



**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH  
OFFICE OF ADMINISTRATIVE OPERATIONS – QUALITY, OUTCOMES, AND TRAINING DIVISION**

**SERVICE AREA TEST CALLS SCHEDULE  
CALENDAR YEAR 2020**

SA	Assigned Month	Date Due to QID
SA 8	March 2020	April 10, 2020
SA 7	April 2020	May 11, 2020
SA 6	May 2020	June 10, 2020
SA 5	June 2020	July 10, 2020
SA 1	July 2020	August 10, 2020
SA 2	August 2020	September 10, 2020
SA 4	September 2020	October 13, 2020
SA 3	October 2020	November 10, 2020

**SERVICE AREA LIAISON CHECKLIST:**

- 8 test calls during assigned test period broken down in the following categories:
  - Language
    - Four (4) in English
    - Four (4) in SA threshold languages
  - Time of Day
    - Four (4) During Business Hours
    - Four (4) After Hours
  - Type of Call
    - Two (2) Crisis Scenario Calls
      - One (1) during Business Hours & One (1) After Hours
    - One (1) Beneficiary Problem/Complaint Call
    - Five (5) Mental Health Referral Calls