

## **NON-MEMBER ATTENDEE POLICY for the Consumer Satisfaction Methodology Workgroup**

We would like to take to opportunity to thank all persons in attendance for their interest in the work of the Consumer Satisfaction Methodology Workgroup. We are very glad to see the extent of the interest when we sent out request for participation. In order to keep the workgroup at a manageable level we unfortunately were unable to select all individuals who inquired about participation. Only 22 individuals were selected to be members members.

We wanted to provide some information to inform you of our expectation of you as a non workgroup member.

- 1) Persons wanting to attend will need to RSVP to [nstadler@state.pa.us](mailto:nstadler@state.pa.us)
- 2) Non-member attendees will have all of the meeting materials (If they RSVP “walk-ins” can only be provided an agenda.)
- 3) Non-member attendees will be asked not to sit at the table and to only actively participate by listening in the large CSM workgroup meetings.
  - a. Our view is that your concerns should be addressed through your contacts with the stakeholder representation that were selected as members of the larger Consumer Satisfaction Methodology Workgroup. These individuals are your “stakeholder voices.”
  - b. As of the 2-16-10, the non-member attendees can actively participate within the sub-group meetings; children, adult, older adult. As a non-member, you will not have voting status in the smaller subgroups.
- 4) OMHSAS will only be reimbursing the travel expenses for selected members of the Consumer Satisfaction Methodology Workgroup.
- 5) OMHSAS will only be providing lunch for selected members of the Consumer Satisfaction Methodology Workgroup.