



**North Carolina Department of Health and Human Services**  
**Division of Mental Health, Developmental Disabilities and Substance Abuse Services**  
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Beverly Eaves Perdue, Governor  
Lanier M. Cansler, Secretary

Leza Wainwright, Director

August 10, 2009

**TO: LME Directors**  
**FROM: Leza Wainwright** *lw*  
**RE: 2009 North Carolina Mental Health Consumer Perception of Care Survey**

The federal Community Mental Health Services Block Grant and the Substance Abuse Prevention and Treatment Block Grant include requirements that the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH/DD/SAS) administer a yearly Consumer Perception of Care Survey. The information gathered from consumers through this survey is also used to inform policy decisions designed to improve the system.

This year we will be making several changes to the survey to enhance its usefulness at the local level. The *Mental Health Statistics Improvement Program* (MHSIP) instrument which was used in previous years for all mental health and substance abuse consumers will now be administered only among mental health and dually diagnosed mental health/substance abuse consumers. The name of the instrument is being changed to the Mental Health Consumer Survey. The federal Center for Substance Abuse Treatment (CSAT) has supported the development of a new substance abuse specific consumer survey (Substance Abuse Modular Consumer Survey) which will be ready for administration by the end of the calendar year. The Core Indicators Survey will continue to be used to elicit similar information from developmental disabilities consumers.

Key aspects of the planned changes include:

- The *Mental Health Consumer Survey* will use three different MHSIP survey instruments for this administration
  - The 2009 North Carolina Consumer Perception of Care Survey for Adults 18 years and over*
  - The 2009 North Carolina Consumer Perception of Care Survey for Adolescents, (12-17 years of age)*
  - The 2009 North Carolina Consumer Perception of Care Survey for Families (parents/guardians of children 0-11 years of age)*
- The Mental Health Consumer Survey will be administered in a manner that will allow the resulting data to furnish provider level information to each LME. The information will be available for individual providers to use for their internal quality improvement processes.
- For each administration one to three services (eg. MST, CS Team) will be selected as the focus of the survey. Only those providers who are currently delivering the services of interest will be included in the administration.



- In SFY 2009-10 consumers will have the opportunity to respond to the survey two times a year, rather than only once as has been the practice. The first administration will be in October, 2009 and the second in April, 2010. Each time the survey will be open for a maximum of 30 days.

The Division will hold two conference calls with LMEs and providers to go into greater detail regarding the changes in the survey methodology in September, 2009. Information about these calls will be sent via email at a later date. The fall administration will serve as a pilot effort for the surveys. Following this first round of surveys, the Division will solicit feedback from LMEs and providers on the success of the effort and areas for improvement.

Please contact the Quality Management Team, Division of Mental Health, Developmental Disabilities and Substance Abuse Services at [ContactDMHQuality@ncmail.net](mailto:ContactDMHQuality@ncmail.net) or at 919-733-0696 for further questions and clarifications.

cc: LME QM Directors  
Secretary Lanier Cansler  
Allen Feezor  
Executive Leadership Team  
Management Leadership Team  
MH Commission Chair  
The Coalition Chair  
SCFAC Chair  
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