4/22/2024

Frequently Asked Questions (FAQ)

2024 Consumer Perception Survey (CPS)

MAY 20-24, 2024

TABLE OF CONTENTS

GENERAL SURVEY ADMINISTRATION

1. Does the data collection process have to be either paper or online, or can it be a combination?

Yes, it can be a combination. Counties can choose both paper and online survey formats to collect data.

2. Can the online survey be used exclusively, forgoing the paper forms?

Yes, the UCLA online link to collect MHSIP survey data can be used exclusively for data collection. You can forgo the paper forms if that is your preferred choice.

We encourage you to use the UCLA online survey links for data collection. This allows the data to be sent directly to the UCLA server instead of sitting on some local machine.

3. Is it acceptable to have a support staff member populate a consumer's responses into the online survey form if the consumer was provided a telehealth service, or can only the consumer fill out the survey if they received a telehealth service outside of a clinical setting?

Yes, it is OK for an administrative support staff or peer staff to help a consumer complete a survey. Previously, this method was used for paper surveys, but it can be used for online surveys as well.

4. If a client completes a paper survey, are we able to transfer the responses onto an online platform?

As long as the client's responses are kept confidential, administrative/non-clinical staff can enter paper survey responses to an online survey platform.

5. If a consumer has multiple service appointments during the week, do we give them a survey for each visit?

No. A consumer should complete only one survey in the same provider location during the survey period, even if they receive multiple services and return for services each day of the survey data collection period.

6. Can county staff fill out the client number and other information before sending the survey link to clients?

If you are sending the survey link to a consumer, you CANNOT prefill client information in the survey. However, you can provide the client with his/her client number and ask them to enter it in the survey. If you are providing an online survey to a consumer in the clinic, then an administrative staff can prefill client information.

7. **Can a client who comes to the clinic for administrative work during the week of survey administration be given the survey?**

    Only a client receiving outpatient clinical services during the week of the survey should be offered an opportunity to complete the survey.

8. **Will the form definitions be available for download?**

    Yes. These files are available for download from the UCLA CPS website.

9. **Is there any way for a provider to confirm that a client has completed an online survey?**

    There is no way for a provider to verify that a client submitted/completed the UCLA online survey. When the client reaches the end of the survey, they will need to click on the 'submit' button. During the survey week UCLA will be providing daily counts of online surveys received by the Reporting Unit, for surveys completed using the UCLA survey portal. This information will be available to the County CPS administrators at the end of each day during the survey week via their county specific Box folder.

Participants

10. **Can a child that is 12 years old take the survey?**

    No. Any child 12 years and younger **should not** be offered a survey. The youth survey should be offered to youth between the ages of 13 – 17 years old.

11. **Are foster parents able to complete the survey?**

Yes, because they are considered non-compensated caregivers. Compensated caregivers of a child receiving mental health services should not be given a survey. An example of a compensated caregiver would be a babysitter, who should **not** complete the family survey on behalf of a child.

CSI and Client Number

12. **Is the County Client Number (CCN) the client's Medi-Cal number?**

Yes. Sometimes counties may use an alias number in lieu of Medi-Cal beneficiary number. Counties can fill in the client's Medi-Cal beneficiary number or the unique number used to provide mental health services to a consumer in your county.

13. **Is the CCN number considered PHI?**

Yes.

14. **Does the CCN number require filling out leading zeros on paper/online forms?**

Yes. Please refer to codebook for additional instructions.

15. **Can you submit online and paper forms with a CCN number?**

Yes.

16. **Do we add the zeros to the front or the end of the CCN section?**

Please add leading zeros at the front of the CCN section. The PDF forms are fillable. Once you enter the CCN Number on the first page on your computer, it will automatically populate the same number in all the additional pages of the Paper PDF Fillable survey.

17. **Does the CCN need to be included if a client refuses to take the survey?**

No.

18. **Are client IDs required in the online survey?**

Yes, client IDs (CCN) are required for online surveys.

19. **For PEI clients who do not have client numbers, what do we enter in the CCN field? Are these clients not surveyed?**

Offer a CPS survey to PEI clients ONLY if they are receiving billable clinical outpatient services. This means they should have a client number from the county. If they do not yet have a client number, they should not be offered a survey.

20. **Where does the client number go?**

In the CCN section at the bottom left corner on EACH page of the paper survey. For the online survey, the CCN number will be asked only at the beginning of the survey.

Refusal Surveys

21. Does the survey administrator need to write a refusal code on a survey if a client refuses to participate?

Yes. When applicable, the Refusal code must be entered by office/administrative staff on the last page of the paper survey and returned to UCLA for scanning. In addition, UCLA has also provided an online link where office/admin staff can enter the reason codes for refusals. This data comes directly to UCLA. Counties who enter data using the online survey refusal link do not need to keep any paper copies of this information.

22. If our OWN online surveys have options for refusal, impairment, language, and other, do we still need to complete the paper survey codes for those options?

No, in this case you do not need to complete a paper survey. You can send the data with refusal codes as a separate Excel file or enter the information in the UCLA Online Survey Refusal link.

23. To record the refusal code when using the UCLA online survey portal, do we need to submit all four pages, or can we just submit the last page?

Only submit the last page for the paper form. Please record the refusal for the UCLA online survey at the onset of the survey; either staff or the participant can indicate a refusal or other non-participatory response.

24. When a consumer refuses to participate in a survey, what information needs to be included on the survey?

When a consumer refuses to participate in a survey, we only need their county code and reason code.

25. How is the refusal code entered and submitted?

The refusal code is at the end of the last page of the survey. If the refusal code is from the UCLA online survey, staff can complete the refusal code before the survey begins. Please refer to training slides for the exact location of refusal code on the paper survey and form submission.

Complete and Incomplete Surveys

26. Are incomplete surveys counted?

Yes.

27. **Do online AND paper surveys have to be completed in one session, or can it be saved and completed at another time?**

    Currently, it is not possible to save an online survey session – please have participants complete in one sitting. However, we are reviewing this option and will update the FAQ accordingly.

28. **If a program does not have a County Reporting unit code and clients do not have their county client number, does the client still need to complete the survey?**

    Client Numbers are required for all surveys. Please try your best to make this information available to the client or pre-populate the survey with the information before offering the survey to a client.

29. **If consumers do not know their CCN number, will the survey count?**

    It will need to be validated for duplicates etc., with other surveys. It may or may not be counted depending on the data validation algorithm.

Deadlines and Timelines

30. **When is the deadline for paper surveys to reach UCLA?**

    June 17, 2024.

31. **When will we receive data back?**

    Data should be available by December 2024.

32. **When is the deadline to upload data for counties scanning their own data?**

    July 22, 2024.

33. **When is the deadline for online surveys?**

    If you created your own online survey, these data would need to be uploaded by July 22, 2024, to the UCLA Box folder. Use of the UCLA online survey portal makes the data immediately available to UCLA for analysis.

34. **When will the codebook be available?**
    The codebook is available on the UCLA-ISAP website: https://www.uclaisap.org/mh-consumer-perceptionsurvey.html

ONLINE SURVEYS

1. **Are the online survey responses sent to UCLA immediately if we use the UCLA survey links?**

   Yes.

2. **Will the online survey be available with QR codes?**

   Yes. The QR codes are located inside the flyer templates available on the UCLA-CPS website.

3. **When and where will the survey link be available for client use?**

   The online survey link is available on the UCLA website. It can be used as a test link before the survey period. ONLY surveys entered during the survey period will be used from each county.

4. **Will there be individual survey links available to send to clients along with QR codes or do clients have to enter the UCLA website to access the surveys?**

   Online survey links for Adult (with and without QOL section), Older Adult (with and without QOL section), Youth and Families of Youth with QR codes are currently posted on the UCLA-CPS website: https://www.uclaisap.org/mh-consumer-perceptionsurvey.html . These links can be used for testing your connection to the survey and any firewall issues. The same link will be used for the actual data collection during the survey period.

5. **Will you be adding the reporting units, consumer number, and county code fields to the online survey?**

   UCLA will not be pre-filling these data fields. These fields will need to be entered by the county administrative staff or the consumer.

PAPER SURVEYS

Printing

1. **Can the survey be printed double-sided?**

    Yes.

2. **Can counties make photocopies of the paper survey?**

    <u>**No. The quality of photocopying can impact and delay the scanning process.**</u>

3. **Can the survey be printed in black and white?**

    Yes. The surveys should be printed only on white paper and black ink.

4. **Can you staple the pieces of paper together?**

    Yes, the pieces of paper for each survey should be stapled together
    at the top left corner of the form, where indicated.

5. **Can you write in client name at the bottom?**

    No, please **<u>do not</u>** write the client's name at the bottom or anywhere in the survey.

Shipping and Tracking

6. **Can you please provide some information on shipping CPS survey forms?**

    This year UCLA will be providing Fed Ex labels for counties to mail the paper surveys.
    Please prepare your survey shipments in time for UCLA to receive them by June 17th.
    For additional information on shipping the paper surveys please visit our UCLA-CPS
    website, or contact Marylougilbert@mednet.ucla.edu who will be providing fed ex
    labels

    In addition, arrangements can be made if some counties such as those in Southern
    California would like to drop off survey boxes in person. Please contact us and make an
    appointment to drop off the surveys.

7. **If a survey does not include the CSI number, does it need to be sent with the rest of the surveys?**

Yes, please send ALL the surveys you receive.

SURVEY DATA ACCESS AND REPORTING

1. **Will counties be able to upload data from paper surveys after they enter them into their own database?**

    Yes. Please follow the codebook for instructions on data submission. These data files must be uploaded to the secure UCLA Box folder by July 22, 2024.

2. **Will we be receiving a raw data set?**

    Yes, data can be downloaded from the DHCS data portal. UCLA will notify county coordinators when the data will be available for download.

3. **Are there limitations on the data we are able to access?**

    No. You will receive the full dataset with PHI from the DHCS data portal.

4. **In the codebook, how are you able to differentiate between a survey submitted by a parent vs. youth? The FORMTYPE for youth is Y, but what is the code for YSSF? You could have a situation where a youth completed a survey and then a parent completed one too. Is there a code to specify that the parent completed the form?**

    If sending paper surveys, our scanner will automatically pick up the form type, Youth versus Family survey, based on the form that was used.

5. **Will online and paper forms be coded/counted? (Daily/weekly count?)**

    During the survey data collection period, UCLA will be providing a daily count of online surveys received and comments to county coordinators at the end of each survey day/or the next day.

MISCELLANEOUS

1. **Are Short-Term Residential facilities considered residential for this survey?**

    Yes. Residential facilities can administer the survey if outpatient services are being provided at that facility. CPS is a survey only of outpatient services.

2. **Will the form definitions be available for download?**

   Yes. These files can be downloaded from the UCLA CPS website.

3. **Will there only be a distribution this spring and not a fall distribution?**

   Yes, the CPS is only conducted once a year during spring.

4. **In future survey administrations, will the survey always be administered in the spring or the fall once a year? Will it return to twice a year?**

   To the best of our knowledge, Consumer Perception Surveys will now be conducted only once a year during spring.

5. **Do you have a master list of which counties use the QOL?**

   Counties can choose which survey to use for adults and older adults, i.e., with or without QOL. We do not maintain a list of which counties are using the survey with QOL section. We can share which or how many counties used the QOL in CY 2023. Please email us for this information.

6. **The pdf fillable form does not allow the response bubbles to be filled in. Is it possible to allow the response bubbles to be filled in, and for additional comments to be typed directly into the forms?**

   Currently the UCLA forms only allow the administrative questions on the last page to be PDF fillable. However, if you would like to convert your forms into pdf fillable, you can do so.

7. **Can our IT dept make the forms fillable to allow the response bubbles to be filled in, and allow additional comments to be typed directly into the forms?**

   Yes. If you can make the response bubbles on the forms PDF fillable and use them, please go ahead and do so.

8. **Are we required to do the Adult survey w/ QOL? Or without QOL?**

   Counties can choose which survey to use.

9. **Can you provide flyers in Spanish?**

   Yes, the flyers in Spanish will be posted on the UCLA website.

10. **Where can I find a copy of the PowerPoint presentation from the webinar?**

The training webinar recording and slides are available on UCLA-CPS website at
https://www.uclaisap.org/mh-consumer-perception-survey.html#training

11. Where and how can I access my county's final report deliverable?

UCLA will provide county level reports via the UCLA Box folder. These reports are
expected to be delivered by December 2024.

WHAT'S NEW IN 2024?

1. In the demographic section the question gender identity has been expanded to include six categories.
2. A question on sexual orientation has been added in the demographic section.
3. The question on information available in your preferred language and written material available in your preferred language have been combined into one question.
4. Two questions on telehealth have been added to the survey.
5. Variable called "surveycollect" that indicates if the survey was collected via paper or online has now been added to the data dictionary/codebook. This variable will now be included in the raw data from the DHCS data portal.
6. The section on County Questions in previous surveys has been eliminated to add questions on sexual orientation and gender identity and telehealth.