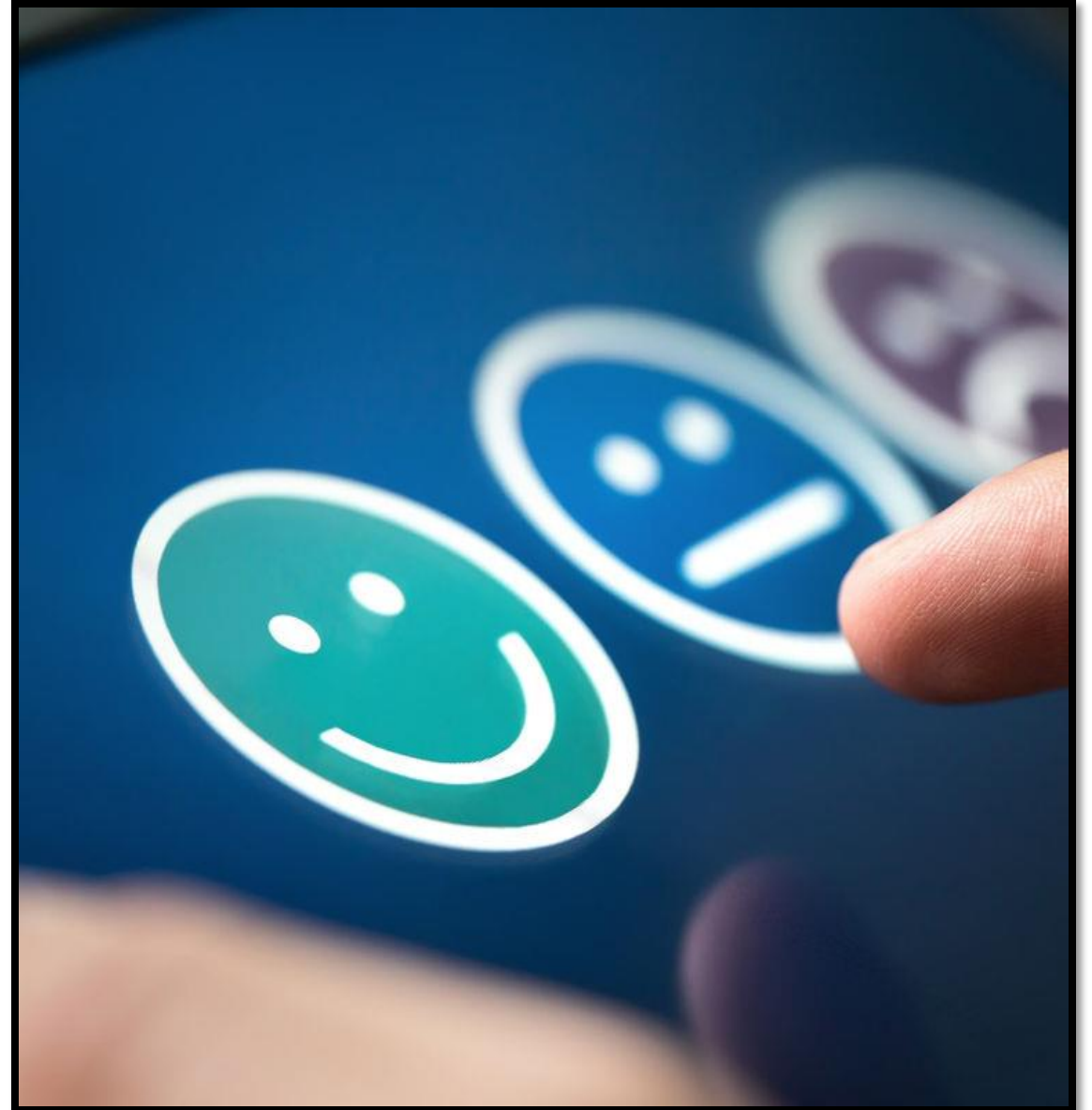


FALL 2023 TREATMENT PERCEPTION SURVEY (TPS)

OVERVIEW

ABOUT THE REPORT

- Counties are required to administer the Treatment Perception Survey (TPS) as part of the Drug Medi-Cal Organized Delivery System (DMC-ODS) waiver evaluation. Administration of the TPS also fulfills the county's External Quality Review Organization (EQRO) requirement related to conducting a client satisfaction survey using a validated tool. The collected information is utilized to measure consumers' perceptions of access to services and quality of care, and to evaluate and improve the consumer experience. The TPS is administered in the Fall of each year and includes Adult and Youth versions in both English and Spanish.
- 170 Adult TPS's and 12 Youth TPS's were completed by consumers in October 2023, for a total of 182 completed surveys. The overall satisfaction rating is 91%.





TPS STANDARDS

- **Data Source:**

Treatment Perception Survey

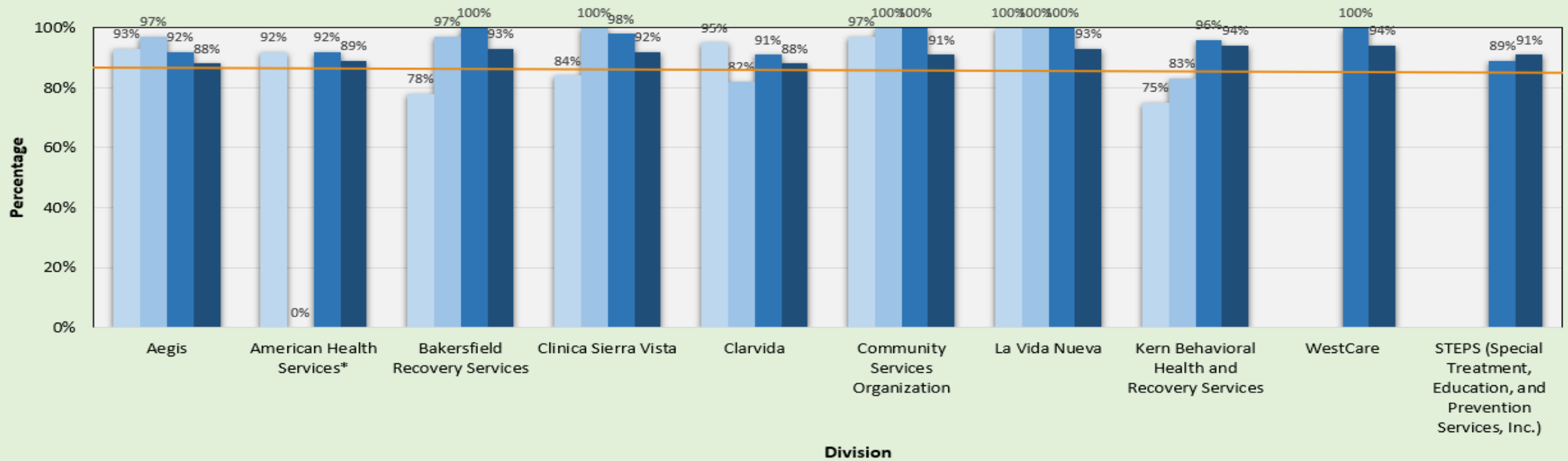
- **Numerator:**

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

- **Denominator:**

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

Treatment Perception Survey Client Satisfaction Rates

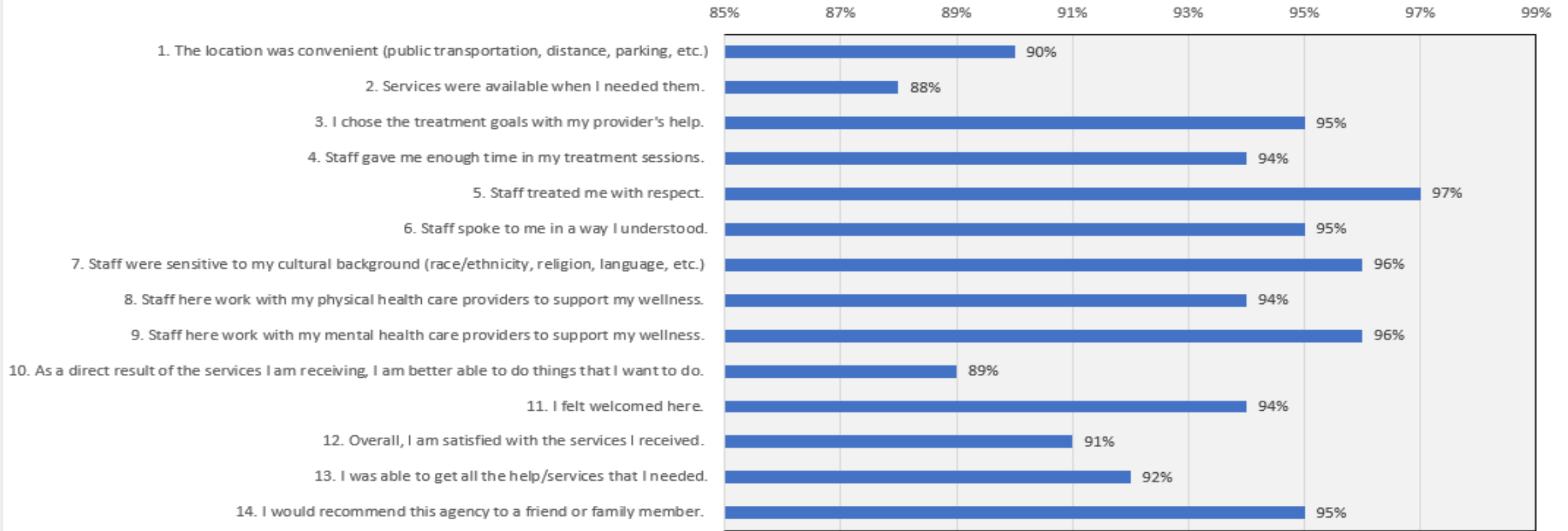


*No survey responses received for this division in 2021

Legend: ■ Fall 2020 ■ Fall 2021 ■ Fall 2022 ■ Fall 2023 — Benchmark: 85%

OVERALL SATISFACTION RATES

Treatment Perception Survey Fall 2023



SATISFACTION BY QUESTION