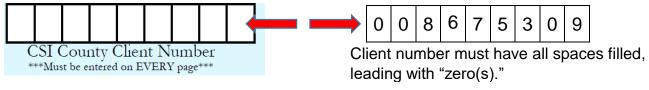
LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH CONSUMER PERCEPTION SURVEY

CPS Reminder Tips

- The official survey dates are Monday, May 13, 2019 through Friday, May 17, 2019.
- Surveys SHOULD ONLY be distributed within the OFFICIAL survey dates
- Surveys are NOT limited to randomized programs or Age Groups
- There are four survey types:
 - Adult (18-59 years old)
 - Older Adult (60+ years old)
 - Youth Services Survey (YSS; 13-17 years old)
 - Youth Services Survey for Families (YSS-F; parents/caregivers of Children/Youth between 0-17 years old).
- Forms are accessible on the Program Support Bureau Quality Improvement (PSBQI) website http://psbqi.dmh.lacounty.gov/Survey_Spring_2019.htm
- DO NOT photocopy the survey
- Print the survey directly from the pdf document. Double-sided forms are acceptable
 Do NOT staple the form below the staple line in the upper left-hand corner
- **DO NOT use pencil** to complete the survey. Use a black or dark blue pen
- DO NOT make any markings in the box in the lower right-hand corner of the surveys that contain a black and white geometric pattern (example below). Any markings over this box will cause the survey to be invalid.
- Only "bubble-in" answers. Do NOT use √ check marks or "X" marks
 Corrections are made by placing an "X" mark over the incorrect entry

Prepare Survey Forms Complete the Required Survey Items Prior to Giving to Consumers/Caregivers:

CSI County Client Number (IS/IBHIS) must be entered on the bottom of each page
 The field is 9 digits long and must be filled in completely. Please add leading zeros
 to the CSI Number if the number is less than 9 digits long.



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CPS Reminder Tips

 The County Code and The County Reporting Unit are required information and is the only way to record your data from your agency and return it to you

Service Area Provider Number

- Reasons (if applicable) for incomplete surveys:
 - 1. **Refused (Ref):** Client refused to complete the survey. Note: do NOT mark surveys with two marked answers as refused.
 - Impaired (Imp): Client is too impaired (mentally or physically to complete the survey
 - 3. Language (Lan): Client is unable to complete survey as survey is not in a language the client understands
 - 4. Other (Oth): Any other reason not listed above
- Review surveys daily for open-ended comments and make copies of the comment pages before they are returned to the SA QIC Chair
- Each provider will complete Tally Sheets forms for each of the four survey types
- Remove all post-it notes left on surveys
- Return Surveys WITH the four types of Tally Sheets to your SA QIC Chair:
- NOTE: Surveys returned through a central Legal Entity or brought directly to the Office
 of Administrative Operations Quality Improvement Division must email copies of your
 completed final Tally Sheets to your SA QIC Chair Liaison. This must be done prior to
 returning to a central Legal Entity or to the Quality Improvement Division.
- Date to complete your Open-ended Comments Report Form and email the completed form to your SA QIC Chair Liaison:

Reminder: Consumer Perception Surveys are to only be done the week of Monday, May 13, 2019 through Friday, May 17, 2019