



JENNIFER KENT
DIRECTOR

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



EDMUND G. BROWN JR.
GOVERNOR

DATE: June 9, 2017

MHSUDS INFORMATION NOTICE NO.: 17-026

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
CALIFORNIA OPIOID MAINTENANCE PROVIDERS

SUBJECT: DRUG MEDICAL ORGANIZED DELIVERY SYSTEM (DMC-ODS)
TREATMENT PERCEPTIONS SURVEY (TPS)

PURPOSE

This Department of Health Care Services (DHCS) Information Notice provides guidance to counties opting into the DMC-ODS Waiver for the submission of client satisfaction survey data as required in the State and County Intergovernmental Agreement and the Code of Federal Regulations Title 42 §438.66.

BACKGROUND

DHCS is required to maintain a plan for oversight and monitoring of DMC-ODS providers and counties to ensure compliance and corrective action with standards, access, and delivery of quality care and services. At least once per year, DHCS shall monitor the counties through an External Quality Review Organization (EQRO). The EQRO contractor for the DMC-ODS Waiver is Behavioral Health Concepts (BHC), Inc. In coordination with the University of California, Los Angeles (UCLA), BHC is required to review client satisfaction surveys conducted by counties, participating in the DMC-ODS Waiver.

As part of their assessment of client satisfaction, each DMC-ODS county shall survey clients at each of the providers within the county's network annually, utilizing a valid

client satisfaction survey. The EQRO will validate the findings during its annual reviews of the counties. The administration of this survey by the counties will also address the data collection needs for the Centers for Medicare and Medicaid Services required evaluation of the DMC-ODS Waiver demonstration. The information gathered from the surveys will support DMC-ODS Quality Improvement efforts and provide key information on the impacts of the new continuum of care.

The TPS was developed by UCLA based on San Francisco County's validated survey and through consultation with DHCS, individual counties, the Substance Abuse Prevention Treatment Committee of the County Behavioral Health Director's Association of California, the DMC-ODS EQRO Clinical Committee, BHC, and other stakeholder input.

DISCUSSION

Use of the TPS is required to fulfill the county's EQRO requirements related to having a valid client survey. Counties shall administer the TPS at least once annually, following the instructions provided below. However, as a best practice, counties can conduct more frequent client satisfaction surveys and/or include additional survey questions as long as the standard TPS is utilized.

The annual surveys for each calendar year of the Waiver will occur:

Waiver Year	Counties Required to Participate	Survey Period Dates
2017	Counties beginning Waiver Services between January 1, 2017 and September 30, 2017	November 6-10, 2017
2018	All Waiver Counties	October 1-5, 2018
2019	All Waiver Counties	October 7-11, 2019
2020	All Waiver Counties	October 5-9, 2020

During the survey periods, once clients complete the survey forms, the DMC-ODS counties should submit the forms to UCLA according to the instructions provided on the UCLA website. Access to the data collection materials, including detailed instructions and the survey forms, can be found on the UCLA website at:

<http://www.uclaisap.org/ca-policy/html/client-treatment-perceptions-survey.html>. TPS forms will be available for Adults (age 18 and older) in 13 languages and in large print.

Once the completed surveys are received, UCLA will scan and process the submitted forms, aggregate and analyze the data, and prepare county and statewide reports. Within three months of each survey period, UCLA will provide counties with an analysis of the survey data for their county. In addition, through the annual EQRO review, BHC

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will assess client satisfaction by reviewing the TPS data along with any other client survey data provided by the county.

If you have questions or feedback about the survey or collection procedures, please contact the Cheryl Teruya, Ph.D. with UCLA at cteruya@ucla.edu or (310) 267-5251 or Michele Wong with DHCS at michele.wong@dhcs.ca.gov or (916) 445-1943.

Sincerely,

Original signed by

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

Attachment