



CONSUMER PERCEPTION SURVEY (CPS) FREQUENTLY ASKED QUESTIONS



WHAT IS THE CPS?

It's an annual survey given during one week in May to people receiving outpatient mental health services to measure how satisfied they are with their care.

WHO SHOULD TAKE THE SURVEY?

- **Youth** (ages 13-17)
- **Families** (caregivers of youth ages 0-17)
- **Adults** (ages 18-59)
- **Older Adults** (age 60 and older)



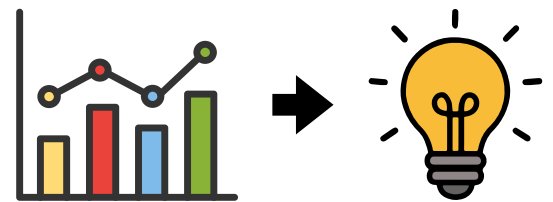
HOW CAN I TAKE THE SURVEY?

- On a paper form
- On a tablet or laptop
- By email, text, or QR code
- With help from a friendly staff member

HOW ARE THE ANSWERS USED?

Your answers show providers how you feel about their services and offer ideas for improving care.

Sample recommendations from past surveys include:



Create
parenting groups



Make the building
more welcoming



Hire more
multilingual staff



Improve
parking