



**Coming
May 2018**

Client Perception Surveys (CPS)

CPS is 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.

Please be prepared to administer the survey to every consumer that you have contact with during survey week (5/14-5/18).

**Reminders based on common errors throughout
Santa Barbara County:**

- **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 (if it is less than 9 digits long).**
 - **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.**

Please visit the BeWell website; select Staff/Provider Information on the Quality Care Management drop down menu for additional information regarding CPS surveys.

**Survey administration dates will be
May 14-May 18, 2018**

If you have any questions please contact the Quality Care Management (QCM) team at BWELLQCM@co.santa-barbara.ca.us