

# Adult Treatment Perceptions Survey, Los Angeles County, 2025

## What is the Treatment Perceptions Survey (TPS)?

An anonymous survey conducted annually throughout California to gauge client perception/ satisfaction with Substance Use Disorder treatment services.

## TPS Collects Information in 6 Areas



- ◆ Satisfaction
- ◆ Treatment Outcome
- ◆ Access
- ◆ Care Coordination
- ◆ Quality of Care
- ◆ R95

## Data Into Action

### Providers Use Client's Feedback to:

- ✓ "Identify strengths and areas for growth"
- ✓ "Let clients know they have a voice"
- ✓ "Action planning for improving services, grant applications, ongoing accreditation"
- ✓ "Staff get feedback from client comments"
- ✓ "Identify areas for improvement"
- ✓ "Outcome measurement directly from clients themselves"

## TPS Surveys collected in LA County, 10/2025



- ◆ 6,518 valid surveys were collected from 218 facilities
- ◆ Average response rate: 56%

## Key Findings

9 of 10 clients were satisfied overall with services received



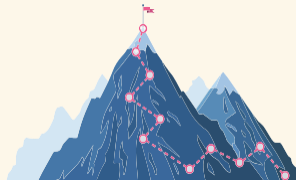
### Satisfaction



- ◆ I felt welcomed - 93%\*
- ◆ I received needed services - 88%\*
- ◆ I would recommend to others - 91%\*

### Treatment Outcome

- ◆ Better able to do things that I want to do - 90%\*
- ◆ I feel less craving for drugs and alcohol - 89%\*



### Access



- ◆ Services available when I needed - 91%\*
- ◆ Convenient Location for me - 88%\*

### Care Coordination

- ◆ With my physical health care provider - 86%\*
- ◆ With my mental health care provider - 87%\*
- ◆ With social services - 84%\*

**Note:** \* Percent of clients who agreed with statement

## Quality of Care



- ◆ Respectful - 92%\*
- ◆ Gave enough time with sessions - 90%\*
- ◆ Sensitive to my cultural background - 90%\*
- ◆ Helped me choose my treatment goals - 87%\*
- ◆ Spoke in a way that I understood - 94%\*

- ◆ Comfortable discussing relapses with providers - 90%\*
- ◆ Entered treatment with the goal of stopping or cutting down my use - 93%\*

R95



## Client Comments

### Praise

"I have felt very warm, welcomed, and comfortable, and so non-judgmental. I kept feeling welcomed, and that overwhelming sense of continuous support has helped me 100% for the better in all areas of my life!!"

### Concerns and Suggestions

"Should have a buddy system so when someone new comes in they feel welcomed and learn the ropes and not feel lonely."

Developed by the Health Outcomes and Data Analytics (HODA) Division at Substance Abuse Prevention and Control Bureau (SAPC), Los Angeles County Department of Public Health.