Consumer Perception Survey (CPS) Online Data Collection

SPRING 2020 SURVEY PERIOD
Ground Rules

- All participants will be muted during the webinar
- Please submit questions through the chat feature
- Our CPS project coordinator is monitoring the chat and will share questions during the webinar
- If additional discussion is needed, we may unmute participants during the call
- If we are unable to answer all questions during the webinar, we will send a list of questions and answers via email after the session
Consumer Perception Survey
General Information

- DHCS requires MHPs to collect CPS data during two one-week survey periods (Spring and Fall) each year
- Surveys are available in 8 languages (English, Spanish, Arabic, Chinese, Hmong, Russian, Tagalog, Vietnamese)
  - 4 new languages are being added to online surveys only for Spring 2020
  - Armenian, Farsi, Khmer, and Korean will be available in online surveys
- Spring 2020 survey period will take place from June 22-26, 2020
  (Information Notice 20-021)
Consumer Perception Survey
General Information

- DHCS maintains the statewide system of record for CPS data

Diagram:
- DHCS Application Portal (formerly ITWS)
- CIBHS merge data
- County CPS Data Collection
  - 1. Submit data directly to DHCS
  - 2. Submit paper surveys to CIBHS for processing
  - 3. Submit online surveys to CIBHS
Consumer Perception Survey
General Information

- Counties who process their own data and submit it directly to DHCS can continue to do so
- Counties can still collect paper surveys and submit them to CIBHS for processing
- Counties can also choose to collect some data via online surveys and others through their usual process
- Due dates for submitting electronic data to DHCS and paper data to CIBHS have not yet been established, but the full CPS dataset is due to DHCS on September 14, 2020
- CIBHS will notify the county contact person after the survey period of any surveys submitted online – CIBHS will be sending confirmation emails to our current county contacts over the next few days; CIBHS is not able to share data directly with counties for this survey period
- CIBHS will merge all data to create the final data set, which counties can download through the DHCS application portal – ETA: September-October, 2020
Consumer Perception Survey
Accessing Online Surveys

- Links and QR codes to online surveys will be available on CIBHS’ webpage (https://www.cibhs.org/consumer-perception-surveys) on June 12, 2020
  - Links and QR will not be active until June 22, 2020, but you can distribute them prior to the survey period
- Only surveys completed during the survey period (June 22-26, 2020) will be included in the final data set
- A test link is available now (https://survey.sogosurvey.com/r/qhP0L5)
Consumer Perception Survey
Accessing Online Surveys

- Surveys can be accessed via computer, tablet, or smartphone
- There are separate links for each of the six survey types (Adult with and without QOL, Older Adult with and without QOL, Youth, and Youth for Families)
- Each survey will be available in the 12 supported languages (test links currently show 8 languages)
- To access the survey via link, click or enter the link into any web browser (https://survey.sogosurvey.com/r/qhP0L5)
- To access the survey via QR code, scan the QR code with your camera (iPhone) or QR scanner app (Android) and follow the instructions provided
Consumer Perception Survey
CSI County Client Number (CCN)

- 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.
  - This 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.
- The CCN field will remain required in the online surveys, however CIBHS will update the instructions and error messaging to notify individuals that they may enter all 0s if they do not know their CCN.
- This exception is specific to online surveys – paper surveys must have the CCN field entered on all pages as in a normal survey period, as this field is crucial for batching the surveys for scanning.
Consumer Perception Survey
Entering Administrative Data

- **Challenge:** Two pieces of administrative data are required for all CPS surveys
  - County ID
  - CSI County Client Number (CCN)
  - Some counties also require Reporting Unit

- **Recommendation:** When the consumer or their family member is taking the survey remotely, counties or providers will need to make sure they know this information and enter it correctly.
  - Make sure the provider or staff person administering the survey knows the data that should be entered in these fields for each person taking the survey.
  - Consider providing this information to the individual verbally, or via chat or email. Be sure to comply with your county’s HIPAA procedures for sharing client IDs.
  - When possible, talk the individual through entering this information to address any questions they have.
  - If the individual is taking the survey in the office with you, it is possible for an administrator to enter this data, then have the individual complete the remaining pages. Be sure to follow your county’s hygiene procedures if sharing equipment.
Consumer Perception Survey
Selecting Online Survey Language

- Upon accessing the survey, you will be asked to select the survey language.

Please select a language to proceed

- العربية
- 中文 (繁体)
- English
- Pilipino
- Hmoob
- русский
- Español
- Việt

- In Fall 2019, for non-English surveys, the first page (with administrative information) was in English and subsequent pages were in the selected language. We are updating this page to include explanations of the reason codes for clients who cannot or do not wish to complete the survey, and translations for individuals taking the survey remotely.
Consumer Perception Survey
Completing the Survey

- Following the first page, surveys should be completed by the person receiving services or their family member, with help if they need it.
- Respondents who select a reason code will be taken to the end of the survey to submit it without answering additional questions.
- One additional question has conditional logic associated with it, as people are asked to complete slightly different questions based on the length of time they’ve been receiving services through your agency.
- Respondents will be directed to the correct follow-up questions based on their response.
- At the conclusion of the survey, the person completing the survey should click “Submit” at the bottom of the page.
Consumer Perception Survey
Final Thoughts

- Counties and providers are encouraged, but not required, to try the online data collection process
- CIBHS will notify counties of all surveys received online and will merge data submitted online with data submitted directly to DHCS or via paper surveys
- CIBHS anticipates that using online data collection will allow quicker return of data to counties following the survey period as well as support for surveys in additional languages in future survey periods
- Technical assistance will be available throughout the survey period. Please email both addresses below to ensure the quickest response:
  - Samantha Spangler – sspangler@cibhs.org
  - Faazreen Mohammed – fmohammed@cibhs.org