CALIFORNIA DEPARTMENT OF
Mental Health

1600 9th Street, Sacramento, CA 95814
(916) 654-3551

February 9, 2007

TO: LOCAL MENTAL HEALTH DIRECTORS

SUBJECTS: CHANGES TO CONSUMER PERCEPTION SURVEYS

UPCOMING CONSUMER PERCEPTION SURVEY DATA COLLECTION PERIOD – MAY 1ST-14TH, 2007, INCLUSIVE

Changes to Survey Instruments

The Substance Abuse & Mental Health Services Administration (SAMHSA) has released changes to the Mental Health Statistics Improvement Program (MHSIP) Surveys. These changes must be incorporated into the May 2007 DMH Consumer Perception Survey instruments (MSHIP Adult and Older Adult Surveys, Youth Services Survey for Youth - YSS-Y, the Youth Service Survey for Families - YSS-F) because DMH must report the new data to SAMHSA in December 2007. Revised data collection materials, revised data dictionaries and the training manual will be available in early April, 2007.

In an ongoing effort to better assess mental health services quality, periodic updates to these survey instruments by SAMHSA can be expected. DMH will continue to keep you informed as we are notified of these changes.

Upcoming Consumer Perception Survey Collection Period – May 1st-14th, 2007, Inclusive

The next semi-annual Consumer Perception Survey Data Collection period will take place from Tuesday, May 1st through Monday, May 14th, 2007, inclusive. Once collected, these data must be submitted to DMH no later than Friday, July 13th, 2007.

Persons at the county/local level responsible for data collection and reporting are asked to do the following:

1. Visit the Performance Outcomes & Quality Improvement (POQI) website at http://www.dmh.ca.gov/POQI/documents.asp to download revised data collection materials. The new materials will be available in early April, 2007 and counties will be notified as to their availability.
2. Delete all previous versions of the Consumer Perception Survey forms. The forms have changed and will no longer be recognized by the DMH Web-Based Data Reporting System (WBDRS) 'Scan and Verify' option.

3. Counties using the 'ITWS Upload' option will be notified once revised data dictionaries become available.

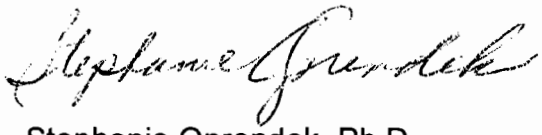
In order to maintain system security, new passwords must be issued to county staff previously authorized to access the 'Key-Entry' and/or 'Scan & Verify' options of the WBDRS. POQI staff will email county ITWS Authorizers in April 2006 to reauthorize previous users, as well as to authorize new users for the May 2007 data collection.

POQI staff will also provide 'Performance Outcomes Data Collection and Submission Training' teleconferences on April 17th and 18th, 2007. These trainings will provide information on the methodology for consumer data collection, as well as on using the WBDRS. County staff members who are new to the POQI data collection process should attend a training, while veteran users may find it to be a useful refresher. Specific information regarding the 'Performance Outcomes Data Collection and Submission Training' teleconferences will be provided by POQI staff via email.

If you have any questions regarding Consumer Perception Survey Data Collection, please email POQI Support at POQI.Support@dmh.ca.gov or call POQI staff using the phone numbers listed on the POQI website at http://www.dmh.ca.gov/POQI/contacts.asp. If you need immediate assistance regarding the changes to the survey instruments, please contact Brenda Grealish at (916) 654-3291 or Traci Fujita Sauer at (916) 653-3300.

Thank you.

Sincerely,



Stephanie Oprendek, Ph.D.
Acting Chief
Evaluation, Statistics and Support

cc: Members, California Mental Health Planning Council
Members, State Quality Improvement Council
Members, California Mental Health Directors Association
Members, Performance Measurement Advisory Committee