



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

February 5, 2020

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

FROM: Kalene Gilbert  
Mental Health Clinical Program Manager III

SUBJECT: **24/7 ACCESS LINE TEST CALLS PROJECT, CALENDAR YEAR (CY) 2020**

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). The Quality Improvement Division requests the continued participation of the Service Area Quality Improvement Committees (SA QICs) in the CY 2020 Test Calls Project.

Between March 1, 2020 and October 31, 2020, each SA QIC will be responsible for completing 8 test calls (4 calls in English and 4 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 Form – CY 2020 (see attached) for each Test Call placed to the ACCESS Center. The SA Chairs are responsible for entering the data collected from their 24/7 ACCESS Line Test Calls survey forms into the online survey system.

All survey data forwarded to the Quality Improvement Division (QID) must be received via the 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 attachment on Test Calls Guidelines).

The schedule for conducting calls in each SA is available in the Test Calls Guidelines/ 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 10<sup>th</sup> of the following month. If you have any questions, please contact Jennifer Regan at (213) 251-6735 or email at [JRegan@dmh.lacounty.gov](mailto:JRegan@dmh.lacounty.gov) or Zosima Mar at (213) 251-6748 or email at [ZMar@dmh.lacounty.gov](mailto: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  
Policy/Procedure 200.03, Language Translation and Interpreter Services