

**OMHSAS Integrating Consumer Satisfaction
Survey Methodologies (CSM) Workgroup**

**CSM Adult Sub-Group and CSM Older Adult Sub-Group Consensus on 5 Common
Survey Items for Each CST or C/FST to ask of
every Adult and Older Adult Consumer Surveyed**

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

Each item response is recorded on a Likert scale. When responding to a Likert-oriented survey item, respondents specify their level of agreement to the statement. A response to the above survey items will fall into one of the following options (one choice only):

Strongly Agree	Agree	Strongly Disagree	Strongly Disagree	Does Not Apply to Me
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If a respondent chooses not to respond at all to the survey item, the item is recorded as "Unanswered".