Office of Administrative Operations – Quality, Outcomes, and Training Division

Spring 2021 Consumer Perception Surveys (CPS) Data Collection

Frequently Asked Questions (FAQs)

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Selected Providers

1. Are Short-term Residential Treatment Programs (STRTP's) included in the survey collection process?

   No, STRTPs are not asked to collected surveys.

2. How do organizations collect information for provider numbers that were not selected if the organization wants to get feedback from additional consumers?

   For Legal Entities using the electronic version of the survey, a survey was administered through the Service Area chairs inquiring which provider location would need additional C numbers and access. If a provider number was not included, it is unlikely it can be added to the electronic portal at this point. However, paper surveys are always an option and we encourage getting feedback from as many consumers as possible.

3. What happens if we did not receive access to one or more of the selected provider numbers for our organization?

   If this site was requested to be added in the initial survey and is not appearing in your portal, please follow up with the QI team. If this site was not requested to be added, you may need to consider administering paper surveys for this provider number.

Survey Administration

Included Participants

4. Which consumers should be surveyed? Should providers include consumers receiving services in the field, by telehealth or telephone, and in office?

   Yes, please administer the survey to all clients who receive outpatient services during the survey week (other than intakes), whether in the field, in office, or over telehealth or telephone. The electronic survey removes the issue of consumers handing the survey directly to the service provider, which previously made field-based clients ineligible.

5. Should surveys be provided to all consumers scheduled on the calendar for that week only? Or to all consumers?

   Please only administer the survey to consumers scheduled for the week of June 21-25, 2021. Surveys should be administered to consumers at all selected provider numbers but you may choose to survey other provider numbers that were not selected.

6. What if an existing client is not available to take the survey?

   All consumers scheduled for the week of June 21-25, 2021 should be given the opportunity to participate in the survey. If the consumer declines the survey or is not able to take the survey due to a language, impairment, or other concern, you can indicate this in the electronic portal by selecting "Declined survey" in the Delivery Preference field and indicating a Reason code or by selecting the appropriate Reason code on the paper survey.

7. Should the survey be administered to caregivers as well as consumers?

   Yes, caregivers for clients 0-17 are offered a Youth Services Survey for Family survey.

8. What is the age range for youth filling out the Youth Services Survey for Youth version?

   Youths ages 13 to 17 complete a Youth survey.

9. When siblings are receiving services with a mix of young children and adolescents, is the family survey given only for one child?

   It is recommended to complete at least one survey per youth receiving services. This can be split among caregivers so that one caregiver completes a survey for one or multiple youth and another caregiver completes a survey for other youth in the same family. Only one caregiver survey needs to be completed per youth.

10. If the client has less than 6 months of receiving services, should that consumer be given the survey?

    Yes, please administer the survey to any consumer receiving outpatient services other than intakes, even if the services have been for a short period of time.

Survey Methods

11. How can providers administer surveys to consumers in the field?

    The electronic survey portal allows providers to send field-based consumers a survey link via text or email or you can have a staff member who does not provide services to the consumer administer the survey over the phone or in person.

12. Do organizations have to offer both paper and electronic surveys? Or can the agency administer paper only or electronic only?

    Organizations do not have to use both options. Organizations can choose to use paper, electronic, or both so long as all consumers receiving services that week have an opportunity to complete the survey. Providers can submit electronic surveys for some clients and paper surveys for other clients. We are accepting both methods this season so please do what works best for your organization.

13. **Can providers complete a paper survey for an adult consumer whom we reached via phone to do the survey if they are scheduled for a phone appt? Or would we have to go thru the electronic portal to complete the survey?**

    Yes, a paper form can be used in this case. Organizations can choose whichever method(s) they would like to use that best fits their consumers and workflows.

Survey Forms

14. **How long is the survey?**

    The adult and older adult versions have 36 satisfaction items and 15 additional demographic questions as well as one open text comment item. The youth and family versions have 27 satisfaction items and 25 additional demographic questions as well as three open text fields. Consumers can opt to complete as many items as they would like, it is not required to complete the full survey.

Administering Surveys to Consumers

15. Do providers only send or administer the surveys to clients on their scheduled date of services, or can they send them anytime during survey week?

    The survey can be sent and completed the day before or after services occur as long as that day is between June 21 to June 25, 2021. All surveys must be completed during this week.

16. What are the languages in which the survey is available?

    The electronic survey is available in Arabic, Chinese Simplified, Chinese Traditional, English, Filipino, Khmer, Korean, Persian, Russian, Spanish, and Vietnamese. The paper version of the survey is available in Arabic, Armenian, Chinese, English, Farsi, Hmong, Khmer, Korean, Russian, Spanish, Tagalog, and Vietnamese.

17. Should providers complete the CPS surveys with quality of life questions?

No, LACDMH does not use the survey with quality of life questions. The correct surveys have been pre-populated in the electronic survey portal. If you are using paper versions, please select the correct version without Quality of Life (e.g., Adult instead of Adult + Quality of Life) from the UCLA website.

18. Is there a script on what to say to consumers regarding the survey?

There is no formal script to use. The QI team prepared a letter for the last survey period that can be adapted for your purposes:
"Thank you for letting us serve you. We want your feedback to make sure we are providing the best possible services for everyone we serve. We are asking for your help to complete a short survey about your experience with us. It should not take more than 10 minutes.

The survey you are about to complete is confidential. Your therapist will not see this and your responses will in no way affect your right to services. Because the Department will use the results to improve the quality of services, we are interested in your honest opinions, whether they are positive and/or negative. Thank you for your cooperation and help improving our services to you."

Electronic Surveys

Accessing the Portal

19. **Which browsers can be used to access the electronic survey?**

Please use Google Chrome or Microsoft Edge to access the electronic survey as these browsers are more compatible with the survey platform. Please do not use Internet Explorer.

Accessing the Portal for Legal Entities

20. How do Legal Entity providers access the portal for the electronic surveys?

Legal entity providers can access the CPS application through the System Access Request (SAR) portal: https://lacdmhpp.powerappsportals.us. Please note that staff members will need to have a C number and the agency Provider Advocacy Office (PAO) liaison will need to have added the CPS application to their C number to access the CPS application.

21. Is there a direct link to start setting up surveys for the clients electronically?

No, the surveys are available through the portal that needs to be accessed via log in and multi-factor authentication due to the protected health information (PHI).

22. Legal entity providers were asked to complete a survey to provide names of staff who needed access to CPS. Did completing this survey automatically give providers access to the CPS portal or do providers have to request the CPS access?

   No, providers must add the CPS application for each user in the SAR portal. Please see the System Access Request Application Quick Start Guide for Reports for more information.

23. I already have a C number and access to another DMH portal. Do I need different access to the Portal for surveys?

   Yes, to gain access to the CPS portal, this portal needs to be added to each user even if you have access to other portals. You do not need a different or additional C number to do this. These changes must be made by the PAO liaisons. Even if you have a C number, if you are not a PAO liaison, you will not have permission to change access to the applications.

24. Who can Legal Entity providers contact for support in obtaining access to the portal in time for the survey period? Will DMH be expediting C number applications so we can access this portal in time? How long does it take to process C# applications for portal access?

   Please submit access requests for users of their Legal Entities via the SAR portal: https://lacdmhsar.powerappsportals.us. The Central Information Office (CIO) will be trying to process these requests as soon as possible and they are aware of the timeline for survey week. The turnaround time is estimated to be a week. If you did not submit a request for C numbers already, you may need to consider using the paper version for the survey.

25. What is the name of the application that needs to be added on the SARS portal?

   The name of the application is "Consumer Perception Survey" or "CPS".

26. I am receiving an error when I try to set up authentication to get into the portal. Who can I contact for help with this issue?

   If you are experiencing issues with multi-factor authentication, please contact the DMH helpdesk at 213-351-1335 or helpdesk@dmh.lacounty.gov.

27. Can you explain further the PAO, the form to be completed, who needs to submit and where to submit? Are there specific forms we need to complete and submit in the SARS portal for the staff that needs access to the CPS portal?

Contract providers' users will be onboarded by the Provider Advocacy Office (PAO, email address:pao@dmh.lacounty.gov). If a staff member has an active C number, the PAO liaison does not need to attach additional forms through the SAR portal. The liaison needs to click into that staff member's record to add a "new request" for the user and select "Consumer Perception Survey" in the drop down. Surendra Prakash is the PAO staff member who has been handling these requests on the LACDMH side (svprakash@dmh.lacounty.gov). Please see the System Access Request Application Quick Start Guide for Reports for more information.

28. When logging in to the SAR portal, does it need to be through Incognito or Private Page?

    Yes, it is recommended to use an incognito or private browser for multi-factor authentication to avoid the portal signing you out of other applications you may use at your site. Please see the Consumer Perception Survey (CPS) Application User Guide for Providers for more assistance.

29. When will the portal open so we can begin to prepare surveys?

    The portal has been open as of May 25, 2021. Providers can begin preparing surveys as soon as they are granted access to the portal.

Accessing the Portal for Directly Operated sites

30. Who do Directly Operated staff members contact for assistance with access to the survey platform?

    Please contact Kaline Iiovcheva (Kiovcheva@dmh.lacounty.gov) who is part of the Survey Development team and is working to add DO users to the platform.

Creating Survey Records

31. Do providers need to create the client list in the electronic portal? **Does the list populate from the scheduling calendar?**

    Yes, providers will need to create records for the consumers scheduled for survey week. Consumer information is pre-loaded in the portal from IBHIS but records will need to be created for each consumer to send the survey or indicate the survey has been declined. **The survey platform does not communicate with the scheduling calendar in Avatar.**

32. Can providers set up consumer records prior to June 21st?

    Yes, that is recommended - the records can be created before survey week and then updated to "Sent" through the "Survey Submission Status" field during the survey week to ensure the survey is completed at the appropriate time.

33. Will the consumer's identification number automatically be filled in if we send it electronically?

Yes, when you search for the consumer in the electronic portal and select that consumer, the IBHIS number is automatically populated in the correct County Client Number field along with the date of birth and any contact information in the chart (e.g., phone number).

34. **Will the portal differentiate between the Older Adult and Adult survey versions and generate the right one based on the age from the consumer birthdate that is in IBHIS?**

Yes, the portal will determine the survey type for adults and older adults based on the consumer's birthday. You might have to choose the family version if a caregiver is involved but the version should populate based on age from IBHIS for adults and older adults.

35. When creating a survey, can we create multiples at one time?

You can create a record for the client and caregiver at the same time if that applies for that consumer but each record is for a separate consumer and needs to be created separately.

36. Do providers need to create a profile for consumers that are given paper surveys?

No, paper surveys do not have to be entered in the portal unless you would prefer to submit surveys through this method (e.g., if you only have a few paper surveys and would prefer not to drop off in person). To do this, you would create records for these consumers and choose the "Enter by Staff" option in the survey delivery preferences field. Then you can enter the responses from the paper form by using the survey link that is generated in the record when you change "Survey Submission Status" to "Sent" and Click "Submit."

37. How do providers select a survey declined reason using the electronic version?

You can indicate a decline reason in the portal by selecting "Declined Survey" in the Delivery Preference field and then indicating a reason in the Decline Survey field. Please see the image below.

Delivery Preference *

Declined Survey

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

Decline Survey *

Refuse
Impaired
Language
Other

38. What happens to the consumer record after providers enter a 'Declined Survey' option?

The consumer record will appear on the landing page with "Declined Survey" under the Delivery Preference column. Please see image below.

Name	Survey Status	Survey Recipient	Client Delivery Preference	Caregiver Delivery Preference	Comment?	Age in Years	Survey Date	Created On ↓
CLIENT F TEST	Sent	Client	Declined Survey		No	41		6/3/2021 10:59 AM

39. Can we pre-populate the individual links to provide to clients during their scheduled sessions? Can we export all pre-populated links on an excel sheet?

If you choose the "Enter by Staff", "Administration by Telephone" or "Administration in Person" options in the Delivery Preference field, you can generate a unique survey link for the consumer and use these links with consumers if you prefer this to the direct Email or Cell method. There is not currently a way for providers to export multiple links into a spreadsheet through the portal. However, providers may choose to keep track of these links in an Excel sheet if that is their preferred method of organizing survey links.

40. **If "Spanish" is selected for the consumer's language, will the survey be in that language?**

Yes, the email will be in English to avoid spam filters but the survey itself in that case will be in Spanish. The survey will be in the language that is selected in the portal.

41. Providers had access to a practice portal for the Spring 2020 electronic surveys, will we have access to that again this time?

No, unfortunately, providers will not have access to a practice portal for the surveys.

42. Do you have any tips/suggestions on how to efficiently set up each consumer's survey?

There is no one suggested workflow for providers. It may be helpful to use administrative staff to help set up records in the weeks leading up to the survey period so that the records are created for consumers that are scheduled to be seen for survey week and then the same or other staff with C numbers can go into the records and send during survey week. Clinical staff may also introduce the survey period to consumers during sessions, obtain their preferred delivery method and then communicate this to non-direct service staff to assist with setting up the records.

Administering Surveys to Clients

43. For electronic surveys, how do we get the assurance of confidentiality to consumers?

The Assurance of Confidentiality statement will appear at the beginning of the survey for consumers using the electronic version.

44. Will there be a resource or guide for clients included with the link that has the confidentiality information for them?

As indicated above, the Assurance of Confidentiality statement will appear at the beginning of the survey for consumers using the electronic version.

45. **If we send it via email, will we need consent from the parent/client? If all we are sending over email is a link to a survey, do we need to have the DMH Email consent form in the IBHIS chart?**

For Adult, Older Adult, Youth and Family survey versions, it is not necessary to obtain consent. As our goal is to get feedback from direct service recipients, we are aiming to gather input from minors as well as adults. The CPS is considered to be an element of Health Care Operation, which allows the use and disclosure of the health information without an authorization. The Notice of Privacy Practice states the following:

"Health Care Operations- We (DMH) may use and disclose your health information for Agency business purposes, such as quality assurance and improvement actions, reviewing the competence and qualifications of health care professionals, medical review, legal services, audit roles, and general administrative purposes. For example, we may use your health information to review our treatment and services and to evaluate our staff's performance in caring for you. We may combine health information about our patients (clients) to decide what added services the Agency should offer or whether new treatments are effective. The law may need us to

share your health information with representatives of federal and State regulatory agencies that oversee our business."

46. Do the electronic surveys work similarly to the Spring 2020 survey period where providers send consumers the link?

   The electronic survey is different for this period because CIO built a platform specifically for LACDMH. You can send the electronic survey to consumers through email or cell phone or you can generate a unique link through the "Enter by Staff", "Administration by Telephone" or "Administration in Person" options in the Delivery Preference field.

47. Are providers going to have to contact each client before we send an electronic survey? How will providers know the Declined Survey reason otherwise? How do providers prepare in advance if they don't know how clients would like to receive the links (via text, e-mail, etc)?

   Providers may check in with consumers prior to administering the survey however they choose. You may decide to do this during reminder calls the previous week or have the direct service provider ask the consumer their delivery preference during the previous session. This helps to confirm consumers' contact information and gives providers an opportunity to let the consumer know that a survey is coming. Providers can create the consumer record without selecting delivery preference and save the record in draft. Then, providers can update the preference option as they check in with consumers before or during survey week.

48. **If providers are creating the survey in advance and do not know the consumer's delivery preference, can that field be left blank and the record be saved?**

   Yes, you can save the consumer's record without filling in delivery preference and fill it in later when you are able to check in with the consumer.

49. How do providers use the telephone option? **Is this a good option for consumers who have difficulty with using technology?**

   Providers can choose the "Administration by Telephone" option under the Delivery Preference field. **This could be a good option for consumers that would have difficulty completing the electronic survey on their own.** This will generate a unique link that the staff member can use to administer the survey to the consumer over the telephone and indicate responses on the consumer's behalf. Please see the image below to view where the survey link populates.

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

—

50. Can an email with the survey link be sent out automatically when the survey record is created?

No, because the survey can only be completed during the survey period (June 21 – June 25, 2021), providers can create consumer records ahead of time and then go into the record to select "Sent" for the Survey Status Information field during the survey period. Please see the image below

51. What if the email to a consumer bounces back?

You will likely want to follow up with the consumer to make sure the email address is correct. If you do not have an accurate email address for the consumer or the email still does not arrive in their mailbox, you can consider administering the survey through a different method (e.g., cell, administration by telephone).

52. What if a consumer says that they did not receive the email with the survey?

Please remind consumers to check their junk or spam email folders. You can try to send another survey by email or potentially use a different method to get their information.

53. **When providers select email as the delivery preference, the link gets sent to the client to complete on their own?**

    Yes, the consumer will receive an email at the provided email address with a link to complete the survey.

54. **Does the system indicate if you created a duplicate?**

    No, the system will not notify you if a duplicate record is created.

55. Do you have an example of what message consumers/caregivers will receive by email? Can we rescind the email especially if it has any identifiable information?

    The consumer will receive a message like what is pictured below. The message will arrive in English even if another survey language is selected to avoid spam filters. The email message to a consumer does not have any identifiable information in it if it is sent to the wrong email address. It cannot be rescinded once it is sent.
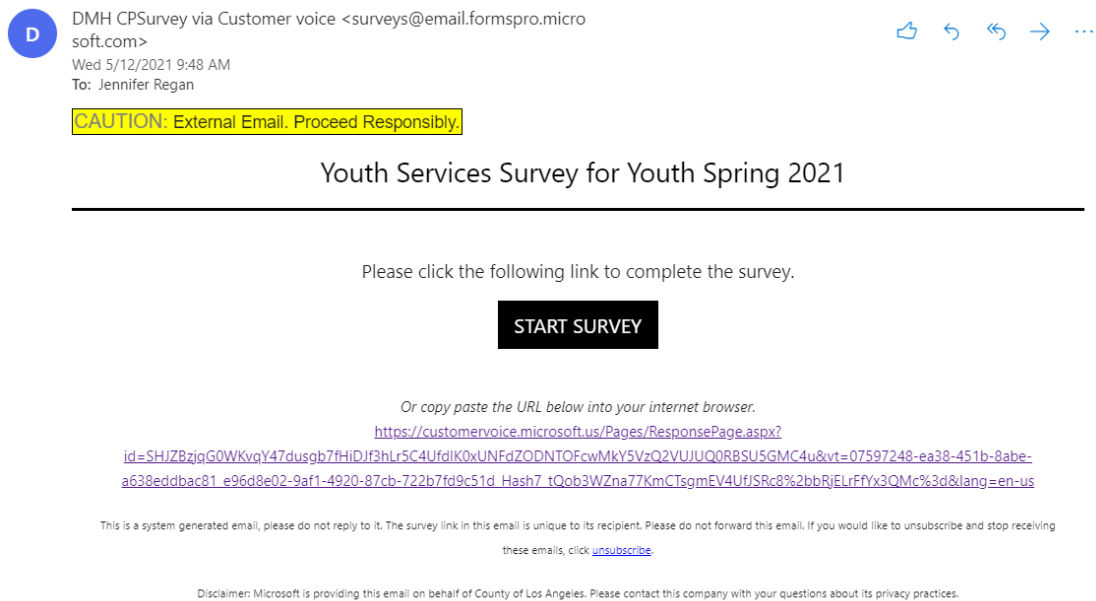
56. If sending a survey by Cell, does the consumer receive a link via text message?

    Yes, the survey will be sent via a link in a text message. Please see the example image below for how it may look on a cell phone.

Wed, May 12, 9:01 AM

https://bit.ly/3w2vx80

57. Do providers need to wait for an email to send to a consumer before making another email? To verify, it appears you can leave the page after changing the status to "sent" even if it still says it's processing?

For consumers receiving the survey by email, after changing the "Survey Status" to "Sent" and clicking on "Submit", you can start creating the next survey. The "Processing" messages appear only while generating a link for the survey using the "Enter by Staff", "Administration in Person" or "Administration by Telephone" options. If you are sending surveys to your own email address, you will likely want to wait until the email comes through so you can keep track of which email belongs to which consumer.

58. Can the client decline a survey after agreeing to administration by telephone?

Yes, a consumer can decline a survey at any point. If you are administering the survey over the telephone and the consumer gives a response to at least two questions on the survey before deciding that they do not want to continue, the survey can be submitted with just the questions answered. If you have not yet had an opportunity to start the survey with the consumer (the record was created but the "Survey Status" is still "Not Sent") and they decline, the option in Delivery Preference can be changed from "Administration by Telephone" to "Decline Survey". Once "Survey Status" is changed to "Sent" and you have clicked "Submit", the Delivery Preference cannot be changed.

59. Can consumers decline a survey after it was sent via email?

The consumer may choose not to complete the survey after it is sent by email. In this case, there will not be a survey submitted for them. Once an email is sent and you click "Submit", the record cannot be updated to change the Delivery Preference so it will show as "Email."

60. Does the consumer have an option to decline on the survey themselves or do they need to inform us they are declining so we can do it in the portal for them?

The consumer will not see this question on the survey. The declined status needs to be selected in the portal by a staff with a C number. This option should be selected if the consumer indicates that they decline to complete the survey when the opportunity is offered.

61. Will we be able to see the consumer survey once it is completed electronically?

Providers will not be able to view survey responses immediately other than the comments. The comments will populate into the Client Comment or Caregiver Comment fields.

62. Are providers notified if a consumer completes a survey? Does it state on the portal when a client has completed the survey? Is there a way to identify that the survey was completed from the main landing page?

Providers are not notified when a consumer completes a survey in terms of receiving a notification in the portal. Providers can see if a consumer has completed the survey by clicking into the consumer's record and checking the "Client Survey Completed Date" or "Caregiver Survey Completed Date". Unfortunately, for this round, "survey date completed" field is not included in the aggregate landing page

63. If the survey is not delivered to an e-mail address, will providers be notified?

No, providers will not be notified if an email cannot be delivered to the address in the portal.

64. If a survey is created by mistake, can it be deleted? Can providers go back to edit? (e.g., a caregiver said by telephone but then changed their mind and wanted an email)

Survey records cannot be deleted. A consumer record can still be edited if it is in Draft (i.e., the "Survey Status" is "Not Sent" – see image below). Once the "Survey Status" is changed to "Sent" and you click on "Submit", the survey record can no longer be changed. You would need to create a new survey record to make changes.

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65. If a link is sent and the consumer/caregiver never completes the survey, will providers need to perform any action like marking the survey as refused? How long do we wait until we mark the survey as declined if no response?

Once the "Survey Status" has been changed to "Sent" and "Submit" is clicked, the survey record cannot be changed. If a consumer does not submit the survey through email or cell, there is nothing further than needs to be done by providers.

66. What would providers indicate if a consumer is scheduled or attends their service via telehealth but does not complete the survey? If providers create a record but are not able to get a hold of the consumer/caregiver, do they delete the record?

Records cannot be deleted from the portal. If a provider has created a record and the consumer ultimately does not complete the survey despite best efforts, there is nothing further than needs to be done by providers.

67. Should providers give consumers a timeframe to complete the online version? If the survey is not completed in time, what happens to it? What if the consumer left a comment?

You should encourage consumers to complete the survey before the end of the survey week, which is Friday, June 25, 2021 at 4:00pm. If the consumer does not click the submit button at the end of the survey, the survey will not be submitted and we will not have access to that data. If they have a comment written in the comment fields, we will not be able to access it as it has not been submitted.

68. **How do we reach consumers who have services scheduled on Friday, June 25th after 4 pm?**

You will likely want to reach out to consumers scheduled for later afternoon times on Friday earlier in the day or week.

69. **When is the daily cut off time to complete the survey, in case comments are entered after working hours?**

There is no daily cut off time for the survey. Consumers can complete the survey at any time during the survey week until it closes at 4 pm on Friday, June 25th.

70. Once a client survey is set up, will that client populate in the next survey period?

No, there will likely be changes to the application for the next survey period based on feedback from this period.

71. Can you do a sample for a child provider survey on the Legal Entity portal?

The Consumer Perception Survey (CPS) Application User Guide for Providers indicates an example for sending the survey to consumers and caregivers on pages 5-7. Providers working with families that should receive both surveys should select "Both" under the "Survey Recipient" field, and then enter the consumer and caregiver information for their delivery preferences. Delivery preference can be different for youth and caregiver (e.g., youth prefers cell and caregiver prefers email).

72. **Can staff members complete the survey with the consumer during appt reminder calls or does the survey have to be completed after the consumer's scheduled appt?**

   If the call happens during survey week, yes, the survey can be completed as part of the reminder call. The survey has to be completed between June 21 and June 25, 2021. It cannot be completed before or after those dates.

73. **If staff collect responses over the phone and complete a paper survey, do they also enter electronically?**

   It is not necessary to do both. If you prefer not to drop off paper forms, you can enter these into the electronic portal or you can also drop off the paper forms.

Reviewing Comments

74. Will there be an option to save the comments from the electronic versions?

   Yes, providers will have access to the portal for two weeks past survey week if you would like to access and save comments.

75. How do we forward the completed surveys to our manager?

   Managers who may be reviewing comments will need to have access to the portal to be able to view the comments. The surveys cannot be forwarded to others through the portal.

76. Can you please go over reviewing comments daily for electronic submissions?

   Providers should have a clinically-trained staff member review comments daily to ensure that there are no indicated safety concerns by consumers. To quickly identify which consumers have left comments, you can sort the "Comment" field and go to the records that say "Yes" in that column (see image below).

Survey Clients

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

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		
	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

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

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

To view the comment, click into the record and look at the "Client Comment" and/or "Caregiver Comment" fields. This is also covered on page 12 of the Consumer Perception Survey (CPS) Application User Guide for Providers.

Send Survey To Client

Name

Cell Phone Number
—

Client Survey URL
—

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.

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

77. Is there a way to see the comment larger/ take up more screen space?

This will depend on the zoom in size of the browser and the size of the monitor that is being used to view the application. It is not possible to change the configuration of the fields in the application at this point.

78. If the comment is in a different language, will it be translated?

No, the comment will be in the survey language. Providers can copy/paste the comment in Google translate to view the text in English.

79. **Will there be a way to print comments from the portal?**

   Unfortunately, for this survey period, there is no function to make a report of the comments or print them all at once. All of the comments will be collected in the portal. You will have to follow the steps above to view them for each consumer.

80. **What if there are comments that may trigger crisis response entered after work hours on Monday through Thursday of survey week?**

   If there are comments that require a response, we recommend responding as soon as you can. It would be a helpful workflow to have a staff member check right before the end of the day and then early the next morning.

Paper Surveys

81. How will providers access the paper version of the surveys?

   Paper surveys are currently available via the UCLA website: https://www.uclaisap.org/mh-consumer-perception-survey.html (see image below). You can click on the survey version and the languages in which that survey is available will populate below. Click on the language to see the corresponding PDF. You can print as many forms as you need. LACDMH will not be able to provide pre-printed forms so please arrange to print as many forms as you will need ahead of time. Please remember to select the "Adult" and "Older Adult" versions and **NOT** the Adult or Older Adult + Quality of Life.

CPS Spring 2021 PDF-Fillable Survey Forms
Adult
Adult + Quality of Life
Older Adult
Older Adult + Quality of Life
Youth (YSS)
Family/Parents of Youth (YSS-F)
DOWNLOAD ALL PDF FILLABLE FILES IN ONE ZIPPED DRIVE
DOWNLOAD ALL TELEFORM V16 FILES IN ONE ZIPPED DRIVE

82. How do providers complete the County Client Number (CCN) field?

Providers can use the consumer's IBHIS number if they would like to be able to track completed surveys. If a consumer wants to remain anonymous when filling out a survey, it is also possible to use a fictitious number. It can be any combination of numbers other than all 0s (i.e., 000000000). Please make sure this number is the same on all four pages of the survey. If it is not, the data will not be kept together.

83. **If the IBHIS number is only (7) digits, are we to fill the remaining boxes with zeros?**

Yes, please use leading zeros for 7-digit numbers (e.g., 001234567).

84. What do providers put for the County Reporting Unit (CRU) if their provider number has a letter?

If a provider number has a letter at the end (e.g., 1234A), put SA followed by a zero and the number of the service area and then use the first four numbers of the provider number, leaving off the last letter (e.g., SA021234). If the letter is included in the first four characters (e.g., 9V32), please include the letter in the CRU (e.g., SA039V32).

85. Do paper surveys have to be entered into the portal?

No, paper forms do not have to be entered into the electronic portal. They should be dropped off in Service Areas according to submission guidelines.

86. What are the submission deadlines and who drops off what to whom?

Providers should drop off paper surveys to their main Service Area office by July 6, 2021. This includes both completed and declined surveys. If a SA chair is not available to accept surveys in the office, an alternate plan will be arranged for surveys to be dropped off at the office. Paper surveys are due to the QI unit from the SA main offices by July 9, 2021. Tally sheets do not need to be dropped off as this information will be collected via an electronic Microsoft Forms survey.

Survey Tracking

87. How will survey counts be tabulated using electronic surveys?

The QI team will manage the survey counts for the electronic surveys because of access permissions in the portal. We are hoping to include this functionality for providers in the future so that they can also easily tabulate completed surveys for their own sites.

88. How will paper survey tallies be sent?

Paper survey tally sheets will be collected via an electronic form through Microsoft Forms that will be shared with providers by their Service Area Chair. Tally sheets should be submitted on or before June 29, 2021.

89. If providers are doing both paper surveys and electronic surveys, what tally sheets are expected?

There is no provider tally sheet for the electronic survey. The QI team will be able to monitor counts for electronic surveys across providers. Please just complete the tally for the paper surveys.

90. If an organization is only using online surveys, does the QI liaison or representative for that organization need to submit any paper versions or tally sheets?

No, if an organization is fully administering surveys through the online portal, there is no need to submit paper surveys or complete a tally sheet.

91. Will Service Area 2 still require daily tally sheets?

No, Service Area 2 is not requesting daily reporting on tally sheets this survey period.

92. Can we enter multiple provider numbers in a single SA tally?

    Yes, paper forms from multiple provider numbers can be entered into a single SA tally. Please just indicate the multiple provider numbers on the line in the survey that asks for this information and total the number of completed and declined surveys by age group and language across provider sites.

Training and Support Materials

93. How can providers access the training materials?

    All training resources, including recordings of the training from June 2nd and June 9th and the slides will be emailed to providers by the SA chairs and also posted to the QID website (https://dmh.lacounty.gov/qid/cs/).

94. Will there be office hours during the survey period?

    Yes, there will be a drop in technical assistance TEAMS meeting from 9:00am to 9:30am Monday through Thursday (June 21 - June 24) of the survey week. Information for joining the call will be shared by SA chairs.

Quality Improvement

95. How can providers give feedback on the process for the Spring 2021 survey period?

    The QI team will be sending out a survey after the survey period ends to gather provider input on the process. We invite your suggestions on how this process can be improved in the future. CIO has been logging changes the QI team would like to make to the portal for the next survey round and it would be very helpful to know what changes providers would like to see as well.