

Instructions for Consumer Perception Survey (CPS) Data Collection

Please make sure that clients ***DO NOT use pencil*** to complete the survey. Please use a black or dark blue pen.

Prepare Forms Prior to Giving to Consumers/Caregivers by doing the following:

Required Survey Items:

CSI Number: The CSI County Client Number (CCN) at the bottom of each page of the survey and **must be completed on each page of each survey**. This is the same number that is reported to the DHCS Client and Services Information (CSI) System. This number links the pages together during scanning. Without this number, the data will not get to the database. The field is 9 digits long and must be filled in completely.

Please add *leading zeroes* to the CSI Number if the number is less than 9 digits long.

County Code: This item is found in the “For Office Use Only” section of the form. Each county has a 2-digit county code. **This must be completed.** It is the only way data from each county can be identified in the database, and is how we will be able to return data to you. Santa Barbara’s County Code is “42”.

Date of Survey Administration: This item is found in the “For Office Use Only” section. Please write in the correct day.

Reason for Non-Completion of Survey: If a consumer/caregiver refuses or cannot complete the survey, please complete the “Reason” section, and send the form to CIBHS. The choices are “Refused” (Ref); “Impairment” (Imp); “Language not available” (Lan); and “Other Reason” (Oth). Receiving surveys that are not completed allow us to determine the rate of completion which is a reporting requirement.

Provide Survey Forms to Consumers/Caregivers: Please provide the appropriate survey forms to all consumers/caregivers receiving services through your county/providers during the survey administration week.

Please ask respondents to use a black or dark blue pen – **NO PENCIL**, please.

No surveys should be administered outside the dates of 5/14-5/18. Package all surveys in a confidential envelope or box in preparation for QCM pick-up the week of 5/21-5/25. Thank you in advance for your assistance with this mandated survey.