

**OMHSAS Survey Methodologies (CSM) Workgroup  
For Question approval 5-24-10**

**Mandated Questions for Children & Parents/Caregivers, <18 years of age  
(Can be used if youth is in a RTF)**

**“The following questions all pertain to your opinion/views regarding your behavioral health services.”**

(Service System). Have I been informed of all services available to me?

Adult question: I have a good understanding of the service system that my child is involved in.

Youth question: I have a good understanding of the service system that I am involved in.

(Access). Do I have adequate access to these clinical services?

Adult question: When you first called for an appointment, were you given an appointment in a timely manner?

Youth question: When You/or your Caregiver first called for an appointment, were you given an appointment in a timely manner?

(Participation). I was treated with respect, involved in decisions and given hope regarding my care.

Adult question: Were you involved as much as you wanted, in decisions regarding your child's treatment?

Youth question: Were you involved as much as you wanted, in decisions regarding your treatment?

(Outcome). What was the outcome of my care and services received, did my life improve?

Adult question: How hopeful are you about your child's future, since receiving services?

Youth question: How hopeful are you about your future, since receiving services?

(Satisfaction). What was my overall satisfaction with my services, would I refer a loved one to these same services?

Adult question: OS Q1 = How satisfied are you with the services your child has received so far?

Youth question: OS Q1 = How satisfied are you with the services you have received so far?

- The Children's Subcommittee recommends the following Likert scale:
- 4. Always 3. Usually 2. Sometimes 1. Never

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**Mandated Statewide Adult Questions for persons ages 18 & older**

<b>subscale</b>	<b>Survey Item</b>	<b>Source</b>
Peer support	#26. There was a consumer peer advocate to turn to when I needed one.	ROSI
Choice	#28. Staff give me complete information in words I understand before I consent to treatment or medication.	ROSI
Quality Appropriateness	#17. I, not staff, decided my treatment goals.	MHSIP
Basic Material Resources	#2. I have a place to live that feels like a comfortable home to me.	ROSI
Formal services	#25. My family gets the education or supports they need to be helpful to me.	ROSI

**Recommended Questions for Adults, ages 18 to 59**

<b>subscale</b>	<b>Survey Item</b>	<b>Source</b>
Choice	#23. I have a say in what happens to me when I am in crisis.	ROSI
Peer Support	#28. I am encouraged to use consumer-run programs (for example, support groups, drop-in centers, etc.).	ROSI
Formal services	#10. Staff here believe that I can grow, change and recover.	ROSI
Service Outcome	#31. As a direct result of services I received, I am better able to handle things when they go wrong.	MHSIP
Formal services	#19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	MHSIP
Formal services Staff	#21. Staff see me as an equal partner in my treatment program	ROSI

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**Recommended Questions for Adults, 60 years and older**

<b>subscale</b>	<b>Survey Item</b>	<b>Source</b>
Formal Services	#38. The doctor worked with me to get medications that were most helpful to me.	ROSI
Basic material Resources	#19. I have reliable transportation to get where I need to go.	ROSI
Formal Service Staff	#31. Staff treat me with respect regarding my cultural background (race, ethnicity, religion, language, age, sexual orientation).	ROSI
Formal Service Staff	#9. Staff respect me as a person.	ROSI
Formal Service Staff	#21. Staff see me as a equal partner in my healthcare.	ROSI
Service Outcome	#21. As a result of the services I received, I deal more effectively with daily problems	MHSIP

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