

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

Subject: 04/20/2010 meeting notes

Members Present

Tracy Mitchell, Bill Polito, Rachel Carey, Rita Cisneros, Dan Rossi, Natalie Shaffer (co-chair), Jerry Goessel (co-chair)

Tasks

The Adult sub-group was charged with two tasks during this meeting:

- 1) Recommend 5-10 optional survey items. (The optional items would be included in the survey toolkit for use by CSTs and C/FSTs specifically with adult behavioral health service recipients. The use of the items would be optional in the initial phase of the new statewide survey items, but would become required of all C/FSTs in Phase Two.)
- 2) Identify additional items to include in the survey toolkit.

Discussion

Most of the time was spent by the subgroup members and guests discussing possible survey items for inclusion as optional items to be recommended for inclusion in the toolkit. The input from the large number of non-member guests offered additional validation to the process.

Action

\* The adult subgroup generated several ideas for items to be included in the survey toolkit.

\* The subgroup voted to accept the following 6 survey items as Optional Items:

- A. I have a say in what happens to me when I am in crisis.  
*- Item number 23 on the ROSI survey*
- B. I am encouraged to use consumer-run programs (for example, support groups, drop-in centers, etc.).  
*- Item number 3 on the ROSI survey*
- C. Staff here believe that I can grow, change and recover.  
*- Item number 10 on the MHSIP survey*
- D. (As a direct result of services I received) I am better able to handle things when they go wrong.  
*- Item number 31 on the MHSIP survey*
- E. Staff helped me obtain the information I needed so that I could take charge of managing my illness.  
*- Item number 19 on the MHSIP survey*
- F. Staff see me as an equal partner in my treatment program.  
*- Item number 21 on the ROSI survey*

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Follow-up

\* Members and non-members are encouraged to submit survey toolkit suggestions and best practice examples to the workgroup's public e-mail address:

[CSMWorkgroup@state.pa.us](mailto:CSMWorkgroup@state.pa.us)

\* Natalie and Jerry will post to the [www.PaRecovery.org](http://www.PaRecovery.org) web site the agreed-upon survey items that the adult sub-group is recommending be asked in the future of every adult surveyed by a CST or C/FST.