



COMPARISON OF DOMAINS AND ITEMS FOR CCS SURVEYS

Youth Survey: MHSIP Youth Consumer Survey Items and Scales (Family Version)

Consumers answer questions with the following response categories:

1 = Strongly Agree, 2 = Agree, 3 = Neutral, 4 = Disagree, 5 = Strongly Disagree

General Satisfaction With Services

1. Overall, I am satisfied with the services my child received.
4. The people helping my child stuck with us no matter what.
5. I felt my child had someone to talk to when he/she was troubled.
7. The services my child and/or family received were right for us.
10. My family got the help we wanted for my child.
11. My family got as much help as we needed for my child.

Participation In Treatment Planning

2. I helped to choose my child's services.
3. I helped to choose my child's treatment goals.
6. I participated in my child's treatment.

Access To Services

8. The location of services was convenient for us
9. Services were available at times that were convenient for us.

Cultural Responsiveness Of Services

12. Staff treated me with respect.
13. Staff respected my family's religious/spiritual beliefs.
14. Staff spoke with me in a way that I understood.
15. Staff were sensitive to my cultural/ethnic background.

Improvement In Outcomes and Functioning (these questions are prefaced with the following phrase:
"As a direct result of the mental health services my child and/or family member received in the last 12 months...")

16. My child is better at handling daily life.
17. My child gets along better with family members.
18. My child gets along better with friends and other people.
19. My child is doing better in school and/or work.
20. My child is better able to cope when things go wrong.
21. I am satisfied with our family life right now.
22. My child is better able to do things he or she wants to do.
17. My child is better able to deal with his/her alcohol or drug problem.
18. I have a better understanding of my child's addiction.

Social Connectedness

23. I know people who will listen and understand me when I need to talk.
24. I have people that I am comfortable talking with about my child's problems.
25. In a crisis, I would have the support I need from family or friends.
26. I have people with whom I can do enjoyable things.

Adults: ROSI Consumer Survey Items and Scales

Consumers answer questions with the following two sets of response categories:

Questions 1-16: 1 = Strongly Disagree, 2 = Disagree, 3 = Agree, 4= Strongly Agree

Questions 17-42: 1 = Never/Rarely, 2 = Sometimes, 3 = Often, 4 = Almost Always/Always

Person-Centered: *These items describe whether clinical staff have a person-centered focus and allow for person-centered decision-making.*

21. Staff see me as an equal partner in my treatment program.
22. Mental health/substance abuse staff support my self-care or wellness.
28. Staff give me complete information in words I understand before I consent to treatment or medication.
29. Staff encourage me to do things that are meaningful to me.
30. Staff stood up for me to get the services and resources I needed.
31. Staff treat me with respect regarding my cultural background (think of race, ethnicity, religion, language, age, sexual orientation, etc.).
32. Staff listen carefully to what I say.
35. Mental health/substance abuse staff help me build on my strengths.
36. My right to refuse treatment is respected.

Barriers: *These items describe passive barriers to recovery that consumers may experience.*

4. I do not have the support I need to function in the roles I want in my community.
5. I do not have enough good service options to choose from.
7. Staff do not understand my experience as a person with mental health problems.
8. The mental health/substance abuse staff ignore my physical health.
11. I cannot get the services I need when I need them.
14. I lack the information or resources I need to uphold my client rights and basic human rights.

Empowerment: *These items describe to what degree consumers feel empowered by staff and others.*

1. There is at least one person who believes in me.
3. I am encouraged to use consumer-run programs (i.e., support groups, drop-in centers, etc.).
9. Staff respect me as a whole person.

Employment: *These items describe the degree to which educational/employment opportunities are available to the individual consumer or consumers in general.*

18. I have a chance to advance my education if I want to.
20. Mental health/substance abuse services helped me get or keep employment.
26. There was a consumer peer advocate to turn to when I needed one.
27. There are consumers working as paid employees in the mental health agency where I receive services.

Staff Approach: *These items describe the degree to which agency staff use a paternalistic and/or coercive approach working with consumers.*

25. Staff use pressure, threats, or force in my treatment.
33. Staff lack up-to-date knowledge on the most effective treatments.
34. Mental health/substance abuse staff interfere with my personal relationships.
39. I am treated as a psychiatric label rather than as a person.

Basic Needs: *These items describe the consumer's current financial ability to meet his/her basic needs.*

15. I have enough income to live on.
17. I have housing that I can afford.

Other ROSI Items Not in Scales: *These items were not strongly correlated with any of the above survey items in the six scales, but could be important Recovery indicators on their own.*

2. I have a place to live that feels like a comfortable home to me.
6. Mental health services helped me get housing in a place I feel safe.
10. Mental health services have caused me emotional or physical harm.
12. Mental health services helped me get medical benefits that meet my needs.
13. Mental health services led me to be more dependent, not independent.
16. Services help me develop the skills I need.
19. I have reliable transportation to get where I need to go.
23. I have a say in what happens to me when I am in crisis.
24. Staff believe that I can grow, change and recover.
37. My treatment plan goals are stated in my own words.
38. The doctor worked with me to get on medications that were most helpful for me.
40. I can see a therapist when I need to.
41. My family gets the education or supports they need to be helpful to me.
42. I have information or guidance to get the services and supports I need, both inside and outside my mental health agency.
17. I am better able to deal with my alcohol or drug problem.
18. I have a better understanding of my addiction.