

M E M O R A N D U M

Date: March 13, 2018
To: Medi-cal beneficiary providers
From: Quality Care Management
Subject: Spring 2018 Consumer Perception Surveys
CC:

This memo is a reminder regarding the Spring 2018 Consumer Perception Surveys (CPS).

Santa Barbara County Department of Behavioral Wellness is required by the California Department of Health Care Services (DHCS) to administer the Consumer Perception Survey (CPS). Section 3530.40 of Title 9 of the California Code of Regulations requires that semiannual surveys be conducted.

All Counties that receive Community Mental Health Services Block Grant (MHBG) funding conduct the survey in May and November of every calendar year. The Consumer Perception Survey is administered to a sample of outpatient mental health clients, including clients served in County operated programs and those served by our community based partners. There are separate, but similar, surveys given to adults, older adults, youth and their parents/guardians.

The CPS is a critical tool for consumer feedback in our system; it is therefore important that we gather as many surveys as possible.

The week of survey administration for Spring 2018 will be May 14, 2018-May 18, 2018.

You can prepare for the survey now by becoming familiar with information including frequently asked questions, and instructions for staff which can be found on the Behavioral Wellness website by selecting Staff/Provider information from the Quality

Care Management drop down menu. Refer to the information listed under the CPS Surveys header.

Quality Care Management (QCM) staff will review survey instructions with you at your request. Please send requests and specific questions related to the survey to the QCM team email at BWELLQCM@co.santa-barbara.ca.us