



**Spring 2022 Consumer Perception Survey
LACDMH Portal Training for Legal Entities
Frequently Asked Questions (FAQs)¹**

Tuesday, April 19, 2022
1:00-2:30 p.m.

[Table of Contents](#)

Contract (C) Numbers and Consumer Perception Survey (CPS) Application	1
LACDMH Electronic Portal	3
Survey Administration.....	4
Short Term Residential Treatment Programs (STRTPs).....	6
Open-Ended Comments.....	6
Other.....	6

Contract (C) Numbers and Consumer Perception Survey (CPS) Application

1. What does PAO stand for?

Provider Advocacy Office (PAO)

2. How do we get access to the CPS application if we did not have access last year?

You must ask your agency PAO Liaison to submit a request for you using their SAR system.

3. Where would I be able to check the status of a C number?

Your agency's PAO Liaison should be able to check the status of your C Number application.

¹ FAQs were derived from Q&A held via the chat or verbally during a Quality Improvement-led training on 4/19/22

4. If staff's C number expired after the last survey period, but has been renewed or is pending renewal on SARS, will the access to CPS automatically transfer or should we re-request access to the portal?

Yes, the access to the CPS application should remain after a C Number expires and is reactivated.

5. Will staff get an email once they have access to the CPS portal or will they need to check the portal when it opens on May 9th?

QI will send out communication through the Service Area (SA) Quality Improvement Committee (QIC) Chairpersons when the application is available.

LACDMH Electronic Portal

6. Is there any update on when the LACDMH portal will open?

The Chief Information Office Bureau (CIOB) is estimating May 9th currently.

7. Will the CPS portal be the same as last year? I noticed that the link I have from last year still works for me and I still have all the surveys from last year in the portal. Will those old entries be cleared from the portal if the link is the same?

The portal is the same, though it has some updated functions. You may be able to see last year's survey records. However, you are not able to reuse them. New survey records must be created for the Spring 2022 survey period.

8. Does the portal automatically choose the correct survey for the client based on age?

Yes, the portal pre-populates the survey based on the client's age in IBHIS. It is wise to visually confirm it is the correct survey.

9. Does this mean the portal does not require to be Google Incognito?

Google Incognito can be used to get around the Multifactor Authentication (MFA) if that is not an issue, you do not need to be in Google Incognito.

10. Do you get a notification when the survey is completed?

There is no notification, but a date should appear on your portal Landing page under the Client/Caregiver Survey Completed Date column. You can sort by the column to view which clients/caregivers have completed the survey by date.

11. What is the difference between Administration by Phone versus Enter by Staff?

Administration by Phone is completing the survey live over the phone and responses are entered by staff. Entered by Staff is entering responses from paper surveys when a small number of paper surveys have been completed. Entered by Staff can be chosen instead of delivering the paper surveys to the SA QIC Chairperson.

12. What is the list of delivery preferences for client and caregiver?

Delivery Preference options include Email, Cell (text), Entered by Staff, Administered by Staff, Administered by Phone.

13. Will the portal pull in caregiver information?

No, the portal only pulls in client information at this time. Caregiver information needs to be entered directly into the portal.

Survey Administration

14. For Age in Years, is it how old they are up to the survey administration date?

It will be the age when the record is created as age is pulled from the IBHIS system.

15. Are we tallying the paper version of the survey?

Yes, there will be tallying of the paper version of the survey.

16. How many questions total?

There are 36 questions on the Adult and Older Adult surveys and 29 questions on the Youth and Family surveys.

17. How many survey questions are required to be considered as completed? For example, if a client only answers four questions but decides to end the survey abruptly.

A survey is completed if two questions are answered.

18. I know a provider cannot administer Survey with their Client, but can a provider provide the client with the link to their survey if a link is obtained from an individual with portal access?

Yes, the information will not go back to the clinician. It is just housed in the portal so clinicians can distribute links.

19. Can a client potentially open the survey link and edit their responses?

Once the survey has been submitted, there is no way to edit the responses.

20. If they only do the first page but don't click next, does it save the progress or do they have to reach the end for the survey to be logged?

The survey responses are not saved until the Submit button is pressed.

21. In the last round, many clients had issues finding the emailed link, so I ended up changing the survey type to via phone. I generated a link and sent it directly to

the client. Can we still do that for this round if clients have issues finding the generated email?

Yes, you would have to create a new survey and choose Administered by Phone.

22. Is there an example of the survey available so we can prepare the clients on what to expect?

Paper versions of the survey can be viewed and printed from the QI website: <https://dmh.lacounty.gov/qid/cps-spring-2022/>

23. Most of our clients were receiving services via telehealth last year, so we called all our clients for surveys. Did I hear correctly that we are only administering surveys for clients that come into the office this year?

No, it is for ALL clients receiving services that week telehealth or in person.

24. Last year, we only surveyed clients enrolled for at least six months. Is this still the case?

Clients/caregivers should be given surveys if they have had one service beyond the Assessment/Intake period including therapy, case management, or medication management.

25. If a client only has a phone service during survey week, we're still offering them a survey?

Yes, surveys should be offered to the telehealth clients/caregivers.

26. Can I send out all the clients links on Monday 16th and they can fill out anytime that week? What if their appointment is Wednesday and they don't show up, but they already did the survey?

Yes, you can send out all the surveys for the week on Monday, May 16th. The clients/caregivers can complete them anytime during the week. If they receive a survey but did not attend their appointment, we will still take their feedback.

27. If someone is a no show and the survey was created before the appointment time, we shouldn't send it?

If it was not yet sent, you can choose to send it or not to the client that missed the appointment.

Short Term Residential Treatment Programs (STRTPs)

28. Are STRTPs excluded?

No, STRTPs should participate if they are providing outpatient services (MHS, TCM, MSS).

29. What if we have no clients in Aftercare? Is that what is considered "Outpatient" services?

If there are no clients present, then no surveys are completed. If Aftercare includes outpatient services like therapy, case management, or medication management, then those clients/caregivers should be offered a survey.

Open-Ended Comments

30. What is the deadline to pull client's comments from the application?

Open-ended comment themes should be entered into the Spring 2022 Consumer Perception Survey Open-Ended Comments Collection survey by June 17, 2022. The link will be forwarded to you by your SA QIC Chairperson.

Other

31. How do we find what SA our organization/agency is located?

*Use the LACDMH Provider Directory to find you agency's SA location:
<https://dmh.lacounty.gov/pd/>*

32. Do we need to submit the surveys to DMH and how do we do that at the end of the time frame?

If you are using the DMH electronic survey, you do not need to submit the surveys. QI will be able to access them through the portal. If you are using paper surveys, they will need to be submitted to your SA chair.

33. Are the surveys for clients receiving any services that week, or just outpatient services?

The survey should be offered only to clients/caregivers receiving outpatient services during the survey week. Services can be in-person, field-based, or telehealth.

34. Survey flyer in Spanish?

Yes, the LACDMH CPS Announcement flyer is in Spanish. It is available at the QI website: <https://dmh.lacounty.gov/qid/cps-spring-2022/>