

DMHAS EQMI Provider Alert



Consumer Satisfaction Survey Update – April 29, 2020

Deadline Extension

In light of the ongoing COVID-19 pandemic and the challenges that we all face during this difficult time, the **data entry deadline** for the DMHAS Consumer Satisfaction Survey has been extended to close of business on **Wednesday, September 30, 2020**. **No further extensions will be possible due to our need to process the data for federal and state quality reporting.**

- ➡ Please note that this means that surveys will need to be collected with enough time to spare for data entry into DDaP by September 30. EQMI is unable to offer data entry services or online survey administration.
- ➡ If you require assistance with accessing DDaP for data entry (new account, unlock account, password reset, etc.) contact Karin Haberlin at Karin.Haberlin@ct.gov and we will assist you.

Alternatives to In-Person Surveys

Phone: Some have asked if the survey may be administered by phone to clients due to the need for social distancing. Yes - this is acceptable. The best practice for this would be for the phone survey to be administered by a neutral third party, such as a peer or administrative staff person.

Online: At this time, we do not have the ability to collect survey data directly from respondents, i.e., through SurveyMonkey or similar service, and feed it into our database in a manner that is acceptable for analysis. We have explored these options in the past, but experienced barriers to implementation. We will continue to research options for the future.

However, if your organization has a paid (not free) SurveyMonkey account, we can share a blank version of the survey for you to use for data collection with your clients. **WARNING: YOU WILL STILL NEED TO ENTER THE DATA AGAIN INTO DDAP. THIS CANNOT BE A SUBSTITUTE FOR DATA ENTRY.** If you would like to discuss this option, please send an email to Karin.Haberlin@ct.gov with “SurveyMonkey CSS Request” in the subject line.

Sample Size

We realize that you may experience challenges regarding meeting your sample size. If you are unable to meet your sample size, please send an email to Karin.Haberlin@ct.gov for approval of a new temporary sample size. [Click here for instructions on calculating sample size.](#) The Consumer Satisfaction Survey is an important part of data collection, not only for the provider quality reports, but for required federal reporting as well. Thanks for all you do!

You can access this Provider Alert, as well as many other useful materials related to the DMHAS Consumer Satisfaction Survey, on our dedicated web page: <https://www.ct.gov/DMHAS/consumersurvey>

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Contact Information – Please Use Email When Possible

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