



FY'18 Recovery Self-Assessment Report

Administrator/Manager Version

Introduction

As part of the MSHN Recovery Performance Improvement Project, the Recovery Self-Assessment (RSA) was distributed in December 2018 to administrators and supervisors of all SCCMHA programs providing services to adults with mental illness. The RSA is a measure designed to gauge the degree to which community mental health programs implement recovery-oriented practices. It is a self-reflective tool designed to identify strengths and target areas of improvement as agencies and systems strive to offer recovery-oriented care.

Methodology

Respondents used Survey Monkey to rate the thirty-six items on the RSA using a 5-point Likert scale ranging from 1 = "strongly disagree" to 5 = "strongly agree." Responses of "not applicable" and "do not know" were removed from the analysis according to the tool's scoring guidelines.

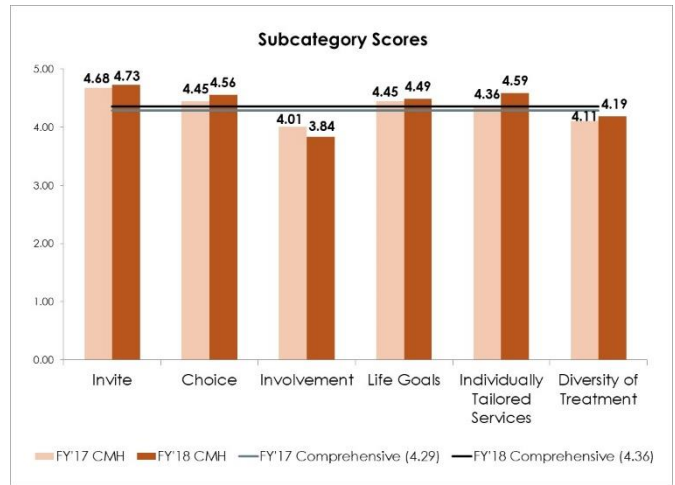
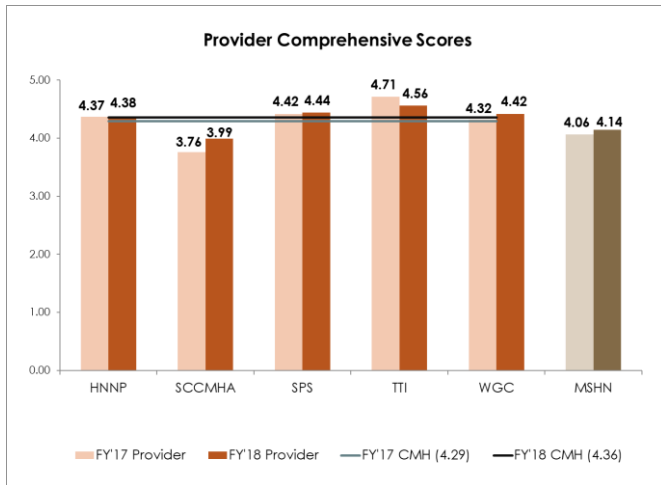
Responses were scored as a comprehensive total and separately as six subcategories. The comprehensive scores for each item within the subcategories are included as well. Scores from the FY'17 and FY'18 RSA are depicted in the following charts to demonstrate increases or decreases in scores over time and to identify potential areas for improvement.

Fifteen of twenty-one, or 71.5% of the individuals completed the RSA during FY'18, as compared to nineteen of twenty, or 95% in FY'17. The table below shows the response rates broken down by provider.

Agency	FY'17	FY'18
Hope Network New Passages (HNNP)	2	2
Saginaw County Community Mental Health Authority (SCCMHA)	6	4
Saginaw Psychological Services (SPS)	4	3
Training & Treatment Innovations, Inc. (TTI)	6	5
Westlund Guidance Clinic (WGC)	1	1
Total	19	15

Comprehensive Scores

The charts below illustrate comprehensive provider and subcategory scores.



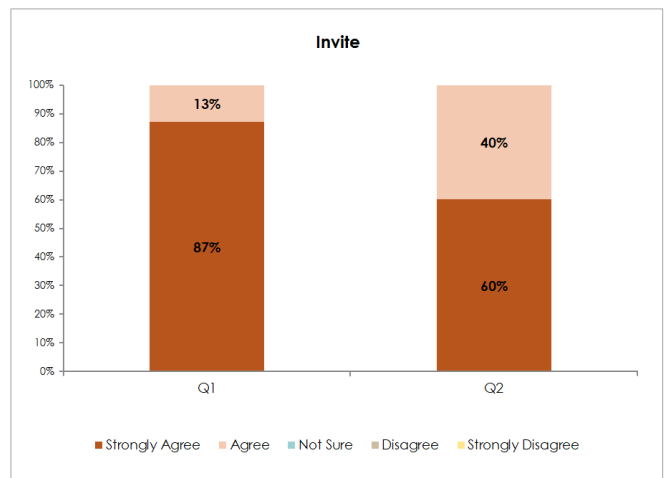
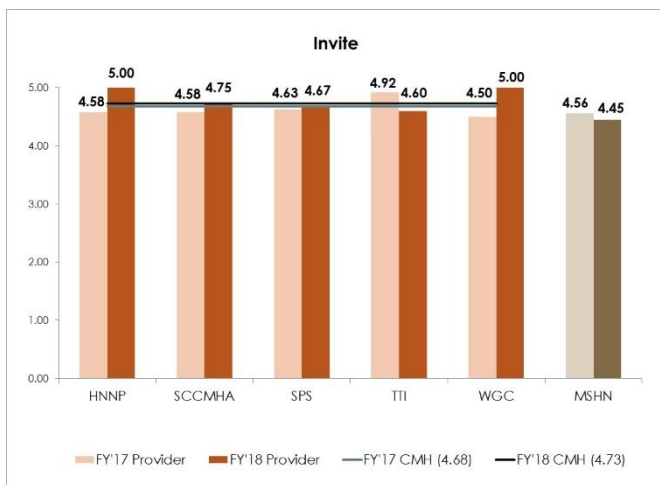
Subcategory Scores

Scores for each of the six subcategories and the items within those subcategories are shown on the following pages.

Invite

The first chart below depicts how the providers responded to the two Invite subcategory questions that answer how welcoming the facility and its staff are to the consumer. The second chart shows the responses by percentage for each question within the subcategory. The questions in this subcategory are:

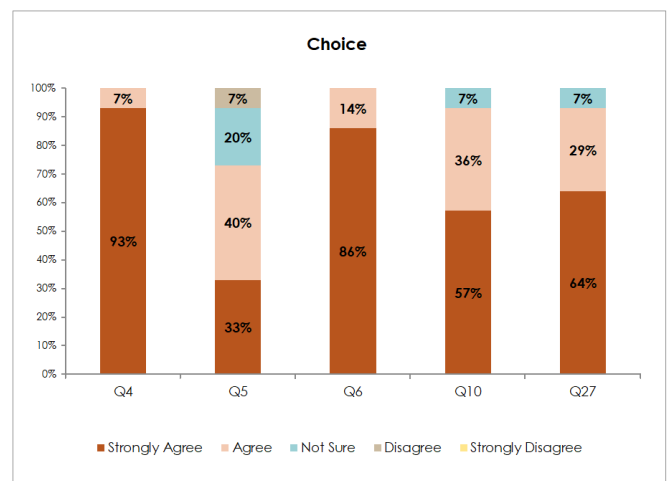
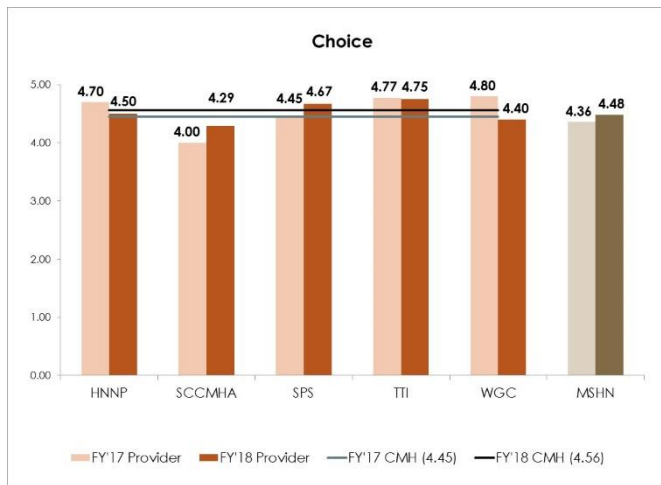
1. Staff make a concerted effort to welcome people in recovery and help them to feel comfortable in programs.
2. This program/agency offers an inviting and dignified physical environment (e.g., the lobby, waiting rooms, etc.).



Choice

Responses to the five items in the Choice subcategory measure how the provider takes into account the consumer's preferences and choices during the recovery process. The questions in this subcategory are:

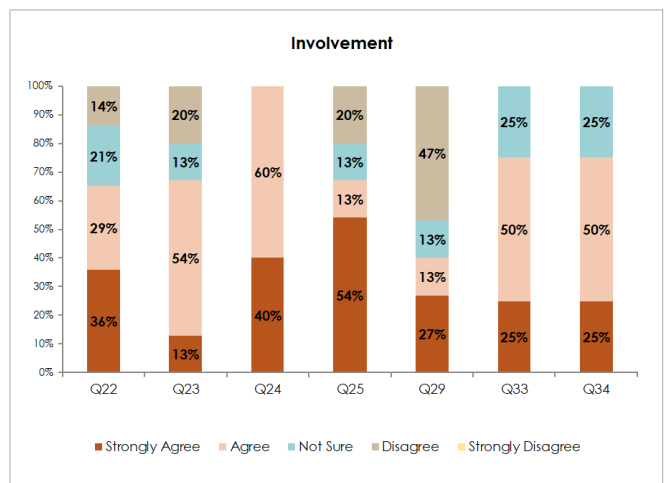
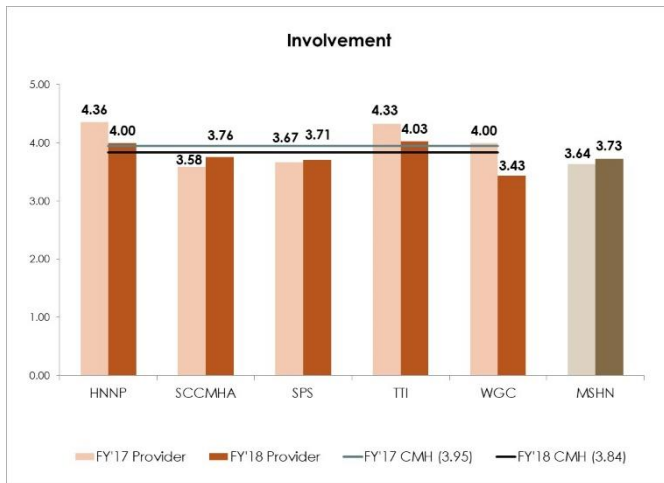
4. Program participants can change their clinician or case manager if they wish.
5. Program participants can easily access their treatment records if they wish.
6. Staff do not use threats, bribes, or other forms of pressure to influence the behavior of program participants.
10. Staff listen to and respect the decisions that program participants make about their treatment and care.
27. Progress made towards an individual's own personal goals is tracked regularly.



Involvement

Seven items in the Involvement subcategory describe how the provider allows consumers to become involved in the recovery process. The questions in this subcategory are:

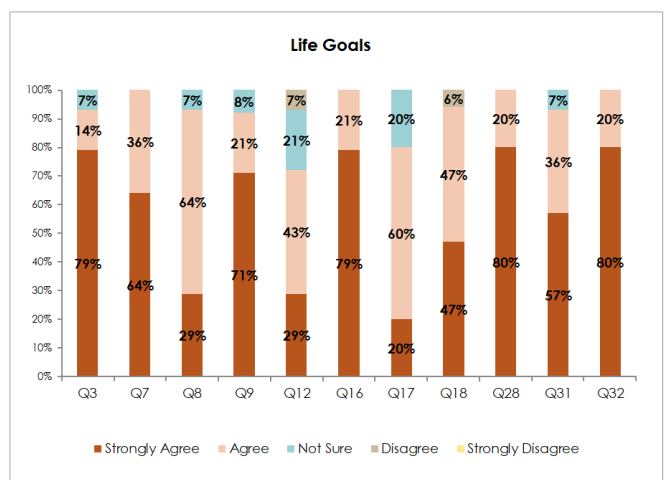
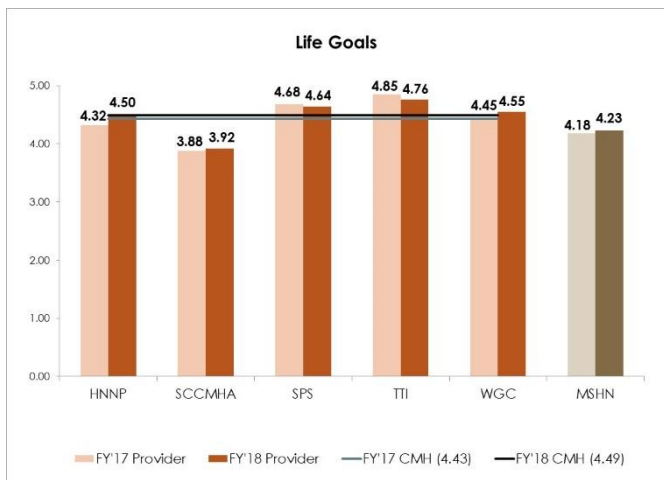
22. Staff actively help people find ways to give back to their community (i.e., volunteering, community services, neighborhood watch/cleanup).
23. People in recovery are encouraged to help staff with the development of new groups, programs, or services.
24. People in recovery are encouraged to be involved in the evaluation of this agency's programs, services, and service providers.
25. People in recovery are encouraged to attend agency advisory boards and management meetings.
29. Persons in recovery are involved with facilitating staff trainings and education at this program.
33. This agency provides formal opportunities for people in recovery, family members, service providers, and administrators to learn about recovery.
34. This agency provides structured educational activities to the community about mental illness and addictions.



Life Goals

Responses to the eleven Life Goal items measure how the provider encourages clients to pursue individual goals and interests. The questions in this subcategory are:

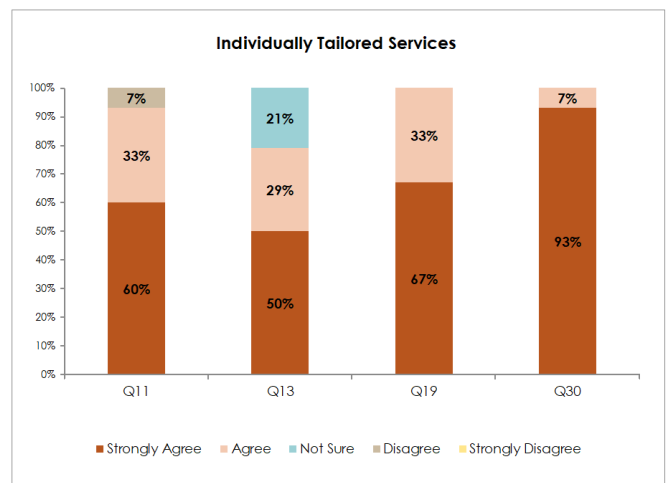
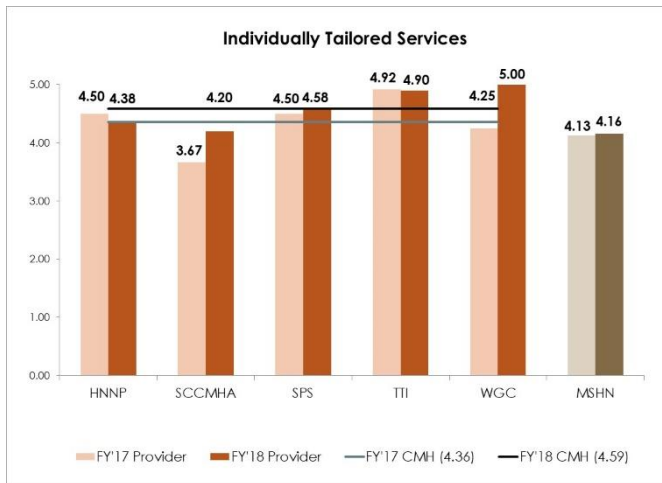
3. Staff encourage program participants to have hope and high expectations for their recovery.
7. Staff believe in the ability of program participants to recover.
8. Staff believe that program participants have the ability to manage their own symptoms.
9. Staff believe that program participants can make their own life choices regarding things such as where to live, when to work, whom to be friends with, etc.
12. Staff encourage program participants to take risks and try new things.
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).
17. Staff routinely assist program participants with getting jobs.
18. Staff actively help program participants to get involved in non-mental health related activities, such as church groups, adult education, sports, or hobbies.
28. The primary role of agency staff is to assist a person with fulfilling his/her own goals and aspirations.
31. Staff are knowledgeable about special interest groups and activities in the community.
32. Agency staff are diverse in terms of culture, ethnicity, lifestyle, and interests.



Individually Tailored Services

The Individually Tailored Services subcategory answers how the provider helps clients tailor their treatment programs to their individual needs. The questions in this subcategory are:

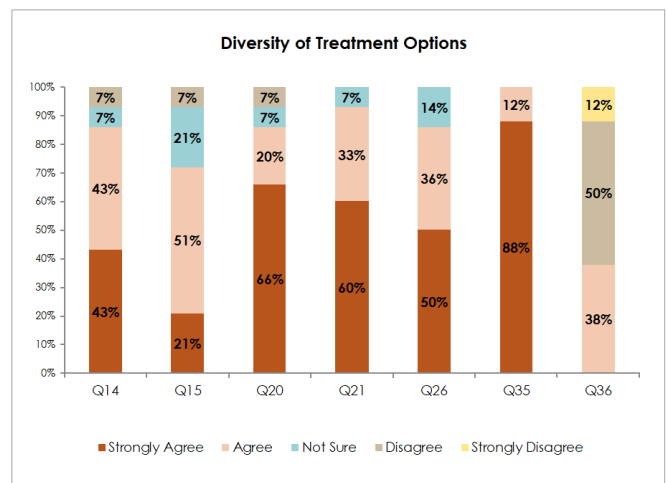
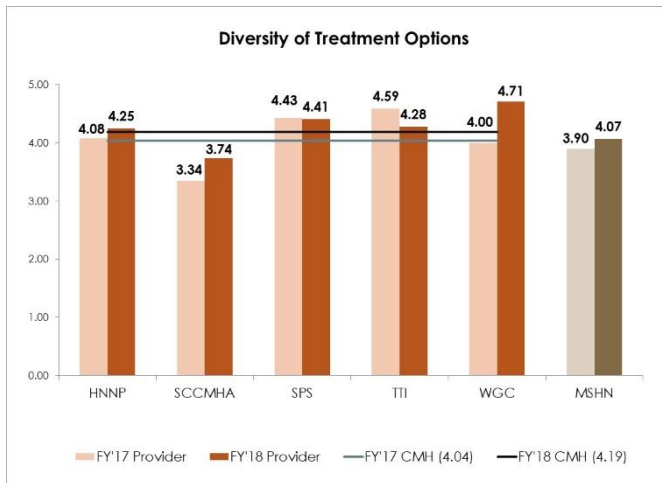
- 11. Staff regularly ask program participants about their interests and the things they would like to do in the community.
- 13. This program offers specific services that fit each participant's unique culture and life experiences.
- 19. Staff work hard to help program participants to include people who are important to them in their recovery/treatment planning (such as family, friends, clergy, or an employer).
- 30. Staff at this program regularly attend trainings on cultural competency.



Diversity of Treatment Options

Seven items in the Diversity of Treatment Options subcategory measures how the provider offers a range of treatment options and style to cater to the consumer's needs and preferences. The questions in this subcategory are:

- 14. Staff offer participants opportunities to discuss their spiritual needs and interests when they wish.
- 15. Staff offer participants opportunities to discuss their sexual needs and interests when they wish.
- 20. Staff actively introduce program participants to persons in recovery who can serve as role models or mentors.
- 21. Staff actively connect program participants with self-help, peer support, or consumer advocacy groups and programs.
- 26. Staff talk with program participants about what it takes to complete or exit the program.
- 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.).
- 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.



Respondent Comments

- Staff do not all share the same level of advocacy to consumer community activities, encourage new interests, give opportunities to discuss religion and intimacy. Some staff are of course more committed than others to the consumers they serve, while others seem to simply follow the course and try not to fix what is not broken.
- Thanks. Nice survey monkey and I think the questions will provide us with some good material to work within our Quality Program. Seems like a Recovery Team might be chartered to address at least one or three of the topics that emerge from the survey. Thanks Julie and team.

Summary

The RSA's 36 items assess six categories of recovery that include: Invite, Choice, Involvement, Life Goals, Individually Tailored Services, and Diversity of Treatment. Scores in five of the six subcategories increased in this year's implementation as did the comprehensive score for four of the five providers.

Results will be reviewed by the Quality Governance Committee and the Adult Case Management Supervisors to determine if there are any trends evident from FY'17 to FY'18 and if any improvement efforts can be made. Each provider will also review their scores for analysis and improvement efforts.

Completed by: Holli McGeshick

Date: March 20, 2019