

BEHAVIORAL HEALTH
Substance Use Treatment Services

Date of Alert: August 21, 2018

TO: All Providers of OP/IOP, Residential, Withdrawal Management, NTP/
 OTP, and Recovery Services

TOPIC: THREE changes concerning the Client Feedback Survey

Current Status: 1. Providers administer the Client Feedback Survey to clients near their discharge or transition to a different level of service, and once again to all clients who receive services during the fall point-in-time canvass. 2a. Survey version is dated 2017; 2b. Adults and youth clients complete identical surveys, version date 2017.

Change 1: When to administer the Client Feedback Survey: Minimum of two times during clients' course of treatment at a given location – early in their treatment, and again near treatment discharge or transition to a different modality. A third 'point-in-time' canvass of active clients is also required by DHCS for the state evaluation, overseen by UCLA researchers. The table below shows the timing of the survey for each modality.

OUTPATIENT, IOP, AND RE-RECOVERY SERVICES	NARCOTICS TREATMENT PROGRAM (NTP)	RESIDENTIAL	DETOXIFICATION
Fourth (4th) treatment session	Fourth (4 th) counseling session At client's annual review	Tenth (10 th) day of the stay	Within seventy-two (72) hours from admittance
At or Near discharge	At or Near discharge	At or Near discharge	At or Near discharge
<p>Oct. 1 – 5 2018 Survey all clients who physically present and receive face-to-face meaningful contact during this five-day period*. This includes clients receiving services in substance use outpatient, residential, and NTP/OTP, detoxification/withdrawal management (standalone), and partial hospitalization programs. The target population also consists of clients seen inside the office and outside of the office.</p>			

Change 2a: Providers will administer a **new version** of this survey to adults, version dated 2018, see attached.

Change 2b. Providers will administer a new **youth-specific survey** to youth, version dated 2018, see attached.

Effective Date: Please implement these changes no later than September 1, 2018

Questions? please contact: Kimberly D'zatko 408/792.5690|kimberly.w.dzatko@hhs.sccgov.org

ATTACHMENTS: Guidance, Adult Surveys (English and Spanish), Youth Surveys, and Data Submission Cover Sheet are all attached

