# Mental Health Consumer Perception Survey (CPS)

Spring 2025

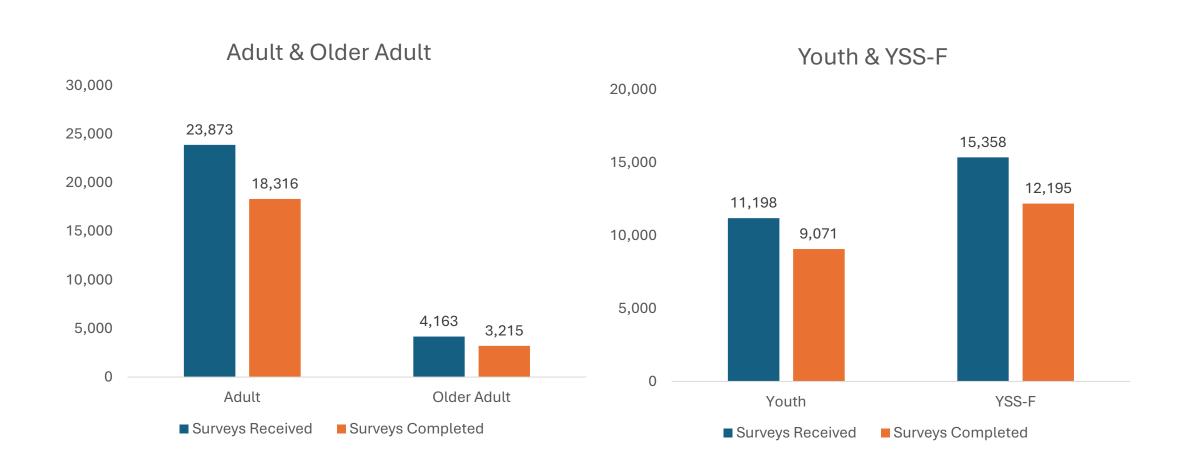
**UCLA-ISAP** 

March 18, 2025

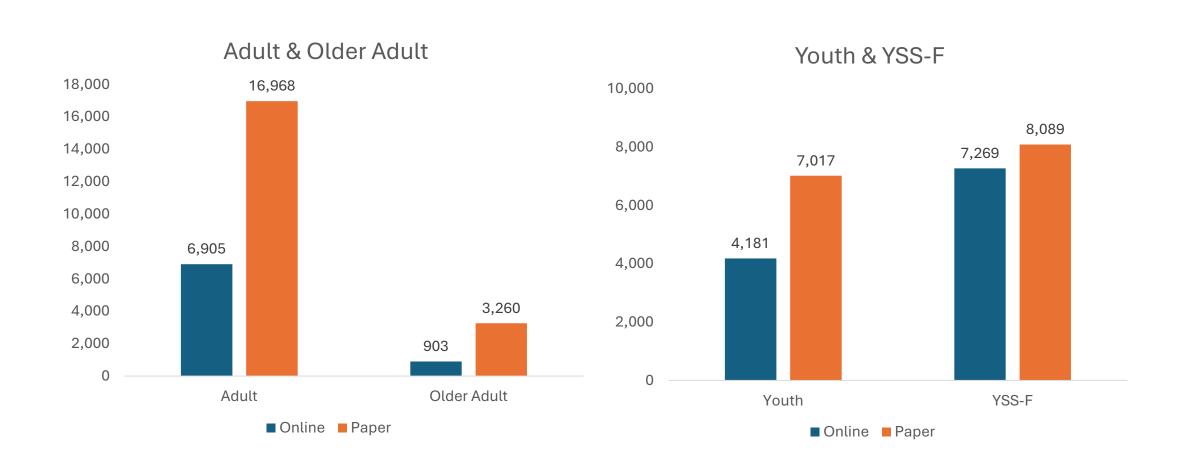
### **CPS 2024**

- Surveys Received and Completion Rate
- In 2024 we received a total of 54,592 surveys across all four survey types.
- Completion Rate across all four survey types was 78.4%
  - Completion rate is defined as surveys with no reason code and responses to at least some survey items

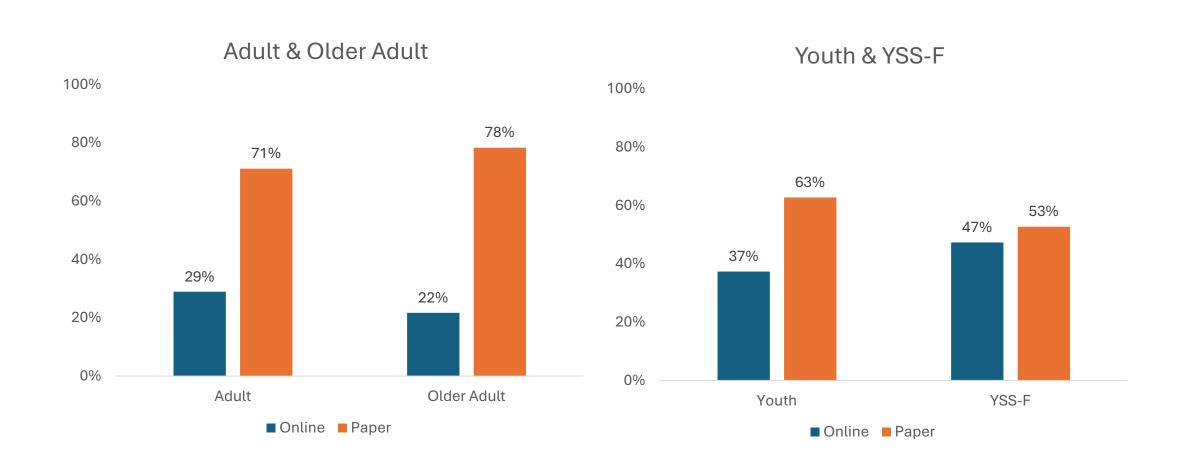
# Total Surveys Received & Completed by Survey Type



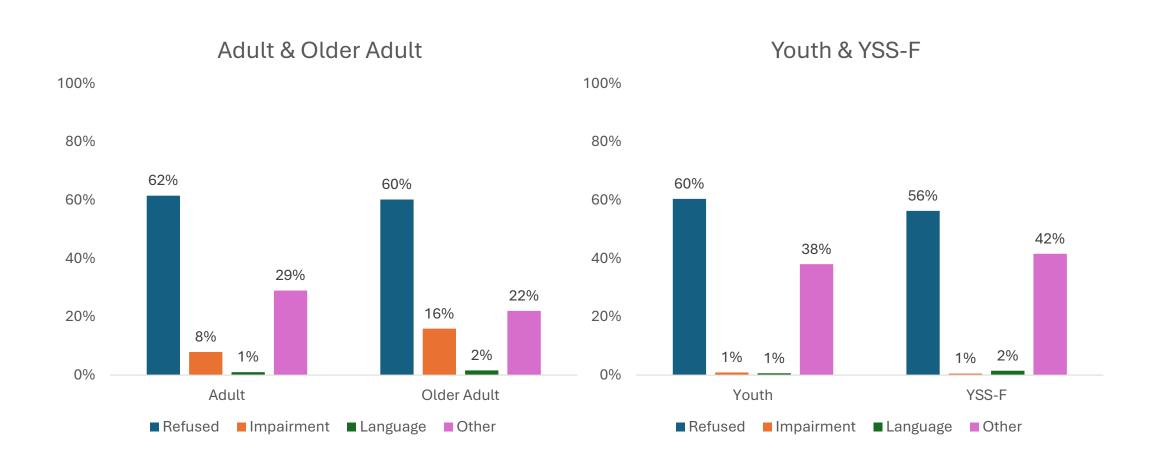
# Online Versus Paper Surveys Received by Survey Type



# Percent Online Versus Paper Surveys Received by Survey Type



# Reason Code for Not Completing Surveys by Survey Type



- 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

# 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.)

# Survey Data Collection Dates

Only collect data during the official survey period

May 2025						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	1	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

# CPS Data Collection Spring 2024 May 19-23, 2025

- Behavioral Health Information Notice (25-004) has been issued and uploaded to UCLA CPS 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 should be surveyed.
- Surveys are available in 12 languages.
- There are 4 Survey Types:
  - 1. Adult: Ages 18-59
  - 2. Older Adult: Ages 60+
- There are 2 data collection options.
  - Paper survey forms
  - Online survey
- ► Counties can choose to collect data using both the online and paper surveys. 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.

- 3. Youth (YSS): Ages 13-17
- 4. Families of Youth Ages 0-17 (YSS-F)

### CPS Data Collection Spring 2025 May 19-23

UCLA-ISAP is coordinating the CPS data collection on behalf of DHCS, including scanning paper survey forms.

Online data collection tool is available via the UCLA online survey portal.

The survey is administered once each year in Spring.

Counties will be able to access survey results as aggregated county-level reports available via the UCLA Health Sciences Box platform.

▶ UCLA will provide access credentials for Box folders to each county's CPS coordinator or designated person.

Few changes to the structure of files in the UCLA-Box folder.

▶ Please ensure you have designated a CPS contact for your county who will access the UCLA Box folder for reports. For questions on accessing the Box folder please contact Savannah Gourley at sgourley@mednet.ucla.edu



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
- Day Treatment
- ► Telehealth
- Wellness Centers
- ► Field based outpatient services

Data Collection is Limited to Mental Health Outpatient Services ONLY

# Data Collection Treatment Settings & Populations Not Included are as indicated below:

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

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).

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

Survey Administration in Short Doyle/ Medi-Cal Clinics

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

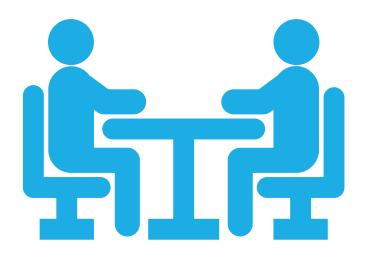
It is permissible to use staff who do not provide direct clinical services to the consumer.

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.



### **CPS Paper Forms**

- Counties have the option of using Adult and Older Adult Survey forms with or without Quality-of-Life Questions.
- Forms are available in 11 threshold languages in addition to English (Arabic, Armenian (Eastern), Chinese (Traditional), Farsi, Hmong, Khmer, Korean, Russian, Spanish, Tagalog, Vietnamese)
- 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.

d the Center for Mental Health Services





Youth Services Survey Family (YSS-F)

### Who should participate?

 Children aged 12 and younger are not eligible and should not be surveyed.

The YSS-F can be completed by a child's or youth'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 receiving outpatient services during the survey period should complete the YSS-F survey form



### Printing CPS Forms

- Forms are available for download at the UCLA-ISAP CPS website: <a href="mailto:consumer perception survey webpage">consumer perception survey webpage</a>
  - ► PRINT FORMS DOUBLE SIDED (NEW)
- Survey Forms are PDF fillable documents for the administrative section only.
  - When you enter County Client Number (CCN) on page 1 in the pdf survey form, the same CCN # is auto-populated on pages 2,3 and 4.
- Print the forms directly from the pdf files
  - Please use a digital printer with white paper for printing the surveys.
  - ▶ DO NOT PHOTOCOPY THE SURVEY FORMS.
    - All copiers resize images slightly and will make the forms unreadable.
    - ► REMEMBER!! PRINT FORMS DOUBLE SIDED
      - ▶ This speeds up the scanning process.
      - Allows for less error.

# PRINT FORMS DOUBLE SIDED (NEW)

This speeds up the scanning process

Allows for less error



### Preparation of Paper Survey Forms

### Required and Optional Items



Required Items

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

<u>County Code:</u> Must be completed. Can be pre-filled by providers.

<u>Date of Survey Administration:</u> Must be completed. Can be prefilled by providers.

### Reason for Non-participation in Survey data collection:

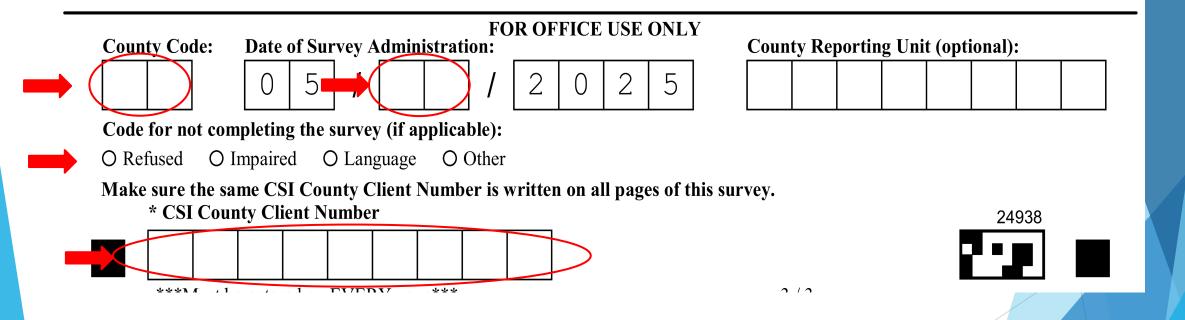
Must be completed by providers for consumers who do not wish to participate in the survey. UCLA provides an online link to record data on reasons for not completing the survey.



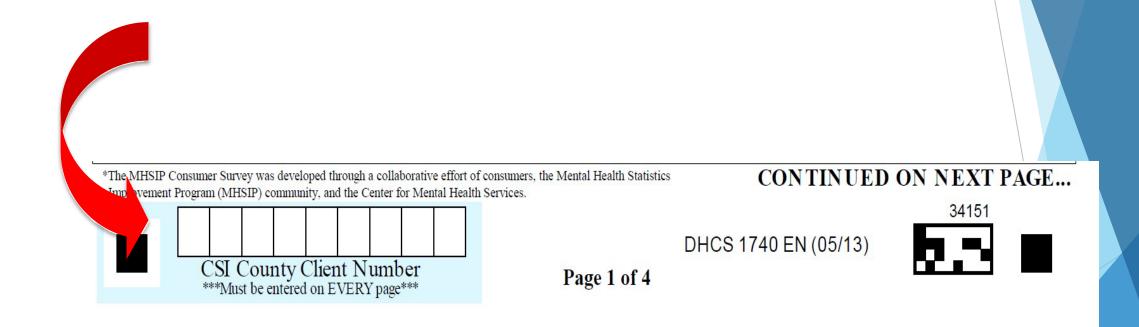
Optional Items

<u>Reporting Unit:</u> 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



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



### Additional County Questions

### (Reminder)

- Some county coordinators have inquired if they can ask additional questions using the CPS survey.
  - With the addition of questions on Telehealth in the 2024 CPS surveys, there is no more space for counties to ask additional questions.
  - If counties would like to collect additional data in addition to the CPS surveys, they must do so on a separate survey form.
    - ► The full CPS survey should be administered to consumers. Questions in addition to the CPS survey may be collected by counties on a separate survey form.
    - ▶ UCLA will only scan the CPS surveys and prepare county level aggregate reports using <u>ONLY</u> CPS survey items.
    - Counties are responsible for analyzing any additional data collected on a separate survey form.

### Reasons for Not Completing Survey

- The reason for a consumer not completing the survey (using either a paper form or <u>survey link</u>) should be documented using the UCLA's online form <a href="https://uclahs.fyi/CPS2025Reasons">https://uclahs.fyi/CPS2025Reasons</a>. More information on this in later slides.
- If this data is collected using the paper forms, these should be sent to UCLA along with the completed paper surveys.
  - ▶ <u>Refused (Ref)</u>: Client refused to complete the survey.
  - Impaired (Imp): Client is too impaired (mentally or physically) to complete the survey.
  - <u>Language (Lan)</u>: 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 (if applicable): O Ref O Imp O Lan O Oth

# No changes to the CPS Forms in 2025 from 2024

### The following changes to the CPS forms were introduced in 2024 and continue in 2025

- County questions replaced with three Telehealth questions
- Question on language consolidated into one question
- Questions on Gender Identity have been expanded to six categories
- Questions on Sexual Orientation have been added
- Data field called "Surveycollect" has been added to the county's data download from the DHCS data portal. This data field provides information on which survey was collected as paper versus online
- UCLA will provide Fed Ex shipping labels for mailing paper surveys to UCLA
- Qualitative analysis using a Word Cloud has been added to county level reports (open for discussion)

# Printing Instruction added to top of survey do not photocopy surveys, print from PDFs <u>DOUBLE SIDED</u>



# MHSIP Consumer Survey - ADULT Spring 2025



English

- Please help our agency make services better by answering some questions. Your answers are confidential and will not influence current or future services you will receive. For each survey item below, please fill in the circle that corresponds to your choice.
- Please answer the following questions based on the LAST 6 MONTHS, or if you have not received services for 6 months, just give answers

### 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

# REMINDER!! Sending Paper Surveys to UCLA for Scanning



# CPS 2025 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 (Marylou Gilbert @mednet.ucla.edu).

### CPS County coordinator or Sender: Agency/Department: 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:

Version date 1/29/24

#### 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.

# CPS 2025 Cover Sheet for mailing surveys

County:		
Contact person in charge of Con	nsumer Perception Survey (CPS	s) administration for this county:
Name:	Title:	
Phone:	Email:	
the county's Box folder containing	ng CPS reports and data files ald and/or provide the information I	
Name:	Email:	
Name:	Email:	
Name:	Email:	
Total number of forms sent to		Youth:
Total number of boxes/envelo	pes sent to UCLA:	<u> </u>
Include a copy of this complet	ed cover sheet inside each be	ox/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:

UCLA Integrated Substance Use and Addiction Programs

Attention: Vandana Joshi, CPS Director

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

### Important Dates:

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 16, 2025, for timely processing of data for DHCS.
  - Data entry to the Reasons codes website must be completed by June 20, 2025.
- 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 18, 2025, for timely processing of data for DHCS.
  - ► Each county will have access to its own UCLA-ISAP Box folder to upload data and download county-level reports prepared by UCLA.



# Important Survey Date: June 16, 2025 Return Paper Surveys to UCLA via FedEx

	June 2025						
Sun	Mon	Tue	Wed	Thu	Fri	Sat 1	
1	2	3	4	5	6	7	
8	1	10	11	12	13	14	
15	16	17	18	19	20	21	
22	23	24	25	26	27	28	
29	30						

# Important Survey Date: July 18, 2025 Upload Electronic Survey Data to UCLA

July 2025						
Sun	Mon	Tue 1	Wed 2	Thu 3	Fri 4	Sat 5
6	7	8	9	10	1	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		





### Accessing Online Surveys

- Six unique survey links for each of the six survey types (Adult with and without QOL, Youth, and Families of Youth) are available on the UCLA Website.
- The online survey is available in the 11 threshold languages and English.
- Counties/Providers can use the Online CPS Survey link to practice data collection during the survey period.
- Please share with providers to ensure access to the survey link platform and no firewalls are blocking access etc.
- UCLA has provided QR codes for each of the six unique survey links to assist in disseminating the links to consumers.
- Download the survey flyer templates for QR codes from the UCLA CPS website.
  - The survey flyers are available in English, Spanish, Chinese, Farsi and Vietnamese. We will consider other threshold languages per request.

### Flyers with QR Codes (available for download)

### **Consumer Perception Survey (CPS)**

For Adults

May 19-23, 2025

### [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/CPS2025Adult



#### ADULT (+QOL)

https://uclahs.fyi/CPS2025AdultQOL



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 19-23, 2025

### [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/CPS2025Yout



#### **FAMILIES OF YOUTH**

https://uclahs.fyi/CPS2025Family



> Paper survey form (ask program staff for a form)

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

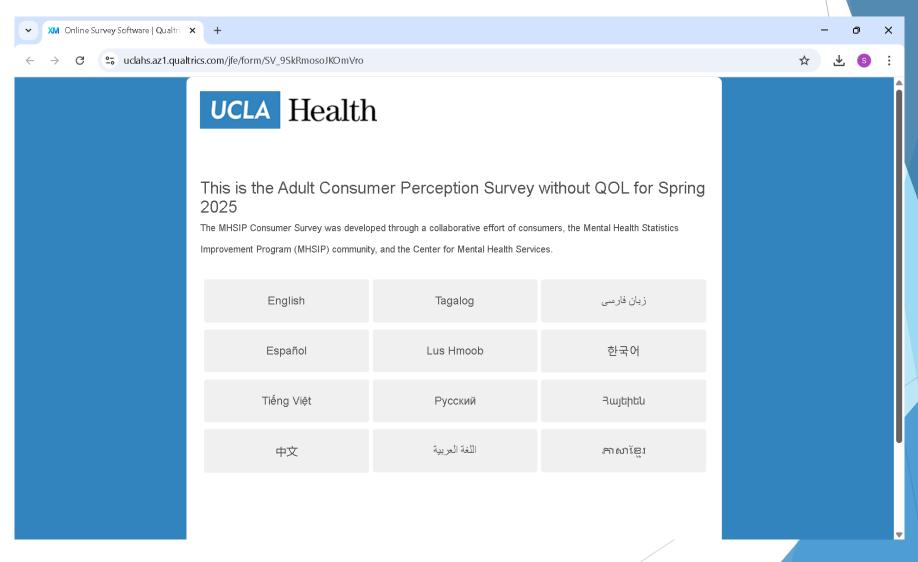
Thank you for participating in this important survey!



# Accessing Online Surveys, continued

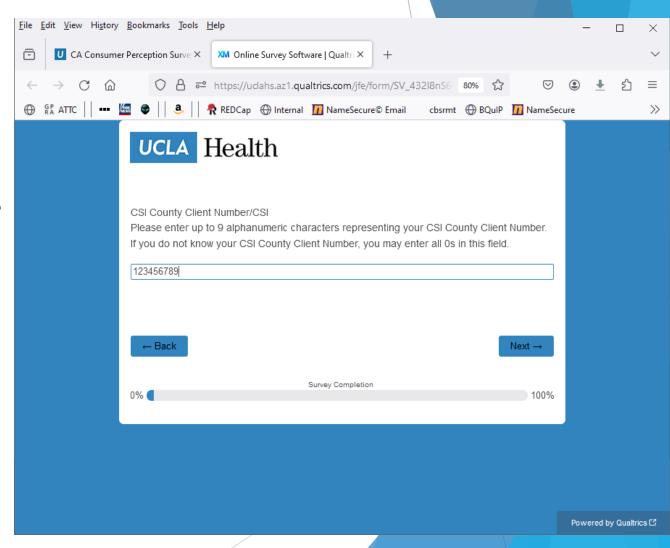
- Clients can access the online survey by scanning the relevant QR code.
- Surveys can be accessed via computer, tablet, or smartphone.
- Providers offering services via telehealth during the survey period can forward the survey link/show QR code
- Only surveys completed during the survey period (May 19-23, 2025) will be included in the final data set.
- Counties can create their own online survey and upload data to the county specific UCLA Box folder.
  - Counties collecting data via their own online survey link MUST submit data in the format specified in the codebooks.
  - The electronic data must be received by UCLA no later than July 18, 2025.

# All surveys available online in California's 11 threshold languages, and English



#### Online survey - County Client Number

- Valid CCNs should be entered in the online survey.
- Since consumers may not know their CCN, providers and clinicians can provide this information to the consumers.
- County Client Number (CCN) and Reporting Unit Number has been moved to the beginning of the survey.
  - This will help administrative staff to 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.
- CCN IS A REQUIRED FIELD
  - If consumers can not obtain their CCN, please enter a number that is unique to your county such as 1912345 with first two digits indicating county code.

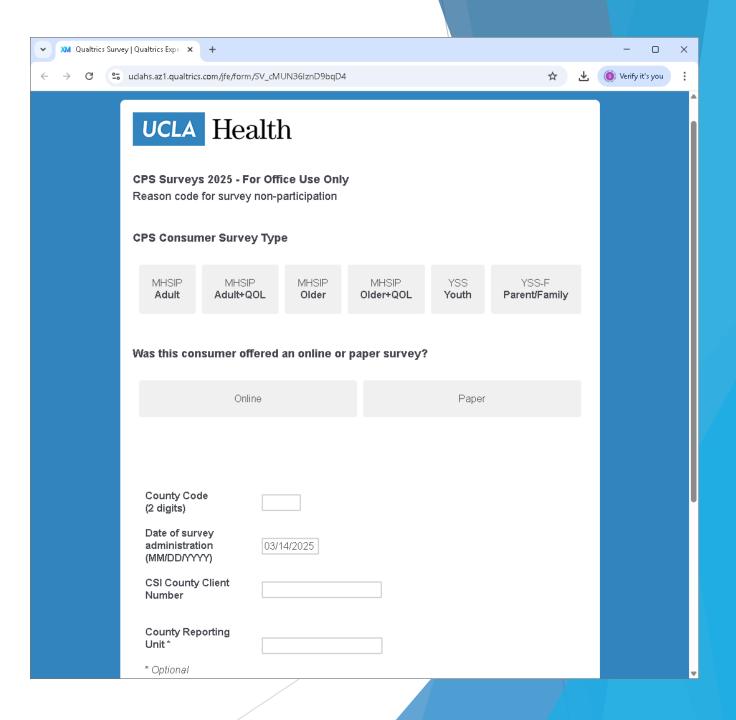


#### Recording Reason Code Online Form

The method to record Reason Codes for consumers who choose not to complete the Online Survey is the same as for those completing the Paper Survey.

#### This link is:

https://uclahs.fyi/CPS2025Reasons.



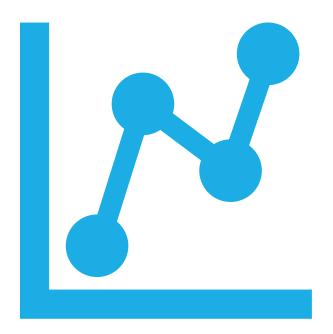


Your responses have been recorded. Click below to enter additional survey reason codes.

#### Enter New Reason Code

Adult 5
Adult + QOL 1
Older 0
Older + QOL 0
Youth 0
Parent/Family 0





# Receiving Daily Survey Counts from UCLA

- For counties using the UCLA online survey portal for data collection, UCLA will continue to provide a daily count of surveys by reporting unit during the survey week, by the end of each day and or next morning.
- The daily reports will be sent to your County Box Folder.
  - UCLA will send an invitation to county contacts to set up a free UCLA Box account to access 2025 CPS data.
  - Please verify with UCLA your county contacts who will need access to your CPS data reports, as soon as possible.

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

- This year we will continue asking a question for consent-to-be-contacted for a Follow-up Survey from online survey consumers
- ► This will only be asked from consumers in English and Spanish language
- 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

# Lessons Learned from 2024

- Counties scanning their own paper surveys or using their own online survey portal must ensure the database uploaded to UCLA Box folder contains data fields that follow the codebook exactly.
  - > Otherwise it adds additional time for data cleaning.
- County-level reports are prepared by each Form Type. However, due to HIPAA Ns < 11 are suppressed in the data tables. For some counties, if the number of surveys collected was too small for a Form Type, the data was combined.
  - For example, in some reports Youth surveys were combined with Family surveys and Adult surveys were combined with Older Adult surveys.



#### Retrieving Your Survey Data

County level survey results will be made available as soon as possible through the UCLA Health Sciences Box, a HIPAA-compliant file sharing platform.

• UCLA will send an invitation to county contacts to set up a free UCLA Box account to access 2025 CPS data.

The 2025 CPS data with identifiers will be available from the DHCS portal at <a href="https://portal.dhcs.ca.gov/">https://portal.dhcs.ca.gov/</a>

By December 2025/January 2026 (available for 60 days for download)

UCLA will prepare aggregate reports for each county and make them available for download in county-specific UCLA Box folders by December 2025/January 2026.

# What's New in the County Level Aggregated Survey Report

In 2025 UCLA included Word Cloud and some qualitative analysis of comments in the Statewide report

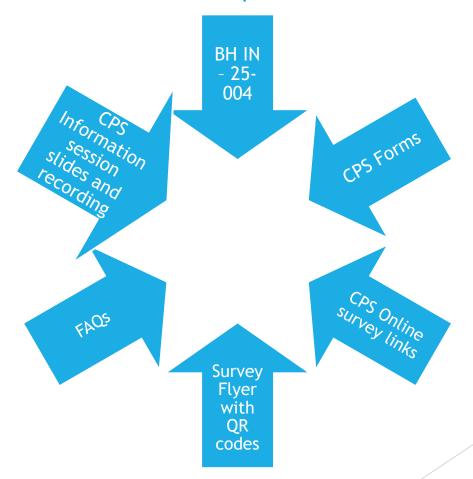
Counties receive online survey comments during the survey week via the UCLA Box folder and images of comments from the paper surveys, once they are scanned.

UCLA can provide technical assistance on how counties can create their own word clouds at the provider level.

#### 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\*



## **CPS INQUIRIES**

Send general inquires via email to

CPSInfoUCLA@mednet.ucla.edu

### For Any Other Additional Questions



Vandana Joshi: vjoshi@mednet.ucla.edu

Marylou Gilbert: <u>marylougilbert@mednet.ucla.edu</u>

Savannah Gourley: <a href="mailto:sgourley@mednet.ucla.edu">sgourley@mednet.ucla.edu</a>

Please email all three to ensure the quickest response