



DATE: May 05, 2026

Behavioral Health Information Notice (BHIN): 26-019
Supersedes [BHIN 25-025](#) and [BHIN 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 Program
California Association of Mental Health Peer Run Organizations
California Association of Social Rehabilitation Agencies
California Consortium of Addiction Programs and Professional
California Behavioral Health Association
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 (CPS) and Drug Medi-Cal Organized Delivery System (DMC-ODS) Treatment Perception Survey (TPS) data collection

PURPOSE: Provides guidance on Mental Health Plan (MHP) and Drug Medi-Cal Organized Delivery System (DMC-ODS) Plan requirements for CPS and TPS data collection and submission.

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

California Department of Health Care Services

Deputy Director's Office, Behavioral Health
P.O. Box 997413 | Sacramento, CA | 95899-7413
MS Code 2710 | Phone (916) 440-7800

www.dhcs.ca.gov

State of California

Gavin Newsom, Governor



California Health and Human Services Agency

Innovating Medi-Cal (CalAIM) Section 1915(b) Special Terms and Conditions (STCs) A(10)(c)(iii) and (iv).

BACKGROUND:

The CPS and TPS requirements were previously issued under two separate BHINs (BHIN 25-025 and BHIN 25-004) and are now combined into a single BHIN. Both MHPs and DMC-ODS Plans (hereafter collectively referred to as Behavioral Health Plans (BHPs)) shall continue to submit the CPS and TPS, respectively to DHCS as outlined in this BHIN.

Under the California Advancing and Innovating Medi-Cal (CalAIM) Section 1915(b) Waiver, Special Terms and Conditions (STC) A10(c)(iii) and (iv), the Centers for Medicare and Medicaid Services require that the CPS and TPS are conducted annually for members receiving care through the Specialty Mental Health Services and DMC-ODS systems, respectively. The CPS survey is also used to collect data annually for reporting on the federally determined National Outcome Measures (NOMS). Reporting on 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. The TPS survey is used to collect data annually addressing the data collection needs for the DMC-ODS evaluation.

POLICY:

MHPs shall administer the CPS surveys, and DMC-ODS Plans shall administer the TPS surveys annually with UCLA-ISAP oversight, following the instructions provided below. BHPs may independently conduct more frequent client satisfaction surveys and/or include additional survey questions as long as the standard CPS and TPS survey items are utilized. Counties can collect survey data via paper survey forms or via online survey link provided by UCLA-ISAP.

Survey Types

MHPs are responsible for collecting CPS data, and DMC-ODS Plans are responsible for collecting TPS data.

CPS (MHPs):

CPS survey data is collected through four survey types:

- Adult;
- Older Adults;
- Youth; and
- Youth Services Survey for Families (YSS-F)

Adult and Older Adult (CPS) forms are available in two versions, one with *Quality-of-Life* items and one without. Counties may choose to use either version.

TPS (DMC-ODS Plans):

TPS survey data is collected through two survey types:

- Adult; and
- Youth

All CPS and TPS survey forms, including paper forms and electronic survey links, are available for download from the UCLA-ISAP [CPS website](#) and [TPS website](#) in English and the 11 threshold languages. In addition, all survey training materials, including Frequently Asked Questions, are posted on these websites.

Data Collection Timeline

MHPs and DMC-ODS Plans will collect the CPS and TPS survey data annually as applicable using the following timeline:

Data Collection Timeline	
CPS – Mental Health Plans	TPS – DMC-ODS Plans
Third Week in May (annually)	Third Week in October (annually)

Detailed instructions, as well as data collection materials, are updated regularly and posted on the following UCLA-ISAP website [CPS website](#) and [TPS website](#).

Data Submission Timeline

For timely processing and reporting of data by UCLA-ISAP to DHCS, BHPs must adhere to the following timeline based on the method of submission.

Data Submission Timeline	
Paper Surveys – CPS and TPS	Electronic Data – CPS and TPS
Counties shall securely mail completed paper surveys to UCLA-ISAP using the	Counties using their own software to collect survey data shall upload the

Data Submission Timeline	
approved shipping method (provided by UCLA-ISAP) within three weeks of completing data collection.	electronic data file to the secure UCLA-Box folder within eight weeks of completing data collection.

Survey Data and County Reports

UCLA-ISAP will scan, clean, and verify the paper surveys and combine them with surveys collected electronically. Raw data and aggregated county and provider level reports will be available to counties using the following timeline.

SURVEY DATA AND COUNTY REPORTS	
Raw Data – CPS and TPS	County Report – CPS and TPS
CPS – Available for counties to download from the DHCS data portal within six months of data collection. TPS – Available for counties to download from the secure UCLA-Box folder within five months of data collection.	CPS – County-level reports available for download from the UCLA-Box folder within seven months of data collection. TPS – County-level and Provider-Level reports available for download from the UCLA-Box folder within five months of data collection.

For questions or feedback about the survey or collection procedures, contact Vandana Joshi at vjoshi@mednet.ucla.edu for CPS inquiries and Marylou Gilbert at MarylouGilbert@mednet.ucla.edu for TPS inquiries.

Sincerely,

Original signed by

Michele Wong, Chief
Behavioral Health Oversight and Monitoring Division