

OMHSAS INTEGRATING CONSUMER SATISFACTION SURVEY
METHODOLOGIES (CSM) WORKGROUP
ADULT SUBGROUP

Subject: 02/16/2010 Meeting Notes

Members Present:

Jerry Goessel (co-chair), Natalie Shaffer (co-chair), Rita Cisneros, Jessica Bradley, Rachel Carey, Tracy Mitchell, Bill Polito, *Non-members:* Danny Wildisin, Lynna Flynn

Discussion:

The subgroup decided that this day would be about making selections of actual questions for the survey. There were 32 survey items suggested, but no final decisions were made as to which ones would be utilized. There was much discussion as to the most important issues that needed to be identified by the question selection, but the group was able to suggest the following items be included for consideration:

A red X indicates it is already on either the ROSI or MHSIP survey.

1. I am treated as a psychiatric label, rather than as a person.
2. I have a say in what happens to me when I am in crisis. X
3. There are consumers working as paid employees in the mental health agency where I receive services. X
4. I have housing that I can afford. X
5. I have enough income to live on. X
6. I feel more hopeful about the future.
7. I believe I am recovering.
8. I have a place to live that feels like a comfortable home to me. X
9. I have information and/or guidance to get the services and supports I need both inside and outside my MH agency. X
10. Mental health services helped me get housing in a place I feel safe. X