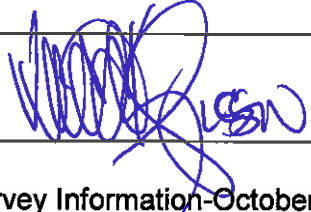




**Department of Behavioral Health
INFORMATION NOTICE 18-04**

Date September 20, 2018

To DBH Deputy Directors, DBH Program Managers, DBH Clinic Supervisors,
DBH Contract Agencies

From Veronica Kelley, LCSW, Director 

Subject UCLA Treatment Perceptions Survey Information-October 2018

Purpose To provide information and direction on the process and procedures involved in distributing and collecting the University of California Los Angeles (UCLA) October 2018 Treatment Perceptions Survey (TPS).

Background MHSUDS INFORMATION NOTICE NO.: 17-026 provides guidance to counties opting into the DMC-ODS Waiver for the submission of client satisfaction survey data as required in the State and County Intergovernmental Agreement and the Code of Federal Regulations Title 42 §438.66.

Consumers have the opportunity to give their feedback to DBH through this very important process. It is vital that every consumer has the opportunity to complete a survey form.

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Needed Action

When to administer survey

October 1st (Monday) through October 5th (Friday), inclusive.

Who completes survey

- All consumers accessing substance use disorder services (face-to-face service in outpatient, residential, opioid/narcotic treatment, detoxification/withdrawal management, and partial hospitalization programs) at DBH or contract sites should be asked to complete the TPS survey form.
- All consumers age 12 years and older, with or without Medi-Cal.

Exclusions

- Consumers who do not receive face-to-face services during survey period
- Consumers in crisis (e.g.: emergency incidences)

**Details:
Survey
Preparation**

Staff Survey Designation

In order to encourage candid responses from consumers, only non-clinical, consumer advocate, or volunteer staff should interact with consumers for survey purposes. Therefore the following steps shall be taken:

Step	Action
1	All clinic supervisors or contract agency managers are required to designate a responsible non-clinical party to complete the Relias training sessions, which address the processes involved with administering these surveys.
2	The designated non-clinical employee will: <ul style="list-style-type: none"> • Self-enroll in the Treatment Perceptions Survey training in Relias by searching for "TREATMENT PERCEPTIONS" • Complete the Relias training, which will be available beginning Monday, September 10, 2018, <i>no later than</i> Friday, September 28, 2018.

Contact DBH Workforce Education and Training at (800) 722-9866 for any questions regarding your Relias account, password, or access.

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**Action:
Survey
Administration**

It is the intent of UCLA that clinical or supervisory staff should not handle the completed survey forms. The role of the non-clinical person will be to:

Step	Action
1	Briefly explain the purpose of the survey to consumers.
2	Provide written and verbal assurances of confidentiality.
3	Code the surveys with the client and provider information as required by UCLA.
4	Put the Reporting Unit number at the top of the first page.
5	Receive the completed surveys from the consumers.
6	Enter all surveys on the MS Excel Clinic Tracking Log.
7	Return copy of Clinic Tracking Log with the completed surveys.
8	Save original electronic MS Excel Clinic Tracking Log with list of all completed surveys, and keep until the end of December 2018.
9	Visually inspect the forms for basic coding compliance.

Note:

Consumers will be surveyed only once for each reporting unit where they receive services. If consumer declines to complete the survey, the clinic or agency must still return a form to DBH Research and Evaluation (R&E) to ensure DBH fully complies with the DHCS requirements.

**Survey
Storage &
Transportation
Policy**

It is the responsibility of the clinic supervisor or contract agency managers to complete the following steps:

Step	Action
1	Secure confidential and completed surveys in a locked file cabinet or drawer until the end of the survey period.
2	<p>Arrange secure and timely delivery of the completed surveys <u>no later than 12:00 p.m.</u> on Wednesday, October 10, 2018 to R&E at:</p> <p>San Bernardino County Department of Behavioral Health 303 East Vanderbilt Way, San Bernardino, CA 92415-0026 Attn: Research & Evaluation – Treatment Perceptions Survey</p>
3	Securely transmit the electronic MS Excel Clinic Tracking Log file containing Protected Health Information via encrypted email to R&E.

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**Contact
Information**

Contact DBH R&E at research@dbh.sbcounty.gov or 909-388-0978 if you have any questions or need more information regarding the DHCS October 2018 Treatment Perceptions Survey.
