



Office of Administrative Operations – Quality, Outcomes, and Training Division

Spring 2020 Consumer Perception Surveys (CPS) Data Collection

Frequently Asked Questions (FAQs)

Selected Providers

1. If a program was not selected to participate in the CPS surveys but would like to opt in, can they participate?

Yes, non-selected providers are welcome to participate in the CPS survey collection and should follow the same procedures as selected sites.

2. Are programs still considered ineligible if they only provide field-based services?

As the electronic version of the survey allows consumers to complete the information online without having to hand a survey to their assigned service provider, these programs are now eligible to participate.

Survey Administration

Survey Options

3. When will the survey links/QR codes be available?

The California Behavioral Institute for Health Services (CIBHS), which created the electronic version of the survey for California, moved their posting date to June 12, 2020. We are working with the Public Information Office to get these posted as soon as possible on our webpage (<https://dmh.lacounty.gov/qid/cps-spring-2020>) so that agencies can access the links and codes as well as paper forms in one place.

4. Is the electronic survey easily viewed on the phone?

Yes, the electronic survey will recognize mobile platforms and can be done on the phone in a mobile format that is easy-to-view.

5. The test electronic survey doesn't offer Korean as a language option—is this just for the test? Will the real electronic survey have the Korean option?

Yes, this is just for the test version. We have been told by CIBHS that a Korean version of the survey will be available electronically during survey week.

6. If consumers want to complete the survey in paper format because of lack of access to technology, can we mail the survey to them and have them return it?

Given the variability of when consumers may receive standard mail and how quickly the forms need to be submitted to CIBHS, we cannot use mailing surveys as an option for this survey period.

7. Can a consumer complete the survey online if coming in for an in-person service?

Yes, if consumers prefer to take the electronic survey and they have access to their own device or a clinic device that can be sanitized according to coronavirus precautions, they can take the electronic survey in person. Please see the In-Person Service CPS Workflow for more information.

8. Can a survey be dropped off at a consumer's home while the person helping to administrate waits in a vehicle until survey is completed?

This is a possibility as long as the person administering the survey is not the direct service provider. If it is the direct service provider, there should be a plan in place to make sure the survey is kept private (e.g., placed in a sealed envelope with signature over the back flap).

9. Do agencies have to offer both paper and electronic survey? Or can the agency administer paper only or electronic only?

Agencies do not have to use both options. Agencies can choose to use paper, electronic, or both so long as all consumers receiving services that week have an opportunity to complete the survey.

Included Participants

10. Should consumers that previously received services in the field but are now receiving telehealth or telephone services be included?

Yes, please administer the survey to all clients who receive telehealth or telephone services during the survey week (other than intakes). The electronic survey removes the issue of consumers handing the survey directly to the service provider, which previously made field-based clients ineligible. Clients seen face-to-face in the field are still optional for this administration.

11. Should surveys should be provided to all consumers scheduled on the calendar for that week only? Or to all consumers?

Please only administer the survey to consumers scheduled for the week of June 22-26, 2020.

12. Do we administer surveys to first visit intake consumers? What about newer consumers?

No, only administer the survey to consumers that have already been receiving services prior to survey week. You can include newer consumers who have received any services beyond the assessment.

13. Should agencies include consumers in Wraparound and day treatment services in the survey?

Yes, please include consumers in Wraparound and day treatment services in the survey.

14. What about out-of-county consumers? Do we administer the survey to them?

If the consumer is receiving services through a provider in Los Angeles County, please include them in the survey. The county code should align with the location of the provider.

Required Fields

15. What should be entered for the County Reporting Unit/Provider Number in the electronic survey? In the past, providers also had to indicate the SA (Example: SA061234)

For the electronic version of the survey, to keep it simple for consumers, who may be entering this number on their own, just enter the four digit or alphanumeric provider number (e.g., 7777 or 7A23). This field in the electronic survey will accept numbers and letters. For the paper version, continue to use the Service Area number and the provider number (e.g., SA061234).

16. Which field in the electronic survey requires a nine-digit number?

The County Client Number (CCN) must be a nine-digit number in the electronic version of the survey in order for the survey to be accepted. The Department of Health Care Services (DHCS) has given guidance that, for this survey period only, nine zeros (e.g., 000000000) can be entered instead of the consumer's IBHIS number. You can still use the consumer's IBHIS number and this is the only way track surveys by individual consumer. If using the IBHIS number, please give instructions to use leading zeros if the consumer's IBHIS number is fewer than nine digits (e.g., 001234567).

17. If consumers input their CCN (client ID) incorrectly, will the survey require them to correct it and prevent them from moving forward?

If consumers enter fewer than 9 digits in the CCN field of the electronic survey, the survey will flag this as an error that needs to be corrected before consumers can move on to the next page. However, the survey does not have a way to validate the CCN (i.e., compare the number entered to the client's IBHIS number). As long as nine digits are entered and, as mentioned in the question above, this can be nine zeros, the survey will move forward even if the number is incorrect. It is best to assist consumers with entry on the first page of the survey by guiding them through it to increase the chances that the information entered in the survey is correct.

18. How will consumers know the site's provider number if completing the survey online on their own?

Consumers will not know what to enter for this number or the County ID or the CCN. They will need assistance to enter this information on Page 1 of the electronic survey. There are multiple options for providing this information that are reviewed in the CPS Telehealth/Telephone and In-Person Workflows. We would strongly prefer that this information is provided to consumers verbally over phone or telehealth platform if you are using the consumer's IBHIS number, which is Protected Health Information (PHI) but other methods like email may be used as long as they are secure.

Sending Survey Information to Consumers

19. Can the consumer receive the link or QR Code, CCN, County ID and County Reporting Unit via text?

The link or QR code, county ID, and provider number can be provided over text. If you are using the consumer's IBHIS number as the CCN (client ID), this cannot be sent by text as this is PHI and text is not a secure method of communication.

20. Can we send the CPS letter with the link in an email if we have authorization?

Yes, if you have authorization to email consumers at their preferred email addresses, you can include the CPS letter along with the survey link in an email. If you are using the consumer's IBHIS number as the CCN (client ID), make sure the email is sent securely according to the policies and procedures in your agency.

21. If consumers do not have email and are doing telephone sessions during the COVID-19 pandemic, can they complete the electronic survey?

Yes, there are a few options for this situation. Consumers do not have to have an email address to complete the survey. If they have access to an electronic device but no email address, you can provide the link information verbally. If they do not have access to an electronic device, a staff member can help complete it on their

behalf by reading the items aloud. Please see the Telehealth/Telephone Workflow for more information.

22. If a youth and family are eligible to participate in both the Youth and Family version of the surveys, can these links be sent in one email?

Yes, the links for the Youth and Family survey can be sent together in one email as long as the survey versions are accessible by both parties and it is clear which link lines up with which survey.

23. In our agency, we do reminder calls to our clients the day before. Is it okay to for consumers to complete the survey a day before?

Yes, the survey can be completed the day before services occur as long as that day is during the survey week of June 22 to June 26, 2020. All surveys must be completed during this week.

24. Can agencies send the CPS survey letter prior to distribution week so that consumers are prepped?

Yes, you can distribute the CPS letter to prepare consumers for survey week. If you are using the consumer's IBHIS number as the CCN (client ID), make sure the email is sent securely according to the policies and procedures in your agency. You can then send the link or QR code during the actual survey week to follow up.

25. Is it possible to complete the 3 required fields and then send the link to clients to continue completing it?

No, unfortunately this is not possible, because CIBHS does not distribute unique links for individuals.

26. Can we provide the consumer a timeframe to complete the online version? If the survey is not completed in time, what happens to it?

You should encourage consumers to complete the survey before the end of the survey week, which is Friday, June 26, 2020. The system will collect the data from the partial surveys but this will not be included in the data that CIBHS sends to the State unless the consumer clicks the submit button at the end.

27. Can the beneficiary start the survey & save it then complete it later on during the survey period?

Per CIBHS, yes, this is possible in the active survey.

Staff Assistance with Surveys

28. Can an administrative staff member administer the surveys over the phone, via web or in person?

Yes. Administrative staff members can assist in these various ways to help consumers complete the surveys. If they are administering the survey over the phone or in person by going through the questions, there needs to be a plan in place to ensure that the administrative staff member can recognize safety concerns and immediately involve a service provider who can appropriately follow up on these concerns if they arise.

29. Can agencies bill for the time spent administering these surveys?

No, because this is not a medically-necessary service, the time spent administering surveys is not considered billable time.

30. Will clinical staff be expected or able to administer the survey electronically?

It is preferable to use non-billing staff to help administer the surveys as this is not a billable activity. However, if the electronic survey is being read aloud to the consumer and there is a possibility of the consumer voicing safety concerns, a plan needs to be in place where a direct service provider is immediately available to assist, if needed.

31. If the electronic survey is being read aloud to consumers, how do you handle confidentiality?

A direct service provider other than the assigned clinician is preferred to assist with survey completion. Consumers can then feel comfortable giving their responses to an individual that is not their service provider. Service providers are better equipped to handle crisis than administrative staff should one arise. However, it is acceptable to use administrative staff as long as a plan is in place to have a direct service provider handle urgent concerns that may arise.

32. If the individual assisting with the survey helps the consumer complete the required field information and the consumer feels comfortable completing the survey on their own, do we need to do anything further with the survey as an agency? For example, do clients have to email it back? Do we have to email it to a Service Area chair?

No, once a consumer submits the electronic survey, the process is complete and it will go into the CIBHS portal. You do not need to do anything additional for it to be accepted. Please log that the survey link or code was sent to the consumer on your electronic tally sheet.

33. Are incentives allowed for those who complete a survey?

Yes, you may choose to provide small incentives (e.g., snacks, stickers) for those who participate in the survey period.

34. If a consumer declines to take the survey, do we need to fill an electronic survey on their behalf and indicate the reason it is declined?

Yes, if a consumer declines to take the electronic version of the survey, the person assisting with surveys at the site should go to the survey link, fill in the County ID, CCN, Date, County Reporting Unit (Provider Number), select the declined code and submit on the consumer's behalf.

35. On the electronic version it seems like it would be very easy for a consumer to accidentally fill out the reason code. Aside from providers walking consumers through the first page, do we know if the survey has logic built in that would indicate that was an error if they fill out more than 2 questions?

Per CIBHS, if consumers enter something into the reason code section, they will be taken to the final page of the survey. However, they can go back and remove that response if they want to complete the survey. CIBHS is also adding language to the reason code question that clearly tells consumers they will go to the end of the survey if they select a reason and should leave that question blank to fill out the rest of the survey.

Survey Tracking

36. What if a provider sends the electronic survey link via email, chat, or text but then it is never completed by the consumer?

This is a possibility in the current online system provided by CIBHS. Try to provide consumers with as much technical assistance as possible to increase their comfort with the online version and keep track of which consumers were given the survey links that week on the Electronic tally sheet. Whether or not the consumer follows through on completing the survey in full is ultimately the consumer's choice.

37. What happens if consumers only answer 1-2 items in the electronic survey? Will it be automatically marked as a refusal?

The CIBHS portal will accept these surveys if the consumer presses the submit button. There is no way for the system to mark the survey as a refusal unless a specific reason code is chosen.

38. What if caregivers drop off their youth for appointments and never comes in themselves - should a refusal be completed for that caregiver's survey?

Yes, if there is no opportunity for the caregiver to complete the survey because they are not present for the service, complete a declined survey. For youth receiving telephone or telehealth services, caregivers should also receive a survey link and be encouraged to fill out the survey.

39. We have had difficulties in reaching clients over these last few months. What if we are unable to reach all of our clients?

We understand that it may be more challenging to have consumers keep in regular contact during the COVID-19 crisis. Please just try your best to provide consumers with the opportunity to complete surveys during this period by distributing the links/QR codes and providing technical assistance.

40. Is there a way to find out what consumers completed the electronic surveys during the survey period?

Unfortunately, we are not able to track this during the survey period at this time. We will receive this information when we receive the data from the State but not before that time.

41. For electronic surveys, will the agencies be able to print a confirmation page that includes comments, and or view/track the surveys?

No, unfortunately, as referenced above, the CIBHS version of the electronic survey does not allow for this review at this time. The QI team is working with CIOB to develop a system that will allow this review for Fall 2020.

42. How can we respond to the open-ended comments if consumers use the electronic version?

Unfortunately, in this version of the electronic survey, you will not be able to respond to consumer comments until the data are returned to us by the State. That is why it is important to communicate to consumers that this data will not be readily reviewed and that any crises should be addressed with their providers and any major concerns should be expressed to leadership at their clinic. This information is in the CPS letter, which you can modify to meet your needs.

43. How will compliancy be reviewed with regards to the tally sheets when balancing electronic and paper surveys?

The tally sheets for the Completed and Declined in-person paper surveys should match the number of each type of survey submitted to QI Administration. For the electronic tally sheet, there is no way to know for certain if a consumer completed

after the survey link was sent so just count those consumers that were sent a survey link or QR code on the electronic tally sheet. There is space to log those for which a declined survey was entered in the system on behalf of the consumer on the tally sheet as well.

44. Will Service Area 2 still require daily tally sheets?

No, Service Area 2 is not requesting daily reporting on tally sheets this survey period.

45. Are providers required to complete the Open-Ended Comments Report?

No, the Open-Ended Comments report will not be collected for this survey period.

46. To whom should agencies send the electronic copies of the Completed and Decline Paper and Electronic Tally sheets?

Please email a copy to your Service Area chair and cc QI administration (jregan@dmh.lacounty.gov for this survey period).

Drop Off for Paper Surveys

47. What is the address that we are dropping them off to and what is the office number?

Once you have reached out to Jennifer Regan to set up a drop-off time, please drop off surveys during that time at 550 S. Vermont Ave. Call 213-738-2756 when you arrive and a staff member will come to collect the surveys curbside. Additional information regarding survey drop-off/curbside pick-up will be provided upon scheduling

Data

48. When will the data be returned? And will only the comments be returned? Or will be able to see all of the data from the electronic surveys?

Data will be accessible via the DHCS Application Portal after all of the survey processing is complete (approximately September – October). CIBHS will send an email when the data is available. The data will be returned in the usual format through the DHCS Application Portal with the same fields for all prior survey periods.

Training

49. Will the training slides and a recording of the presentation be available?

Yes, all of the materials related to the Consumer Perception Survey training will be emailed to providers and posted on the Quality Improvement website, including a recording of the training (<https://www.dmh.lacounty.gov/qid/cps-spring-2020>).

50. How do agency representatives complete the CPS training knowledge test and attestation?

At the end of live webinar training or the end of viewing a pre-recorded training, the person taking the training should go to the Survey Monkey link on the second to last slide. That survey will ask a few questions to ensure the person understood the webinar and will request information to attest that the person viewed the training. Alternately, those viewing the slides can put their phone or tablet camera over the QR code (black and white image) and it will take them to the same survey.