

NorthCare Network, Region 1, ROSC

The six domains of the Recovery Self-Assessment Survey in FY19 are the same domains utilized in FY18 and are represented below with the corresponding scores by respondent type:

Average RSA Scores by Respondent Type in FY19			
	Consumers	Providers	Administrators
Overall Recovery Orientation	3.8	4.15	4.34
Life Goals	3.9	4.17	4.4
Consumer Involvement	3.29	3.65	3.6
Treatment Options	3.52	4.08	4.15
Consumer Choice	4.09	4.4	4.5
Tailored Services	3.95	4.16	4.33
Inviting Space	4.26	4.37	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 and FY18 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.

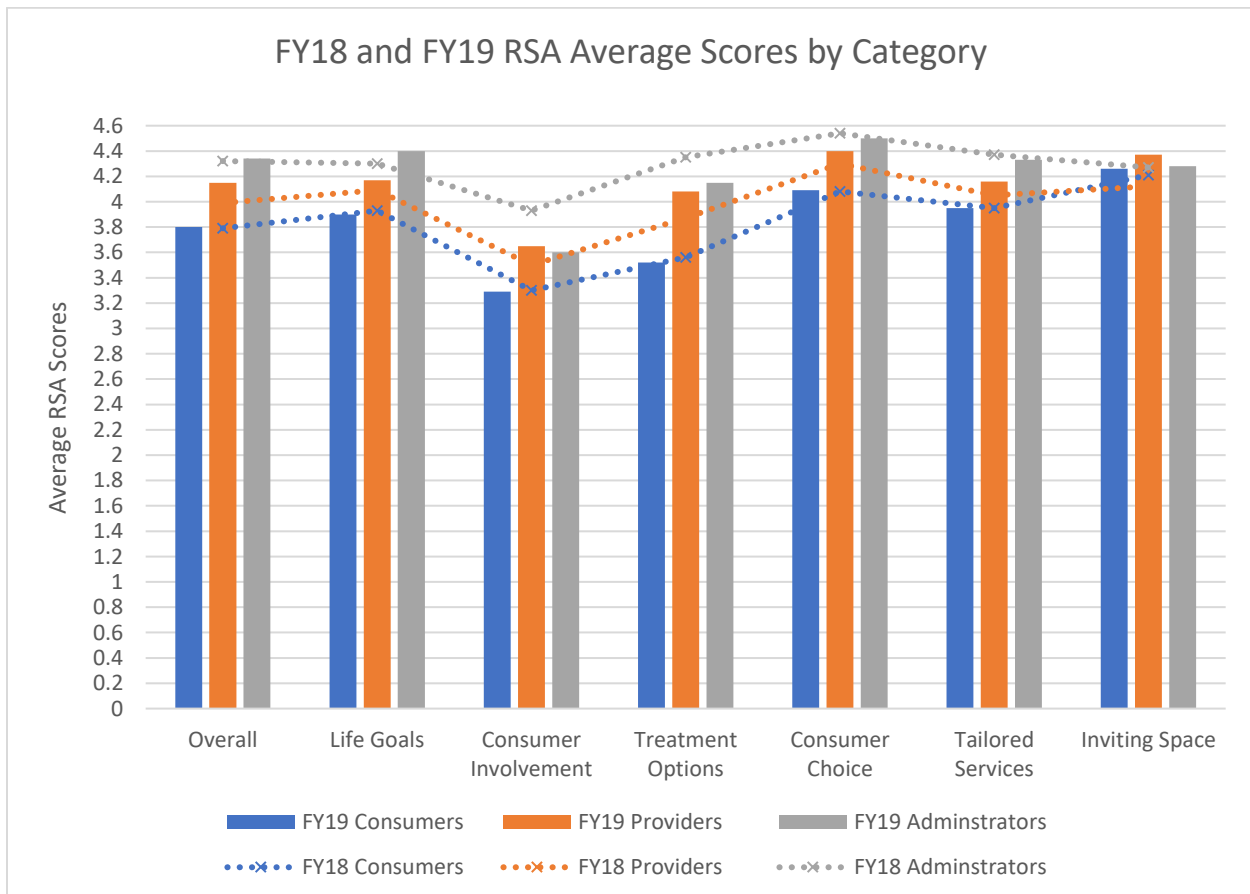
The results for FY19 as compared to FY18 are represented in Table 3a below. Scores are based on a Likert Scale (1-5) with 5 being the strongest agreement. The scale also allows for options of *Don't know* and *N/A*.

Table 3a: RSA Survey Forms Information			
	Previous RSA Survey Alignment Scores Date of Survey: 11/2/18	Current RSA Survey Alignment Scores Date of Survey: 9/1/19	Variance between previous and Current RSA Survey Scores (C-B)
RSA Survey - Individual Recovery			
Conceptual Alignment	3.79 Average -Overall Recovery Orientation-all domains	3.84 Average RSA score -all domains	+ .05
Practice Alignment	3.56 Treatment Options 4.08 Consumer Choice 3.95 Tailored Services 3.86 Average	3.52 Treatment Options 4.09 Consumer Choice 3.95 Tailored Services 3.85 Average	- .01
Contextual Alignment	3.93 Life Goals 3.30 Consumer Involvement 4.21 Inviting Space 3.81 Average	3.90 Life Goals 3.29 Consumer Involvement 4.26 Inviting Space 3.82 Average	+ .01
RSA Survey – Program Provider			

Region 1_ Table 3_ RSA Survey Results_ FY19 with comparison to FY18

Conceptual Alignment	3.99 Average Overall Recovery Orientation-all domains	4.16 Average RSA score -all domains	+0.17
Practice Alignment	3.87 Treatment Options 4.30 Consumer Choice <u>4.05</u> Tailored Services 4.07 Average	4.08 Treatment Options 4.40 Consumer Choice <u>4.16</u> Tailored Services 4.21 Average	+0.14
Contextual Alignment	4.09 Life Goals 3.50 Consumer Involvement <u>4.12</u> Inviting Space 3.90 Average	4.17 Life Goals 3.65 Consumer Involvement <u>4.37</u> Inviting Space 4.10 Average	+0.20
RSA Survey – Management / Administrator			
Conceptual Alignment	4.32 Average -Overall Recovery Orientation-all domains	4.32 Average RSA score -all domains	0
Practice Alignment	4.35 Treatment Options 4.54 Consumer Choice 4.37 Tailored Services 4.42 Average	4.15 Treatment Options 4.50 Consumer Choice 4.33 Tailored Services 4.33 Average	-0.09
Contextual Alignment	4.30 Life Goals 3.93 Consumer Involvement <u>4.27</u> Inviting Space 4.16 Average	4.40 Life Goals 3.60 Consumer Involvement <u>4.28</u> Inviting Space 4.09 Average	-0.07

By Category, the following graph represents average scores for FY18 and FY19.



Region 1_ Table 3_ RSA Survey Results_ FY19 with comparison to FY18

The average lowest rated questions for FY19 across all three respondent types (consumers, providers, administrators) were questions 22, 23, 25, 29, and 32. All scores were below 4.00, except question 32 which was rated over 4.00 by consumers but under by staff.

Question Number	Question	Average Consumer Score	Average Provider Score	Average Administrator Score
25	People in recovery are encouraged to attend agency advisory boards and management meetings	3.68	3.4	3.73
23	People in recovery are encouraged to help staff with the development of new groups, programs, or services.	3.78	3.53	3.55
29	Persons in recovery are involved with facilitating staff trainings and education at this program.	3.92	3.41	3.17
22	Staff actively help people find ways to give back to their community.	3.85	3.69	3.85
32	Agency staff are diverse in terms of culture, ethnicity, lifestyle, and interests.	4.11	3.84	3.9

The average highest rated questions for FY19 across all three respondent types (consumers, providers, administrators) were questions 1, 3, 6, 7, 10, 11, 14, 16. All scores are above 4.00.

Question Number	Question	Average Consumer Score	Average Provider Score	Average Administrator Score
6	Staff do not use threats, bribes, or other forms of pressure to influence the behavior of the program participants.	4.45	4.72	4.85
1	Staff makes a concerted effort to welcome people in recovery and help them to feel comfortable in this program.	4.41	4.83	4.68
3	Staff encourage program participants to have hope and high expectations for their recovery.	4.21	4.43	4.58
7	Staff believe that program participants can make their own life choices regarding things such as where to live, when to work, whom to be friends with, ect.	4.25	4.41	4.67
10	Staff listen to and respect the decisions that program participants make about their treatment and care.	4.23	4.47	4.65
11	Staff regularly ask program participants about their interests and the things they would like to do in the community.	4.01	4.48	4.47
14	Staff offer participants opportunities to discuss their spiritual needs and interests when they wish.	4.00	4.21	4.37

Region 1_ Table 3_ RSA Survey Results_ FY19 with comparison to FY18

16	Staff help program participants to develop and plan for life goals beyond managing symptoms or staying stable (e.g., employment, education, physical fitness, connecting with family and friends, hobbies).	4.06	4.34	4.59
----	---	------	------	------

The number of respondents increased in FY19. There were 272 consumer respondents, 229 provider respondents, and 61 administrator respondents in FY19 compared to 263 consumer respondents, 182 provider respondents, and 56 administrator respondents in FY18. In FY19, the survey was sent to 2609 consumers. This is an overall response rate of 10%.

The data shows that consumers rated the average highest scored questions lower than staff, however on the average lowest rated questions, consumers rated these higher than staff. This may indicate that staff recognize areas needing improvement. We will focus on addressing lower rated categories in Table 2.