	. (.%)	. (.%)	5 (45.5%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (388912_89120DF), N=14

November 2021 Survey Period

Prepared on 12/18/2021 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 *	14	14
English	13	13
Spanish	1	1
Survey methods							
Paper/data entry	14	14

* 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						3.7
01 Convenient Location	0 (0.0%)	0 (0.0%)	5 (45.5%)	3 (27.3%)	3 (27.3%)	3.8
02 Convenient Time	0 (0.0%)	4 (28.6%)	2 (14.3%)	3 (21.4%)	5 (35.7%)	3.6
Domain: Quality						4.1
03 I Chose My Treatment Goals	0 (0.0%)	6 (50.0%)	0 (0.0%)	1 (8.3%)	5 (41.7%)	3.4
04 Staff Gave Me Enough Time	0 (0.0%)	4 (28.6%)	0 (0.0%)	5 (35.7%)	5 (35.7%)	3.8
05 Treated with Respect	0 (0.0%)	0 (0.0%)	0 (0.0%)	5 (41.7%)	7 (58.3%)	4.6
06 Understood Communication	0 (0.0%)	0 (0.0%)	0 (0.0%)	6 (42.9%)	8 (57.1%)	4.6
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	0 (0.0%)	9 (64.3%)	5 (35.7%)	4.4
Domain: Care Coordination						4.3
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	10 (71.4%)	4 (28.6%)	4.3
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	2 (16.7%)	6 (50.0%)	4 (33.3%)	4.2
Domain: Outcome						4.3
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	0 (0.0%)	8 (66.7%)	4 (33.3%)	4.3
Domain: General Satisfaction						4.4
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	2 (14.3%)	6 (42.9%)	6 (42.9%)	4.3
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	0 (0.0%)	6 (50.0%)	6 (50.0%)	4.5
13 Got the Help I Needed	0 (0.0%)	1 (7.1%)	1 (7.1%)	8 (57.1%)	4 (28.6%)	4.1
14 Recommend Agency	0 (0.0%)	0 (0.0%)	0 (0.0%)	10 (71.4%)	4 (28.6%)	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

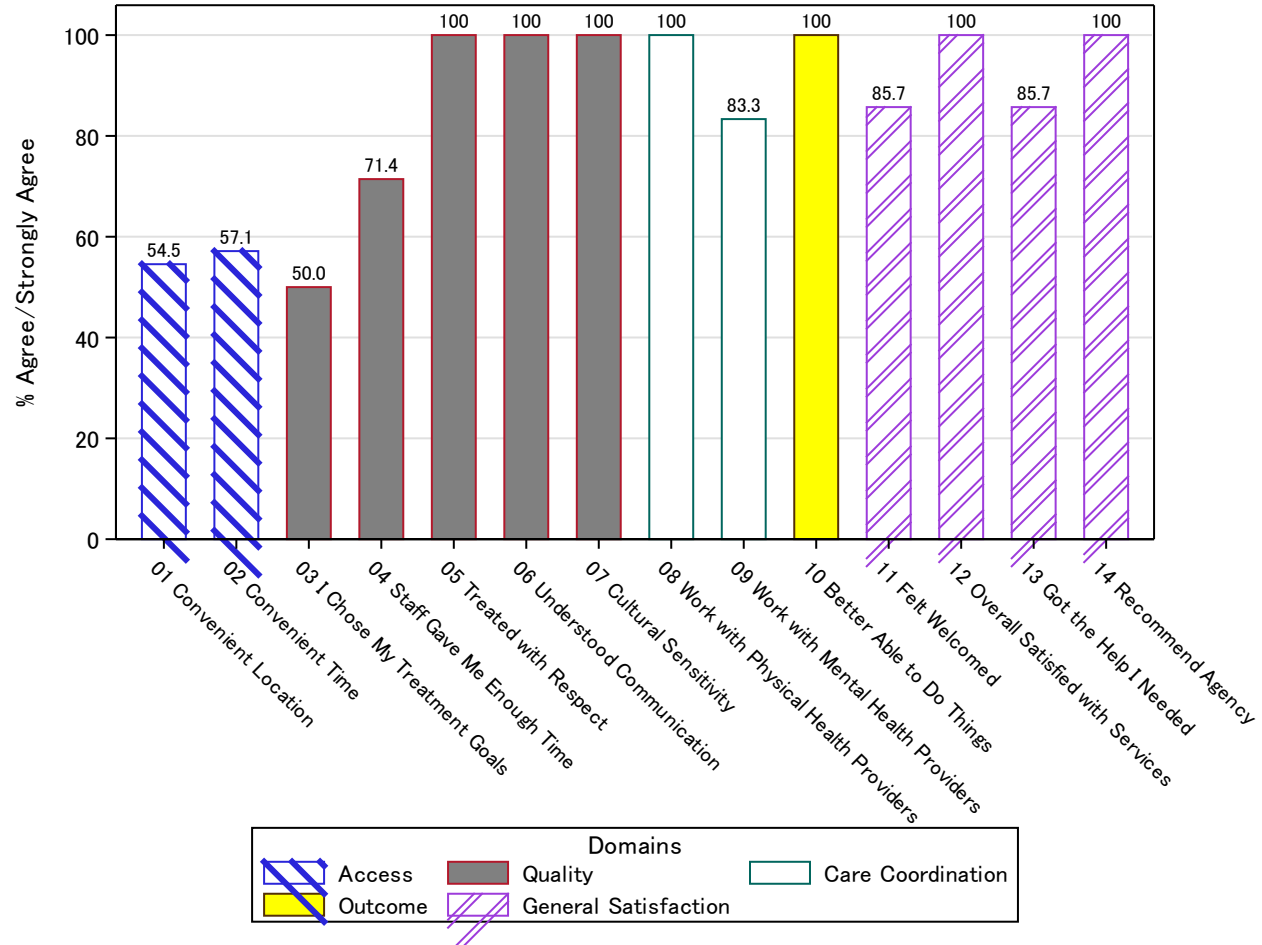


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	6 (54.5%)	804 (89.1%)	- 34.6
02 Convenient Time	8 (57.1%)	822 (89.8%)	- 32.7
Domain: Quality			
03 I Chose My Treatment Goals	6 (50.0%)	809 (89.1%)	- 39.1
04 Staff Gave Me Enough Time	10 (71.4%)	808 (90.1%)	- 18.7
05 Treated with Respect	12 (100%)	829 (91.8%)	+ 8.2
06 Understood Communication	14 (100%)	833 (92.5%)	+ 7.5
07 Cultural Sensitivity	14 (100%)	806 (89.9%)	+ 10.1
Domain: Care Coordination			
08 Work with Physical Health Providers	14 (100%)	731 (84.5%)	+ 15.5
09 Work with Mental Health Providers	10 (83.3%)	708 (84.2%)	- 0.9
Domain: Outcome			
10 Better Able to Do Things	12 (100%)	782 (87.5%)	+ 12.5
Domain: General Satisfaction			
11 Felt Welcomed	12 (85.7%)	829 (91.3%)	- 5.6
12 Overall Satisfied with Services	12 (100%)	818 (90.2%)	+ 9.8
13 Got the Help I Needed	12 (85.7%)	772 (86.8%)	- 1.1
14 Recommend Agency	14 (100%)	776 (89.8%)	+ 10.2

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	N/A	N/A	N/A	N/A	54.5	N/A
Access	02 Convenient Time	N/A	N/A	N/A	N/A	57.1	N/A
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	N/A	50.0	N/A
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	N/A	71.4	N/A
Quality	05 Treated with Respect	N/A	N/A	N/A	N/A	100	N/A
Quality	06 Understood Communication	N/A	N/A	N/A	N/A	100	N/A
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	N/A	100	N/A
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	N/A	100	N/A
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	N/A	83.3	N/A
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	N/A	85.7	N/A
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	N/A	85.7	N/A
General Satisfaction	14 Recommend Agency	N/A	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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1	YOUR PROGRAM	12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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 (388920_8920AP), N=12

November 2021 Survey Period

Prepared on 12/18/2021 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 *	12	12
English	12	12
Survey methods							
Online survey	10	10
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%)	2 (33.3%)	4 (66.7%)	4.7
02 Convenient Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (16.7%)	10 (83.3%)	4.8
Domain: Quality						4.6
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (16.7%)	10 (83.3%)	4.8
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	2 (20.0%)	0 (0.0%)	8 (80.0%)	4.6
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%)	4 (33.3%)	8 (66.7%)	4.7
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	0 (0.0%)	6 (50.0%)	6 (50.0%)	4.5
Domain: Care Coordination						4.5
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	2 (16.7%)	2 (16.7%)	8 (66.7%)	4.5
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	6 (50.0%)	6 (50.0%)	4.5
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%)	2 (16.7%)	10 (83.3%)	4.8
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (16.7%)	10 (83.3%)	4.8
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (33.3%)	8 (66.7%)	4.7
14 Recommend Agency	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (16.7%)	10 (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

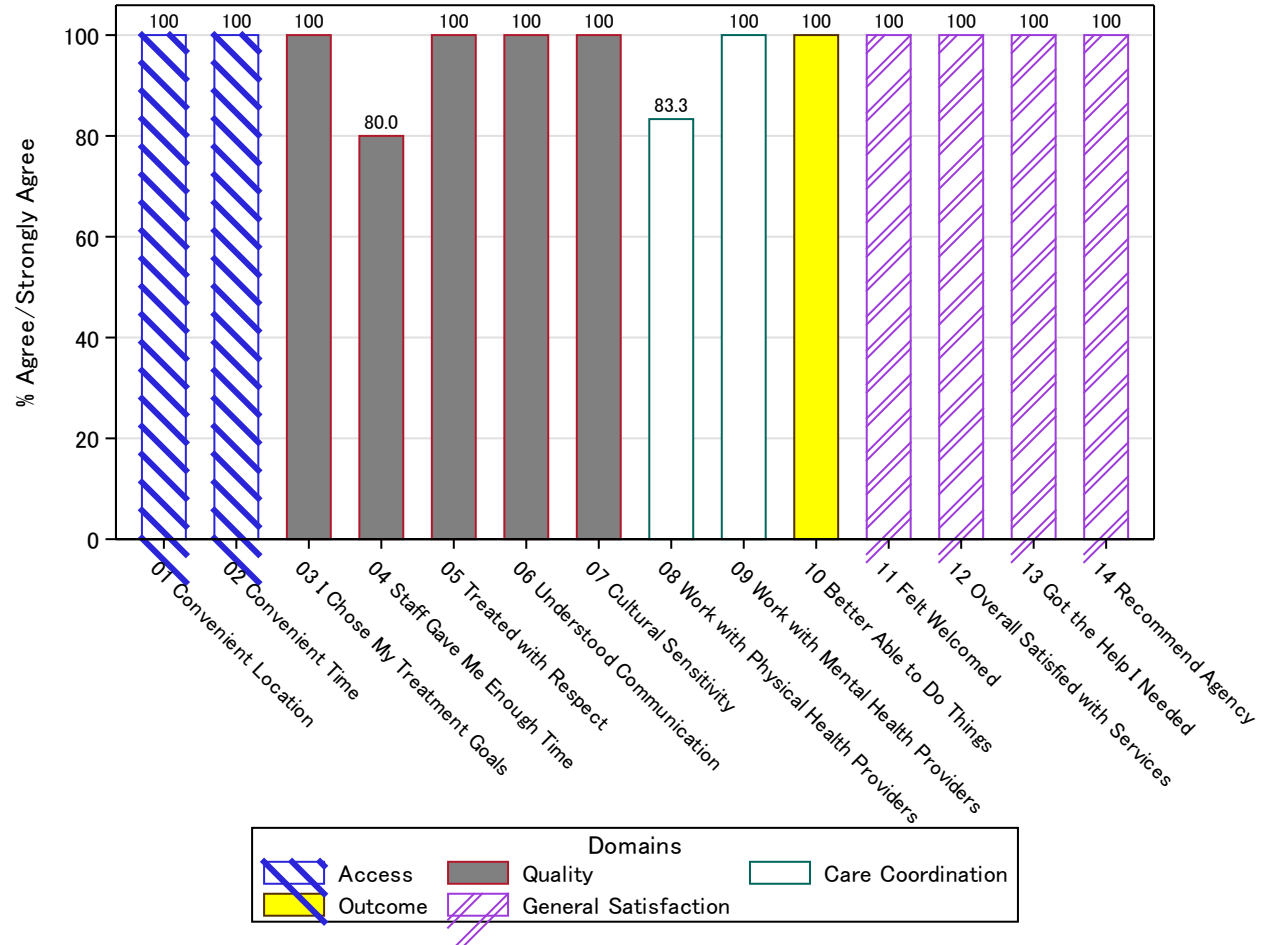


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	6 (100%)	804 (89.1%)	+ 10.9
02 Convenient Time	12 (100%)	822 (89.8%)	+ 10.2
Domain: Quality			
03 I Chose My Treatment Goals	12 (100%)	809 (89.1%)	+ 10.9
04 Staff Gave Me Enough Time	8 (80.0%)	808 (90.1%)	- 10.1
05 Treated with Respect	10 (100%)	829 (91.8%)	+ 8.2
06 Understood Communication	12 (100%)	833 (92.5%)	+ 7.5
07 Cultural Sensitivity	12 (100%)	806 (89.9%)	+ 10.1
Domain: Care Coordination			
08 Work with Physical Health Providers	10 (83.3%)	731 (84.5%)	- 1.2
09 Work with Mental Health Providers	12 (100%)	708 (84.2%)	+ 15.8
Domain: Outcome			
10 Better Able to Do Things	10 (100%)	782 (87.5%)	+ 12.5
Domain: General Satisfaction			
11 Felt Welcomed	12 (100%)	829 (91.3%)	+ 8.7
12 Overall Satisfied with Services	12 (100%)	818 (90.2%)	+ 9.8
13 Got the Help I Needed	12 (100%)	772 (86.8%)	+ 13.2
14 Recommend Agency	12 (100%)	776 (89.8%)	+ 10.2

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	N/A	N/A	100	100	100	+ 0.0
Access	02 Convenient Time	N/A	N/A	85.7	100	100	+ 0.0
Quality	03 I Chose My Treatment Goals	N/A	N/A	100	100	100	+ 0.0
Quality	04 Staff Gave Me Enough Time	N/A	N/A	100	100	80.0	- 20.0
Quality	05 Treated with Respect	N/A	N/A	100	100	100	+ 0.0
Quality	06 Understood Communication	N/A	N/A	100	100	100	+ 0.0
Quality	07 Cultural Sensitivity	N/A	N/A	100	100	100	+ 0.0
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	100	80.0	83.3	+ 3.3
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	100	80.0	100	+ 20.0
Outcome	10 Better Able to Do Things	N/A	N/A	85.7	100	100	+ 0.0
General Satisfaction	11 Felt Welcomed	N/A	N/A	100	100	100	+ 0.0
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	100	100	100	+ 0.0
General Satisfaction	13 Got the Help I Needed	N/A	N/A	100	100	100	+ 0.0
General Satisfaction	14 Recommend Agency	N/A	N/A	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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1	YOUR PROGRAM	12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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_8921HSOP), N=28

November 2021 Survey Period

Prepared on 12/18/2021 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 *	28	28
English	28	28
Survey methods							
Paper/data entry	28	28

* 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 (4.2%)	1 (4.2%)	0 (0.0%)	7 (29.2%)	15 (62.5%)	4.4
02 Convenient Time	1 (3.7%)	0 (0.0%)	0 (0.0%)	7 (25.9%)	19 (70.4%)	4.6
Domain: Quality						4.7
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	1 (3.8%)	9 (34.6%)	16 (61.5%)	4.6
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	1 (3.8%)	5 (19.2%)	20 (76.9%)	4.7
05 Treated with Respect	0 (0.0%)	0 (0.0%)	0 (0.0%)	5 (19.2%)	21 (80.8%)	4.8
06 Understood Communication	0 (0.0%)	0 (0.0%)	1 (4.0%)	4 (16.0%)	20 (80.0%)	4.8
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	2 (7.7%)	7 (26.9%)	17 (65.4%)	4.6
Domain: Care Coordination						4.5
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	1 (4.2%)	8 (33.3%)	15 (62.5%)	4.6
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	3 (13.0%)	6 (26.1%)	14 (60.9%)	4.5
Domain: Outcome						4.4
10 Better Able to Do Things	0 (0.0%)	2 (7.7%)	2 (7.7%)	6 (23.1%)	16 (61.5%)	4.4
Domain: General Satisfaction						4.8
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (15.4%)	22 (84.6%)	4.8
12 Overall Satisfied with Services	0 (0.0%)	1 (4.0%)	0 (0.0%)	5 (20.0%)	19 (76.0%)	4.7
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	0 (0.0%)	7 (26.9%)	19 (73.1%)	4.7
14 Recommend Agency	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (16.0%)	21 (84.0%)	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

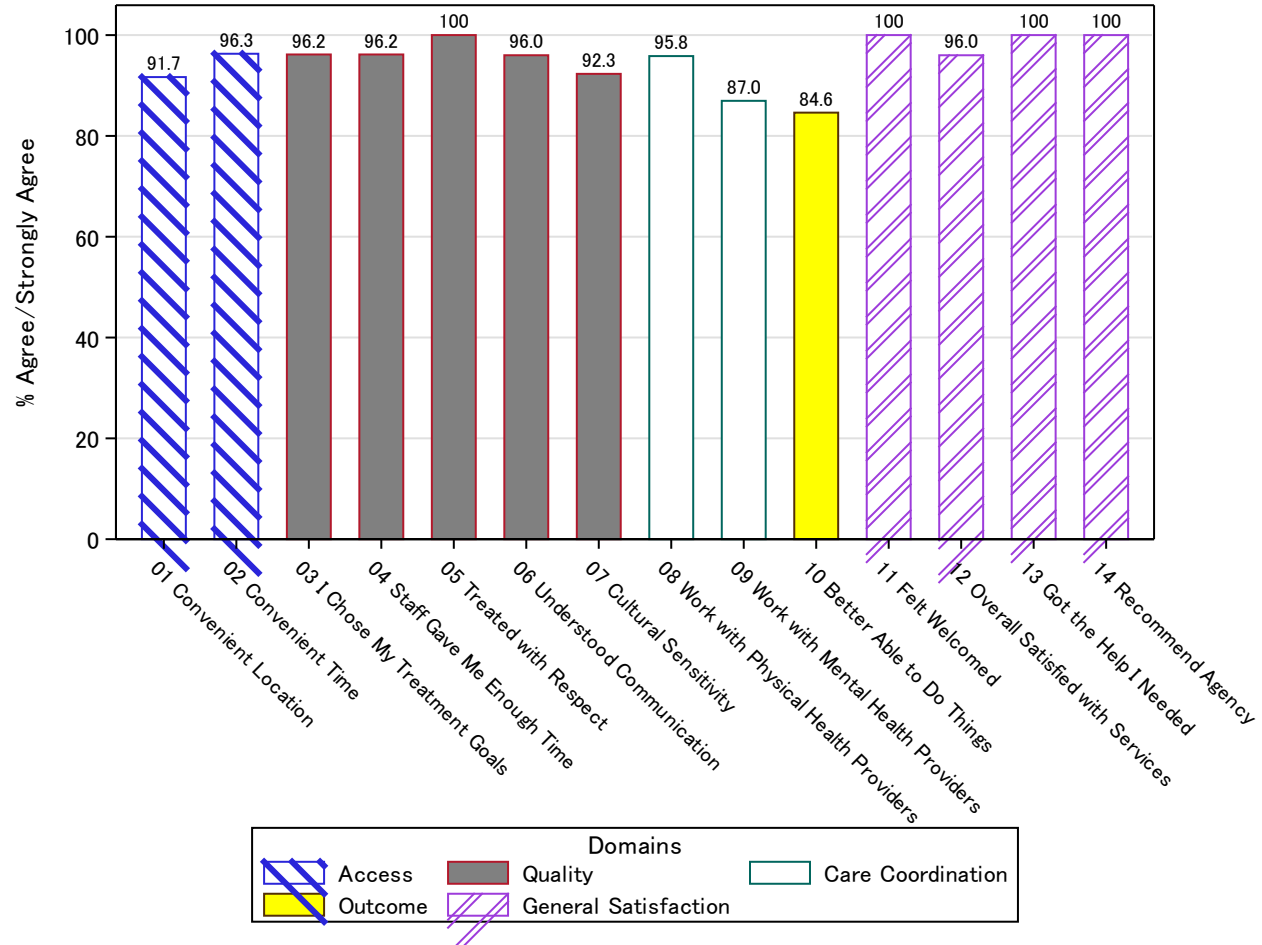


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	22 (91.7%)	804 (89.1%)	+ 2.6
02 Convenient Time	26 (96.3%)	822 (89.8%)	+ 6.5
Domain: Quality			
03 I Chose My Treatment Goals	25 (96.2%)	809 (89.1%)	+ 7.1
04 Staff Gave Me Enough Time	25 (96.2%)	808 (90.1%)	+ 6.1
05 Treated with Respect	26 (100%)	829 (91.8%)	+ 8.2
06 Understood Communication	24 (96.0%)	833 (92.5%)	+ 3.5
07 Cultural Sensitivity	24 (92.3%)	806 (89.9%)	+ 2.4
Domain: Care Coordination			
08 Work with Physical Health Providers	23 (95.8%)	731 (84.5%)	+ 11.3
09 Work with Mental Health Providers	20 (87.0%)	708 (84.2%)	+ 2.8
Domain: Outcome			
10 Better Able to Do Things	22 (84.6%)	782 (87.5%)	- 2.9
Domain: General Satisfaction			
11 Felt Welcomed	26 (100%)	829 (91.3%)	+ 8.7
12 Overall Satisfied with Services	24 (96.0%)	818 (90.2%)	+ 5.8
13 Got the Help I Needed	26 (100%)	772 (86.8%)	+ 13.2
14 Recommend Agency	25 (100%)	776 (89.8%)	+ 10.2

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	N/A	N/A	N/A	N/A	91.7	N/A
Access	02 Convenient Time	N/A	N/A	N/A	N/A	96.3	N/A
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	N/A	96.2	N/A
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	N/A	96.2	N/A
Quality	05 Treated with Respect	N/A	N/A	N/A	N/A	100	N/A
Quality	06 Understood Communication	N/A	N/A	N/A	N/A	96.0	N/A
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	N/A	92.3	N/A
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	N/A	95.8	N/A
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	N/A	87.0	N/A
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	N/A	84.6	N/A
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	N/A	96.0	N/A
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	N/A	100	N/A
General Satisfaction	14 Recommend Agency	N/A	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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28	YOUR PROGRAM	25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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 (388923_75134), N=16

November 2021 Survey Period

Prepared on 12/18/2021 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 *	.	.	16	.	.	.	16
English	.	.	16	.	.	.	16
Survey methods							
Paper/data entry	.	.	16	.	.	.	16

* 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%)	1 (6.3%)	9 (56.3%)	6 (37.5%)	4.3
02 Convenient Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	7 (43.8%)	9 (56.3%)	4.6
Domain: Quality						4.8
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (18.8%)	13 (81.3%)	4.8
04 Staff Gave Me Enough Time	0 (0.0%)	0 (0.0%)	1 (6.7%)	2 (13.3%)	12 (80.0%)	4.7
05 Treated with Respect	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (6.3%)	15 (93.8%)	4.9
06 Understood Communication	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (25.0%)	12 (75.0%)	4.8
07 Cultural Sensitivity	0 (0.0%)	0 (0.0%)	1 (6.3%)	5 (31.3%)	10 (62.5%)	4.6
Domain: Care Coordination						4.7
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (28.6%)	10 (71.4%)	4.7
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	6 (37.5%)	10 (62.5%)	4.6
Domain: Outcome						4.8
10 Better Able to Do Things	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (18.8%)	13 (81.3%)	4.8
Domain: General Satisfaction						4.7
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (26.7%)	11 (73.3%)	4.7
12 Overall Satisfied with Services	0 (0.0%)	0 (0.0%)	0 (0.0%)	5 (31.3%)	11 (68.8%)	4.7
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	1 (6.7%)	4 (26.7%)	10 (66.7%)	4.6
14 Recommend Agency	0 (0.0%)	0 (0.0%)	1 (6.3%)	4 (25.0%)	11 (68.8%)	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

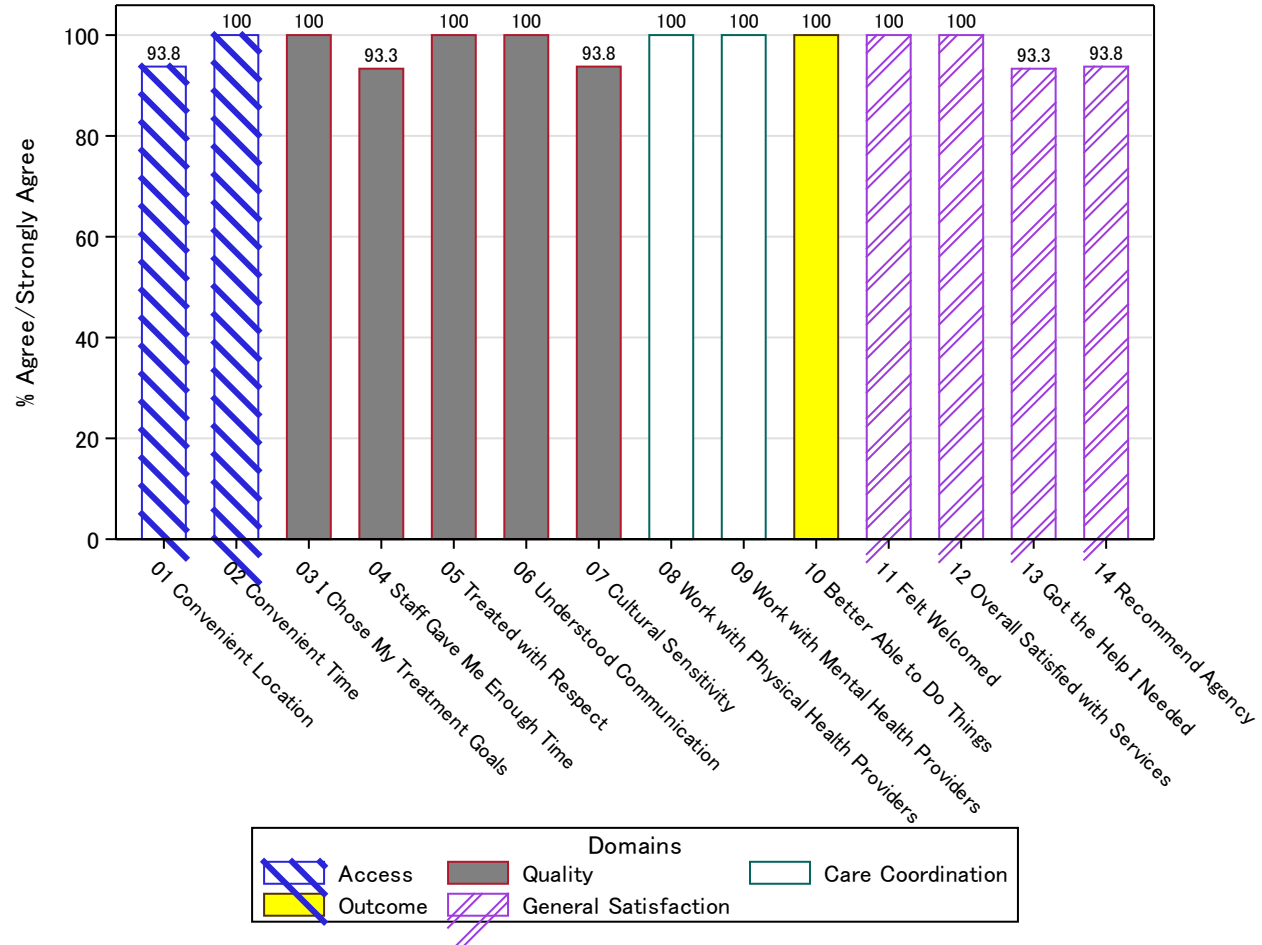


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	15 (93.8%)	804 (89.1%)	+ 4.7
02 Convenient Time	16 (100%)	822 (89.8%)	+ 10.2
Domain: Quality			
03 I Chose My Treatment Goals	16 (100%)	809 (89.1%)	+ 10.9
04 Staff Gave Me Enough Time	14 (93.3%)	808 (90.1%)	+ 3.2
05 Treated with Respect	16 (100%)	829 (91.8%)	+ 8.2
06 Understood Communication	16 (100%)	833 (92.5%)	+ 7.5
07 Cultural Sensitivity	15 (93.8%)	806 (89.9%)	+ 3.9
Domain: Care Coordination			
08 Work with Physical Health Providers	14 (100%)	731 (84.5%)	+ 15.5
09 Work with Mental Health Providers	16 (100%)	708 (84.2%)	+ 15.8
Domain: Outcome			
10 Better Able to Do Things	16 (100%)	782 (87.5%)	+ 12.5
Domain: General Satisfaction			
11 Felt Welcomed	15 (100%)	829 (91.3%)	+ 8.7
12 Overall Satisfied with Services	16 (100%)	818 (90.2%)	+ 9.8
13 Got the Help I Needed	14 (93.3%)	772 (86.8%)	+ 6.5
14 Recommend Agency	15 (93.8%)	776 (89.8%)	+ 4.0

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	N/A	75.0	N/A	N/A	93.8	N/A
Access	02 Convenient Time	N/A	100	N/A	N/A	100	N/A
Quality	03 I Chose My Treatment Goals	N/A	100	N/A	N/A	100	N/A
Quality	04 Staff Gave Me Enough Time	N/A	100	N/A	N/A	93.3	N/A
Quality	05 Treated with Respect	N/A	100	N/A	N/A	100	N/A
Quality	06 Understood Communication	N/A	100	N/A	N/A	100	N/A
Quality	07 Cultural Sensitivity	N/A	100	N/A	N/A	93.8	N/A
Care Coordination	08 Work with Physical Health Providers	N/A	100	N/A	N/A	100	N/A
Care Coordination	09 Work with Mental Health Providers	N/A	87.5	N/A	N/A	100	N/A
Outcome	10 Better Able to Do Things	N/A	100	N/A	N/A	100	N/A
General Satisfaction	11 Felt Welcomed	N/A	100	N/A	N/A	100	N/A
General Satisfaction	12 Overall Satisfied with Services *	N/A	100	N/A	N/A	100	N/A
General Satisfaction	13 Got the Help I Needed	N/A	100	N/A	N/A	93.3	N/A
General Satisfaction	14 Recommend Agency	N/A	100	N/A	N/A	93.8	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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1	YOUR PROGRAM	16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34		8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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 (18.8%)	. (.%)	. (.%)	. (.%)	3 (18.8%)
Very little	. (.%)	. (.%)	5 (31.3%)	. (.%)	. (.%)	. (.%)	5 (31.3%)
About half	. (.%)	. (.%)	3 (18.8%)	. (.%)	. (.%)	. (.%)	3 (18.8%)
Almost all	. (.%)	. (.%)	3 (18.8%)	. (.%)	. (.%)	. (.%)	3 (18.8%)
Missing	. (.%)	. (.%)	2 (12.5%)	. (.%)	. (.%)	. (.%)	2 (12.5%)
Any Telehealth	. (.%)	. (.%)	11 (68.8%)	. (.%)	. (.%)	. (.%)	11 (68.8%)

Treatment Perceptions Survey (TPS) – Adults

San Francisco County, Provider Report

Provider ID (388926_3834ARS), N=8

November 2021 Survey Period

Prepared on 12/18/2021 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 *	8	8
English	8	8
Survey methods							
Paper/data entry	8	8

* 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%)	1 (12.5%)	1 (12.5%)	6 (75.0%)	4.6
02 Convenient Time	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (28.6%)	5 (71.4%)	4.7
Domain: Quality						4.7
03 I Chose My Treatment Goals	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (25.0%)	6 (75.0%)	4.8
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%)	1 (12.5%)	1 (12.5%)	6 (75.0%)	4.6
06 Understood Communication	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (25.0%)	6 (75.0%)	4.8
07 Cultural Sensitivity	0 (0.0%)	1 (12.5%)	0 (0.0%)	1 (12.5%)	6 (75.0%)	4.5
Domain: Care Coordination						4.7
08 Work with Physical Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (28.6%)	5 (71.4%)	4.7
09 Work with Mental Health Providers	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (28.6%)	5 (71.4%)	4.7
Domain: Outcome						4.3
10 Better Able to Do Things	1 (12.5%)	0 (0.0%)	0 (0.0%)	2 (25.0%)	5 (62.5%)	4.3
Domain: General Satisfaction						4.9
11 Felt Welcomed	0 (0.0%)	0 (0.0%)	1 (12.5%)	1 (12.5%)	6 (75.0%)	4.6
12 Overall Satisfied with Services	0 (0.0%)	1 (12.5%)	0 (0.0%)	1 (12.5%)	6 (75.0%)	4.5
13 Got the Help I Needed	0 (0.0%)	0 (0.0%)	1 (12.5%)	1 (12.5%)	6 (75.0%)	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

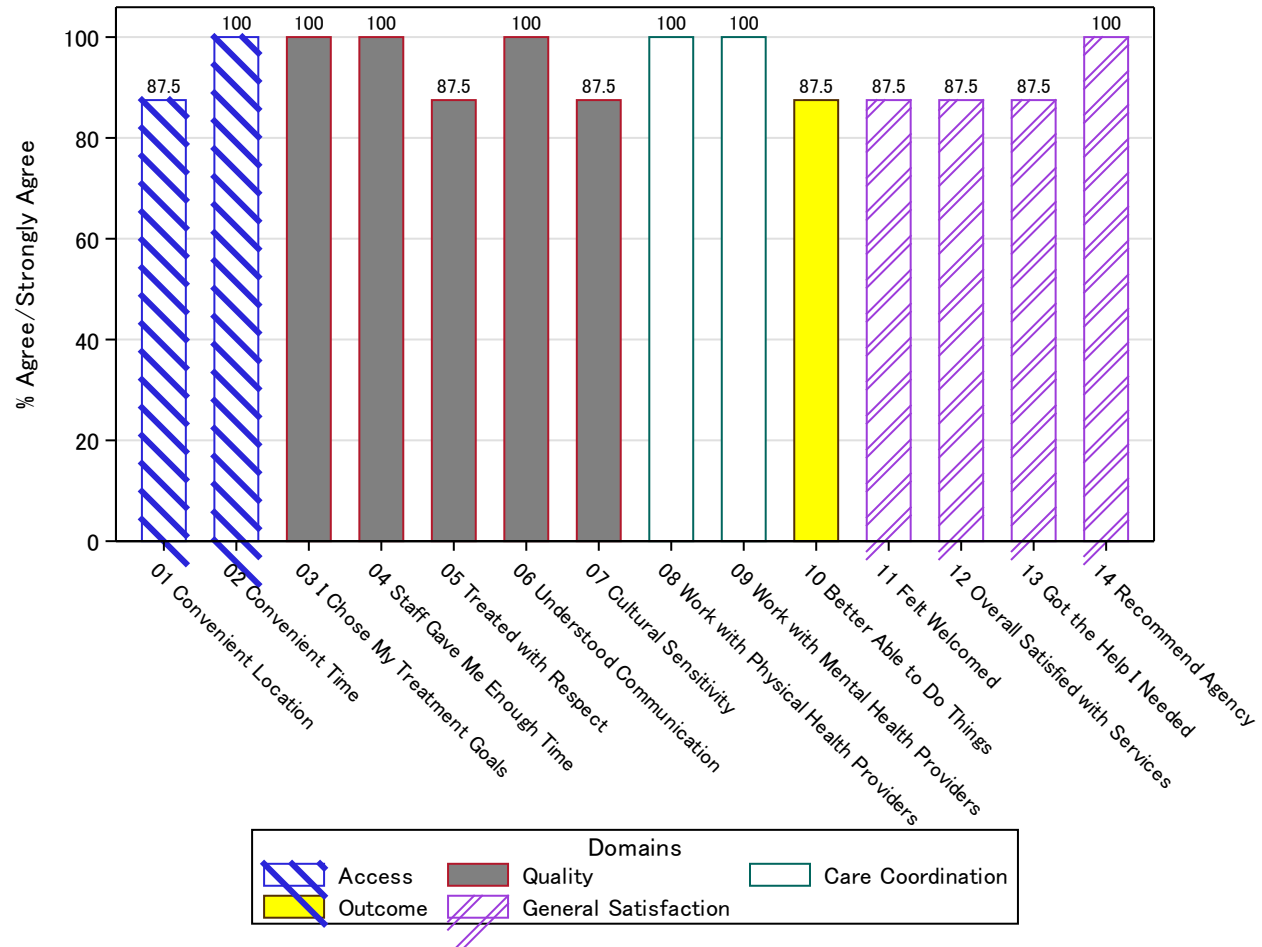


Table 3. Number (percent) of survey respondents in agreement with each survey question for your program and county

Survey Question	Program	Overall County	Program Difference in Percentage
Domain: Access			
01 Convenient Location	7 (87.5%)	804 (89.1%)	- 1.6
02 Convenient Time	7 (100%)	822 (89.8%)	+ 10.2
Domain: Quality			
03 I Chose My Treatment Goals	8 (100%)	809 (89.1%)	+ 10.9
04 Staff Gave Me Enough Time	8 (100%)	808 (90.1%)	+ 9.9
05 Treated with Respect	7 (87.5%)	829 (91.8%)	- 4.3
06 Understood Communication	8 (100%)	833 (92.5%)	+ 7.5
07 Cultural Sensitivity	7 (87.5%)	806 (89.9%)	- 2.4
Domain: Care Coordination			
08 Work with Physical Health Providers	7 (100%)	731 (84.5%)	+ 15.5
09 Work with Mental Health Providers	7 (100%)	708 (84.2%)	+ 15.8
Domain: Outcome			
10 Better Able to Do Things	7 (87.5%)	782 (87.5%)	+ 0.0
Domain: General Satisfaction			
11 Felt Welcomed	7 (87.5%)	829 (91.3%)	- 3.8
12 Overall Satisfied with Services	7 (87.5%)	818 (90.2%)	- 2.7
13 Got the Help I Needed	7 (87.5%)	772 (86.8%)	+ 0.7
14 Recommend Agency	7 (100%)	776 (89.8%)	+ 10.2

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	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	N/A	N/A	N/A	N/A	87.5	N/A
Access	02 Convenient Time	N/A	N/A	N/A	N/A	100	N/A
Quality	03 I Chose My Treatment Goals	N/A	N/A	N/A	N/A	100	N/A
Quality	04 Staff Gave Me Enough Time	N/A	N/A	N/A	N/A	100	N/A
Quality	05 Treated with Respect	N/A	N/A	N/A	N/A	87.5	N/A
Quality	06 Understood Communication	N/A	N/A	N/A	N/A	100	N/A
Quality	07 Cultural Sensitivity	N/A	N/A	N/A	N/A	87.5	N/A
Care Coordination	08 Work with Physical Health Providers	N/A	N/A	N/A	N/A	100	N/A
Care Coordination	09 Work with Mental Health Providers	N/A	N/A	N/A	N/A	100	N/A
Outcome	10 Better Able to Do Things	N/A	N/A	N/A	N/A	87.5	N/A
General Satisfaction	11 Felt Welcomed	N/A	N/A	N/A	N/A	87.5	N/A
General Satisfaction	12 Overall Satisfied with Services *	N/A	N/A	N/A	N/A	87.5	N/A
General Satisfaction	13 Got the Help I Needed	N/A	N/A	N/A	N/A	87.5	N/A
General Satisfaction	14 Recommend Agency	N/A	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, 2020 and 2021 (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		20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1		18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1		16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1		12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1		12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1		11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1		10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1		6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1		5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1		5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1		5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1		3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1		3**	100	66	100	100	100	100	66	100	66	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	0	0	100	100	100	100	100	.	100	100	0	100
1		2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1		1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1		1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1		1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1		1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1		1**	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	100	100	100	0	100
1		1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100
27		40	97	97	97	95	95	95	97	90	85	92	97	97	93	97
28		25	96	91	96	96	96	100	96	92	95	86	84	100	100	100
29		66	93	92	92	98	92	95	89	93	91	84	91	92	91	90
30		191	92	85	92	85	89	93	95	91	86	87	89	92	89	92
30		28	92	92	85	85	96	89	92	96	86	86	82	100	96	92
30		13	92	85	100	93	92	92	92	92	66	100	92	92	100	100
33		119	90	94	93	94	93	92	88	93	86	90	87	93	89	92
34		8	87	100	100	87	87	87	87	100	83	85	100	87	75	83
34	YOUR PROGRAM	8	87	87	100	100	100	87	100	87	100	100	87	87	87	100
36		7	85	100	85	100	100	85	100	85	83	83	83	85	83	85
37		84	84	85	89	87	87	92	91	85	83	82	84	84	85	87
38		6	83	100	83	83	66	85	85	83	71	66	66	100	50	83
39		111	81	84	83	82	87	85	88	78	74	67	77	81	72	73
40		10	80	100	60	80	60	60	60	100	60	60	80	80	80	80
41		4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100
42		21	66	81	68	77	71	70	80	68	77	72	68	81	61	70
42		3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50
44		6	50	83	66	66	66	66	66	60	60	50	50	66	50	66
45		3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0
46		0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100
46		0**	.	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=959

September 2021 Survey Period

Prepared on 12/18/2021 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 2021 v1.0

Table 1. Number of survey forms returned by treatment setting

	Outpatient/ Intensive Outpatient	Residential	Opioid/ Narcotic Treatment Program	Detoxification/ Withdrawal Management	Partial Hospitalization	Missing***	Total
Number of programs *	20	12	9	5	.	1	47
Number of forms returned with responses received **	245	106	584	23	.	1	959
English	221	93	573	21	.	1	909
Spanish	24	13	11	2	.	.	50
Survey methods							
Online survey	64	24	2	.	.	.	90
Paper/data entry	179	82	582	23	.	1	867
Automated phone survey	2	2

* 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=3.

*** 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	288	30.0
Male	577	60.2
Transgender	11	1.1
Other gender identity	11	1.1
Decline to answer/missing	82	8.6
Age group	.	.
18–25	17	1.8
26–35	162	16.9
36–45	158	16.5
46–55	240	25.0
56+	275	28.7
Decline to answer/missing	107	11.2
Race/ethnicity (Multiple responses allowed)	.	.
American Indian/Alaska Native	57	5.9
Asian	28	2.9
Black/African American	266	27.7
Latinx	160	16.7
Native Hawaiian/Pacific Islander	25	2.6
White	341	35.6
Other	80	8.3
Unknown/missing	94	9.8
How long received services here	.	.
First visit/day	34	3.5
2 weeks or less	39	4.1
More than 2 weeks	797	83.1
Missing	89	9.3

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 (0.9%)	16 (1.8%)	74 (8.2%)	309 (34.3%)	495 (54.9%)	4.4
02 Convenient Time	12 (1.3%)	25 (2.7%)	56 (6.1%)	332 (36.3%)	490 (53.6%)	4.4
Domain: Quality						4.5
03 I Chose My Treatment Goals	13 (1.4%)	21 (2.3%)	65 (7.2%)	342 (37.7%)	467 (51.4%)	4.4
04 Staff Gave Me Enough Time	8 (0.9%)	27 (3.0%)	54 (6.0%)	313 (34.9%)	495 (55.2%)	4.4
05 Treated with Respect	8 (0.9%)	16 (1.8%)	50 (5.5%)	283 (31.3%)	546 (60.5%)	4.5
06 Understood Communication	4 (0.4%)	13 (1.4%)	51 (5.7%)	326 (36.2%)	507 (56.3%)	4.5
07 Cultural Sensitivity	8 (0.9%)	12 (1.3%)	71 (7.9%)	309 (34.4%)	497 (55.4%)	4.4
Domain: Care Coordination						4.3
08 Work with Physical Health Providers	9 (1.0%)	20 (2.3%)	105 (12.1%)	308 (35.6%)	423 (48.9%)	4.3
09 Work with Mental Health Providers	10 (1.2%)	18 (2.1%)	105 (12.5%)	292 (34.7%)	416 (49.5%)	4.3
Domain: Outcome						4.3
10 Better Able to Do Things	14 (1.6%)	14 (1.6%)	84 (9.4%)	325 (36.4%)	457 (51.1%)	4.3
Domain: General Satisfaction						4.4
11 Felt Welcomed	13 (1.4%)	10 (1.1%)	56 (6.2%)	291 (32.0%)	538 (59.3%)	4.5
12 Overall Satisfied with Services	15 (1.7%)	16 (1.8%)	58 (6.4%)	336 (37.0%)	482 (53.1%)	4.4
13 Got the Help I Needed	16 (1.8%)	32 (3.6%)	69 (7.8%)	325 (36.6%)	447 (50.3%)	4.3
14 Recommend Agency	18 (2.1%)	13 (1.5%)	57 (6.6%)	275 (31.8%)	501 (58.0%)	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

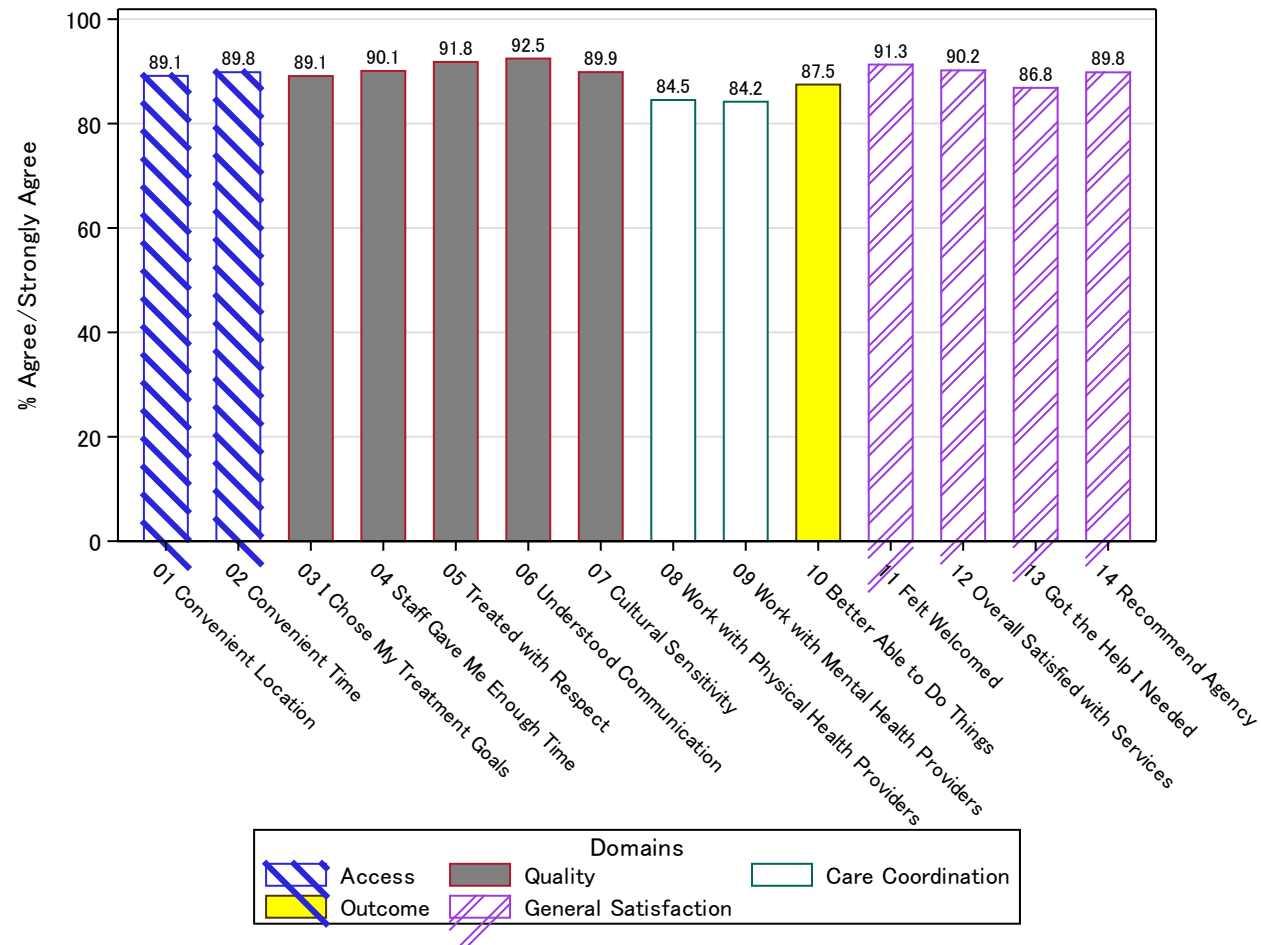


Figure 2. Average score (questions 1–14) by treatment settings

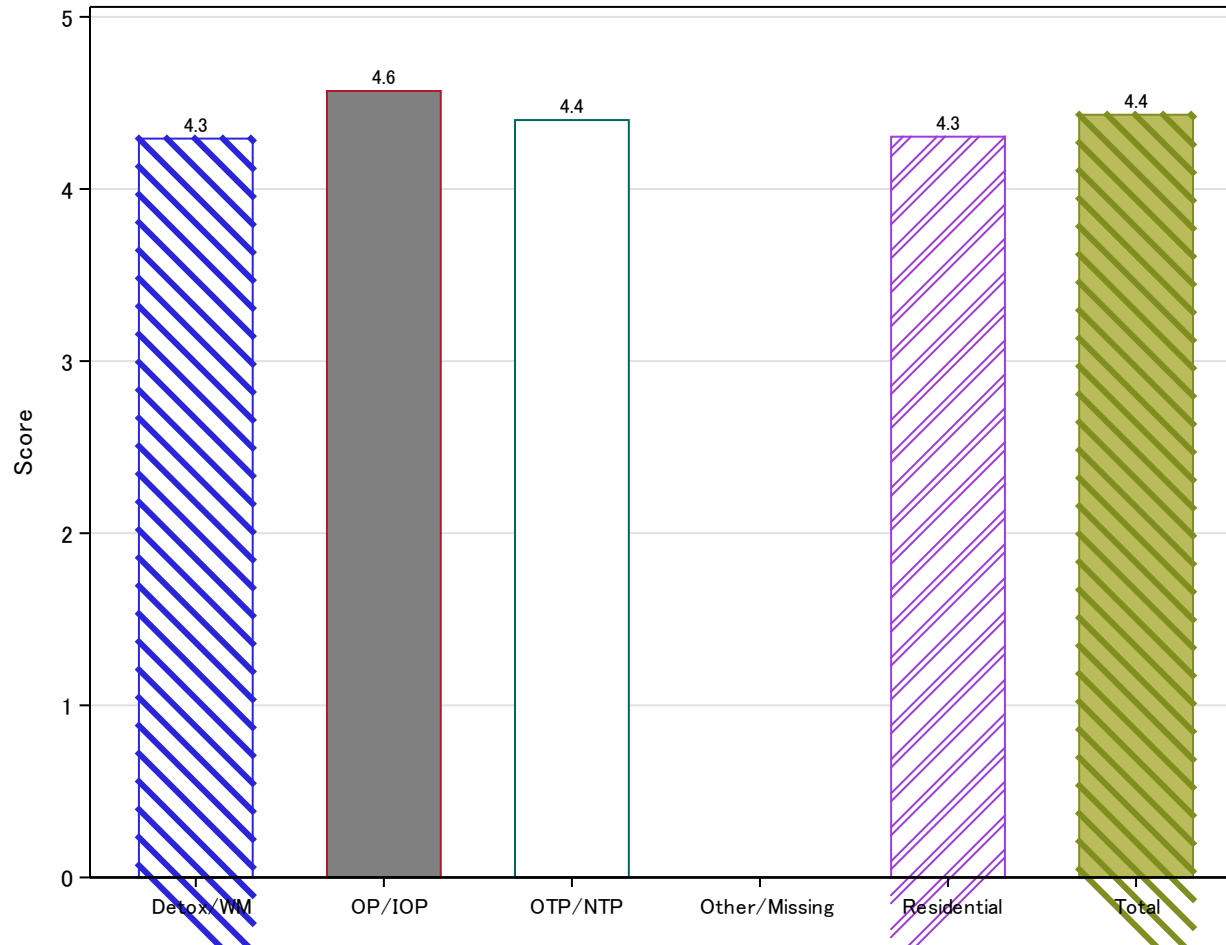


Table 4. Percent of survey respondents in agreement by each survey question and year

Domain	Survey Question	% Agreement 2017	% Agreement 2018	% Agreement 2019	% Agreement 2020	% Agreement 2021	Difference in Percentage (from 2020 to 2021)
Access	01 Convenient Location	89.1	90.8	89.0	89.6	89.1	- 0.5
Access	02 Convenient Time	89.2	89.5	87.7	92.0	89.8	- 2.2
Quality	03 I Chose My Treatment Goals	87.7	90.0	85.6	91.0	89.1	- 1.9
Quality	04 Staff Gave Me Enough Time	89.8	91.9	89.1	93.0	90.1	- 2.9
Quality	05 Treated with Respect	90.0	92.3	89.7	93.2	91.8	- 1.4
Quality	06 Understood Communication	91.1	92.8	90.9	92.8	92.5	- 0.3
Quality	07 Cultural Sensitivity	88.5	88.5	87.5	90.5	89.9	- 0.6
Care Coordination	08 Work with Physical Health Providers	81.3	85.7	80.7	87.1	84.5	- 2.6
Care Coordination	09 Work with Mental Health Providers	80.9	84.1	80.2	87.0	84.2	- 2.8
Outcome	10 Better Able to Do Things	86.1	88.2	85.1	91.3	87.5	- 3.8
General Satisfaction	11 Felt Welcomed	90.4	91.8	88.7	94.2	91.3	- 2.9
General Satisfaction	12 Overall Satisfied with Services *	88.5	91.1	87.7	92.7	90.2	- 2.5
General Satisfaction	13 Got the Help I Needed	84.1	86.5	84.0	88.8	86.8	- 2.0
General Satisfaction	14 Recommend Agency	88.0	89.5	87.5	93.3	89.8	- 3.5

* 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	388905_89051	20	100	100	100	100	100	100	100	100	71	85	90	100	100	100
1	383837_3837OP	18	100	66	100	100	100	100	100	100	85	87	88	100	100	100
1	388923_75134	16	100	93	100	100	93	100	100	93	100	100	100	100	93	93
1	388912_89120DF	12	100	54	57	50	71	100	100	100	100	83	100	85	85	100
1	388920_8920AP	12	100	100	100	100	80	100	100	100	83	100	100	100	100	100
1	388910_3834ARS	11	100	100	100	100	100	100	100	90	90	100	100	100	90	100
1	383847_3847CQR	10	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1	032464_03871OP	7	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1	032257_3834ARS	6	100	83	87	75	87	100	100	100	100	100	100	87	100	62
1	08543_03871OP	6	100	85	85	85	100	100	100	100	100	100	100	100	100	100
1	032257_03871OPOP_IOP	5	100	100	100	100	100	100	100	100	100	100	100	80	100	100
1	383844_380001IN	5	100	83	80	100	100	75	83	80	60	60	100	100	40	100
1	383844_3834ARS	5	100	100	80	100	75	100	100	75	100	50	75	100	60	100
1	032464_3834ARS	3**	100	100	100	100	100	100	100	100	.	.	100	100	100	100
1	383813_74134	3**	100	66	100	100	100	100	66	100	66	100	100	100	100	100
1	383816_3834ARS	3**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1	383893_3893AHR	2**	100	100	0	0	100	100	100	100	100	.	100	100	0	100
1	383893_3893PNR	2**	100	100	100	100	100	100	100	100	100	.	100	100	100	100
1	032257_03871OPRes	1**	100	100	100	100	100	100	100	100	.	0	100	100	100	.
1	2365_8920AP	1**	100	100	100	100	100	100	100	100	100	100	100	100	0	100
1	2375_38241	1**	100	100	100	100	100	100	100	100	100	100	100	100	100	.
1	313844_3834ARS	1**	100	100	100	100	100	100	100	100	100	.	100	100	100	.
1	338921_8921HSOP	1**	100	100	100	100	.	100	.	.	.	100	.	.	100	100

1	383811_38114Res	1**	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1	383837_3834ARS	1**	100	100	100	100	100	100	100	100	0	100	100	100	0	100	100
1	388912_3834ARS	1**	100	0	100	100	100	100	100	100	100	100	100	100	100	100	100
27	383813_72134	40	97	97	97	95	95	95	97	90	85	92	97	97	93	97	97
28	388921_8921HSOP	25	96	91	96	96	96	100	96	92	95	86	84	100	100	100	100
29	89074_89074	66	93	92	92	98	92	95	89	93	91	84	91	92	91	90	90
30	383813_38134	191	92	85	92	85	89	93	95	91	86	87	89	92	89	92	92
30	383834_3834ARS	28	92	92	85	85	96	89	92	96	86	86	82	100	96	92	92
30	383832_38321	13	92	85	100	93	92	92	92	92	66	100	92	92	100	100	100
33	383816_3816438160	119	90	94	93	94	93	92	88	93	86	90	87	93	89	92	92
34	383834	8	87	100	100	87	87	87	87	100	83	85	100	87	75	83	83
34	388926_3834ARS	8	87	87	100	100	100	87	100	87	100	100	87	87	87	100	100
36	383806_3834ARSDetox_WM	7	85	100	85	100	100	85	100	85	83	83	83	85	83	85	85
37	383887_38874	84	84	85	89	87	87	92	91	85	83	82	84	84	85	87	87
38	383875_3834ARS	6	83	100	83	83	66	85	85	83	71	66	66	100	50	83	83
39	383811_38114OTP_NTP	111	81	84	83	82	87	85	88	78	74	67	77	81	72	73	73
40	383843_3843NP	10	80	100	60	80	60	60	60	100	60	60	80	80	80	80	80
41	383387_38874	4**	75	100	100	75	100	100	100	100	75	100	66	75	100	100	100
42	383806_3806ARM	21	66	81	68	77	71	70	80	68	77	72	68	81	61	70	70
42	383806_3806RWM	3**	66	100	66	33	50	50	33	33	75	75	75	66	100	50	50
44	383836_38364	6	50	83	66	66	66	66	66	60	60	50	50	66	50	66	66
45	383806_3834ARSRes	3**	0	100	0	66	33	33	100	66	66	33	66	66	33	0	0
46	323832_38321	0**	.	100	0	.	100	100	100	0	0	.	100	100	.	100	100
46	385844_3834ARS	0**	.	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	72 (29.4%)	24 (22.6%)	169 (28.9%)	7 (30.4%)	. (. %)	1 (100.0%)	273 (28.5%)
Very little	30 (12.2%)	48 (45.3%)	160 (27.4%)	6 (26.1%)	. (. %)	. (. %)	244 (25.4%)
About half	33 (13.5%)	14 (13.2%)	107 (18.3%)	2 (8.7%)	. (. %)	. (. %)	156 (16.3%)
Almost all	29 (11.8%)	11 (10.4%)	40 (6.8%)	2 (8.7%)	. (. %)	. (. %)	82 (8.6%)
All	41 (16.7%)	2 (1.9%)	26 (4.5%)	2 (8.7%)	. (. %)	. (. %)	71 (7.4%)
Missing	40 (16.3%)	7 (6.6%)	82 (14.0%)	4 (17.4%)	. (. %)	. (. %)	133 (13.9%)
Any Telehealth	133 (54.3%)	75 (70.8%)	333 (57.0%)	12 (52.2%)	. (. %)	. (. %)	553 (57.7%)