



DATE: March 15, 2023

Behavioral Health Information Notice No: 23-009

TO: California Alliance of Child and Family Services
California Association for Alcohol/Drug Educators
California Association of Alcohol & Drug Program Executives, Inc.
California Association of DUI Treatment Programs
California Association of Social Rehabilitation Agencies
California Consortium of Addiction Programs and Professionals
California Council of Community Behavioral Health Agencies
California Hospital Association
California Opioid Maintenance Providers
California State Association of Counties
Coalition of Alcohol and Drug Associations
County Behavioral Health Directors
County Behavioral Health Directors Association of California
County Drug & Alcohol Administrators

SUBJECT: Mental Health Consumer Perception Survey Data Collection 2023

PURPOSE: To provide guidance on the 2023 Consumer Perception Survey Data Collection

REFERENCE: Welfare and Institutions Code Section 5898; Title 9, California Code of Regulations (CCR) Section 3530.40

BACKGROUND:

This Department of Health Care Services (DHCS) Behavioral Health Information Notice provides guidance to Counties for the submission of data for the Consumer Perception Survey (CPS) Data Collection requirement. The goal of this survey 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, and receipt of federal Community Mental Health Services Block Grant funding is contingent upon the submission of this data.

Counties are required to conduct the survey and submit data per 9 CCR Section 3530.40. 9 CCR Section 3530.40 requires that annual surveys be conducted. Therefore, counties will be required to administer the CPS each calendar year.

POLICY:

The 2023 survey period will take place from Monday, May 15, 2023, through Friday, May 19, 2023. DHCS has contracted with the University of California Los Angeles – Integrated Substance Use Programs (UCLA-ISAP) to scan and process the submitted forms and aggregate the data. Counties can collect survey data via paper survey forms or via an online survey link provided by UCLA-ISAP.

Persons at the county/local level responsible for data collection and reporting are asked to do the following:

1. Download the data collection materials, including instructions and each of the CPS forms, from the UCLA-ISAP website. Links to the materials as well as the online surveys will be available at the [UCLA-ISAP website](#) by end of **March 2023**. Forms are available for Adults, Older Adults, Youth, and Family/Parents of Youth. Adult and Older Adult forms are available with or without *Quality-of-Life* survey items and counties may choose to use either type of form.
2. Administer the surveys during the collection period **May 15, 2023, through May 19, 2023**.
3. Mail the completed forms no later than **Monday, June 12, 2023**, to the following address:

Integrated Substance Abuse Programs -UCLA
10911 Weyburn Ave, Suite 200,
Los Angeles, CA 90024
Attention: Vandana Joshi

Counties must take necessary steps to always safeguard the integrity of personal identifiable information including secure packaging and shipping of survey forms. For more information on secure packaging and shipping, see Instructions for CPS Data Collection at the [UCLA-ISAP website](#).

Please note the forms must be printed directly from the PDF documents on the [UCLA-ISAP website](#). Please mail original survey forms to UCLA. Photocopied forms will not be accepted as they will not correctly scan. Other survey types or forms that have been modified in any way by the counties to collect this data will also not be accepted, as they cannot be aggregated with the standard forms.

For counties who have Teleform software and wish to print forms locally from their Teleform Designer software, Teleform form definition files (Version 16.5) will also be available on the [UCLA-ISAP website](#).

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Counties who choose to scan/enter data locally must aggregate their data according to the data dictionaries available on the [UCLA-ISAP website](#). Resulting data files should be uploaded to the UCLA Box folder for each no later than **5:00 pm on Thursday, July 14, 2023**.

Data files received after July 14, 2023, cannot be utilized in statewide reporting. Please notify UCLA staff below by June 5, 2023, if your county plans to upload data files to UCLA Box folder. Counties will be able to retrieve electronic data files of their survey submissions by logging onto the DHCS website. The data will be posted in county-specific folders for download by January 2024.

If you have any questions regarding the CPS Data Collection process, contact the following staff at UCLA:

Vandana Joshi
Program Manager
vjoshi@mednet.ucla.edu
(310) 267-5503

Sincerely,

Original signed by

Michele Wong, Chief
Medi-Cal Behavioral Health-Oversight and Monitoring Division