



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Mental Health, Developmental  
Disabilities and Substance Abuse Services

**ROY COOPER** • Governor  
**MANDY COHEN, MD, MPH** • Secretary  
**KODY H. KINSLEY** • Chief Deputy Secretary for Health  
**VICTOR ARMSTRONG** • Director

June 23, 2021

**MEMORANDUM**

**TO:** LME/MCO Directors and Perceptions of Care Survey Coordinators  
**FROM:** Matt Herr, Assistant Director for System Performance  
**RE:** 2021 North Carolina Perceptions of Care Survey

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*Matt Herr*  
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The Federal Community Mental Health Services Block Grant and the Substance Abuse Prevention and Treatment Block Grant include requirements for the collection of performance measures. The Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH/DD/SAS) oversees administration of an annual Consumer Perceptions of Care Survey to comply with some of these requirements. Survey results are also used to inform policy decisions designed to improve the system.

The DMH/DD/SAS is implementing the 2021 Perceptions of Care Survey with the same modifications to timeline, survey methods, and sample requirements introduced in 2020 to reduce administrative burden and risk during the COVID-19 emergency. The survey administration period is planned to begin August 1, 2021.

Respondents may complete either electronic/web-based or pencil-and-paper surveys. Telephonic and two-way audio-video administration will also be permitted. All survey responses will be submitted electronically to the DMH/DD/SAS via the Department's web-based survey application.

The DMH/DD/SAS is working with Quality Management personnel from each LME/MCO to finalize guidelines and instructions for service providers who will assist with survey administration.

For general questions about the annual Consumer Perceptions of Care Survey, please contact DMH/DD/SAS Quality Management at (984) 236-5200.

Thank you for your assistance.

cc: DMH/DD/SAS LME-MCO Liaisons

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF MENTAL HEALTH, DEVELOPMENTAL DISABILITIES AND SUBSTANCE  
ABUSE SERVICES

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