



**Spring 2022 Consumer Perception Survey
LACDMH Paper Survey
Frequently Asked Questions (FAQs)**

April 27, 2022

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Accessing Materials

1. Where can providers access the CPS paper survey forms?

Fillable PDF forms for the paper surveys are currently available at the Quality Improvement webpage for CPS resources: <https://dmh.lacounty.gov/qid/cps-spring-2022/>. They are separated by the type of survey (i.e., Adult, Older Adult, Youth, Family) and language.

2. I was forwarded the meeting invite for the Paper Survey training. How do I ensure I receive the email with the recording and slides?

Participants who attended the training live will receive notification that the recording is posted through the meeting chat. SA QIC Chairs will also distribute the link to the training and slides to the providers in their areas by email.

Included Participants

3. Should consumers in Crisis Residential Facilities be offered the CPS?

No, crisis residential programs do not participate in the survey.

4. For Short Term Residential Treatment Programs (STRTP), are providers only distributing surveys to our clients currently receiving Aftercare services or all clients within the STRTP?

Clients receiving any outpatient service (e.g., mental health services, medication support, case management) at their STRTP should be offered a survey.

Paper Survey Administration

5. At what point in the treatment process are new clients surveyed? When the assessment is complete?

Clients should be offered the survey once they receive at least one outpatient service beyond the Intake/Assessment period.

6. If a client is a no-show, are we required to collect a survey for the client? Or is the survey required for every client scheduled regardless if they attend?

If a client does not show for their appointment, you are not required to offer them a survey. The survey can be offered to all clients expected to receive services during survey week but is not required for no shows and cancellations.

7. If the client misses their service, can they still be sent the digital survey?

Yes, the UCLA electronic survey or LACDMH electronic survey options can be used in these situations to gather feedback that you would otherwise expect to receive by a paper survey.

8. At what age does the Older Adults age group start?

60 and older.

9. My clients are concerned about having their IBHIS number used as the County Client Number. Can we use a different number?

Yes, you can choose another number as long as it is unique to that individual (i.e., do not use the same number for multiple clients), you can link the number to the client in the case of any urgent comments, and the number is the same on all pages of the survey.

10. The Limits of Confidentiality Statement states: "Please do not enter any private information that someone could use to identify you." However, clients are asked to give some identifying information, including their birth date, gender, ethnicity, and IBHIS number. How do providers interpret this?

This sentence in the Limits of Confidentiality refers to the comments section. It is not recommended that clients enter their names or other identifying information to limit the areas in which this information is stored and collected.

11. If a provider has multiple small sub-provider numbers under one main provider number, can the provider use the main provider number as the County Reporting Unit on the surveys?

The County Reporting Unit is used to determine which surveys belong to each particular site. If a provider does not need to distinguish between multiple internal subprograms that are all under one main site or provider number, the provider can choose to use the main provider number. You will receive provider-level data using that identifier.

12. Can providers still have clients complete paper forms and then enter them into either of the electronic survey options?

Yes, for the LACDMH electronic survey, you can select Delivery Preference "Enter by Staff" and enter the paper survey responses into the application. You can also enter this information into the appropriate UCLA electronic survey link. According to HIPAA, please destroy the paper survey forms if they contain any Protected Health Information (PHI).

Submitting Paper Surveys

13. Where are surveys dropped off?

Your SA QIC Chair will inform you of the process to drop off with them at a location in your service area. For large providers with multiple sites countywide, a representative can reach out to Alicia Avelar, Senior Secretary III (aavelar@dmh.lacounty.gov) by Friday, May 27th to schedule a drop off at the DMH Headquarters (510 S. Vermont Avenue, Los Angeles, CA).

Tally Sheets

14. Do any tally sheets need to be physically turned in for paper surveys?

No, no hardcopy needs to be submitted. You can complete the CPS Paper Survey Final Tally Sheet electronically through Microsoft Forms at this link: <https://forms.office.com/g/9i8Sus4exu>.

15. Is the link to the CPS paper form tally sheet active already? Which Microsoft email do we use? Is the email associated with my DMH C number?

Yes, the CPS Paper Survey Final Tally Sheet link is active. You should only complete the survey when you have your final survey totals. You do not need a Microsoft account to access the survey. It is open so that anyone can respond.