



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



EDMUND G. BROWN JR.  
GOVERNOR

DATE: September 27, 2016

MHSUDS INFORMATION NOTICE NO.: 16-046

TO: COUNTY BEHAVIORAL HEALTH DIRECTORS  
COUNTY DRUG & ALCOHOL ADMINISTRATORS  
COUNTY BEHAVIORAL HEALTH DIRECTORS ASSOCIATION OF CALIFORNIA  
CALIFORNIA COUNCIL OF COMMUNITY BEHAVIORAL HEALTH AGENCIES  
COALITION OF ALCOHOL AND DRUG ASSOCIATIONS  
CALIFORNIA ASSOCIATION OF ALCOHOL & DRUG PROGRAM EXECUTIVES, INC.  
CALIFORNIA ALLIANCE OF CHILD AND FAMILY SERVICES

SUBJECT: MENTAL HEALTH CONSUMER PERCEPTION SURVEY DATA COLLECTION – NOVEMBER 14-18, 2016

REFERENCE: WELFARE AND INSTITUTIONS CODE SECTION 5898 AND SECTION 3530.40 OF TITLE 9 OF THE CALIFORNIA CODE OF REGULATIONS

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.

Section 3530.40 of Title 9 of the California Code of Regulations requires that semi-annual surveys be conducted. Therefore, counties will be required to administer the CPS in May and November of each calendar year.

The Fall 2016 survey period will take place from **Monday, November 14 through Friday, November 18, 2016**. 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 5, 2016**. 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. You may access the materials from the following link: <http://www.cibhs.org/consumer-perception-surveys>. 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 **November 14 - 18, 2016**.
3. Please mail the completed forms no later than **Monday, December 5, 2016**, to the following address:

California Institute for Behavioral Health Solutions  
2125 19th Street, 2nd Floor,  
Sacramento, CA 95818  
Attention: Rikke Addis

To comply with the Health Insurance Portability and Accountability Act and other privacy laws, steps must be taken to ensure secured shipping of surveys to CIBHS. Surveys must be packaged in a way that will safeguard personally identifiable information. For more information on secure packaging and shipping, see item 8, Instructions for Consumer Perception Survey Data Collection document.

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, Monday, January 16, 2017**. 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 2017**.

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

Rikke Addis  
Program Manager

[raddis@cibhs.org](mailto:raddis@cibhs.org)  
(916) 420-5181

Candice Medina  
Evaluation Coordinator

[cmedina@cibhs.org](mailto:cmedina@cibhs.org)  
(916) 379-5360

Sincerely,

Original signed by

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