

DATE: February 6, 2025

Behavioral Health Information Notice No: 25-004

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 provide guidance to county Mental Health Plans (MHPs) on the requirements for the collection and submission of the 2025 Consumer Perception Survey (CPS)

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

BACKGROUND:

The CPS survey is used 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 the survey annually 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.

POLICY:

The 2025 CPS survey period will take place from **Monday, May 19, 2025, through Friday, May 23, 2025**. DHCS contracts with the University of California Los Angeles – Integrated Substance Use and Addiction Programs (UCLA-ISAP) to scan and process the submitted surveys 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 shall 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 14, 2025. 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 19, 2025, through May 23, 2025**.
3. Mail the original completed forms, as instructed below, no later than Monday, June 16, 2025, to the following address:

UCLA Integrated Substance Use and Addiction Programs
Attention: Vandana Joshi
10911 Weyburn Avenue, 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. Photocopied forms will not be accepted as they will not scan correctly. Other survey types or forms that have been modified in any way will not be accepted, as they cannot be aggregated with the standard forms.

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For MHPs that 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 later than 5:00 pm on Friday, July 18, 2025.

Data files received after July 18, 2025, cannot be used in statewide reporting. MHPs must notify the UCLA staff below by June 9, 2025 if they plan to upload data files to the 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 2025.

If you have any questions regarding the CPS Data Collection process, please contact Vandana Joshi, UCLA ISAP Program Manager at vjoshi@mednet.ucla.edu (310) 267-5503.

Sincerely,

Original signed by

Michele Wong, Chief
Behavioral Health Oversight and Monitoring Division