



RICHARD FIGUEROA
ACTING DIRECTOR

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



GAVIN NEWSOM
GOVERNOR

DATE: October 3, 2019

BEHAVIORAL HEALTH INFORMATION NOTICE NO.: 19-045

TO: COUNTY BEHAVIORAL HEALTH DIRECTORS
COUNTY DRUG & ALCOHOL ADMINISTRATORS
COUNTY BEHAVIORAL HEALTH DIRECTORS ASSOCIATION OF CALIFORNIA
CALIFORNIA COUNCIL OF COMMUNITY BEHAVIORAL HEALTH AGENCIES
COALITION OF ALCOHOL AND DRUG ASSOCIATIONS
CALIFORNIA ASSOCIATION OF ALCOHOL & DRUG PROGRAM EXECUTIVES, INC.
CALIFORNIA ALLIANCE OF CHILD AND FAMILY SERVICES
CALIFORNIA OPIOID MAINTENANCE PROVIDERS
CALIFORNIA STATE ASSOCIATION OF COUNTIES
CALIFORNIA CONSORTIUM OF ADDICTION PROGRAMS AND PROFESSIONALS

SUBJECT: MENTAL HEALTH CONSUMER PERCEPTION SURVEY DATA COLLECTION – NOVEMBER 4 – 8, 2019

REFERENCE: WELFARE AND INSTITUTIONS CODE SECTION 5898 AND SECTION 3530.40 OF TITLE 9 OF THE CALIFORNIA CODE OF REGULATIONS

This Department of Health Care Services (DHCS) Information Notice provides guidance to Counties¹ for the submission of data for the Consumer Perception Survey (CPS) Data Collection requirement. The goal of this survey is to collect data for the federal National Outcome Measures required by the Substance Abuse and Mental Health Services Administration. Receipt of federal Community Mental Health Services Block Grant funding is contingent upon the submission of this 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. (§ 3200.090 of Title 9 of the California Code of Regulations (CCR)).

Counties are required to conduct the survey and submit data per §3530.40 of Title 9 of the CCR. Section 3530.40 of Title 9 of the CCR requires that semi-annual surveys be conducted. Therefore, counties will be required to administer the CPS in May and November of each calendar year.

The Fall 2019 survey period will take place from **Monday, November 4 through Friday, November 8, 2019**. DHCS has contracted with the California Institute for Behavioral Health Solutions (CIBHS) to scan and process the submitted forms and aggregate the data. DHCS and CIBHS are also offering Counties the option to collect data electronically through use of secure online survey tool. Counties are encouraged to offer consumers the opportunity to complete the survey online using the links and Quick Response (QR) codes provided.

Once the survey forms have been completed and collected, they must be submitted to CIBHS no later than **Monday, December 2, 2019**. Persons at the county/local level responsible for data collection and reporting are asked to do the following:

1. Download the data collection materials, including instructions and each of the CPS forms, from the CIBHS website. A link to the materials is now available at <http://www.cibhs.org/consumer-perception-surveys>. Forms, survey links, and QR codes are available for Adults, Older Adults, Youth, and Family/Parents of Youth. Adult and Older Adult forms are available with or without *Quality of Life* survey items and counties may choose to use either type of form.
2. Administer the surveys during the collection period **Nov 4 – 8, 2019**.
3. Mail the completed paper forms no later than **Monday, December 2, 2019**, to the following address:

California Institute for Behavioral Health Solutions
2125 19th Street, 2nd Floor,
Sacramento, CA 95818
Attention: Samantha Spangler

4. Surveys completed online are automatically transmitted to CIBHS and will be aggregated with surveys completed on paper.

Counties must take necessary steps to safeguard the integrity of personal identifiable information at all times including secure packaging and shipping of survey forms. For more information on secure packaging and shipping, see item 8, Instructions for Consumer Perception Survey Data Collection.

Please note the forms must be printed directly from the PDF documents on the CIBHS website. Photocopied forms will not be accepted, as they will not correctly scan. Other survey types or forms that have been modified in any way by the counties to collect this data will also not be accepted, as they cannot be aggregated with the standard forms.

For counties who have Teleform software and wish to print forms locally from their Teleform Designer software, Teleform form definition files (Version 9.0 and Version 10.6) will also be available on the CIBHS website.

In September 2019, the CPS- Performance Outcomes & Quality Improvement Program data submission system will migrate to the [DHCS Application Portal](#). Counties who choose to scan/enter data locally must aggregate their data according to the data dictionaries that will be available for download by October 2019, on [DHCS Application Portal](#). Resulting data files should be uploaded to county folders in the [DHCS Application Portal](#) no later than **5:00 pm on Friday, January 17, 2020**.

A separate MHSUDS IN will be released in September 2019 that will describe the process for obtaining access to the [DHCS Application Portal](#).

CPS Data files received after January 17, 2020, cannot be utilized in statewide reporting. Please notify one of the CIBHS staff below if your county plans to upload data files to the [DHCS Application Portal](#). Counties will be able to retrieve electronic data files of their survey submissions by logging onto the [DHCS Application Portal](#). The data will be posted in county-specific folders for download by April 2020. Data from previous survey periods will be available in the Information Technology Web Services through December 2019.

After December 2019, data from previous survey periods will be available on the [DHCS Application Portal](#). However, data in the new system will only be available for download for 45 days from posting. Counties will need to contact MHSData@dchs.ca.gov to request survey data after that time period.

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If you have any questions regarding the CPS Data Collection process, contact the following staff at CIBHS:

Samantha Spangler
Program Manager
sspangler@cibhs.org
(916) 379-5361

Faazreen Mohammed
Data Process Lead
fmohammed@cibhs.org
(916) 379-5348

Sincerely,

Original signed by:

Marlies Perez, Chief
Community Services Division

Enclosure