

# Mental Health Consumer Perception Survey (CPS) Training/Information Session

March 17, 2026

**UCLA**

**Integrated Substance Use  
and Addiction Programs**

Division of Addiction Psychiatry

- ▶ Please mute yourself during the duration of the webinar. We have allocated 20 minutes after the webinar for questions and answers.
- ▶ **Please enter your name and your county name in chat box during the training.**
- ▶ How to submit questions?
  - ▶ Type your questions in the chat box.
  - ▶ Our Program Coordinator (Marylou Gilbert) will be monitoring the questions. We will address all the questions after the presentation. Marylou is also the coordinator of the Treatment Perceptions Surveys (TPS) for DMC-ODS counties. Since many provider locations may be participating in both CPS and TPS surveys, please address any questions about the TPS directly to her.
- ▶ This webinar is being recorded and will be posted on UCLA-ISAP website. You can use this recording for any planned training for your providers.

## Some Housekeeping Notes

# Agenda

- Introductions
- 2025 Consumer Perception Survey Overview
- 2026 Survey Collection Dates and Preparation
- Survey Administration - During Survey Collection Week
- TO-DO Tasks - After Survey Collection Week
- Accessing your Survey Reports and Raw Data
- What's Next and Important Dates

# Review of Statewide Survey Results from 2025

## Surveys Received and Completion Rates

- In 2025 a total of 62,681 surveys were received across all four survey types.

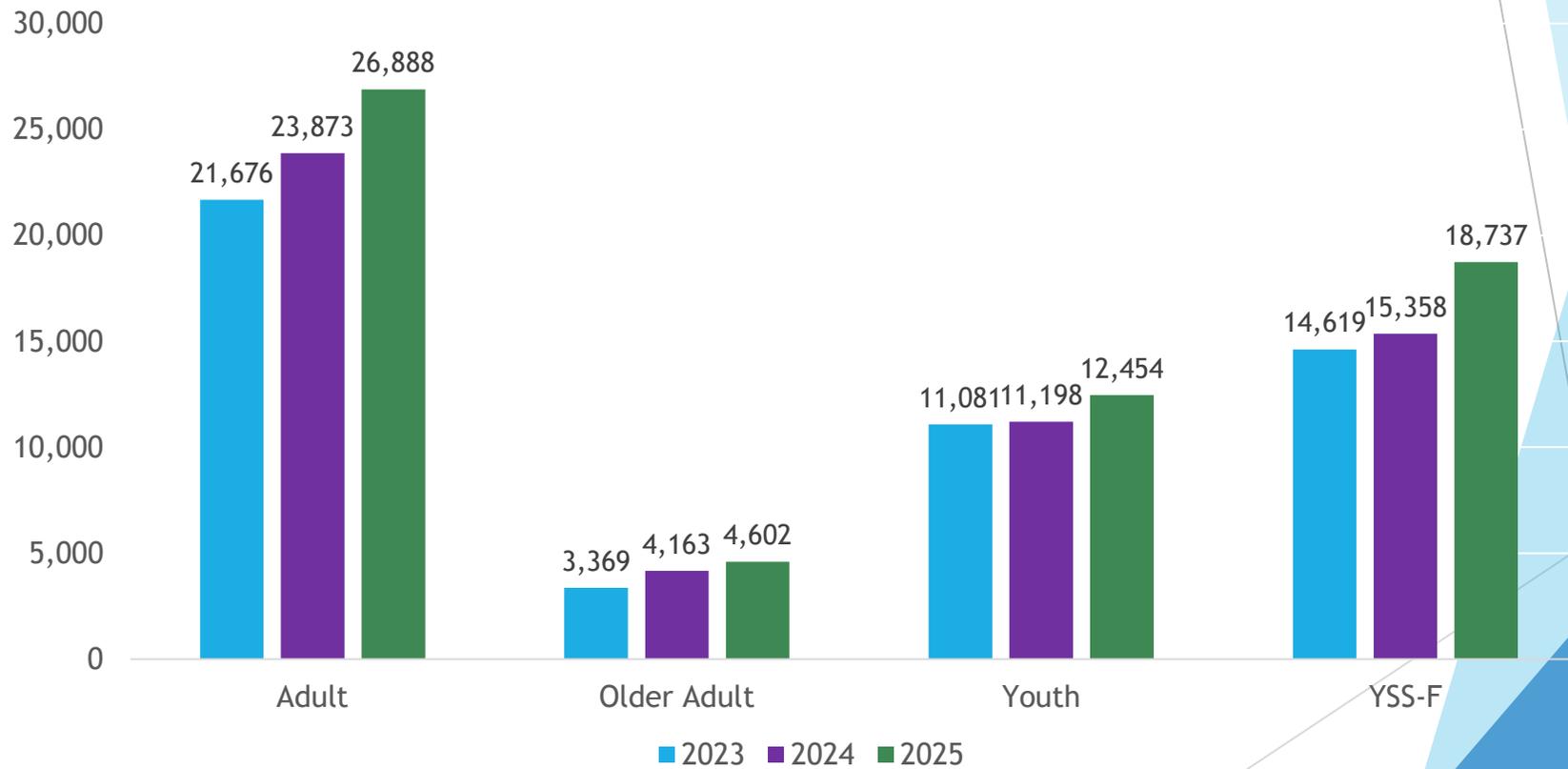


This was a 15% increase in surveys received from 2024.

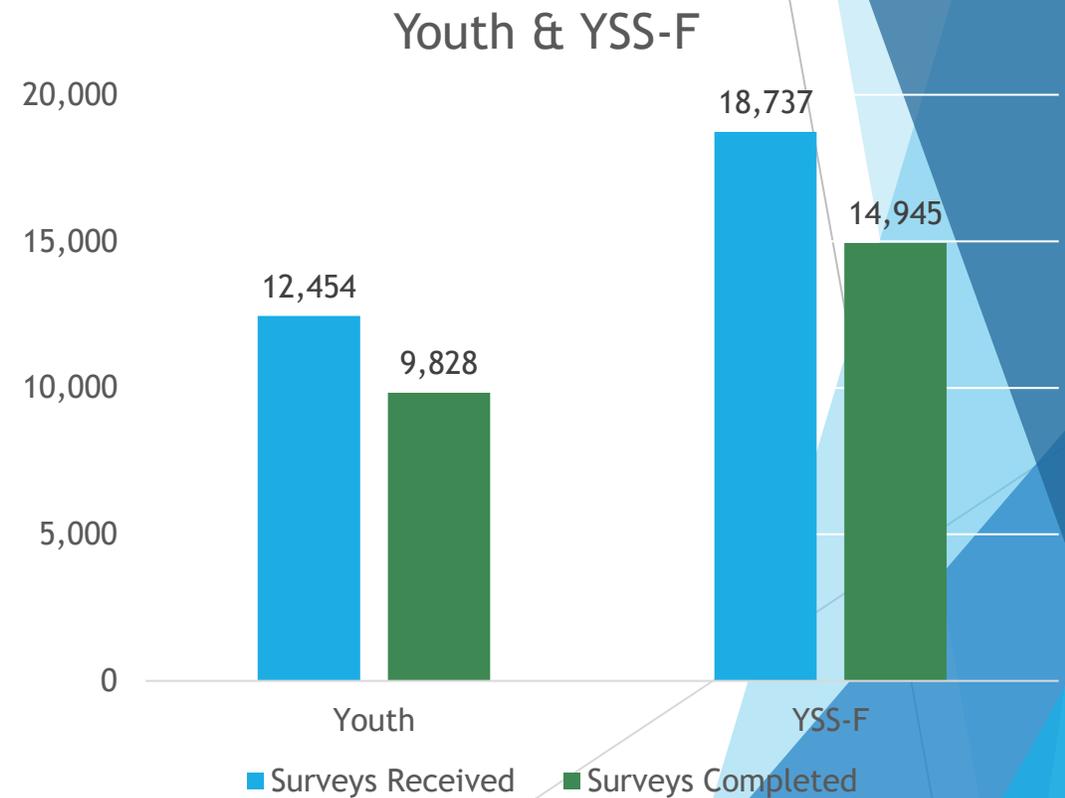
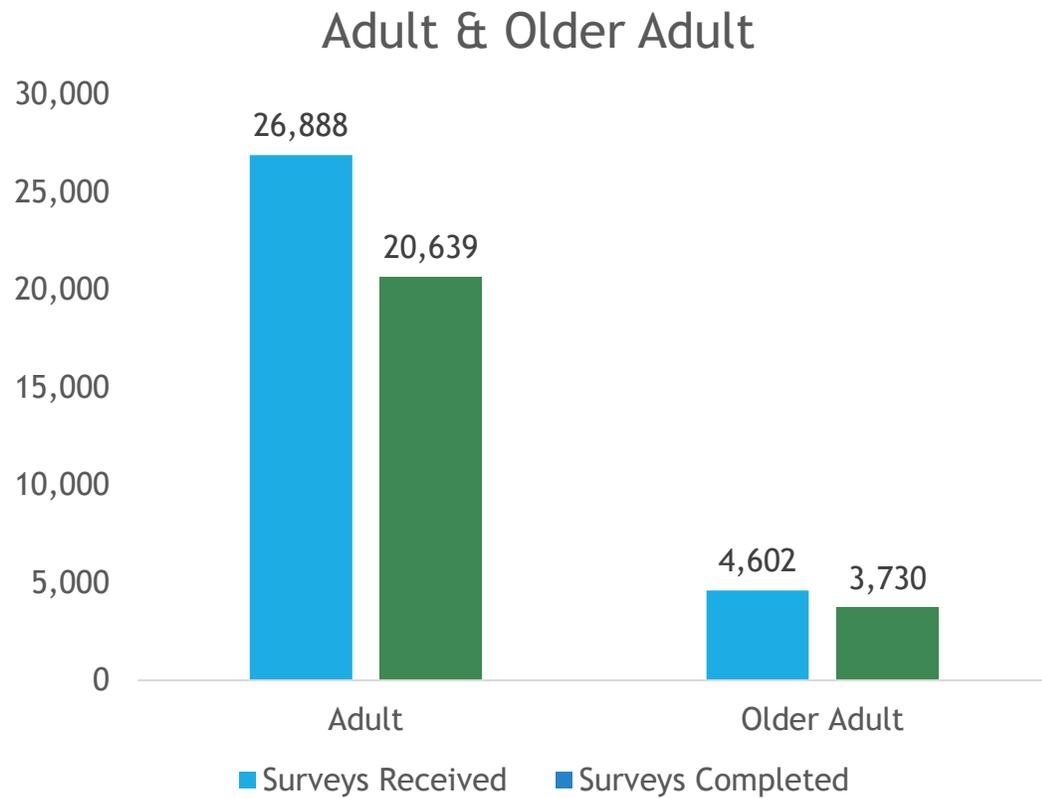
- Completion Rate across all four survey types was 78.4%
  - Surveys are counted as completed when no reason code is recorded for not participating in the survey AND have some questions answered related to the satisfaction domains.

In spite of an increase in the number of surveys received in 2025 from 2024, completion rate was the same for the two years.

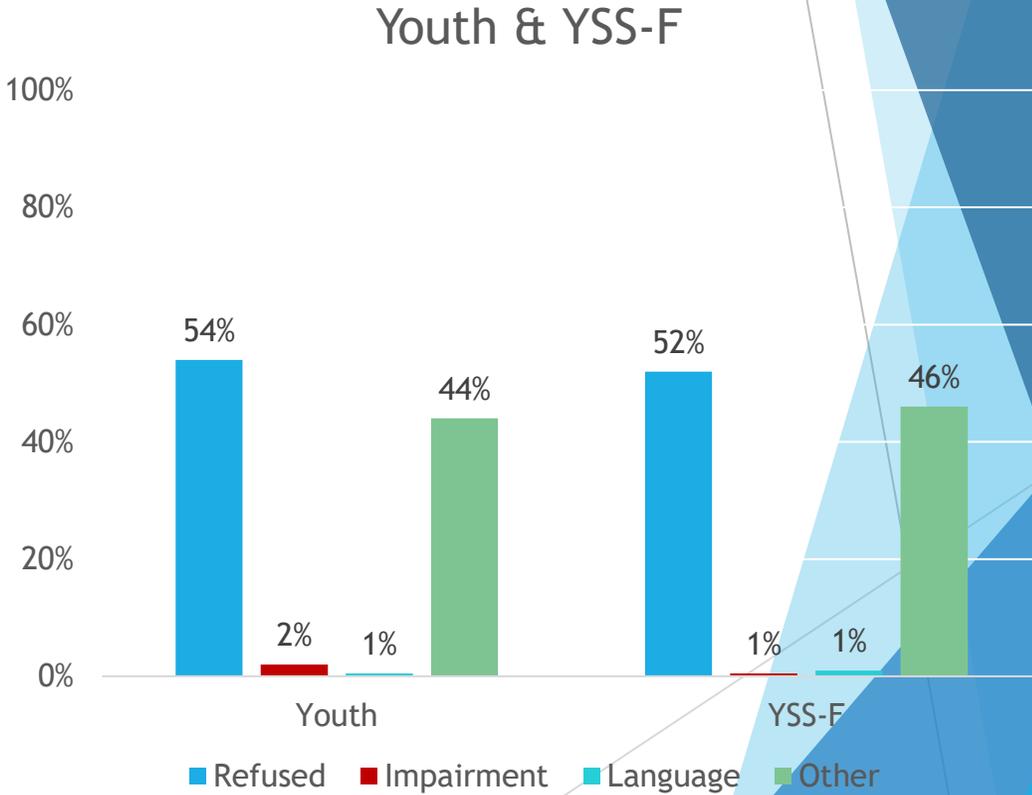
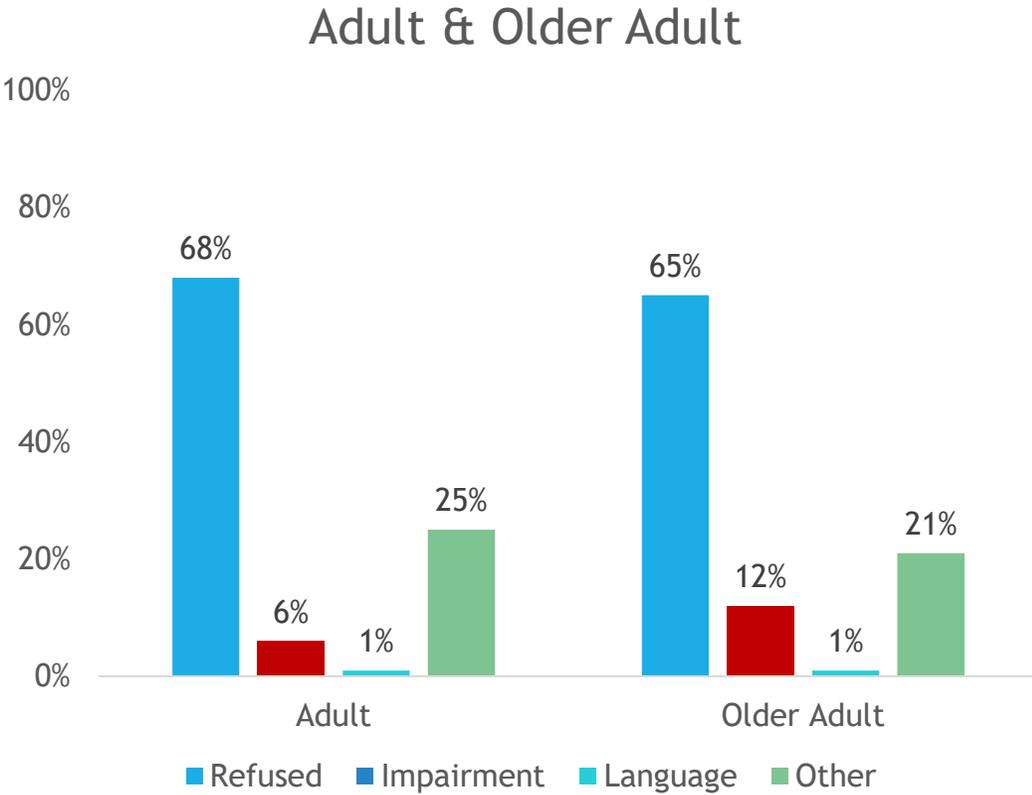
# Total Surveys Received CY 2023-2025



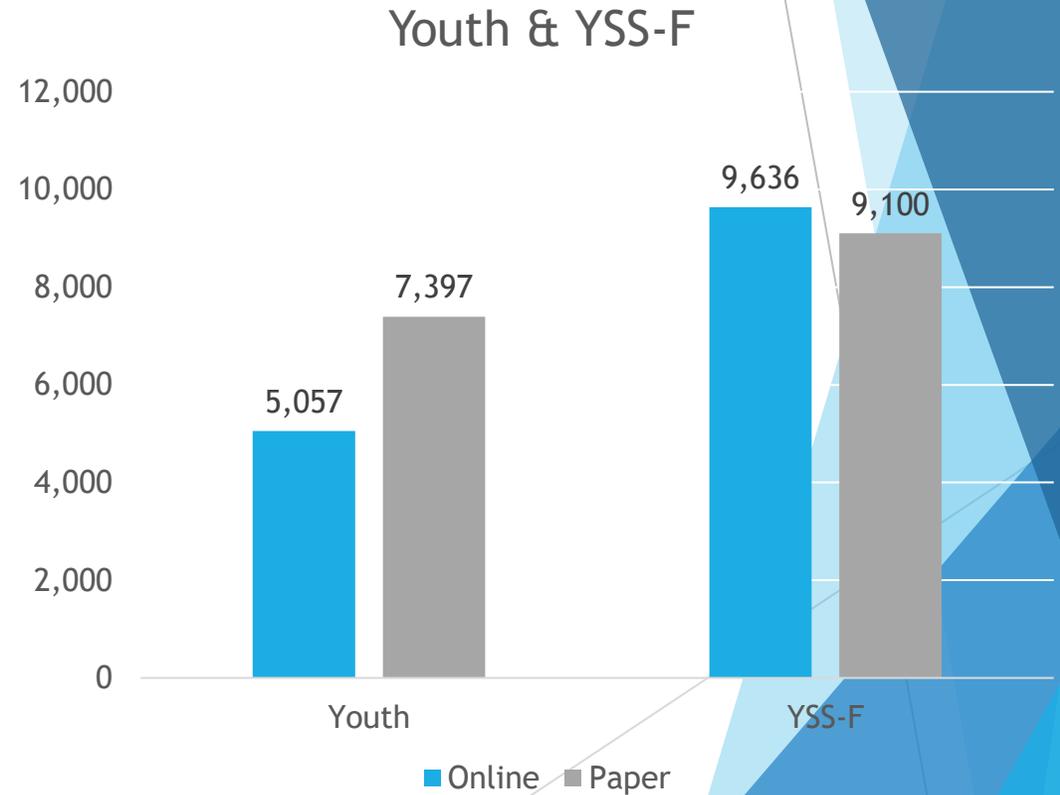
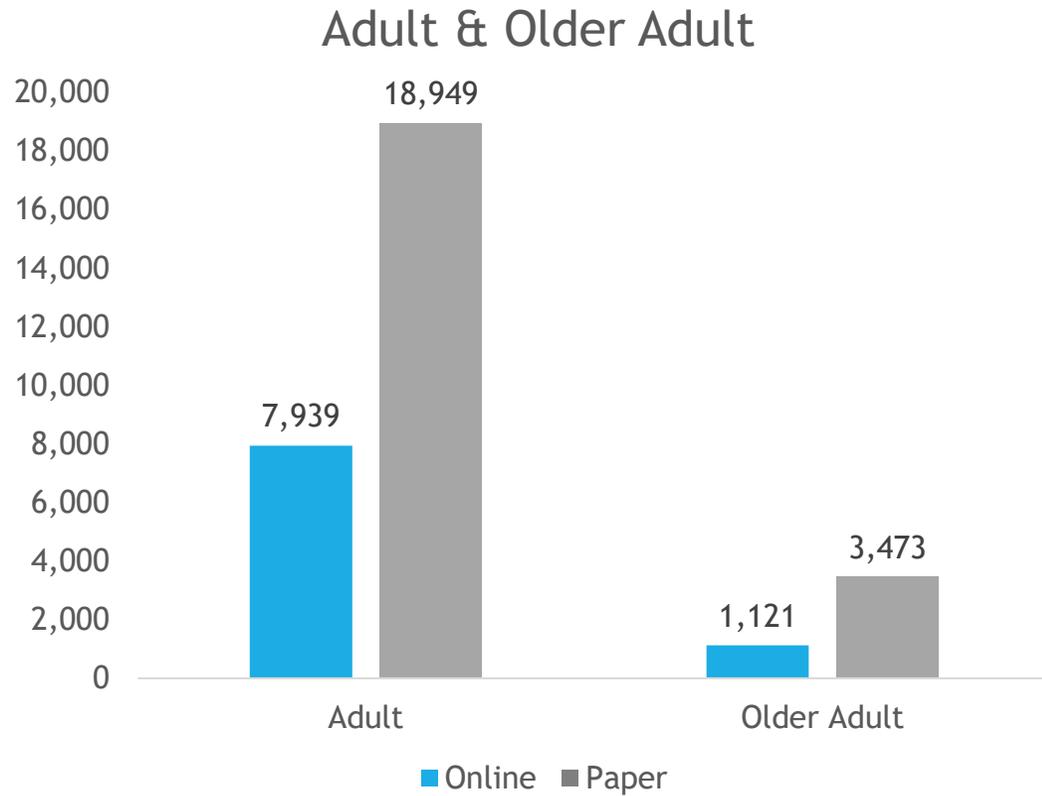
# Total Surveys Received & Completed by Survey Type 2025



# Reason Code for Not Completing Surveys by Survey Type- 2025

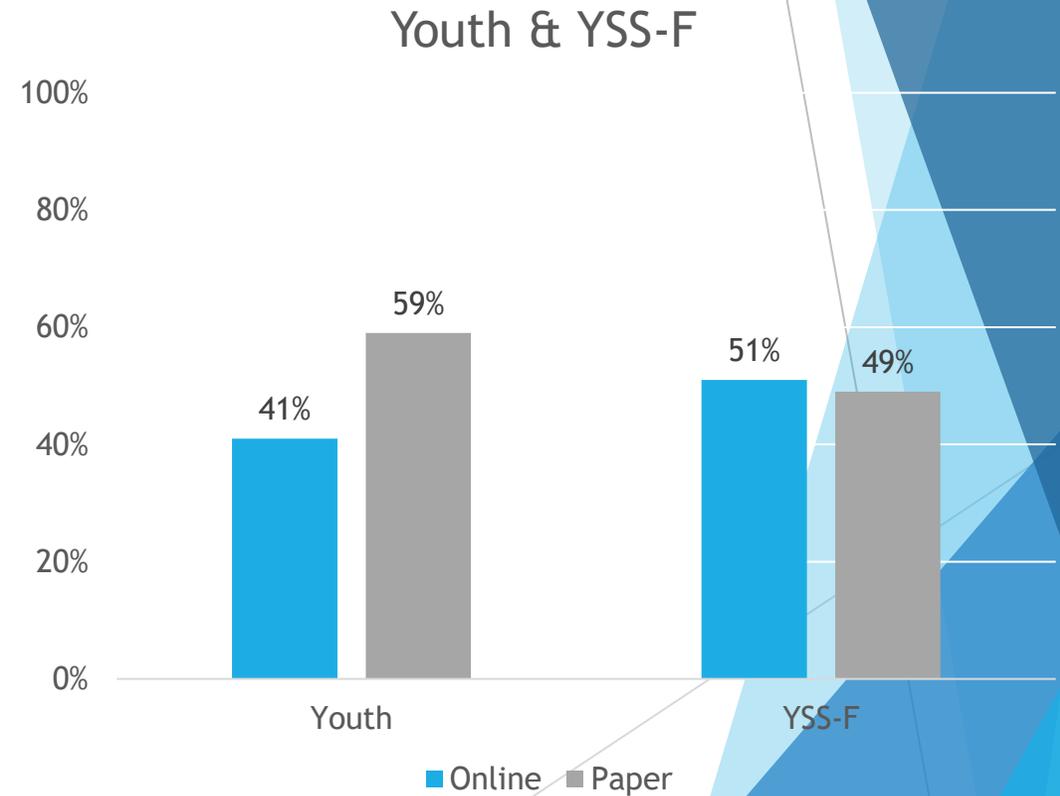
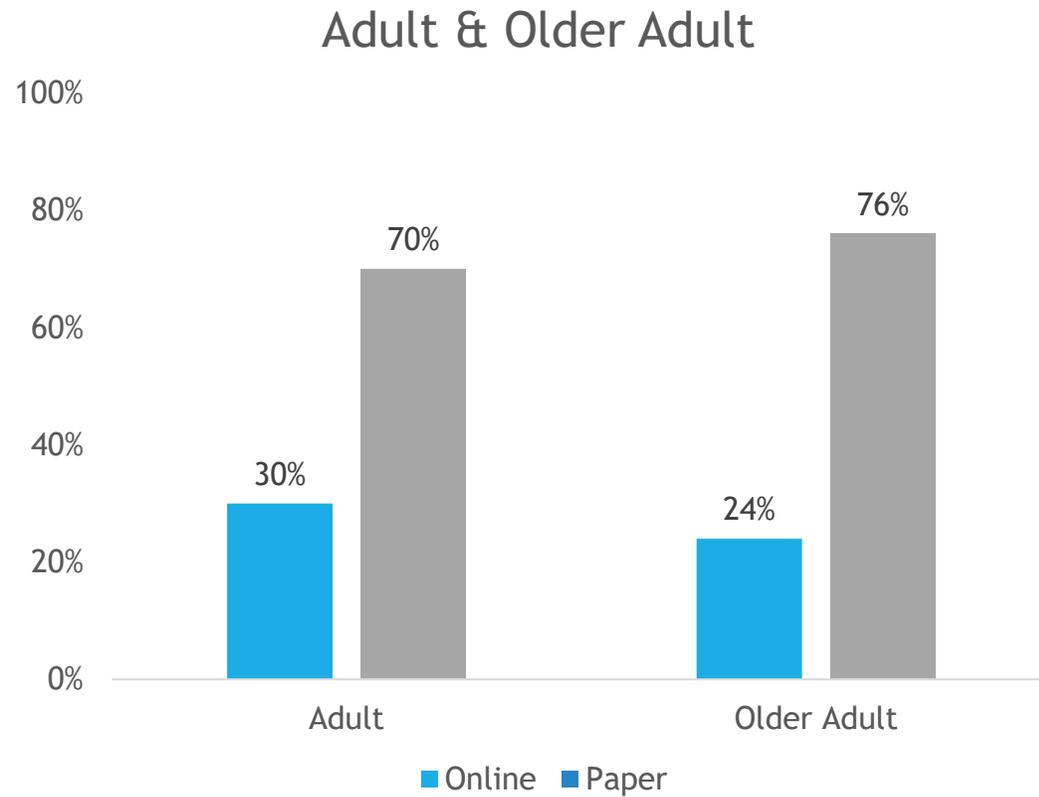


# Number of Online Versus Paper Surveys by Survey Type - 2025

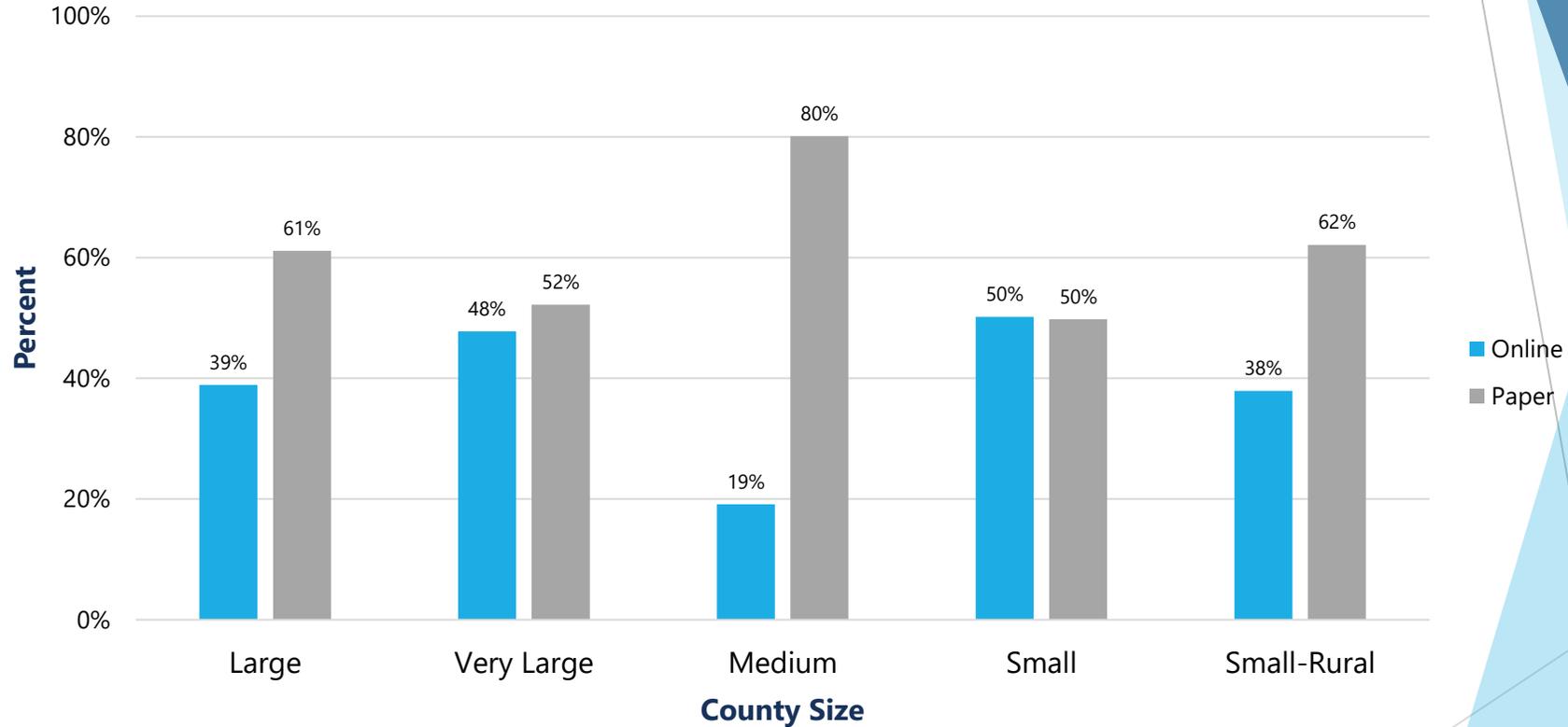


# Percentage of Online Versus Paper Surveys by Survey Type - 2025

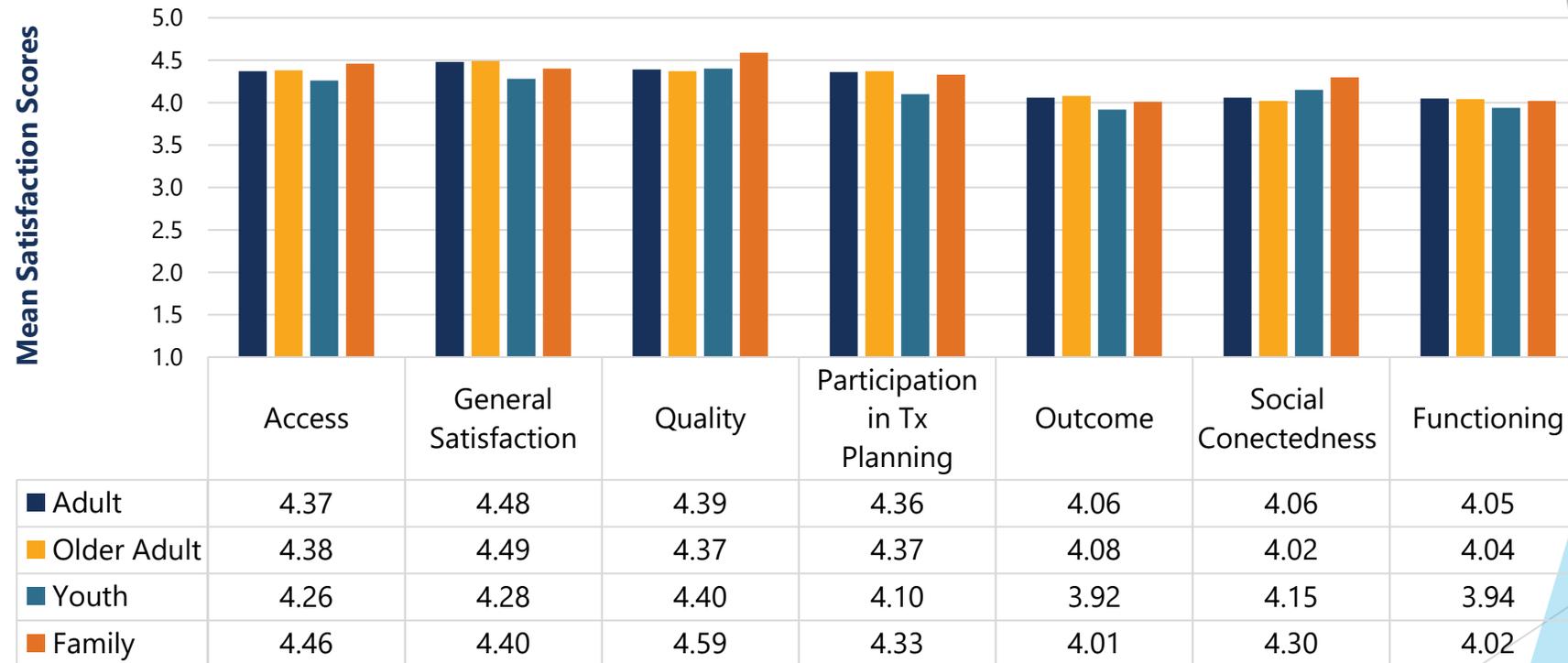
A higher percentage of paper surveys reported a reason code for not completing the survey as compared with online surveys.



# Percentage of Surveys Received by Type of Data Collection and County Size - 2025

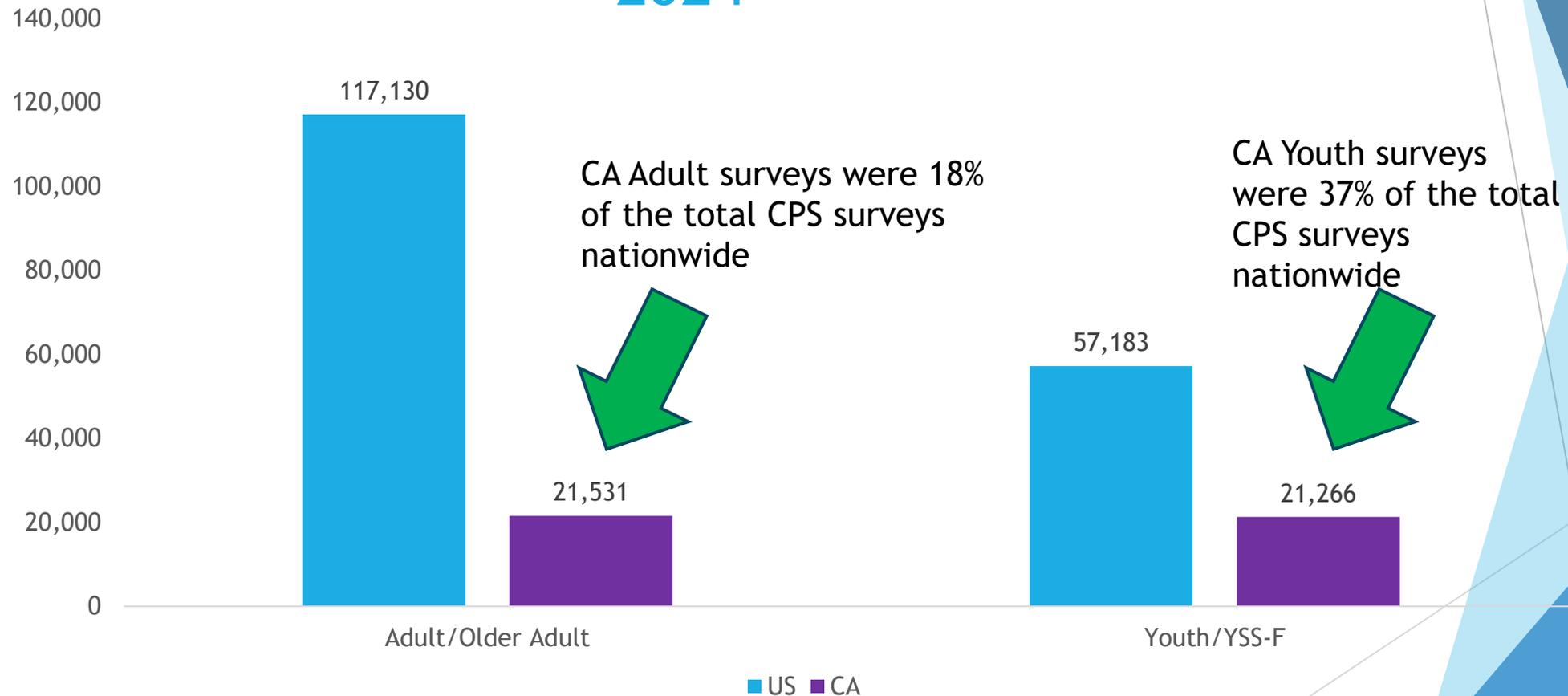


# Mean Score by Domain and Survey Type 2025



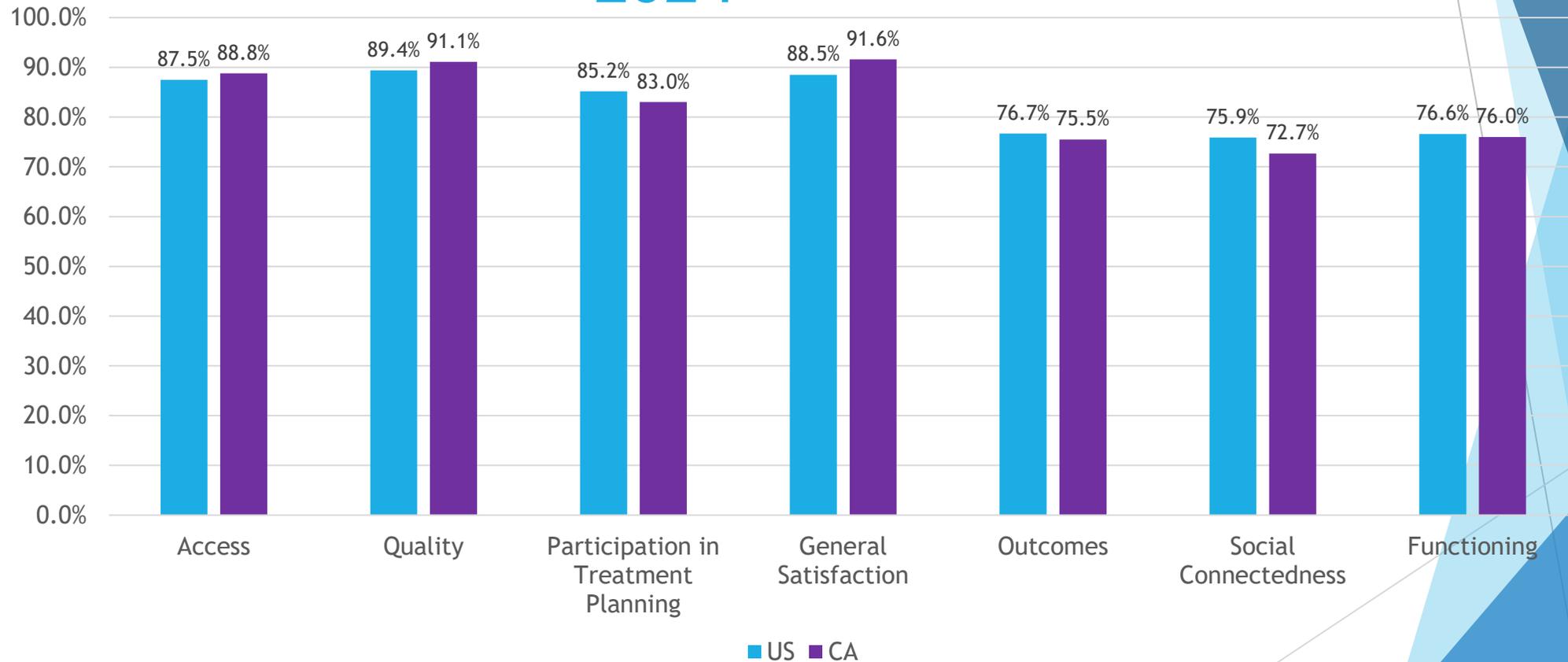
**Domains and Survey Type**

# Surveys Completed - United States (US) Versus California (CA) 2024\*



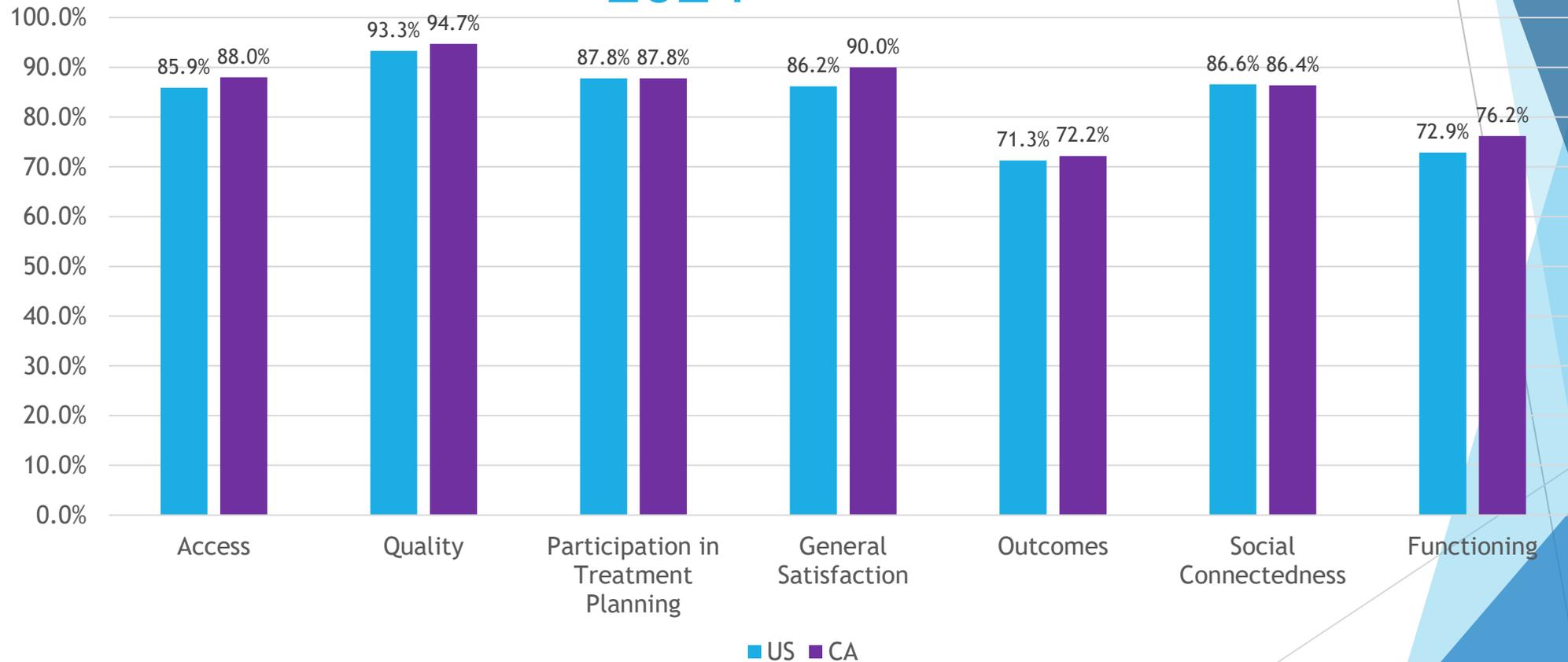
\* 40 States reported information on completed surveys.  
Data Source: URS Report California 2024, SAMHSA.

# Adults Satisfied by Satisfaction Domain, United States (US) Versus California (CA) 2024\*



\* 49 States reported data on Adult satisfaction domains.  
Data Source: URS Report California 2024, SAMHSA.

# Youth Satisfied by Domain, United States (US) Verus California (CA) 2024



\* 47 States reported data on Youth satisfaction domains.  
Data Source: URS Report California 2024, SAMHSA.

# Spring 2026 Mental Health CPS Collection Information

**UCLA**

**Integrated Substance Use and Addiction Programs**

Division of Addiction Psychiatry

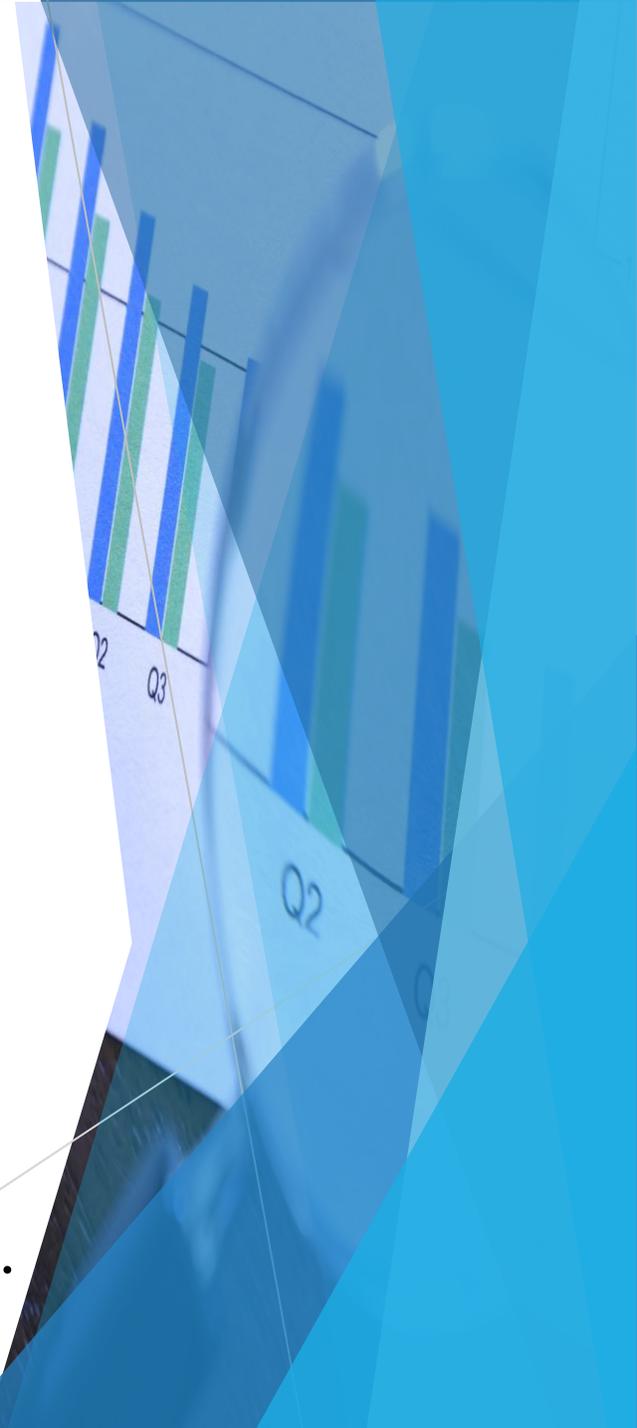
# INTRODUCTION

# Purpose of the Mental Health Consumer Perception Survey (CPS)

- ▶ Fulfills a requirement of the Substance Abuse and Mental Health Services Administration (SAMHSA) Community Mental Health Services Block Grant (MHBG).
- ▶ Fulfills counties' requirement to conduct the survey and submit data per §3530.40 of Title 9 of the California Code of Regulations. Section 3530.40 of the California Code of Regulations.
- ▶ Gives consumers and family members the opportunity to provide input/feedback on services for Quality Improvement purposes.
- ▶ Requirement of California W&I Code Sections 5600 - 5623.5 (Bronzan-McCorquodale Act.)

# CPS Data Collection

- ▶ UCLA-ISAP is coordinating the CPS data collection on behalf of DHCS, including scanning paper survey forms.
- ▶ The survey is administered once each year during the 3<sup>rd</sup> week in May.
- ▶ Behavioral Health Information Notice for 2026 will be posted and uploaded to the website.
- ▶ Short Doyle / Medi-Cal providers providing outpatient mental health services are required to participate.
- ▶ The data collection is a convenience sample. This means all patients receiving outpatient mental health services, via telehealth or in-person during the five days collection period should be surveyed.
- ▶ Counties can choose to collect data through two options:
  - ▶ Paper survey forms and/or Online survey platform
- ▶ UCLA will merge all data to create the final data set, which counties can download through the UCLA Box platform and the DHCS application portal.



# CPS Data Collection, cont.

Surveys are conducted ONLY with consumers who receive **Outpatient Mental Health** Services: in-person, field based or telehealth.

## Examples of Settings (Not all inclusive):

- Mental Health Services
- Case Management
- Medication Services
- MHSA/BHSA
- Day Treatment
- Telehealth
- Wellness Centers
- Field based outpatient services

Data Collection  
is Limited to  
Mental Health  
Outpatient  
Services ONLY

# CPS Data Collection, cont.

Treatment Settings & Populations Not Included are as indicated below:

- Inpatient Hospital Settings
- Jail / Jail Hospital Settings
- PMRT (Crisis Stabilization) Psychiatric Emergency
- One-Time Psych Testing or Assessment
- Residential or Institutional Placements

Data Collection  
is Limited to  
Mental Health  
Outpatient  
Services ONLY

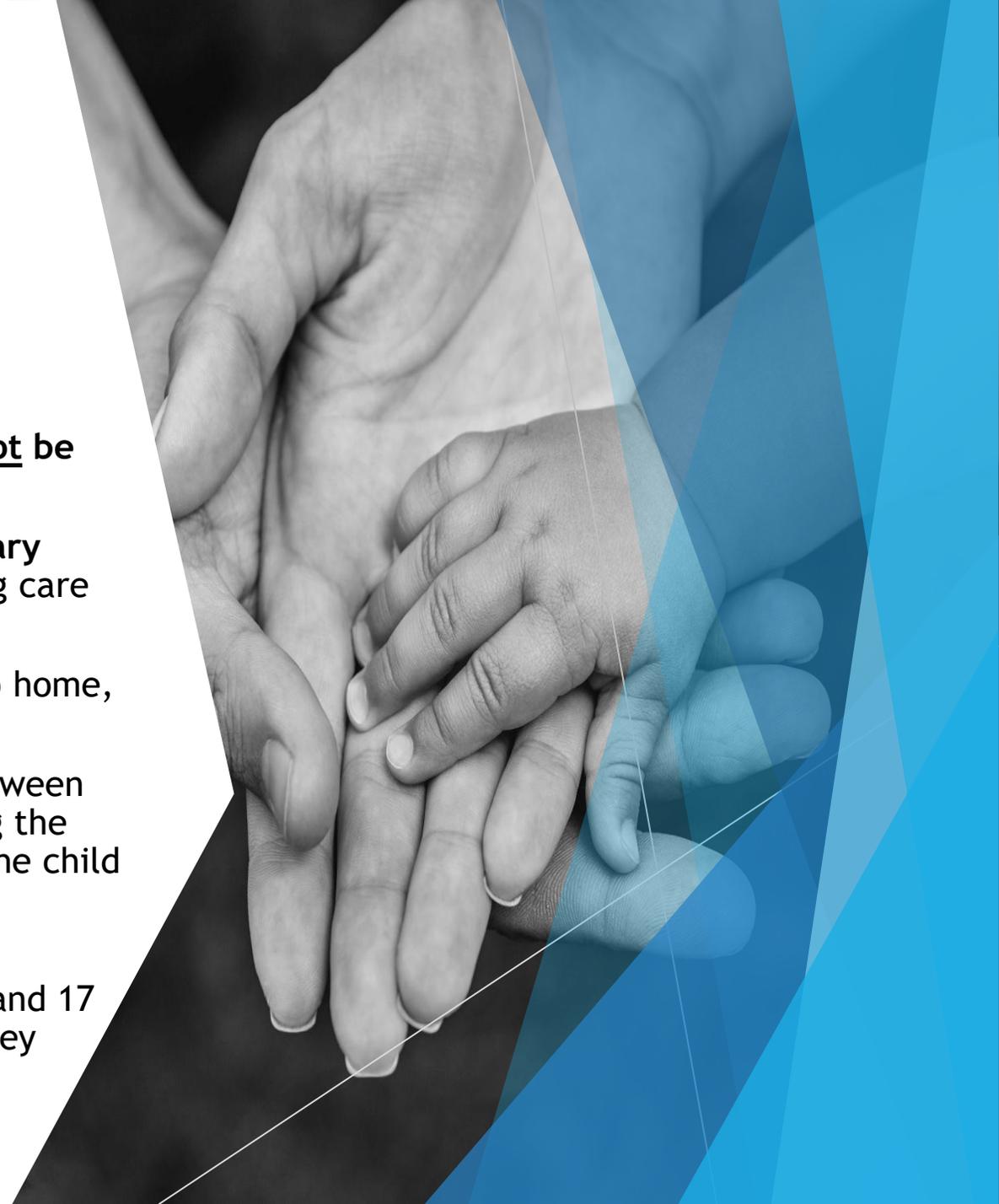
# CPS Data Collection, cont.

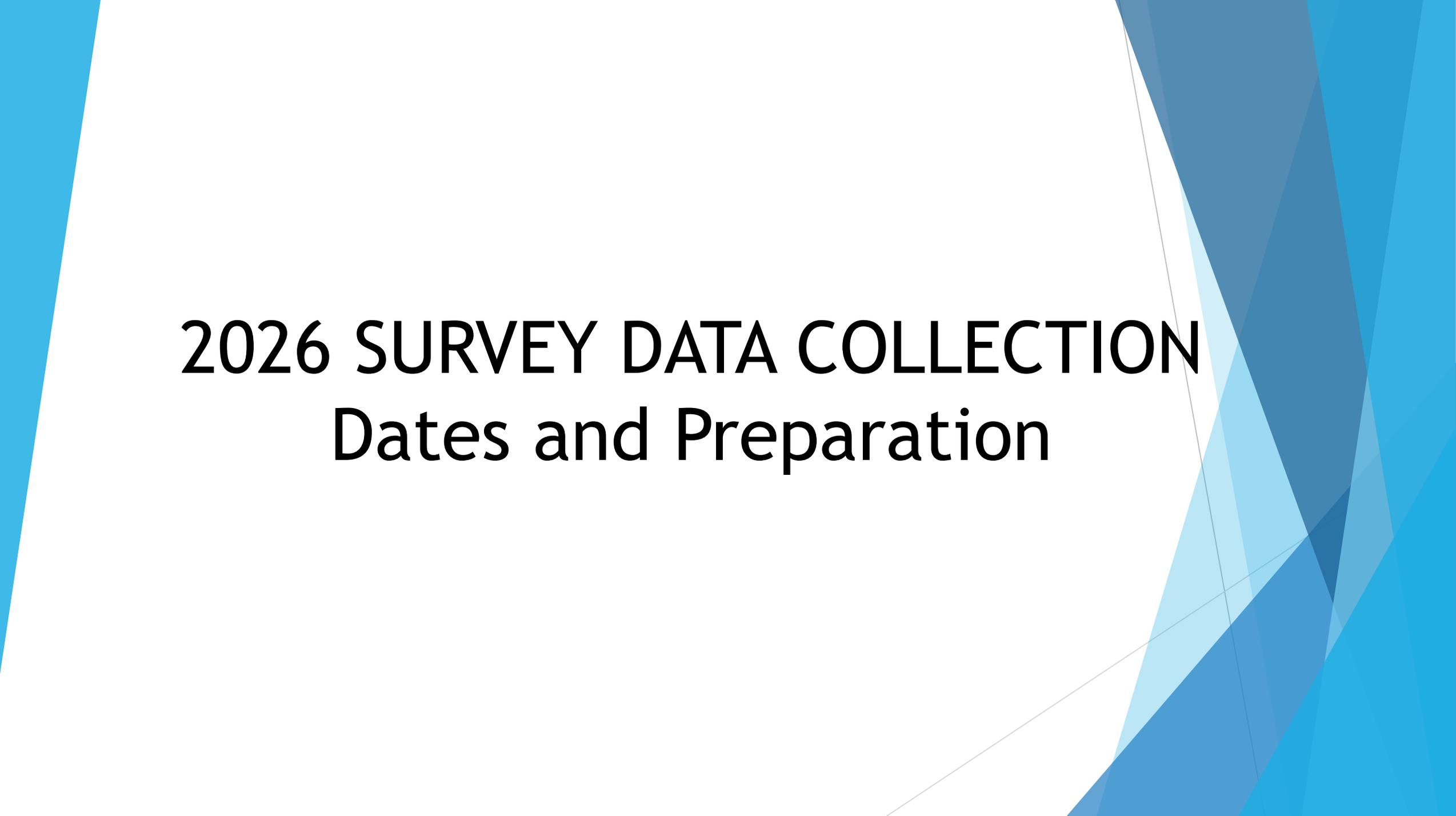
- ▶ Paper and Online Surveys are available in English and 11 threshold languages:
  - ▶ Arabic, Armenian (Eastern), Chinese (Traditional), Farsi, Hmong, Khmer, Korean, Russian, Spanish, Tagalog, Vietnamese
- ▶ Counties can choose to collect data using both the online and paper surveys.
  - ▶ Counties collecting data via their own online survey link **MUST** submit data in the format specified in the codebooks.
  - ▶ Counties collecting paper surveys using their own Teleform system can use the .TFT file (version 16.5) available from UCLA.
- ▶ Consumers have the right to decline participation in the survey.
- ▶ Consumers who do not wish to participate in the CPS survey must have a reason documented for non-participation. These reasons are shown on the last page of the paper survey.
- ▶ There are 4 Survey Types:
  1. Adult: Ages 18-59
  2. Older Adult: Ages 60+
  3. Youth (YSS): Ages 13-17
  4. Youth Services Survey of Families(YSS-F): Ages 0-17

# Youth Services Survey Family (YSS-F)

## Who should participate?

- ▶ Children aged 12 and younger are not eligible and should not be surveyed.
- ▶ Instead, a YSS-F survey should be offered to **the child's primary caregiver** or any person who is not compensated for providing care (i.e., aunt, uncle, grandparent(s), cousin, or family friend).
  - ▶ A compensated caregiver, such as an employee of a group home, should not complete the YSS-F survey form.
  - ▶ Parents/Caregivers accompanying the child/children (between the ages of 0 and 12) receiving outpatient services during the survey period should be offered the YSS-F survey form. The child (between the ages of 0 and 12) should not be offered the survey.
  - ▶ Parents/caregivers accompanying the youth between 13 and 17 years of age receiving outpatient services during the survey week should also be offered a YSS-F survey.



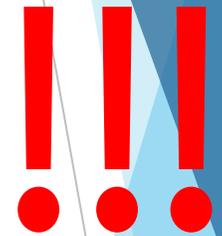
The background features abstract blue geometric shapes, including triangles and overlapping polygons, in various shades of blue, set against a white background.

# 2026 SURVEY DATA COLLECTION Dates and Preparation

# 2026 Survey Data Collection Dates

## MAY 18 - 22, 2026

May 2026						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

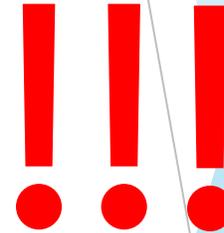


Only collect data during the official survey period.

# Printing CPS Forms

- ▶ **DOWNLOAD Official Forms**
  - ▶ Forms are available at the [UCLA-ISAP CPS website](https://uclaisap.org/mh-consumer-perception-survey.html):  
<https://uclaisap.org/mh-consumer-perception-survey.html>
- ▶ **PRINT forms DOUBLE SIDED (IMPORTANT)**
  - ▶ Double-sided printing speeds up scanning and reduces errors.
- ▶ **PRINT only from Original PDFs**
  - ▶ Please use a **digital printer with white paper** for printing the surveys.
  - ▶ Survey Forms are PDF fillable documents for the administrative section only.
  - ▶ Entering the County Client Number (CCN) on page 1 auto-populates on pages 2,3 and 4.
- ▶ **DO NOT PHOTOCOPY THE SURVEY FORMS**
  - ▶ All copiers resize images slightly and will make the forms unreadable.

**PRINT FORMS DOUBLE SIDED**

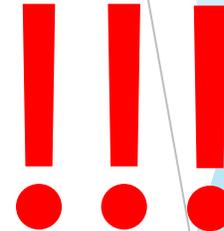


**DO NOT PHOTOCOPY THE SURVEY FORMS**

# Printing CPS Forms

- ▶ **WHY CAN'T WE PHOTOCOPY THE SURVEY FORMS?**
  - ▶ Using photocopied forms can result in:
    - ▶ Reduced print quality that affects data entry or scanning
    - ▶ Missing or distorted fields
    - ▶ Version-control issues when outdated forms are copied
    - ▶ Processing delays or rejection of submitted documents
- ▶ Please make sure to always download or request the most current version of each form from the designated source
- ▶ The 2026 CPS Forms can be found on the UCLA CPS Website  
<https://www.uclaisap.org/mh-consumer-perception-survey.html>

**PRINT FORMS DOUBLE SIDED**



**DO NOT PHOTOCOPY THE SURVEY FORMS**

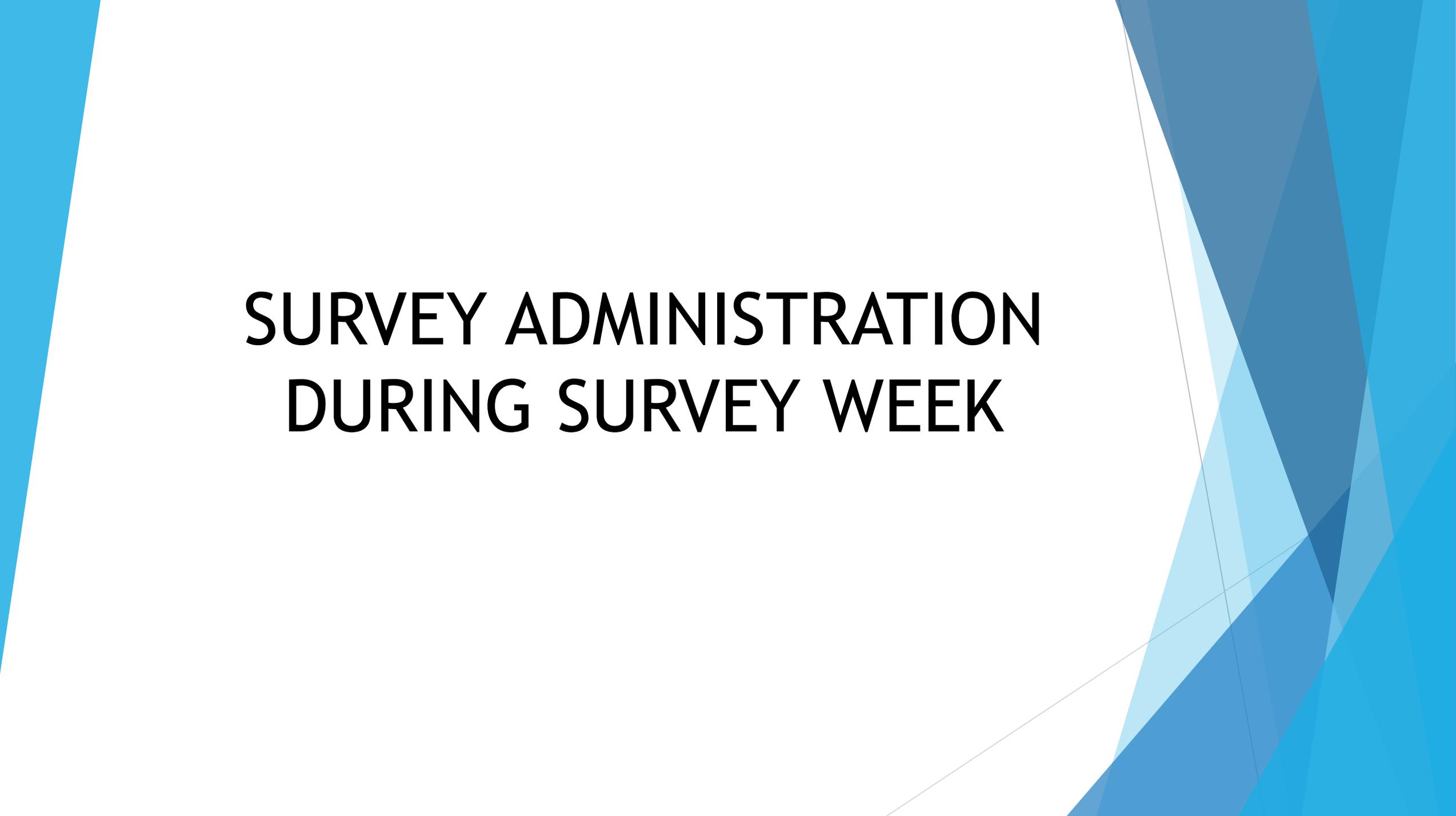
# Collection of Additional Data

- ▶ If counties would like to collect additional data in addition to the questions on the CPS surveys, they must do so on a separate survey form.
  - ▶ UCLA will only scan the CPS surveys and prepare county level aggregate reports using ONLY CPS survey items.
  - ▶ Counties are responsible for analyzing any additional data collected on a separate survey form.

*Reminder: With the addition of questions on Telehealth in the 2024 CPS surveys, there is no more space for counties to ask additional questions*

# Changes to the CPS Forms in 2026

- The following changes to the CPS forms have been introduced in 2026
  - Questions on Gender Identity have been replaced by a single choice question on Sex according to updated guidance from SAMHSA.
  - Questions on Sexual Orientation have been deleted.
- Counties submitting electronic data must use the 2026 codebooks
  - These changes are reflected on pages 17 for Adult, 16 for Older Adult and 13 for Youth and YSS-F.
- In 2026, all survey types are now available in large font (English and Spanish) to improve accessibility.

The background features abstract, overlapping geometric shapes in various shades of blue, ranging from light sky blue to deep navy blue. These shapes are primarily located on the left and right sides of the frame, creating a modern, dynamic feel. The central area is a plain white space where the text is located.

# **SURVEY ADMINISTRATION DURING SURVEY WEEK**

# Survey Administration by Short Doyle / Medi-Cal Providers

Surveys should be administered to ALL consumers regardless of the funding stream (i.e., Medi-Cal versus Indigent).

Do not use clinical or service delivery staff for survey administration.

Surveys should be administered to ALL consumers receiving outpatient services **ONLY** during the survey period.

It is permissible to use staff who do not provide direct clinical services to the consumer.

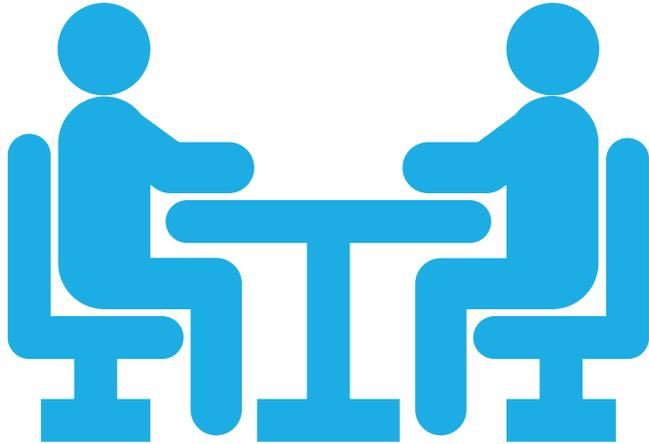
Survey Administration in Short Doyle/ Medi-Cal Clinics

The use of volunteers / peers / consumers / family advocates is highly recommended.

# Safeguarding Consumer PHI

- ▶ The CPS contains PHI information that should be protected.
- ▶ HIPAA Policy 500.21 Safeguards for PHI
  - ▶ All counties must implement appropriate administrative, technical and physical safeguards which will protect PHI from any intentional, unintentional or incidental disclosure that is in violation of the Department's Privacy Policies or the Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy Rule. This requirement applies to all types of PHI in any form - oral, on paper or electronic.

# Consumer Confidentiality



- ▶ The Consumer's **confidentiality must be respected and maintained** during the entire survey and reporting process.
- ▶ The information obtained is **confidential.**
- ▶ Consumer / Family **participation is voluntary.**

# Paper Surveys



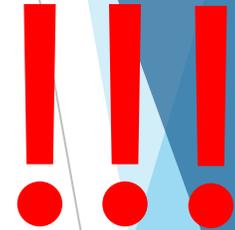
# CPS Paper Forms

- ▶ Counties have the option of using Adult and Older Adult Survey forms **with or without Quality-of-Life Questions.**
- ▶ Use black or dark blue pen.
- ▶ The response bubble should be fully filled in; no check marks or X's.
- ▶ Do not make any marking in the box in the lower right-hand corner of the forms that contains a black and white geometric pattern. Any markings over this box will cause the survey to be invalid.



**REMINDER**

**PRINT FORMS DOUBLE SIDED**



**DO NOT PHOTOCOPY THE SURVEY FORMS**

# Preparation of Paper Survey Forms

## Required and Optional Items



### Required Items

**CSI County Client Number (CCN)** at the bottom of each page must be completed on **each page of the survey form**.

**County Code:** Must be completed. Can be pre-filled by providers.

**Date of Survey Administration:** Must be completed. Can be pre-filled by providers.

**Reason for Non-participation where applicable:**

Must be completed by providers for consumers who do not wish to participate in the survey. UCLA provides an online link to record data on reasons for not completing both paper or online survey.



### Optional Items

**Reporting Unit:** Providers can enter their unique provider number in this field. This will allow counties to conduct provider-level data analysis after receiving the data back from the DHCS data portal.

# SPECIFIC ITEMS To Pre-Fill

## FOR OFFICE USE ONLY

County Code:

--	--

Date of Survey Administration:

0	5	/			2	0	2	6
---	---	---	--	--	---	---	---	---

County Reporting Unit (optional):

--	--	--	--	--	--	--	--	--	--

Code for not completing the survey (if applicable):

Refused  Impaired  Language  Other

Make sure the same CSI County Client Number is written on all pages of this survey.

\* CSI County Client Number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

\*\*\*Must be entered on EVERY page\*\*\*

44514



# County Client Number (CCN) Number **MUST** be on EVERY Page



The MHSIP Consumer Survey was developed through a collaborative effort of consumers, the Mental Health Statistics Improvement Program (MHSIP) community, and the Center for Mental Health Services.

**\* CSI County Client Number**

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DHCS 1744 EN

**\*\*\*Must be entered on EVERY page\*\*\***

1 / 3



# Online Surveys



# Accessing Online Surveys

- ▶ The Online CPS Survey links are available on the UCLA CPS Website:
  - ▶ Adult survey with AND without QOL questions
  - ▶ Older Adult survey with AND without QOL questions
  - ▶ Youth survey
  - ▶ YSS-F
- ▶ Surveys can be accessed via computer, tablet, or smartphone.
- ▶ UCLA has created a Flyer template with QR codes for each of the six unique survey links to assist in disseminating the links to consumers.
  - ▶ The Flyer with QR codes can be sent via email to a consumer receiving remote services such as telehealth etc.
- ▶ The font size in the online surveys can be enlarged by pressing Shift + on the Number Keypad. To reduce the font size, press Shift - on your Number Keypad.
  - ▶ This function allows greater accessibility to surveys for consumers who need the survey in a larger font.

# 2026 Flyer templates with QR Codes

## Consumer Perception Survey (CPS)

For Adults

May 18-22, 2026

**[Counties/providers may tailor this flyer as needed.]**

Tell us what you think about the services you are receiving at this program.

Complete a voluntary and confidential survey.

Choose how you want to participate:

- **Secure online survey link for this program:**

**ADULT**

<https://uclahs.fyi/CPS2026Adult>



**ADULT (+QOL)**

<https://uclahs.fyi/CPS2026AdultQOL>



- **Paper survey form (ask program staff for a form)**

Ask program staff if you have questions or would like assistance with the survey!

*Thank you for participating in this important survey!*

## Consumer Perception Survey (CPS)

For Youth and Families

May 18-22, 2026

**[Counties/providers may tailor this flyer as needed.]**

Tell us what you think about the services you are receiving at this program.

Complete a voluntary and confidential survey.

Choose how you want to participate:

- **Secure online survey link for this program:**

**YOUTH**

<https://uclahs.fyi/CPS2026Youth>



**FAMILIES OF YOUTH**

<https://uclahs.fyi/CPS2026Family>



- **Paper survey form (ask program staff for a form)**

Ask program staff if you have questions or would like assistance with the survey!

*Thank you for participating in this important survey!*

# Test Your Access to Online Surveys

- ▶ Counties/Providers can now TEST their ACCESS to the Online CPS Surveys using the links and QR codes.
  - ▶ ONLINE SURVEY LINK: Adult - <https://uclahs.fyi/CPS2026Adult>
  - ▶ QR CODES/FLYERS: Adult
- ▶ Flyer templates with QR Codes are available for download from the UCLA CPS website.
  - ▶ Available in English, Spanish, Chinese, Farsi and Vietnamese. We will consider other threshold languages per request.

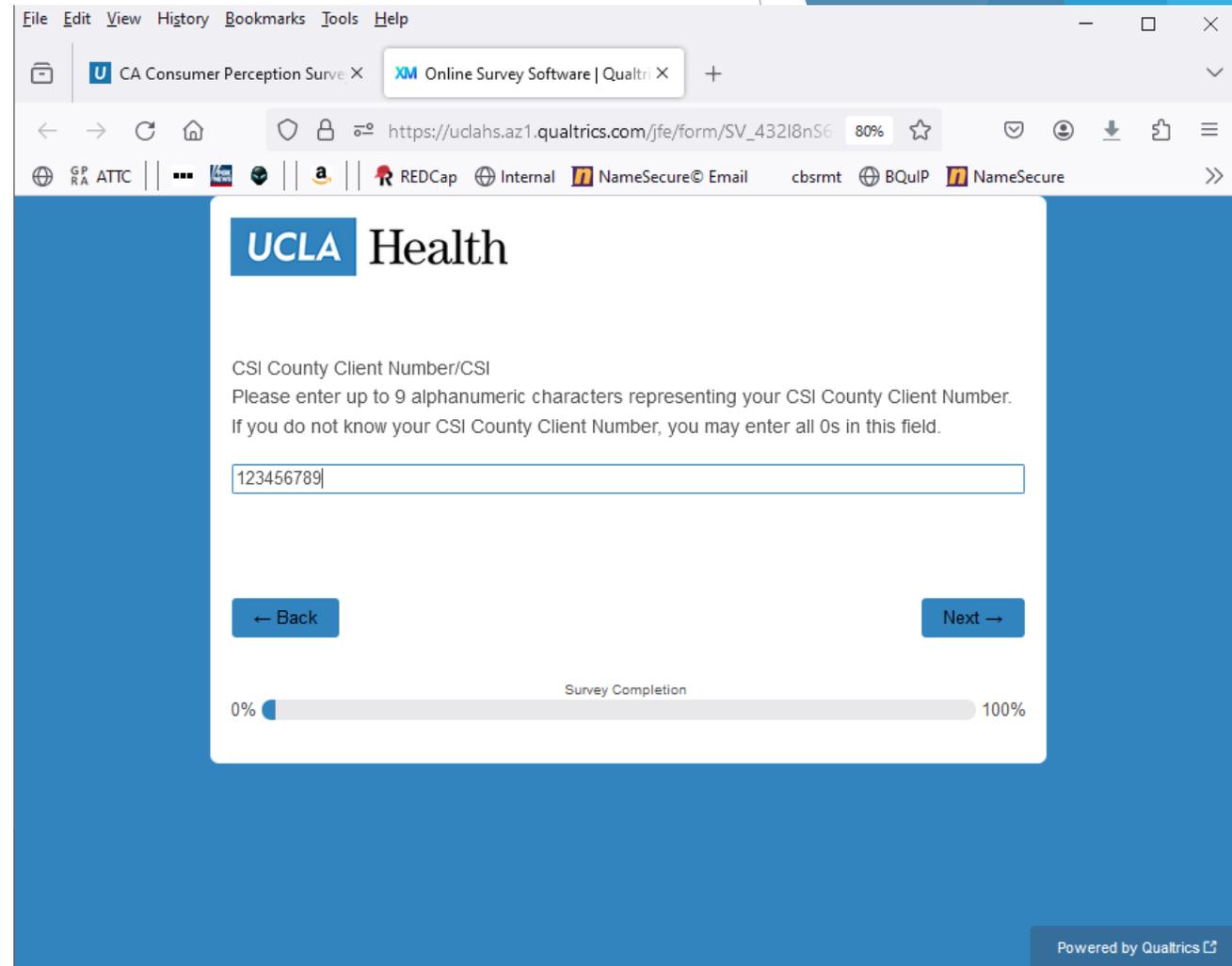


## IMPORTANT:

Only surveys completed during the survey period (May 18-22, 2026) will be included in the final data set.

# Online Survey - County Client Number

- Valid CCNs need to be entered in both paper AND online surveys
- Since consumers may not know their CCNs a administrative staff can provide this information.
  - Administrative staff can pre-fill this information before requesting the consumer to complete the survey.
  - However, this can only be done for an in-person survey in a clinic.
  - Providers cannot pre-fill this information, save the link and email the link to the consumer receiving Telehealth services.
  - Providers can send the QR code via email to consumers.
- **CCN IS A REQUIRED FIELD**
  - If a consumer cannot obtain their CCN, please enter a number that is unique to your county such as **19**12345 with first two digits indicating county code.



The screenshot shows a web browser window displaying a Qualtrics survey form. The browser's address bar shows the URL: [https://udahs.az1.qualtrics.com/jfe/form/SV\\_43218nS6](https://udahs.az1.qualtrics.com/jfe/form/SV_43218nS6). The survey is titled "UCLA Health" and is for the "CSI County Client Number/CSI". The instructions state: "Please enter up to 9 alphanumeric characters representing your CSI County Client Number. If you do not know your CSI County Client Number, you may enter all 0s in this field." A text input field contains the value "123456789". Below the input field are two buttons: "← Back" and "Next →". At the bottom of the form, there is a progress bar labeled "Survey Completion" which is currently at 0%.

# Advantages of Online Survey Versus Paper Survey

Online Surveys have several benefits over paper surveys:

- Takes much less time to complete as compared with paper surveys
- For surveys completed using the UCLA online survey platform, counts of how many surveys completed by County, CCN Number, Survey Type, Reporting Unit and Language of the survey form will be made available to counties via UCLA Box folder each day of the survey week.
- Survey comments by County, Survey Type and Reporting Unit can be accessed daily via UCLA Box folder during the survey week.
- Speeds up preparation of survey data files by UCLA.

# Reminder: Consent for Follow-up from online survey respondents

- ▶ UCLA will continue to ask online survey consumers for their consent-to-be-contacted for a Follow-up Survey.
- ▶ This will only be asked of consumers completing the survey in English and Spanish languages.
- ▶ Although consumer information such as name and contact information (email and or phone) will be gathered by UCLA, this information will not be shared with the counties. Therefore, no linkages of consumer information received via consent to a Follow-up survey will be made to the CPS survey

# Recording Reason for Not Completing a Survey for both Paper and Online Surveys

- ▶ Consumers who do not wish to complete the CPS survey must have a reason documented.
  - ▶ **Refused (Ref)**: Client refused to complete the survey.
  - ▶ **Impaired (Imp)**: Client is too impaired (mentally or physically) to complete the survey.
  - ▶ **Language (Lan)**: Client is unable to complete survey as survey is not in a language the client understands.
  - ▶ **Other (Oth)**: Any other reason not listed above.
- ▶ Reason Code for not completing the survey can be recorded in two ways:
  1. Entered on the last page of the paper survey and sent to UCLA along with the completed paper surveys, or,
  2. Entered on the UCLA's online tool <https://uclahs.fyi/CPS2026Reasons>.

# Recording Reasons for Not Completing a Survey via UCLA's Online Tool

- Reasons to not complete a survey are the same for paper and online survey
- UCLA has designed an online tool in which reasons to not complete a survey can be recorded for consumers who are offered a paper survey or online survey link
- UCLA's online tool will open during the survey week and will remain open for data entry until June 19, 2026.
- This is the link to the online tool:  
<https://uclahs.fyi/CPS2026Reasons>.

**CPS Consumer Survey Type**

MHSIP Adult	MHSIP Adult+QOL	MHSIP Older	MHSIP Older+QOL	YSS Youth	YSS-F Parent/Family
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**Was this consumer offered an online or paper survey?**

Online	Paper
--------	-------

County Code (2 digits)

Date of survey administration (MM/DD/YYYY)

CSI County Client Number

County Reporting Unit \*

\* Optional

**Code for not completing the survey**

Refused	Impaired	Language	Other
---------	----------	----------	-------

# Sample Report of Recording a Reason for Not Completing a Survey

**UCLA Health**

Your responses have been recorded. Click below to enter additional survey reason codes.

[Enter New Reason Code](#)

Adult	5
Adult + QOL	1
Older	0
Older + QOL	0
Youth	0
Parent/Family	0
<b>TOTAL</b>	<b>6</b>

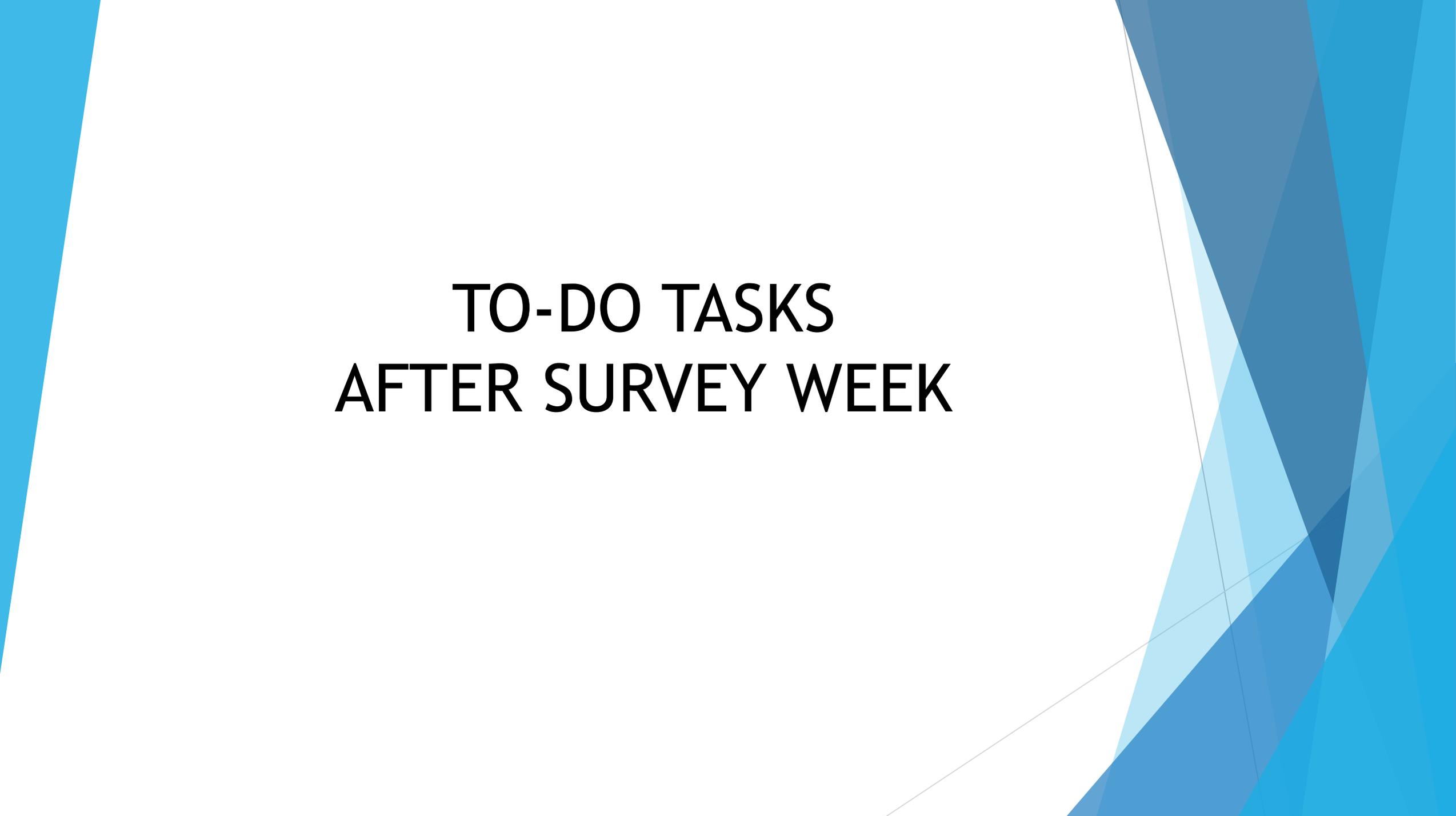


**UCLA Health**

After each entry, a summary page will include a cumulative count of Reason Code entries by form type, specific to your county.

# What to expect from UCLA CPS Team during survey week

- ▶ UCLA will send reminders and announcements about survey administration.
- ▶ For counties using the UCLA online survey portal for data collection:
  - ▶ UCLA will upload **daily survey counts** by reporting unit to you County Box folder (by the end of each day and or next morning).
  - ▶ UCLA will upload **consumer comments** from the online survey submissions to your County Box folder.
- ▶ UCLA will continue to update the UCLA CPS Website as needed.
- ▶ UCLA CPS Team is always available for any questions or technical assistance

The background features abstract, overlapping geometric shapes in various shades of blue, ranging from light sky blue to deep navy blue. These shapes are primarily located on the left and right sides of the frame, creating a modern, dynamic feel. The central area is a plain white space where the text is located.

# **TO-DO TASKS AFTER SURVEY WEEK**

# MAILING PAPER SURVEYS TO UCLA

## Counties must use FED EX only to ship the paper surveys to UCLA.

Pre-paid Fed Ex shipping labels will be provided by UCLA

- ▶ If some counties such as those in Southern California would like to personally drop off survey boxes, it can be arranged. Please contact us and make an appointment to drop off the surveys.
- ▶ Complete and send UCLA a shipping form so a label can be created and returned to county coordinator. Each shipment should include a cover sheet inside the packaging.
- ▶ The shipment(s) of paper surveys can be dropped off at a Fed Ex office or coordinators can arrange for a pick-up.
- ▶ Each shipment must include a UCLA-provided, pre-paid label addressed to:

Attn: Vandana Joshi

Integrated Substance Use and Addiction Programs - UCLA

10911 Weyburn Avenue, Suite 200

Los Angeles, CA 90024

- For additional questions on shipping surveys via Fed Ex and labels please contact Marylou Gilbert at [MarylouGilbert@mednet.ucla.edu](mailto:MarylouGilbert@mednet.ucla.edu)

## REMINDER!!

# Sending Paper Surveys to UCLA for Scanning



# CPS 2026 Shipment Form

## CONSUMER PERCEPTION SURVEY

### Paper Surveys Shipment Form – For CPS County Coordinator Use Only

In order for us to create a FED EX label for your shipment, please complete fully and email this form to Marylou Gilbert ([MarylouGilbert@mednet.ucla.edu](mailto:MarylouGilbert@mednet.ucla.edu)).

#### CPS County coordinator or Sender:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Agency/Department: \_\_\_\_\_

Address: \_\_\_\_\_

Phone number: \_\_\_\_\_ Email: \_\_\_\_\_

Number of boxes/envelopes/padded paks you will ship, including the size (small, medium, or large) and approximate weight of each box/envelope:

- Small box; how many \_\_\_\_\_ approximate weight of each \_\_\_\_\_.
- Medium box; how many \_\_\_\_\_ approximate weight of each \_\_\_\_\_.
- Large box; how many \_\_\_\_\_ approximate weight of each \_\_\_\_\_.
- Small envelope; how many \_\_\_\_\_ approximate weight of each \_\_\_\_\_.
- Med envelope; how many \_\_\_\_\_ approximate weight of each \_\_\_\_\_.
- Large envelope; how many \_\_\_\_\_ approximate weight of each \_\_\_\_\_.
- Small pak; how many \_\_\_\_\_ approximate weight of each \_\_\_\_\_.
- Med pak; how many \_\_\_\_\_ approximate weight of each \_\_\_\_\_.
- Large pak; how many \_\_\_\_\_ approximate weight of each \_\_\_\_\_.
- We will use our own packaging; how many \_\_\_\_\_ approximate weight of each \_\_\_\_\_.

Additional shipping info: \_\_\_\_\_

#### FedEx Pick up or Drop off - Please indicate your preference:

- We will be scheduling a FedEx pick up on this date: \_\_\_\_\_  
**TO SCHEDULE A PICK UP PLEASE CALL/ARRANGE WITH FED EX DIRECTLY  
AT: 800-463-3339**
- We will drop off the box(es)/package(s) at a FedEx facility/drop off on this date:  
\_\_\_\_\_

# CPS 2026 Cover Sheet

## COVER SHEET

UCLA

Consumer Perception Survey (CPS)  
Forms Submission to UCLA ISAP

**FOR CPS COUNTY COORDINATOR/STAFF USE ONLY**

Please complete this form and include it with your submission to UCLA.

County: \_\_\_\_\_

Contact person in charge of Consumer Perception Survey (CPS) administration for this county:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Contact person(s) to receive CPS Reports and raw data files: (This person will receive user-specific access to the county's Box folder containing CPS reports and data files along with instructions to access Box.)

Check if same as above, and/or provide the information below.

Individuals who should be given access to your county folder in Box:

Name: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Email: \_\_\_\_\_

Total number of forms sent to UCLA:

Adult: \_\_\_\_\_ Older Adult: \_\_\_\_\_ Family: \_\_\_\_\_ Youth: \_\_\_\_\_

Total number of boxes/envelopes sent to UCLA: \_\_\_\_\_

Include a copy of this completed cover sheet inside each box/envelope being sent to UCLA ISAP.

Use the FED EX label(s) provided by UCLA to send survey boxes/envelopes with completed surveys and cover sheet(s); label will be addressed as follows:

Attention: Vandana Joshi, CPS Director  
UCLA Integrated Substance Use and Addiction Programs  
10911 Weyburn Avenue, Suite 200  
Los Angeles, CA 90024  
310-801-2524

Please direct any survey questions or concerns to Marylou Gilbert, at [MarylouGilbert@mednet.ucla.edu](mailto:MarylouGilbert@mednet.ucla.edu)

Version date: 1/29/24

# Dates for Processing Forms Locally or Submitting Paper Forms to UCLA for Scanning

- ▶ Counties can submit paper forms to UCLA for scanning and processing.
  - ▶ UCLA-ISAP must receive the paper forms via FedEx by **June 12, 2026**, for timely processing of data for DHCS.
  - ▶ Data entry to enter reason code for not completing a survey using UCLA's web tool must be completed by **June 19, 2026**.
- ▶ Counties that process/scan their own data can submit electronic data files directly to UCLA via the UCLA Health Sciences Box folder.
  - ▶ UCLA-ISAP must receive the data files by **July 20, 2026**, for timely processing of data for DHCS.



Important Survey Date: **June 12, 2026**  
Return Paper Surveys to UCLA via FedEx

June 2026						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	1	2	3	4		6
7	8	9	10	11	<b>12</b>	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

# Important Survey Date: **July 20, 2026** Upload Electronic Survey Data to UCLA

July 2026						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12		14	15	16	17	18
19	<b>20</b>	21	22	23	24	25
26	27	28	29	30	31	

# ACCESSING YOUR SURVEY REPORTS AND RAW DATA

# Retrieving Your Survey Data

## ▶ Aggregate County Level Data reports

- ▶ UCLA will prepare aggregate reports for each county and make them available for download in county-specific UCLA Box folders by December 2026/January 2027.
- ▶ Contact Savannah Gourley for Box folder access and contact changes.
- ▶ Suggestions/Common issues:
  - ▶ Can't find your County Box link? Bookmark Box on your computer so it's easy to access
  - ▶ Change of staff/organization domain: Notify UCLA with any changes so we can update and authorize access (e.g: email domain of their organization changes from .org to .gov)

## ▶ Retrieving Your Raw Survey Data

- ▶ The 2026 CPS raw data with identifiers will be available from the DHCS portal at <https://portal.dhcs.ca.gov/>
  - ▶ By December 2026/January 2027
- ▶ Counties will be notified via email from UCLA when this raw data will be available for download.
- ▶ Counties have 60 days to download this data from the DHCS data portal.

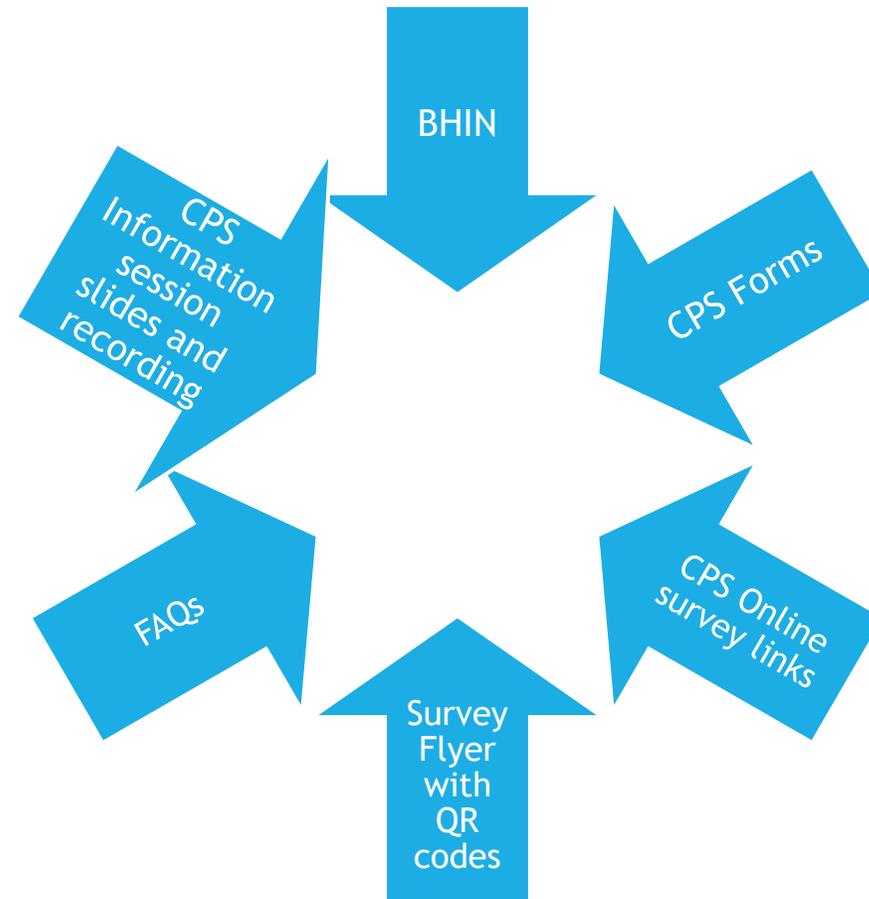
# Survey Takeaways

- County-level aggregate data reports are prepared by each Survey Type. Due to compliance with data suppression rules, Ns < 11 are suppressed in the data tables for the demographic section.
- At least 10 surveys are needed for each survey type for computing meaningful mean domain scores.
- Given high percentage of missing data for Arrest history, this data table in the county report is combined for Adult and Older Adult /and Youth and YSS-F.

# What's Available at UCLA CPS Website

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

\*It is important to refresh your browser upon each visit to the website to find new updates\*



# IMPORTANT DATES

- ▶ May 18-22, 2026 - CPS Survey Collection Period
- ▶ June 1, 2026 - Deadline to notify UCLA if county will provide electronic data (Teleform or electronic survey data)
- ▶ June 12, 2026 - Deadline for counties to send completed CPS Forms to UCLA via FEDEX.
  - ▶ UCLA will provide your FEDEX labels
- ▶ June 19, 2026 - Deadline for counties to complete data entry to record Reason Codes for not completing the survey using the UCLA Reason Code link.
- ▶ July 20, 2026 - Deadline for counties who have scanned their own paper forms to submit their data electronically to UCLA Box Folder.

# CPS INQUIRIES

Send general inquiries via email to

[CPSInfoUCLA@mednet.ucla.edu](mailto:CPSInfoUCLA@mednet.ucla.edu)



For Additional Questions:

Vandana Joshi: [vjoshi@mednet.ucla.edu](mailto:vjoshi@mednet.ucla.edu)

Marylou Gilbert: [marylougilbert@mednet.ucla.edu](mailto:marylougilbert@mednet.ucla.edu)

Savannah Gourley: [sgourley@mednet.ucla.edu](mailto:sgourley@mednet.ucla.edu)

Please email all three to ensure the quickest response