

DMHAS EQMI Provider Alert



Consumer Satisfaction Survey Update – July 21, 2020

Survey Data Entry Update

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.

Information About Survey Date

Due to the data entry time extension mentioned above, we have entered FY21 on the calendar, but surveys are still being entered for FY20. It is important to select FY2020 in DDaP when entering surveys. Additionally, Survey Date must be backdated to 6/30/2020 in order to keep within the same FY2020.

- ➡ For surveys entered on or after July 1, 2020, please be sure to **select FY2020** and **use 6/30/2020** as the Survey Date

Information About Page 2 of the Survey

Each year there are multiple instances in which page 2 data for the survey is not entered into DDaP. The impact of this is that the domains of Outcome, Respect, and Recovery cannot be computed for these surveys. To check if any surveys are missing page 2 data, run the Survey Results by Domain report in the EDW (in the Outcome Measures folder). If there are zero surveys for Outcome, Respect and Recovery domains (zero for all three domains), then page two of the survey was not entered.

- ➡ To enter page two data, there is a Page 2 tab in the DDaP application.
- ➡ IF THE SURVEY HAS ALREADY BEEN ENTERED INTO DDaP: Clicking on the edit button next to the survey number (in the DDaP CS application), will allow editing of the survey --add the data for page two (there is a page 2 tab at the top of the survey page) and then click Save.

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Contact Information – Please Use Email When Possible

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