

**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH  
OFFICE OF PERFORMANCE DATA – QUALITY IMPROVEMENT DIVISION**

February 28, 2018

TO: Service Area QIC Chairs/Co-Chairs  
FROM: Naga Kasarabada, Ph.D.  
Mental Health Clinical Program Manager III

SUBJECT: **24/7 ACCESS LINE TEST CALLS PROJECT, CALENDAR YEAR (CY)  
2018**

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 (SA QICs) are requested to participate in the CY 2018 Test Calls Project.

Between March 1, 2018 and October 31, 2018, each SA QIC will be responsible for completing 10 test calls, (5 calls in English and 5 in non-English during the Business hours and After hours). One Test Call from each Service Area should be a request for information on beneficiary rights or the beneficiary grievance procedure. Additionally, two test calls should include a crisis scenario (one Business hours/one After hours). The Test Caller must complete a 24/7 ACCESS Line Test Calls Survey (see attached) for each call placed to the ACCESS Center. The 24/7 ACCESS Line Test Calls survey is available online at [Test Calls Survey 2018](#). All survey data to QID must be received via this online survey format. However, SA QIC Chairs/Co-Chairs must review the hard copy survey forms that are completed by test callers on a timely basis prior to online survey submission to ensure there is no missing documentation. If there is missing documentation, the test call has to be repeated to capture all required data. Additionally, instructions for completing Test Calls are provided (see attached handouts).

The schedule for conducting calls in each Service Area (SA) is available in the Test Calls Guidelines/Instructions. The online survey will be available to each SA during their assigned month. Survey data by the SA QIC Chairs needs to be submitted to QID by the 10<sup>th</sup> of the following month. If you have any questions, please contact Zosima Mar at (213) 251-6748 or email at [Zmar@dmh.lacounty.gov](mailto:Zmar@dmh.lacounty.gov). Thank you for your continued participation in the Test Calls Project.

Attachments:     - 24/7 ACCESS Line Test Calls Survey  
                      - Test Calls Scenarios – Crisis and Non-Crisis  
                      - Test Calls Guidelines/Instructions  
                      - Service Area Test Calls Schedule  
                      - LACDMH Policy 200.03