

NorthCare Network, Region 1, ROSC

The six domains of the Recovery Self-Assessment Survey in FY18 are the same domains utilized in FY17 and are represented below with the corresponding scores by respondent type:

Average RSA Scores by Respondent Type in FY18			
	Consumers	Providers	Administrators
Overall Recovery Orientation	3.78	3.98	4.28
Life Goals	3.87	4.08	4.29
Consumer Involvement	3.31	3.46	3.86
Treatment Options	3.52	3.85	4.31
Consumer Choice	4.05	4.3	4.56
Tailored Services	3.92	4.05	4.38
Inviting Space	4.21	4.13	4.28

The Recovery Self-Assessment Survey is not organized according to the three reporting alignments required by MDHHS. The survey is organized in six domains that can roughly be matched with the three types of alignment. The domains are split the same as they were for FY17 data. They are identified as:

- **Conceptual Alignment Measurement:** All the questions on the survey pertain to the conceptual alignment and the single Overall Recovery Orientation score will be used for that measure for all the groups being surveyed.
- **Practice Alignment Measurement:** This measurement includes the questions in the domains of Diverse Treatment Options, Consumer Choice, and individually Tailored Services
- **Contextual Alignment Measurement:** This measurement includes the questions in the domains of Life Goals, Consumer Involvement and Inviting Space.

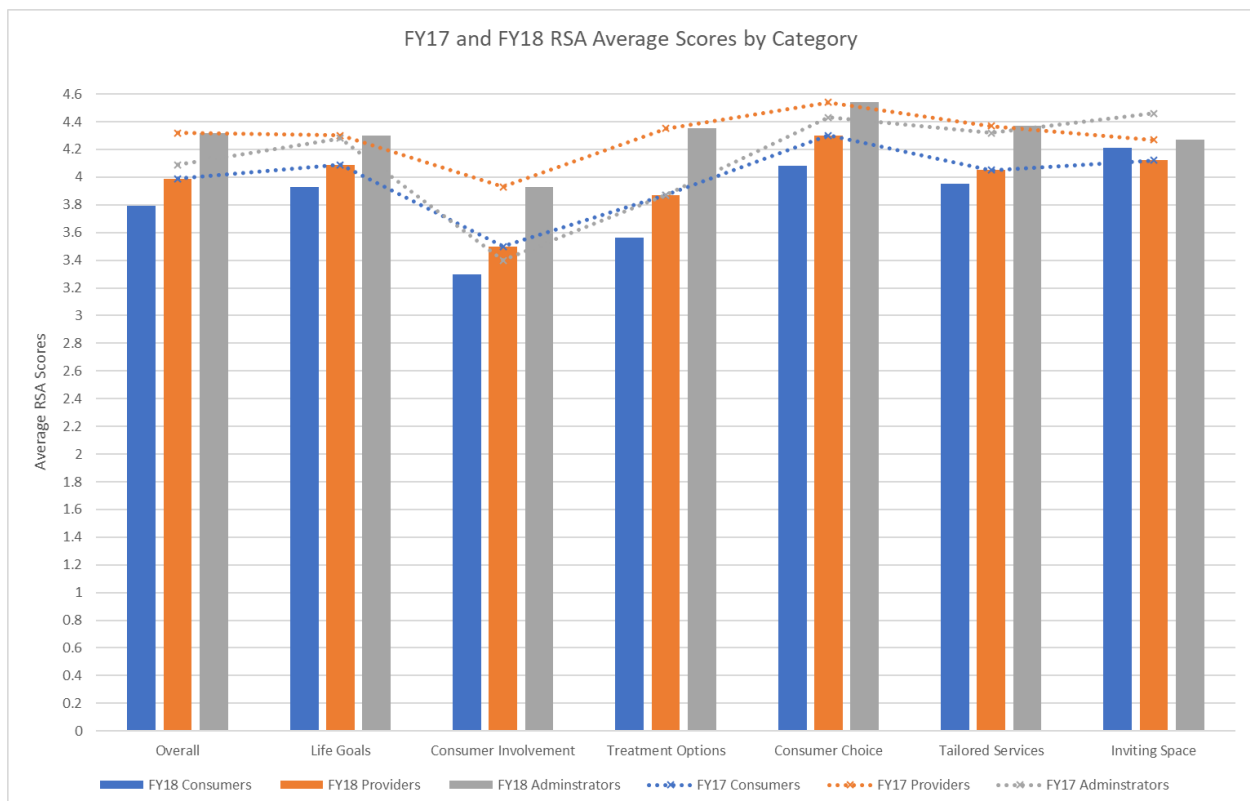
The results for FY18 as compared to FY17 are represented in Table 3 below. Scores are based on a Likert Scale (1-5) with 5 being the strongest agreement.

Table 3a: RSA Survey Forms Information			
	Previous RSA Survey Alignment Scores Date of Survey: 08/31/17	Current RSA Survey Alignment Scores Date of Survey: 11/2/18	Variance between previous and Current RSA Survey Scores (C-B)
RSA Survey - Individual Recovery			
Conceptual Alignment	3.46 Average -Overall Recovery Orientation-all domains	3.79 Average RSA score -all domains	+ 0.33
Practice Alignment	3.08 Treatment Options 3.79 Consumer Choice <u>3.75</u> Tailored Services 3.54 Average	3.56 Treatment Options 4.08 Consumer Choice <u>3.95</u> Tailored Services 3.86 Average	+ 0.32
Contextual Alignment	3.55 Life Goals 2.08 Consumer Involvement <u>4.22</u> Inviting Space 3.28 Average	3.93 Life Goals 3.30 Consumer Involvement <u>4.21</u> Inviting Space 3.81 Average	+ 0.53
RSA Survey - Program Provider			

Region 1_ Table 3_ RSA Survey Results_ FY18 with comparison to FY17

Conceptual Alignment	4.05 Average Overall Recovery Orientation-all domains	3.99 Average RSA score -all domains	- 0.06
Practice Alignment	3.76 Treatment Options 4.33 Consumer Choice 4.17 Tailored Services 4.09 Average	3.87 Treatment Options 4.30 Consumer Choice 4.05 Tailored Services 4.07 Average	- 0.02
Contextual Alignment	4.19 Life Goals 3.52 Consumer Involvement 4.35 Inviting Space 4.02 Average	4.09 Life Goals 3.50 Consumer Involvement 4.12 Inviting Space 3.90 Average	- 0.12
RSA Survey - Management/Administration			
Conceptual Alignment	4.09 Average -Overall Recovery Orientation-all domains	4.32 Average RSA score -all domains	+ 0.23
Practice Alignment	3.87 Treatment Options 4.43 Consumer Choice <u>4.32</u> Tailored Services 4.21 Average	4.35 Treatment Options 4.54 Consumer Choice <u>4.37</u> Tailored Services 4.42 Average	+ 0.21
Contextual Alignment	4.28 Life Goals 3.40 Consumer Involvement 4.46 Inviting Space 4.05 Average	4.30 Life Goals 3.93 Consumer Involvement 4.27 Inviting Space 4.16 Average	+ 0.11

By Category, the following graph represents average scores for FY17 and FY18.



Region 1_ Table 3_ RSA Survey Results_ FY18 with comparison to FY17

The average lowest rated questions for FY18 across all three respondent types (consumers, providers, administrators) were questions 8, 15, 22, 25, and 29. All scores were below 4.

Question Number	Question	Average Consumer Score	Average Provider Score	Average Administrator Score
8	Staff believe that program participants have the ability to manage their own symptoms.	3.75	3.69	3.96
15	Staff offer participants opportunities to discuss their sexual needs and interests when they wish.	3.44	3.51	3.74
22	Staff actively help people find ways to give back to their community (i.e., volunteering, community services, neighborhood watch/cleanup).	3.43	3.57	3.82
25	People in recovery are encouraged to attend agency advisory boards and management meetings.	3.07	3.24	3.7
29	Persons in recovery are involved with facilitating staff trainings and education at this program.	3.09	3.14	3.24

The average highest rated questions for FY18 across all three respondent types (consumers, providers, administrators) were questions 4, 5, 11, 14, 19, 27, 28, and 31. All scores were above 3.9.

Question Number	Question	Average Consumer Score	Average Provider Score	Average Administrator Score
4	Program participants can change their clinician or case manager if they wish	3.91	3.99	4.35
5	Program participants can easily access their treatment records if they wish	3.96	4.18	4.57
11	Staff regularly ask program participants about their interests and the things they would like to do in the community.	3.93	4.42	4.56
14	Staff offer participants opportunities to discuss their spiritual needs and interests when they wish.	3.92	4.01	4.48
19	Staff work hard to help program participants to include people who are important to them in their recovery/treatment planning (such as family, friends, clergy, or an employer).	3.92	4.14	4.5
27	Progress made towards an individual's own personal goals is tracked regularly.	3.96	4.17	4.53
28	The primary role of agency staff is to assist a person with fulfilling his/her own goals and aspirations.	3.93	4.37	4.67
31	Staff are knowledgeable about special interest groups and activities in the community.	3.96	3.92	4.38

The number of respondents decreased in FY18. There were 263 consumer respondents, 182 provider respondents, and 56 administrator respondents in FY18 compared to 376 consumer respondents, 175 provider respondents, and 42 administrator respondents in FY17. In FY18, the survey was sent to 2685 consumers. This is an overall response rate of 9.8%.

The data shows that consumers continue to rate questions with lower scores than staff. We will focus on addressing lower rated categories in Table 2.