



Richard Figueroa  
ACTING DIRECTOR

State of California—Health and Human Services Agency  
Department of Health Care Services



GAVIN NEWSOM  
GOVERNOR

DATE: November 7, 2019

BH INFORMATION NOTICE NO.: 19-048

TO: CALIFORNIA ALLIANCE OF CHILD AND FAMILY SERVICES  
CALIFORNIA ASSOCIATION OF ALCOHOL & DRUG PROGRAM  
EXECUTIVES, INC.  
CALIFORNIA CONSORTIUM OF ADDICTION PROGRAMS AND  
PROFESSIONALS  
CALIFORNIA COUNCIL OF COMMUNITY BEHAVIORAL HEALTH  
AGENCIES  
CALIFORNIA OPIOID MAINTENANCE PROVIDERS  
CALIFORNIA STATE ASSOCIATION OF COUNTIES  
COALITION OF ALCOHOL AND DRUG ASSOCIATIONS  
COUNTY BEHAVIORAL HEALTH DIRECTORS ASSOCIATION OF  
CALIFORNIA  
COUNTY DRUG & ALCOHOL ADMINISTRATORS  
COUNTY BEHAVIORAL HEALTH DIRECTORS

SUBJECT: USER ACCEPTANCE TESTING FOR THE MIGRATION OF THE  
CONSUMER PERCEPTION SURVEY FROM INFORMATION  
TECHNOLOGY WEB SERVICES (ITWS) TO THE DHCS APPLICATION  
PORTAL

The purpose of this Information Notice is to inform counties who submit Consumer Perception Survey – Performance Outcomes and Quality Improvement (CPS-POQI) data to the Information Technology Web Services (ITWS) system that the CPS-POQI data submission system is being migrated to DHCS's new application portal on Microsoft's Azure Active Directory (AAD).

The migration of the CPS data submission system to the [DHCS Application Portal](#) is estimated to occur in December 2019. This Information Notice provides detailed information on what steps the Department of Health Care Services (DHCS) is taking to prepare for the migration and action the counties must take to prepare.

### Background

The goal of CPS is to collect data for reporting on the federally determined National Outcome Measures (NOMs). Reporting on these NOMs are required by the Substance

Abuse and Mental Health Services Administration (SAMHSA), and receipt of federal Community Mental Health Services Block Grant (MHBG) funding is contingent upon the submission of these data. Counties are required to conduct the semi-annual survey and submit data per regulations.<sup>1</sup>

Counties were submitting their CPS data to DHCS in accordance with the data dictionaries available on the DHCS Information Technology Web Services (ITWS) website at <https://itws.dhcs.ca.gov/>. Counties are no longer able to submit data to or access data from ITWS. The fall 2019 CPS submission will be to the DHCS Application Portal. Survey data from previous survey periods will be migrated to the DHCS Application Portal. Once the portal goes “live,” the data will be available for a period of 45 days. After the period of 45 days, counties must submit request for data from previous survey periods to [CMHPOS@dhcs.ca.gov](mailto:CMHPOS@dhcs.ca.gov).

#### Summary of the “CPS Migration” Process

DHCS is currently conducting User Acceptance Testing (UAT) of CPS data in the new platform, which is estimated to be completed in the second week of November (11/11/2019 – 11/15/2019). After UAT is completed, DHCS will initiate the transfer of the CPS system into the DHCS Application Portal. This transfer is expected to be completed within three days and is tentatively scheduled to occur during the third week of November (11/18/2019 – 11/22/2019). The CPS system will not be available to users in ITWS while it is being transferred. Counties will not be able to use the CPS system to submit data. All users of the CPS system will be notified when the system is taken offline via a message on the home screen of the CPS in ITWS. The CPS system will “go live” in the new platform when the transfer has been completed. Once the CPS system “goes live”, users will not be able to access the CPS system through ITWS and will only be able to access the CPS system through the DHCS Application Portal.

#### County Actions

In order to access CPS on the DHCS Application Portal all users of the CPS system must re-enroll. Each county must follow the steps described below to re-enroll:

1. The County Behavioral Health Director (County Director) must complete the County Approver Certification forms to identify two County Approvers for each of the applications areas.
2. The completed form must be signed by the County Director and must be e-mailed from the County Director’s email account to DHCS at [MedCCC@dhcs.ca.gov](mailto:MedCCC@dhcs.ca.gov)

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<sup>1</sup> §3530.40 of Title 9 of the California Code of Regulations (CCR).

3. Once DHCS receives the form with the County Approvers' details, accounts will be created for the County Approvers, which will take approximately five business days.
4. Once the County Approvers' accounts are established, DHCS will e-mail the designated County Approvers to inform them that their accounts have been created and they will then be able to logon to the portal and register the end user(s) for their county and vendors (if applicable).
5. The designated County Approvers will receive an e-mail from DHCS providing instructions on how to register Users for application access. The end users will be able to access the application in approximately 3-5 business days after the County Approver has registered the user.
6. Once end user accounts have been created, they will be able to access the new applications.

#### **Webinar for Counties**

DHCS is currently asking counties and their respective users to attend a webinar before it goes into production. Additional information about the webinar will be distributed once the webinar has been scheduled.

#### Timeline of Events

- UAT is currently ongoing and will be completed in the second week of November 2019 (11/11/2019 – 11/15/2019)
- The CPS system will be not be available to users while the system is being transferred to the new platform and environment, which is tentatively scheduled to occur in the third week of November (11/18/2019 – 11/22/2019) .
- The CPS system is scheduled to “go live” in the new platform environment in the third week of November 2019 (11/18/2019 – 11/22/2019).

If you have any questions related to the content of this Information Notice, please send an email [CMHPOS@dhcs.ca.gov](mailto:CMHPOS@dhcs.ca.gov).

Sincerely,

Originally signed by

Marlies Perez, Chief  
Community Services Division