



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



EDMUND G. BROWN JR.  
GOVERNOR

DATE: October 7, 2014

MHSUDS INFORMATION NOTICE NO.: 14-034

TO: COUNTY BEHAVIORAL HEALTH PROGRAM DIRECTORS  
COUNTY DRUG & ALCOHOL ADMINISTRATORS  
COUNTY BEHAVIORAL HEALTH DIRECTOR'S ASSOCIATION  
CALIFORNIA COUNCIL OF COMMUNITY MENTAL HEALTH AGENCIES  
COALITION OF ALCOHOL AND DRUG ASSOCIATIONS

SUBJECT: MENTAL HEALTH CONSUMER PERCEPTION SURVEY DATA  
COLLECTION – NOVEMBER 17-21, 2014

This Department of Health Care Services (DHCS) 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 §3530.40 of Title 9 of the California Code of Regulations.

In the past, the CPS was administered once within a calendar year. However, Section 3530.40 of Title 9 of the California Code of Regulations requires that semi-annual surveys be conducted. Beginning in calendar year 2014, counties are required to administer the CPS in May and November of each calendar year.

The November 2014 survey period will take place from **Monday, November 17 through Friday, November 21, 2014**. DHCS has contracted with the California Institute for Behavioral Health Solutions (CIBHS) to scan and process the submitted forms and aggregate the data.

Once the survey forms have been completed and collected, they must be submitted to CIBHS no later than **Monday, December 8, 2014**. 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 CIBHS website. A link to the materials will be available at <http://www.cibhs.org/consumer-perception-surveys> by **Monday, September 29, 2014**. 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. Conduct the survey during the collection period specified above; and
3. Please mail the completed forms no later than **Monday, December 8, 2014**, to the following address:

**California Institute for Behavioral Health Solutions  
2125 19th Street, 2nd Floor,  
Sacramento, CA 95818  
Attention: Cricket Mitchell, Ph.D.**

Please note, the forms must be printed directly from the PDF documents on the CIBHS website. 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 8.2 and Version 10.6) will also be available on the CIBHS website. Counties who choose to scan/enter data locally must aggregate their data according to the data dictionaries available on the DHCS Information Technology Web Services (ITWS) website at <https://itws.dhcs.ca.gov/>. Resulting data files should be uploaded to county DHCS ITWS folders no later than **5:00 pm on Friday, January 9, 2015**. Data files received after that time cannot be utilized in statewide reporting. Please notify one of the CIBHS staff below if your county plans to upload data files to the ITWS.

Counties will be able to retrieve electronic data files of their survey submissions by logging onto the DHCS ITWS website. The data will be posted in county-specific folders for download by April 2015.

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

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Sincerely,

Original Signed By

Karen Baylor, Ph.D., LMFT, Deputy Director  
Mental Health & Substance Use Disorder Services