Frequently Asked Questions
MHSIP Survey Training
August 2012

Who is Included?

1. Are all LACDMH consumers included in the MHSIP Survey?

No. Only those consumers that receive face-to-face services in an outpatient clinic setting from the randomly selected providers are included in the administration of the MHSIP survey.

2. Are FSP and FCCS consumers included in the MHSIP Survey?

Yes, if they receive face-to-face services in an outpatient clinic they are included in the administration of the MHSIP surveys. If they receive their service out in the field they are not included.

3. Who completes the Youth Services Survey – Family (YSS-F) Form?

A family member of a consumer age 0-17 years can complete the YSS-F form. <u>However, no staff member should complete the survey on the behalf of a consumer or a child.</u>

4. Are consumers living in a Board and Care setting included in the MHSIP Survey?

Yes, they are included, only if they receive face-to-face services in an outpatient clinic. Field based services are not included in the MHSIP survey.

5. Can a Foster Parent complete the survey?

Yes, a Foster Parent can complete the YSS-F (family) survey on behalf of a consumer age 0-17 years old.

6. Can one survey form be completed by a parent who brings more than one child in for services?

Yes, if a parent accompanies more than one child he or she has the opportunity to complete one YSS-F survey form per child or the parent can decide to complete only one YSS-F survey form.

7. All our treatment is field based. What do we do?

If all your services are provided to consumers in the field you do not have to administer the MHSIP Surveys.

8. If a client was opened recently (within the last couple weeks) should we include them in the survey?

A new consumer can complete the survey only if the visit is not for intake assessment. Any subsequent visit by the consumer for outpatient services is an opportunity for the consumer to complete the survey.

9. Should consumers receiving services in non-DMH programs be surveyed? For example, if a contractor has two office locations next to each other. One office provides services to Medi-Cal consumers while the other office provides services to consumers from other funding sources such as State funds, grants etc. Should consumers in both offices be surveyed?

Only consumers receiving services from DMH should be included in the survey. This includes BOTH Medi-Cal AND other funding sources through the DMH. **Only DMH-funded consumers should be included in the survey.**

10. If a youth is seen only at a group home, but the parents come into the clinic during the week without the youth, can the parents complete a survey form?

Yes, the parents of a child or youth age 0-17 years old can complete the YSS-F (family survey form.)

Who is not Included?

11. Are consumers in Skilled Nursing Facilities (SNF), Intermediate Care Facilities (ICF), and Psychiatric Health Facilities (PHF) included in the County Performance Outcomes Survey?

No, consumers in long term residential or institutional placements are not included.

12. Are Multidisciplinary Assessment Team (MAT) Consumers included in the County Performance Outcomes Survey?

No. Consumers receiving assessment and intake are not included in the survey.

13. If the survey is not completed and clinic staff complete the "Reason" code is the consumer demographic information also required?

No. If the survey is refused or not completed by the consumer, staff should fill in the "reason" code without providing consumer demographic information. Demographic information should only be provided by the consumer when they are completing the survey.

14. If a child is a dependent of the court, can staff complete the MHSIP survey form on behalf of the consumer?

No. If the dependent is a child between the age of 0-12 years, ONLY a parent or legal guardian can complete the YSS-F (family survey form.) If the youth is between 13-17 years old then they can complete the YSS (youth) survey form.

15. If a client was recently discharged would they be included by staff filling in the "other" bubble for reason code?

No. If a consumer is no longer receiving service then they are not included in the survey.

16. If a consumer is in multiple services do we give out surveys per program or per client?

No. A consumer should complete only one survey per agency/clinic regardless of number and types of services.

How do we complete the forms?

17. Can there be more than one response for the reason a survey is not completed?

Yes, there may be multiple responses for why the survey was not completed.

18. Some consumers have more than one ID number. Which one do I use?

If a consumer has more than one ID number, either is acceptable as long as you are consistent in using the same ID number on all pages of the MHSIP survey form.

19. Who is included as a Short Doyle / Medi-Cal provider?

All Department of Mental Health directly operated and contracted agency outpatient clinics are referred to as Short Doyle / Medi-Cal providers.

20. If consumers are being served in a program such as TAY (which serves consumers between the ages of 16 and 25 years), what survey should they complete?

A consumer 18 years old or older getting services even though they receive services in a TAY program should fill out the Adult Survey Form. Consumers age 13 -17 years should complete the YSS (youth survey) Form.

21. Can I copy the survey form?

No, copying the survey form may jeopardize the ability of the scanner to read the survey results. If you need additional survey forms, locate the appropriate survey form on the DMH website and print it out using a laser printer and white paper.

22. What should I do if the consumer wants to complete a survey but does not want to include their ID number on the survey form?

You or the consumer can make up an ID number as long as you are consistent and use the same number on all pages of the survey form.

23. What if a consumer does not fully complete the survey? Can it be submitted or should I complete a reason code on the last page of the survey form?

Completed items on the survey can be used as feedback even if not all questions are completed. Survey forms that are partially completed should be submitted as completed survey forms without marking any reason code.

When & Where do we Return the Surveys and what about the results?

24. Can the MHSIP Survey Forms be folded?

No. Please do not fold the survey forms as they will need to be scanned for access to the responses.

25. What are the timelines for returning the completed surveys?

All MHSIP survey forms must be returned to the Service Area Liaison no later than Friday, August 31, 2012.

26. Can surveys be administered during the weekends?

No. Surveys can only be administered from August 20-24, 2012.

27. Where should the Service Area Liaison return the completed survey forms?

Service Area Liaisons should return completed survey forms to the Quality Improvement Division, Program Support Bureau, LA County Department of Mental Health at 695 S. Vermont Ave. Suite 500, Los Angeles, CA 90005 no later than Friday, September 7, 2012.

28. Will survey results be made available for providers?

Yes. Survey data grouped by Legal Entity and Provider Number will be made available to the SA Liaisons as well as on the EFT folder. In addition, survey data for the February 2012 survey period will be available in the next couple of months.