

**OMHSAS Integrating Consumer Satisfaction
Survey Methodologies (CSM) Workgroup
Adult Sub-Group**

Subject: 01/19/2010 meeting notes

Members Present

Tracy Mitchell, Bill Polito, Rachel Carey, Rita Cisneros, Kate Pawloski, Jessica Bradley, Natalie Shaffer (co-chair), Jerry Goessel (co-chair)

Tasks

The Adult sub-group was charged by the large workgroup to:

- * Review the MHSIP and ROSI measurements in the packet, with an eye to identifying 5-10 survey items for adults statewide. The survey items will need to fit into domains common across children, adults and older adults.
- * Discuss the experience of C/FSTs with the ROSI.
- * Assess whether or not the measurements in the packet meet the 3 areas of concern.
- * Describe procedure to email or send material for whole group to review, including providing mail box address to members.

Discussion

The sub-group decided to not delve today into reviewing the MHSIP and ROSI surveys to identify the 5-10 standard adult survey items to recommend, although there was agreement that the items should come primarily from the ROSI consumer survey.

The CSMWorkgroup mailbox and communication processes were reviewed.

Strengths and shortcomings of the current 3 questions and survey processes were discussed.

Most of the time was spent on the group identifying the underlying principles for the workgroup and assuming ownership of working on behalf of the workgroup to develop an implementation strategy.

Action

- * Natalie suggested that Jerry be the secretary for this meeting.
- * A draft mission statement and principles will be developed for the CSM workgroup.

Follow-up

- * Tracy will share with the sub-group the procedures CCBH uses in its consumer and family satisfaction surveying.
- * Natalie and Jerry will type up the draft principles and mission statement, and share with the groups.