



TREATMENT PERCEPTION SURVEY (TPS) FALL 2025

Kern Behavioral Health & Recovery Services



**97 Treatment Perception Survey's
were completed in October 2025.**

**The Substance Use Disorder Division's
overall satisfaction rate is 94%.**

94%

answered

“Strongly Agree” or

“Agree” to

“Overall, I am satisfied with the services I received.”



Each agency or division was five to fifteen percentage points **above** the 85% standard.



Highest Rated statement:

100%

**Staff spoke to me
in a way I understood.**

Lowest Rated statement:

90%

**The location was
convenient.**



98%

I felt welcomed here.

**Services were
available when I
needed them.**



97%

Staff treated me with respect.

96%

Staff gave me enough time in my treatment sessions.



95%

**I chose the treatment goals
with my provider's help.**


**Staff were sensitive
to my cultural background.**

**I would recommend
this agency to a friend
or family member.**

A dark purple gradient background with a white text box. A pink tab is visible in the top right corner.

In their own words . . .

You are literally
lifesavers.



**I don't think I can go back to
drugs after working with my
therapist . . .
the help I've gotten means
everything.**



A lot of people in my life have let me

down

but my therapist isn't one of them.
She is wonderful.




I didn't know
they existed
and if I knew
they existed
I would've
gotten help
sooner . . .



What was most helpful was the sincerity and honesty and genuine care of the staff.



Always with smiles.
I already recommended
this program to someone.
The staff were non-
judgmental and helpful.
They never looked at me
wrong. Always positive.
When I'm feeling down,
they help me.



**I appreciate meeting
with others who are
going through similar
situations.**

**I appreciate how the
mentors are aware of the
triggers of the clients and
how to speak with them.**

The staff was great. They helped me make a resume, apply for jobs, and connect to the Job Center. If I had anything on my mind, they were open and heard me out and were respectful.





They accommodate you.

They make you feel like they are a second back-up family.

My therapist and other staff are resourceful, like a second family.

I feel like I accomplished a lot with them.