



3/26/2025

Frequently Asked Questions (FAQ)

2025 Consumer Perception Survey
(CPS)

MAY 19-23, 2025



UCLA
INTEGRATED SUBSTANCE ABUSE PROGRAMS

TABLE OF CONTENTS

<u>GENERAL SURVEY ADMINISTRATION</u>	2
PARTICIPANTS	3
CSI AND CLIENT NUMBER	3
REFUSAL SURVEYS	5
COMPLETE AND INCOMPLETE SURVEYS	5
DEADLINES AND TIMELINES	6
<u>ONLINE SURVEYS</u>	7
<u>PAPER SURVEYS</u>	8
PRINTING	8
SHIPPING AND TRACKING	8
<u>SURVEY DATA ACCESS AND REPORTING</u>	9
<u>MISCELLANEOUS</u>	9
<u>WHAT'S NEW IN 2025?</u>	11

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/advocacy 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. The UCLA-CPS online survey platform will not accept any data after 12:00 AM May 23rd. Counties needing access to the online survey platform after the survey period to enter paper surveys will need to inform and plan with UCLA staff for access. Please email: CPSInfoUCLA@mednet.ucla.edu for more information on this.

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 online 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 survey week 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.
<https://www.uclaisap.org/mh-consumer-perception-survey.html>

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

No. 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 UCLA 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?

This can be the client's Medi-Cal number, or the unique number county uses to provide services to the client. Sometimes counties may use an alias number in lieu of Medi-Cal beneficiary number, as long it is a unique number for a client in that 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 on filling out the CCN number.

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.

UCLA provides an online link where office/admin staff can enter the reason codes for refusals. This link <https://uclahs.fyi/CPS2025Reasons> can be used to enter refusal codes for both paper and online surveys.

The refusal code 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. But you still need to share this information with UCLA. You can send this data on refusal codes as a separate Excel file and upload to the UCLA Box folder along with electronic data for your county by July 18th.

23. To record the refusal code on a paper survey, do we need to submit all four pages, or can we just submit the last page?

If submitting the reason code on a paper survey, only submit the last page of the paper survey with the refusal code.

24. When a consumer refuses to participate in a survey, what information needs to be included in 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 on the last page of the survey. Clinic staff can enter the refusal-reason code for both paper and online surveys offered to the client using the UCLA

online link here: <https://uclahs.fyi/CPS2025Reasons>. Please refer to the training slides for more information on this.

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, as much as possible. Clients can step away and take a break while completing the survey, as long as the online survey window on the computer remains open.

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.

The County Reporting Unit on the survey is optional although highly encouraged. This allows counties to conduct analysis of survey data by provider location.

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 16, 2025.

31. When will we receive data back?

Data should be available by December 2025 or January 2026.

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

July 18, 2025.

33. When is the deadline for online surveys?

If you created your own online survey, these data would need to be uploaded by July 18, 2025, to the UCLA Box folder.

34. When will the codebook be available?

The codebooks are available on the UCLA-ISAP website:

<https://www.uclaisap.org/mh-consumer-perception-survey.html#codebooks>

ONLINE SURVEYS

1. Are the online survey responses received by 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: <https://www.uclaisap.org/mh-consumer-perception-survey.html>

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

The online survey link is available on the UCLA website: <https://www.uclaisap.org/mh-consumer-perception-survey.html#onlineSurvey>. It can be used to test connection to the weblink **before** the survey period or entering test data. 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-perception-survey.html#onlineSurvey>. 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. Double-sided printing is highly encouraged and saves u processing time in addition to saving the trees.

2. Can counties make photocopies of the paper survey?

No. The quality of photocopying can impact and delay the scanning process.

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 **do not** 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?

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 16th. 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, counties such as those in Southern California can 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 in an Excel, SAS or a SPSS file 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 18, 2025.

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. The expected timeline for this is December 2025.

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?

For 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 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:
<https://www.uclaisap.org/mh-consumer-perception-survey.html>

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. 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 2024. Please email us for this information.

5. 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 section on the last page to be PDF fillable. However, if you would like to convert your forms into pdf fillable, you can do so.

6. 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.

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

Counties can choose which survey to use.

8. Can you provide flyers in Spanish?

Yes, the flyers in Spanish are posted on the UCLA website.

9. 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:

Slides: https://www.uclaisap.org/assets2/docs/cps/MHSIP-Slides_Spring-2025-3-17-25-Final.pdf

Training webinar: <https://vimeo.com/1067102615>

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

UCLA will provide county level aggregate reports via the UCLA Box folder. These reports are expected to be delivered by January 2026.