

Consumer Perception Survey Data Collection Training for Directly Operated Providers

Spring 2021 Survey Administration Week:
June 21 to June 25, 2021

- ▶▶ Presented by Quality, Outcomes, and Training Division –
Quality Improvement Unit
June 9, 2021



LOS ANGELES COUNTY
**DEPARTMENT OF
MENTAL HEALTH**
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Please Note

- This training is designed for participating providers from Directly Operated programs only. Please locate the June 2, 2021 training Legal Entity/Contracted programs accordingly.
- The training will be recorded. The recording and slides will be made available later.

Roadmap

Section 1: General overview and discussion

Section 2: CPS administration using paper forms

Five-minute intermission

Section 3: Administration via the CPS Dynamics Portal

Section 4: Data submission

Questions



Please enter questions into the Chat Box



Each section will have a time for questions and questions will be taken at the end of the presentation



Please keep your microphones and videos off until the designated time for questions

▶▶ Purpose and Intent

- Opportunity to measure client and family satisfaction with specialty mental health services received from DMH outpatient programs
 - Note: CPS data collection is only permitted during survey week and for the clients and families receiving services during that point in time.
- Grants clients and families the opportunity to provide feedback towards quality improvement
- Fulfills requirements to collect and submit survey data per Title 9, Section 3530.40 of the California Code of Regulations and California Welfare and Institutions Code Sections 5600-5623.5 (Bronzan-McCorquolade Act).
- Required by the Substance Abuse and Mental Health Services Administration (SAMHSA) as recipients of the Community Mental Health Services Block Grant

Integrated Substance Abuse Programs

In 2021, UCLA-ISAP took over the contract for the CPS

- Providing information and training state-wide
- Providing surveys and support materials
- Receiving paper and electronic surveys
- Submitting CPS data to the State



▶▶ Spring 2021 Collection Methods

CPS data collection is open to all outpatient programs, regardless of funding source, and should also include clients and families receiving field-based services.

Providers may choose to administer:

1. Electronic surveys using the CPS User Portal
 - Email, text, in-person, or over the telephone
2. Paper surveys (PDF-fillable) provided by UCLA through their site
 - In-person or over the telephone
3. Hybrid – both paper and electronic surveys
 - ONE survey per client/caregiver. Clients/caregivers should complete an electronic survey OR a paper survey, and NOT both.

▶▶ Excluded Settings

CPS data collection is NOT intended for consumers in:

- One-time assessment services
- Inpatient settings
- Crisis services
- Jail/Juvenile Halls
- Institutional placements (i.e., State Hospitals and Institution for Mental Diseases)

Confidentiality

- For both electronic and paper surveys, consumer confidentiality must be respected and maintained during the entire survey collection process
 - The information obtained is confidential
 - HIPAA requirements for authorizations from consumers DO NOT apply
 - However, Privacy Rules DO apply
- Paper survey forms will be destroyed after they have been scanned and verified (approximately six months)
- Refer to [DMH Policy/Procedure 508.01](#), Safeguards for Protected Health Information



▶▶ Consumer Perception Survey Types

CPS forms are categorized by age group:

- Older Adult Survey (Older Adult) Spring 2021 - **Without QOL**
 - Clients ages 60 years and above
- Adult Survey (Adult) Spring 2021 - **Without QOL**
 - Clients ages 18 to 59 years
- Youth Services Survey for Youth (YSS, Youth) Spring 2021
 - Clients ages 13 to 17 years
- Youth Services Survey for Families (YSS-F, Family) Spring 2021
 - Caregivers to clients ages 0 to 17 years

*Without QOL = Without Quality of Life questions

Survey Administration/Expectations

60 years old or more

- Offer client an Older Adult Survey

Between 18 and 59 years old

- Offer client an Adult Survey

Between 13 and 17 years old

- Offer client a Youth Services Survey for Youth
- Offer parent/caregiver a Youth Services Survey for Family

Between 0 and 12 years old

- Offer parent/caregiver a Youth Services Survey for Family

Parents and Caregivers

- *Available family members, foster parents, or helpers who regularly look after the child can participate*
- *Residential (i.e., board and care, group home) or paid staff should not participate*

▶▶ Survey Components

Each CPS form includes:

- Client information (service location, IS/IBHIS number)
- Survey items
 - Older Adult and Adult CPS forms are composed of 36 questions
 - Youth and Family CPS forms are composed of 29 questions
- Demographic questions (forensic history, length of treatment, race/ethnicity)
- Open-ended comments' section

▶▶ Declined Reasons (If Applicable)

When a consumer or caregiver **declines to participate and/or provides less than two survey responses**, indicate the reason(s) that apply:

- **Refused (Ref):** Consumer refused to complete the survey
- **Impaired (Imp):** Consumer is mentally or physically unable to complete the survey
- **Language (Lan):** Consumer is unable to complete survey as survey is not in a language the consumer understands
- **Other (Oth):** Any other reason not listed above

Different Ways to Assist Consumers

Offer to read questions and help explain words that are unfamiliar to them

For paper forms, have ink pens and clipboards on-hand, using virus precautions

Incentives are okay (stickers, snacks, etc.) - if they can be handled safely using virus precautions

▶▶ CPS Workflow Considerations

- Billing is not allowed for surveys
 - Surveys do not constitute the provision of medically necessary services
- The use of volunteers, peers, consumers, and/or family advocates is recommended
 - Identify a designated person (and backup) to administer the surveys
 - Consumers who are illiterate may be read the surveys
 - It is best if consumers feel comfortable with the person helping to administer surveys so that they can give honest feedback



▶▶ Monitoring Open-Ended Comments

- For paper and electronic versions
- Please confirm that a supervisor is available to review open-ended comments **DAILY for high-risk material and follow-up** if needed
 - Consider having a backup supervisor for emergencies (sick time, etc.)
 - Supervisors should be able to read the language of the survey
 - Each site will be responsible for setting up this workflow

▶▶ Reviewing Open-Ended Comments for QI Purposes

- Submission of open-ended comments
 - Details will be emailed to providers at a later date
 - For **paper versions**, consider copying the pages of the survey with comments and saving them in a secure file or location that has a lock
 - For **electronic versions**, sort the *Comments?* Column to more easily find the comments
 - Comments will be organized and submitted as "themes"

Important Dates

Mandatory Training

- June 2, 2021 for LE/Contracted providers
- June 9, 2021 for DO providers
- Option to review recording, complete quiz, and sign attestation

Technical Support

- Daily Technical Assistance Hours with QI
- Monday-Thursday 9:00-9:30 AM

Survey Data Collection Week

- Monday, June 21st through Friday, June 25th at 4:00 PM

Deadline for Provider Survey Counts (Tally Sheets) to SA QIC Chairs

- June 29, 2021 by noon

Deadline for Paper Survey Drop-Off to SA QIC Chairs

- July 6, 2021 – schedule date/time in advance

Deadline for Paper Survey Drop-Off to QI Unit-SA QIC Chairs ONLY

- July 9, 2021 – schedule date/time in advance

Survey Technical Assistance Calls

Monday, June 21 through Thursday, June 24, 2021

9:00-9:30 AM using Microsoft Teams

Join on your computer or mobile app

[Click here to join the meeting](#)

Or call in (audio only)

323-776-6996

Phone Conference ID: 308 775 617#



▶▶ Paper CPS Administration



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Getting Started

- Please make certain the correct is form offered to consumers/caregivers during the week of **June 21 – June 25, 2021 only**
 - Preparation should begin **before** Friday, June 18, 2021
 - Count the number of consumers scheduled for upcoming appointments (excluding intakes)
 - Consumers are asked to rate the **LAST SIX MONTHS** or provide answers based on the services received so far
1. Establish the number and type of CPS forms needed by **age and language**
 2. Download and save prefilled surveys from UCLA: <https://www.uclaisap.org/mh-consumer-perception-survey.html>
 1. Do **NOT** download QOL versions
 3. If using paper surveys, assign a licensed clinician to review forms and comments' sections before the end of each day



Navigating the UCLA-ISAP website and materials

UCLA-ISAP: <https://www.uclaisap.org/mh-consumer-perception-survey.html>

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

Downloading Paper Surveys from the UCLA Website

- Click the desired survey
- Select the desired language
- Download and/or print

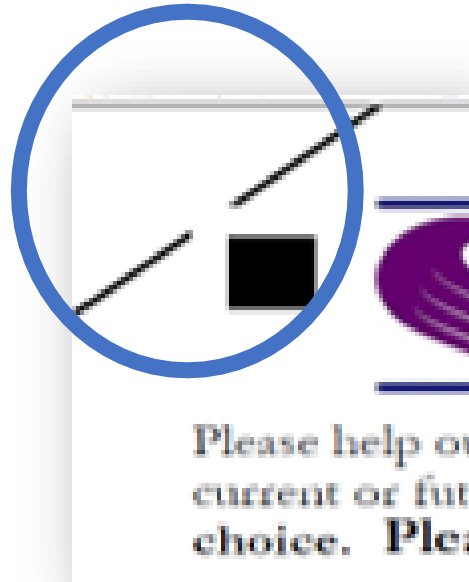
***Blue arrows** indicate the surveys we are
providing to consumers

▶▶ CPS Paper Form Available Languages

- Arabic
- Armenian
- Chinese
- English
- Farsi
- Hmong
- Khmer
- Korean
- Russian
- Spanish
- Tagalog
- Vietnamese

▶▶ Access and Print pdf CPS Forms

- **DO NOT PHOTOCOPY** forms as they cannot be scanned
- Photocopy should fit the 8.5x11 inch piece of paper
- Double-sided copies and staples above/across the staple line are acceptable

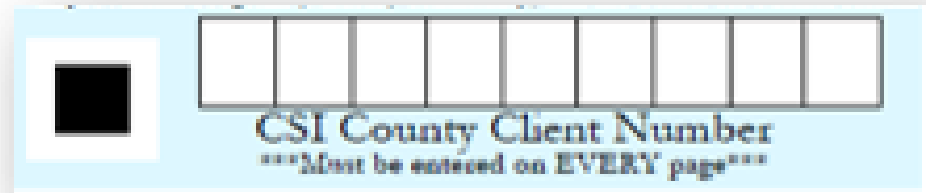


▶▶ Sections Completed by Provider

- **County Code** for **ALL** providers is **19**
- Please enter the correct **date for the day the survey was completed by the consumer**
- Please complete the **County Client Number (CCN) at the bottom of EACH page with the consumer's IBHIS/IS number.**
 - It should be the same number on each page.
 - A **Family survey** should have the **IBHIS/IS number of the associated consumer.**

▶▶ CSI County Client Number (CCN)

- The CSI CCN must be completed on the bottom of each page of the survey
 - This number links the pages together during scanning and **without this number, the data will get lost** in the database
 - Field is nine digits long and must be filled in completely
 - CCNs must be all numbers. It is **not acceptable to use nine zeros** on paper versions due to tracking issues



The image shows a form field for the CSI County Client Number. It consists of a small black square on the left, followed by a row of nine empty boxes for digits. Below the boxes, the text reads "CSI County Client Number" and "***Must be entered on EVERY page***".

▶▶ Required Survey Information

FOR OFFICE USE ONLY: REQUIRED Information:

County Code:

1	9
---	---

Date of Survey Administration:

1	1	-	0	4	-	2	0	1	9
---	---	---	---	---	---	---	---	---	---

Reason (if applicable):
 Ref Imp Lan Oth

Make sure the same CSI County Client Number is written on all pages of this survey.

0	0	A	B	C	1	2	3	4
---	---	---	---	---	---	---	---	---

CSI County Client Number
Must be entered on EVERY page

- ✓ County Code
- ✓ Date of Administration
- ✓ Reason (if applicable)
- ✓ CSI CCN
- ✓ County Reporting Unit

County Reporting Unit:

S	A	0	4	1	2	3	4
---	---	---	---	---	---	---	---

▶▶ Limits of Confidentiality

- Revised version for this survey period
- Presented to consumers or families completing a survey
- Individual copies are not necessary though **please take virus precautions**
- Available in Arabic, Chinese Simplified and Traditional, English, Filipino, Khmer, Korean, Persian, Russian, Spanish, and Vietnamese languages via the QI website
 - The same as the Limits of Confidentiality statement on the electronic survey
- Note: Surveys are confidential not anonymous

▶▶ Important Reminders

- ü Print pdf surveys **directly from the UCLA website**
- ü If **at least TWO questions** are completed in paper form, do not mark as declined/refused
- ü Review Comments – **Daily**
- ü Do not staple package
- ü Survey **all consumers not specific age groups**
- ü Do not submit confidentiality statements
- ü Responses should be bubbled-in with **blue or black** pen for paper forms

▶▶ CPS Paper Form Submission Checklist

Most Common Errors

- Surveys are photocopied
- Post-It notes left on surveys
- Surveys contain staples **BELOW** the staple line
- CRU is not valid or incomplete

Checklist

- CPS forms were reviewed and counted
 - q Bubbles were filled in completely with **PEN**
 - q County code is filled in, always **19** for LA County
 - q Date of survey completion is filled in to reflect survey period
 - q CCNs were filled in and the same number was reflected on each page
 - q CRU was completed correctly (correct SA and provider number)
- q Appropriate provider tally sheets have been completed
 - q Complete Service Area-specific tally sheet



DIRECTLY OPERATED DYNAMICS PORTAL
ELECTRONIC (E)
CPS APPLICATION

▶▶ Access Notification Letter (1 of 3)

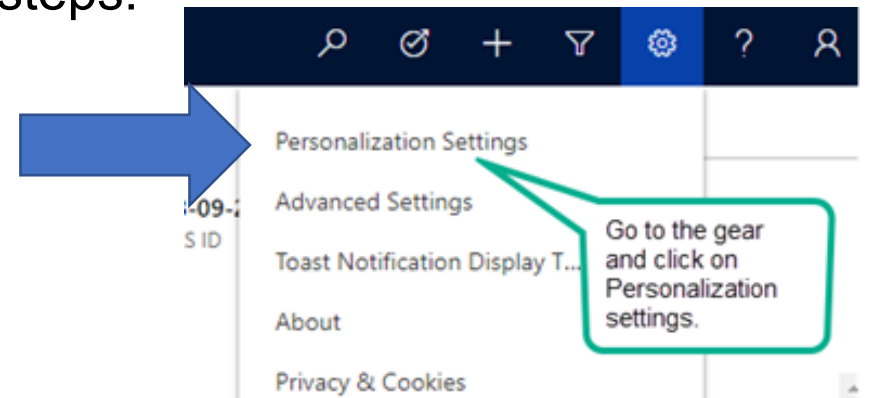
Hello [Customer Name],

You have been granted access to the CPS Application. Please use either Google Chrome or Microsoft Edge web browsers. Copy and paste the below link into your web browser and verify your access as soon as possible.

After logging in, you will see a list of CPS Program(s) you have access to.

Please verify your time zone settings by following the below steps:

1. Go to the gear icon and select “Personalization Settings”



▶▶ Access Notification Letter (2 of 3)

2. Go to “Set the time zone you are in”, select (GMT – 08:00) Pacific Time (US & Canada) and click OK at the bottom of the page.



The screenshot shows the 'Set Personal Options' dialog box with the following settings:

- General** tab selected.
- Select your home page and settings for Get Started panes:**
 - Default Pane: <Default based on user role>
 - Default Tab: <Default based on user role>
- Set the number of records shown per page in any list of records:**
 - Records Per Page: 50
- Select the default mode in Advanced Find:**
 - Advanced Find Mode: Simple, Detailed
- Set the time zone you are in:**
 - Time Zone: (GMT-08:00) Pacific Time (US & Canada) (highlighted in yellow)
- Select a default currency:**
 - Currency: (empty field)
- Support high contrast settings:**
 - Enable high contrast:

At the bottom right, there are **OK** and **Cancel** buttons. A blue arrow points to the OK button.

▶▶ Access Notification Letter – Tech Issues (3 of 3)

Please reply to this email and let us know if you were able to log in successfully.

For any **non-technical** questions about the Consumer Perception Survey and about the use of CPS Application, email DMHQI@dmh.lacounty.gov.

For any **technical issues other than the initial log in**, please open a ticket using HEAT Self Service portal, email helpdesk@dmh.lacounty.gov, or call DMH Helpdesk at 213-351-1335.

▶▶ DISCLAIMER

While the portal demonstration is in a test environment, it is important to remember that the information in the portal is connected to IBHIS. This information is not for public viewing.


Compliance with DMH Oath of Confidentiality, the HIPAA Privacy Rule, Policies, and Procedures do apply.

▶▶ IMPORTANT Tips

The portal User Guide can also be found in the CPS reference materials on the DMH QI website:

Please use **ONLY**:

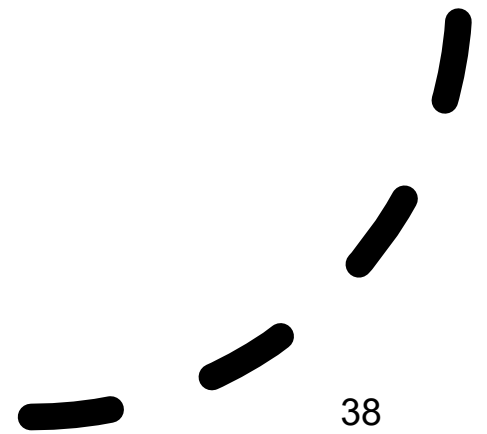
- **Google Chrome**
- **Microsoft Edge**



<https://dmh.lacounty.gov/qid/cs/for-providers-and-staff/>

Logging In

<https://lacdmhprod20.crm9.dynamics.com/apps/cps>



▶▶ E CPS Home (Landing Page)

CPS Active Providers - list of provider program numbers and names

- Click the program number to access the Survey Client list
- The User Guide is available in the menu under on the left side of the screen.

▶▶ E CPS Home (Landing Page) Screenshot

The screenshot displays the E CPS Home interface. On the left, a sidebar menu includes 'Home', 'Recent', 'Pinned', 'Main', 'CPS Programs', 'All Surveys', 'Help', 'User Manual', and 'Release Notes'. A blue arrow points to 'User Manual'. The main content area is titled 'CPS Active Providers' and features a table with columns for 'Program Code' and 'Program Name'. A yellow callout box points to the table with the text 'List of Programs associated with the CPS user'. A search bar is located in the top right corner.

▶▶ E CPS Subarea

- Program Name
- Survey Client list columns
 - **Client name:** consumer's name
 - **Survey Status:** whether the survey is sent or not sent
 - **Survey Recipient:** who received the survey (client, caregiver, or both)
 - **Comment?:** a consumer and/or caregiver comment is available
 - **Age in Years:** consumer's age
 - **Survey Date:** when the survey was sent to consumer/caregiver
 - **Created On:** when the survey was created by staff

▶▶ E CPS Survey Client List (Screenshot)

Provider Name

CPS Subarea

✓ Name	Survey Status	Survey Recipient	Comment?	Age in Years	Survey Date	Created On ↓
	Sent	Client	No			
	Sent	Both	No			
	Not Sent	Client	No			
	Sent	Both	No			

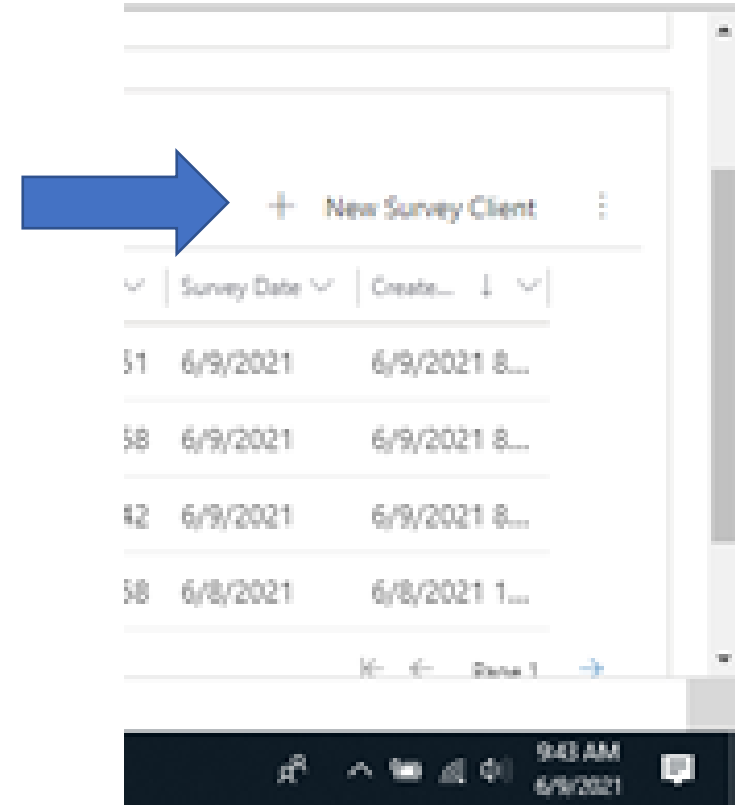
1 - 4 of 34 (0 selected)

The column you are sorting by will have up or down arrows.

- Navigate through pages of consumers at the bottom of the page using the letters (A, B, C, etc.) or page arrows
- Sort ascending/descending by clicking the name of the column

▶▶ E CPS Create New Survey (Screenshot)

- Click the +New Survey Client button on the right side of the screen to start a new survey



▶▶ E CPS Entering Consumer Information (Screenshot)

Dynamics 365 | Consumer Perception Survey

Save Save & Close

New Survey Client

19 County Code --- Current Location

General Time Line

Client Information

Client ---

Client Last Name ---

Client First Name ---

Survey Recipient ---

Date of Birth ---

Age in Years ---

Survey Status Information

Survey Status

Not Sent

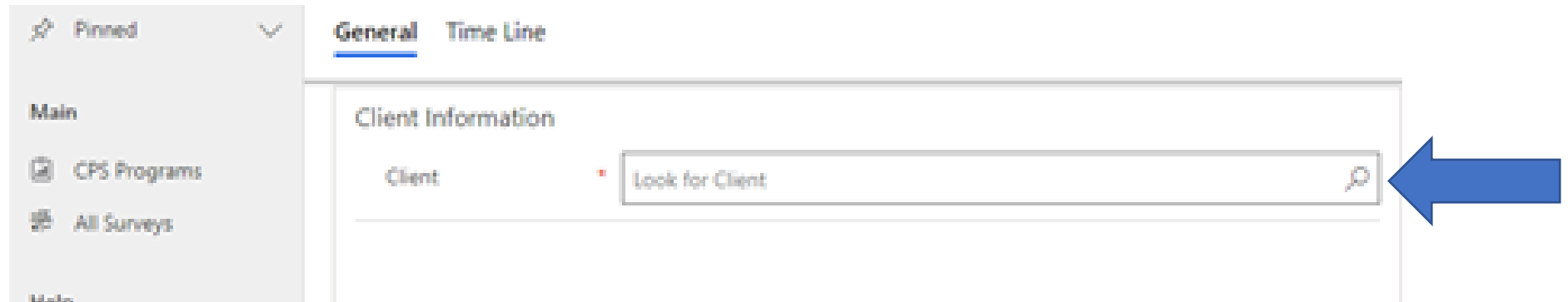
Date of Survey Initiation ---

Client Survey Completed Date ---

Caregiver Survey Completed Date

Active | unsaved changes Save

▶▶ E CPS Entering Consumer Information-Fields (1 of 2)



The screenshot shows a software interface with a left-hand navigation menu and a main content area. The navigation menu includes 'Pinned', 'Main', 'CPS Programs', and 'All Surveys'. The main content area has two tabs: 'General' (selected) and 'Time Line'. Under the 'General' tab, there is a section titled 'Client Information'. Below this title is a search bar with the placeholder text 'Look for Client' and a magnifying glass icon on the right. A blue arrow points to the magnifying glass icon.

Client


- Click on the looking glass
- Search by typing in a name or IBHIS number
- Click the consumer's name in the dropdown menu
- Consumer name, date of birth, and age should auto-populate

▶▶ E CPS Entering Consumer Information-Fields (2 of 2)

Survey Recipient

- Click the drop-down arrow to access the menu
- Highlight client, caregiver, or both and additional fields will populate

Client First Name	----
Survey Recipient	--Select-- 
Date of Birth	
Age in Years	----



The image shows a form with several fields. The 'Survey Recipient' field is open, showing a menu with options: '--Select--', 'Client', 'Caregiver', and 'Both'. A blue arrow points to the drop-down arrow on the right side of the 'Survey Recipient' field.

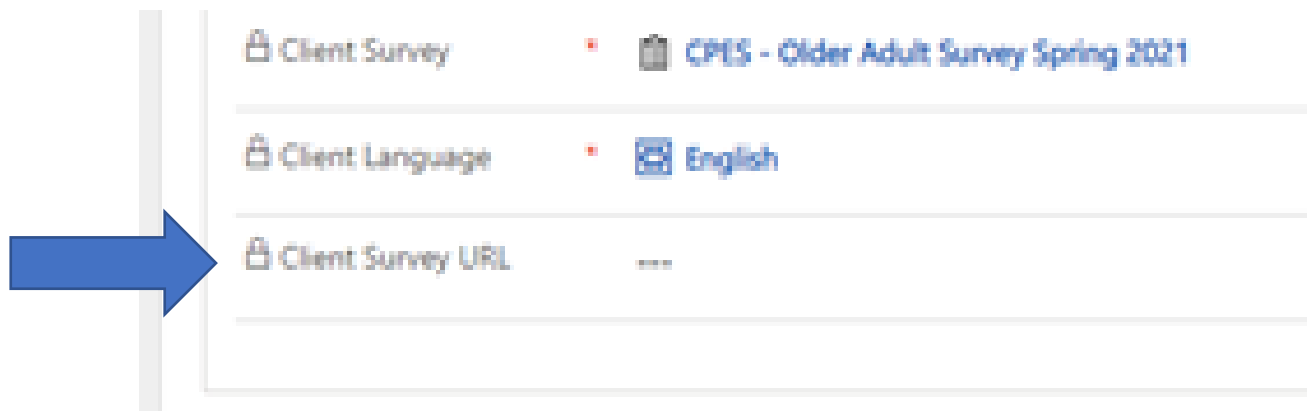
▶▶ E CPS Delivery Preference

Under Send Survey to Client/Caregiver

- **Email:** enter email address
- **Cell:** enter cell phone for text delivery
- **Declined Survey:** consumer/caregiver declined survey
 - **Decline Survey-** enter reason (Refuse, Impaired, Language, Other)
- **Enter by Staff:** staff enters responses from a limited number of paper surveys

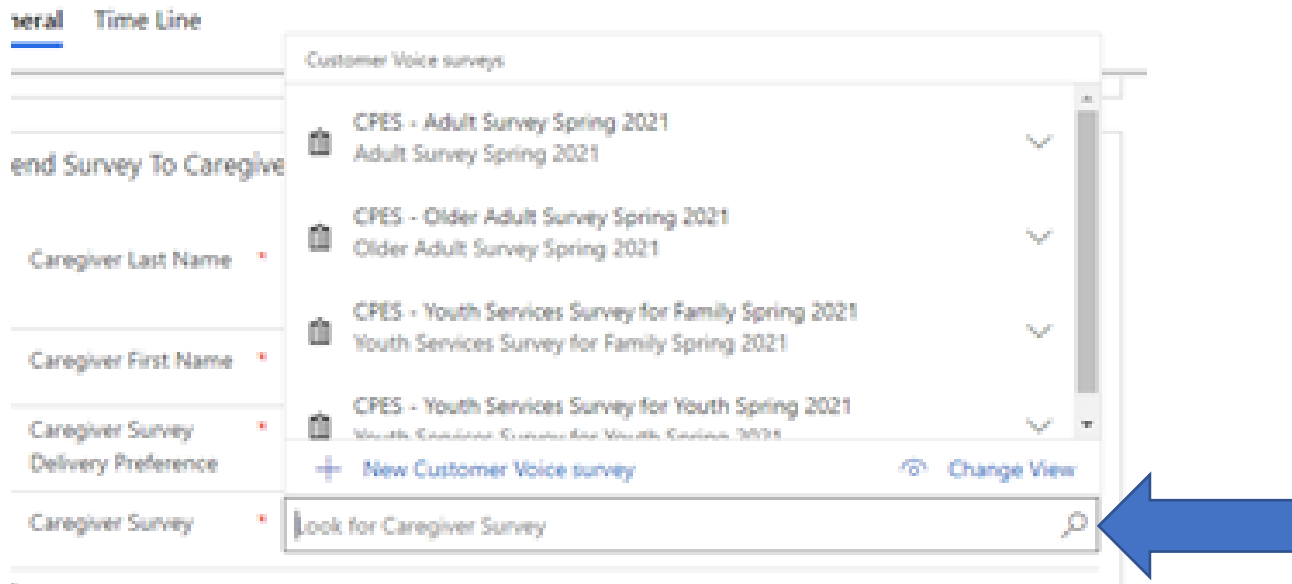
▶▶ E CPS Delivery Preference – Generates Link in Portal

- **Administration by Telephone:** staff verbally reads survey over the phone to the consumer/caregiver and enters responses
- **Administration in Person:** staff verbally reads survey to the consumer/caregiver and enters responses
 - **Client Survey URL generated**



▶▶ E CPS Select the Client/Caregiver Survey

- Some auto-populate
 - **Check that the correct survey populated**
- If not, click the Client/Caregiver Survey looking glass
 - Highlight the correct survey from the menu



▶▶ E CPS Available Languages

- Arabic
- Chinese Simplified
- Chinese Traditional
- English
- Filipino
- Khmer
- Korean
- Persian
- Russian
- Spanish
- Vietnamese

▶▶ E CPS Select the Client/Caregiver Survey Language

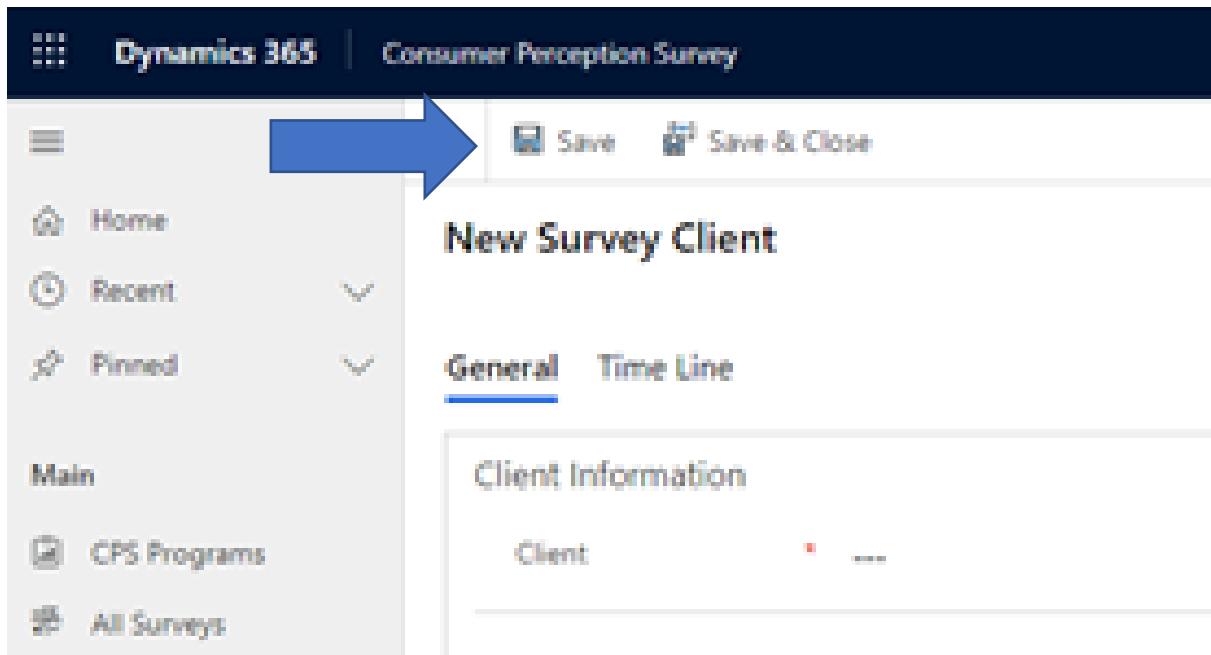
- Click the Client/Caregiver Language looking glass
- Highlight preferred language from the menu or type in the first few letters of your desired language

The screenshot shows a web application interface with a sidebar on the left and a main content area on the right. The sidebar has two tabs: 'General' (selected) and 'Time Line'. Below the tabs are several form fields, each with a red asterisk indicating a required field. The fields are: 'Caregiver Last Name', 'Caregiver First Name', 'Caregiver Survey Delivery Preference', 'Caregiver Survey', 'Caregiver Language', and 'Caregiver Email Address'. The 'Caregiver Language' field is currently selected, and a dropdown menu is open. The menu is titled 'Languages' and contains a list of languages: Arabic, Chinese Simplified, Chinese Traditional, English, and Filipino. Below the list is a '+ New Language' button and a 'Change View' button. At the bottom of the menu is a search bar with the placeholder text 'Look for Caregiver Language' and a magnifying glass icon. A blue arrow points to the search bar.

▶▶ E CPS Saving and Sending a Survey (1 of 2)

Saving a Survey

- After entering consumer and/or caregiver information, delivery preference, survey, and language select the Save button at the top left of the page

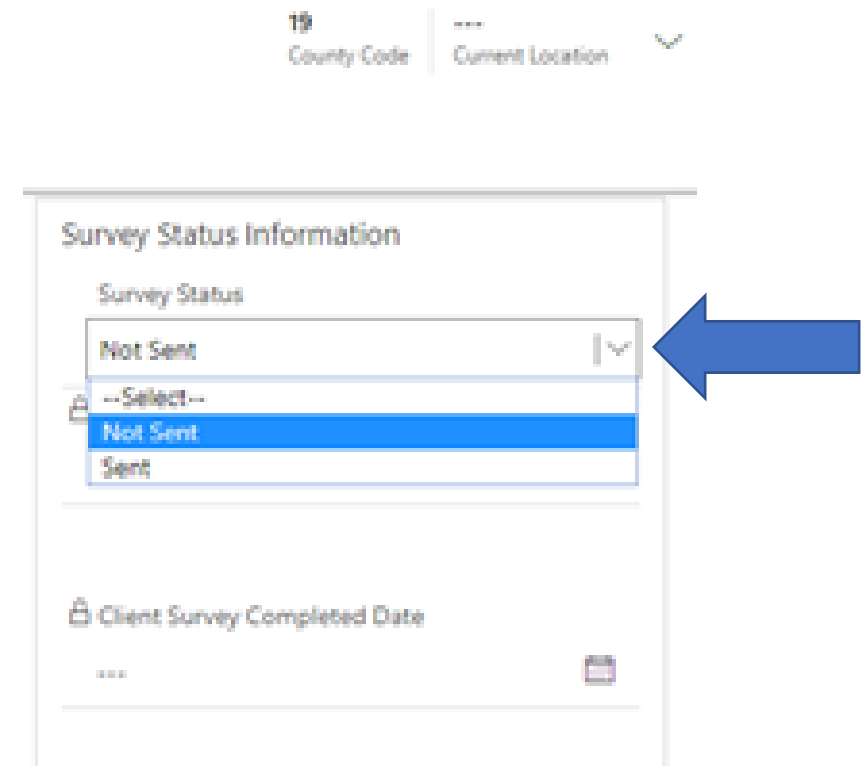
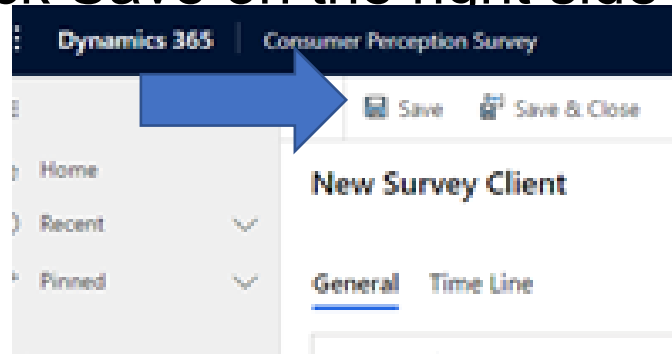


The screenshot displays the Dynamics 365 user interface for a 'Consumer Perception Survey'. The top navigation bar shows 'Dynamics 365' and 'Consumer Perception Survey'. Below this, a left-hand navigation pane lists options: Home, Recent, Pinned, Main, CPS Programs, and All Surveys. The main content area is titled 'New Survey Client' and has two tabs: 'General' (selected) and 'Time Line'. Under the 'General' tab, there is a section for 'Client Information' with a 'Client' field. In the top right corner of the main content area, there are two buttons: 'Save' and 'Save & Close'. A blue arrow points from the left navigation pane towards the 'Save' button.

▶▶ E CPS Saving and Sending a Survey (2 of 2)

Send a Survey

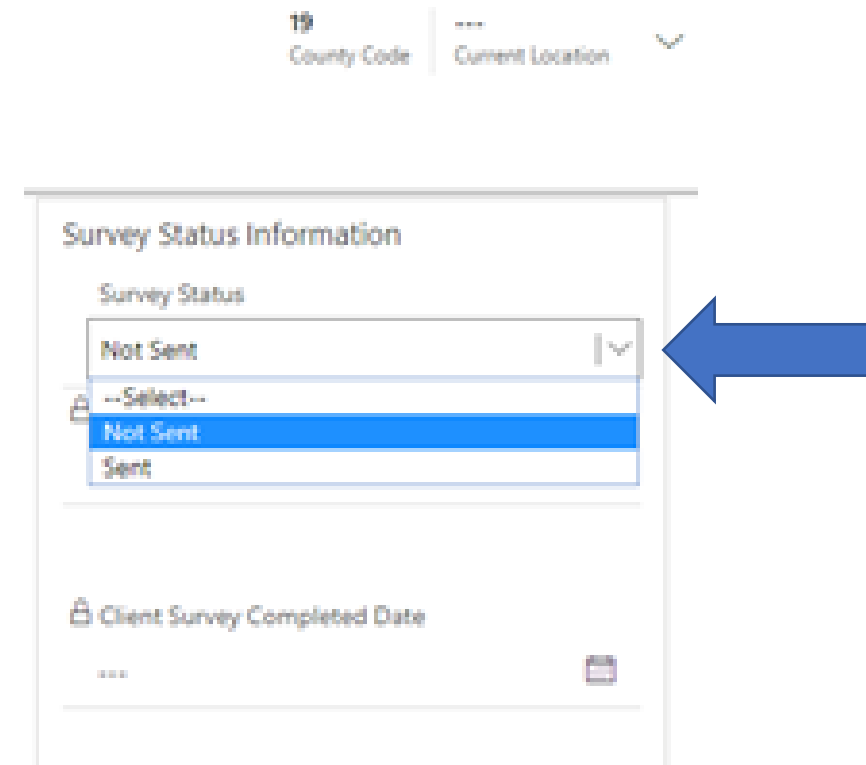
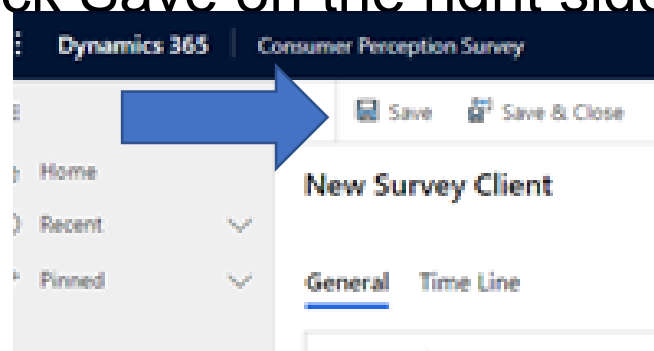
- After entering consumer and/or caregiver information, delivery preference, survey, and language scroll to the top right of the screen
- Click the drop-down arrow under Survey Status
- Highlight Sent
- Then click Save on the right side of the screen



▶▶ E CPS Sending a Saved/Drafted Survey

Send a Saved Survey

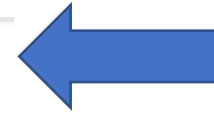
- From the survey Subarea, click on the consumer's name
- On the top right of the screen, click the drop-down arrow under Survey Status
- Click the drop-down arrow under Survey Status
- Highlight Sent
- Then click Save on the right side of the screen



▶▶ E CPS Viewing Consumer/Caregiver Comments

- In the CPS Subarea, a **Yes** in the Comment column indicates a comment from a consumer or caregiver
- To view comments
 - Click on the consumer's name
 - Survey Comments are located on the right of the screen under the client/caregiver survey dates
- **Please review the comments DAILY for high-risk material and follow-up by staff**

Comment? ↓
Yes
Yes



Survey Comment
Caregiver Comment
Who helped you? : This is a test comment

▶▶ Electronic Survey Cut-off

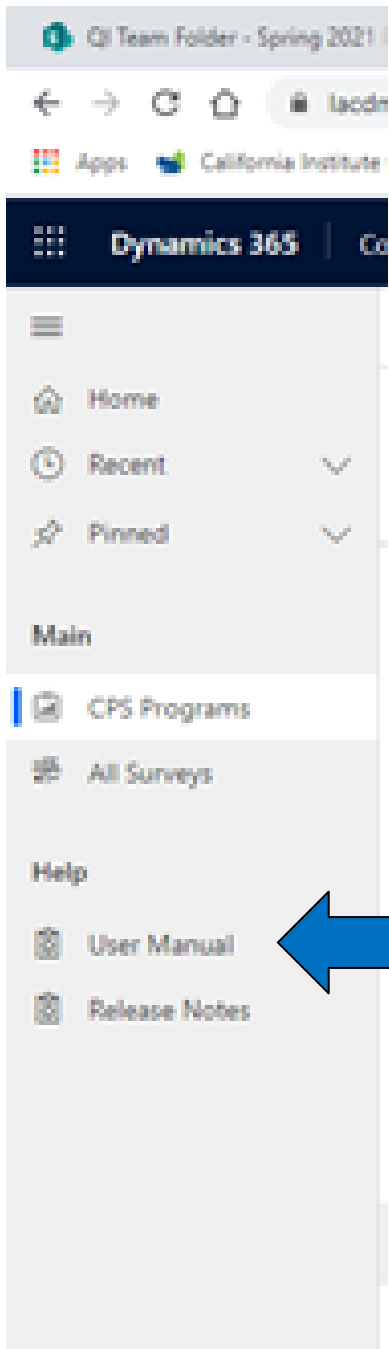
Electronic survey creation and consumer links will end on:

Friday, June 25, 2021

4:00 PM

Please ensure that electronic surveys have been created and sent to consumers by 3:00 PM.

Please review your site's surveys for comments and follow-up as needed before the end of the business day



Reminder: User Guide

- The User Guide can be found in the portal in the menu on the left side of the screen
 - Select User Manual





▶▶ Monitoring CPS Responses
Directly-Operated Providers



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▶▶ Monitoring by Program

- Click into each provider site if you are responsible for multiple sites

The screenshot displays a web application interface. On the left is a navigation sidebar with the following items: Home, Recent, Pinned, Main, CPS Programs (highlighted), All Surveys, Help, User Manual, and Release Notes. The main content area is titled 'CPS Active Providers' and includes a search bar labeled 'Search this view'. Below the title, there is a table with a header row containing 'Program Code' (with a checkmark and an up arrow) and 'Program Name'. A callout box with an orange border and a pointer to the table contains the text: 'List of Programs associated with the CPS user'. The table rows below the header are blurred.

▶▶ Monitoring Individual Responses

- Click on the field in the client list to sort by the column (e.g., alphabetical, oldest to newest, highest to lowest) you are interested in
 - For example, Sort “Survey Status” with arrow up to show clients “Not Sent” the survey followed by those “Sent” the survey

CPS Subarea

✓ Name ▾	Survey Status ▾	Survey Recipient ▾	Comment? ▾
	↑ Sort A to Z	Client	No
	↓ Sort Z to A	Both	No
	Filter by	Client	No
	Sent	Both	No

1 - 4 of 34 (0 selected)

▶▶ Monitoring Individual Responses

Variables That Can be Tracked

Survey status

- Are there any clients that were not sent a survey during survey week?

Recipient

- How many surveys went to clients, caregivers, or both?

Client & Caregiver Delivery Preferences

- Track declines
- How many surveys completed by different methods? (e.g., cell, email, administrative entry)

Comments

- How many surveys have a comment?

Age

- Can match survey type with client's age

Survey Date

- Can sort to track dates the client and/or caregiver were sent the survey

Created On Date

- Can sort to find records you created on specific dates

A young green plant with several leaves is growing on a blue and green background. The plant is positioned on the right side of the frame, and its shadow is cast on the ground below it. The background is a gradient of blue and green, with a textured, slightly grainy appearance.

▶▶ Tallying Responses for Paper Surveys



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Electronic Tally Form for Paper Surveys: SA 1-2



SA 1 -

https://forms.office.com/Pages/ResponsePage.aspx?id=SHJZBzjqG0WKvqY47dusgbosSZmUG05AgNB_S5NUdwZUMTFNOUNBRDU0VEFTSFhOTUhXNjFYUzINSCQIQCN0PWcu



SA 2 -

https://forms.office.com/Pages/ResponsePage.aspx?id=SHJZBzjqG0WKvqY47dusgbosSZmUG05AgNB_S5NUdwZUNUhQR0hDSzU0OEI3TEYzSFdJQVpKRzNFOCQIQCN0PWcu

Electronic Tally Form for Paper Surveys: SA 3-4



SA 3 -

https://forms.office.com/Pages/ResponsePage.aspx?id=SHJZBzjqG0WKvqY47dusgbosSZmUG05AgNB_S5NUdwZURERaMzFUSFAwQkpLMUI1RVIPNVE0SjA1WiQlQCN0PWcu



SA 4 -

https://forms.office.com/Pages/ResponsePage.aspx?id=SHJZBzjqG0WKvqY47dusgbosSZmUG05AgNB_S5NUdwZUMVpCTExRRDVEWFIJWUtLM1E3UVRPWEhVViQlQCN0PWcu

Electronic Tally Form for Paper Surveys: SA 5-6



SA 5 -

https://forms.office.com/Pages/ResponsePage.aspx?id=SHJZBzjqG0WKvqY47dusgbosSZmUG05AgNB_S5NUdwZUNE1HSFZOSk1TVkNLSE9QME5ETjUyWEZKNCQIQCN0PWcu



SA 6 -

https://forms.office.com/Pages/ResponsePage.aspx?id=SHJZBzjqG0WKvqY47dusgbosSZmUG05AgNB_S5NUdwZUMjU4VFdYOTcwR1BVT1czTEpJSIhVWUMzQyQIQCN0PWcu

Electronic Tally Form for Paper Surveys: SA 7-8



SA 7 -

https://forms.office.com/Pages/ResponsePage.aspx?id=SHJZBzjqG0WKvqY47dusgbosSZmUG05AgNB_S5NUdwZUM0xNMIBWV0M4TDc3TUNQVEE4RENJVE9CVCQIQCN0PWcu



SA 8 -

https://forms.office.com/Pages/ResponsePage.aspx?id=SHJZBzjqG0WKvqY47dusgbosSZmUG05AgNB_S5NUdwZUNTA5TFZQR0wwMIk5NVdaSURCNVAXMURLTiQIQCN0PWcu

Electronic Tally Form for Paper Surveys: DMH/DHS Collaboration



DMH/DHS Collaboration -

https://forms.office.com/Pages/ResponsePage.aspx?id=SHJZBzjqG0WKvqY47dusgbosSZmUG05AgNB_S5NUdwZUQkNaTE9YUjINNkdWU0hTQIk1MIIOVzZGUCQIQCN0PWcu

▶▶ Electronic Tally Form for Paper Surveys

- Survey includes questions regarding:
 - Your information and provider number
 - Training status
 - Declined Surveys
 - By Age Group
 - By Language
 - Completed Surveys
 - By Age Group
 - By Language

COMPLETED Survey Tally-Adult MHSIP

66. Please enter the number of COMPLETED surveys you have for Adult MHSIP in ENGLISH. Enter 0 if none. *

67. Please enter the number of COMPLETED surveys you have for Adult MHSIP in SPANISH. Enter 0 if none. *

68. Please enter the number of COMPLETED surveys you have for Adult MHSIP in CHINESE. Enter 0 if none. *

▶▶ Transporting Completed Paper Surveys

- **All safeguards must be taken** to ensure the security of the surveys with Protected Health Information (PHI). When transporting the completed surveys: **“travel strictly from Point A to Point B with no stops prior drop off”** has been advised by our HIPAA Privacy Officer to **reduce the risk for unauthorized access** when paper records are left in the car during any stops on the way to Point B or in the car at home overnight.

▶▶ Submitting Completed Surveys to QI Administration Deadline:

- Providers must submit paper surveys to Service Area (SA) Quality Improvement Committee (QIC) Chairpersons by:
Tuesday, July 6 by noon
- SA QIC Chairpersons must submit paper surveys by appointment only:
On or before Friday, July 9th

Contact for drop-off scheduling:

Alicia Avelar, Senior Secretary III
600 S. Commonwealth Ave
Los Angeles, CA 90005
(213) 739-5404
AAvelar@dmh.lacounty.gov

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Please complete the Knowledge Test & Attestation Forms survey to confirm your training attendance.

Spring 2021 CPS Webinar Knowledge Test & Attestation Statement:

https://forms.office.com/Pages/ResponsePage.aspx?id=SHJZBzjqG0WKvqY47dusgd3PzpIfIShOkZg0I_tGS49URFhJOVAyRFVBR0Y5OFhNU1NTUjdVOfI4Si4u

