



1600 9th Street, Sacramento, CA 95814
916-654-2309

Date: November 7, 2011

DMH INFORMATION NOTICE NO.: 11-14

TO: LOCAL MENTAL HEALTH DIRECTORS

SUBJECT: DEPARTMENT OF MENTAL HEALTH CONSUMER
PERCEPTION SURVEY DATA COLLECTION

REFERENCE: IMPLEMENTATION OF THE CONSUMER PERCEPTION
SURVEY WELFARE AND INSTITUTIONS CODE SECTION 5898
AND CALIFORNIA CODE OF REGULATIONS, TITLE 9,
SECTION 3530.40

This Department of Mental Health (DMH) Information Notice provides guidance to Counties¹ for the submission of the Consumer Perception Survey (CPS). Data collection of the CPS is necessary to fulfill the federal Substance Abuse Mental Health Services Administration (SAMHSA) Block Grant requirement of reporting data on specified mental health National Outcome Measures, which is updated on an annual basis. We are asking counties to assist us in conducting the surveys in December. The survey period should take place from December 5 (Monday) through December 9 (Friday), 2011.

DMH has contracted with the California Institute for Mental Health (CiMH) to scan and process the submitted forms and aggregate the data. Counties that would like to receive back the data that was submitted during this collection period should contact DMH, Performance Outcomes and Quality Improvement (POQI) Support at the email provided on page two.

Counties that conducted the CPS at any time during Calendar Year 2011 can use the data already collected in lieu of the December survey period. Please submit the 2011 data no later than December 16, 2011. If you have chosen to submit 2011 data,

¹ "County" means the County Mental Health Department, two or more County Mental Health Departments acting jointly, and/or city-operated programs receiving funds per Welfare and Institutions Code Section 5701.5 (Cal Code Regs., tit. 9, § 3200.090).

please contact Stephanie Oprendeck at soprendeck@cimh.org. CiMH staff will contact you to facilitate the delivery of the data.

Once the surveys have been completed and collected, these must be submitted to the CiMH no later than December 16, 2011. Persons at the county/local level responsible for data collection and reporting are asked to do the following:

1. Visit the CiMH website at <http://www.cimh.org> to download the data collection materials, including each of the CPS forms.
2. Conduct the survey during the collection period specified above. Attached are samples of the four types of forms available (Adult, Older Adult, Family Member, and Youth). Each type of form is available in seven different languages (English, Spanish, Chinese, Russian, Vietnamese, Tagalog, and Hmong).
3. Please mail the completed surveys to the following address:
California Institute for Mental Health
2125 19th Street, 2nd Floor
Sacramento, CA 95818
Attention: Stephanie Oprendeck, Ph.D.

Please note the forms must be printed directly from the PDF documents; photocopied forms will not correctly scan. Further information and directions for form download, printing, and completion will be forthcoming.

If you have any questions regarding the CPS data collection process, please email POQI Support at POQI.Support@dmh.ca.gov.

Sincerely,

Original signed by

CLIFF ALLENBY
ACTING DIRECTOR

Enclosures (4)

cc: California Mental Health Planning Council (CMHPC)
California Mental Health Directors Association (CMHDA)
Mental Health Services Oversight and Accountability Commission (MHSOAC)
Sean Tracy, Assistant Deputy Director, Office of Community Services (OCS)