LOS ANGELES COUNTY
**DEPARTMENT OF
MENTAL HEALTH**
hope. recovery. wellbeing.

Consumer Perception Survey (CPS)

Application User Guide for Providers

v2021.1.0

May 25, 2021

Table of Contents

Purpose

The California Department of Health Services utilizes Consumer Perception Surveys (CPS) to collect data for the federal National Outcome Measures required by the Substance Abuse and Mental Health Services Administration. As recipients of the federal Community Mental Health Services Block grant, the County of Los Angeles – Department of Mental Health (DMH) must administer CPS in our outpatient programs, at least annually. Historically, the assigned survey periods occur for one week in Spring (May or June) and another week during Fall (November). As the largest and linguistically diverse county mental health plan in the nation, the department has seen CPS return rates in the ten to fifteen thousand range. With these numbers, the disadvantages associated with paper-based survey administration outweighed the advantages.

As a resource tool for DMH outpatient providers from directly operated and contracted programs, the CPS User Portal would significantly cut the cost, labor, and human errors associated with managing paper-based surveys. In the outpatient programs, CPS Portal Users will use the application to email or text CPS forms to clients and their families in their preferred languages (English, Arabic, Spanish, Persian, Filipino, Korean, Russian, Vietnamese, Khmer, Chinese Simplified and Chinese Traditional). The electronic version of CPS that providers send uses logic branches/skip logic according to the clients and their families' responses. The survey type (Youth, Families, Adult, or Older Adult) will automatically match the clients' age. CPS Portal Users in Administrative roles, such as DMH Quality Improvement, will use the Dynamics version of the application to manage provider participation and track trends in survey return rates by survey type, language, and Service Area.

Accessing Provider Application Portal

IMPORTANT: In order to access the Provider Application Portal, users need to be set up with Multi-factor Authentication (MFA). If you have done this step, please continue with the instruction below. If not, please see Instructions for setting up MFA **at the end of this User Guide.**
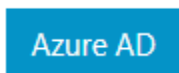
To access the Provider Application Portal, copy and paste the below URL into your internet browser. The recommended browsers are Google Chrome and Microsoft Edge.
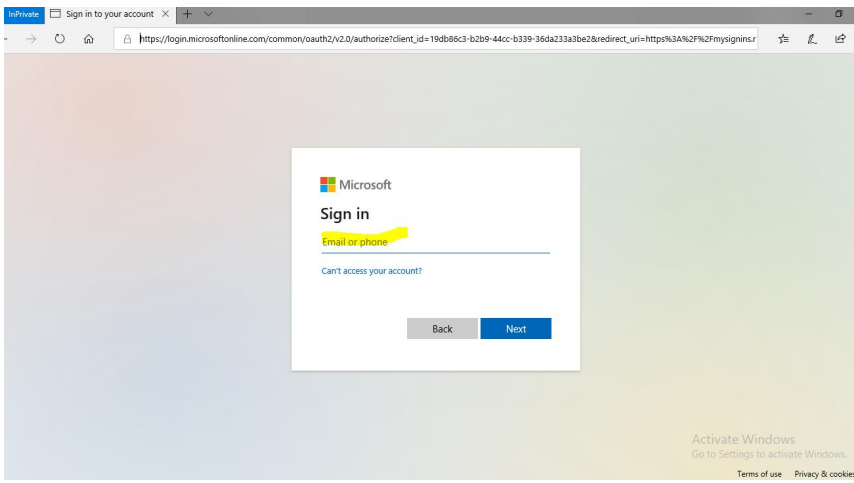
https://lacdmhpp.powerappsportals.us
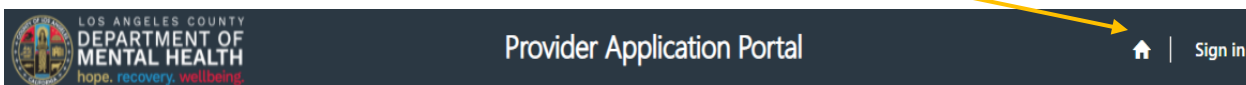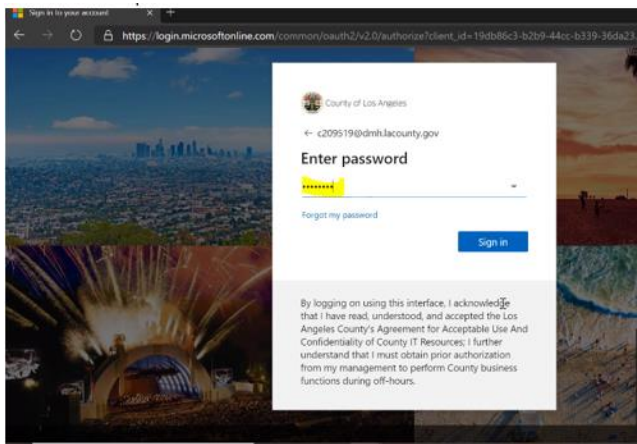
Click on Sign in

On the next screen click on Azure AD

If Sign in screen comes up, enter your DMH user ID, which is **your** Cnumber@dmh.lacounty.gov
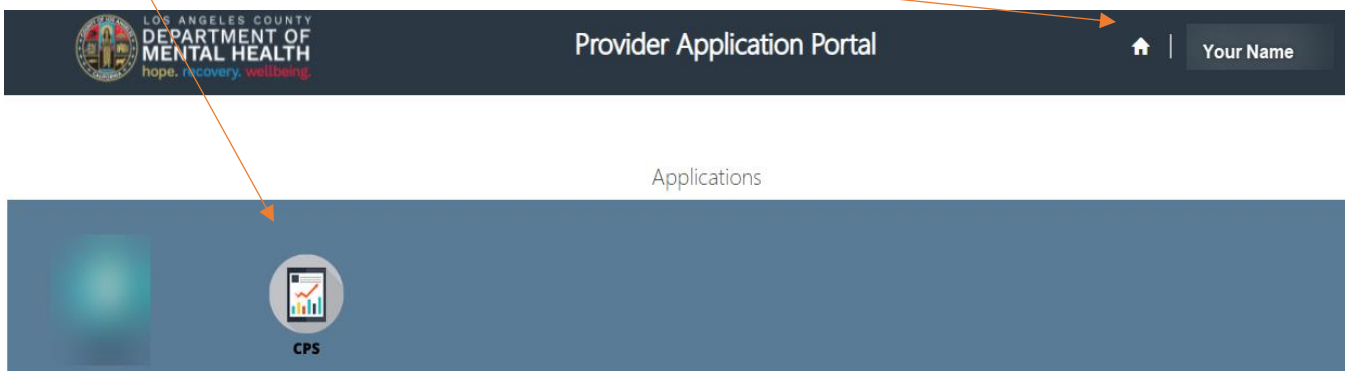(**Example: C123456@dmh.lacounty.gov**)

Enter your SSLVPN password (This is the password you use to access other DMH Applications)

Enter any additional information requested.

After successful log in, your name will appear on the top right corner and you will see CPS listed on the Applications menu. Click on CPS.

IMPORTANT: If CPS is not listed on the Applications menu, you need to request access to the Consumer Perception Survey (CPS) Portal. Your agency liaison can request access to the application on your behalf.

CPS Landing Page

CPS landing page will list all Programs associated with your Log In.

Click on the Program you want to select for the next survey.

The Survey Clients view lists survey records already created by the selected Program users.

By default, the view has recently created surveys on top. Click on any column name to sort the view in an acceding order based on the value in that field. Click the same column name to sort in a descending order.

How to create and send new Consumer Perception Survey

From the landing page, select the Program you want to work with. Click the "Create" button and follow the below steps:

Client Information

Client *

> Search for the Client in IBHIS **2**

Launch lookup modal

Client Last Name

Client First Name

Lookup records

> Search by Client Name or IBHIS ID **3**

To search on partial text, use the asterisk (*) wildcard character.

✕

Tester

✓	Client ID ↑	Client Full Name
☑	1724477	TESTER,MICHAEL
☐		

> Select Client from the list **4**

Select Cancel Remove value

> Select the Survey Recipient or leave the default value **5**

Survey Recipient

Client

| Client |
| Caregiver |
| Both |

Send Survey To Client

Fill in "Send Survey to Client" section **6**

Name

Delivery Preference *

Email

Confirm correct survey template is selected. Update if needed to Youth Services Survey

Client Survey

CPES - Youth Services Survey for Family Spring 2021

Send Survey To Caregiver

If applicable, fill in "Send Survey to Caregiver" section **7**

Caregiver Last Name *

Caregiver First Name *

Caregiver Survey Delivery Preference *

Survey Status Information

If you are ready to send the survey, update the Survey Status to "Sent" **8**
Note that this field is at the top of the page

Survey Status

Sent

Not Sent
Sent
5/4/2021

Click **Submit** at the bottom of the page to Send the survey **9**

Submit   Cancel

Survey will be sent to the Client and/or Caregiver via the preferred delivery method.

If you would like to save the survey as a DRAFT and send it later, leave the survey status "Not Sent" and click "Save" at the bottom of the page.

How to send Survey that was saved as a *Draft*

Program *

Survey Clients

Draft survey will have a status **Not Sent**

Create

Click to open the draft survey ①

Name ↓	Survey Status	Survey Recipient	Comment?	Age in Years	Survey Date	Created On ↓	
	Not Sent	Client	No	19		5/5/2021 7:49 AM	⌄
	Sent	Client	No	61	5/5/2021	5/5/2021 7:47 AM	

Edit

Note that only draft surveys will have the Edit option at the end of the line

Survey Status Information

Survey Status

Sent   ⌄

Not Sent
Sent
~~5/4/2021~~

On the survey details page update the Survey Status to "Sent"
* *Note that this field is at the top of the page* ②

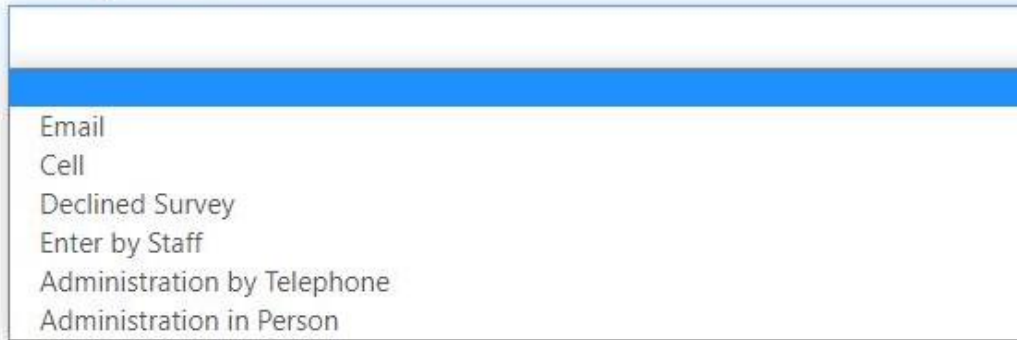Click **Submit** at the bottom of the page to Send the survey ③

Submit   Cancel

Survey Delivery Preference options

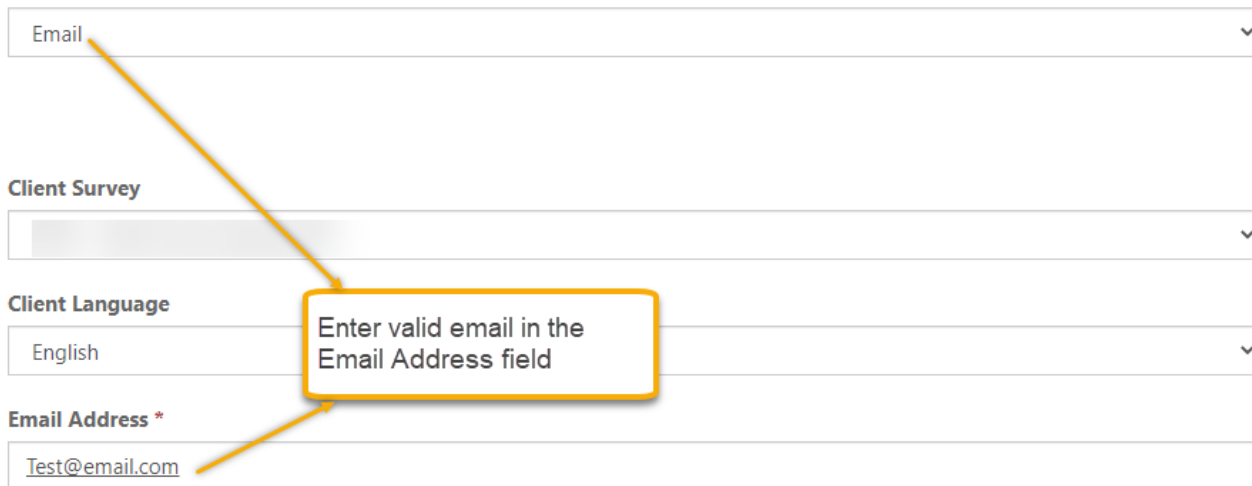In the Client or Caregiver Delivery Preference field, you can select one of the below options:

Delivery Preference *

Email
Cell
Declined Survey
Enter by Staff
Administration by Telephone
Administration in Person

1. **Email** – **To send the survey to the Client or Caregiver via Email, select "Email" from the Delivery Preference drop-down and enter valid email in the Email Address field**
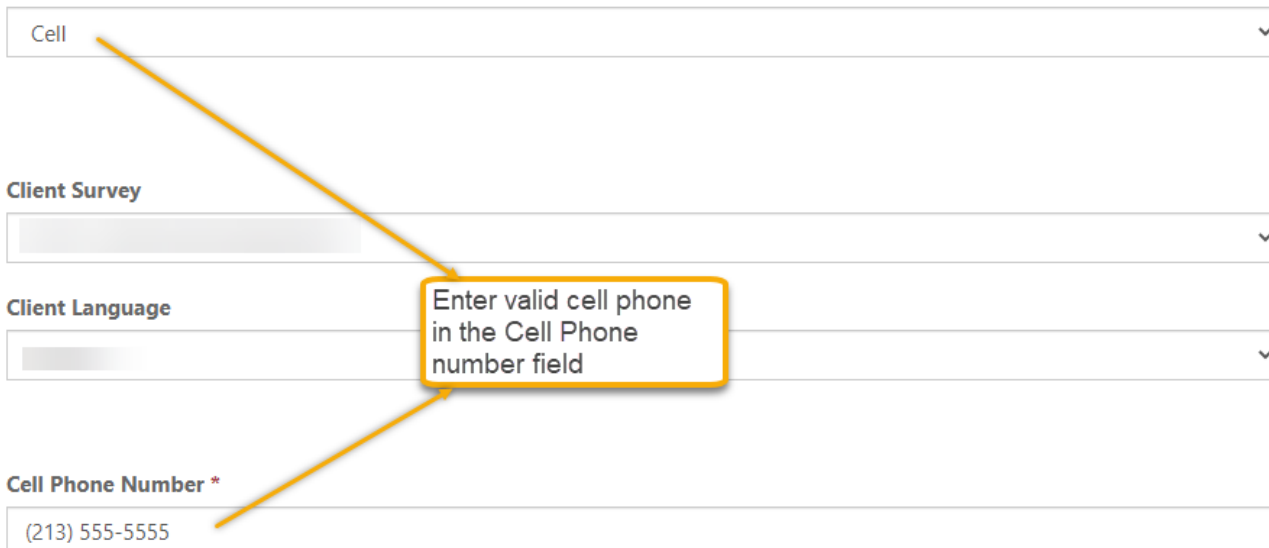
Delivery Preference *

Email

Client Survey

Client Language

English

Enter valid email in the Email Address field

Email Address *

Test@email.com

2. **Text message** - **To send the survey link to the Client or Caregiver in a text message, select "Cell" from the Delivery Preference drop-down and enter valid cell phone number in the Cell Phone Number field**

Delivery Preference *

Cell

Client Survey

Client Language

Enter valid cell phone in the Cell Phone number field

Cell Phone Number *

(213) 555-5555

3. **Generate unique link for the survey** – When you select "Enter by Staff", "Administration by Telephone", or "Administration in Person" the system will generate unique link to the survey. Copy and paste the link from the survey URL field into a new browser window to fill in the survey on behalf of the Client or Caregiver.

Delivery Preference *

Select one of these three options to generate unique survey link that you can open and fill in for the Client or Caregiver

1

Enter by Staff
Administration by Telephone
Administration in Person

Consumer Perception Survey   CPS Home | Help ▾

me > Programs List > Survey Client List

eneral

ient Information

Application Program

Client *

[×] [🔍]

Survey Status Informati

Update Survey Status to "Sent"

2

Survey Status

Not Sent   ⌄

Not Sent
Sent

Click **Submit** at the bottom of the page to to generate the survey link

3

[Submit] [Cancel]

Consumer Perception Survey

Message will appear on top of the page

4

Generating client survey link…

General

Client Information

   Client *

Consumer Perception Survey

Generating client survey link...

Delivery Preference

Administration by Telephone

Email Address

—

Cell Phone Number

Client Survey URL

https://bit.ly/3xT7xGe

> Click or paste the link into a new browser **Chrome or Edge** browser window to open the survey ⑥

Decline Survey

—

> lacdmhppuat.powerappsportals.us says
> Click the link below to access the survey.
>
> OK

> Click OK ⑤

How to enter Survey declined by the Client and/or Caregiver

If Client or Caregiver declined to participate in the Survey, select "Declined Survey" in Delivery Preference field.

Delivery Preference *

Declined Survey

Decline Survey *

> Select Declined Survey in Delivery Preference filed.
> Enter the reason client or caregiver declined the survey.

Refuse
Impaired
Language
Other

How to review Client and/or Caregiver Comments

Survey Clients

Click on Comment? to sort the records by Yes/No value in this field.

Create

Name	Survey Status	Survey Recipient	Client Delivery Preference	Caregiver Delivery Preference	Comment?	Age in Years	Survey Date ⬇
	Sent	Both	Email	Email	Yes	25	
	Sent	Client	Administration by Telep...		Yes		5/12/2021
	Sent	Client	Adm... Telep...		No	62	5/12/2021
	Sent	Client	Enter by Staff		No	67	5/12/2021
	Sent	Client	Enter by Staff		No	85	5/12/2021

Look for "Yes" in the Comment filed. Click on the client name to open Survey Details

"Yes" means that the Client and/or Caregiver left a comment

On Survey Details page look for the Survey Comment field. Text in the Survey Comment field is *read only.*

Send Survey To Client

Name

On the Survey Details page look for Client Comments and Caregiver Comments field. Text in both fields is read only.
**The fields will be hidden if no comments were left.

Cell Phone Number
—

Client Survey URL
—

Survey Comment

Client Comment

  Please provide comments here. We are interested in both positive and negative feedback. Also, if there are areas which were not covered by this questionnaire which you feel should have been, please write them here. Thank you for your time and cooperation in completing this questionnaire. : comment 2
  Who helped you with completing any part of this survey? : comment 1

Caregiver Comment

  What has been the most helpful thing about the services you received over the last 6 months? : Comment 1
  What would improve the services here? : Comment 2
  Please provide comments here. We are interested in both positive and negative feedback. : Comment 3

Instructions for setting up Multi-factor (MFA)

Do NOT use Internet Explorer.

Do NOT click the back button or it will create duplicate profiles.

Use Google Chrome or Microsoft Edge.

We will be setting up the Multi-factor authentication in Incognito mode in Google Chrome or InPrivate browsing in Microsoft Edge.
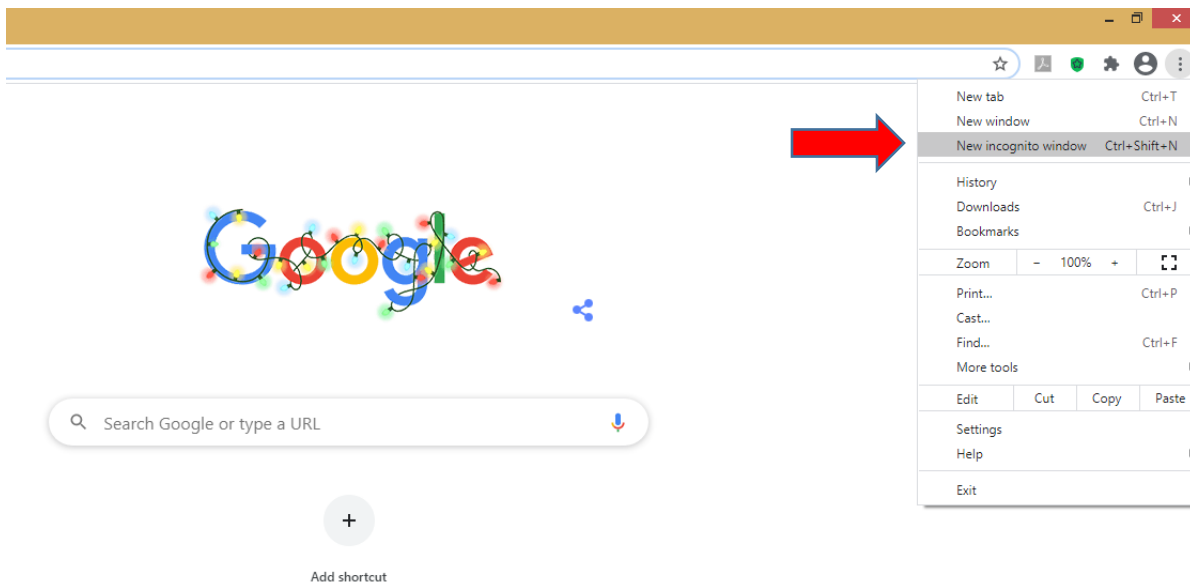
We have to use this method as we are establishing a new Microsoft account and if your organization already uses Multi-factor authentication it will cause conflicts with existing accounts.

For Google Chrome:

Click on the elipses in the top right corner.
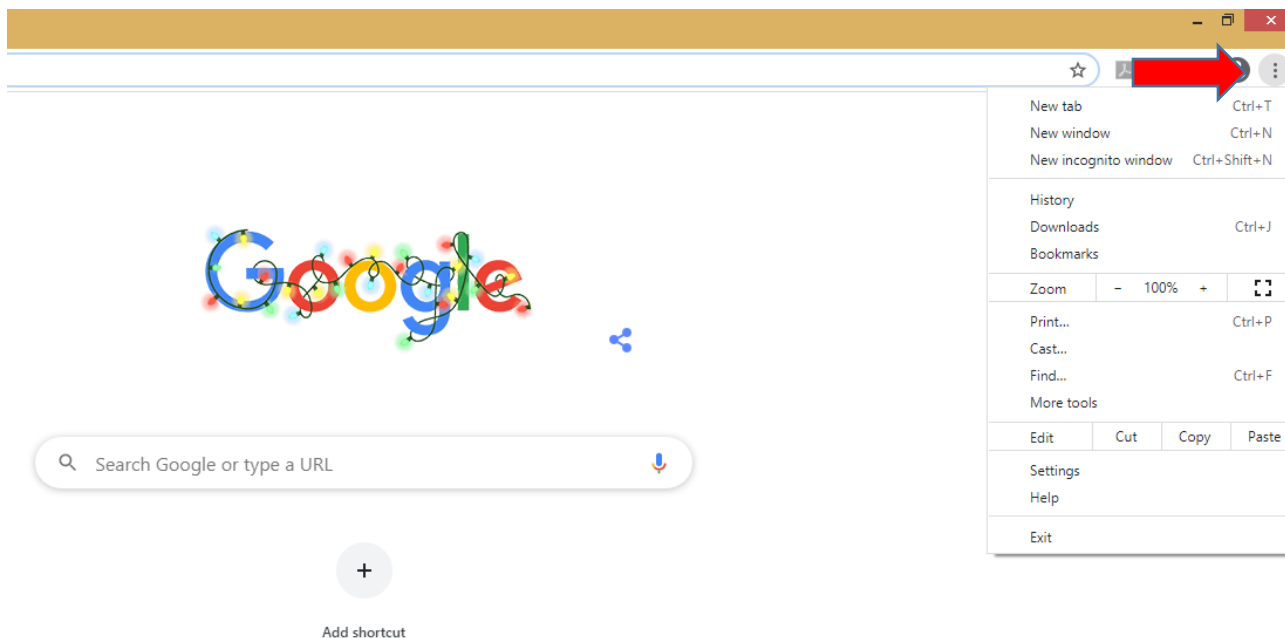
Select "New incognito window."

Your browser will then change into incognito mode and look similar to this.
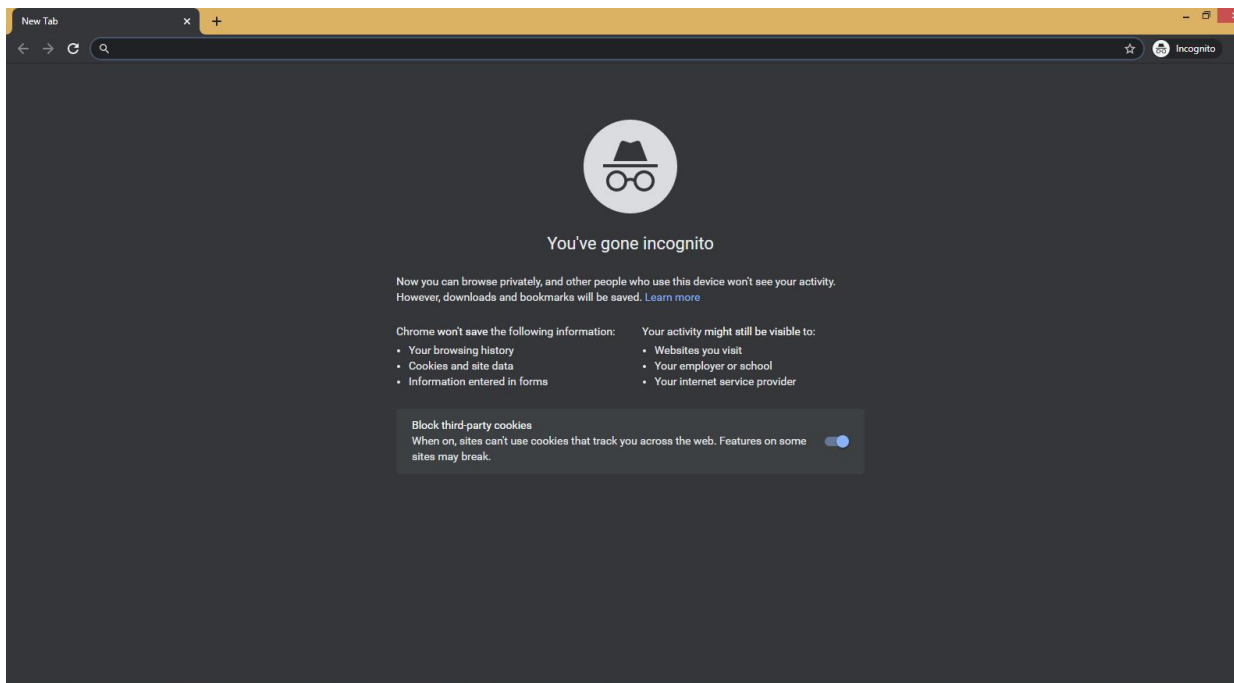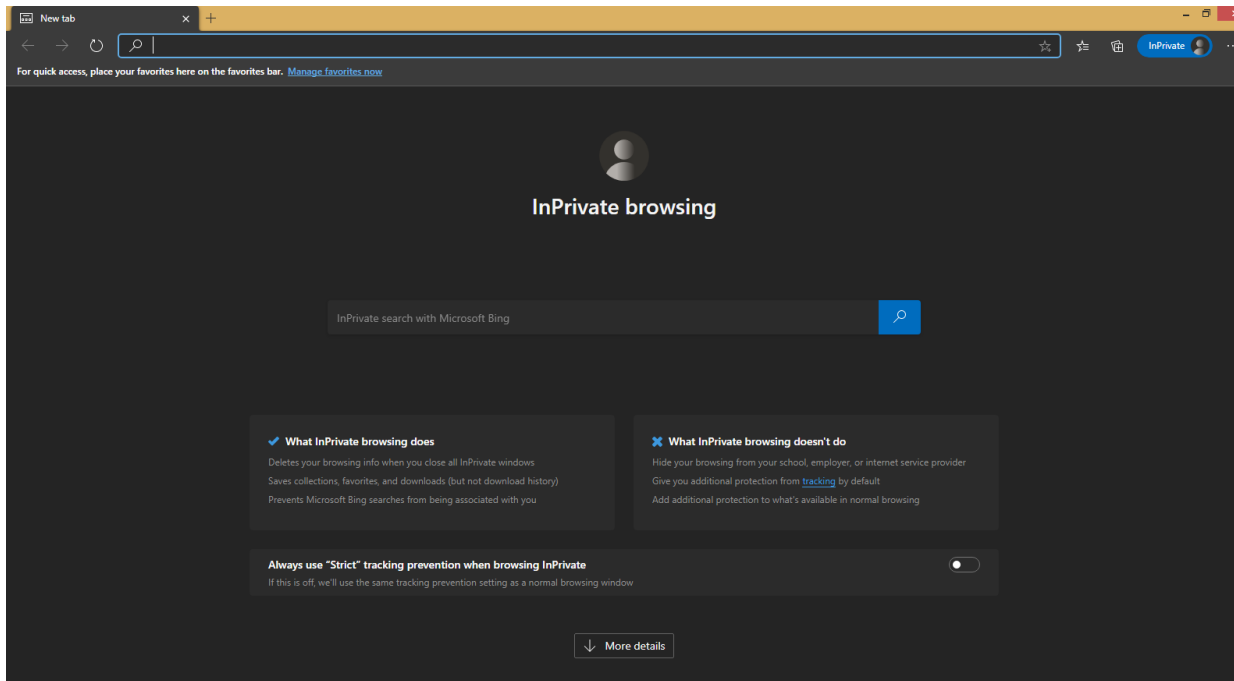

For Microsoft Edge:

Click on the horizontal elipses in the top right corner.
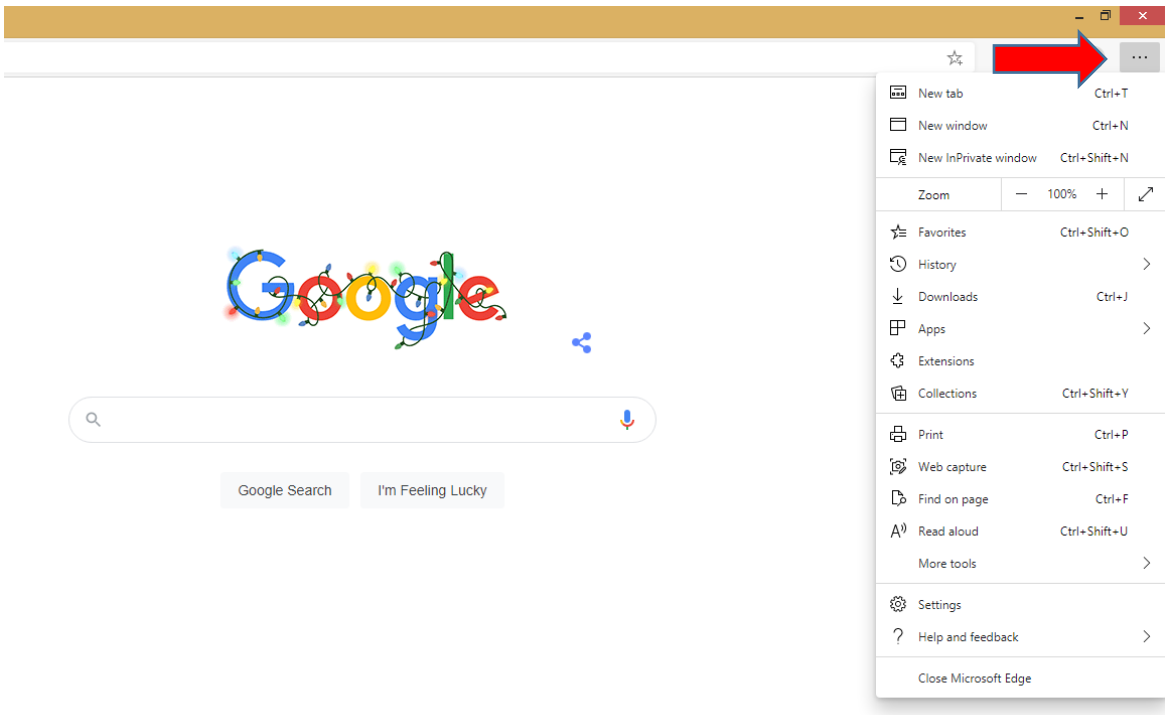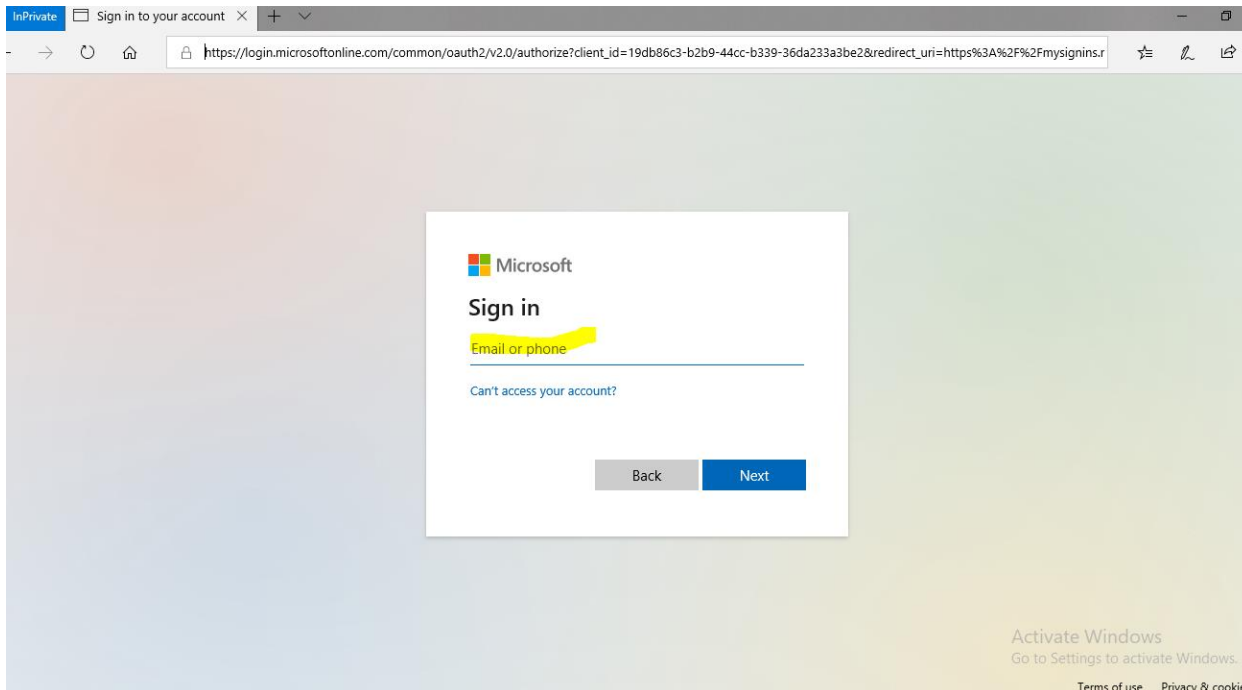
Select "New InPrivate window."
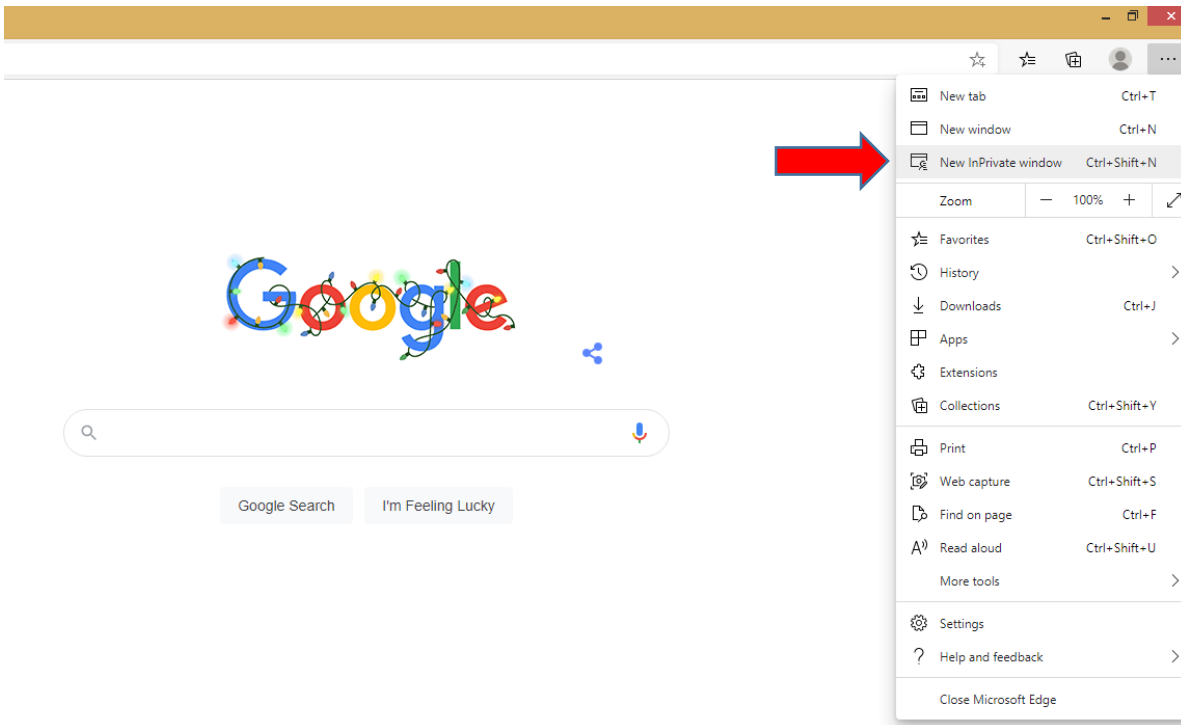
Your browser will then change into incognito mode and look similar to this.

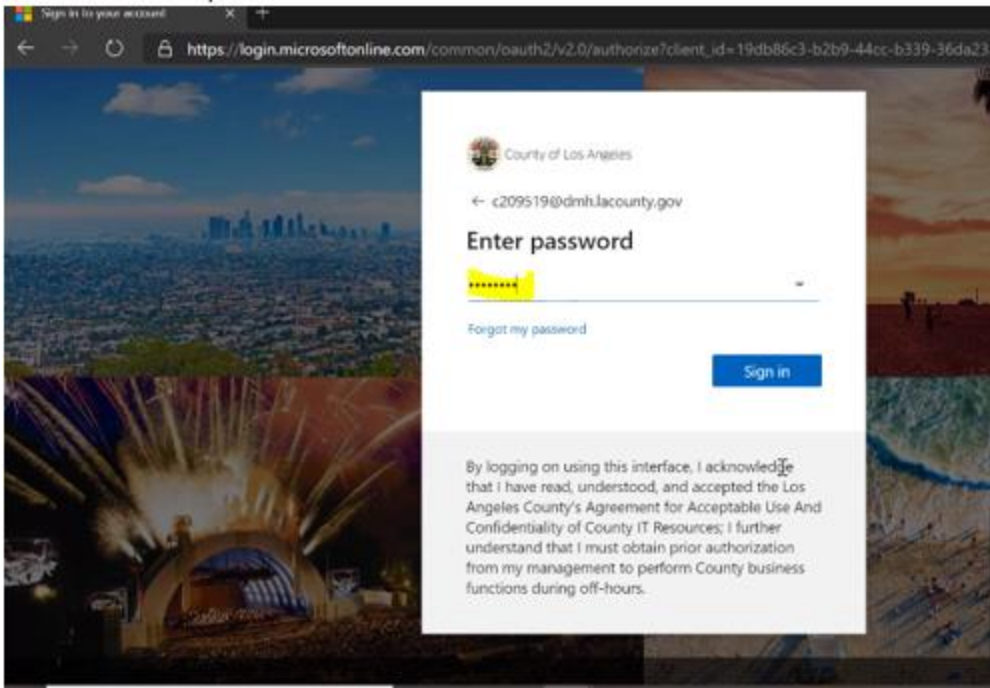Copy and paste the following link into your browser https://aka.ms/mysecurityinfo

You will come to the Microsoft security site Sign In window.

Enter your DMH user ID which will be your Cnumber@dmh.lacounty.gov
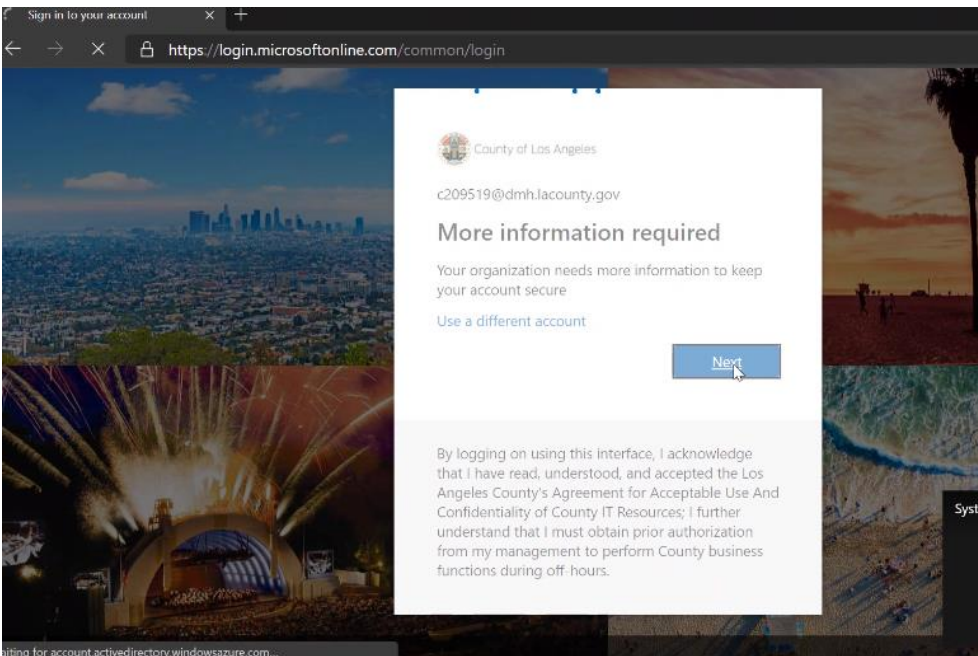(Example C123456@dmh.lacounty.gov)
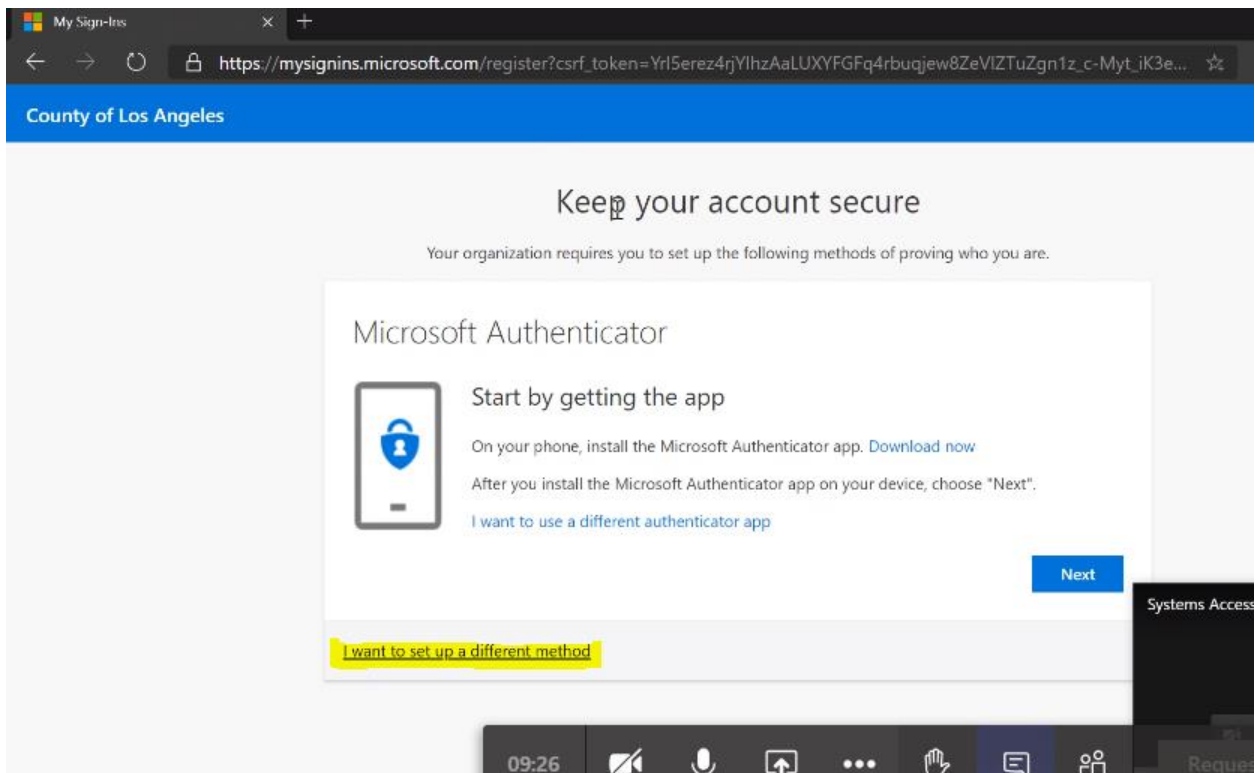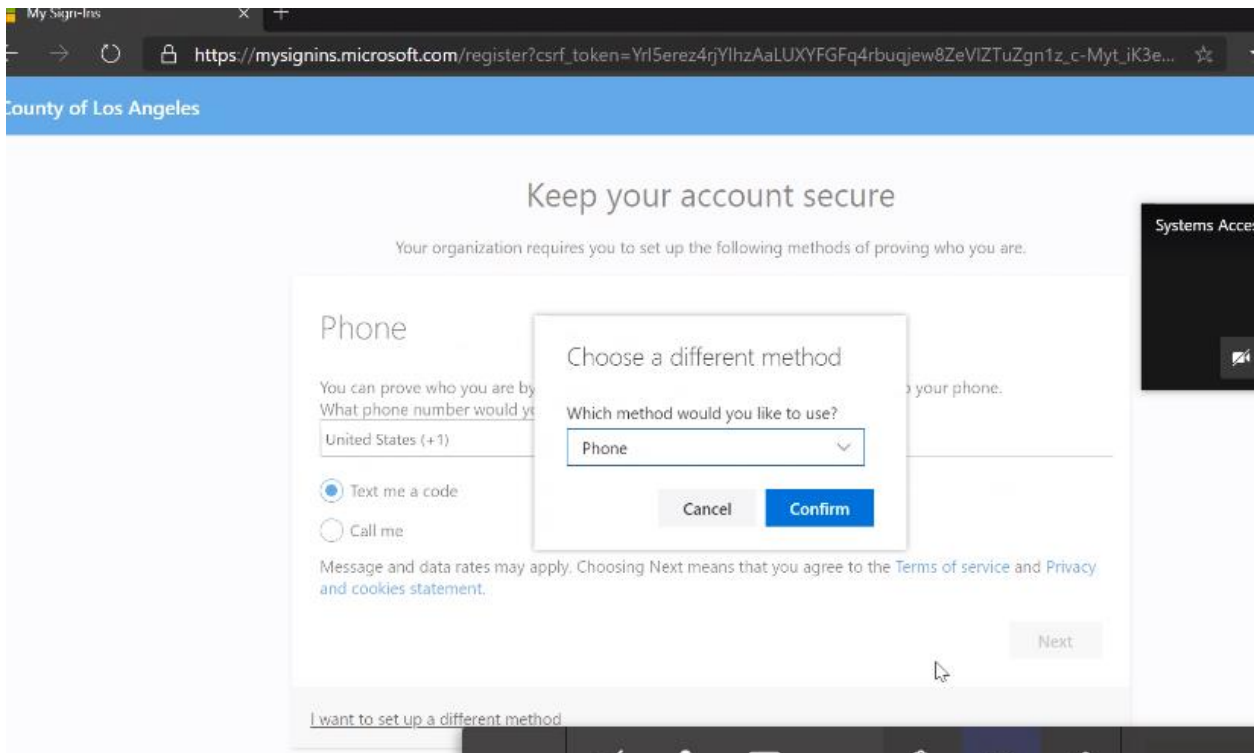

Enter your SSLVPN password.

Enter any additional information requested.

You have the option to use the Microsoft Authenticator app on your mobile phone, or you can add your mobile number to receive text messages for authentication. Click "I want to set up a different method" if you do not want to use the app.

You can choose a different method.

You can repeat the process to add additional methods for authentication.

Important: Email or Security Questions cannot be used. You can chose any of the other methods.

After entering the methods, the setup process is done.