

FRED BROWN'S RECOVERY SERVICES, INC.

TPS PERFORMANCE SUMMARY



SAPC | Substance Abuse
Prevention and Control



COUNTY OF LOS ANGELES
Public Health

May 4, 2026

1 About the survey

About the Treatment Perceptions Survey (TPS)

LA County's standardized benchmark survey assessing substance use disorder (SUD) treatment client satisfaction.

Required for all providers

The TPS is mandated for all SAPC-contracted SUD providers.

Standardized across the County

Every contracted provider administers **the same 23-question survey**. Each agency is benchmarked against **County averages and peer metrics**, overall and by level of care.

2025 survey

Surveys issued **October 20–24, 2025**.
6,518 valid adult responses across 76 SAPC-contracted agencies and 218 sites.

What it measures

Access, Quality, Outcomes, Care Coordination, General Satisfaction, and Overall Satisfaction.

2 Headline results

FBRS led LA County across every level of care.

FBRS scored among the highest in LA County in overall, residential, and outpatient satisfaction.

Overall

163 valid surveys

95%

FBRS satisfaction

County average: 91%

3rd highest
among providers with 100+ responses

Residential

31 valid surveys (100% response rate)

97%

FBRS satisfaction

County average: 85%

Tied for 2nd highest
among all residential providers

Outpatient

131 valid surveys

95%

FBRS satisfaction

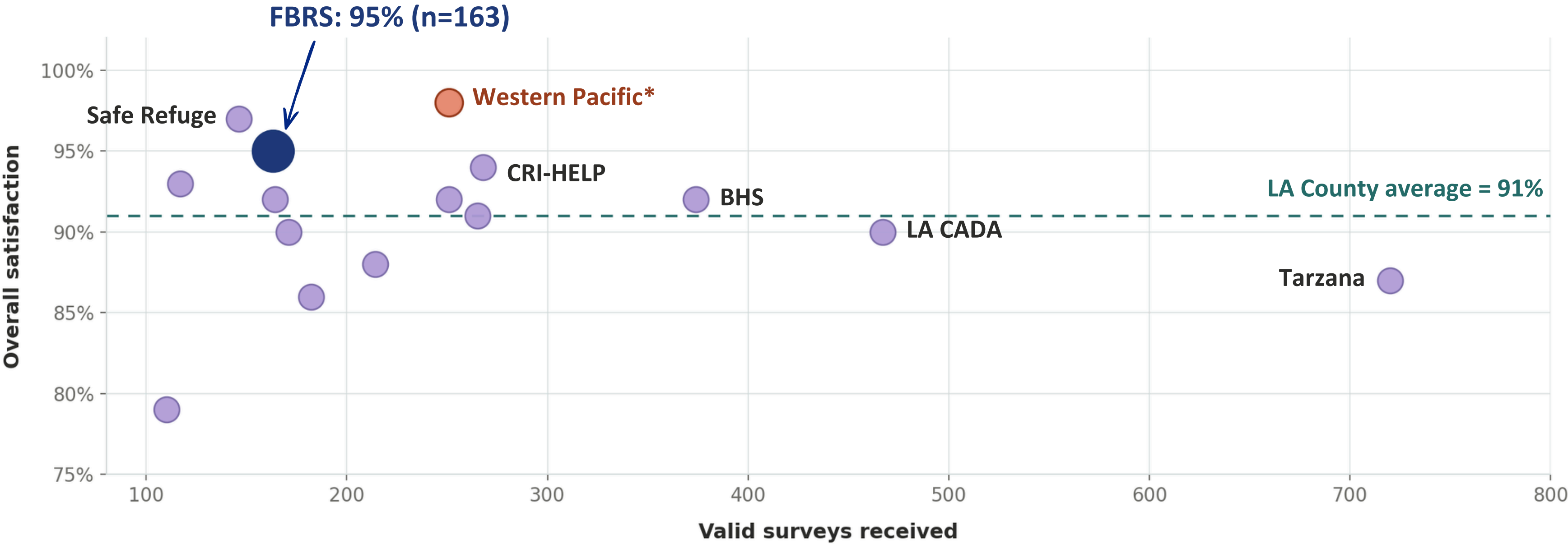
County average: 94%

3rd highest
among providers with 100+ responses

3 All clients, all levels of care

3rd highest overall satisfaction in LA County

FBRS placed 3rd in overall client satisfaction among providers with 100+ responses

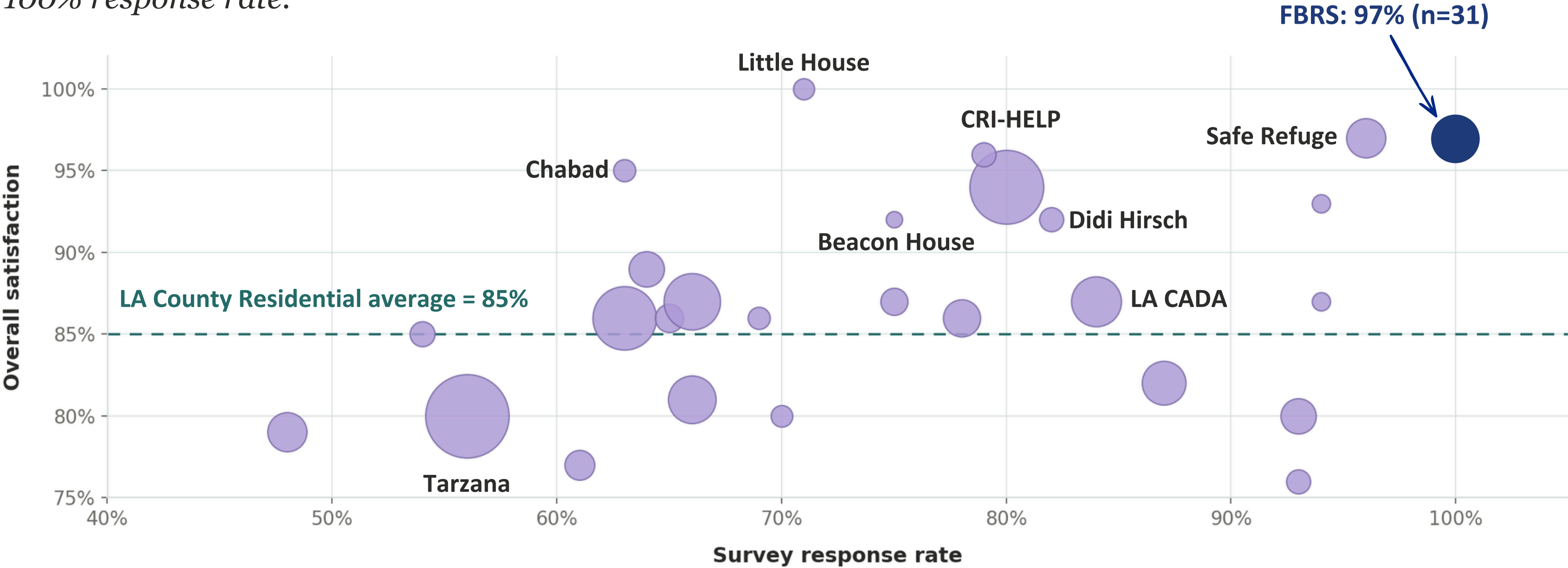


* Western Pacific Med-Corp shown for completeness; County flagged data as unreliable due to low response rate (36% of provided surveys returned)

4 Residential clients

2nd highest Residential satisfaction in LA County

FBRS tied for the 2nd-highest Residential satisfaction rate in LA County; the only program at the top with a 100% response rate.



Bubble size = number of valid responses.

5 Outpatient clients

3rd highest Outpatient satisfaction in LA County

FBRS placed 3rd in Outpatient client satisfaction among providers with 100+ responses, and runs the County's 5th-largest Outpatient program by survey volume.

