



1600 9th Street, Sacramento, CA 95814  
(916) 654-2309

April 9, 2012

DMH INFORMATION NOTICE NO.: 12-02

TO: LOCAL MENTAL HEALTH DIRECTORS

SUBJECT: DEPARTMENT OF MENTAL HEALTH CONSUMER  
PERCEPTION SURVEY DATA COLLECTION

REFERENCE: IMPLEMENTATION OF THE CONSUMER PERCEPTION SURVEY,  
WELFARE AND INSTITUTIONS CODE SECTION 5898 AND  
CALIFORNIA CODE OF REGULATIONS, TITLE 9, SECTION 3530.40

This Department of Mental Health (DMH) Information Notice provides guidance to Counties<sup>1</sup> for the submission of data for the semi-annual 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 Mental Health Services Administration (SAMHSA), and receipt of federal Community Mental Health Services Block Grant (MHBG) funding is contingent on the submission of this data.

In order to fulfill the MHBG requirements to collect data, we are asking counties to assist us in conducting the surveys during the following time periods in May and October:

- Monday May 14 through Friday May 25, 2012
- Monday October 15 through Friday October 26, 2012

DMH is requiring that only the forms available on the DMH website be used in conducting the surveys. Any other tool/method used, or forms that have been modified in any way by the counties to collect this data will not be accepted by DMH.

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<sup>1</sup> "County" means the County Mental Health Department, two or more County Mental Health Departments acting jointly, and/or city-operated programs receiving funds per Welfare and Institutions Code Section 5701.5 (Cal Code Regs., tit. 9, § 3200.090).

The completed May survey data must be submitted to the California Institute for Mental Health (CiMH) no later June 8, 2012. Persons at the county/local level responsible for data collection and reporting are asked to do the following:

1. Visit the DMH website at <http://www.dmh.ca.gov/POQI/Documents.asp> to download each of the CPS forms. CPS Data Dictionaries are also available on the Information Technology Web Service (ITWS), Performance Outcomes and Quality Improvement (POQI) system, under the section POQI Information, Consumer Perception Survey (CPS) Data Dictionaries.
2. Conduct the survey during the collection period specified above. Attached are the four types of forms available (Adult, Older Adult, Youth Family, and Youth). Each type of form is available in seven different languages (English, Spanish, Chinese, Russian, Vietnamese, Tagalog, and Hmong).
3. Please mail the completed surveys to the following address:

California Institute for Mental Health  
2125 19<sup>th</sup> Street, 2<sup>nd</sup> Floor  
Sacramento, CA 95818  
Attention: CPS Project

4. OPTIONAL – If the county has a process in place to scan and verify the attached survey forms, please upload the data via ITWS, instead of mailing the completed forms to the address above. Please use the POQI system in ITWS to transfer the CPS data.

**NOTE: Due to the proposed transition of DMH staff and functions to the Department of Health Care Services, a future Information Notice will be released for the submission of the completed October survey data.**

If you have any questions regarding the CPS Data Collection process, please email POQI Support at [POQI.Support@dmh.ca.gov](mailto:POQI.Support@dmh.ca.gov).

Sincerely,

Original signed by

CLIFF ALLENBY  
Acting Director

cc: California Mental Health Planning Council (CMHPC)  
California Mental Health Directors Association (CMHDA)  
Mental Health Services Oversight and Accountability Commission (MHSOAC)  
Acting Deputy Director, Office of Community Services (OCS)