



**Behavioral Health  
Department**

Alameda County Health

**Memo**

**Date:** October 10, 2024  
**To:** Alameda County Behavioral Health Department (ACBHD) DMC-ODS Providers  
(Detox/Withdrawal Management, Outpatient/Intensive Outpatient,  
Opioid/Narcotic Treatment Program and Residential Treatment)  
**From:** Emily Galimba, Quality Improvement & Data Analytics Division Director *Emily Galimba*  
**Subject:** DMC-ODS Treatment Perception Survey Week October 21-25, 2024

As part of the DMC-ODS, counties in California are required to have their network of providers administer the client Treatment Perception Survey (TPS) annually. The TPS is required to fulfill the External Quality Review Organization's (EQRO's) requirement related to having a valid client survey. The information collected will be used to measure clients' perceptions of access to services and the quality of care. The data may also be used to evaluate and improve the quality of care and client experience.

The survey period will take place from **Monday, October 21 through Friday, October 25, 2024**. The survey will be primarily administered via a provider-specific electronic weblink and/or QR code, which were emailed to DMC-ODS providers on September 30<sup>th</sup>. The email included flyers and instructions for administering this survey to clients who receive services (including face to face and telehealth services) during the survey period.

**Online survey access:** Please test all links on the customized flyer that was attached to the email before the end of the day on **October 18th**. If you encounter any issues with the links (firewalls, links not going to the TPS website, etc.), please reach out to me via my email below as soon as possible.

**Paper survey instructions:** For clients who prefer to complete the paper survey, please use the paper surveys in English or Spanish that were attached to the email. The surveys are prepopulated with each Provider's CalOMS number, RU, and Treatment Setting. A non-clinical staff member should be assigned to collect the completed surveys. Please mail completed paper surveys to Attn: Michelle Manor at 2000 Embarcadero Cove, Suite 400, Oakland, CA 94606. *NOTE: The paper surveys are a specially formatted teleform, and, as such, they cannot be scanned/emailed to ACBH. The hard copies of the surveys must be mailed or delivered to ACBHD. Please note that I must receive all completed paper surveys by November 8<sup>th</sup>.*

If you have any questions, please contact Michelle Manor, Supervising Program Specialist, at [Michelle.Manor2@acgov.org](mailto:Michelle.Manor2@acgov.org).