

RSA-R Administrator/Manager Version

Please circle the number below which reflects how accurately the following statements describe the activities, values, policies, and practices of this program.

	1	2	3	4	5		
	Strongly Disagree				Strongly Agree		
1. Staff make a concerted effort to welcome people in recovery and help them to feel comfortable in this program.	1	2	3	4	5	N/A	D/K
2. This program/agency offers an inviting and dignified physical environment (e.g., the lobby, waiting rooms, 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 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 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 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 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 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 related activities, such as church groups, adult education, sports, or hobbies.	1	2	3	4	5	N/A	D/K
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).	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 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 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 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 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 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
<i>Separate Section for Administrators Only</i>							
33. This agency provides formal opportunities for people in recovery, family members, service providers, and administrators to learn about recovery.	1	2	3	4	5	N/A	D/K
34. This agency provides structured educational activities to the community about mental illness and addictions.	1	2	3	4	5	N/A	D/K
35. This agency provides a variety of treatment options for program participants (e.g., individual, group, peer support, medical, community – based, employment, skill building, employment, etc.).	1	2	3	4	5	N/A	D/K
36. Groups, meetings, and other activities are scheduled in the evenings or on weekends so as not to conflict with other recovery-oriented activities such as employment or school.	1	2	3	4	5	N/A	D/K