

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

April 24, 2015

TO: Service Area QIC Chairs/Co-Chairs

FROM: Naga Kasarabada, Ph.D. *NK*
Mental Health Clinical Program Manager III

Tonia Jones, RN, Ph.D.
Senior Mental Health Counselor, RN

SUBJECT: TEST CALLS PROJECT, CALENDAR YEAR (CY) 2015

The Test Calls Project is conducted annually in collaboration with the ACCESS Center and in accordance with California Code of Regulations, Title 9, Section 1810.405(d) and the State Performance Contract for timeliness and access to services requirements (Section A, 9a. and Section I, 4b. 1-4). Service Area Quality Improvement Committees are requested to participate in the CY 2015 Test Calls Project.

Between May 1, 2015 and August 31, 2015 each SA QIC will be responsible for completing 10 test calls, (5 calls in English and 5 in non-English during the day time and after hours). 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 24/7 ACCESS Line Test Calls Survey (see attached) for each call placed to the ACCESS Center. Instructions for completing Test Calls are provided (see attached handouts).

Once the 10 Test Calls are completed for your SA, please return the test call survey forms by the 10th of the following month to Tonia Jones. Please contact Tonia Jones at (213) 251-6736 or email at TAmosjones@dmh.lacounty.gov should you have any questions or concerns. Thank you for your continued participation in the Test Calls Project.

Attachments:

- 24/7 ACCESS Line Test Calls Survey
- Service Area Test Calls Schedule
- Test Call Scenarios
- Test Call Guidelines/Instructions
- DMH Policy 202.21