



LOS ANGELES COUNTY
**DEPARTMENT OF
MENTAL HEALTH**
hope. recovery. wellbeing.

Consumer Perception Survey (CPS)

Application User Guide

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.

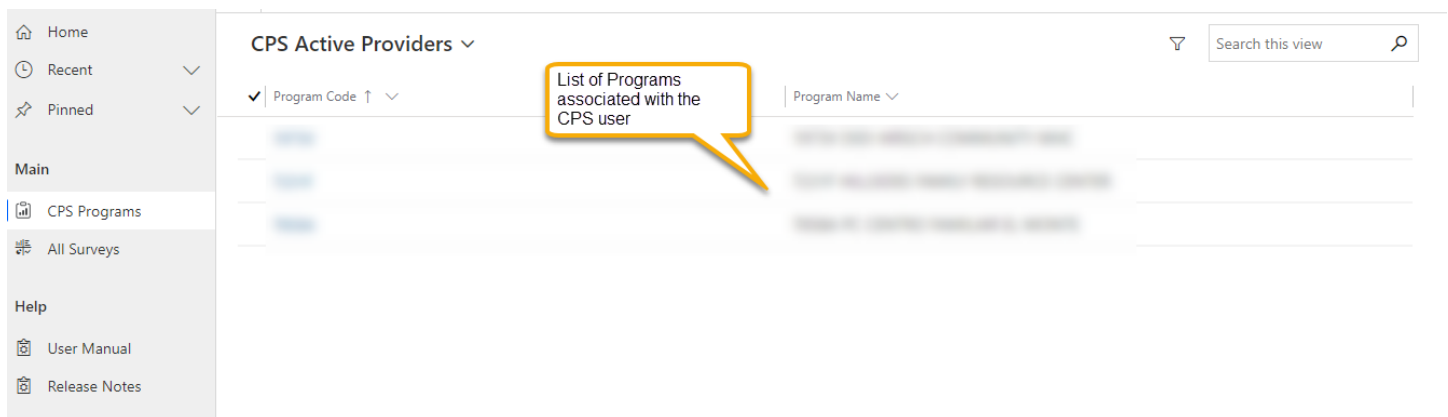
Accessing the Application

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

<https://lacdmhprod20.crm9.dynamics.com/apps/cps>

CPS Landing Page

After successfully logging into the CPS Application, you will see a list of Programs associated with your Log In.



The screenshot displays the CPS Landing Page interface. On the left is a navigation sidebar with options: Home, Recent, Pinned, Main, CPS Programs (highlighted), All Surveys, Help, User Manual, and Release Notes. The main content area is titled "CPS Active Providers" and features a search bar labeled "Search this view". Below the search bar is a table with columns for "Program Code" (sorted ascending) and "Program Name". A yellow callout box points to the table with the text "List of Programs associated with the CPS user".

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

By default, the view has recently created surveys on top. The survey list can be sorted in ascending or descending order based on the values in any column. In addition, you can select one of the filtering options under "Filter by".

Name	Survey Stat...	Survey Recipient	Client Deliv...	Caregiver ...	Comment?	Age in Years	Survey Date	Client Survey Completed Date	Caregiver Survey Complete
AAAMaximoff, War			Email	---	No	33	4/28/2022	---	---
AAARomanoff, Nat			Email	---	No	38	4/28/2022	---	---
AAAKhan, Kamala..			---	Email	No	11	4/28/2022	---	---
AAARomanoff, Nat	Sent	Client	Email	---	No	38	4/28/2022	---	---
AAARogers, Steve..	Sent	Client	Email	---	No	103	4/28/2022	---	---

Sort A to Z
Sort Z to A
Filter by

How to create and send a new Consumer Perception Survey

Click on "+ New Survey Client" 1

CPS Subarea

+ New Survey Client Add Existing Survey Cl...

Name	Survey Stat...	Survey Recipient	Client Deliv...	Caregiver ...	Comment?	Age in Years	Survey Date	Client Survey Completed Date	Caregiver Survey Complete
AAAMaximoff, War	Sent	Client	Email	---	No	33	4/28/2022	---	---
AAARomanoff, Nat	Sent	Client	Email	---	No	38	4/28/2022	---	---

New Survey Client

General Time Line

Type Client name or IBHIS ID and select the Client from the list 2

Client Information

Client

Client Last Name

Client First Name

Survey Recipient

Date of Birth

sClients

Client Last Name JOHN

Client First Name DOE

Select Survey recipient or leave the default value

3

Survey Recipient

Client

--Select--

Client

Caregiver

Both

Date of Birth

Age in Years

Fill in "Send survey to Client" section

4

Send Survey To Client:

Name JOHN M DOE

Delivery Preference * Email

Client Survey * CPES - Older Adult Survey Spring 2021

Client Language * English

Email Address * Test@email.com

If applicable fill in "Survey to Caregiver" section **5**

Send Survey To Caregiver:

Caregiver Last Name * **John**

Caregiver First Name * **Caregiver**

Caregiver Survey Delivery Preference * **Cell**


Caregiver Survey *  **CPES - Youth Services Survey for Family Spring 2021**

Caregiver Language *  **Chinese Traditional**

Caregiver Cell Phone Number * **123-555-4567**

Confirm correct survey template is selected. [Update if needed to Youth Services Survey](#)

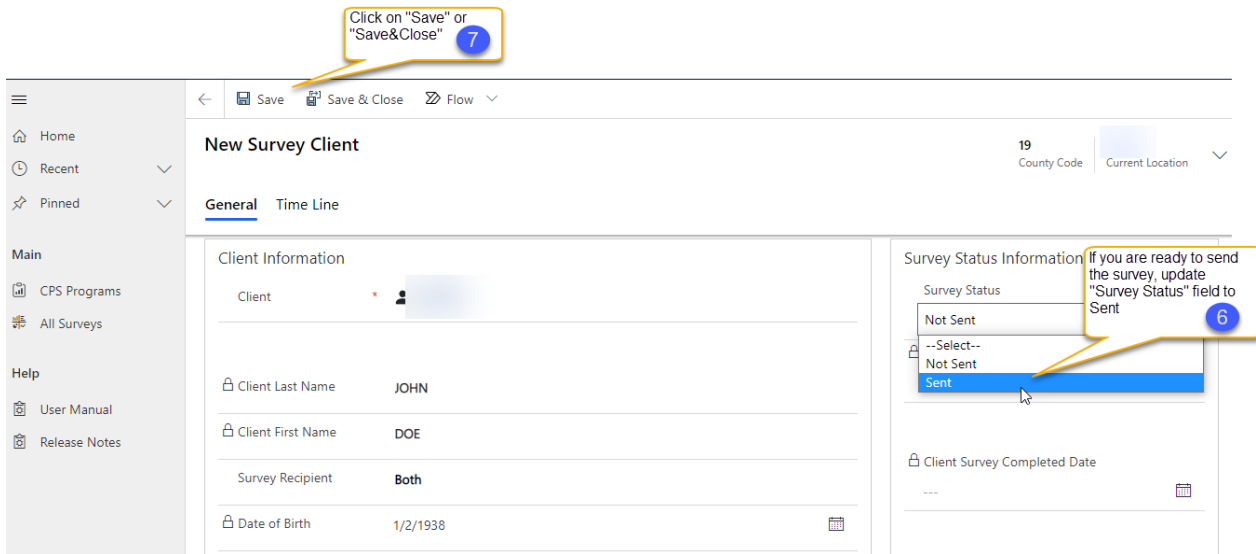
TIPS:



The screenshot shows a dropdown menu for 'Client Language'. The selected option is 'English'. Below it, a list of other languages is visible: 'Arabic', 'Chinese Simplified', and 'Chinese Traditional'. A magnifying glass icon is located in the top right corner of the dropdown menu.

Click on the magnifying glass to see the full list of survey languages

Click here for more details on [Delivery Preference options](#)



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, in step 6 leave the survey status as "Not Sent" and click "Save" or "Save & Close".

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

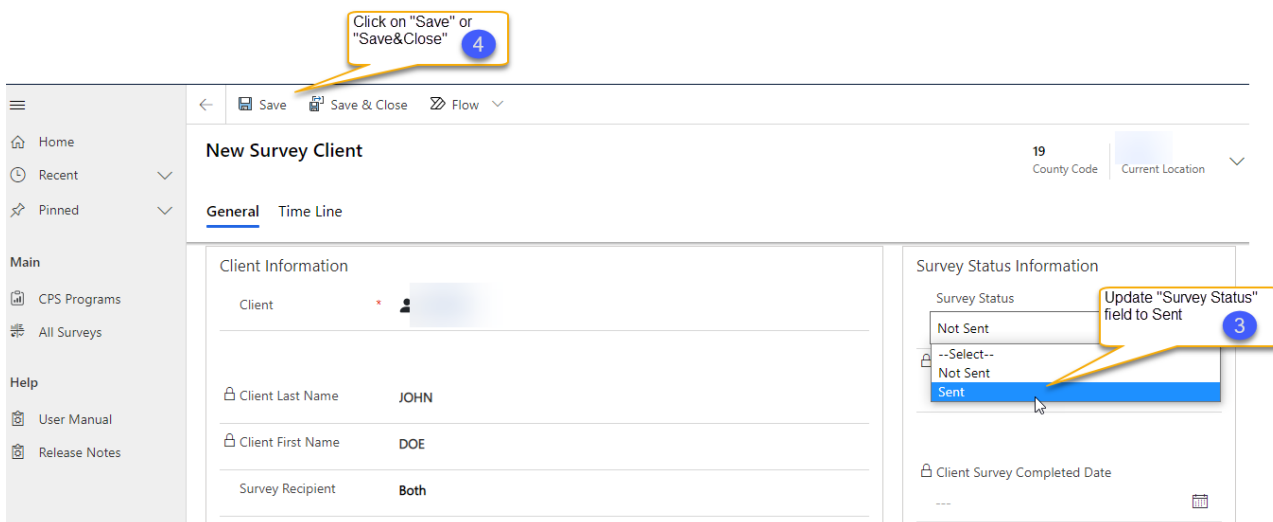
CPS Subarea

+ New Survey Client Add Existing Survey Cl...

Name	Client Deliv...	Caregiver ...	Comment?	Age in Years	Survey Date	Client Survey Completed Date	Caregiver Survey Complete
AAABanner, Bruce. Not Sent	No	52	---	---	---
AAAMaximoff, War Sent	No	33	4/28/2022	---	---
AAARomanoff, Nat Sent	No	38	4/28/2022	---	---

Click on the Client Name to open the record 2

Draft Survey will have a status **Not Sent** 1



Survey Delivery Preference options

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

Send Survey To Client:

Name	AAAWilson, Sam
Delivery Preference *	Email
Client Survey *	Cell
Client Language *	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

Send Survey To Client:

Name	
Delivery Preference *	Email
Client Survey *	
Client Language	
Email Address *	Test@email.com

Enter valid email in the Email Address field

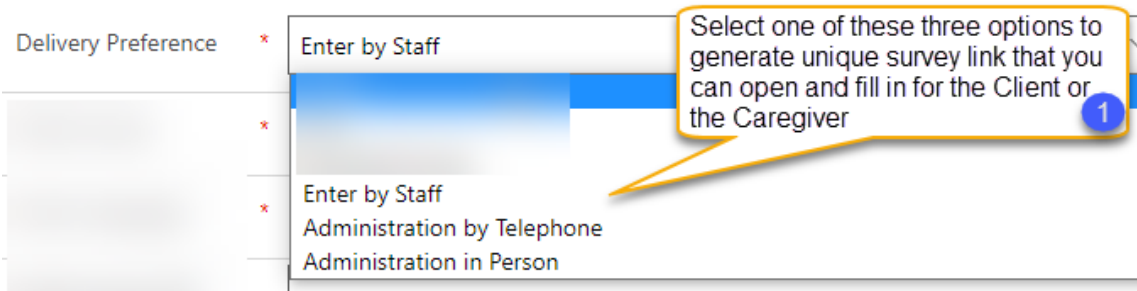
2. Text message - To send the survey link to the Client or Caregiver in a text message, select “Cell” from the Delivery Preference drop-down and enter a valid cell phone number in the Cell Phone Number field

Send Survey To Client:

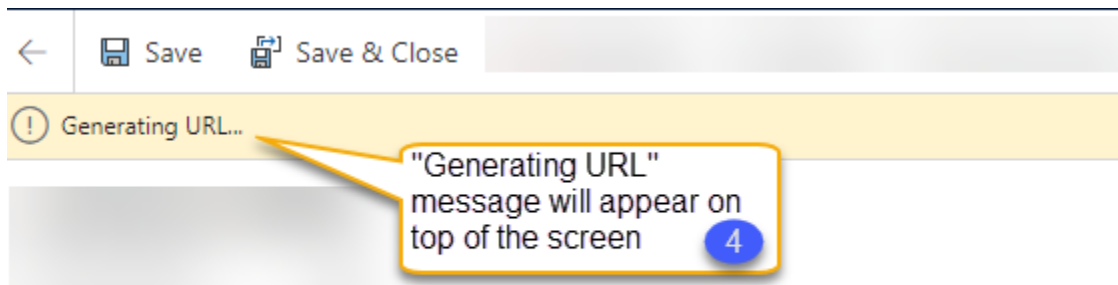
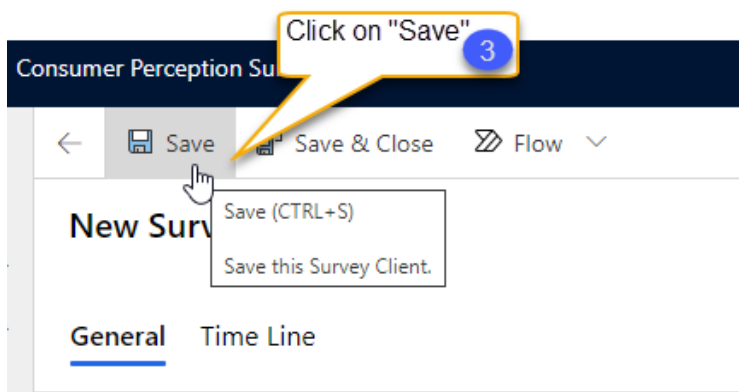
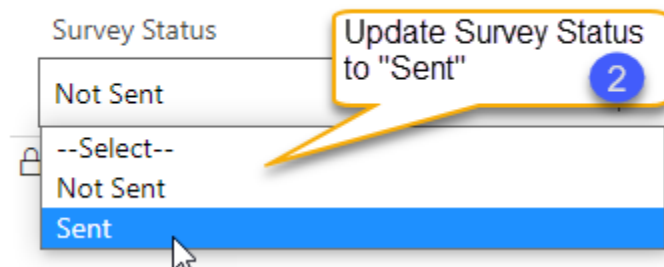
Name	
Delivery Preference *	Cell
Client Survey *	
Client Language	
Cell Phone Number	123-555-5555

Enter valid Cell phone in the Cell Phone number field

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.



Survey Status Information



General Time Line Related

lacdmhdev2.crm9.dynamics.com says
Click the link below to access the survey.

When this pop-up comes up, click OK

OK

Send Survey To Client:

Name	AAAWilson, Sam
Delivery Preference *	Enter by Staff
Client Survey *	CPES - Adult Survey Spring 2022
Client Language *	English
Client Survey URL	https://gcv.microsoft.us/zNTpCbmONM

The unique link will be in the Client/Caregiver Survey URL field. Click the icon to open or copy/paste the link to a new browser tab

How to review Client and/or Caregiver Comments

+ New Survey Client

Name	Survey Recipient	Client Deliv...	Caregiver D...	Comment?	Age in Years	Survey Date	Create...
Client				No	86	5/13/2021	5/13/2021 ...
Sent	Both			No	15	---	5/13/2021 ...
Sent	Both	Cell	Email	Yes	29	5/13/2021	5/13/2021 ...
Sent	Both	Cell	Cell	Yes	59	5/13/2021	5/13/2021 ...

Click the Client Name to open the Survey Details

Look for records that have "Yes" in the "Comment" field

Send Survey To Client:

Name

Delivery Preference

Client Survey

Client Language

Cell Phone Number

On the Survey Details page look for Client Comment and Caregiver Comment fields.
**The field will be hidden if no Comments were left

3

Send Survey To Caregiver:

Caregiver Last Name *

Caregiver First Name *

Caregiver Survey Delivery Preference *

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 and your child 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