

Recovery-Oriented Services Benchmarking Report

Northcare Network

Consumer Survey

October 2017



YALE ROSE Study

Recovery
Oriented
Service
Evaluation



OVERVIEW: As part of Northcare’s participation in the ROSE study, consumers completed the Recovery Self-Assessment (RSA), which assesses the degree of recovery supporting policies and practices at their agency. The RSA was developed to operationalize and measure practices that are supportive of a person's recovery, including an environment that:

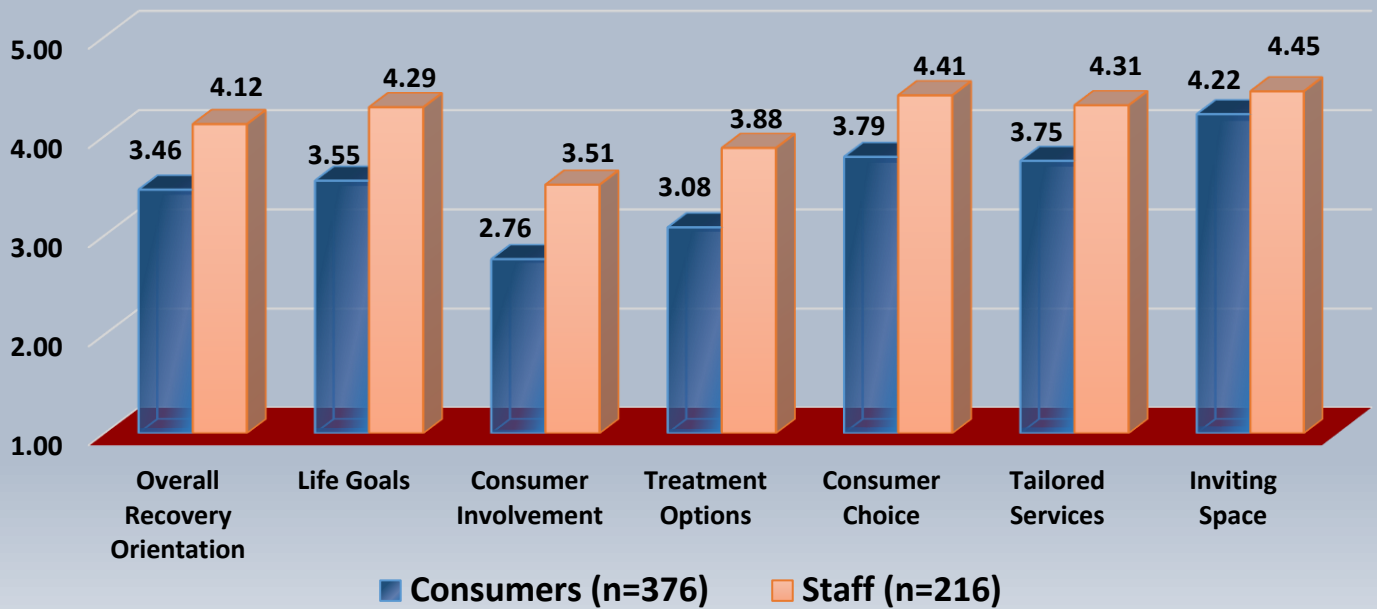
- encourages individuality and focuses on strengths;
- promotes accurate and positive portrayals of mental illness while fighting discrimination;
- uses a language of hope and possibility;
- offers a variety of options for treatment, rehabilitation, and support;
- supports risk-taking, even when failure is a possibility;
- actively involves service users, family members, and other natural supports in the development and implementation of programs and services;
- encourages user participation in advocacy activities;
- helps people develop connections with communities and develop valued social roles, interests and hobbies, and other meaningful activities.

The RSA has been used as a self-reflective tool for agencies to provide observable and measurable data to inform system change. The RSA provides an overall recovery-orientation score as well as sub-scales scores for the following six domains in consumer care.



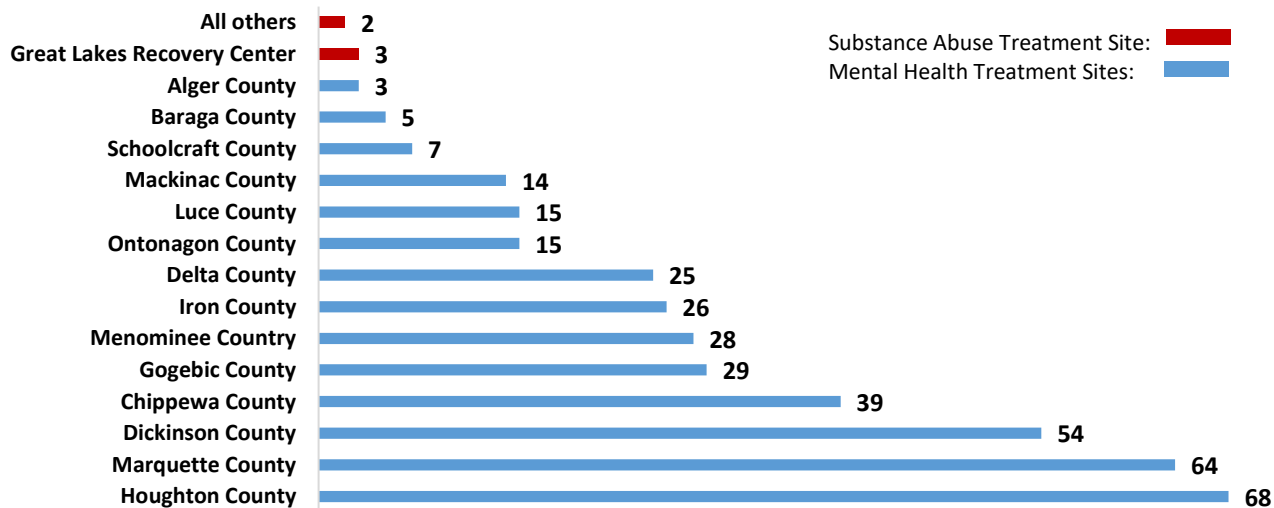
RESULTS: Earlier in 2017, the RSA was completed by 216 Northcare staff. Results from the current survey of Northcare consumers yielded 376 completed surveys. Below are comparisons of the average RSA overall score and sub-scale scores for Northcare staff and consumers.

Average RSA Scores



In regards to consumer respondents from each of the 14 counties, the graph below provides a full breakdown of where consumers reported they receive mental health services. A comparatively small number of adults reported they receive substance abuse treatment.

Consumer Participation by County



AVERAGE RSA SCORES BY RESPONDENT TYPE

	Director or Administrator	Supervisor or Team Leader	Direct Service Provider	Other	Consumer
Overall Recovery Orientation	4.18	4.00	4.05	4.06	3.46
Life Goals	4.41	4.16	4.18	4.20	3.55
Consumer Involvement	3.55	3.26	3.49	3.55	2.76
Treatment Options	3.95	3.80	3.83	3.70	3.08
Consumer Choice	4.47	4.39	4.35	4.31	3.79
Tailored Services	4.50	4.15	4.08	4.27	3.75
Inviting Space	4.58	4.35	4.29	4.42	4.22

ITEM ANALYSIS OF CONSUMER AGREEMENT ON RSA SUB-SCALES

Life Goals	% Agree or Strongly Agree
Staff believe in the ability of the program participants to recover.	82.3%
Staff routinely assist program participants with getting jobs.	82.1%
Staff encourage program participants to have hope and high expectations for their recovery.	82.1%
Staff believe program participants can make their own life choices regarding things such as where to live, when, to work, whom to be friends with, etc.	79.8%
The primary role of agency staff is to assist a person with fulfilling his/her own goals and aspirations.	77.6%
Staff are knowledgeable about special interest groups and activities in the community.	75.7%
Agency staff are diverse in terms of culture, ethnicity, lifestyle, and interests.	73.6%
Staff believe that program participants have the ability to manage their own symptoms.	68.4%
Staff encourage program participants to take risks and try new things.	63.1%
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).	53.1%
Staff actively help program participants to get involved in non-mental health related activities, such as church groups, adult education, sports, or hobbies.	47.5%
Consumer Involvement	% Agree or Strongly Agree
Persons in recovery are involved with facilitating staff trainings and education at this program.	79.7%
People in recovery are encouraged to attend agency advisory boards and management meetings.	68.8%
Staff actively help people find ways to give back to their community (e.g., volunteering, community services, neighborhood watch/cleanup).	67.3%
People in recovery are encouraged to help staff with development of new groups, programs, or services.	52.9%
People in recovery are encouraged to be involved in the evaluation of this agency's programs, services, and service providers.	45.6%

Diverse Treatment Options		% Agree or Strongly Agree
Staff actively introduce program participants to persons in recovery who can serve as role models or mentors.		76.9%
Staff offer participants opportunities to discuss their sexual needs and interests when they wish.		72.3%
Staff offer participants opportunities to discuss their spiritual needs and interests when they wish.		72.3%
Staff actively connect program participants with self-help, peer support, or consumer advocacy groups and programs.		52.6%
Staff talk with program participants about what it takes to complete or exit the program.		41.5%
Consumer Choice		% Agree or Strongly Agree
Staff do not use threats, bribes, or other forms of pressure to influence the behavior of program participants.		87.0%
Staff listen to and respect the decisions that program participants make about their treatment and care.		85.4%
Program participants can easily access their treatment records if they wish.		74.2%
Program participants can change their clinician or case manager if they wish.		73.2%
Progress made towards an individual's own personal goals is tracked regularly.		54.1%
Individually Tailored Services		% Agree or Strongly Agree
Staff regularly ask program participants about their interests and the things they would like to do in the community.		74.4%
This program offers specific services that fit each participant's unique culture and life experiences.		73.1%
Staff work hard to help program participants to include people who are important to them in their recovery/treatment plannings (such as family, friends, clergy, or an employer).		60.4%
Staff at this program regularly attend trainings on cultural competency.		42.7%
Inviting Space		% Agree or Strongly Agree
Staff at my agency make a concerted effort to welcome people in recovery and help them to feel comfortable here.		91.2%
This agency offers an inviting and dignified physical environment (e.g., the lobby, waiting rooms, etc.).		81.9%

CONCLUSIONS & RECOMMENDATIONS: Based on consumer survey responses, Northcare demonstrates a number of practices and policies that are supportive of recovery-oriented care. Below we have provided a list of Northcare’s strengths and areas for growth, based on consumer and staff perceptions.

Highest Rated Items According to Consumers

STRENGTHS	Staff at my agency make a concerted effort to welcome people in recovery and help them to feel comfortable here.
	Staff do not use threats, bribes, or other forms of pressure to influence the behavior of program participants.
	Staff listen to and respect the decisions that program participants make about their treatment and care.
	Staff believe in the ability of the program participants to recover.
	Staff encourage program participants to have hope and high expectations for their recovery.
	Staff routinely assist program participants with getting jobs.
	This program/agency offers an inviting and dignified physical environment (e.g., the lobby, waiting rooms, etc.).

Highest Rated Items According to Staff

STRENGTHS	Progress made towards an individual's own personal goals is tracked regularly.
	Staff do not use threats, bribes, or other forms of pressure to influence the behavior of program participants.
	Staff at my agency make a concerted effort to welcome people in recovery and help them to feel comfortable here.
	Staff encourage program participants to have hope and high expectations for their recovery.
	Staff listen to and respect the decisions that program participants make about their treatment and care.
	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).
	The primary role of agency staff is to assist a person with fulfilling his/her own goals and aspirations.

Lowest Rated Item According to Consumers

GROWTH AREAS	Staff talk with program participants about what it takes to complete or exit the program.
	Staff at this program regularly attend trainings on cultural competency.
	People in recovery are encouraged to be involved in the evaluation of this agency's programs, services, and service providers.
	Staff actively help program participants to get involved in non-mental health related activities, such as church groups, adult education, sports, or hobbies.
	Staff actively connect program participants with self-help, peer support, or consumer advocacy groups and programs.
	People in recovery are encouraged to help staff with development of new groups, programs, or services.
	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).
	Progress made towards an individual's own personal goals is tracked regularly.

Lowest Rated Item According to Staff

GROWTH AREAS	Staff offer participants opportunities to discuss their sexual needs and interests when they wish.
	Agency staff are diverse in terms of culture, ethnicity, lifestyle, and interests.
	People in recovery are encouraged to help staff with development of new groups, programs, or services.
	People in recovery are encouraged to attend agency advisory boards and management meetings.
	Persons in recovery are involved with facilitating staff trainings and education at this program.