

HODA Division Updates

SAPC | Substance Abuse
Prevention and Control



COUNTY OF LOS ANGELES
Public Health

Tina Kim, Ph.D., Division Chief
Health Outcomes and Data Analytics (HODA) Division
Substance Abuse Prevention and Control Bureau
Los Angeles County Department of Public Health

All Provider Meeting: Wednesday, May 13th



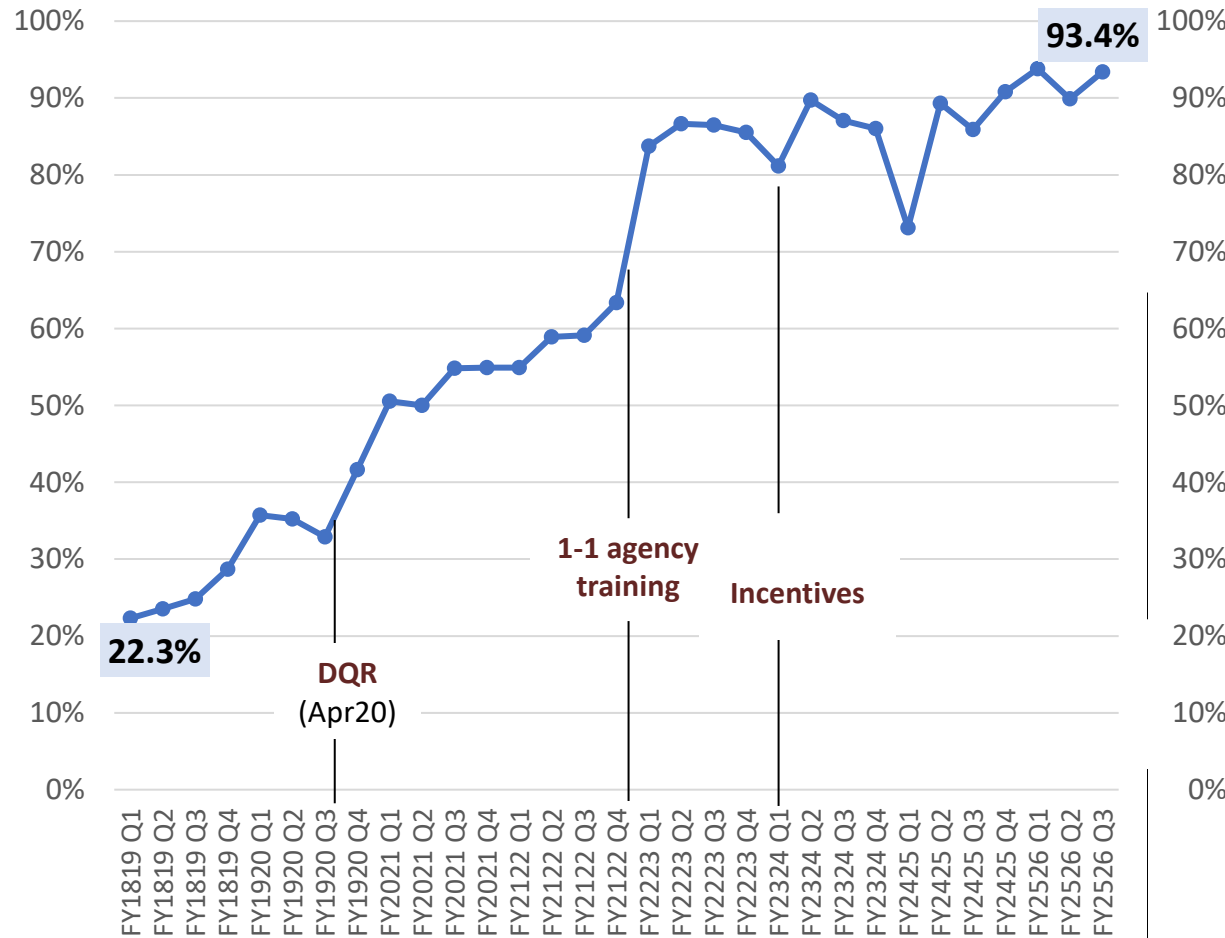
Pay for Performance Metrics: Then & Now



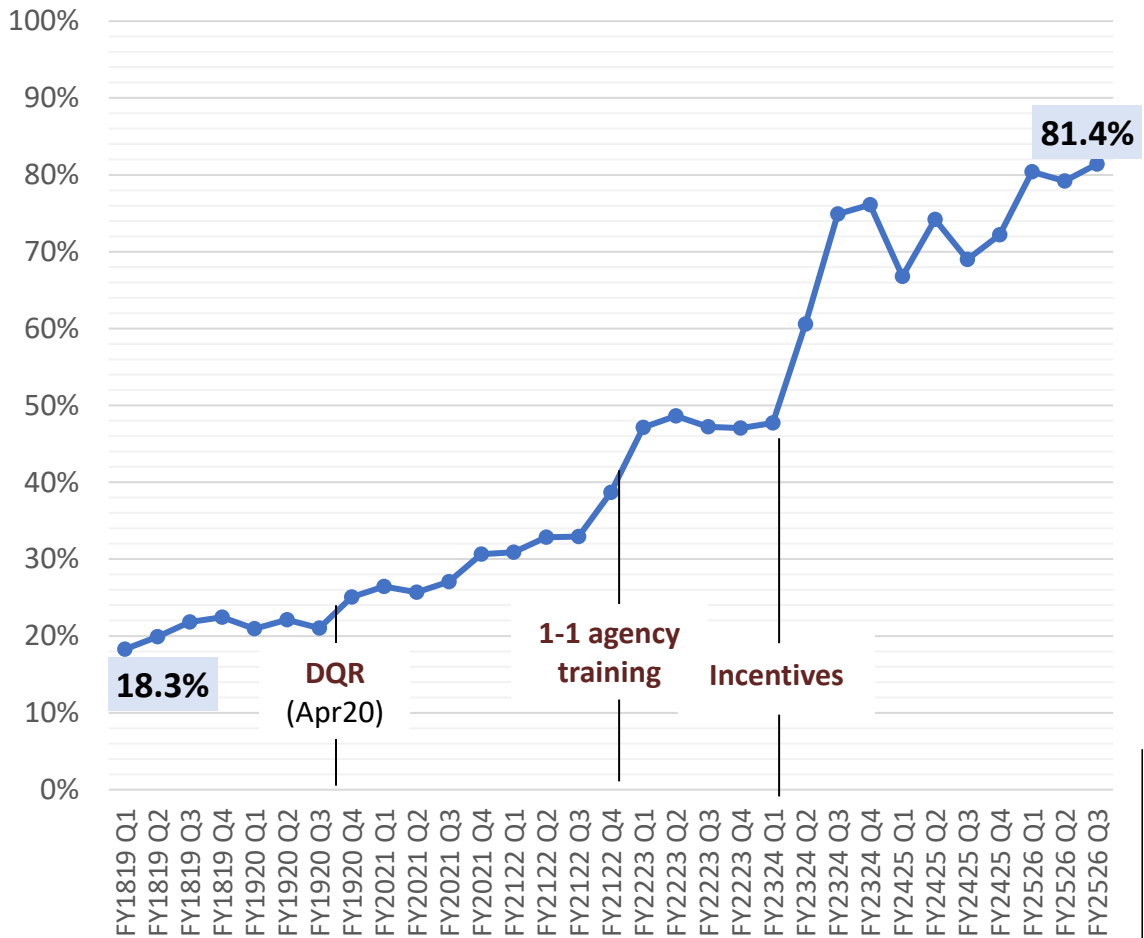
FY 2025–26 Incentives Tracked and Reported by HODA in the DQR (7 P4P-Incentives)

Category	Incentive Type	Focus
Financial and Business Operations	Infrastructure	Building Performance and Risk Metrics
	Infrastructure	Managing Financial Risk
	Pay-for-Performance	Timely Submission of CalOMS Admission and Discharge Records
	Pay-for-Performance	Timely Claims Submissions
SUD Workforce Development	Infrastructure	Employee Benefits Package
	Infrastructure	SUD Registered Counselor Minimum Wage
	Infrastructure	Bilingual Bonus
	Infrastructure	LPHA Sign-On/Loyalty & Retention Bonus
	Infrastructure	MAT Prescribing Clinician Start-Up Cost Sharing
Access to Care	Pay-for-Performance	MAT Education/Services for Opioid Use Disorder
	Pay-for-Performance	MAT Education/Services for Alcohol Use Disorder
	Pay-for-Performance	MAT: Agency-wide Naloxone Distribution
	Pay-for-Performance	Clients Referred/Admitted to Another SUD Level of Care
	Pay-for-Performance	Mental and Physical Health Referrals/Care Coordination
	Infrastructure	R95 Champion
	Infrastructure	R95 Client-Facing Agreements
	Infrastructure	Service Design Follow-up Implementation Plan

% of CalOMS Admissions Submitted within 7 days of a Client's Admission



% of CalOMS Discharge Submitted on the Day of Discharge



- **319% increase** in the timely submission of admission data from 22.3% in FY1819 Q1 to 93.4% in FY2526 Q3
- **345% increase** in the timely submission of discharge data from 18% in FY1819 Q1 to 74% in FY2526 Q3

1C: How Many Agencies Met CalOMS Submission Benchmark by FY/Quarter?

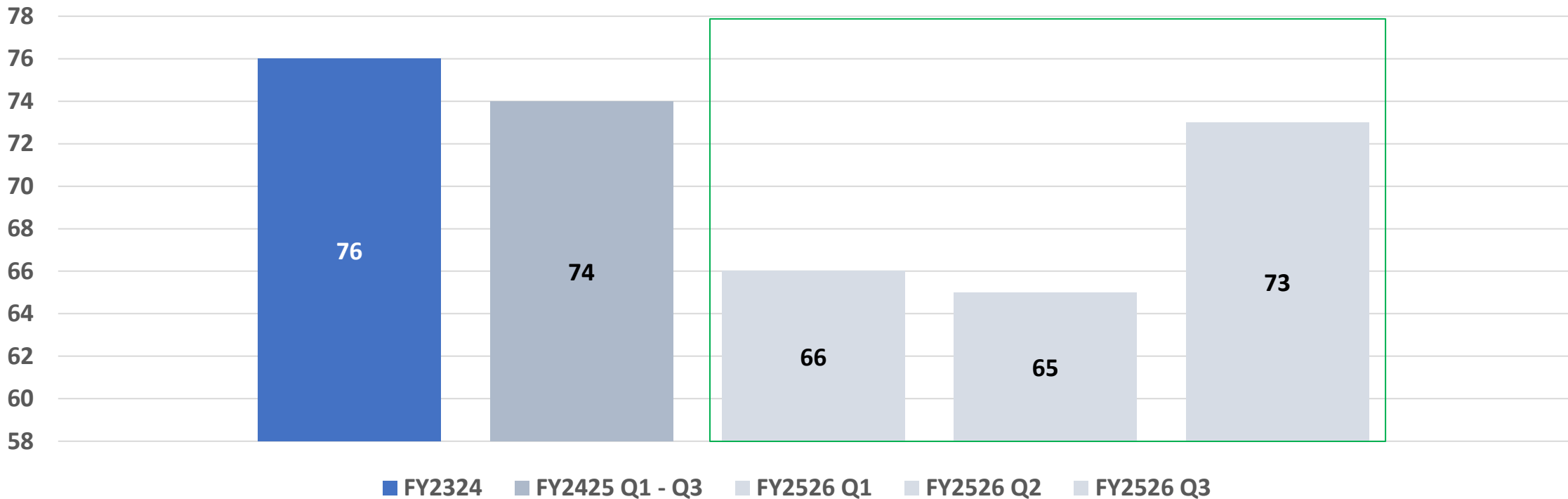


⚠️ Although average performance has improved, agencies meeting benchmark decreased slightly because the benchmark itself increases each fiscal year, raising the bar. Q1 dip reflects the Q4 carryover effect and a higher benchmark, but the strong Q3 rebound shows agencies rising to the challenge. Keep the momentum going in Q4 for the next year!

76
First Year

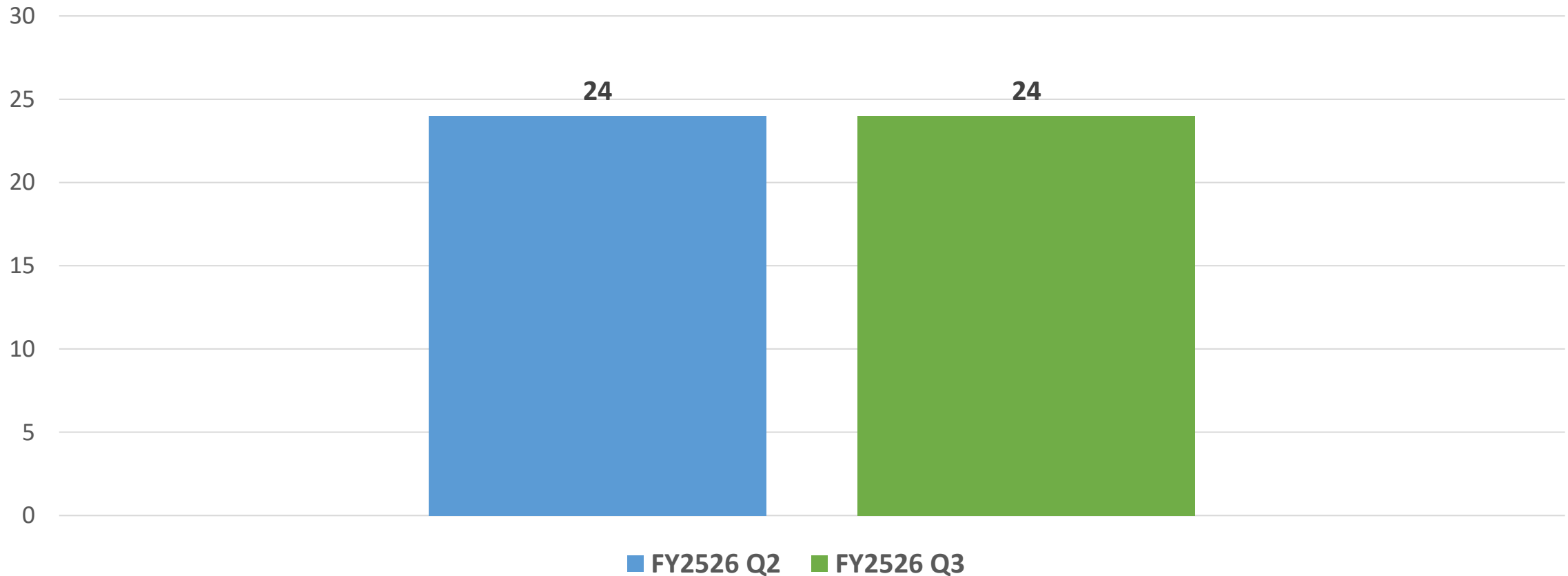
73
Last Quarter

30% → 45% → 65%
Benchmark Change





⚠️ Timely claim submission is critical — 100% compliance is the standard. Q2 and Q3 show only 24 agencies achieving full compliance. The benchmark will adjust a bit next year, but the expectation remains: submit claims on time, every time. Keep the momentum going in Q4 for the next year!



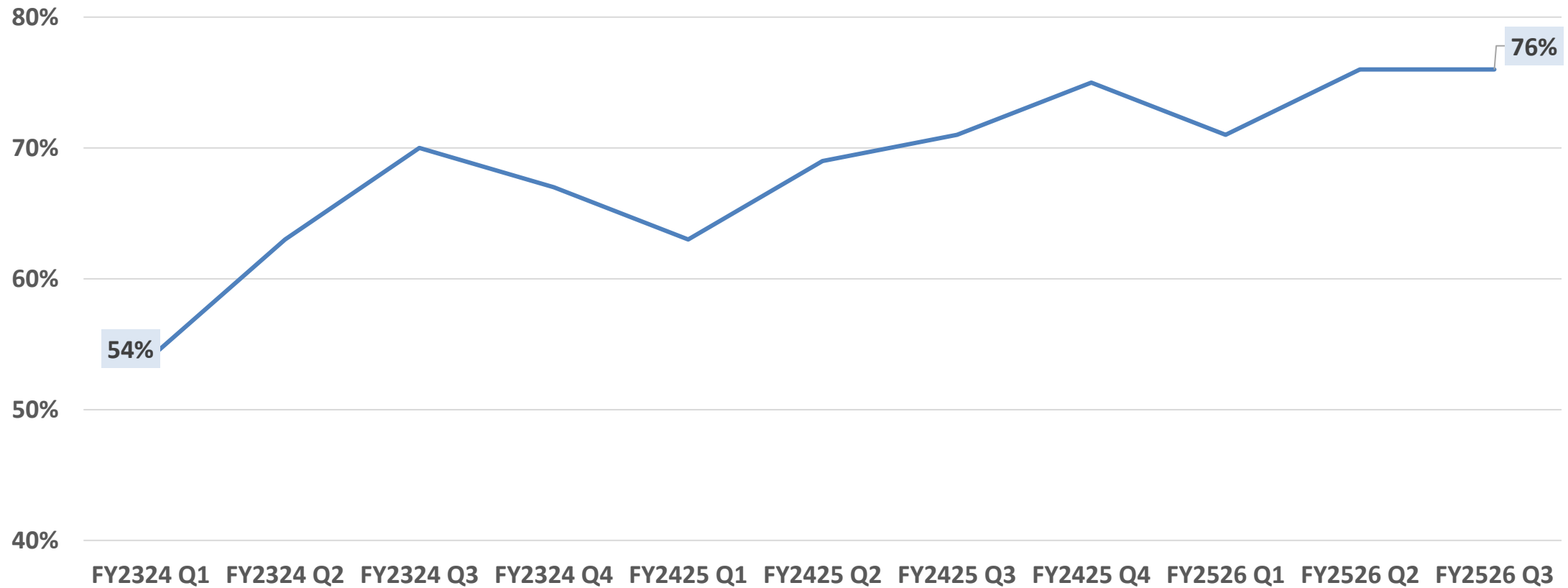
3A: MAT Education/Services for OUD Clients served in non-OTP Settings



54%
First Q Ave

76%
Last Q Ave

+41%
% Increase



3A: How Many Agencies Met MAT for OUD Benchmark by FY/Quarter

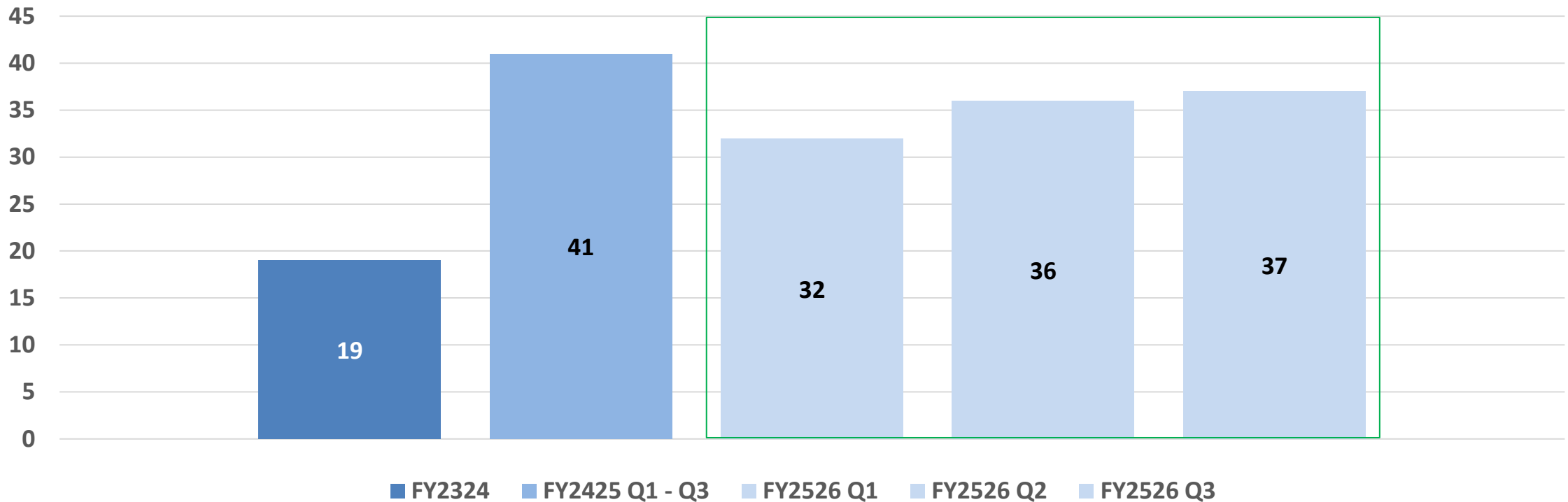


⚠ Lowering the benchmark in Year 2 built momentum; agencies carried that drive into Year 3 despite a higher bar. Keep the momentum going in Q4 for the next year!

19
First Year

37
Last Quarter

50% → 25% → 60%
Benchmark Change

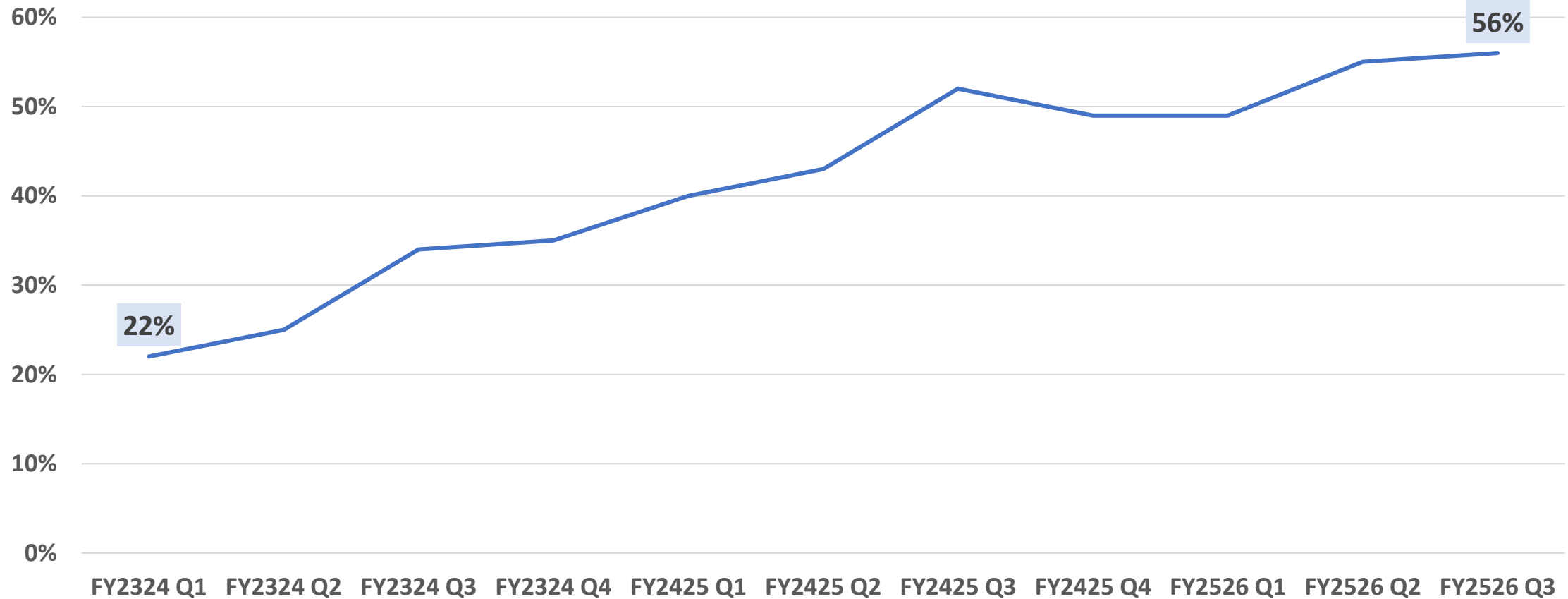




22%
First Q Ave

56%
Last Q Ave

+155%
% Increase



3B: How Many Agencies Met MAT for AUD Benchmark by FY/Quarter

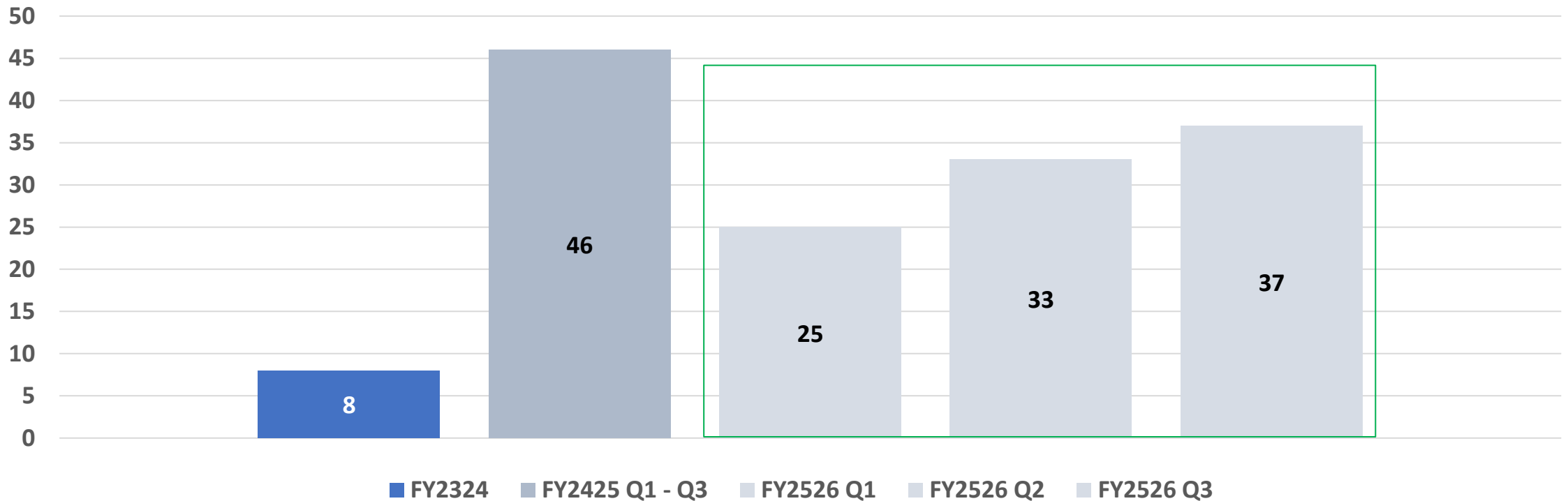


⚠ Lowering the benchmark in Year 2 built momentum; agencies carried that drive into Year 3 despite a higher bar. Q1 dip reflects the Q4 carryover effect and a higher benchmark, but the strong Q3 rebound shows agencies rising to the challenge. Keep the momentum going in Q4 for the next year!

8
First Year

37
Last Quarter

50% → 15% → 50%
Benchmark Change



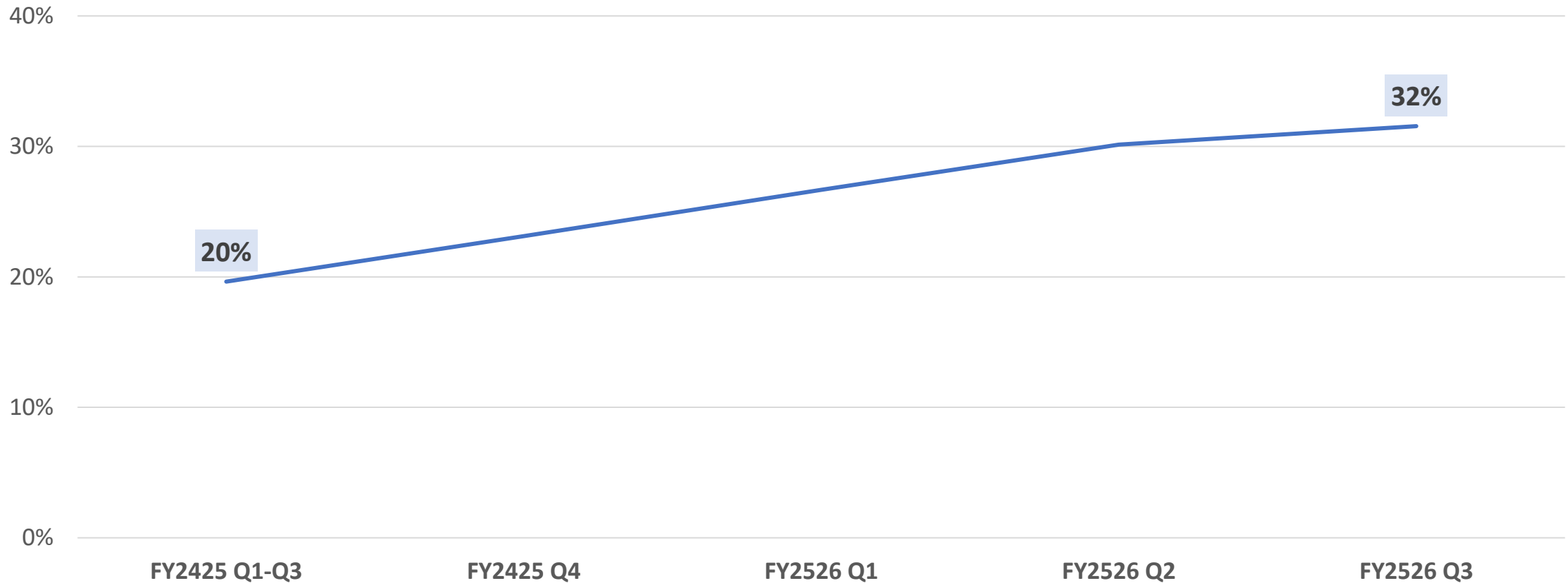
3D: Percent of Clients Referred and Admitted to Another SUD LOC Within 30 Days of Discharge



20%
First Q Ave

32%
Last Q Ave

+60%
% Increase



How Many Agencies Met Transition of Care Benchmark by FY/Quarter

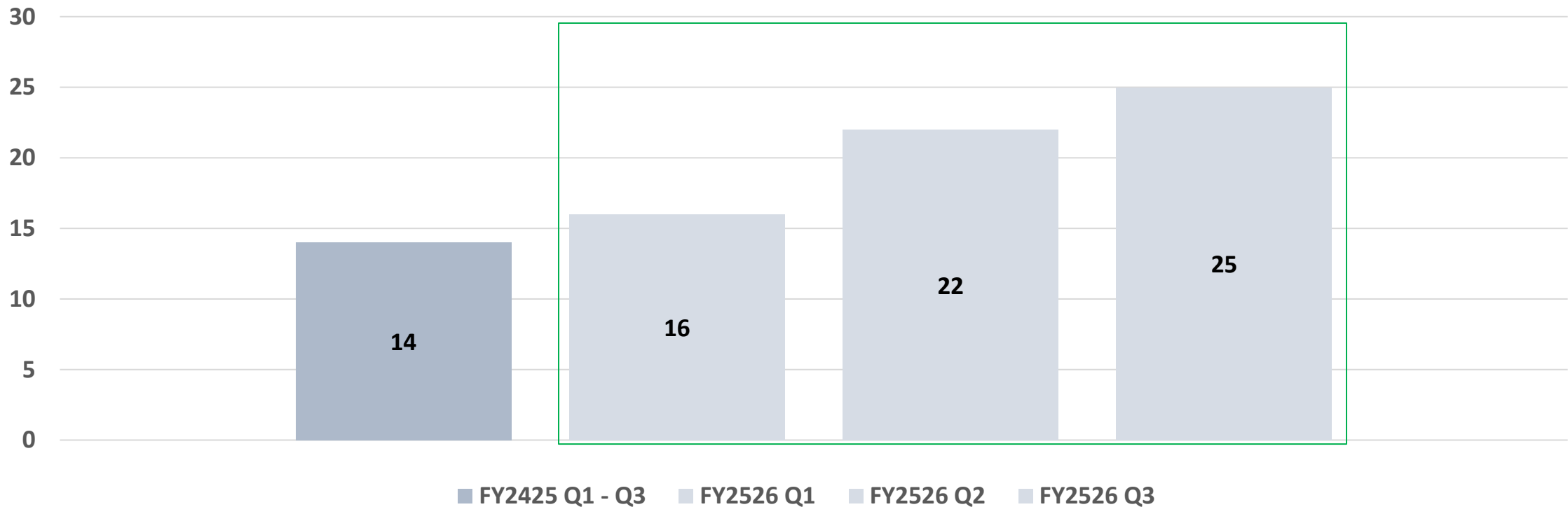


⚠ Performance and agencies meeting benchmark have both steadily increased — great work! The benchmark held steady these past two fiscal years to allow time for adjustments, but expect it to rise next year. Keep the momentum going in Q4 for the next year!

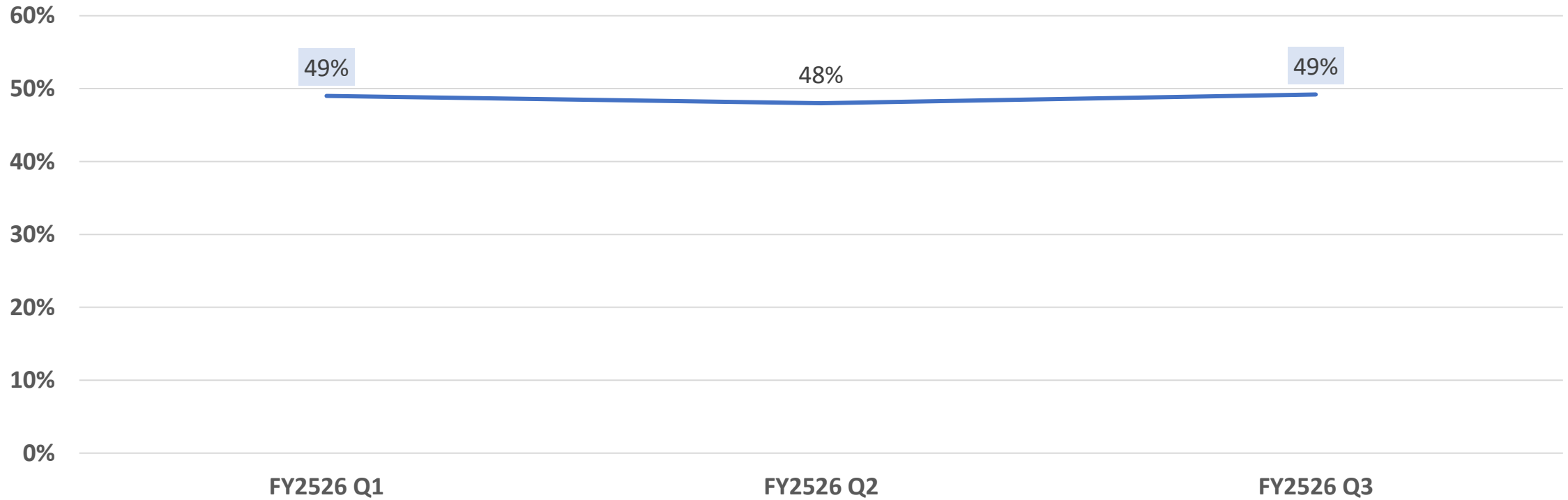
14
First Year

25
Last Quarter

30% → 30%
Benchmark Change



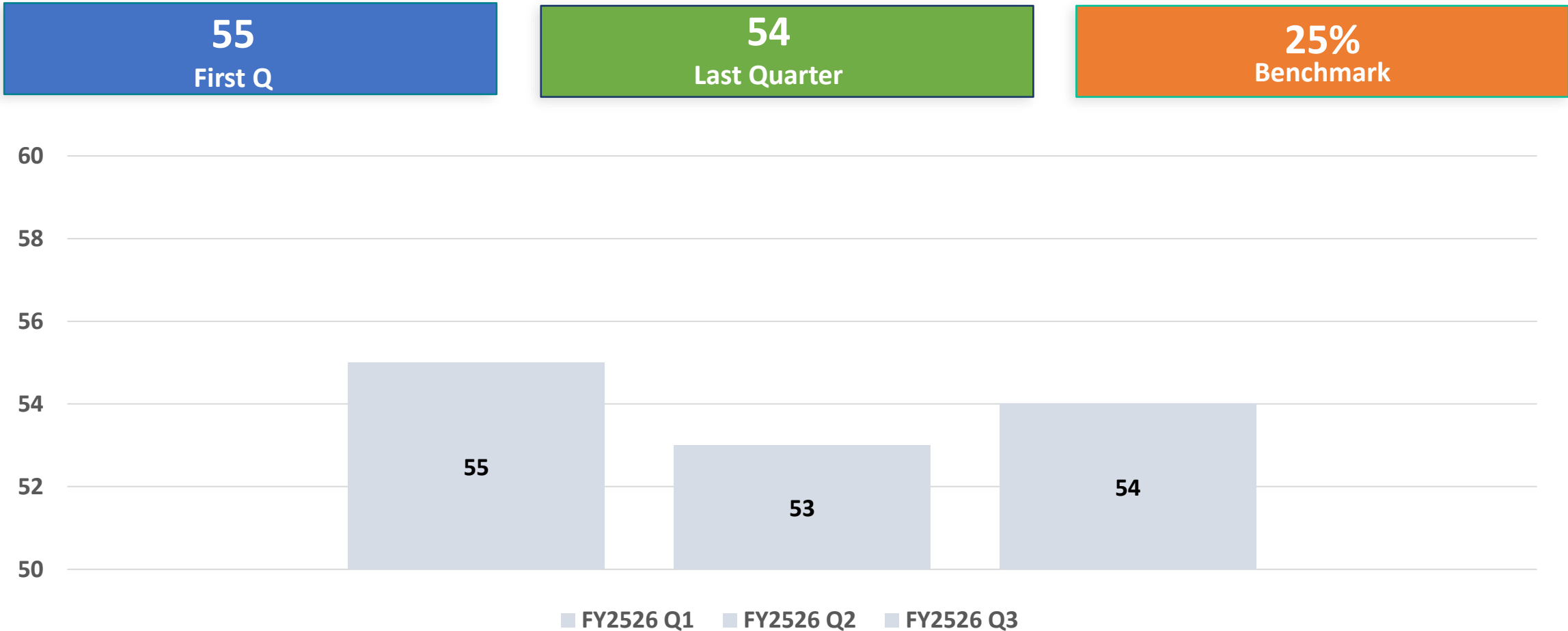
3E: Mental and Physical Health Referrals/Care Coordination



3E: How Many Agencies Met Care Coordination Benchmark by FY/Quarter



⚠ Performance and agencies meeting benchmark have remained steady in this new metric; currently tracking care coordination referrals and internal services only. Expect refinements as tracking expands to include referral service linkage. Keep the momentum going in Q4!



✓ Performance is Trending Up

P4P metrics showed improvement in average performance, reflecting your hard work and commitment to performance. **The data supports it: P4P works!**

🎯 The Target Keeps Moving

Benchmarks have risen each fiscal year for the majority. Continuing to improve is what keeps agencies meeting and exceeding the bar.

📈 Keep the Momentum into FY26/27

Continue tracking P4P through Q4. Most current P4Ps will carry over, plus 5 new P4P metrics, bringing the total to 11 in FY26/27.

📅 Training & Support Available

P4P Incentive Training: June 23, 2026 | 9:30–11:30 AM

- ✓ Hold your calendar!
- ✓ 1:1 Agency Training also available — reach out to schedule.



Treatment Perception Survey (TPS) Key Findings



Adult TPS in 2025: Key Facts

6,518 completed surveys - 3,460 (53%) Comments

76 agencies (218 facilities) participated

56% response rate (63% in 2024)

91% overall satisfaction with services received (92% in 2024)

Youth TPS in 2025: Key Facts

155 completed surveys - 74 (48%) Comments

20 agencies (21 facilities) participated

42% response rate (60% in 2024)

82% overall satisfaction with services received (88% in 2024)

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%*



R95

◆ Entered treatment with the goal of stopping or cutting down my use - 93%*

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."

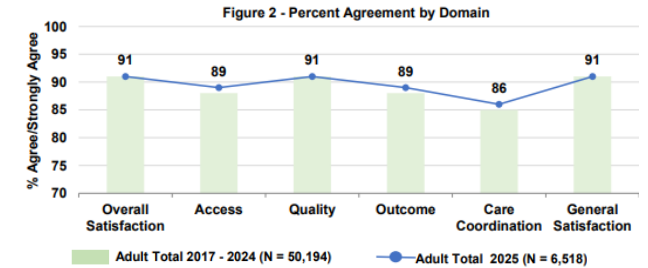


Figure 3 - Percent of Clients Comfortable in Discussing Lapses by Age Group

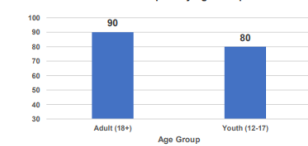


Figure 3 - Percent of Clients with Goal of Abstinence/Use Reduction by Age Group

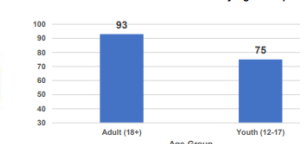


Figure 2 - Percent Agreement by Domain by Client Comfort Discussing Lapses

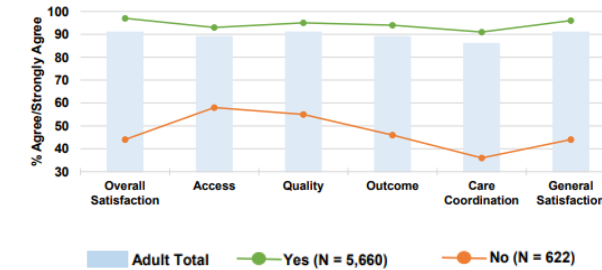
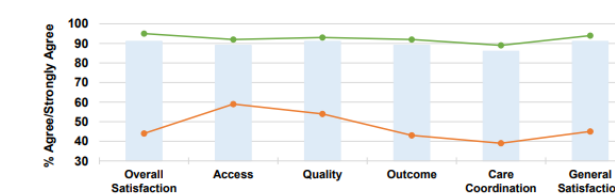


Figure 2 - Percent Agreement by Domain and Client Treatment Goal: Abstinence/Use Reduction



Any Questions

- Email us:
HODA_CALOMS@ph.lacounty.gov