



**Spring 2022 Consumer Perception Survey  
LACDMH Portal Training for Directly Operated Providers  
Frequently Asked Questions (FAQs)<sup>1</sup>**

Thursday, April 21, 2022  
9:00-10:30 a.m.

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**Survey Administration**

1. Is the survey only for therapy clients as opposed to clients receiving assessments? Also, for Specialized Foster Care (SFC) programs, we have many assess-and-link clients where we complete an assessment and link them to contract providers. Would these clients receive a survey or only our basic (ongoing treatment) clients?

*The survey should be given to those receiving ongoing outpatient services, including those clients who have received one outpatient service beyond the Intake/Assessment period.*

2. May the client or caregiver decline to complete this survey?

*Yes, they may decline. The survey is voluntary.*

3. Does the staff that administers by telephone need to be non-clinical?

*We recommend that a non-billing staff completes it. Clinical staff may administer the survey over the phone as long as they are not administering it to their own client.*

FAQs were derived from Q&A held via the chat or verbally during a Quality Improvement-led training on 4/21/22

4. If we do not have the language for a client, what are other options?

*You can use the paper version or the UCLA electronic survey for alternative language selections.*

5. If we choose the UCLA survey will staff still get the link?

*If you choose the UCLA electronic survey, you will have to provide the client/caregiver with the appropriate age group link, county code (19), and IBHIS number/Date of Birth.*

6. Last year, we had a few clients who came into the clinic during the survey week. We had them fill out paper surveys which we entered into the portal. Will we be able to do that this year, given that there are Sexual Orientation and Gender Identity (SOGI) data questions in the portal version of the survey that are not on the paper survey? How should we handle this?

*You may still select the Enter by Staff option to enter paper surveys into the portal. You would need to leave the SOGI questions blank when completing the online survey.*

7. For DOs, why would we use the UCLA survey instead of the DMH survey?

*Selecting the format of the survey is a matter of provider preference. The UCLA electronic survey requires less labor for clinic staff. However, client/caregiver comments will not be received right away and can only be matched to a provider, not a client/caregiver.*

8. How would using two different electronic versions work? I mean more, why would a provider opt to use both?

*A provider may use two different versions because one version may have a language available that is not available in the other electronic version of the survey.*

9. We have only adult clients. If working with the UCLA survey, may we still complete it on behalf of the clients?

*Yes, you can have an administrative staff click on the link for UCLA and complete it on their behalf.*

10. Will an email reminder will be sent daily?

*An email reminder will be sent to the client/caregiver daily around noon until the survey is submitted or until Saturday, May 21. The reminder email is only in English at this time.*

11. If the client answers two questions, is that a completed survey?

*Yes, a completed survey is when at least two questions have been answered and the client/caregiver has submitted the survey.*

12. Do we need to pre-select the clients we need to survey from the portal days before the Survey week?

*If it is your agency's preference, you may pre-prepare by viewing the clients scheduled for outpatient services during the week of May 16-May 20, 2022, and creating their survey records. This is entirely optional.*

13. Will all the links to the LACDMH electronic portal be emailed to us?

*You will receive a notification from CIOB when the portal opens.*

14. If we plan to complete on the client's behalf, do we need to send out the or the survey via the link?

*No, the LACDMH portal will create a link within the client's record. The staff assisting the client/caregiver should click on the link created in the record and enter the client/caregiver's responses into the survey.*

15. If a client opts to have a staff member complete the survey on their behalf, how much time do you suggest we set aside to assist them with completing the survey?

*The time allotted will depend on the client//caregiver. More time should be scheduled if they need more time to understand the questions/statements or make responses.*

## **CPS Trainings**

16. How do we record our attendance for the Spring 2022 CPS trainings?

*To confirm attendance for both live and recorded trainings, please complete the Spring 2022 CPS Webinar Knowledge Test & Attestation Statement:*  
[https://forms.office.com/Pages/ResponsePage.aspx?id=SHJZBzjqG0WKvqY47dusgd3PzplfIshOkZg0I\\_tGS49UMUZERVNVMkZFWk9YTVY5QVU5NV03Q0dRNy4u](https://forms.office.com/Pages/ResponsePage.aspx?id=SHJZBzjqG0WKvqY47dusgd3PzplfIshOkZg0I_tGS49UMUZERVNVMkZFWk9YTVY5QVU5NV03Q0dRNy4u)