



HUMAN SERVICES
DEPARTMENT

Susana Martinez, Governor
Brent Earnest, Secretary
Nancy Smith-Leslie, Director

Letter of Direction #5

Date: December 31, 2018

To: Centennial Care 2.0 Managed Care Organizations

From: Nancy Smith-Leslie, Director, Medical Assistance Division
Wayne Lindstrom, Director, Behavioral Health Services Division

*AM for NSL
C. Peña for WL*

Subject: Implementation of the Annual Consumer, Family-Caregiver and Youth Satisfaction Project (C/F/YSP) Survey

Title: Implementation of the C/F/YSP Survey

Purpose: The purpose of this letter is to give guidance to the Centennial Care 2.0 MCOs as it pertains to Section 4.12.5: Member Satisfaction Survey, 4.12.5.4 as it pertains to the Mental Health Statistics Improvement Project (MHSIP) for members identified as having behavioral health needs, and 4.12.5.3 that states the Child and Adolescent Health Project Survey (CAHPS) and MHSIP will be reported separately.

The Mental Health Statistics Improvement Project (MHSIP) is the foundation for an annual New Mexico Consumer, Family-Caregiver and Youth Satisfaction Project (C/F/YSP) survey for members identified with behavioral health needs. The C/F/YSP gives voice to the consumers, family members and youth. The C/F/YSP provides a way to study the alignment of the state's philosophy, federal requirements, Medicaid, and non-Medicaid member satisfaction with services.

The survey is developed through the C/F/YSP State Steering Committee, hereon referred to as "The Steering Committee". This committee is a joint effort of state staff, consumers, MCO representatives and the administrator of non-Medicaid funds. The following explains the process for the report. *Any exceptions must be approved by the Steering Committee.*

C/F/YSP State Steering Committee MCO Actions

- By the end of May of each calendar year, each MCO shall identify and assign a staff member who is directly involved with its peer/family engagement or recovery and resiliency activities as its representative on the Steering Committee.
- By February 1 and August 1 of each year, provide to the Behavioral Health Services Division (BHSD) the universe of individuals who received at least one behavioral health service in the first six months of the State Fiscal Year and again during the last six months of the State Fiscal Year as defined in the agreed upon parameters by the Steering Committee. Format for these will be provided by the state. There are three categories: Adult, Family-Caregiver, and Youth. This universe of individuals will be uploaded to a secure portal designated by BHSD.
 - The Steering Committee will provide guidance on the process for sampling the population to be surveyed face-to-face.

- By September 1 of each calendar year, data collection must be completed.
- Develop a Scope of Work (SOW) for the consumer-run/family-driven organizations to conduct the annual Consumer Satisfaction Surveys.
- Contract directly with consumer-run/family-driven organizations to complete the surveys.
- Retain financial responsibility for survey administration.
- Submit a work plan and timetable for successful collection of the data to the Steering Committee.
- Monitor the contract with the consumer-run/family-driven organizations to ensure all deliverables are met within timelines established by the Steering Committee.
- Develop a Survey Procedure Manual to document survey procedures and protocols that will be used in training the consumer and family/caregiver surveyors conducting telephonic and face-to-face surveys of consumers and family members. A full documentation manual of the training will be developed that can be used for reference or for new hires.
 - Any electronic and hard copies of the manual will be retained by the participating surveyor organization, the Steering Committee and the BHSD.
 - The MCOs will be responsible for the cost of the training and documentation. In subsequent years, if the training material changes, the MCOs would be responsible for modifying the existing manual and providing the new version to the participating organizations, the Steering Committee and the BHSD.
- Apply findings from the surveys to the Quality Management (QM) and Quality Improvement (QI) plans for program and systems improvement.
- Make the results of the surveys available to members, families, caregivers, and providers.

The state will develop and maintain the database tool used for collection, storage, and reporting of survey data.

- The state will provide training to the consumer-run/family-driven organizations on survey data collection specific to the use of the database tool. Included in this training is a Survey Data Collection Instruction Manual, specific to the use of the database tool.
- Analyze and compile the results of the survey into an appendix.
 - Write and publish an annual Consumer Satisfaction Project Report.
 - Populate five Uniform Reporting System (URS) tables with the results of the C/F/YSP as per SAMHSA.
- The state shall provide the MCOs with the survey instruments:
 - Adult
 - Family/Youth