

Consumer Perception Survey Data Collection Training for Legal Entity/Contracted Providers

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

- ▶▶ Presented by Quality, Outcomes, and Training Division –
Quality Improvement Unit
June 2, 2021



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

- This training is designed for participating providers from Legal Entity/Contracted programs only. Please locate the June 9, 2021 training for Directly Operated 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: Administration via the CPS User Portal

Five-minute intermission

Section 3: CPS administration using paper forms

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

▶▶ Consumer Perception Survey Forms Overview

CPS forms are categorized by age group:

- Older Adult Survey (Older Adult) Spring 2021 - **Without QOL**
- Adult Survey (Adult) Spring 2021 - **Without QOL**
- Youth Services Survey for Youth (YSS, Youth) Spring 2021
- Youth Services Survey for Families (YSS-F, Family) Spring 2021

▶▶ 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

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*

▶▶ 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

▶▶ Data Analysis

Survey questions are divided into eight domains that aid in data analysis:

1. General Satisfaction
2. Perception of Access
3. Perception of Quality and Appropriateness (Older Adult and Adult surveys)
4. Participation in Treatment Planning
5. Cultural Sensitivity (Youth and Families surveys)
6. Perception of Outcomes
7. Perception of Functioning
8. Perception of Social Connectedness

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



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

▶▶ 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)

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



▶▶ 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

▶▶ Open-ended Comments

- 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"

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#



LEGAL ENTITY (LE)/CONTRACTED
PROVIDER PORTAL

ELECTRONIC CPS APPLICATION

▶▶ 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: Portal Access

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**



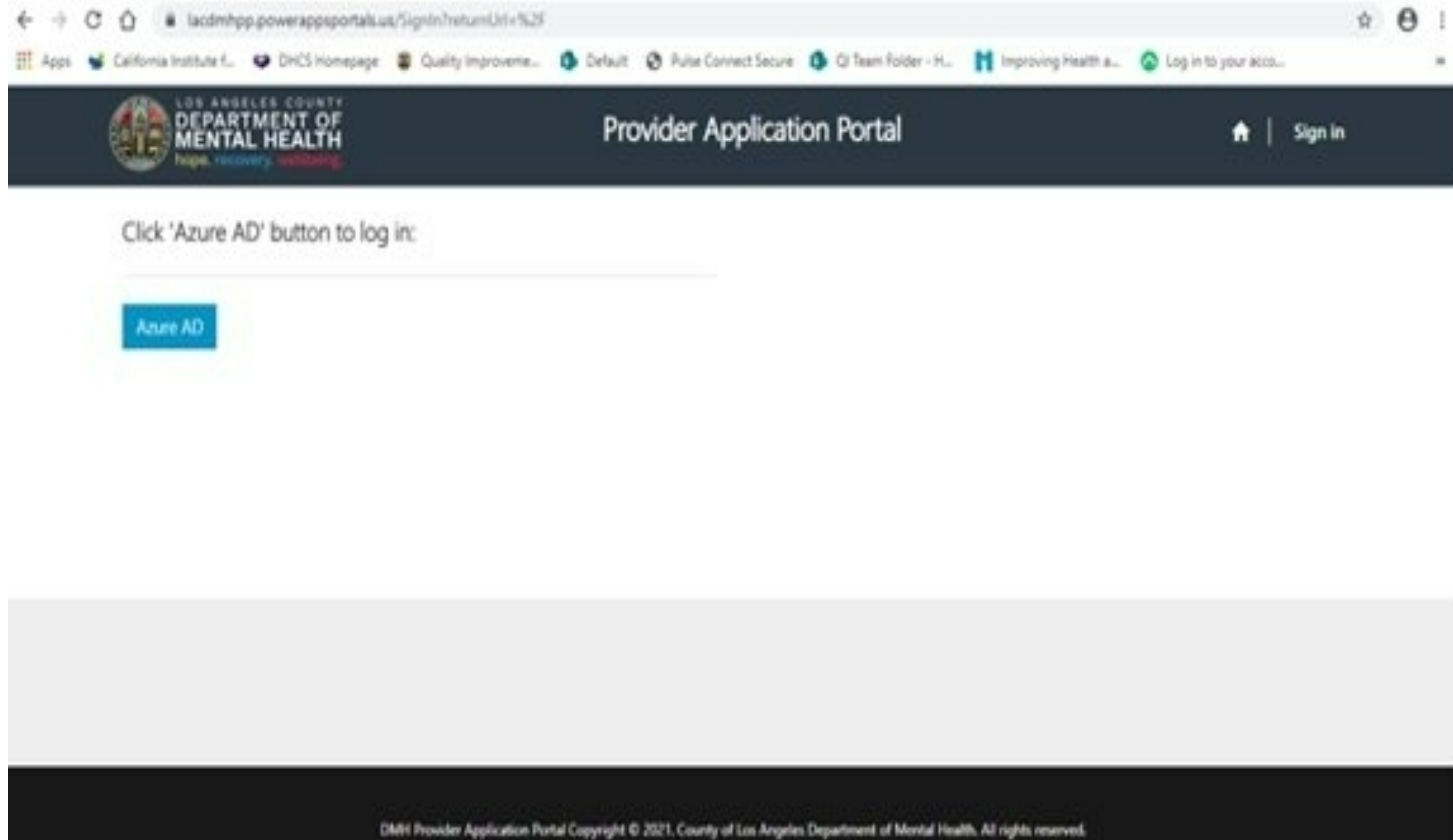
<https://dmh.lacounty.gov/qid/cs/for-providers-and-staff/>

Logging In

- <https://lacdmhpp.powerappsportals.us>
- Contract (C) Numbers and Multi-factor Authentication (MFA) enrollment are required to access the LE portal
 - Log in with your CNumber@dmh.lacounty.gov (C12345@dmh.lacounty.gov) and password
 - Two-step authentication will email a code for additional security
 - Enter authentication code



▶▶ Log In Screenshot



Select the CPS tile to enter the application



▶▶ E CPS Home (Landing Page)

List of provider program numbers and names

- Click the program number to access the Survey Client list
- The User Guide is available under the Help drop-down

▶▶ E CPS Home (Landing Page) Screenshot

The screenshot displays the E CPS Home (Landing Page) interface. At the top, there is a dark blue header with the Los Angeles County Department of Mental Health logo on the left, the text "Provider Application Portal" in the center, and a home icon and "Your Name" on the right. Below this is a light gray banner with "Consumer Perception Survey" on the left and "CPS Home | Help" on the right. The main content area starts with a "Home" link. Below that is a table with two columns: "Program ↑" and "Program Name (Program)". A yellow callout box points to the table with the text "List of Programs associated with the CPS user".

Program ↑	Program Name (Program)
1000	1000 - 1000
1001	1001 - 1001
1002	1002 - 1002

▶▶ E CPS Survey Client List

- 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)
 - **Client Delivery Preference:** how the survey was delivered or if the survey was **Declined**
 - **Caregiver Delivery Preference:** how the survey was delivered or if the survey was **Declined**
 - **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)

Survey Clients

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

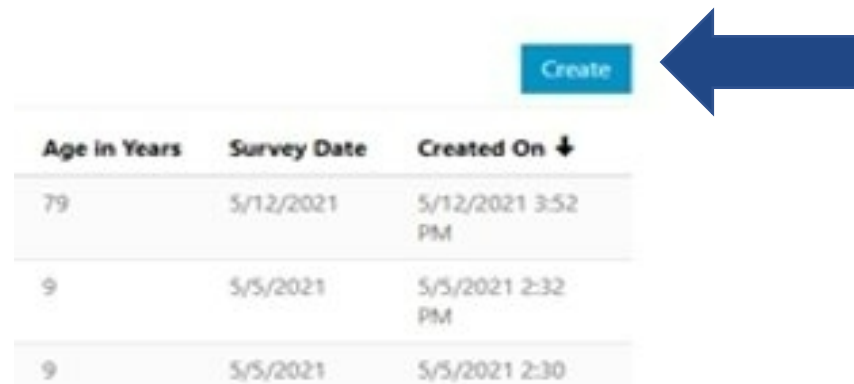
Create

Name	Survey Status	Survey Recipient	Client Delivery Preference	Caregiver Delivery Preference	Comment	Age In Years ↓	Survey Date	Created On
	Sent	Client	Cell		No	86		4/20/2021 2:34 PM
	Sent	Client	Enter by Staff		No	85	5/12/2021	5/12/2021 9:59 AM
	Sent	Client	Email		Yes	81	4/26/2021	4/26/2021 1:39 PM

- Navigate through pages of consumers at the bottom of the page
- Sort ascending/descending by clicking the name of the column

▶▶ E CPS Create New Survey (Screenshot)

- Click the blue **Create** button on the right side of the screen to start a new survey



The screenshot shows a table with three columns: 'Age in Years', 'Survey Date', and 'Created On'. A blue 'Create' button is located to the right of the table, with a blue arrow pointing to it from the right.

Age in Years	Survey Date	Created On ↓
79	5/12/2021	5/12/2021 3:52 PM
9	5/5/2021	5/5/2021 2:32 PM
9	5/5/2021	5/5/2021 2:30

▶▶ E CPS Entering Consumer Information (Screenshot)

The screenshot displays a web application interface for entering consumer information. At the top, there is a header bar with the title "Consumer Perception Survey" on the left and navigation links "CPS Home" and "Help" on the right. Below the header, a breadcrumb trail reads "Home > Programs List > Survey Client List". The current program is identified as "718AA". The main section is titled "Client Information" and contains several input fields: "Client ID" (with a search icon), "Client Last Name", "Client First Name", "Survey Recipient" (a dropdown menu), "Date of Birth" (with a calendar icon), and "Age in Years". At the bottom of the form, there are two buttons: "Save" and "Cancel".


Consumer Perception Survey

CPS Home | Help

Home > Programs List > Survey Client List

Program: 718AA


Client Information

Client ID 

Client Last Name

Client First Name

Survey Recipient

Date of Birth 

Age in Years

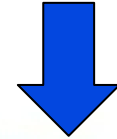
▶▶ E CPS Entering Consumer Information-Fields

Client

- Click on the looking glass
- Search by name or IBHIS number
- Check the consumer's name and click the blue **Select** button
- Consumer name, date of birth, and age should auto-populate

Client Information

Client *



▶▶ E CPS Entering Consumer Information-Fields

Survey Recipient

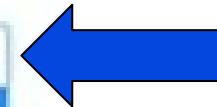
- Click the drop-down arrow to access the menu
- Highlight client, caregiver, or both and additional fields will populate

Client First Name

Survey Recipient

▼

- Client
- Caregiver
- Both



Age in Years

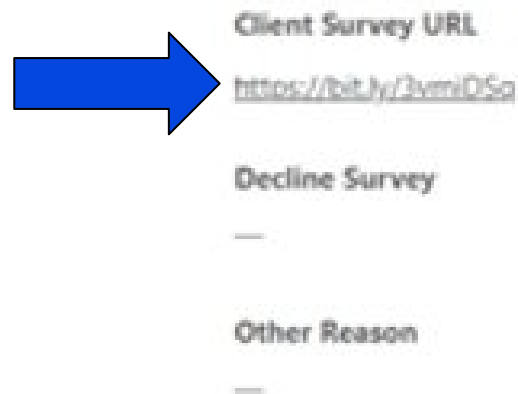
▶▶ E CPS Delivery Preference

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

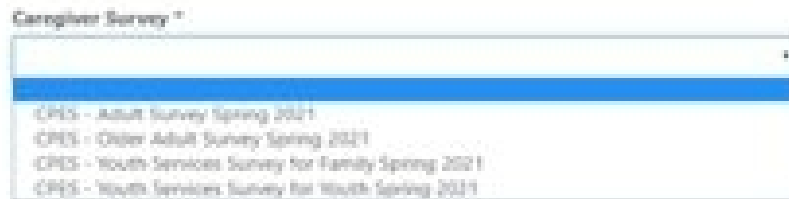
- **Administration by Telephone:** staff verbally reads survey over the phone to the consumer/caregiver and enters responses
- **Administration in Person:** staff verbally reads survey to the consumer/caregiver and enters responses
 - **Client Survey URL generated**



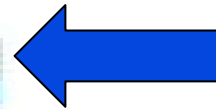
▶▶ E CPS Select the Client/Caregiver Survey

- Some auto-populate
 - **Check that the correct survey populated**
- If not, click the Client/Caregiver Survey drop-down arrow
 - Highlight the correct survey

Caregiver Survey *



CPS - Adult Survey Spring 2021
CPS - Older Adult Survey Spring 2021
CPS - Youth Services Survey for Family Spring 2021
CPS - Youth Services Survey for Youth Spring 2021



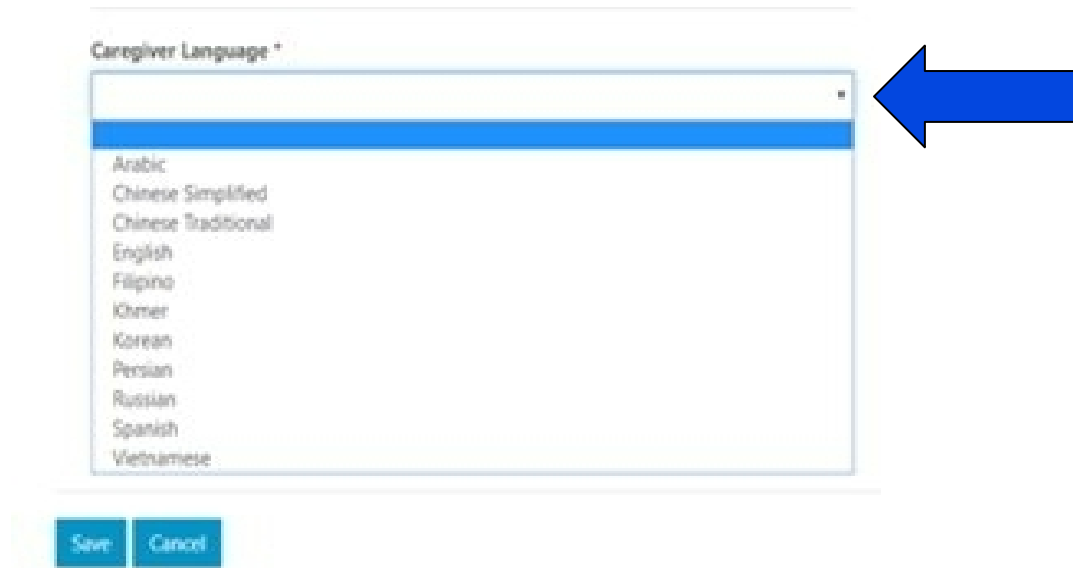
Save Cancel

▶▶ 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

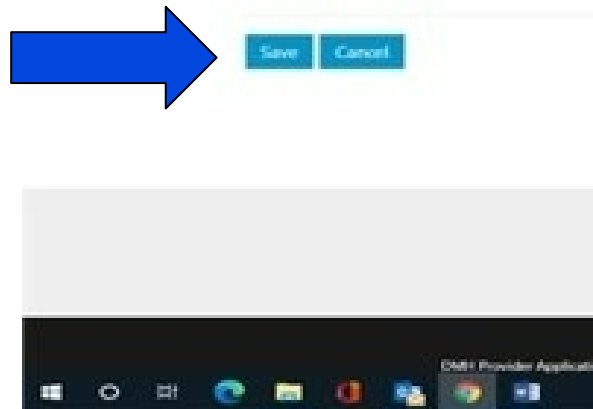
- Click the Client/Caregiver drop-down arrow
- Highlight preferred language



▶▶ E CPS Saving and Sending a Survey

Saving a Survey

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



▶▶ E CPS Saving and Sending a Survey

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
- Scroll to bottom
- Click the blue **Submit** button



▶▶ E CPS Sending a Saved/Drafted Survey

From the Survey Client List

- Click on the consumer's name
- On the top right of the screen, click the drop-down arrow under Survey Status
- Highlight Sent
- Scroll to bottom
- Click the blue **Submit** button

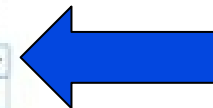


Survey Status Information



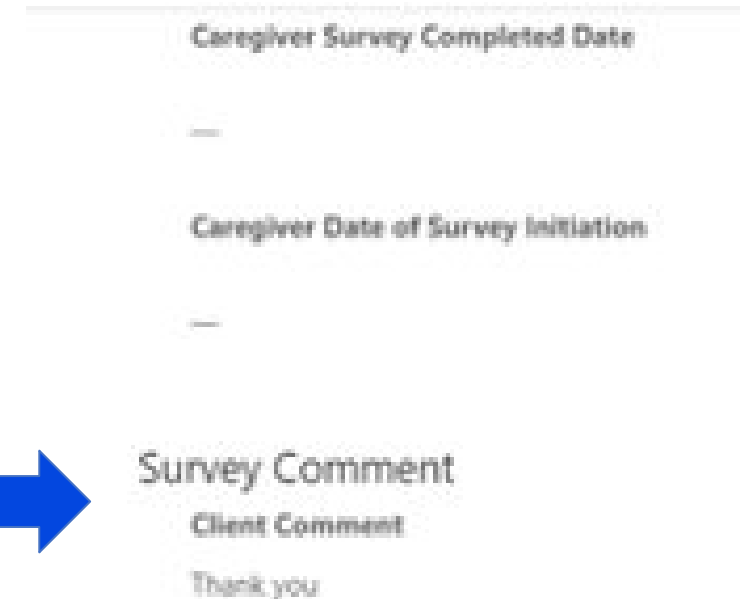
Survey Status

- Sent
- Not Sent
- Sent
- Not Sent



▶▶ E CPS Viewing Consumer/Caregiver Comments

- On the Client Survey List, 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**



▶▶ Electronic Survey Cut-off

Electronic survey creation and consumer links will end on:

Friday, June 25, 2021

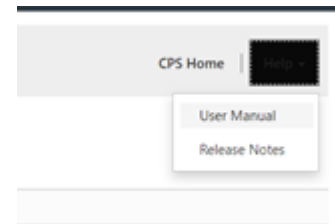
4:00 PM

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 on the right side of the screen
 - Click Help
 - Select User Manual





▶▶ 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:
 3. If using paper surveys, assign a licensed clinician to review forms and comments' sections before the end of each day



▶▶ CPS Paper Form Available Languages

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

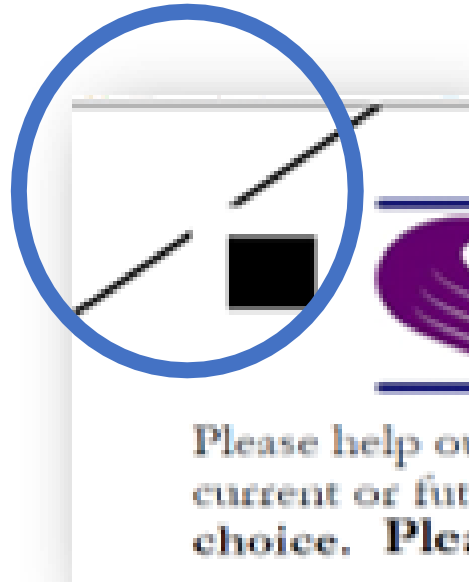
Getting Started

- Download and save PDF-fillable surveys from UCLA: <https://www.uclaisap.org/mh-consumer-perception-survey.html>
- Do **NOT** download QOL versions
- If using paper surveys, assign a supervisor/licensed clinician to review forms and comments' sections **before the end of each day for high-risk content and follow-up**



▶▶ 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

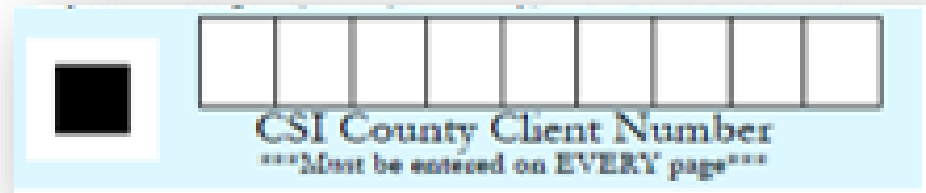


▶▶ Prefilling Surveys

- **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 (CCU) at the bottom of EACH page.** It should be the same number on each page.

▶▶ 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 icon on the left, followed by a row of nine empty boxes for entering 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
---	---	---	---	---	---	---	---

▶▶ Most Common Errors

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

▶▶ Assurance of Confidentiality Statement

- Presented to consumers or families completing a survey
- Can be posted or sent through electronic means as part of CPS letter
 - Individual copies are not necessary though **please take virus precautions**
- Available in English, Spanish, Tagalog, and Russian languages via the QI website
- Note: Surveys are confidential not **anonymous**

Assurance of Confidentiality Statement

This is to assure you as a consumer receiving mental health services through the Los Angeles County Department of Mental Health that the consumer perception survey that 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 in improving our services to you.


If you have any issues or concerns that are serious and sensitive, please discuss/report these concerns immediately to the program manager who will assist you!

▶▶ 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

- 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



▶▶ Monitoring CPS Responses
Contracted Providers



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▶▶ Monitoring by Program

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

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Provider Application Portal

Home | Your Name

Consumer Perception Survey

CPS Home | Help ▾

Home

Program ↑	Program Name (Program)
[Link]	HEALTH SERVICES & SUPPORT SERVICES
[Link]	HEALTH CARE SERVICES
[Link]	HEALTH CARE PROFESSIONAL SERVICES

List of Programs associated with the CPS user

▶▶ 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

Survey Clients

Name	Survey Status	Survey Recipient	Client Delivery Preference	Caregiver Delivery Preference	Comment?	Age in	Survey Date	Created On
	Sent	Client	Cell		No	86		4/20/2021 2:34 PM
	Sent	Client	Enter by Staff		No	85	5/12/2021	5/12/2021 9:59 AM
	Sent	Client	Email		Yes	81	4/26/2021	4/26/2021 1:39 PM

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

Create

▶▶ 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_S5NUdwZUMTFNOU-NBRDU0VEFTSFhOTUhXNjFYUzINSCQIQCN0PWcu



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

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

DMH Contacts

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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

