



4. I can change my clinician or case manager if I want to.	1	2	3	4	5	N/A	D/K
5. I can easily access my treatment records if I want to.	1	2	3	4	5	N/A	D/K
6. Staff do not use threats, bribes, or other forms of pressure to get me to do what they want.	1	2	3	4	5	N/A	D/K
7. Staff believe that I can recover.	1	2	3	4	5	N/A	D/K
8. Staff believe that I have the ability to manage my own symptoms.	1	2	3	4	5	N/A	D/K
9. Staff believe that I can make my own life choices regarding things such as where to live, when to work,	1	2	3	4	5	N/A	D/K
whom to be friends with, etc.	1	2	3	4	5	N/A	D/K
10. Staff listen to me and respect my decisions about my treatment and care.	1	2	3	4	5	N/A	D/K
11. Staff regularly ask me about my interests and the things I would like to do in the community.	1	2	3	4	5	N/A	D/K
12. Staff encourage me to take risks and try new things.	1	2	3	4	5	N/A	D/K
13. This program offers specific services that fit my unique culture and life experiences.	1	2	3	4	5	N/A	D/K
14. I am given opportunities to discuss my spiritual needs and interests when I wish.	1	2	3	4	5	N/A	D/K

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|---|---|---|---|---|---|-----|-----|
| 15. I am given opportunities to discuss my sexual needs and interests when I wish.  | 1 | 2 | 3 | 4 | 5 | N/A | D/K |
| 16. Staff help me 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). | 1 | 2 | 3 | 4 | 5 | N/A | D/K |
| 17. Staff help me to find jobs.   | 1 | 2 | 3 | 4 | 5 | N/A | D/K |
| 18. Staff help me to get involved in non-mental health/addiction related activities, such as church groups, adult education, sports, or hobbies.  | 1 | 2 | 3 | 4 | 5 | N/A | D/K |
| 19. Staff help me to include people who are important to me in my recovery/treatment planning (such as family, friends, clergy, or an employer).  | 1 | 2 | 3 | 4 | 5 | N/A | D/K |
| 20. Staff introduce me to people in recovery who can serve as role models or mentors.   | 1 | 2 | 3 | 4 | 5 | N/A | D/K |
| 21. Staff offer to help me connect with self-help, peer support, or consumer advocacy groups and programs.  | 1 | 2 | 3 | 4 | 5 | N/A | D/K |
| 22. Staff help me to find ways to give back to my community (i.e., volunteering, community services, neighborhood watch/cleanup).   | 1 | 2 | 3 | 4 | 5 | N/A | D/K |
| 23. I am encouraged to help staff with the development of new groups, programs, or services.  | 1 | 2 | 3 | 4 | 5 | N/A | D/K |

24. I am encouraged to be involved in the evaluation of this program's services and service providers.	1	2	3	4	5	N/A	D/K
25. I am encouraged to attend agency advisory boards and/or management meetings if I want.	1	2	3	4	5	N/A	D/K
26. Staff talk with me about what it would take to complete or exit this program.	1	2	3	4	5	N/A	D/K
27. Staff help me keep track of the progress I am making towards my personal goals.	1	2	3	4	5	N/A	D/K
28. Staff work hard to help me fulfill my personal goals.	1	2	3	4	5	N/A	D/K
29. I am/can be involved with staff trainings and education programs this agency.	1	2	3	4	5	N/A	D/K
30. Staff listen, and respond, to my cultural experiences, interests, and concerns.	1	2	3	4	5	N/A	D/K
31. Staff are knowledgeable about special interest groups and activities in the community.	1	2	3	4	5	N/A	D/K
32. Agency staff are diverse in terms of culture, ethnicity, lifestyle, and interests.	1	2	3	4	5	N/A	D/K

**Scoring:** Ratings from the individual items can be added together to yield a total score, with the higher scores indicating greater quality care.

Protocol source: <https://www.phenxtoolkit.org/protocols/view/661503>