

**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
OFFICE OF ADMINISTRATIVE OPERATIONS – QUALITY IMPROVEMENT DIVISION**

February 28, 2019

TO: Service Area Quality Improvement Committee Chairs/Co-Chairs

FROM: Sandra Chang Ptasinski, Ph.D.
Mental Health Clinical Program Manager I

SUBJECT: 24/7 ACCESS LINE TEST CALLS PROJECT, CALENDAR YEAR (CY) 2019

The Test Calls Project is conducted annually in collaboration with the ACCESS Center and in accordance with California Code of Regulations, Title 9, Section 1810.405(d) and the State Performance Contract for timeliness and access to services requirements (Section A, 9a. and Section I, 4b. 1-4). Service Area Quality Improvement Committees (SA QICs) are requested to participate in the CY 2019 Test Calls Project.

Between March 1, 2019 and October 31, 2019, each SA QIC will be responsible for completing 10 test calls (5 calls in English and 5 in non-English during the business and after hours). One Test Call from each Service Area (SA) should include a request for information on beneficiary rights or the beneficiary grievance procedure. Additionally, two test calls should include a crisis scenario (one business hours/one after hours). The Test Caller must complete a 24/7 ACCESS Line Test Calls Survey – CY 2019 (see attached) for each Test Call placed to the ACCESS Center. The 24/7 ACCESS Line Test Calls survey is available online at <https://survey.lacounty.gov/LACounty/se.ashx?s=645F266E16A0A02B>.

All survey data forwarded to the Quality Improvement Division (QID) must be received via this online survey format. To ensure there is no missing information, SA QIC Chairs/Co-Chairs must review the hard copy survey forms that are completed by test callers on a timely basis. If there is missing documentation, the test call must be repeated to capture all required data. Instructions for completing Test Calls are provided (see attached handouts).

The schedule for conducting calls in each SA is available in the Test Calls Guidelines/Instructions and Service Area Test Call Schedule handouts. The online survey will be available to each SA during their assigned month. Survey data by the SA QIC Chairs must be submitted to QID by the 10th of the following month. If you have any questions, please contact Zosima Mar at (213) 251-6748 or email at ZMar@dmh.lacounty.gov. Thank you for your continued participation in the Test Calls Project.

Attachments: 24/7 ACCESS Line Test Calls Survey
Test Calls Scenarios – Crisis, Non-Crisis, and Beneficiary Problem/Complaint
Test Calls Guidelines/Instructions
Service Area Test Calls Schedule
LACDMH Policy/Procedure 200.03