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|--|---|---|---|---|---|-----|-----|
| etc.). | 1 | 2 | 3 | 4 | 5 | N/A | D/K |
| 3. Staff encourage program participants to have hope and high expectations for their recovery. | 1 | 2 | 3 | 4 | 5 | N/A | D/K |
| 4. Program participants can change their clinician or case manager if they wish. | 1 | 2 | 3 | 4 | 5 | N/A | D/K |
| 5. Program participants can easily access their treatment records if they wish. | 1 | 2 | 3 | 4 | 5 | N/A | D/K |
| 6. Staff do not use threats, bribes, or other forms of pressure to influence the behavior of program participants. | 1 | 2 | 3 | 4 | 5 | N/A | D/K |
| 7. Staff believe in the ability of program participants to recover. | 1 | 2 | 3 | 4 | 5 | N/A | D/K |
| 8. Staff believe that program participants have the ability to manage their own symptoms. | 1 | 2 | 3 | 4 | 5 | N/A | D/K |
| 9. Staff believe that program participants can make their own life choices regarding things such as where to | 1 | 2 | 3 | 4 | 5 | N/A | D/K |
| live, when to work, whom to be friends with, etc. | 1 | 2 | 3 | 4 | 5 | N/A | D/K |
| 10. Staff listen to and respect the decisions that program participants make about their treatment and care. | 1 | 2 | 3 | 4 | 5 | N/A | D/K |
| 11. Staff regularly ask program participants about their interests and the things they would | 1 | 2 | 3 | 4 | 5 | N/A | D/K |

like to do in the

community.

1 2 3 4 5 N/A D/K

12. Staff encourage program participants to take risks and try new things.

1 2 3 4 5 N/A D/K

13. This program offers specific services that fit each participant's unique culture and life experiences.

1 2 3 4 5 N/A D/K

14. Staff offer participants opportunities to discuss their spiritual needs and interests when they wish.

1 2 3 4 5 N/A D/K

15. Staff offer participants opportunities to discuss their

1 2 3 4 5 N/A D/K

sexual needs and interests when they wish.

1 2 3 4 5 N/A D/K

16. Staff help program participants to develop and plan for life goals beyond managing symptoms or staying

1 2 3 4 5 N/A D/K

stable (e.g., employment, education, physical fitness, connecting with family and friends, hobbies).

1 2 3 4 5 N/A D/K

17. Staff routinely assist program participants with getting jobs.

1 2 3 4 5 N/A D/K

18. Staff actively help program participants to get involved in non-mental health/addiction related activities, such

1 2 3 4 5 N/A D/K

as church groups, adult education, sports, or

1 2 3 4 5 N/A D/K

hobbies.

19. Staff work hard to help program participants to include people who are important to them in their

1 2 3 4 5 N/A D/K

recovery/treatment planning (such as family, friends, clergy, or an employer).

1 2 3 4 5 N/A D/K

20. Staff actively introduce program participants to persons in recovery who can serve as role models or

1 2 3 4 5 N/A D/K

mentors.

1 2 3 4 5 N/A D/K

21. Staff actively connect program participants with self- help, peer support, or consumer advocacy groups and

1 2 3 4 5 N/A D/K

programs.

1 2 3 4 5 N/A D/K

22. Staff actively help people find ways to give back to their community (i.e., volunteering, community

1 2 3 4 5 N/A D/K

services, neighborhood watch/cleanup).

1 2 3 4 5 N/A D/K

23. People in recovery are encouraged to help staff with the development of new groups, programs, or

1 2 3 4 5 N/A D/K

services.

1 2 3 4 5 N/A D/K

24. People in recovery are encouraged to be involved in the evaluation of this agency's programs, services, and

1 2 3 4 5 N/A D/K

| | | | | | | | |
|---|---|---|---|---|---|-----|-----|
| service providers. | 1 | 2 | 3 | 4 | 5 | N/A | D/K |
| 25. People in recovery are encouraged to attend agency advisory boards and management meetings. | 1 | 2 | 3 | 4 | 5 | N/A | D/K |
| 26. Staff talk with program participants about what it takes to complete or exit the program. | 1 | 2 | 3 | 4 | 5 | N/A | D/K |
| 27. Progress made towards an individual's own personal goals is tracked regularly. | 1 | 2 | 3 | 4 | 5 | N/A | D/K |
| 28. The primary role of agency staff is to assist a person with fulfilling his/her own goals and aspirations. | 1 | 2 | 3 | 4 | 5 | N/A | D/K |
| 29. Persons in recovery are involved with facilitating staff trainings and education at this program. | 1 | 2 | 3 | 4 | 5 | N/A | D/K |
| 30. Staff at this program regularly attend trainings on cultural competency. | 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/661504>