



STATE OF MARYLAND

DHMH

Maryland Department of Health and Mental Hygiene

Mental Hygiene Administration

Spring Grove Hospital Center • Dix Building

55 Wade Avenue • Catonsville, Maryland 21228

Martin O'Malley, Governor – Anthony G. Brown, Lt. Governor – Joshua M. Sharfstein, M.D., Secretary

Brian M. Hepburn, M.D., Executive Director

TO: Public Mental Health System

FROM: Daryl Plevy, Deputy Director, MHA

RE: 2014 PMHS Consumer Perception of Care Survey

DATE: March 10, 2014

The 2014 Maryland Public Mental Health System (PMHS) Consumer Perception of Care (CPOC) Survey has begun. The pre-notification letters were mailed on February 25th. These letters were addressed to consumers or guardians of consumers, selected at random, who received a service from the Maryland Public Mental Health System in the calendar year 2013. In accordance with the Institutional Review Board (IRB), the letters contained instructions about the phone survey, how to opt-out and how to schedule a convenient time to participate.

Please encourage those consumers who receive a pre-notification letter to participate, if at all possible. Below is a list of key contact information for your reference:

- **To schedule a time to participate or opt-out consumers may call 1-800-895-3228 from 8:30am to 9:00pm.**
- To ask questions about the survey consumers may call Jarrell Pipkin, Director of Quality Management for ValueOptions® Maryland, at 410-691-4012.
- To ask questions about their rights as research participants consumers may call Gay Hutchen, Administrator of the IRB, at 410-767-8448.
- To ask questions about the mental health services they received consumers may call ValueOptions® Maryland at 1-800-888-1965.