Consumer Perception Survey (CPS)

Application User Guide for Providers

v2022.1.0

April 28, 2022

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Purpose

The California Department of Health Care Services utilizes Consumer Perception Surveys (CPS) to collect data for the federal National Outcome Measures required by the Substance Abuse and Mental Health Services Administration. As recipients of the federal Community Mental Health Services Block grant, the Los Angeles County Department of Mental Health (LACDMH) must administer CPS in our outpatient programs at least annually. Currently, the assigned survey period is planned for one week in Spring (May or June). As the nation's largest and linguistically diverse county mental health plan, LACDMH has seen completed CPS forms in the ten to fifteen thousand range.

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

Accessing Provider Application Portal

IMPORTANT: To access the Provider Application Portal, users need to set up Multi-factor Authentication (MFA). If you have done this step, please continue with the instruction below. If not, please see Instructions for setting up MFA at the end of this User Guide.

To access the Provider Application Portal, copy and paste the below URL into your internet browser. The recommended browsers are Google Chrome and Microsoft Edge.

https://lacdmhpp.powerappsportals.us

Click on Sign in

On the next screen, click on Azure AD

If Sign in screen comes up, enter your DMH user ID, which is your Cnumber@dmh.lacounty.gov
(Example: C123456@dmh.lacounty.gov)
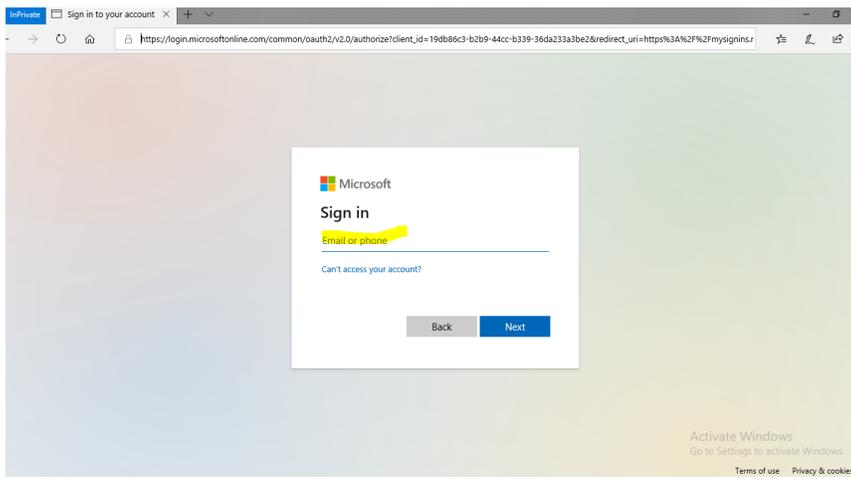
Enter your SSLVPN password (This is the password you use to access other DMH Applications)
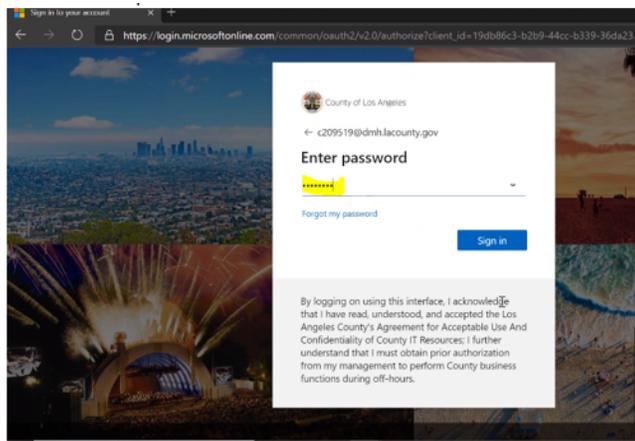
Enter any additional information requested.

After successfully logging in, your name will appear in the top right corner and you will see CPS listed on the Applications menu. Click on CPS.
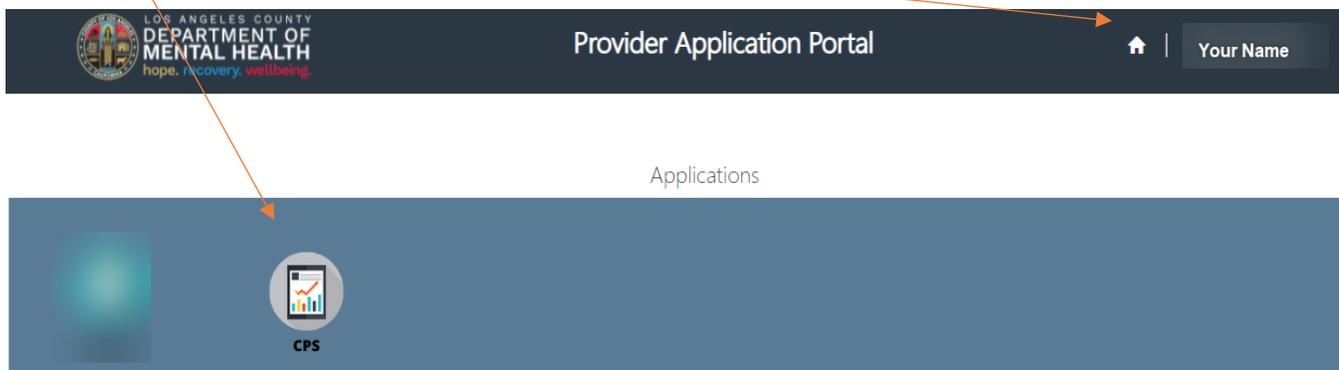
IMPORTANT: If CPS is not listed on the Applications menu, you need to request access to the Consumer Perception Survey (CPS) Portal. The deadline for requests to access the CPS portal is April 29, 2022. If you have not requested access by this date, accessing the CPS portal for this survey period will not be possible.

CPS Landing Page

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

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

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

By default, the view has recently created surveys on top. Click on any column name to sort the view in an ascending order based on the value in that field. Click the same column name to sort in descending order. For tracking purposes, you can list the Client and Caregiver Survey Completed Date columns to see the most recent dates of completed surveys or those that are still outstanding.

Home > Programs List

Program *

1907A

Survey Clients

Client	Survey Status	Survey Recipient	Client Delivery Preference	Caregiver Delivery Preference	Comment?	Age in Years	Survey Date	Client Survey Completed Date	Caregiver Survey Completed Date	Created On ↓
AAAKhan, Kamala	Sent	Caregiver		Email	No	11	4/26/2022			4/26/2022 7:05 AM
AAAMorales, Miles	Sent	Both	Email	Email	No	16	4/26/2022			4/26/2022 7:02 AM
AAAMorales, Miles	Sent	Both	Email	Email	No	16	4/25/2022			4/25/2022 10:39 AM
AAABarns, James	Sent	Client	Email		No	105	4/25/2022			4/25/2022 10:37 AM

How to create and send a new Consumer Perception Survey

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

Consumer Perception Survey

Home > Programs List

Program *

6499W — Selected Program

Click to create a new survey **1**

Survey Clients

Create

Client Information

Search for the Client in IBHIS **2**

Launch lookup modal

Client *

🔍

Client Last Name

Client First Name

Lookup records

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

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

Tester   🔍

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

Select Client from the list **4**

Select | Cancel | Remove value

Survey Recipient

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

| Client |

| Client |
| Caregiver |
| Both |

Send Survey To Client

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

Name

Delivery Preference *

| Email | ˅ |

> Confirm correct survey template is selected. <u>Update if needed to Youth Services Survey</u>

Client Survey

| CPES - Youth Services Survey for Family Spring 2021 |

Send Survey To Caregiver

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

Caregiver Last Name *

Caregiver First Name *

Caregiver Survey Delivery Preference *

| | ˅ |

Survey Status Information

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

Survey Status

| Sent | ˅ |

| Not Sent |
| Sent |
| 3/4/2021 |

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

Submit Cancel

A survey will be sent to the Client and/or Caregiver via the preferred delivery method. Note that surveys can only be updated to a "Sent" status during the survey week.

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

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

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

Click to open the draft survey ①

Client	Survey Status		omment?	Age in Years	Survey Date	Client Survey Completed Date	Caregiver Survey Completed Date	Created On ↓	
AAAMaximoff, Wanda	Not Sent		No	33				4/28/2022 3:12 PM	☑
AAADanvers, Carol	Sent	Client	Administration by Telephone	No	59	4/28/2022		4/28/2022 3:07 PM	Edit

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

Survey Status Information

Survey Status

Sent ⌄

Not Sent
Sent

3/4/2021

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

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

Submit Cancel

Survey Delivery Preference options

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

Delivery Preference *

| Email | ⌄ |

| Email |
| Cell |
| Enter by Staff |
| Administration by Telephone |
| Administration in Person |

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

Delivery Preference *

| Email | ⌄ |

Client Survey

| | ⌄ |

Client Language

| English | ⌄ |

Enter valid email in the Email Address field

Email Address *

| Test@email.com |

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

Delivery Preference *

| Cell | ⌄ |

Client Survey

| | ⌄ |

Client Language

| | ⌄ |

Enter valid cell phone in the Cell Phone number field

Cell Phone Number *

| (213) 555-5555 |

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

Delivery Preference *

Enter by Staff
Administration by Telephone
Administration in Person

> Select one of these three options to generate unique survey link that you can open and fill in for the Client or Caregiver **1**

Consumer Perception Survey

me > Programs List > Survey Client List

eneral

ient Information

Application Program

Client *

[✖ 🔍]

Survey Status Informati

> Update Survey Status to "Sent" **2**

Survey Status

Not Sent ⌄

Not Sent
Sent

> Click **Submit** at the bottom of the page to to generate the survey link **3**

[Submit] [Cancel]

Consumer Perception Survey

> Message will appear on top of the page **4**

Generating client survey link...

General

Client Information

Client *

Consumer Perception Survey

Generating client survey link...

Send Survey To Client

Name

AAADanvers, Carol

Client Survey

CPES - Adult Survey Spring 2022

Client Language

English

Delivery Preference

Administration by Telephone

Email Address

—

Cell Phone Number

Provide a telephone number

Client Survey URL

https://gcv.microsoft.us/lqGLVK8d5H

Dialog box: lacdmhppuat.powerappsportals.us says — Click the link below to access the survey. [OK]

Callout 5: Click OK

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

How to review Client and/or Caregiver Comments

Program *

1907A

Survey Clients

Callout: Click on Comment? To sort the records by Yes/No value in this field

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

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

Client	Survey Status	Survey Recipient	Client Delivery Preference	Caregiver Delivery Preference	Comment? ↓	Age in Years	Survey Date	Survey Completed Date	Caregiver Survey Completed Date	Created On
AAAKhan, Kamala	Sent	Caregiver		Enter by Staff	Yes	11	4/12/2022		4/12/2022	4/12/2022 3:32 PM
AAAMaximoff, Wanda	Sent				Yes	33	4/12/2022	4/12/2022		4/12/2022 3:33 PM
AAABanner, Bruce	Sent				Yes	25				4/13/2022 10:38 AM
AAABarns, James	Sent	Client	Email		No					4/12/2022 3:51 PM

Locate the Survey Comment field on the Survey Details page Text in the Survey Comment field is *read-only.*

Send Survey To Client

Name

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

Cell Phone Number

—

Client Survey URL

—

Survey Comment

Client Comment

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

Caregiver Comment

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

Instructions for setting up Multi-factor (MFA)

Do NOT use Internet Explorer.

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

Use Google Chrome or Microsoft Edge.

We will be setting up the Multi-factor authentication in Incognito mode in Google Chrome or InPrivate browsing in Microsoft Edge.

We have to use this method as we are establishing a new Microsoft account and if your organization already uses Multi-factor authentication, it will cause conflicts with existing accounts.

<u>For Google Chrome</u>:

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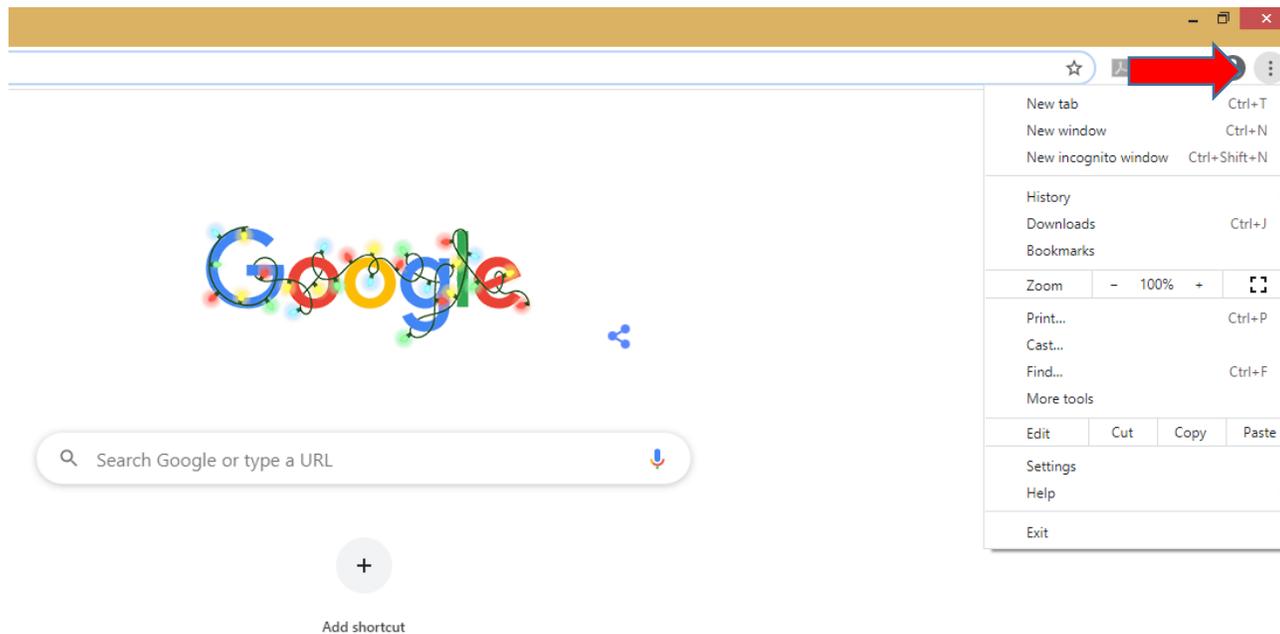
Select "New incognito window."
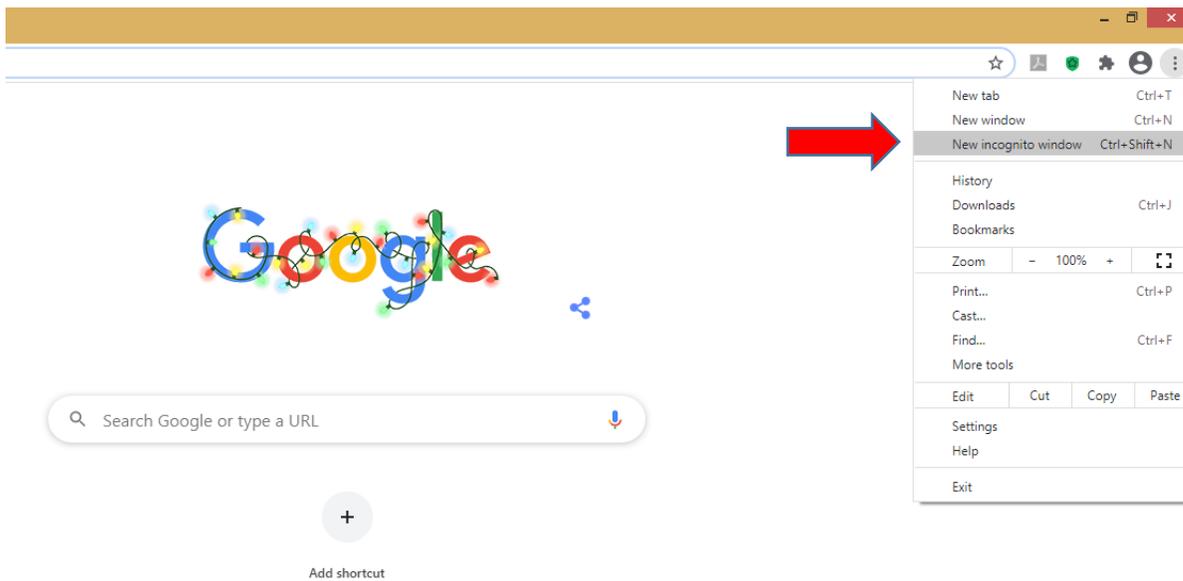
Your browser will then change into incognito mode and look similar to this.
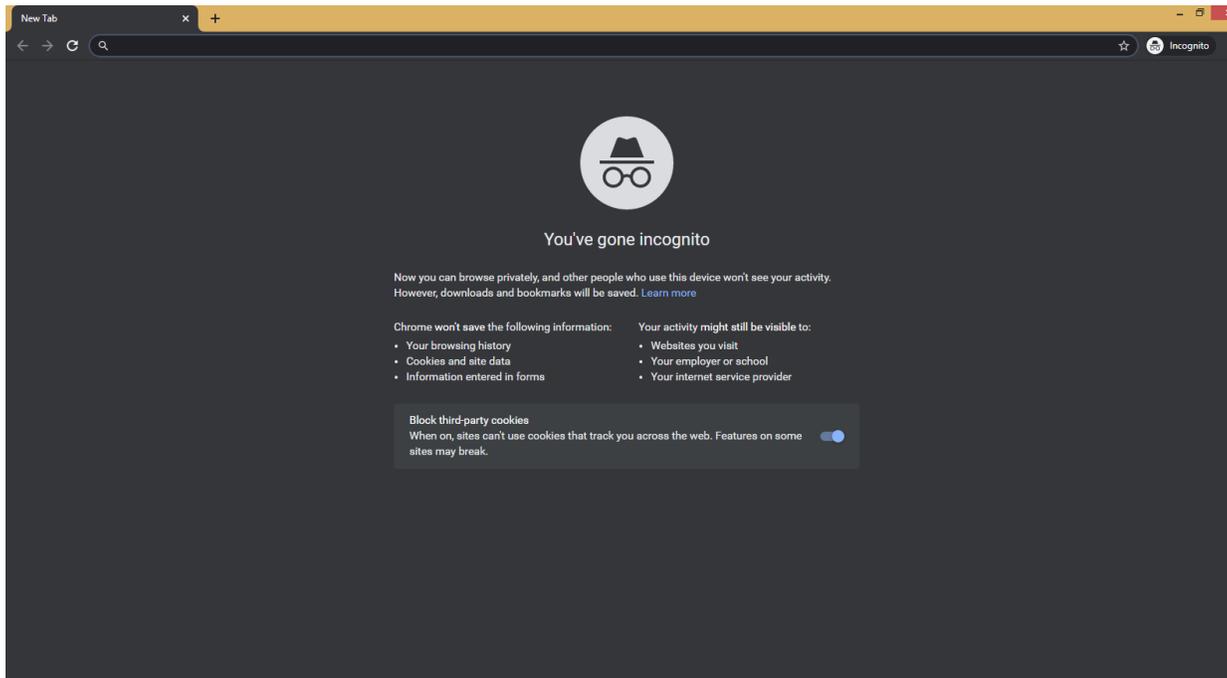
For Microsoft Edge:

Click on the horizontal elipses in the top right corner.
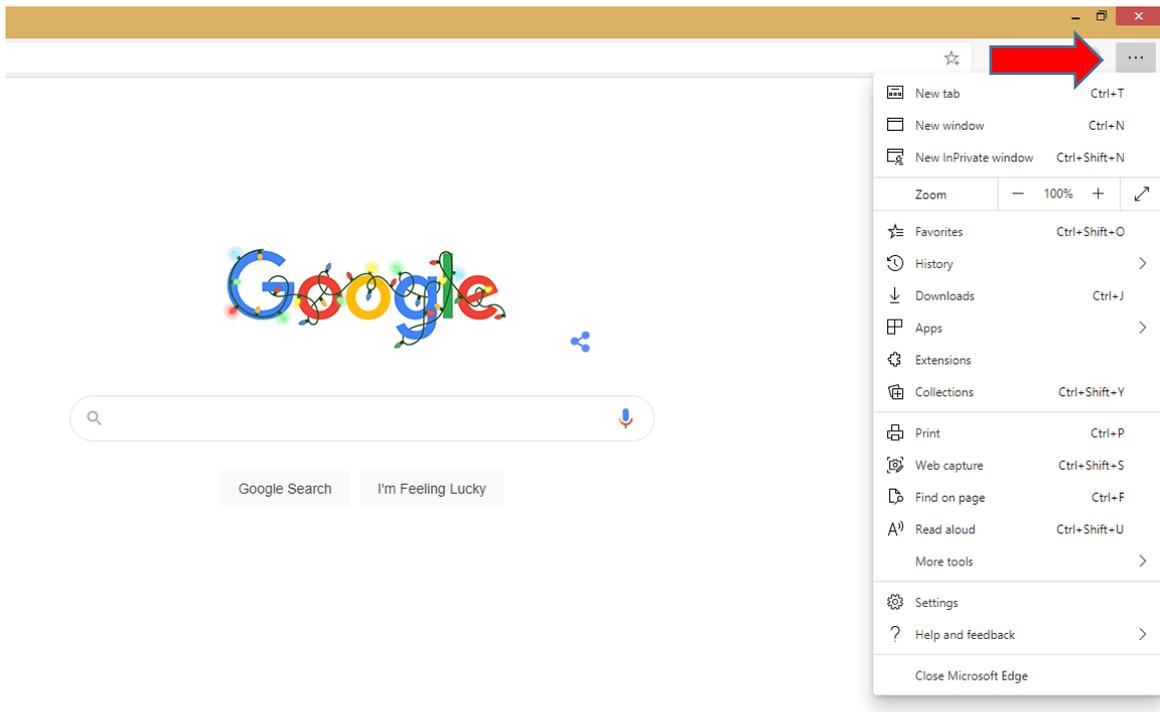
Select "New InPrivate window."
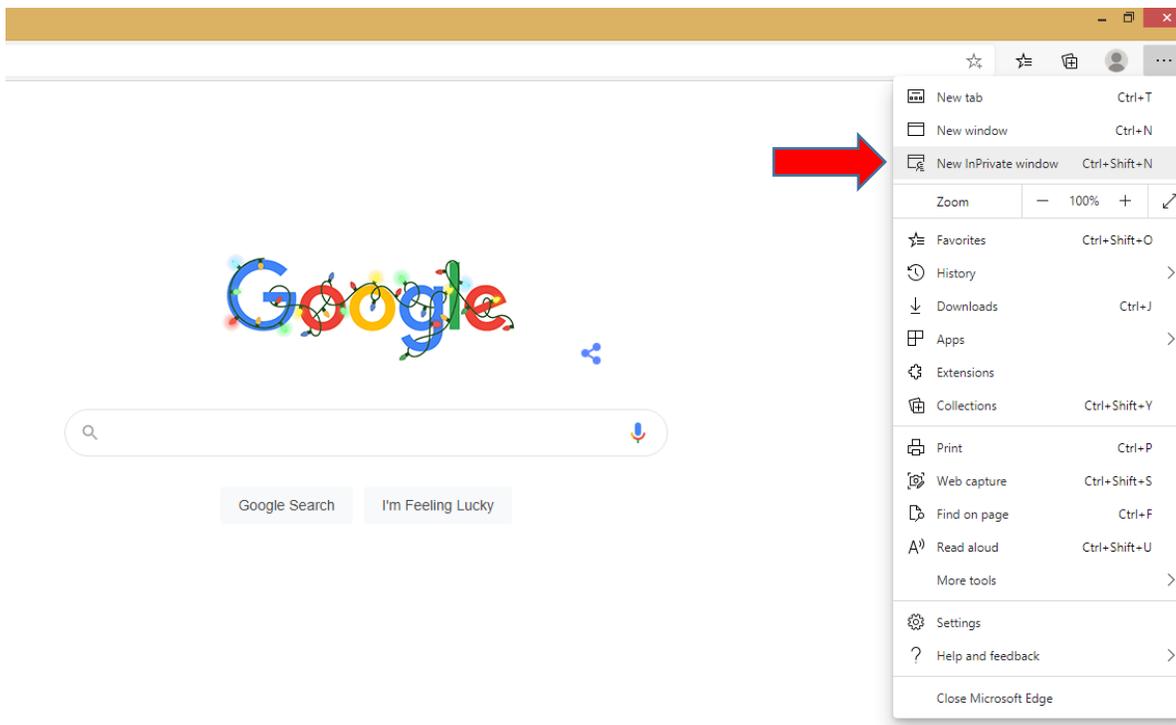
Your browser will then change into incognito mode and look similar to this.
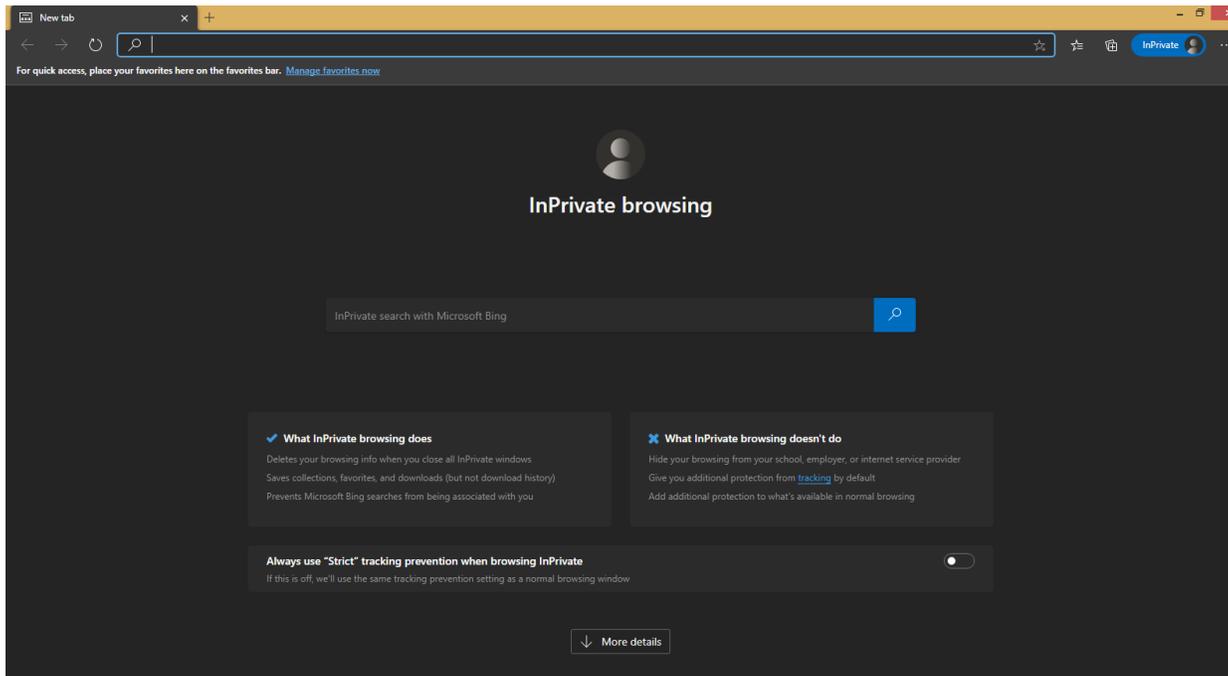
Copy and paste the following link in to your browser https://aka.ms/mysecurityinfo

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

Enter your DMH user ID, which will be your Cnumber@dmh.lacounty.gov
(Example C123456@dmh.lacounty.gov)
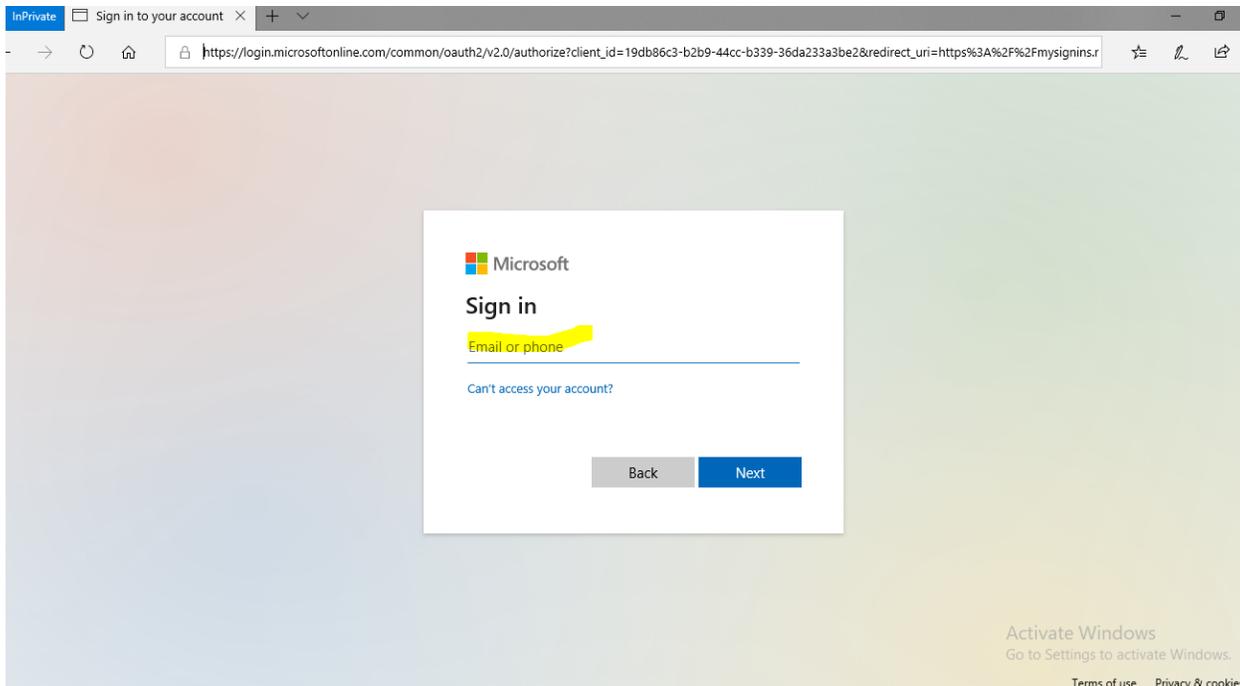
Enter your SSLVPN password.
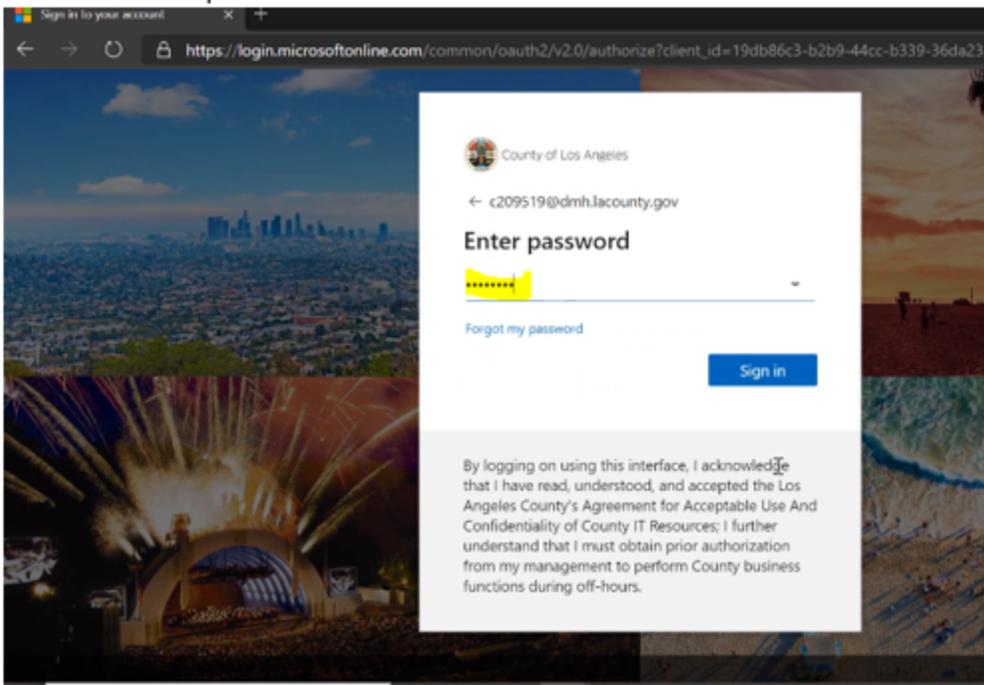
Enter any additional information requested.
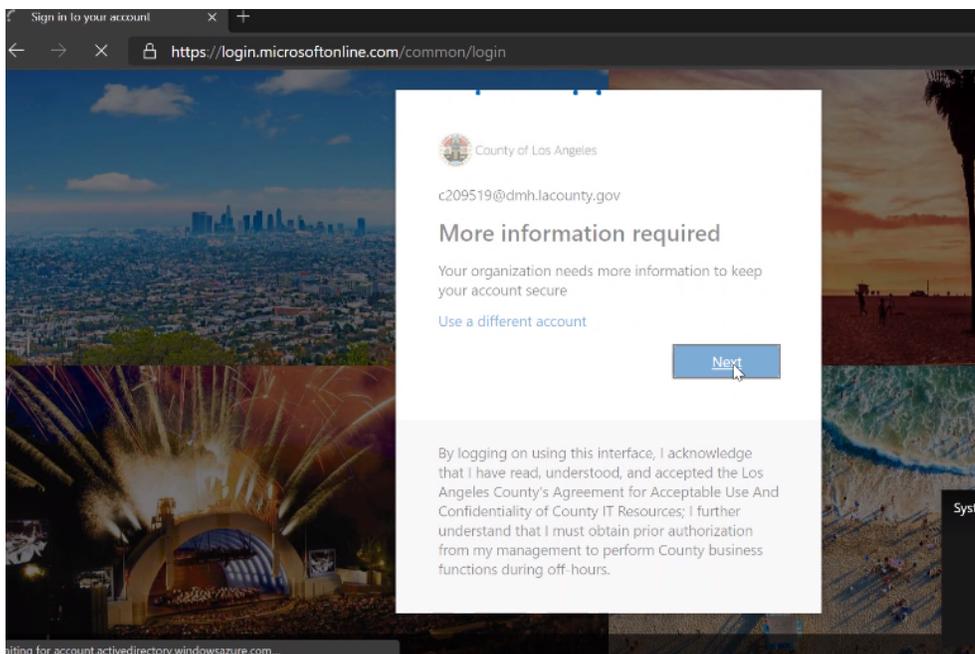
You can use the Microsoft Authenticator app on your mobile phone, or you can add your mobile number to receive text messages for authentication. Click "I want to set up a different method" if you do not want to use the app.
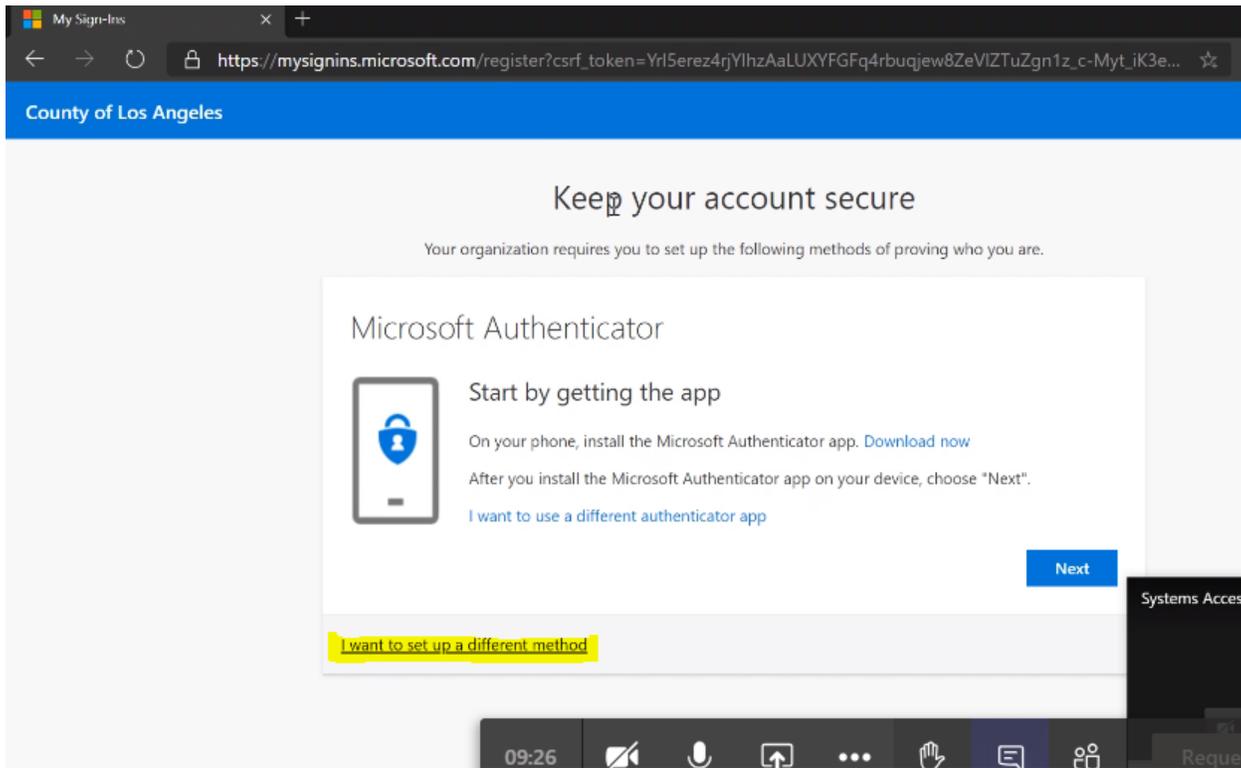
You can choose a different method.
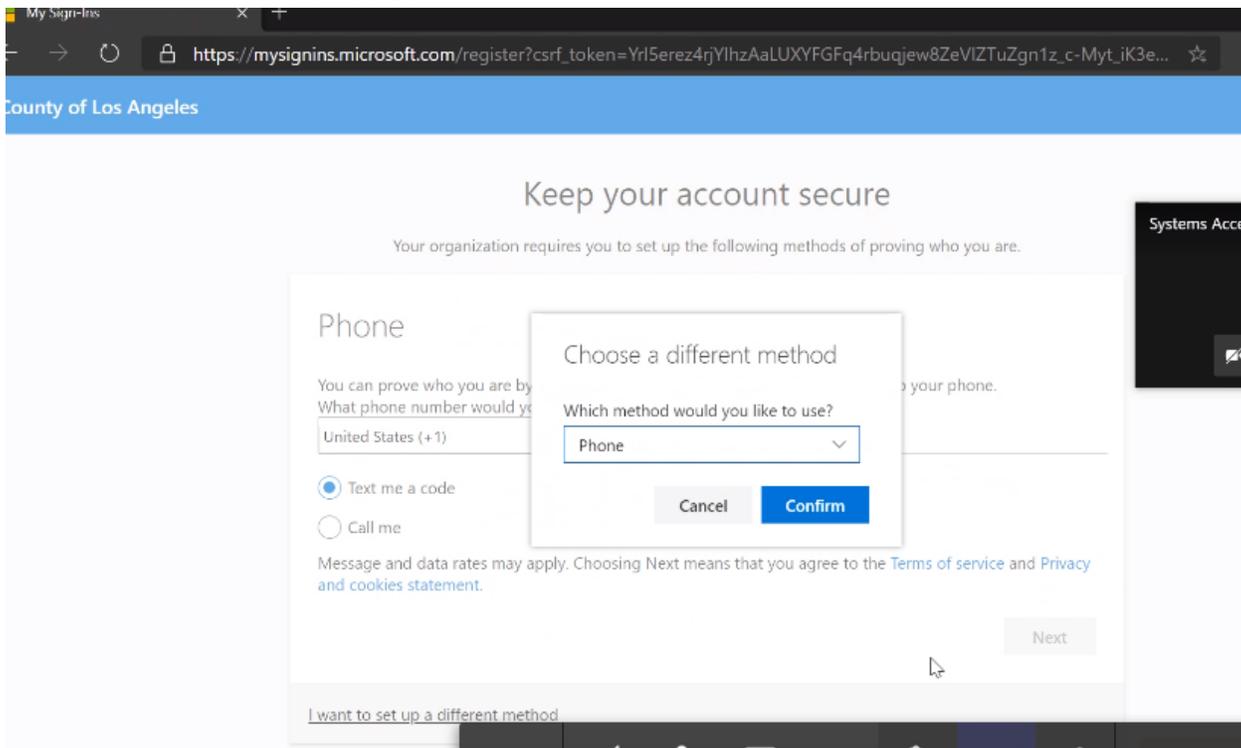
You can repeat the process to add additional authentication methods.

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

After entering the methods, the setup process is done.