Consumer Perception Survey (CPS) Frequently Asked Questions

Q: Are online surveys required?
A: No. Counties and providers are encouraged, but not required, to try the online data collection process. You can continue to submit electronic data directly to DHCS via the Application Portal or paper data to CIBHS for the Spring 2020 survey period.

Q: Are CSI County Client Numbers (CCNs) required?
A: CCNs are required for paper surveys, as they are necessary to batch the surveys for scanning. For online surveys, in light of COVID-19 and in order to obtain as much data as possible, DHCS is encouraging counties to obtain and enter the CCN from all participants. However, DHCS recognizes this may be an added burden during the pandemic, and will temporarily permit submission of zeros in the CCN field. For future survey periods, the CCNs are required and the field will need to contain valid CCNs.

CCN data was meant to be linked to the service information for each client and we will lose that important connection if the CCN requirement were to be relaxed indefinitely. This survey is meant to be confidential only, not anonymous.

Q: Can consumers and family members receive help from county or provider staff to complete the survey?
A: Yes, counties and providers may help consumers and family members complete the survey. Be sure to provide help in a manner that ensures the consumer or family member can answer the survey openly and honestly, and that they mark the question at the end of the survey indicating who helped them complete it.

Q: Is it possible to save the online survey and return to complete it later?
A: Yes, this is possible. Individuals can click “Save and Continue Later” and follow the instructions provided to complete the survey at a later time.

Q: How can we give the link to clients for the online survey?
A: The link can be provided via email, or you can direct clients to access the survey directly from CIBHS’ website. Additionally, the QR code can be displayed on screen during a telehealth visit and clients can scan the code to access the survey.

Q: Are the online surveys secure? Can we send them via email?
A: Yes, the online surveys are secure and CIBHS has a Business Associate Agreement with the survey provider to ensure the data is protected. The links themselves are fine to email – only the data entered into the surveys is confidential.

Q: Is CPS anonymous?
A: No. CPS is confidential, but not anonymous. The data is intended to link to client’s service information to support improving the services offered.
Q: Can the surveys be customized by county? Can counties add questions?
A: Not at this time. However, the three spaces for optional county questions are included and counties can provide clients with guidance on how to complete those questions to address specific items for your county.

Q: Are online surveys considered complete if clients only answer a few questions?
A: Online surveys are considered complete when the individual clicks the “Submit” button. The only two required items are the County and CCN fields.

Q: How will we know who has completed the online survey?
A: CIBHS will send daily emails during the survey period to the each County’s CPS contact person(s). Those emails will contain the total number of surveys, number of surveys per day, and number of surveys per Reporting Unit (if applicable). Please contact Samantha Spangler (ssangler@cibhs.org) and Faazreen Mohammed (fmohammed@cibhs.org) to be added to your County’s contact list.

CIBHS is not able to notify non-County providers directly or to provide the specific individuals who have submitted an online survey. That data will be available through the DHCS Application Portal (https://portal.dhcs.ca.gov/) after all surveys are processed.

Q: How can we access our data?
A: Counties can access their data through the DHCS Application Portal (https://portal.dhcs.ca.gov/) after all surveys are processed (September-October 2020). Providers should contact the Counties whose clients they serve to access their data.

Q: What equipment is needed to access the online surveys? Which browsers work best?
A: Online surveys can be accessed from many devices, including desktops, laptops, tablets, and mobile devices.

The online survey is designed for use on the following browsers: Internet Explorer v11.0 and above, Firefox v38.0 and above, Google Chrome v40.0 and above, Microsoft Edge v20.0 and above, and Safari v5.0 and above.

Q: What should we do if a client does not have access to the internet?
A: The online survey does require internet access to complete. If a client does not have access to the internet, you can either provide them a paper survey or enter an online survey on their behalf by marking “Other” as their reason for non-completion. You may also have someone with an internet connection help them complete the survey, but make sure the client is able to answer the survey openly and honestly with the person helping them and that the question at the end of the survey about help is marked.

Q: The survey link isn’t working for me. What can I do?
A: Some county or provider firewalls may block access to the survey from their network. There are a few things you can do to work around this problem:
1. Work with your county or provider IT services to allow access to the survey.
2. Access the survey from a phone or computer at home. Consumers and family members accessing the survey from home should not experience firewall issues.
3. Complete a paper survey and send to CIBHS for processing.

Q: Will the final dataset show which surveys were paper and which were submitted online?

A: Not at this time. The DHCS database does not contain a field to designate the manner in which data was collected.