

Los Angeles County – Substance Abuse Prevention and Control

TREATMENT PERCEPTIONS SURVEY (TPS)

Frequently Asked Questions (FAQs)

General Survey Administration

1. What do we do if the client presents in person to the clinic for services during the survey period?

There are several options. The provider could give the client access to a desktop computer or tablet or email or text the survey link to the client's smart phone so they may complete the survey. Another option is to offer the client a paper survey form to complete. Be sure the client can complete the survey in privacy.

2. Should all clients (e.g., Medi-Cal beneficiaries, out-of-county clients, uninsured clients) receiving services during the specified survey period, whether face-to-face, by telephone or by telehealth, be asked to complete the survey?

Yes, unless a client is experiencing an emergency that requires immediate attention, they should be asked to participate in the survey.

3. Should we survey clients who are receiving services from providers in our county but reside in another county?

Yes, regardless of their county of residence, if clients are receiving services from a provider located in your county during the survey period, they should be asked to complete a survey.

4. If clients visit the same treatment facility more than once during the survey period, or receive services on more than one day during the survey period, should they be asked to complete the survey each time?

No. Each client should complete the survey for each facility only once during the survey period. Providers can ask clients if they have already been offered the survey during the survey period. Clients who indicate that they have not been offered the survey may be given the survey link or paper survey form.

5. If a client visits or receives services from more than one treatment facility during the survey period, should they complete the survey for each facility?

Yes. For example, if a client receives OTP/NTP and residential treatment services at two different treatment facilities during the survey period, the individual should be asked to complete the survey for each facility.

6. Can clients receive help from provider staff to complete the survey?

Yes, non-clinical provider staff, volunteers, and consumer advocates, for example, may help clients complete the survey. Be sure to provide help in a manner that ensures the client feels comfortable in answering the survey openly and honestly.

7. Billing of services requires that age goes up to 20 for youth, but the survey is stopping at 17 for youth. Will this cause a problem as we now have to remember youth is through age 20 for billing, and the youth survey is only through age 17?

The TPS for youth is intended for clients between the ages of 12 and 17 who receive treatment services during the TPS survey period. However, clients up to age 20 who are receiving these services in youth programs through the Early and Periodic Screening, Diagnostic & Treatment (EPSDT) benefit may be offered the survey for youth (rather than for adults) and will be included in the analysis.

8. Should the TPS be administered to clients who receive case management services during the survey period? For example, a client may be treated in OP programs but only receive case management during the target period.

Yes, clients who receive only case management services during the survey period should be asked to complete the survey.

9. What is the policy for programs that are not yet certified and pending DMC contracts? Should they be excluded if their contract is pending and it is unlikely they will be contracted by the survey period? Or is there some other policy?

The TPS is meant to be administered during the survey period by programs in the LAC's provider network that are currently delivering DMC-ODS services (DMC certified).

10. Clients in Opioid/Narcotic Treatment Programs typically come in daily for medication dosing. Are providers required to track and monitor which clients have and have not been surveyed?

No. Providers can simply ask clients if they have already been asked to complete a survey during the survey period. Clients who indicate that they have not been asked can then be given the survey link or handed a paper survey form to complete. Clients need complete the survey only once during the survey period.

11. Should all methadone clients be surveyed? Should MAT clients who are receiving services under the FQHC and NOT under Drug Medi-Cal be surveyed?

Yes, all methadone clients receiving services at the OTP/NTP or by telephone or telehealth during the survey period should be asked to complete the survey. MAT clients who are receiving services under the FQHC (NOT under Drug Medi-Cal) would NOT be surveyed. However, if they are also receiving services in one of the

five treatment settings (OTP/NTP, Residential, OP/IOP, Detox/WM [stand-alone], Partial hospitalization), treatment providers should ask them to complete the survey.

12. Should we survey clients who are receiving recovery services?

Yes, surveying clients who are receiving recovery services is required by SAPC.

Online Survey

1. Do I need to use the different weblinks?

YES. The unique weblinks will be provided for each facility by treatment setting/level of care defined for the TPS as a unique combination of CalOMS Provider ID, address, and treatment setting. For example, the facility at 123 Street would have unique/customized links:

- Provider ID – Address – Level of Care
- 190000 - 123 Street - OP/IOP - Adult Survey
- 190000 - 123 Street - RS - Adult Survey
- 190000 - 123 Street - OP/IOP – Youth Survey

2. Is it possible to save the online survey and return to complete it later?

No, the respondent would need to restart the survey. However, the survey is relatively short and shouldn't take too long to complete.

3. How can the survey link be given to clients?

The link can be provided (e.g., cut and pasted) in an email message, text message, or in the chat box if using a telehealth interface to provide services.

4. Is the TPS online survey anonymous?

Yes, like the paper survey forms, the online survey is anonymous. Information that can identify the client will not be collected.

5. Are online surveys considered complete if clients only answer a few questions?

Yes. Online surveys are considered complete when the individual clicks the last "next" button and receives the message "Thank you for taking the time to answer these questions! Your responses have been recorded." While we encourage clients to fully complete the survey, clients can choose not to answer any questions as they wish.

6. How will providers be able to track/monitor if clients receiving are accessing the online survey?

SAPC HODA will send providers daily counts of the online surveys received.

7. What equipment is needed to access the online surveys?

Online surveys can be accessed from many devices, including desktop computers, laptops, tablet computers, and smart phones. The online survey is designed for use on Google Chrome, Microsoft Edge, Microsoft Internet Explorer, Mozilla Firefox, and Apple Safari.

8. What should we do if a client does not have access to the internet?

Non-clinical provider staff, volunteers or consumer advocates can complete the online survey on behalf of the client over the phone. The client could also fill out a paper survey form.

9. The survey link isn't working for me. What can I do?

Some provider firewalls may block access to the survey from their network. You may need to work with your provider IT services to allow access to the survey. Another option is to access the survey from a smart phone or computer away from the program or at home. You could also instead offer the client a paper survey form to complete.

10. What if a client has trouble navigating the online survey (e.g., lacks computer skills)?

A family member or non-clinical provider staff, volunteer, and consumer advocate, for example, may help clients navigate the online survey. Be sure to provide help in a manner that ensures the client feels comfortable answering the survey questions openly and honestly. Another option is to hand the client the paper survey form to complete.

11. Can the TPS survey be administered using the Zoom platform polling?

No. However, if you are using a video-conferencing platform, you may type in or paste the online survey link in the chat box. Clients can click on the link and fill out the survey.

12. Will we be able to review client comments in case immediate action needs to be taken?

Yes, client comments will be sent to each provider at the end of the survey period.

13. How would we be sure that each client responds just once?

There is always a chance that a client could complete the online survey more than once. Providers can help by asking clients to complete the survey only once/whether clients already completed the survey. The same IP address doesn't necessarily mean that the same client is responding to the survey multiple times. For example, it could be that providers are providing clients access to the online survey from the same computer at the clinic.