



DATE: February 22, 2024

Behavioral Health Information Notice No: 24-009

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: Mental Health Consumer Perception Survey Data Collection

PURPOSE: To outline the collection and submission requirements for the 2024 Consumer Perception Survey (CPS)

REFERENCE: Welfare and Institutions Code Section 5898; Title 9, California Code of Regulations (CCR) Section 3530.40

BACKGROUND:

This Department of Health Care Services (DHCS) Behavioral Health Information Notice provides guidance to county Mental Health Plans (MHPs) on the requirements for the collection and submission of the CPS. The goal of this survey is to collect data for reporting on the federally determined National Outcome Measures (NOMs). Reporting on these NOMs is required by the Substance Abuse and Mental Health Services Administration, and receipt of federal Community Mental Health Services Block Grant funding is contingent upon the submission of this data.

MHPs are required to conduct annual survey and submit data per Title 9 CCR Section 3530.40. Additionally, the [California Advancing and Innovating Medi-Cal \(CalAIM\) Section 1915\(b\) Waiver, Special Terms and Conditions \(STC\)](#) A10(c)(iii), requires the CPS to be conducted annually for members receiving care through the Specialty Mental Health program by county MHPs.

POLICY:

The 2024 survey period will take place from **Monday, May 20, 2024, through Friday, May 24, 2024**. DHCS has contracted with the University of California Los Angeles – Integrated Substance Use Programs (UCLA-ISAP) to scan and process the submitted forms and aggregate the data. MHPs can collect survey data via paper survey forms or via an online survey link provided by UCLA-ISAP.

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 UCLA-ISAP website. Links to the materials as well as the online surveys will be available on the UCLA-ISP website at <http://www.uclaisap.org/mh-consumer-perception-survey.html> by Friday, March 22, 2024. Forms 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 form.
2. Administer the surveys during the collection period from **May 20, 2024, through May 24, 2024**.
3. Mail the completed forms, as instructed below, no later than Monday, June 17, 2024, to the following address:

Integrated Substance Abuse Programs - UCLA
Attention: Vandana Joshi
10911 Weyburn Ave, Suite 200,
Los Angeles, CA 90024

MHPs must take necessary steps to always safeguard the integrity of personal identifiable information, including secure packaging and shipping of survey forms. For more information on secure packaging and shipping, see Instructions for CPS Data Collection at <http://www.uclaisap.org/mh-consumer-perception-survey.html>.

Please note the forms must be printed directly from the PDF documents on the UCLA website. Please mail original survey forms to UCLA. 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 MHPs to collect this data will also not be accepted, as they cannot be aggregated with the standard forms.

Behavioral Health Information Notice No.: 24-009
Page 3
February 22, 2024

For MHPs who have Teleform software and wish to print forms locally from their Teleform Designer software, Teleform form definition files (Version 16.5) will also be available on the UCLA website.

MHPs who choose to scan/enter data locally must aggregate their data according to the data dictionaries available on the UCLA-ISP website at <http://www.uclaisap.org/mh-consumer-perception-survey.html>. Resulting data files should be uploaded to the UCLA Box folder no 5:00 pm on Monday, July 22, 2024.

Data files received after July 22, 2024, cannot be used in statewide reporting. Please notify the UCLA staff below by June 10, 2024, if your MHP plans to upload data files to UCLA Box folder. MHPs will be able to retrieve electronic data files of their survey submissions by logging onto the DHCS website at <portal.dhcs.ca.gov>. The data will be posted in county-specific folders for download by December 2024.

If you have any questions regarding the CPS Data Collection process, please contact:

Vandana Joshi
Program Manager
vjoshi@mednet.ucla.edu
(310) 267-5503

Sincerely,

Original signed by

Michele Wong, Chief
Medi-Cal Behavioral Health–Oversight and Monitoring Division