



1600 9th Street, Sacramento, CA 95814
(916) 654-2309

May 8, 2012

DMH INFORMATION NOTICE NO.: 12-03

TO: LOCAL MENTAL HEALTH DIRECTORS

SUBJECT: CLARIFICATION AND MODIFICATION TO THE DEPARTMENT OF
MENTAL HEALTH CONSUMER PERCEPTION SURVEY DATA
COLLECTION

REFERENCE: IMPLEMENTATION OF THE CONSUMER PERCEPTION SURVEY,
WELFARE AND INSTITUTIONS CODE SECTION 5898 AND
CALIFORNIA CODE OF REGULATIONS, TITLE 9, SECTION 3530-40

DEPARTMENT OF MENTAL HEALTH INFORMATION NOTICE
NO.: 12-02

This Department of Mental Health (DMH) Information Notice provides clarification and guidance stipulated in DMH Information Notice Number 12-02, DMH Consumer Perception Survey (CPS) Data Collection, which provided guidance to Counties¹ for the submission of data for the CPS Data Collection requirement.

Due to numerous factors and logistical barriers, DMH is modifying the CPS data collection time period. The data collection for this survey will occur only once in FY 2012, and the time period for this collection will be conducted from August 20-24, 2012.

Completed August survey data must be submitted to the California Institute for Mental Health no later than September 7, 2012. DMH is still requiring that only the forms available on the DMH website are to be used for conducting the surveys. Any other tool/method, or forms that are modified in any way, will not be accepted. The procedures for data collection and reporting have not changed, and are as follows:

1. Visit the DMH website at <http://www.dmh.ca.gov/POQI/Documents.asp> to download each of the CPS forms. CPS Data Dictionaries are available on the

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 (Cal Code Regs., tit. 9, § 3200.090).

Information Technology Web Service (ITWS), Performance Outcomes and Quality Improvement (POQI) system, under the section POQI Information, Consumer Perception Survey (CPS) Data Dictionaries.

2. Conduct the survey during the collection period specified above, using the four types of forms available (Adult, Older Adult, Youth Family, and Youth). Each type of form is available in seven different languages (English, Spanish, Chinese, Russian, Vietnamese, Tagalog, and Hmong).
3. Please mail the completed surveys to the following address:

California Institute for Mental Health
2125 19th Street, 2nd Floor
Sacramento, CA 95818
Attention: CPS Project

4. OPTIONAL – If the county has a process in place to scan and verify the attached survey forms, please upload the data via ITWS, instead of mailing the completed forms to the address above. Please use the POQI system in ITWS to transfer the CPS data.

If you have any questions regarding the CPS Data Collection process, please email POQI Support at POQI.Support@dmh.ca.gov.

Sincerely,

Original signed by

CLIFF ALLENBY
Acting Director

cc: California Mental Health Planning Council (CMHPC)
California Mental Health Directors Association (CMHDA)
Mental Health Services Oversight and Accountability Commission (MHSOAC)
Acting Deputy Director, Office of Community Services (OCS)