

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU
QUALITY IMPROVEMENT DIVISION**

May 12, 2014

TO: Service Area QIC Chairs, Co-Chairs, Liaisons

FROM: Naga Kasarabada, Ph.D. *nk*
District Chief

Mary Crosby, RN, CNS
Mental Health Counselor, RN

SUBJECT: TEST CALLS PROJECT, 2014

Service Area QICs are asked to participate in the 2014 Test Calls Project. The Test Calls Project is conducted in collaboration with the ACCESS Center and in accordance with California Code of Regulations, Title 9, Section 1810.405 and the State Performance Contract for timeliness and access to services requirements (Section A, 9a. and Section I, 4b. 1-4).

From June 15, 2014 to August 9, 2014, each SA QIC will be responsible for completing 10 test calls, with 5 calls in English and 5 in a non-English language. One Test Call from each service area should be a request for information on beneficiary rights or the beneficiary grievance procedure. Each Test Caller is to complete a Service Area Test Calls to ACCESS Line Form (see attached) for each call placed to the ACCESS Center. Instructions for completing Test Calls are provided (see Test Call Instructions, Test Call Guidelines, and Test Call Scenarios).

Once the 10 Test Calls are completed, please return all Service Area Test-Calls to ACCESS Line Forms to Mary Crosby by August 29, 2014. Please contact Mary Crosby at (213) 251-6736 or email at mcrosby@dmh.lacounty.gov should you have any questions or concerns. Thank you for your continued participation in the Test Calls Project.

Attachments:

- Summary Report of Test Calls Study: Monitoring Accessibility to the 24/7 Toll Free ACCESS Line
- Service Area Test Call Schedule
- Test Call Scenarios
- Test Call Instructions
- Test Call Guidelines
- Service Area Test Calls to ACCESS Line Form
- DMH Policy 202.21