



C A L I F O R N I A   D E P A R T M E N T   O F

# Mental Health

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

March 7, 2005

TO: COUNTY MENTAL HEALTH DIRECTORS

SUBJECT: May 2-13, inclusive: DMH Consumer Perception Survey Data  
Collection Period

The next biannual **Consumer Perception Survey Data Collection period will take place from May 2nd (Monday) through May 13th (Friday), 2005, inclusive.** Once collected, these data must be submitted to DMH no later than Friday, July 15th, 2005. 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 & Verify" option.
3. Counties using the "ITWS Upload" option will need to download the revised Data Dictionaries, as there have been some minor revisions.

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 November 2004 data collection. POQI staff will email the county ITWS Authorizers in March 2005 to reauthorize previous users, as well as to authorize new users for the May 2005 data collection.

POQI staff will also provide a "Performance Outcomes Data Collection and Submission Training" teleconference on Wednesday, April 13, 2005. 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" will be provided by POQI staff as more information becomes available.

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 directly 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 that reads "Carol Hood". The signature is written in a cursive style with a large initial "C" and a long, sweeping underline.

CAROL HOOD  
Deputy Director  
Systems of Care

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