



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

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December 27, 2005

To: LOCAL MENTAL HEALTH DIRECTORS

Subject: Availability of Consumer Survey Reports and Data

Reports for the consumer perception survey data that were collected from May 2-13, 2005, are now available from the California State Department of Mental Health (DMH). Statewide and regional reports for each survey (adult, older adult, child/youth, and family) may be downloaded from the Performance Outcomes and Quality Improvement (POQI) Website at <http://www.dmh.ca.gov/poqi/reports.asp>.

County-level reports are accessible by authorized county staff on the DMH Information Technology Web Services (ITWS) website at <https://mhhitws.cahwnet.gov/>. If you need ITWS authorization, you can enroll online at: <https://mhhitws.cahwnet.gov/enroll/default.asp?Step=1>. The name of the zipped file posted to the ITWS is "Summary_Reports_May2005Survey." *Note: You will need unzipping software and Adobe Acrobat to open these summary files.*

The summary reports are not intended to reflect DMH evaluation of one county or region in comparison to others. (Even minor differences in data collection methods, as well as case mix issues can influence the comparability of results.) Rather, the reports are designed to be used by each county to produce reports that are useful within that county's unique environment. If you find it helpful, you may wish to use the regional and statewide reports as a guide for developing narratives for your county-level analyses. DMH also recommends that county staff carefully review these reports for accuracy.

In addition to the summary reports, DMH has also posted data files for each of the Consumer Perception Surveys on the DMH ITWS that may be used locally for quality improvement purposes. To assist with the identification of the different reporting units within each county, DMH provided three optional "County Question" fields at the end of each survey. These fields, in conjunction with the survey data, can be analyzed to identify and target areas for improvement within and across local reporting units. In addition, the "CSI County Client Number," reported on each survey, could be matched to local service (or other) data for more in-depth analyses.

Again, to access the data you would need to be an authorized user of the ITWS (ITWS authorization is different from the POQI Web-Based Data Reporting System). To download your data:

1. Log onto the ITWS at: <https://mhhitws.cahwnet.gov/>.
2. Select: Performance Outcomes & Quality Improvement from the "System" menu.
3. Select: "Downloads" from the "Functions" menu.
4. You should see your data files:
 - PODS[your county code]200509Raw.zip
Raw file - Contains unchecked data. This is exactly how data initially entered the DMH database. The file name will contain the word 'raw.'
 - PODS[your county code]200509Val.zip
Validated file – Contains records that were accepted by the DMH validation program. You will, most likely, use this file for data analyses.
 - PODS[your county code]200509Err.zip
Error file – Contains records that had errors. The last column of each record indicates which variables had errors.

Please feel free to contact either Minerva Reyes at Minerva.Reyes@dmh.ca.gov / (916) 654-3685 or Alice Chen at Alice.Chen@dmh.ca.gov / (916) 654-3560 if you have any questions, experience any problems, or identify inaccuracies with the DMH summary reports. Please also contact them if you have questions regarding the use of the optional "County Questions" on the survey forms. If you have questions about accessing and downloading data from the ITWS, you may contact the ITWS Help Desk at (916) 654-3117.

Sincerely,



STEPHANIE OPRENDEK, Ph.D.
Chief, Performance Outcomes and Quality Improvement Unit

CC: California Mental Health Planning Council
California Mental Health Directors Association
ITWS Help Desk