



State of California—Health and Human Services Agency
Department of Health Care Services



GAVIN NEWSOM
GOVERNOR

DATE: December 8, 2020

Behavioral Health Information Notice No: 20-067

TO: California Alliance of Child and Family Services
California Association for Alcohol/Drug Educators
California Association of Alcohol & Drug Program Executives, Inc.
California Association of DUI Treatment Programs
California Association of Social Rehabilitation Agencies
California Consortium of Addiction Programs and Professionals
California Council of Community Behavioral Health Agencies
California Hospital Association
California Opioid Maintenance Providers
California State Association of Counties
Coalition of Alcohol and Drug Associations
County Behavioral Health Directors
County Behavioral Health Directors Association of California
County Drug & Alcohol Administrators

SUBJECT: Drug Medi-Cal Organized Delivery System (DMC-ODS) Treatment Perceptions Survey (TPS)

PURPOSE: Guidance to DMC-ODS counties for the submission of client satisfaction survey data

REFERENCE: [MHSUDS Information Notice No.: 18-032](#); State and County Intergovernmental Agreement and the Code of Federal Regulations Title 42 §438.66.

BACKGROUND:

DHCS is required to maintain a plan for oversight and monitoring of DMC-ODS providers and counties to ensure compliance and corrective action with standards, access, and delivery of quality care and services. At least once per year, DHCS shall monitor the counties through an External Quality Review Organization (EQRO), Behavioral Health Concepts (BHC), Inc. In coordination with the University of California, Los Angeles (UCLA), BHC is required to review client satisfaction surveys conducted by counties, participating in the DMC-ODS Waiver.

Each DMC-ODS county shall survey clients at each of the providers within the county's network annually, utilizing a valid client satisfaction survey. The EQRO will validate the findings during its annual reviews of the counties. The administration of this survey by the counties will also address the data collection needs for the Centers for Medicare and Medicaid Services-required evaluation of the DMC-ODS Waiver demonstration. The information gathered from the surveys will support DMC-ODS Quality Improvement efforts and provide key information on the impacts of the new continuum of care.

The TPS for adults was developed by UCLA based on San Francisco County's validated survey, and through consultation with DHCS, individual counties, the Substance Abuse Prevention Treatment Committee of the County Behavioral Health Director's Association of California, the DMC-ODS EQRO Clinical Committee, BHC, and other stakeholder input. The TPS for youth was based on Los Angeles County's youth survey.

DHCS has contracted with UCLA to collect the online and phone/voice survey data, receive electronic data files from counties (if applicable), analyze the data, and prepare county- and provider-level summary and statewide reports.

POLICY:

Counties shall administer the TPS to both adults and youth at least once annually, following the instructions provided below. However, as a best practice, counties can conduct more frequent client satisfaction surveys and/or include additional survey questions as long as the standard TPS items are utilized.

The annual survey for DMC-ODS counties occurred on **November 9-13, 2020**. The survey was available for adults (age 18 and older) and youth (age 12 to 17) in 13 languages, including English, Chinese, Spanish, Tagalog, Vietnamese, Russian, Arabic, Korean, Eastern and Western Armenian, Cambodian, Hmong, and Farsi.

In response to the increased provision of services to clients via telehealth due to the public health emergency, counties were given access to a secure online survey. Paper forms (one-page and large print) were made available, and counties were responsible to scan or enter the data locally and submit the electronic data files to UCLA, or enter the data into the online survey, according to the instructions provided on the UCLA TPS website. UCLA is also exploring use of automated telephone surveys for clients who do not have access to the internet or prefer to complete the survey over the phone.

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Detailed instructions, as well as access to the data collection materials are posted on the TPS website at: <http://uclaisap.org/dmc-ods-eval/html/client-treatment-perceptions-survey.html>.

UCLA will aggregate all the survey data received directly using the online survey or phone/voice survey by county. UCLA will analyze the data, and prepare county- and provider-level and statewide summary reports. UCLA's goal is to provide these reports to the counties within three months of the survey period. In addition, through the annual EQRO review, BHC will assess client satisfaction by reviewing the TPS data along with any other client survey data provided by the county.

If you have questions or feedback about the survey or collection procedures, please contact the Cheryl Teruya, Ph.D., with UCLA at cteruya@mednet.ucla.edu.

Sincerely,

Original signed by

Marlies Perez
Acting Chief
Medi-Cal Behavioral Health Division