



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



GAVIN NEWSOM  
GOVERNOR

DATE: April 16, 2021

Behavioral Health Information Notice No: 21-015

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 – June 21 – 25, 2021

PURPOSE: To provide guidance to Counties regarding the submission of  
data for the Consumer Perception Survey (CPS) Data  
Collection requirement.

REFERENCE: Welfare and Institutions Code Section 5898 and Section 3530.40 of  
Title 9 of the California Code of Regulations

**BACKGROUND:**

Counties are required to conduct the CPS each calendar year and submit data per §3530.40 of Title 9 of the California Code of Regulations. 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.

**POLICY:**

The 2021 survey period will take place from **Monday, June 21 through Friday, June 25, 2021**. 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 by Monday, May 17, 2021. 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 June 21 – 25, 2021.
3. Mail the completed forms no later than Monday, July 12, 2021, to the following address:

Integrated Substance Abuse Programs -UCLA  
11075 Santa Monica Blvd, Suite 200,  
Los Angeles, CA 90025  
Attention: Vandana Joshi

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

Please note the forms must be printed directly from the PDF documents on the UCLA 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 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 website. Lower versions of Teleform definition files in Version 11 and 12 will also be available upon request.

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Counties choosing 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 Monday, August 2, 2021**.

Data files received after that time cannot be utilized in statewide reporting. Please notify UCLA staff below by July 12, 2021 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 Behavioral Health Information Systems website](#). The data will be posted in county-specific folders for download by November 2021.

If you have any questions regarding the CPS Data Collection process, please contact Vandana Joshi at [vjoshi@mednet.ucla.edu](mailto:vjoshi@mednet.ucla.edu) or (310) 267-5503.

Sincerely,

Original signed by

Shaina Zurlin, Chief  
Medi-Cal Behavioral Health Division