



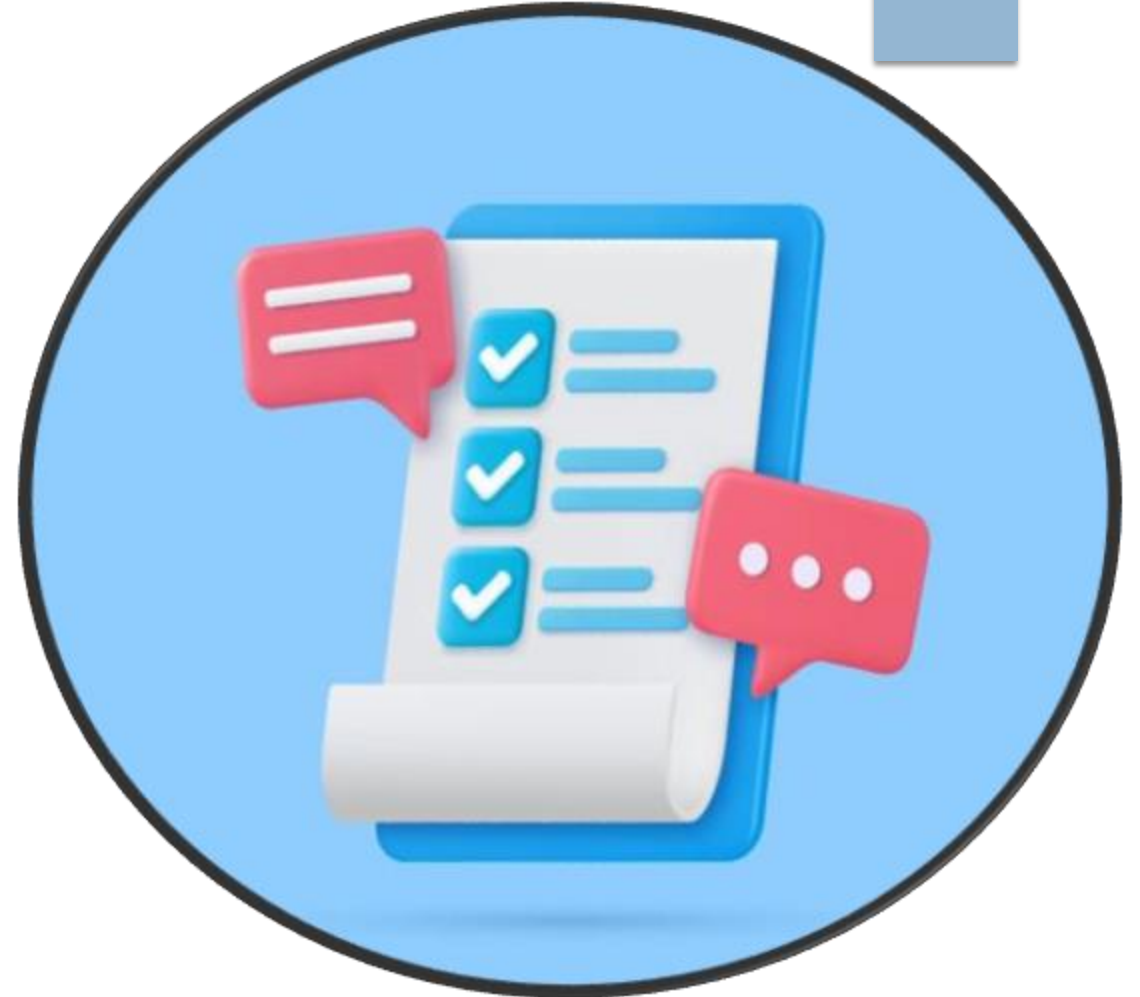
Fall 2024 Treatment Perception Survey (TPS)

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.

▶ 152 Adult TPS's and 9 Youth TPS's were completed by consumers in October 2024, for a total of 161 completed surveys. The overall satisfaction rating is 94%.



TPS Standards

- **Data Source:**

Treatment Perception Survey

- **Numerator:**

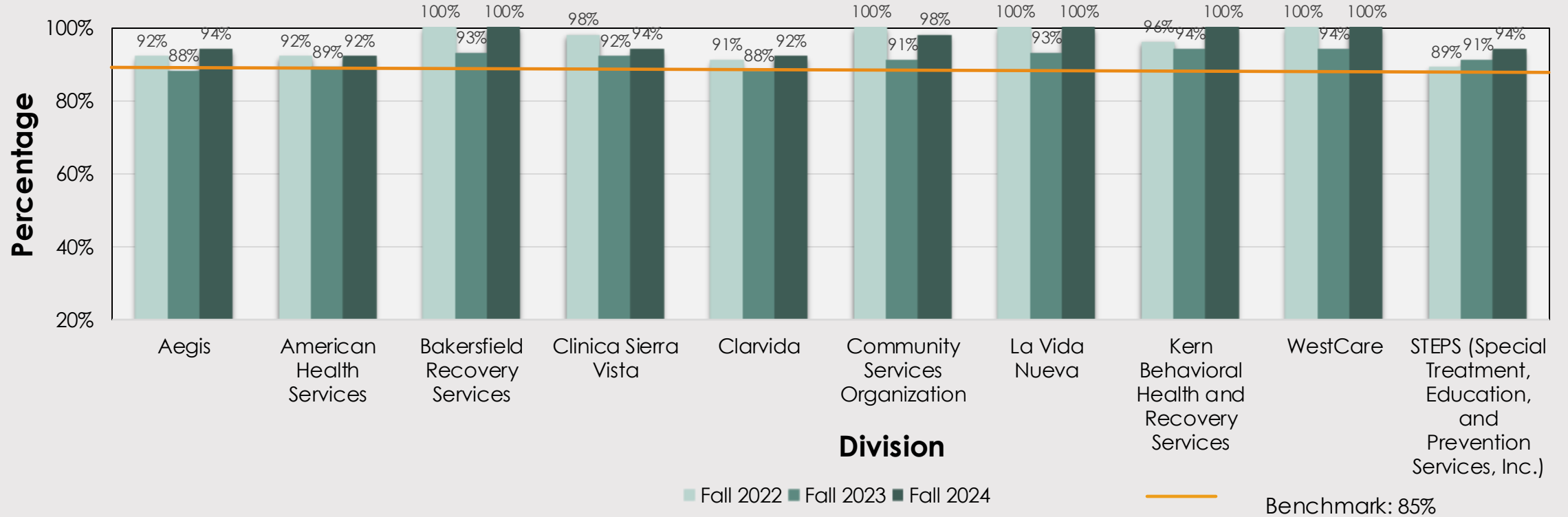
The sum of consumers who responded “Strongly Agree” or “Agree” to the twelfth question of the TPS, which is, “Overall, I am satisfied with the services I received.”

- **Denominator:**

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

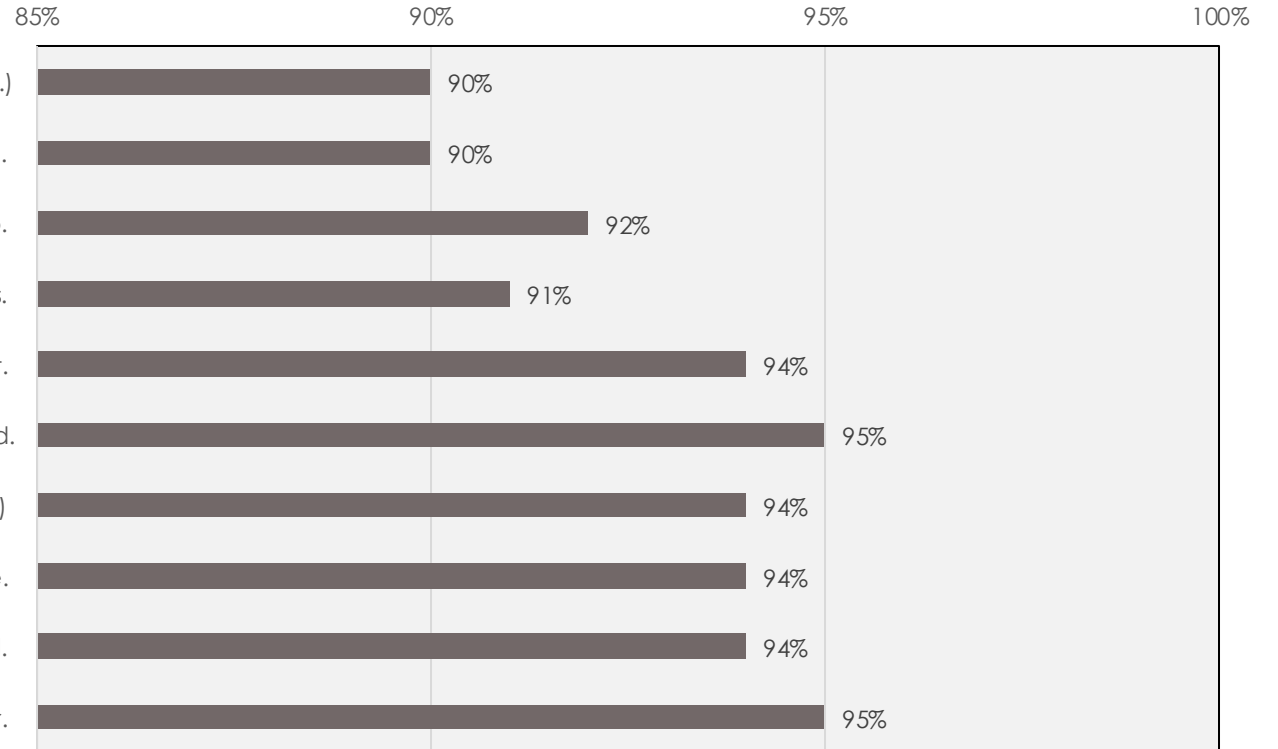


Treatment Perception Survey Client Satisfaction Rates



Overall Satisfaction Rates

Treatment Perception Survey Fall 2024



Satisfaction by Question