

# CPS frequently asked questions

## What are CPS surveys?

Consumer Perception Surveys (CPS) are a tool, which the California Department of Health Care Services (DHCS) uses to measure and evaluate Medi-Cal beneficiaries' and consumers' perception of the quality of mental health services they are receiving.

The goal of this survey is to collect data for reporting on the federally determined National Outcome Measures (NOMs). Reporting on these NOMs are required by the Substance Abuse Mental Health Services Administration (SAMSHA), and receipt of federal Community Mental Health Services Block Grant (MHBG) funding is contingent upon the submission of this data. Counties are required to conduct the survey and submit data per 3530.40 of Title 9 of the California Code of Regulations.

## When can surveys be administered?

Surveys can only be administered during survey week. Survey week for Spring 2018 is 5/14-5/18. This is why it is important to fill in the date that the consumer completed the survey as any date outside of the survey administration date will make the survey invalid.

## What are the most common errors? These are the most common errors that QCM found at the time of the last survey.

- Surveys may only be administered during survey week.
- The consumer number needs to be entered every page of the survey, and it needs to be listed with leading zeros.
- The last page (for office use only) must be complete.
- Santa Barbara County Code is 42.
- Copies of the survey may not be made; only originals should be administered.

## How do I know who I should offer a survey to?

All clients should be offered a survey; this includes children, youth, and adults. If they decline to complete it, you still need to indicate the client number on each page of the survey, and complete the "For Office Use Only" section.

The following surveys are available, and you should select the one that is the most appropriate for each client:

Adult Forms - for ages 18-59

Older Adult Forms - for ages 60+

Youth Forms - for ages 13-17 and transition-age youth who still receive services in child system

Youth Services Survey for Families - for parents/caregivers of youth under age 18

### **Who can administer the surveys?**

Anyone. Peers and Administrative support staff have been particularly helpful with this role as the point of contact for most clients. Clinicians have also utilized the survey to support and empower the client to advocate for their needs.

### **Where can surveys be administered?**

Anywhere. If you are seeing clients in the field, in their home or in any other setting, you may

### **What if we need more surveys?**

California Institute for Behavioral Health Solutions (CIBHS) is who DHCS partners with to ensure that surveys are administered and processed both correctly and efficiently. This website also has surveys available in seven different languages.

Visit [www.cibhs.org](http://www.cibhs.org) and print the surveys that you need (remember only original surveys will be accepted; no copies).

or

Contact QCM at BWELL [QCM@co.santa-barbara.ca.us](mailto:QCM@co.santa-barbara.ca.us)

### **What happens after the surveys have been administered?**

After the surveys have been administered, QCM will collect the surveys. We need to collect them by the date provided by DHCS in order to package and mail them as required. Several months later, we will receive results and disseminate the information.

### **Where can I find results from previous surveys?**

Please visit the following link to find results from previous surveys:

<https://www.countyofsb.org/behavioral-wellness/performancehome.sbc>