

**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
OFFICE OF ADMINISTRATIVE OPERATIONS – QUALITY IMPROVEMENT DIVISION
CY 2019**

Service Area (SA) Test Calls Study Schedule

SA	Month Assigned for Test Calls	Date Due to QID
SA 5	March 2019	April 10, 2019
SA 6	April 2019	May 10, 2019
SA 7	May 2019	June 10, 2019
SA 8	June 2019	July 10, 2019
SA 4	July 2019	August 10, 2019
SA 3	August 2019	September 10, 2019
SA 2	September 2019	October 10, 2019
SA 1	October 2019	November 10, 2019

5 Calls in English

Business Hours: 2 After Hours: 3

5 Calls in non-English

Business Hours: 2 After Hours: 3