Spring 2022 Consumer Perception Survey
UCLA Electronic Survey
Frequently Asked Questions (FAQs)

Table of Contents

Accessing Materials

1. Are UCLA CPS Survey Letter Templates available in multiple languages?

   Yes, they are available on the Quality Improvement CPS Spring 2022 website (https://dmh.lacounty.gov/qid/cps-spring-2022/) in the following languages: English, Arabic, Chinese Traditional, Farsi, Khmer, Korean, Russian, Spanish, and Tagalog.

2. There are flyers with QR codes and links on the UCLA website. Are those the ones providers should be using to provide to customers?

   The flyers have the correct links and QR codes. These can be used to distribute to consumers. However, we are also anticipating that UCLA will add the links to their website's Online Survey section (https://www.uclaisap.org/mh-consumer-perception-survey.html) before the survey period for easier access. The links are active in that you can click on them but the survey will not start collecting responses until May 16, 2022.

UCLA Electronic Survey Administration

3. Is there an estimated time for how long it may take consumers to complete the survey?

   It likely depends on the client. Some may answer more quickly than others depending on familiarity with technology. If you administer the survey to the

consumer, that will add more time. Generally, it should not take much more than ten minutes.

4. Which languages are available on the UCLA electronic survey that are not available on the LACDMH portal or paper surveys?

   The UCLA electronic survey and paper surveys have 12 threshold languages, including Arabic and Hmong, which the LACDMH electronic surveys do not.

5. Do providers need to keep track of declined surveys this survey period?

   No, to decrease administrative burden, QI is not collecting declined surveys for this survey period.

6. Should providers use the same confidentiality form for UCLA electronic surveys as what is used with the paper surveys?

   Providers can use the CPS UCLA Survey Letter Template to communicate the data the consumer needs to complete the UCLA electronic survey and the limits of confidentiality. The limits of confidentiality paragraph is the same as the one in the limits of confidentiality statement.

7. Why do the CPS UCLA Survey Letter templates not contain the survey link?

   Providers need to enter the survey link based on the consumer's age. The templates are general but by preferred language.

8. Are the templates on the county website editable?

   Yes, you can edit them.

Comments

9. How can we read the client comments at the end of the day?

   Comments will likely be distributed over email to the CPS representative at each provider site. The frequency by which this will occur is yet to be determined. It will depend on UCLA's ability to distribute these data in a timely manner and the volume of participating providers. As of now, the Quality Improvement team is planning to distribute these data at least at the end of survey week.

10. If a client types an urgent concern in the comments, will providers have access to that information?

    Providers will receive the comments. However, UCLA is not currently able to share Protected Health Information (PHI) with counties in these reports so the

comments will not be linked to the client's identifying information to enable follow-up.

Tally Sheets

11. For the UCLA Electronic Survey, how do we know how many surveys have been completed to do the tally?

    For the UCLA Electronic Survey, we are only collecting the total number of consumers who were provided the UCLA link or QR code by survey type (Adult, Older Adult, Youth, Family). You do not need to provide the number of surveys completed.

12. Can providers determine how to track the number of survey links distributed?

    Yes, it is up to you. For example, you could have a spreadsheet or a shared document that is updated regularly with the number of links distributed for each age group.

13. Will you be requesting we submit our final tallies?

    Yes, final tallies for the CPS UCLA Electronic Survey will be submitted electronically through a Microsoft Forms at this link:
    https://forms.office.com/g/T8vmBFaNvP