

Consumer & Family Survey Workgroup

MINUTES

DECEMBER 1, 2010 2:00 TO 4:00 CENTRAL

ATTENDEES	Sarah Cox, DBH; Sheri Dawson, DBH; Kathleen Hanson, Region V Consumer; Jean Hartwell, Region 6; Jim Harvey, DBH; Ying Wang, DBH; Brian Wells, DBH; Mary O'Hare, Facilitator; Corey Brockway, Region 2; Jonah Deppe, NAMI; Susan Hancock, Region 5; Sandy O'Meara, LRC; Ann Tvrdik, Region 3
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Agenda topics

**WORKGROUP MEETING
DATES/WORKGROUP
CHARGE**

MARY O'HARE

DISCUSSION	<p><u>Future Workgroup Meeting Dates</u> Meeting Time: 2:00 to 4:00 Central Time Meeting Dates: 2nd Friday of Each Month</p> <ul style="list-style-type: none"> ▪ January 14, 2011 ▪ February 11, 2011 ▪ March 11, 2011 ▪ April 8, 2011 ▪ May 13, 2011 ▪ June 10, 2011 <p>Meeting Place: LIVE Meeting Phone Number: 1-888 – 820-1398, Attendee Code is 5743906#</p> <p><u>Workgroup Charge</u> The charge for the workgroup is to provide recommendations to DBH leadership for changes to the consumer/family surveys, survey methodology, and use and distribution of survey results. DBH leadership will make final decisions related to the recommendations.</p>
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ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
None		

SURVEY INPUT

ALL

DISCUSSION	<p><u>Recommended Additional Questions</u> The Workgroup recommend the following questions be added to the 2011 Consumer/Family Surveys:</p> <ol style="list-style-type: none"> 1. Staff treated me with respect and dignity. 2. Did you participate in your own treatment/service plan and goals? 3. My treatment/service goals were based on my strengths and needs. 4. I was provided services appropriate to my culture (race, religion, language, sexual orientation). <p><u>Recommended Changes to Pre-existing Questions</u> The Workgroup recommend the following changes be made to pre-existing questions.</p> <ol style="list-style-type: none"> 1. I determined my treatment goals, not the staff. 2. Staff were sensitive to my cultural background (race, religion, language). <p><u>BRFSS Questions</u> BRFSS questions are the health related questions on the surveys which are taken from the BRFSS questions asked of the general public.</p> <ol style="list-style-type: none"> 1. Two questions related to blood pressure and cholesterol were taken off the current official BRFSS survey. 2. After much discussion, the workgroup would like to see all of the BRFSS
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	<p>questions, including those relating to blood pressure and cholesterol, left on the consumer/family surveys.</p> <p><u>Analysis of Additional Questions</u></p> <ol style="list-style-type: none"> 1. The workgroup discussed how the additional questions would be analyzed with the rest of the survey. 2. Brian offered to consult Paula regarding how the additional questions might be analyzed. 	
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
<ul style="list-style-type: none"> • Brian will put the additional questions into the current survey and change the pre-existing questions. He will bring back the revised survey to the workgroup for further review at the January meeting. • Consult Paula on how the four additional questions can be analyzed. 	Brian	January 14, 2010

MEETING WRAP UP

ALL

DISCUSSION	<ol style="list-style-type: none"> 1. A suggestion was made to have some additional information regarding survey research for the Workgroup. Brian will present some salient points at the next meeting and look for some written reference material for Workgroup members. Some topics to consider include sample size, response rate, methodology, analysis. 2. Kathleen pointed out that she did not fill out her survey due to the numbers on the envelope and on each page of her survey. The numbers were put on the survey so that respondents could be identified if the returned survey indicated a crisis situation. It was suggested that if the numbers must continue to be placed on the survey that an explanation be included in the cover letter. 3. Workgroup members were reminded to call Tammy regarding any problems with accessing LIVE Meetings. 4. Workgroup members did not have any significant comments on how to improve the meeting content and flow at this time. 	
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Brian will look for written survey research information and present on survey research at our next meeting.	Brian	January 14, 2010

NEXT MEETING DATE	<p>2:00 to 4:00 Central Time</p> <p>January 14, 2011</p>
CALL IN NUMBER	1-888 – 820-1398, Attendee Code is 5743906#