



CALIFORNIA DEPARTMENT OF

# Mental Health

1600 9th Street, Sacramento, CA 95814  
(916) 654-3551

September 19, 2006

TO: LOCAL MENTAL HEALTH DIRECTORS

SUBJECT: NOVEMBER 1-15, 2006, INCLUSIVE: DEPARTMENT OF  
MENTAL HEALTH CONSUMER PERCEPTION SURVEY  
DATA COLLECTION PERIOD

The next semi-annual Consumer Perception Survey Data Collection period will take place from November 1<sup>st</sup> (Wednesday) through November 15<sup>th</sup> (Wednesday), 2006, inclusive. Once collected, these data must be submitted to DMH no later than Wednesday, January 31<sup>st</sup>, 2007. Persons at the county/local level responsible for data collection and reporting are asked to do the following:

1. Visit the Performance Outcomes & Quality Improvement (POQI) website at <http://www.dmh.ca.gov/POQI/documents.asp> to download revised data collection materials, including each of the Consumer Perception Survey forms, Data Dictionaries and Training Manual.
2. Delete all previous versions of the Consumer Perception Survey forms. These forms are no longer recognized by the DMH Web-Based Data Reporting System (WBDRS) 'Scan and Verify' option.
3. Counties using the 'ITWS Upload' option may download the latest Data Dictionaries (last revised 9/13/06).

In order to maintain system security, new passwords must be issued to county staff who were previously authorized to access the 'Key-Entry' and/or 'Scan & Verify' options of the WBDRS for the May 2006 data collection. POQI staff will email county ITWS Authorizers in September 2006 to reauthorize previous users, as well as to authorize new users for the November 2006 data collection.

POQI staff will also provide a 'Performance Outcomes Data Collection and Submission Training' teleconference on Wednesday, October 11<sup>th</sup>, 2006. This training will provide information on the methodology for consumer data collection, as well as on the WBDRS. County staff who are new to the POQI data collection process should attend the training, while veteran users may find it to be a useful refresher. Specific information regarding the 'Performance Outcomes Data Collection and Submission Training' teleconference will be provided by POQI staff via email as more information becomes available.

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If you have any questions regarding the Consumer Perception Survey Data Collection, please email POQI Support at [POQI.Support@dmh.ca.gov](mailto:POQI.Support@dmh.ca.gov) or call POQI staff using the phone numbers listed on the POQI website at <http://www.dmh.ca.gov/POQI/contacts.asp>. Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read 'M. Borunda', with a long horizontal stroke extending to the right.

MICHAEL A. BORUNDA  
Acting Deputy Director  
Systems of Care

cc: Members, California Mental Health Planning Council  
Members, State Quality Improvement Council  
Members, California Mental Health Directors Association