Recovery Oriented System of Care Monitoring Tool Results
Cumulative Results - Provider Name FY

Clinical Record #	Clinical Record Average Score	Individual Interview	Average Score	Average Score of Clinical Record and Individual Interview
1. Meeting Basic Needs	#DIV/0!		#DIV/0!	#DIV/0!
2. Comprehensive Services	#DIV/0!	2. Involvement	#DIV/0!	#DIV/0!
3. Medication Assisted Treatment (MAT) and Medication Management	N/A	3. Diversity of Treatment Options	#DIV/0!	#DIV/0!
4. Strengths Based Approach	#DIV/0!	4. Choice	#DIV/0!	#DIV/0!
5. Customization and Choice	#DIV/0!	5. Individually-Tailored Services	#DIV/0!	#DIV/0!
6. Opportunity to Engage in Self-Determination	#DIV/0!	6. Inviting Factor	#DIV/0!	#DIV/0!
7. Network Supports/ Community Integration	#DIV/0!			#DIV/0!
8. Recovery Focus	#DIV/0!			#DIV/0!
Total Score of Averages:	#DIV/0!	Total Score of Averages:	#DIV/0!	Overall Average Score for All Domains
Overall Average for Clinical Record	#DIV/0!	Overall Average for Individual Interview	#DIV/0!	#DIV/0!

Recovery Oriented Monitoring Tool (ROM)
Cumulative Results - Provider Name FY

1. Meeting Basic Needs	SCORE
1a. Assessments - assessment should cover basic needs in detail (i.e. shelter, food, medical, entitlements, safety).	#DIV/0!
1b. Services - services related to basic needs should be provided routinely for shelter, food, medical, entitlements, safety.	#DIV/0!
Domain Average	#DIV/0!

2. Comprehensive services	SCORE
2a. Services – individual should have access to services in each of the above areas.	#DIV/0!
2b. Treatment directly addresses individual's primary behavioral health diagnoses, distressing symptoms, and/or concerning behavior(s) of the individual.	#DIV/0!
Domain Average	#DIV/0!

3. Medication-assisted Treatment (MAT) and Medication Management	SCORE
3a. Identification – Individual was screened for criteria to determine if medication is appropriate to assist in the individual's treatment. If individual has an opioid or alcohol use condition, MAT treatment is considered.	#DIV/0!
3b. Informed Consent – Individual was provided with the pros and cons of adding medication-assisted treatment and/or psychotropic medication to their treatment plan along with potential desired and undesired side effects of proposed medication(s).	#DIV/0!
3c. **MAT Managemen**t – Indication of treatment progress documented (i.e. negative drug tests, reduced drug use).	#DIV/0!
3d. Medication Management – Indication of treatment progress documented (i.e. monthly lab work or medication treatment options).	#DIV/0!
Domain Average	N/A

4. Strengths-based approach	SCORE
4a. Assessment – individual's assessment addresses individual strengths in multiple areas.	#DIV/0!
4b. Treatment planning integrates individual strengths into treatment goals.	#DIV/0!
4c. Quality Assurance strength-based language used by staff on documentation.	#DIV/0!
Domain Average	#DIV/0!

5. Customization and Choice	SCORE
5a. Clinical Record Documentation identifies that the services are built upon a foundation of recovery principles that provide the individual with personal choices.	#DIV/0!
5b. Treatment Planning should reflect individualized goals, objectives, interventions, and discharge planning that become more customized as treatment progresses.	#DIV/0!
5c. Services for individuals should show considerable variation, reflecting efforts to address individual's mental, emotional, physical, spiritual, and cultural needs.	#DIV/0!
Domain Average	#DIV/0!

6. Opportunity to Engage in Self Determination	SCORE
6a. Individual-Directed Treatment Planning –individual has taken an active role in treatment planning.	#DIV/0!
6b. Individual Input was provided that resulted in the review and modification of their treatment plan.	#DIV/0!
6c. Peer Services – individual has access to peer services in administrative support and/or clinical services.	#DIV/0!
Domain Average	#DIV/0!

7. Network Supports/Community Integration	SCORE
7a. Network Supports – active efforts are made to involve individual's support system in treatment and recovery planning.	#DIV/0!
7b. Community Services provide the individual opportunities for community integration and participation.	#DIV/0!
Domain Average	#DIV/0!

8. Recovery Focus	SCORE
8a. Recovery Plan – A plan is in place that allows the individual to move forward at his or her own pace and structures actions for wellness, recovery management, and life development beyond the primary course of treatment.	#DIV/0!
8b. Services – Services provide opportunities for individual to build healthy connections to natural support systems and community services beyond the primary course of treatment (i.e. recreational, social, occupational, community based, peer support groups, professional/therapeutic groups).	#DIV/0!
Domain Average	#DIV/0!

Recovery Self Assessment (RSA-R) Individual Interviews
Cumulative Results - Provider Name FY

1. Life Goals	Domain Average	#DIV/0!
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).		#DIV/0!
17) Staff help me to find jobs.		#DIV/0!
28) Staff work hard to help me fulfill my personal goals.		#DIV/0!
32) Agency staff are diverse in terms of culture, ethnicity, lifestyle, and interests.		#DIV/0!
18) Staff help me to get involved in non-mental health/addiction related activities, such as church groups, adult education, sports, or hobbies.		#DIV/0!
3) Staff encourage me to have hope and high expectations for myself and my recovery.		#DIV/0!
7) Staff believe that I can recover.		#DIV/0!
8) Staff believe that I have the ability to manage my own symptoms.		#DIV/0!
9) Staff believe that I can make my own life choices regarding things such as where to live, when to work, whom to be friends with, etc.		#DIV/0!
12) Staff encourage me to take risks and try new things.		#DIV/0!
31) Staff are knowledgeable about special interest groups and activities in the community.		#DIV/0!

2. Involvement	Domain Average	#DIV/0!
23) I am encouraged to help staff with the development of new groups, programs, or services.		#DIV/0!
25) I am encouraged to attend agency advisory boards and/or management meetings if I want.		#DIV/0!
29) I am/can be involved with staff trainings and education programs at this agency.		#DIV/0!
24) I am encouraged to be involved in the evaluation of this program's services and service providers.		#DIV/0!
22) Staff help me to find ways to give back to my community, (i.e., volunteering, community services, neighborhood watch/cleanup).		#DIV/0!

3. Diversity of Treatment Options	Domain Average	#DIV/0!
20) Staff introduce me to people in recovery who can serve as role models or mentors.		#DIV/0!
21) Staff offer to help me connect with self-help, peer support, or consumer advocacy groups and programs.		#DIV/0!
26) Staff talk with me about what it would take to complete or exit this program.		#DIV/0!
14) I am given opportunities to discuss my spiritual needs and interests when I wish.		#DIV/0!
15) I am given opportunities to discuss my sexual needs and interests when I wish.		#DIV/0!

4. Choice	**Domain Average**	#DIV/0!
5) I can easily access my treatment records if I want to.		#DIV/0!
6) Staff do not use threats, bribes, or other forms of pressure to get me to do what they want.		#DIV/0!
10) Staff listen to me and respect my decisions about my treatment and care.		#DIV/0!
4) I can change my clinician or case manager if I want to.		#DIV/0!
27) Staff help me keep track of the progress I am making towards my personal goals.		#DIV/0!

5. Individually Tailored Services	**Domain Average**	#DIV/0!
13) This program offers specific services that fit my unique culture and life experiences.		#DIV/0!
30) Staff listen, and respond, to my cultural experiences, interests, and concerns.		#DIV/0!
11) Staff regularly ask me about my interests and the things I would like to do in the community.		#DIV/0!
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).		#DIV/0!

6. Inviting Factor	**Domain Average**	#DIV/0!
1) Staff welcome me and help me feel comfortable in this program.		#DIV/0!
2) The physical space of this program (e.g., the lobby, waiting rooms, etc.) feels inviting and dignified.		#DIV/0!

Clinical Record #	Clinical Record Average Score		Individual Interview	Average Score		Average Score of Clinical Record and Individual Interview
1. Meeting Basic Needs	#DIV/0!	+	1. Life Goals	#DIV/0!	÷ 2 =	#DIV/0!
2. Comprehensive Services	#DIV/0!	+	2. Involvement	#DIV/0!	÷ 2 =	#DIV/0!
3. Medication Assisted Treatment (MAT) and Medication Management	#DIV/0!	+	3. Diversity of Treatment Options	#DIV/0!	÷ 2 =	#DIV/0!
4. Strengths Based Approach	#DIV/0!	+	4. Choice	#DIV/0!	÷ 2 =	#DIV/0!
5. Customization and Choice	#DIV/0!	+	5. Individually-Tailored Services	#DIV/0!	÷ 2 =	#DIV/0!
6. Opportunity to Engage in Self-Determination	#DIV/0!	+	6. Inviting Factor	#DIV/0!	÷ 2 =	#DIV/0!
7. Network Supports/ Community Integration	#DIV/0!				=	#DIV/0!
8. Recovery Focus	#DIV/0!				=	#DIV/0!
Total Score of Averages:	#DIV/0!		Total Score of Averages:	#DIV/0!		Overall Average Score for All Domains
Overall Average for Clinical Record	#DIV/0!		Overall Average for Individual Interview	#DIV/0!	÷ 2 =	#DIV/0!

Reviewer's Name:
Client ID/ MR #:
Date of Record Review:

Reviewer's Name: _____

Client ID/ MR #: _____

Date of Record Review: _____

Clinical Record Review

1. Meeting Basic Needs	SCORE	DOMAIN AVERAGE	Notes:
1a. Assessments - assessment should cover basic needs in detail (i.e. shelter, food, medical, entitlements, safety).		#DIV/0!	
1b. Services - services related to basic needs should be provided routinely for shelter, food, medical, entitlements, safety.			
Domain Total	0		

2. Comprehensive services	SCORE	DOMAIN AVERAGE	Notes:
2a. Services – individual should have access to services in each of the above areas.		#DIV/0!	
2b. Treatment directly addresses individual's primary behavioral health diagnoses, distressing symptoms, and/or concerning behavior(s) of the individual.			
Domain Total	0		

3. Medication-assisted Treatment (MAT) and Medication Management	SCORE	DOMAIN AVERAGE	Notes:
3a. Identification – Individual was screened for criteria to determine if medication is appropriate to assist in the individual's treatment. If individual has an opioid or alcohol use condition, MAT treatment is considered.		#DIV/0!	
3b. Informed Consent – Individual was provided with the pros and cons of adding medication-assisted treatment and/or psychotropic medication to their treatment plan along with potential desired and undesired side effects of proposed medication(s).			
3c. MAT Management – Indication of treatment progress documented (i.e. negative drug tests, reduced drug use).			
3d. Medication Management – Indication of treatment progress documented (i.e. monthly lab work or medication treatment options).			
Domain Total	0		

4. Strengths-based approach	SCORE	DOMAIN AVERAGE	Notes:
4a. Assessment – individual's assessment addresses individual strengths in multiple areas.		#DIV/0!	
4b. Treatment planning integrates individual strengths into treatment goals.			
4c. Quality Assurance strength-based language used by staff on documentation.			
Domain Total	0		

5. Customization and Choice	SCORE	DOMAIN AVERAGE	Notes:
5a. Clinical Record Documentation identifies that the services are built upon a foundation of recovery principles that provide the individual with personal choices.		#DIV/0!	
5b. Treatment Planning should reflect individualized goals, objectives, interventions, and discharge planning that become more customized as treatment progresses.			
5c. Services for individuals should show considerable variation, reflecting efforts to address individual's mental, emotional, physical, spiritual, and cultural needs.			
Domain Total	0		

Reviewer's Name: _____

Client ID:

Date of Interview:

RSA-R Individual Interview

Score

Domain: Life Goals	Average Score	#DIV/0!	Notes:
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,			
17) Staff help me to find jobs.			
28) Staff work hard to help me fulfill my personal goals.			
32) Agency staff are diverse in terms of culture, ethnicity, lifestyle, and interests.			
18) Staff help me to get involved in non-mental health/addiction related activities, such as church groups, adult education, sports, or hobbies.			
3) Staff encourage me to have hope and high expectations for myself and my recovery.			
7) Staff believe that I can recover.			
8) Staff believe that I have the ability to manage my own symptoms.			
9) Staff believe that I can make my own life choices regarding things such as where to live, when to work, whom to be friends with, etc.			
12) Staff encourage me to take risks and try new things.			
31) Staff are knowledgeable about special interest groups and activities in the community.			

Domain: Involvement	Average Score	#DIV/0!	Notes:
23) I am encouraged to help staff with the development of new groups, programs, or services.			
25) I am encouraged to attend agency advisory boards and/or management meetings if I want.			
29) I am/can be involved with staff trainings and education programs at this agency.			
24) I am encouraged to be involved in the evaluation of this program's services and service providers.			
22) Staff help me to find ways to give back to my community, (i.e., volunteering, community services, neighborhood watch/cleanup).			

Domain: Diversity of Treatment Options	Average Score	#DIV/0!	Notes:
20) Staff introduce me to people in recovery who can serve as role models or mentors.			
21) Staff offer to help me connect with self-help, peer support, or consumer advocacy groups and programs.			
26) Staff talk with me about what it would take to complete or exit this program.			
14) I am given opportunities to discuss my spiritual needs and interests when I wish.			
15) I am given opportunities to discuss my sexual needs and interests when I wish.			

6. Opportunity to Engage in Self Determination	SCORE	DOMAIN AVERAGE	Notes:
6a. Individual-Directed Treatment Planning –individual has taken an active role in treatment planning.			
6b. Individual Input was provided that resulted in the review and modification of their treatment plan.		**#DIV/0!**	
6c. Peer Services – individual has access to peer services in administrative support and/or clinical services.			
Domain Total	0		

7. Network Supports/Community Integration	SCORE	DOMAIN AVERAGE	Notes:
7a. Network Supports – active efforts are made to involve individual's support system in treatment and recovery planning.			
7b. Community Services provide the individual opportunities for community integration and participation.		**#DIV/0!**	
Domain Total	0		

8. Recovery Focus		SCORE	DOMAIN AVERAGE	Notes:
8a. Recovery Plan – A plan is in place that allows the individual to move forward at his or her own pace and structures actions for wellness, recovery management, and life development beyond the primary course of treatment.				
8b. Services – Services provide opportunities for individual to build healthy connections to natural support systems and community services beyond the primary course of treatment (i.e. recreational, social, occupational, community based, peer support groups, professional/therapeutic groups).			**#DIV/0!**	
Domain Total		0		

Domain: Choice	Average Score	#DIV/0!	Notes:
5) I can easily access my treatment records if I want to.			
6) Staff do not use threats, bribes, or other forms of pressure to get me to do what they want.			
10) Staff listen to me and respect my decisions about my treatment and care.			
4) I can change my clinician or case manager if I want to.			
27) Staff help me keep track of the progress I am making towards my personal goals.			

Domain: Individually Tailored Services	Average Score	#DIV/0!	Notes:
13) This program offers specific services that fit my unique culture and life experiences.			
30) Staff listen, and respond, to my cultural experiences, interests, and concerns.			
11) Staff regularly ask me about my interests and the things I would like to do in the community.			
19) Staff help me to include people who are important to me in my recovery/treatment			

Inviting Factor	Domain Average Score	#DIV/0!	Notes:
1) Staff welcome me and help me feel comfortable in this program.			
2) The physical space of this program (e.g., the lobby, waiting rooms, etc.) feels inviting and dignified.			

Clinical Record #	Clinical Record Average Score		Individual Interview	Average Score		Average Score of Clinical Record and Individual Interview
1. Meeting Basic Needs	#DIV/0!	+	1. Life Goals	#DIV/0!	÷ 2 =	#DIV/0!
2. Comprehensive Services	#DIV/0!	+	2. Involvement	#DIV/0!	÷ 2 =	#DIV/0!
3. Medication Assisted Treatment (MAT) and Medication Management	#DIV/0!	+	3. Diversity of Treatment Options	#DIV/0!	÷ 2 =	#DIV/0!
4. Strengths Based Approach	#DIV/0!	+	4. Choice	#DIV/0!	÷ 2 =	#DIV/0!
5. Customization and Choice	#DIV/0!	+	5. Individually-Tailored Services	#DIV/0!	÷ 2 =	#DIV/0!
6. Opportunity to Engage in Self-Determination	#DIV/0!	+	6. Inviting Factor	#DIV/0!	÷ 2 =	#DIV/0!
7. Network Supports/ Community Integration	#DIV/0!				=	#DIV/0!
8. Recovery Focus	#DIV/0!				=	#DIV/0!
Total Score of Averages:	#DIV/0!		Total Score of Averages:	#DIV/0!		Overall Average Score for All Domains
Overall Average for Clinical Record	#DIV/0!		Overall Average for Individual Interview	#DIV/0!	÷ 2 =	#DIV/0!

Reviewer's Name:
Client ID/ MR #:
Date of Record Review:

Reviewer's Name: _____

Client ID/ MR #: _____

Date of Record Review:

Reviewer's Name:

Client ID:

Date of Interview:

Clinical Record Review

1. Meeting Basic Needs	SCORE	DOMAIN AVERAGE	Notes:
1a. Assessments - assessment should cover basic needs in detail (i.e. shelter, food, medical, entitlements, safety).		#DIV/0!	
1b. Services - services related to basic needs should be provided routinely for shelter, food, medical, entitlements, safety.			
Domain Total	0		

2. Comprehensive services	SCORE	DOMAIN AVERAGE	Notes:
2a. Services – individual should have access to services in each of the above areas.		#DIV/0!	
2b. Treatment directly addresses individual's primary behavioral health diagnoses, distressing symptoms, and/or concerning behavior(s) of the individual.			
Domain Total	0		

3. Medication-assisted Treatment (MAT) and Medication Management	SCORE	DOMAIN AVERAGE	Notes:
3a. Identification – Individual was screened for criteria to determine if medication is appropriate to assist in the individual's treatment. If individual has an opioid or alcohol use condition, MAT treatment is considered.		#DIV/0!	
3b. Informed Consent – Individual was provided with the pros and cons of adding medication-assisted treatment and/or psychotropic medication to their treatment plan along with potential desired and undesired side effects of proposed medication(s).			
3c. MAT Management – Indication of treatment progress documented (i.e. negative drug tests, reduced drug use).			
3d. Medication Management – Indication of treatment progress documented (i.e. monthly lab work or medication treatment options).			
Domain Total	0		

4. Strengths-based approach	SCORE	DOMAIN AVERAGE	Notes:
4a. Assessment – individual's assessment addresses individual strengths in multiple areas.		#DIV/0!	
4b. Treatment planning integrates individual strengths into treatment goals.			
4c. Quality Assurance strength-based language used by staff on documentation.			
Domain Total	0		

5. Customization and Choice	SCORE	DOMAIN AVERAGE	Notes:
5a. Clinical Record Documentation identifies that the services are built upon a foundation of recovery principles that provide the individual with personal choices.		#DIV/0!	
5b. Treatment Planning should reflect individualized goals, objectives, interventions, and discharge planning that become more customized as treatment progresses.			
5c. Services for individuals should show considerable variation, reflecting efforts to address individual's mental, emotional, physical, spiritual, and cultural needs.			
Domain Total	0		

RSA-R Individual Interview   Score

Domain: Life Goals	Average Score	#DIV/0!	Notes:
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,			
17) Staff help me to find jobs.			
28) Staff work hard to help me fulfill my personal goals.			
32) Agency staff are diverse in terms of culture, ethnicity, lifestyle, and interests.			
18) Staff help me to get involved in non-mental health/addiction related activities, such as church groups, adult education, sports, or hobbies.			
3) Staff encourage me to have hope and high expectations for myself and my recovery.			
7) Staff believe that I can recover.			
8) Staff believe that I have the ability to manage my own symptoms.			
9) Staff believe that I can make my own life choices regarding things such as where to live, when to work, whom to be friends with, etc.			
12) Staff encourage me to take risks and try new things.			
31) Staff are knowledgeable about special interest groups and activities in the community.			

Domain: Involvement	Average Score	#DIV/0!	Notes:
23) I am encouraged to help staff with the development of new groups, programs, or services.			
25) I am encouraged to attend agency advisory boards and/or management meetings if I want.			
29) I am/can be involved with staff trainings and education programs at this agency.			
24) I am encouraged to be involved in the evaluation of this program's services and service providers.			
22) Staff help me to find ways to give back to my community, (i.e., volunteering, community services, neighborhood watch/cleanup).			

Domain: Diversity of Treatment Options	Average Score	#DIV/0!	
20) Staff introduce me to people in recovery who can serve as role models or mentors.			
21) Staff offer to help me connect with self-help, peer support, or consumer advocacy groups and programs.			
26) Staff talk with me about what it would take to complete or exit this program.			
14) I am given opportunities to discuss my spiritual needs and interests when I wish.			
15) I am given opportunities to discuss my sexual needs and interests when I wish.			

6. Opportunity to Engage in Self Determination	SCORE	DOMAIN AVERAGE	Notes:
6a. Individual-Directed Treatment Planning –individual has taken an active role in treatment planning.			
6b. Individual Input was provided that resulted in the review and modification of their treatment plan.		#DIV/0!	
6c. Peer Services – individual has access to peer services in administrative support and/or clinical services.			
Domain Total	0		

7. Network Supports/Community Integration	SCORE	DOMAIN AVERAGE	Notes:
7a. Network Supports – active efforts are made to involve individual's support system in treatment and recovery planning.		#DIV/0!	
7b. Community Services provide the individual opportunities for community integration and participation.			
Domain Total	0		

8. Recovery Focus		SCORE	DOMAIN AVERAGE	Notes:
8a. Recovery Plan – A plan is in place that allows the individual to move forward at his or her own pace and structures actions for wellness, recovery management, and life development beyond the primary course of treatment.			#DIV/0!	
8b. Services – Services provide opportunities for individual to build healthy connections to natural support systems and community services beyond the primary course of treatment (i.e. recreational, social, occupational, community based, peer support groups, professional/therapeutic groups).				
Domain Total		0		

Domain: Choice	Average Score	#DIV/0!	Notes:
5) I can easily access my treatment records if I want to.			
6) Staff do not use threats, bribes, or other forms of pressure to get me to do what they want.			
10) Staff listen to me and respect my decisions about my treatment and care.			
4) I can change my clinician or case manager if I want to.			
27) Staff help me keep track of the progress I am making towards my personal goals.			

Domain: Individually Tailored Services	Average Score	#DIV/0!	Notes:
13) This program offers specific services that fit my unique culture and life experiences.			
30) Staff listen, and respond, to my cultural experiences, interests, and concerns.			
11) Staff regularly ask me about my interests and the things I would like to do in the community.			
19) Staff help me to include people who are important to me in my recovery/treatment			

Inviting Factor	Domain Average Score	#DIV/0!	Notes:
1) Staff welcome me and help me feel comfortable in this program.			
2) The physical space of this program (e.g., the lobby, waiting rooms, etc.) feels inviting and dignified.			

Clinical Record #	Clinical Record Average Score		Individual Interview	Average Score		Average Score of Clinical Record and Individual Interview
1. Meeting Basic Needs	#DIV/0!	+	1. Life Goals	#DIV/0!	÷ 2 =	#DIV/0!
2. Comprehensive Services	#DIV/0!	+	2. Involvement	#DIV/0!	÷ 2 =	#DIV/0!
3. Medication Assisted Treatment (MAT) and Medication Management	#DIV/0!	+	3. Diversity of Treatment Options	#DIV/0!	÷ 2 =	#DIV/0!
4. Strengths Based Approach	#DIV/0!	+	4. Choice	#DIV/0!	÷ 2 =	#DIV/0!
5. Customization and Choice	#DIV/0!	+	5. Individually-Tailored Services	#DIV/0!	÷ 2 =	#DIV/0!
6. Opportunity to Engage in Self-Determination	#DIV/0!	+	6. Inviting Factor	#DIV/0!	÷ 2 =	#DIV/0!
7. Network Supports/ Community Integration	#DIV/0!				=	#DIV/0!
8. Recovery Focus	#DIV/0!				=	#DIV/0!
Total Score of Averages:	#DIV/0!		Total Score of Averages:	#DIV/0!		Overall Average Score for All Domains
Overall Average for Clinical Record	#DIV/0!		Overall Average for Individual Interview	#DIV/0!	÷ 2 =	#DIV/0!

Reviewer's Name:

Client ID/ MR #:

Date of Record Review:

Clinical Record Review

1. Meeting Basic Needs	SCORE	DOMAIN AVERAGE	Notes:
1a. Assessments - assessment should cover basic needs in detail (i.e. shelter, food, medical, entitlements, safety).		#DIV/0!	
1b. Services - services related to basic needs should be provided routinely for shelter, food, medical, entitlements, safety.			
Domain Total	0		

2. Comprehensive services	SCORE	DOMAIN AVERAGE	Notes:
2a. Services – individual should have access to services in each of the above areas.		#DIV/0!	
2b. Treatment directly addresses individual's primary behavioral health diagnoses, distressing symptoms, and/or concerning behavior(s) of the individual.			
Domain Total	0		

3. Medication-assisted Treatment (MAT) and Medication Management	SCORE	DOMAIN AVERAGE	Notes:
3a. Identification – Individual was screened for criteria to determine if medication is appropriate to assist in the individual's treatment. If individual has an opioid or alcohol use condition, MAT treatment is considered.		#DIV/0!	
3b. Informed Consent – Individual was provided with the pros and cons of adding medication-assisted treatment and/or psychotropic medication to their treatment plan along with potential desired and undesired side effects of proposed medication(s).			
3c. MAT Management – Indication of treatment progress documented (i.e. negative drug tests, reduced drug use).			
3d. Medication Management – Indication of treatment progress documented (i.e. monthly lab work or medication treatment options).			
Domain Total	0		

4. Strengths-based approach	SCORE	DOMAIN AVERAGE	Notes:
4a. Assessment – individual's assessment addresses individual strengths in multiple areas.		#DIV/0!	
4b. Treatment planning integrates individual strengths into treatment goals.			
4c. Quality Assurance strength-based language used by staff on documentation.			
Domain Total	0		

5. Customization and Choice	SCORE	DOMAIN AVERAGE	Notes:
5a. Clinical Record Documentation identifies that the services are built upon a foundation of recovery principles that provide the individual with personal choices.		#DIV/0!	
5b. Treatment Planning should reflect individualized goals, objectives, interventions, and discharge planning that become more customized as treatment progresses.			
5c. Services for individuals should show considerable variation, reflecting efforts to address individual's mental, emotional, physical, spiritual, and cultural needs.			
Domain Total	0		

RSA-R Individual Interview   Score

Domain: Life Goals	Average Score	#DIV/0!	Notes:
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).			
17) Staff help me to find jobs.			
28) Staff work hard to help me fulfill my personal goals.			
32) Agency staff are diverse in terms of culture, ethnicity, lifestyle, and interests.			
18) Staff help me to get involved in non-mental health/addiction related activities, such as church groups, adult education, sports, or hobbies.			
3) Staff encourage me to have hope and high expectations for myself and my recovery.			
7) Staff believe that I can recover.			
8) Staff believe that I have the ability to manage my own symptoms.			
9) Staff believe that I can make my own life choices regarding things such as where to live, when to work, whom to be friends with, etc.			
12) Staff encourage me to take risks and try new things.			
31) Staff are knowledgeable about special interest groups and activities in the community.			

Domain: Involvement	Average Score	#DIV/0!	
23) I am encouraged to help staff with the development of new groups, programs, or services.			
25) I am encouraged to attend agency advisory boards and/or management meetings if I want.			
29) I am/can be involved with staff trainings and education programs at this agency.			
24) I am encouraged to be involved in the evaluation of this program's services and service providers.			
22) Staff help me to find ways to give back to my community, (i.e., volunteering, community services, neighborhood watch/cleanup).			

Domain: Diversity of Treatment Options	Average Score	#DIV/0!	Notes:
20) Staff introduce me to people in recovery who can serve as role models or mentors.			
21) Staff offer to help me connect with self-help, peer support, or consumer advocacy groups and programs.			
26) Staff talk with me about what it would take to complete or exit this program.			
14) I am given opportunities to discuss my spiritual needs and interests when I wish.			
15) I am given opportunities to discuss my sexual needs and interests when I wish.			

Domain: Choice	Average Score	#DIV/0!	Notes:

6. Opportunity to Engage in Self Determination	SCORE	DOMAIN AVERAGE	Notes:
6a. Individual-Directed Treatment Planning –individual has taken an active role in treatment planning.			
6b. Individual Input was provided that resulted in the review and modification of their treatment plan.		**#DIV/0!**	
6c. Peer Services – individual has access to peer services in administrative support and/or clinical services.			
Domain Total	0		

7. Network Supports/Community Integration	SCORE	DOMAIN AVERAGE	Notes:
7a. Network Supports – active efforts are made to involve individual's support system in treatment and recovery planning.			
7b. Community Services provide the individual opportunities for community integration and participation.		**#DIV/0!**	
Domain Total	0		

8. Recovery Focus	SCORE	DOMAIN AVERAGE	Notes:
8a. Recovery Plan – A plan is in place that allows the individual to move forward at his or her own pace and structures actions for wellness, recovery management, and life development beyond the primary course of treatment.			
8b. Services – Services provide opportunities for individual to build healthy connections to natural support systems and community services beyond the primary course of treatment (i.e. recreational, social, occupational, community based, peer support groups, professional/therapeutic groups).		**#DIV/0!**	
Domain Total	0		

5) I can easily access my treatment records if I want to.		
6) Staff do not use threats, bribes, or other forms of pressure to get me to do what they want.		
10) Staff listen to me and respect my decisions about my treatment and care.		
4) I can change my clinician or case manager if I want to.		
27) Staff help me keep track of the progress I am making towards my personal goals.		

Domain: Individually Tailored Services	Average Score	**#DIV/0!**	**Notes:**
13) This program offers specific services that fit my unique culture and life experiences.			
30) Staff listen, and respond, to my cultural experiences, interests, and concerns.			
11) Staff regularly ask me about my interests and the things I would like to do in the community.			
19) Staff help me to include people who are important to me in my recovery/treatment			

Inviting Factor	Domain Average Score	**#DIV/0!**	**Notes:**
1) Staff welcome me and help me feel comfortable in this program.			
2) The physical space of this program (e.g., the lobby, waiting rooms, etc.) feels inviting and dignified.			

Clinical Record #	Clinical Record Average Score		Individual Interview	Average Score		Average Score of Clinical Record and Individual Interview
1. Meeting Basic Needs	#DIV/0!	+	1. Life Goals	#DIV/0!	÷ 2 =	#DIV/0!
2. Comprehensive Services	#DIV/0!	+	2. Involvement	#DIV/0!	÷ 2 =	#DIV/0!
3. Medication Assisted Treatment (MAT) and Medication Management	#DIV/0!	+	3. Diversity of Treatment Options	#DIV/0!	÷ 2 =	#DIV/0!
4. Strengths Based Approach	#DIV/0!	+	4. Choice	#DIV/0!	÷ 2 =	#DIV/0!
5. Customization and Choice	#DIV/0!	+	5. Individually-Tailored Services	#DIV/0!	÷ 2 =	#DIV/0!
6. Opportunity to Engage in Self-Determination	#DIV/0!	+	6. Inviting Factor	#DIV/0!	÷ 2 =	#DIV/0!
7. Network Supports/ Community Integration	#DIV/0!				=	#DIV/0!
8. Recovery Focus	#DIV/0!				=	#DIV/0!
Total Score of Averages:	#DIV/0!		Total Score of Averages:	#DIV/0!		Overall Average Score for All Domains
Overall Average for Clinical Record	#DIV/0!		Overall Average for Individual Interview	#DIV/0!	÷ 2 =	#DIV/0!

Reviewer's Name:	
Client ID/ MR #:	
Date of Record Review:	

Clinical Record Review

1. Meeting Basic Needs	SCORE	DOMAIN AVERAGE	Notes:
1a. Assessments - assessment should cover basic needs in detail (i.e. shelter, food, medical, entitlements, safety).		#DIV/0!	
1b. Services - services related to basic needs should be provided routinely for shelter, food, medical, entitlements, safety.			
Domain Total	0		

2. Comprehensive services	SCORE	DOMAIN AVERAGE	Notes:
2a. Services – individual should have access to services in each of the above areas.		#DIV/0!	
2b. Treatment directly addresses individual's primary behavioral health diagnoses, distressing symptoms, and/or concerning behavior(s) of the individual.			
Domain Total	0		

3. Medication-assisted Treatment (MAT) and Medication Management	SCORE	DOMAIN AVERAGE	Notes:
3a. Identification – Individual was screened for criteria to determine if medication is appropriate to assist in the individual's treatment. If individual has an opioid or alcohol use condition, MAT treatment is considered.		#DIV/0!	
3b. Informed Consent – Individual was provided with the pros and cons of adding medication-assisted treatment and/or psychotropic medication to their treatment plan along with potential desired and undesired side effects of proposed medication(s).			
3c. MAT Management – Indication of treatment progress documented (i.e. negative drug tests, reduced drug use).			
3d. Medication Management – Indication of treatment progress documented (i.e. monthly lab work or medication treatment options).			
Domain Total	0		

4. Strengths-based approach	SCORE	DOMAIN AVERAGE	Notes:
4a. Assessment – individual's assessment addresses individual strengths in multiple areas.		#DIV/0!	
4b. Treatment planning integrates individual strengths into treatment goals.			
4c. Quality Assurance strength-based language used by staff on documentation.			
Domain Total	0		

5. Customization and Choice	SCORE	DOMAIN AVERAGE	Notes:
5a. Clinical Record Documentation identifies that the services are built upon a foundation of recovery principles that provide the individual with personal choices.		#DIV/0!	
5b. Treatment Planning should reflect individualized goals, objectives, interventions, and discharge planning that become more customized as treatment progresses.			
5c. Services for individuals should show considerable variation, reflecting efforts to address individual's mental, emotional, physical, spiritual, and cultural needs.			
Domain Total	0		

RSA-R Individual Interview

Score

Domain: Life Goals	Average Score	#DIV/0!	Notes:
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,			
17) Staff help me to find jobs.			
28) Staff work hard to help me fulfill my personal goals.			
32) Agency staff are diverse in terms of culture, ethnicity, lifestyle, and interests.			
18) Staff help me to get involved in non-mental health/addiction related activities, such as church groups, adult education, sports, or hobbies.			
3) Staff encourage me to have hope and high expectations for myself and my recovery.			
7) Staff believe that I can recover.			
8) Staff believe that I have the ability to manage my own symptoms.			
9) Staff believe that I can make my own life choices regarding things such as where to live, when to work, whom to be friends with, etc.			
12) Staff encourage me to take risks and try new things.			
31) Staff are knowledgeable about special interest groups and activities in the community.			

Domain: Involvement	Average Score	#DIV/0!	Notes:
23) I am encouraged to help staff with the development of new groups, programs, or services.			
25) I am encouraged to attend agency advisory boards and/or management meetings if I want.			
29) I am/can be involved with staff trainings and education programs at this agency.			
24) I am encouraged to be involved in the evaluation of this program's services and service providers.			
22) Staff help me to find ways to give back to my community, (i.e., volunteering, community services, neighborhood watch/cleanup).			

Domain: Diversity of Treatment Options	Average Score	#DIV/0!	Notes:
20) Staff introduce me to people in recovery who can serve as role models or mentors.			
21) Staff offer to help me connect with self-help, peer support, or consumer advocacy groups and programs.			
26) Staff talk with me about what it would take to complete or exit this program.			
14) I am given opportunities to discuss my spiritual needs and interests when I wish.			
15) I am given opportunities to discuss my sexual needs and interests when I wish.			

6. Opportunity to Engage in Self Determination	SCORE	DOMAIN AVERAGE	Notes:
6a. Individual-Directed Treatment Planning –individual has taken an active role in treatment planning.			
6b. Individual Input was provided that resulted in the review and modification of their treatment plan.		#DIV/0!	
6c. Peer Services – individual has access to peer services in administrative support and/or clinical services.			
Domain Total	0		

7. Network Supports/Community Integration	SCORE	DOMAIN AVERAGE	Notes:
7a. Network Supports – active efforts are made to involve individual's support system in treatment and recovery planning.			
7b. Community Services provide the individual opportunities for community integration and participation.		#DIV/0!	
Domain Total	0		

8. Recovery Focus		SCORE	DOMAIN AVERAGE	Notes:
8a. Recovery Plan – A plan is in place that allows the individual to move forward at his or her own pace and structures actions for wellness, recovery management, and life development beyond the primary course of treatment.				
8b. Services – Services provide opportunities for individual to build healthy connections to natural support systems and community services beyond the primary course of treatment (i.e. recreational, social, occupational, community based, peer support groups, professional/therapeutic groups).			#DIV/0!	
Domain Total		0		

Domain: Choice	Average Score	#DIV/0!	Notes:
5) I can easily access my treatment records if I want to.			
6) Staff do not use threats, bribes, or other forms of pressure to get me to do what they want.			
10) Staff listen to me and respect my decisions about my treatment and care.			
4) I can change my clinician or case manager if I want to.			
27) Staff help me keep track of the progress I am making towards my personal goals.			

Domain: Individually Tailored Services	Average Score	#DIV/0!	Notes:
13) This program offers specific services that fit my unique culture and life experiences.			
30) Staff listen, and respond, to my cultural experiences, interests, and concerns.			
11) Staff regularly ask me about my interests and the things I would like to do in the community.			
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).			

Inviting Factor	Domain Average Score	#DIV/0!	Notes:
1) Staff welcome me and help me feel comfortable in this program.			
2) The physical space of this program (e.g., the lobby, waiting rooms, etc.) feels inviting and dignified.			

Clinical Record #	Clinical Record Average Score		Individual Interview	Average Score		Average Score of Clinical Record and Individual Interview
1. Meeting Basic Needs	#DIV/0!	+	1. Life Goals	#DIV/0!	÷ 2 =	#DIV/0!
2. Comprehensive Services	#DIV/0!	+	2. Involvement	#DIV/0!	÷ 2 =	#DIV/0!
3. Medication Assisted Treatment (MAT) and Medication Management	#DIV/0!	+	3. Diversity of Treatment Options	#DIV/0!	÷ 2 =	#DIV/0!
4. Strengths Based Approach	#DIV/0!	+	4. Choice	#DIV/0!	÷ 2 =	#DIV/0!
5. Customization and Choice	#DIV/0!	+	5. Individually-Tailored Services	#DIV/0!	÷ 2 =	#DIV/0!
6. Opportunity to Engage in Self-Determination	#DIV/0!	+	6. Inviting Factor	#DIV/0!	÷ 2 =	#DIV/0!
7. Network Supports/ Community Integration	#DIV/0!				=	#DIV/0!
8. Recovery Focus	#DIV/0!				=	#DIV/0!
Total Score of Averages:	#DIV/0!		Total Score of Averages:	#DIV/0!		**Overall Average Score for All Domains**
Overall Average for Clinical Record	**#DIV/0!**		**Overall Average for Individual Interview**	**#DIV/0!**	÷ 2 =	**#DIV/0!**

Reviewer's Name:	
Client ID/ MR #:	
Date of Record Review:	

Reviewer's Name: _____

Client ID/ MR #: _____

Date of Record Review: _____

Clinical Record Review

1. Meeting Basic Needs	SCORE	DOMAIN AVERAGE	Notes:
1a. Assessments - assessment should cover basic needs in detail (i.e. shelter, food, medical, entitlements, safety).		#DIV/0!	
1b. Services - services related to basic needs should be provided routinely for shelter, food, medical, entitlements, safety.			
Domain Total	0		

2. Comprehensive services	SCORE	DOMAIN AVERAGE	Notes:
2a. Services – individual should have access to services in each of the above areas.		#DIV/0!	
2b. Treatment directly addresses individual's primary behavioral health diagnoses, distressing symptoms, and/or concerning behavior(s) of the individual.			
Domain Total	0		

3. Medication-assisted Treatment (MAT) and Medication Management	SCORE	DOMAIN AVERAGE	Notes:
3a. Identification – Individual was screened for criteria to determine if medication is appropriate to assist in the individual's treatment. If individual has an opioid or alcohol use condition, MAT treatment is considered.		#DIV/0!	
3b. Informed Consent – Individual was provided with the pros and cons of adding medication-assisted treatment and/or psychotropic medication to their treatment plan along with potential desired and undesired side effects of proposed medication(s).			
3c. MAT Management – Indication of treatment progress documented (i.e. negative drug tests, reduced drug use).			
3d. Medication Management – Indication of treatment progress documented (i.e. monthly lab work or medication treatment options).			
Domain Total	0		

4. Strengths-based approach	SCORE	DOMAIN AVERAGE	Notes:
4a. Assessment – individual's assessment addresses individual strengths in multiple areas.		#DIV/0!	
4b. Treatment planning integrates individual strengths into treatment goals.			
4c. Quality Assurance strength-based language used by staff on documentation.			
Domain Total	0		

5. Customization and Choice	SCORE	DOMAIN AVERAGE	Notes:
5a. Clinical Record Documentation identifies that the services are built upon a foundation of recovery principles that provide the individual with personal choices.		#DIV/0!	
5b. Treatment Planning should reflect individualized goals, objectives, interventions, and discharge planning that become more customized as treatment progresses.			
5c. Services for individuals should show considerable variation, reflecting efforts to address individual's mental, emotional, physical, spiritual, and cultural needs.			
Domain Total	0		

Reviewer's Name: _____

Client ID: _____

Date of Interview: _____

RSA-R Individual Interview   Score

Domain: Life Goals	Average Score	#DIV/0!	Notes:
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,			
17) Staff help me to find jobs.			
28) Staff work hard to help me fulfill my personal goals.			
32) Agency staff are diverse in terms of culture, ethnicity, lifestyle, and interests.			
18) Staff help me to get involved in non-mental health/addiction related activities, such as church groups, adult education, sports, or hobbies.			
3) Staff encourage me to have hope and high expectations for myself and my recovery.			
7) Staff believe that I can recover.			
8) Staff believe that I have the ability to manage my own symptoms.			
9) Staff believe that I can make my own life choices regarding things such as where to live, when to work, whom to be friends with, etc.			
12) Staff encourage me to take risks and try new things.			
31) Staff are knowledgeable about special interest groups and activities in the community.			

Domain: Involvement	Average Score	#DIV/0!	Notes:
23) I am encouraged to help staff with the development of new groups, programs, or services.			
25) I am encouraged to attend agency advisory boards and/or management meetings if I want.			
29) I am/can be involved with staff trainings and education programs at this agency.			
24) I am encouraged to be involved in the evaluation of this program's services and service providers.			
22) Staff help me to find ways to give back to my community, (i.e., volunteering, community services, neighborhood watch/cleanup).			

Domain: Diversity of Treatment Options	Average Score	#DIV/0!	Notes:
20) Staff introduce me to people in recovery who can serve as role models or mentors.			
21) Staff offer to help me connect with self-help, peer support, or consumer advocacy groups and programs.			
26) Staff talk with me about what it would take to complete or exit this program.			
14) I am given opportunities to discuss my spiritual needs and interests when I wish.			
15) I am given opportunities to discuss my sexual needs and interests when I wish.			

6. Opportunity to Engage in Self Determination	SCORE	DOMAIN AVERAGE	Notes:
6a. Individual-Directed Treatment Planning –individual has taken an active role in treatment planning.			
6b. Individual Input was provided that resulted in the review and modification of their treatment plan.		**#DIV/0!**	
6c. Peer Services – individual has access to peer services in administrative support and/or clinical services.			
Domain Total	0		

7. Network Supports/Community Integration	SCORE	DOMAIN AVERAGE	Notes:
7a. Network Supports – active efforts are made to involve individual's support system in treatment and recovery planning.		**#DIV/0!**	
7b. Community Services provide the individual opportunities for community integration and participation.			
Domain Total	0		

8. Recovery Focus		SCORE	DOMAIN AVERAGE	Notes:
8a. Recovery Plan – A plan is in place that allows the individual to move forward at his or her own pace and structures actions for wellness, recovery management, and life development beyond the primary course of treatment.			**#DIV/0!**	
8b. Services – Services provide opportunities for individual to build healthy connections to natural support systems and community services beyond the primary course of treatment (i.e. recreational, social, occupational, community based, peer support groups, professional/therapeutic groups).				
Domain Total		0		

Domain: Choice	Average Score	#DIV/0!	Notes:
5) I can easily access my treatment records if I want to.			
6) Staff do not use threats, bribes, or other forms of pressure to get me to do what they want.			
10) Staff listen to me and respect my decisions about my treatment and care.			
4) I can change my clinician or case manager if I want to.			
27) Staff help me keep track of the progress I am making towards my personal goals.			

Domain: Individually Tailored Services	Average Score	#DIV/0!	Notes:
13) This program offers specific services that fit my unique culture and life experiences.			
30) Staff listen, and respond, to my cultural experiences, interests, and concerns.			
11) Staff regularly ask me about my interests and the things I would like to do in the community.			
19) Staff help me to include people who are important to me in my recovery/treatment			

Inviting Factor	Domain Average Score	#DIV/0!	Notes:
1) Staff welcome me and help me feel comfortable in this program.			
2) The physical space of this program (e.g., the lobby, waiting rooms, etc.) feels inviting and dignified.			

Clinical Record #	Clinical Record Average Score		Individual Interview	Average Score		Average Score of Clinical Record and Individual Interview
1. Meeting Basic Needs	#DIV/0!	+	1. Life Goals	#DIV/0!	÷ 2 =	#DIV/0!
2. Comprehensive Services	#DIV/0!	+	2. Involvement	#DIV/0!	÷ 2 =	#DIV/0!
3. Medication Assisted Treatment (MAT) and Medication Management	#DIV/0!	+	3. Diversity of Treatment Options	#DIV/0!	÷ 2 =	#DIV/0!
4. Strengths Based Approach	#DIV/0!	+	4. Choice	#DIV/0!	÷ 2 =	#DIV/0!
5. Customization and Choice	#DIV/0!	+	5. Individually-Tailored Services	#DIV/0!	÷ 2 =	#DIV/0!
6. Opportunity to Engage in Self-Determination	#DIV/0!	+	6. Inviting Factor	#DIV/0!	÷ 2 =	#DIV/0!
7. Network Supports/ Community Integration	#DIV/0!				=	#DIV/0!
8. Recovery Focus	#DIV/0!				=	#DIV/0!
Total Score of Averages:	#DIV/0!		Total Score of Averages:	#DIV/0!		Overall Average Score for All Domains
Overall Average for Clinical Record	#DIV/0!		Overall Average for Individual Interview	#DIV/0!	÷ 2 =	#DIV/0!

Reviewer's Name:	-
Client ID/ MR #:	-
Date of Record Review:	0

Clinical Record Review

1. Meeting Basic Needs	SCORE	DOMAIN AVERAGE	Notes:
1a. Assessments - assessment should cover basic needs in detail (i.e. shelter, food, medical, entitlements, safety).		#DIV/0!	
1b. Services - services related to basic needs should be provided routinely for shelter, food, medical, entitlements, safety.			
Domain Total	**0**		

2. Comprehensive services	SCORE	DOMAIN AVERAGE	Notes:
2a. Services – individual should have access to services in each of the above areas.		#DIV/0!	
2b. Treatment directly addresses individual's primary behavioral health diagnoses, distressing symptoms, and/or concerning behavior(s) of the individual.			
Domain Total	**0**		

3. Medication-assisted Treatment (MAT) and Medication Management	SCORE	DOMAIN AVERAGE	Notes:
3a. Identification – Individual was screened for criteria to determine if medication is appropriate to assist in the individual's treatment. If individual has an opioid or alcohol use condition, MAT treatment is considered.		#DIV/0!	
3b. Informed Consent – Individual was provided with the pros and cons of adding medication-assisted treatment and/or psychotropic medication to their treatment plan along with potential desired and undesired side effects of proposed medication(s).			
3c. MAT Management – Indication of treatment progress documented (i.e. negative drug tests, reduced drug use).			
3d. Medication Management – Indication of treatment progress documented (i.e. monthly lab work or medication treatment options).			
Domain Total	**0**		

4. Strengths-based approach	SCORE	DOMAIN AVERAGE	Notes:
4a. Assessment – individual's assessment addresses individual strengths in multiple areas.		#DIV/0!	
4b. Treatment planning integrates individual strengths into treatment goals.			
4c. Quality Assurance strength-based language used by staff on documentation.			
Domain Total	**0**		

5. Customization and Choice	SCORE	DOMAIN AVERAGE	Notes:
5a. Clinical Record Documentation identifies that the services are built upon a foundation of recovery principles that provide the individual with personal choices.		#DIV/0!	
5b. Treatment Planning should reflect individualized goals, objectives, interventions, and discharge planning that become more customized as treatment progresses.			
5c. Services for individuals should show considerable variation, reflecting efforts to address individual's mental, emotional, physical, spiritual, and cultural needs.			
Domain Total	**0**		

RSA-R Individual Interview   Score

Domain: Life Goals	Average Score	#DIV/0!	Notes:
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,			
17) Staff help me to find jobs.			
28) Staff work hard to help me fulfill my personal goals.			
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18) Staff help me to get involved in non-mental health/addiction related activities, such as church groups, adult education, sports, or hobbies.			
3) Staff encourage me to have hope and high expectations for myself and my recovery.			
7) Staff believe that I can recover.			
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12) Staff encourage me to take risks and try new things.			
31) Staff are knowledgeable about special interest groups and activities in the community.			

Domain: Involvement	Average Score	#DIV/0!	Notes:
23) I am encouraged to help staff with the development of new groups, programs, or services.			
25) I am encouraged to attend agency advisory boards and/or management meetings if I want.			
29) I am/can be involved with staff trainings and education programs at this agency.			
24) I am encouraged to be involved in the evaluation of this program's services and service providers.			
22) Staff help me to find ways to give back to my community, (i.e., volunteering, community services, neighborhood watch/cleanup).			

Domain: Diversity of Treatment Options	Average Score	#DIV/0!	Notes:
20) Staff introduce me to people in recovery who can serve as role models or mentors.			
21) Staff offer to help me connect with self-help, peer support, or consumer advocacy groups and programs.			
26) Staff talk with me about what it would take to complete or exit this program.			
14) I am given opportunities to discuss my spiritual needs and interests when I wish.			
15) I am given opportunities to discuss my sexual needs and interests when I wish.			

6. Opportunity to Engage in Self Determination	SCORE	DOMAIN AVERAGE	Notes:
6a. Individual-Directed Treatment Planning –individual has taken an active role in treatment planning.			
6b. Individual Input was provided that resulted in the review and modification of their treatment plan.		#DIV/0!	
6c. Peer Services – individual has access to peer services in administrative support and/or clinical services.			
Domain Total	0		

7. Network Supports/Community Integration	SCORE	DOMAIN AVERAGE	Notes:
7a. Network Supports – active efforts are made to involve individual's support system in treatment and recovery planning.		#DIV/0!	
7b. Community Services provide the individual opportunities for community integration and participation.			
Domain Total	0		

8. Recovery Focus		SCORE	DOMAIN AVERAGE	Notes:
8a. Recovery Plan – A plan is in place that allows the individual to move forward at his or her own pace and structures actions for wellness, recovery management, and life development beyond the primary course of treatment.			#DIV/0!	
8b. Services – Services provide opportunities for individual to build healthy connections to natural support systems and community services beyond the primary course of treatment (i.e. recreational, social, occupational, community based, peer support groups, professional/therapeutic groups).				
Domain Total		0		

Domain: Choice	Average Score	#DIV/0!	Notes:
5) I can easily access my treatment records if I want to.			
6) Staff do not use threats, bribes, or other forms of pressure to get me to do what they want.			
10) Staff listen to me and respect my decisions about my treatment and care.			
4) I can change my clinician or case manager if I want to.			
27) Staff help me keep track of the progress I am making towards my personal goals.			

Domain: Individually Tailored Services	Average Score	#DIV/0!	Notes:
13) This program offers specific services that fit my unique culture and life experiences.			
30) Staff listen, and respond, to my cultural experiences, interests, and concerns.			
11) Staff regularly ask me about my interests and the things I would like to do in the community.			
19) Staff help me to include people who are important to me in my recovery/treatment			

Inviting Factor	Domain Average Score	#DIV/0!	Notes:
1) Staff welcome me and help me feel comfortable in this program.			
2) The physical space of this program (e.g., the lobby, waiting rooms, etc.) feels inviting and dignified.			

Clinical Record #	Clinical Record Average Score		Individual Interview	Average Score		Average Score of Clinical Record and Individual Interview
1. Meeting Basic Needs	#DIV/0!	+	1. Life Goals	#DIV/0!	÷ 2 =	#DIV/0!
2. Comprehensive Services	#DIV/0!	+	2. Involvement	#DIV/0!	÷ 2 =	#DIV/0!
3. Medication Assisted Treatment (MAT) and Medication Management	#DIV/0!	+	3. Diversity of Treatment Options	#DIV/0!	÷ 2 =	#DIV/0!
4. Strengths Based Approach	#DIV/0!	+	4. Choice	#DIV/0!	÷ 2 =	#DIV/0!
5. Customization and Choice	#DIV/0!	+	5. Individually-Tailored Services	#DIV/0!	÷ 2 =	#DIV/0!
6. Opportunity to Engage in Self-Determination	#DIV/0!	+	6. Inviting Factor	#DIV/0!	÷ 2 =	#DIV/0!
7. Network Supports/ Community Integration	#DIV/0!				=	#DIV/0!
8. Recovery Focus	#DIV/0!				=	#DIV/0!
Total Score of Averages:	#DIV/0!		Total Score of Averages:	#DIV/0!		Overall Average Score for All Domains
Overall Average for Clinical Record	#DIV/0!		Overall Average for Individual Interview	#DIV/0!	÷ 2 =	#DIV/0!

Reviewer's Name:	
Client ID/ MR #:	
Date of Record Review:	0

Clinical Record Review

1. Meeting Basic Needs	SCORE	DOMAIN AVERAGE	Notes:
1a. Assessments - assessment should cover basic needs in detail (i.e. shelter, food, medical, entitlements, safety).			
1b. Services - services related to basic needs should be provided routinely for shelter, food, medical, entitlements, safety.		#DIV/0!	
Domain Total	0		

2. Comprehensive services	SCORE	DOMAIN AVERAGE	Notes:
2a. Services – individual should have access to services in each of the above areas.			
2b. Treatment directly addresses individual's primary behavioral health diagnoses, distressing symptoms, and/or concerning behavior(s) of the individual.		#DIV/0!	
Domain Total	0		

3. Medication-assisted Treatment (MAT) and Medication Management	SCORE	DOMAIN AVERAGE	Notes:
3a. Identification – Individual was screened for criteria to determine if medication is appropriate to assist in the individual's treatment. If individual has an opioid or alcohol use condition, MAT treatment is considered.			
3b. Informed Consent – Individual was provided with the pros and cons of adding medication-assisted treatment and/or psychotropic medication to their treatment plan along with potential desired and undesired side effects of proposed medication(s).		#DIV/0!	
3c. MAT Management – Indication of treatment progress documented (i.e. negative drug tests, reduced drug use).			
3d. Medication Management – Indication of treatment progress documented (i.e. monthly lab work or medication treatment options).			
Domain Total	0		

4. Strengths-based approach	SCORE	DOMAIN AVERAGE	Notes:
4a. Assessment – individual's assessment addresses individual strengths in multiple areas.			
4b. Treatment planning integrates individual strengths into treatment goals.		#DIV/0!	
4c. Quality Assurance strength-based language used by staff on documentation.			
Domain Total	0		

5. Customization and Choice	SCORE	DOMAIN AVERAGE	Notes:
5a. Clinical Record Documentation identifies that the services are built upon a foundation of recovery principles that provide the individual with personal choices.			
5b. Treatment Planning should reflect individualized goals, objectives, interventions, and discharge planning that become more customized as treatment progresses.		#DIV/0!	
5c. Services for individuals should show considerable variation, reflecting efforts to address individual's mental, emotional, physical, spiritual, and cultural needs.			
Domain Total	0		

RSA-R Individual Interview
Score

Domain: Life Goals	Average Score	#DIV/0!	Notes:
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,			
17) Staff help me to find jobs.			
28) Staff work hard to help me fulfill my personal goals.			
32) Agency staff are diverse in terms of culture, ethnicity, lifestyle, and interests.			
18) Staff help me to get involved in non-mental health/addiction related activities, such as church groups, adult education, sports, or hobbies.			
3) Staff encourage me to have hope and high expectations for myself and my recovery.			
7) Staff believe that I can recover.			
8) Staff believe that I have the ability to manage my own symptoms.			
9) Staff believe that I can make my own life choices regarding things such as where to live, when to work, whom to be friends with, etc.			
12) Staff encourage me to take risks and try new things.			
31) Staff are knowledgeable about special interest groups and activities in the community.			

Domain: Involvement	Average Score	#DIV/0!	Notes:
23) I am encouraged to help staff with the development of new groups, programs, or services.			
25) I am encouraged to attend agency advisory boards and/or management meetings if I want.			
29) I am/can be involved with staff trainings and education programs at this agency.			
24) I am encouraged to be involved in the evaluation of this program's services and service providers.			
22) Staff help me to find ways to give back to my community, (i.e., volunteering, community services, neighborhood watch/cleanup).			

Domain: Diversity of Treatment Options	Average Score	#DIV/0!	Notes:
20) Staff introduce me to people in recovery who can serve as role models or mentors.			
21) Staff offer to help me connect with self-help, peer support, or consumer advocacy groups and programs.			
26) Staff talk with me about what it would take to complete or exit this program.			
14) I am given opportunities to discuss my spiritual needs and interests when I wish.			
15) I am given opportunities to discuss my sexual needs and interests when I wish.			

6. Opportunity to Engage in Self Determination	SCORE	DOMAIN AVERAGE	Notes:
6a. Individual-Directed Treatment Planning –individual has taken an active role in treatment planning.			
6b. Individual Input was provided that resulted in the review and modification of their treatment plan.		#DIV/0!	
6c. Peer Services – individual has access to peer services in administrative support and/or clinical services.			
Domain Total	**0**		

7. Network Supports/Community Integration	SCORE	DOMAIN AVERAGE	Notes:
7a. Network Supports – active efforts are made to involve individual's support system in treatment and recovery planning.		#DIV/0!	
7b. Community Services provide the individual opportunities for community integration and participation.			
Domain Total	**0**		

8. Recovery Focus	SCORE	DOMAIN AVERAGE	Notes:
8a. Recovery Plan – A plan is in place that allows the individual to move forward at his or her own pace and structures actions for wellness, recovery management, and life development beyond the primary course of treatment.		#DIV/0!	
8b. Services – Services provide opportunities for individual to build healthy connections to natural support systems and community services beyond the primary course of treatment (i.e. recreational, social, occupational, community based, peer support groups, professional/therapeutic groups).			
Domain Total	**0**		

Domain: Choice	Average Score	**#DIV/0!**	
5) I can easily access my treatment records if I want to.			
6) Staff do not use threats, bribes, or other forms of pressure to get me to do what they want.			
10) Staff listen to me and respect my decisions about my treatment and care.			
4) I can change my clinician or case manager if I want to.			
27) Staff help me keep track of the progress I am making towards my personal goals.			

Domain: Individually Tailored Services	Average Score	**#DIV/0!**	**Notes:**
13) This program offers specific services that fit my unique culture and life experiences.			
30) Staff listen, and respond, to my cultural experiences, interests, and concerns.			
11) Staff regularly ask me about my interests and the things I would like to do in the community.			
19) Staff help me to include people who are important to me in my recovery/treatment			

Inviting Factor	Domain Average Score	**#DIV/0!**	**Notes:**
1) Staff welcome me and help me feel comfortable in this program.			
2) The physical space of this program (e.g., the lobby, waiting rooms, etc.) feels inviting and dignified.			

Clinical Record #	Clinical Record Average Score		Individual Interview	Average Score		Average Score of Clinical Record and Individual Interview
1. Meeting Basic Needs	#DIV/0!	+	1. Life Goals	#DIV/0!	÷ 2 =	#DIV/0!
2. Comprehensive Services	#DIV/0!	+	2. Involvement	#DIV/0!	÷ 2 =	#DIV/0!
3. Medication Assisted Treatment (MAT) and Medication Management	#DIV/0!	+	3. Diversity of Treatment Options	#DIV/0!	÷ 2 =	#DIV/0!
4. Strengths Based Approach	#DIV/0!	+	4. Choice	#DIV/0!	÷ 2 =	#DIV/0!
5. Customization and Choice	#DIV/0!	+	5. Individually-Tailored Services	#DIV/0!	÷ 2 =	#DIV/0!
6. Opportunity to Engage in Self-Determination	#DIV/0!	+	6. Inviting Factor	#DIV/0!	÷ 2 =	#DIV/0!
7. Network Supports/ Community Integration	#DIV/0!				=	#DIV/0!
8. Recovery Focus	#DIV/0!				=	#DIV/0!
Total Score of Averages:	#DIV/0!		Total Score of Averages:	#DIV/0!		Overall Average Score for All Domains
Overall Average for Clinical Record	#DIV/0!		Overall Average for Individual Interview	#DIV/0!	÷ 2 =	#DIV/0!

Reviewer's Name:
Client ID/ MR #:
Date of Record Review:

Clinical Record Review

1. Meeting Basic Needs	SCORE	DOMAIN AVERAGE	Notes:
1a. Assessments - assessment should cover basic needs in detail (i.e. shelter, food, medical, entitlements, safety).		#DIV/0!	
1b. Services - services related to basic needs should be provided routinely for shelter, food, medical, entitlements, safety.			
Domain Total	0		

2. Comprehensive services	SCORE	DOMAIN AVERAGE	Notes:
2a. Services – individual should have access to services in each of the above areas.		#DIV/0!	
2b. Treatment directly addresses individual's primary behavioral health diagnoses, distressing symptoms, and/or concerning behavior(s) of the individual.			
Domain Total	0		

3. Medication-assisted Treatment (MAT) and Medication Management	SCORE	DOMAIN AVERAGE	Notes:
3a. Identification – Individual was screened for criteria to determine if medication is appropriate to assist in the individual's treatment. If individual has an opioid or alcohol use condition, MAT treatment is considered.		#DIV/0!	
3b. Informed Consent – Individual was provided with the pros and cons of adding medication-assisted treatment and/or psychotropic medication to their treatment plan along with potential desired and undesired side effects of proposed medication(s).			
3c. MAT Management – Indication of treatment progress documented (i.e. negative drug tests, reduced drug use).			
3d. Medication Management – Indication of treatment progress documented (i.e. monthly lab work or medication treatment options).			
Domain Total	0		

4. Strengths-based approach	SCORE	DOMAIN AVERAGE	Notes:
4a. Assessment – individual's assessment addresses individual strengths in multiple areas.		#DIV/0!	
4b. Treatment planning integrates individual strengths into treatment goals.			
4c. Quality Assurance strength-based language used by staff on documentation.			
Domain Total	0		

5. Customization and Choice	SCORE	DOMAIN AVERAGE	Notes:
5a. Clinical Record Documentation identifies that the services are built upon a foundation of recovery principles that provide the individual with personal choices.		#DIV/0!	
5b. Treatment Planning should reflect individualized goals, objectives, interventions, and discharge planning that become more customized as treatment progresses.			
5c. Services for individuals should show considerable variation, reflecting efforts to address individual's mental, emotional, physical, spiritual, and cultural needs.			
Domain Total	0		

RSA-R Individual Interview   Score

Domain: Life Goals	Average Score	#DIV/0!	Notes:
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,			
17) Staff help me to find jobs.			
28) Staff work hard to help me fulfill my personal goals.			
32) Agency staff are diverse in terms of culture, ethnicity, lifestyle, and interests.			
18) Staff help me to get involved in non-mental health/addiction related activities, such as church groups, adult education, sports, or hobbies.			
3) Staff encourage me to have hope and high expectations for myself and my recovery.			
7) Staff believe that I can recover.			
8) Staff believe that I have the ability to manage my own symptoms.			
9) Staff believe that I can make my own life choices regarding things such as where to live, when to work, whom to be friends with, etc.			
12) Staff encourage me to take risks and try new things.			
31) Staff are knowledgeable about special interest groups and activities in the community.			

Domain: Involvement	Average Score	#DIV/0!	Notes:
23) I am encouraged to help staff with the development of new groups, programs, or services.			
25) I am encouraged to attend agency advisory boards and/or management meetings if I want.			
29) I am/can be involved with staff trainings and education programs at this agency.			
24) I am encouraged to be involved in the evaluation of this program's services and service providers.			
22) Staff help me to find ways to give back to my community, (i.e., volunteering, community services, neighborhood watch/cleanup).			

Domain: Diversity of Treatment Options	Average Score	#DIV/0!	Notes:
20) Staff introduce me to people in recovery who can serve as role models or mentors.			
21) Staff offer to help me connect with self-help, peer support, or consumer advocacy groups and programs.			
26) Staff talk with me about what it would take to complete or exit this program.			
14) I am given opportunities to discuss my spiritual needs and interests when I wish.			
15) I am given opportunities to discuss my sexual needs and interests when I wish.			

6. Opportunity to Engage in Self Determination	SCORE	DOMAIN AVERAGE	Notes:
6a. Individual-Directed Treatment Planning –individual has taken an active role in treatment planning.			
6b. Individual Input was provided that resulted in the review and modification of their treatment plan.		#DIV/0!	
6c. Peer Services – individual has access to peer services in administrative support and/or clinical services.			
Domain Total	0		

7. Network Supports/Community Integration	SCORE	DOMAIN AVERAGE	Notes:
7a. Network Supports – active efforts are made to involve individual's support system in treatment and recovery planning.		#DIV/0!	
7b. Community Services provide the individual opportunities for community integration and participation.			
Domain Total	0		

8. Recovery Focus	SCORE	DOMAIN AVERAGE	Notes:
8a. Recovery Plan – A plan is in place that allows the individual to move forward at his or her own pace and structures actions for wellness, recovery management, and life development beyond the primary course of treatment.		#DIV/0!	
8b. Services – Services provide opportunities for individual to build healthy connections to natural support systems and community services beyond the primary course of treatment (i.e. recreational, social, occupational, community based, peer support groups, professional/therapeutic groups).			
Domain Total	0		

Domain: Choice	Average Score	#DIV/0!	Notes:
5) I can easily access my treatment records if I want to.			
6) Staff do not use threats, bribes, or other forms of pressure to get me to do what they want.			
10) Staff listen to me and respect my decisions about my treatment and care.			
4) I can change my clinician or case manager if I want to.			
27) Staff help me keep track of the progress I am making towards my personal goals.			

Domain: Individually Tailored Services	Average Score	#DIV/0!	Notes:
13) This program offers specific services that fit my unique culture and life experiences.			
30) Staff listen, and respond, to my cultural experiences, interests, and concerns.			
11) Staff regularly ask me about my interests and the things I would like to do in the community.			
19) Staff help me to include people who are important to me in my recovery/treatment			

Inviting Factor	Domain Average Score	#DIV/0!	Notes:
1) Staff welcome me and help me feel comfortable in this program.			
2) The physical space of this program (e.g., the lobby, waiting rooms, etc.) feels inviting and dignified.			

Clinical Record #	Clinical Record Average Score		Individual Interview	Average Score		Average Score of Clinical Record and Individual Interview
1. Meeting Basic Needs	#DIV/0!	+	1. Life Goals	#DIV/0!	÷ 2 =	#DIV/0!
2. Comprehensive Services	#DIV/0!	+	2. Involvement	#DIV/0!	÷ 2 =	#DIV/0!
3. Medication Assisted Treatment (MAT) and Medication Management	#DIV/0!	+	3. Diversity of Treatment Options	#DIV/0!	÷ 2 =	#DIV/0!
4. Strengths Based Approach	#DIV/0!	+	4. Choice	#DIV/0!	÷ 2 =	#DIV/0!
5. Customization and Choice	#DIV/0!	+	5. Individually-Tailored Services	#DIV/0!	÷ 2 =	#DIV/0!
6. Opportunity to Engage in Self-Determination	#DIV/0!	+	6. Inviting Factor	#DIV/0!	÷ 2 =	#DIV/0!
7. Network Supports/ Community Integration	#DIV/0!				=	#DIV/0!
8. Recovery Focus	#DIV/0!				=	#DIV/0!
Total Score of Averages:	#DIV/0!		Total Score of Averages:	#DIV/0!		Overall Average Score for All Domains
Overall Average for Clinical Record	#DIV/0!		Overall Average for Individual Interview	#DIV/0!	÷ 2 =	#DIV/0!

Reviewer's Name:	-
Client ID/ MR #:	-
Date of Record Review:	0

Clinical Record Review

1. Meeting Basic Needs	SCORE	DOMAIN AVERAGE	Notes:
1a. Assessments - assessment should cover basic needs in detail (i.e. shelter, food, medical, entitlements, safety).		#DIV/0!	
1b. Services - services related to basic needs should be provided routinely for shelter, food, medical, entitlements, safety.			
Domain Total	0		

2. Comprehensive services	SCORE	DOMAIN AVERAGE	Notes:
2a. Services – individual should have access to services in each of the above areas.		#DIV/0!	
2b. Treatment directly addresses individual's primary behavioral health diagnoses, distressing symptoms, and/or concerning behavior(s) of the individual.			
Domain Total	0		

3. Medication-assisted Treatment (MAT) and Medication Management	SCORE	DOMAIN AVERAGE	Notes:
3a. Identification – Individual was screened for criteria to determine if medication is appropriate to assist in the individual's treatment. If individual has an opioid or alcohol use condition, MAT treatment is considered.			
3b. Informed Consent – Individual was provided with the pros and cons of adding medication-assisted treatment and/or psychotropic medication to their treatment plan along with potential desired and undesired side effects of proposed medication(s).		#DIV/0!	
3c. MAT Management – Indication of treatment progress documented (i.e. negative drug tests, reduced drug use).			
3d. Medication Management – Indication of treatment progress documented (i.e. monthly lab work or medication treatment options).			
Domain Total	0		

4. Strengths-based approach	SCORE	DOMAIN AVERAGE	Notes:
4a. Assessment – individual's assessment addresses individual strengths in multiple areas.			
4b. Treatment planning integrates individual strengths into treatment goals.		#DIV/0!	
4c. Quality Assurance strength-based language used by staff on documentation.			
Domain Total	0		

5. Customization and Choice	SCORE	DOMAIN AVERAGE	Notes:
5a. Clinical Record Documentation identifies that the services are built upon a foundation of recovery principles that provide the individual with personal choices.			
5b. Treatment Planning should reflect individualized goals, objectives, interventions, and discharge planning that become more customized as treatment progresses.		#DIV/0!	
5c. Services for individuals should show considerable variation, reflecting efforts to address individual's mental, emotional, physical, spiritual, and cultural needs.			
Domain Total	0		

RSA-R Individual Interview   Score

Domain: Life Goals	Average Score	#DIV/0!	Notes:
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,			
17) Staff help me to find jobs.			
28) Staff work hard to help me fulfill my personal goals.			
32) Agency staff are diverse in terms of culture, ethnicity, lifestyle, and interests.			
18) Staff help me to get involved in non-mental health/addiction related activities, such as church groups, adult education, sports, or hobbies.			
3) Staff encourage me to have hope and high expectations for myself and my recovery.			
7) Staff believe that I can recover.			
8) Staff believe that I have the ability to manage my own symptoms.			
9) Staff believe that I can make my own life choices regarding things such as where to live, when to work, whom to be friends with, etc.			
12) Staff encourage me to take risks and try new things.			
31) Staff are knowledgeable about special interest groups and activities in the community.			

Domain: Involvement	Average Score	#DIV/0!	Notes:
23) I am encouraged to help staff with the development of new groups, programs, or services.			
25) I am encouraged to attend agency advisory boards and/or management meetings if I want.			
29) I am/can be involved with staff trainings and education programs at this agency.			
24) I am encouraged to be involved in the evaluation of this program's services and service providers.			
22) Staff help me to find ways to give back to my community, (i.e., volunteering, community services, neighborhood watch/cleanup).			

Domain: Diversity of Treatment Options	Average Score	#DIV/0!	Notes:
20) Staff introduce me to people in recovery who can serve as role models or mentors.			
21) Staff offer to help me connect with self-help, peer support, or consumer advocacy groups and programs.			
26) Staff talk with me about what it would take to complete or exit this program.			
14) I am given opportunities to discuss my spiritual needs and interests when I wish.			
15) I am given opportunities to discuss my sexual needs and interests when I wish.			

6. Opportunity to Engage in Self Determination	SCORE	DOMAIN AVERAGE	Notes:
6a. Individual-Directed Treatment Planning –individual has taken an active role in treatment planning.			
6b. Individual Input was provided that resulted in the review and modification of their treatment plan.		#DIV/0!	
6c. Peer Services – individual has access to peer services in administrative support and/or clinical services.			
Domain Total	0		

7. Network Supports/Community Integration	SCORE	DOMAIN AVERAGE	Notes:
7a. Network Supports – active efforts are made to involve individual's support system in treatment and recovery planning.		#DIV/0!	
7b. Community Services provide the individual opportunities for community integration and participation.			
Domain Total	0		

8. Recovery Focus		SCORE	DOMAIN AVERAGE	Notes:
8a. Recovery Plan – A plan is in place that allows the individual to move forward at his or her own pace and structures actions for wellness, recovery management, and life development beyond the primary course of treatment.				
8b. Services – Services provide opportunities for individual to build healthy connections to natural support systems and community services beyond the primary course of treatment (i.e. recreational, social, occupational, community based, peer support groups, professional/therapeutic groups).			#DIV/0!	
Domain Total		0		

Domain: Choice	Average Score	#DIV/0!	Notes:
5) I can easily access my treatment records if I want to.			
6) Staff do not use threats, bribes, or other forms of pressure to get me to do what they want.			
10) Staff listen to me and respect my decisions about my treatment and care.			
4) I can change my clinician or case manager if I want to.			
27) Staff help me keep track of the progress I am making towards my personal goals.			

Domain: Individually Tailored Services	Average Score	#DIV/0!	Notes:
13) This program offers specific services that fit my unique culture and life experiences.			
30) Staff listen, and respond, to my cultural experiences, interests, and concerns.			
11) Staff regularly ask me about my interests and the things I would like to do in the community.			
19) Staff help me to include people who are important to me in my recovery/treatment			

Inviting Factor	Domain Average Score	#DIV/0!	Notes:
1) Staff welcome me and help me feel comfortable in this program.			
2) The physical space of this program (e.g., the lobby, waiting rooms, etc.) feels inviting and dignified.			

Clinical Record #	Clinical Record Average Score		Individual Interview	Average Score		Average Score of Clinical Record and Individual Interview
1. Meeting Basic Needs	#DIV/0!	+	1. Life Goals	#DIV/0!	÷ 2 =	#DIV/0!
2. Comprehensive Services	#DIV/0!	+	2. Involvement	#DIV/0!	÷ 2 =	#DIV/0!
3. Medication Assisted Treatment (MAT) and Medication Management	#DIV/0!	+	3. Diversity of Treatment Options	#DIV/0!	÷ 2 =	#DIV/0!
4. Strengths Based Approach	#DIV/0!	+	4. Choice	#DIV/0!	÷ 2 =	#DIV/0!
5. Customization and Choice	#DIV/0!	+	5. Individually-Tailored Services	#DIV/0!	÷ 2 =	#DIV/0!
6. Opportunity to Engage in Self-Determination	#DIV/0!	+	6. Inviting Factor	#DIV/0!	÷ 2 =	#DIV/0!
7. Network Supports/ Community Integration	#DIV/0!				=	#DIV/0!
8. Recovery Focus	#DIV/0!				=	#DIV/0!
Total Score of Averages:	#DIV/0!		Total Score of Averages:	#DIV/0!		Overall Average Score for All Domains
Overall Average for Clinical Record	#DIV/0!		Overall Average for Individual Interview	#DIV/0!	÷ 2 =	#DIV/0!

Reviewer's Name:	
Client ID/ MR #:	
Date of Record Review:	

Reviewer's Name: _____

Client ID/ MR #: _____

Date of Record Review: _____

Clinical Record Review

1. Meeting Basic Needs	SCORE	DOMAIN AVERAGE	Notes:
1a. Assessments - assessment should cover basic needs in detail (i.e. shelter, food, medical, entitlements, safety).		#DIV/0!	
1b. Services - services related to basic needs should be provided routinely for shelter, food, medical, entitlements, safety.			
Domain Total	0		

2. Comprehensive services	SCORE	DOMAIN AVERAGE	Notes:
2a. Services – individual should have access to services in each of the above areas.		#DIV/0!	
2b. Treatment directly addresses individual's primary behavioral health diagnoses, distressing symptoms, and/or concerning behavior(s) of the individual.			
Domain Total	0		

3. Medication-assisted Treatment (MAT) and Medication Management	SCORE	DOMAIN AVERAGE	Notes:
3a. Identification – Individual was screened for criteria to determine if medication is appropriate to assist in the individual's treatment. If individual has an opioid or alcohol use condition, MAT treatment is considered.		#DIV/0!	
3b. Informed Consent – Individual was provided with the pros and cons of adding medication-assisted treatment and/or psychotropic medication to their treatment plan along with potential desired and undesired side effects of proposed medication(s).			
3c. MAT Management – Indication of treatment progress documented (i.e. negative drug tests, reduced drug use).			
3d. Medication Management – Indication of treatment progress documented (i.e. monthly lab work or medication treatment options).			
Domain Total	0		

4. Strengths-based approach	SCORE	DOMAIN AVERAGE	Notes:
4a. Assessment – individual's assessment addresses individual strengths in multiple areas.		#DIV/0!	
4b. Treatment planning integrates individual strengths into treatment goals.			
4c. Quality Assurance strength-based language used by staff on documentation.			
Domain Total	0		

5. Customization and Choice	SCORE	DOMAIN AVERAGE	Notes:
5a. Clinical Record Documentation identifies that the services are built upon a foundation of recovery principles that provide the individual with personal choices.		#DIV/0!	
5b. Treatment Planning should reflect individualized goals, objectives, interventions, and discharge planning that become more customized as treatment progresses.			
5c. Services for individuals should show considerable variation, reflecting efforts to address individual's mental, emotional, physical, spiritual, and cultural needs.			
Domain Total	0		

Reviewer's Name:

Client ID:

Date of Interview:

RSA-R Individual Interview   Score

Domain: Life Goals	Average Score	#DIV/0!	Notes:
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,			
17) Staff help me to find jobs.			
28) Staff work hard to help me fulfill my personal goals.			
32) Agency staff are diverse in terms of culture, ethnicity, lifestyle, and interests.			
18) Staff help me to get involved in non-mental health/addiction related activities, such as church groups, adult education, sports, or hobbies.			
3) Staff encourage me to have hope and high expectations for myself and my recovery.			
7) Staff believe that I can recover.			
8) Staff believe that I have the ability to manage my own symptoms.			
9) Staff believe that I can make my own life choices regarding things such as where to live, when to work, whom to be friends with, etc.			
12) Staff encourage me to take risks and try new things.			
31) Staff are knowledgeable about special interest groups and activities in the community.			

Domain: Involvement	Average Score	#DIV/0!	Notes:
23) I am encouraged to help staff with the development of new groups, programs, or services.			
25) I am encouraged to attend agency advisory boards and/or management meetings if I want.			
29) I am/can be involved with staff trainings and education programs at this agency.			
24) I am encouraged to be involved in the evaluation of this program's services and service providers.			
22) Staff help me to find ways to give back to my community, (i.e., volunteering, community services, neighborhood watch/cleanup).			

Domain: Diversity of Treatment Options	Average Score	#DIV/0!	Notes:
20) Staff introduce me to people in recovery who can serve as role models or mentors.			
21) Staff offer to help me connect with self-help, peer support, or consumer advocacy groups and programs.			
26) Staff talk with me about what it would take to complete or exit this program.			
14) I am given opportunities to discuss my spiritual needs and interests when I wish.			
15) I am given opportunities to discuss my sexual needs and interests when I wish.			

6. Opportunity to Engage in Self Determination	SCORE	DOMAIN AVERAGE	Notes:
6a. Individual-Directed Treatment Planning –individual has taken an active role in treatment planning.			
6b. Individual Input was provided that resulted in the review and modification of their treatment plan.		**#DIV/0!**	
6c. Peer Services – individual has access to peer services in administrative support and/or clinical services.			
Domain Total	0		

7. Network Supports/Community Integration	SCORE	DOMAIN AVERAGE	Notes:
7a. Network Supports – active efforts are made to involve individual's support system in treatment and recovery planning.		**#DIV/0!**	
7b. Community Services provide the individual opportunities for community integration and participation.			
Domain Total	0		

8. Recovery Focus		SCORE	DOMAIN AVERAGE	Notes:
8a. Recovery Plan – A plan is in place that allows the individual to move forward at his or her own pace and structures actions for wellness, recovery management, and life development beyond the primary course of treatment.			**#DIV/0!**	
8b. Services – Services provide opportunities for individual to build healthy connections to natural support systems and community services beyond the primary course of treatment (i.e. recreational, social, occupational, community based, peer support groups, professional/therapeutic groups).				
Domain Total		0		

Domain: Choice	Average Score	#DIV/0!	Notes:
5) I can easily access my treatment records if I want to.			
6) Staff do not use threats, bribes, or other forms of pressure to get me to do what they want.			
10) Staff listen to me and respect my decisions about my treatment and care.			
4) I can change my clinician or case manager if I want to.			
27) Staff help me keep track of the progress I am making towards my personal goals.			

Domain: Individually Tailored Services	Average Score	#DIV/0!	Notes:
13) This program offers specific services that fit my unique culture and life experiences.			
30) Staff listen, and respond, to my cultural experiences, interests, and concerns.			
11) Staff regularly ask me about my interests and the things I would like to do in the community.			
19) Staff help me to include people who are important to me in my recovery/treatment			

Inviting Factor	Domain Average Score	#DIV/0!	Notes:
1) Staff welcome me and help me feel comfortable in this program.			
2) The physical space of this program (e.g., the lobby, waiting rooms, etc.) feels inviting and dignified.			

Reviewer's Name: _____

Client ID/ MR #: _____

Date of Record Review: _____   **Date Interviewed:** _____

1. Meeting Basic Needs – Indicating that the assessment, planning and delivery of all services should first address basic needs. Services should include assistance in these areas:

1) Shelter – individual has consistent access to safe housing.

2) Food – individual routinely has access to resources for food.

3) Medical – individual has access to medical care.

4) Entitlements – individual has access to entitlements to assist with basic needs, such as Section 8, ACCESS, and Medicaid.

5) Safety – individual feels safe in environment.

	1	2	3	4	5
1a. Assessments - assessment should cover basic needs in detail (i.e. shelter, food, medical, entitlements, safety).	Assessments do not cover any basic needs, including shelter, food, medical care, entitlements, and safety.	Assessments typically address basic needs in a cursory fashion (e.g., brief description of current housing or some assessment of medical issues).	Assessments typically cover 1 or 2 basic needs in detail.	Assessments typically cover 3 or 4 basic needs in detail.	Assessments typically cover all 5 areas in detail.
Score		2			
1b. Services - services related to basic needs should be provided routinely for shelter, food, medical, entitlements, safety.	Service provider ensures that individual is able to routinely access 1 or no services related to basic needs.	Service provider ensures that individual is able to routinely access 2 services related to basic needs, as indicated.	Service provider ensures that individual is able to routinely access 3 services related to basic needs, as indicated.	Service provider ensures that individual is able to routinely access 4 services related to basic needs, as indicated.	Service provider ensures that individual is able to routinely access 5 services related to basic needs, as indicated.
Score				3	
Column Score	0	2	0	3	0
	Domain Total	**5**		**Domain Average**	**2.5**

Notes:

2. Comprehensive services – indicating that treatment and recovery-oriented services and supports provide a menu of options, such as traditional treatment services, use of medications, natural supports, alternative therapies, faith-based approaches, and peer recovery. A variety of treatment modalities are also used such as individual, group, and peer-based services. These services should be provided by the individual's team members and community supports including:

 1) Medication-Assisted Treatment (MAT) is provided as an option to individual as indicated. Individuals who meet criteria for MAT are provided with benefits, risks, and alternatives to medication-assisted treatment. (For our purposes, medication-assisted   treatment will be inclusive of medications that address opioid or alcohol use disorders.)

 2) Medication – Individual receives medication evaluations along with prescriptions for psychotropic or other medication as indicated.

 3) Counseling – Individuals have access to both individual and group counseling to address their struggles with mental health, substance use, or both.

 4) Community and Personal Linkages – Individual has linkages to various support individuals and organizations that comprise a healthy recovery support network.

 5). Family-based treatment – Individual is provided with opportunities to involve family, directly or indirectly, in treatment process. This may include frequent collateral sessions, visits, or phone calls with family members to gather information that can assist treatment team and individual in meeting treatment goals.

 6) Trauma-informed services – Services provided to individual contain primary components of trauma-informed care. This should include proactive efforts to identify individuals who have experienced trauma. Targeted interventions are offered to address ongoing symptoms related to past trauma.

 7) Wellness management – Individual receives services designed to help manage distressing triggers or symptoms, and achieve personal goals identified by the individual. (This should include a psychoeducational group or use of a curriculum designed to promote individual's ability to manage their symptoms. individual has access to healthy leisure and recreational activities.)

	1	2	3	4	5
2a. Services – individual should have access to services in each of the above areas.	Individual has access to 1 of the services as part of routine care.	Individual has access to 2 of the services as part of routine care, as needed.	Individual has access to 3-4 of the services as part of routine care, as needed.	Individual has access to 5 of the service as part of routine care, as needed.	Individual has access to 6-7 of the services as part of routine care, as needed.
Score					
2b. Treatment directly addresses individual's primary behavioral health diagnoses, distressing symptoms, and/or concerning behavior(s) of the individual.	Treatment does not address the diagnosis and associated symptoms/behaviors.		Treatment only partially addresses the diagnosis and associated symptoms/behaviors.		Treatment does address the diagnosis and associated symptoms/behaviors.
Score					
Column Score	0	0	0	0	0
Domain Total	0		**Domain Average**		0

3. Medication-assisted Treatment (MAT) and Medication Management indicates that individual was provided with information on psychotropic medication and MAT.					
	1	2	3	4	5
3a. Identification – Individual was screened for criteria to determine if medication is appropriate to assist in the individual's treatment. If individual has an opioid or alcohol use condition, MAT treatment is considered.	Individual was not screened for potential psychotropic medication or Medication-Assisted Treatment.		Individual was screened for and potentially met criteria for psychotropic medication or MAT but provider did not discuss this option with the individual.		Individual was screened for psychotropic medication or MAT and 1) after meeting criteria, individual was presented with the option of participating in MAT as part of their treatment plan, **or** 2) Neither psychotropic medication nor MAT is indicated for individual.
Score					
3b. Informed Consent – Individual was provided with the pros and cons of adding medication-assisted treatment and/or psychotropic medication to their treatment plan along with potential desired and undesired side effects of proposed medication(s).	Individual was provided with no information on psychotropic medication or MAT.	Individual was provided with information on psychotropic medication or MAT only after requesting it themselves.	Individual was provided with written information on psychotropic medication or MAT; no verbal discussion identified.	Individual was provided with written information on psychotropic medication or MAT followed by a discussion with provider; no specific identified of the pros *and* cons of MAT identified.	1) Individual met criteria for psychotropic medication or MAT and was provided with written information and the potential pros and cons of treatment, and had the opportunity to ask provider questions in order to make an informed and independent decision. 2) Individual refused appropriate psychotropic medication and/or MAT services after sufficient explanation of treatment.
Score					
3c. MAT Management – Indication of treatment progress documented (i.e. negative drug tests, reduced drug use).	Individual was not screened appropriately for psychotropic medication or medication-assisted treatment.	Individual was screened as appropriate for psychotropic medication and/or medication-assisted treatment and consented to treatment but did not begin receiving MAT services.	Individual began psychotropic medication regimen and/or medication assisted treatment but did not receive services consistently or dropped out of treatment.	Individual began psychotropic medication and/or medication assisted treatment but only received some services consistently.	Individual began and was compliant with psychotropic medication and/or medication-assisted treatment and received services consistently.
Score					

3d. Medication Management – Indication of treatment progress documented (i.e. monthly lab work or medication treatment options).	Individual was not screened appropriately for psychotropic medication.	Individual was screened as appropriate for psychotropic medication and consented to treatment but did not begin partner with providers for monthly lab work (lithium/Depakote levels).	Individual has started to partner with providers other recommendations as an active part of their medication management treatment but has not maintained a therapeutic level.	Individual has started to partner with providers to complete monthly lab work (lithium/Depakote levels) and/or other recommendations as an active part of their medication management treatment but has not maintained a therapeutic level.	Individual partners with providers to complete monthly lab work (lithium/Depakote levels) and/or other recommendations as an active part of their medication management treatment.
Score					
Column Score	0	0	0	0	0
	Domain Total	0		Domain Average	0

4. Strengths-based approach indicates that treatment delivery and planning are fundamentally oriented toward individual's strengths rather than de					
	1	2	3	4	5
4a. Assessment – individual's assessment addresses individual strengths in multiple areas.	Assessment does not address individual's strengths.		Assessment includes identification of a strength in just one area of functioning.		Assessment addresses individual's strengths in multiple areas of functioning.
Score					
4b. Treatment planning integrates individual strengths into treatment goals.	Individual's treatment plan does not address their individual strengths.		Treatment plan includes one strength of individual.		Treatment plan promotes integration of strengths into the achievement of treatment goals.
Score					
4c. Quality Assurance strength-based language used by staff on documentation.	Strength based language is not used on documentation..		Strength-based language is not consistent in documentation.		Strength-based language is consistent in all documentation.
Score					
Column Score	0	0	0	0	0
Domain Total	0		Domain Average	0	

5. Customization and Choice indicates that the planning and delivery of all services and supports are designed to offer multiple choices which address the unique circumstances, history, needs, expressed preferences, and capabilities of each individual receiving services.					
	1	2	3	4	5
5a. Clinical Record Documentation identifies that the services are built upon a foundation of recovery principles that provide the individual with personal choices.	Clinical record documentation contains no mention of individual's choice in treatment.		Clinical record documentation refers to individual choice in treatment but does not clearly reflect the areas in which choice was given.		Clinical record documentation clearly identifies which service areas were derived from a collaborative process and that the individual choice is guiding their treatment.
Score					
5b. Treatment Planning should reflect individualized goals, objectives, interventions, and discharge planning that become more customized as treatment progresses.	Treatment plans and subsequent updates have little to no variation. There is no indication in the treatment plan that it has been individualized for the person receiving services.	Treatment plans show minimal individualization with only a slight indication that it is individualized for the person being served.	Treatment plans show moderate degree of variation with some areas showing individualization and other areas not indicating any individualization for the person being served.	Treatment plans show high degree of variation but some areas still lack individualization for the person being served.	Treatment plans show substantial variation with each area indicating individualization for the person being served.
Score					
5c. Services for individuals should show considerable variation, reflecting efforts to address individual's mental, emotional, physical, spiritual, and cultural needs.	Treatment appears to be generic with no indication of tailoring services to individual needs.		Treatment shows some individual tailoring to individual goals and objectives but overall treatment is generic. Difficult to identify that treatment plan belongs to any one individual.		Services show substantial tailoring of services to individual. Active efforts are made to address unique individual needs (*individual should be able to identify at least 3 objectives that are unique to them*)
Score					
Column Score	0	0	0	0	0
	Domain Total	0		**Domain Average**	0

6.Opportunity to Engage in Self Determination indicates the level of involvement of the individual determining treatment approaches and other recovery-oriented services. Evidence should show that the individual was integral to the planning and delivery of all services including goals and objectives.					
	1	2	3	4	5
6a. Individual-Directed Treatment Planning –individual has taken an active role in treatment planning.	There is no indication that individual has been actively involved in their own treatment planning.		Individual was notified of process involving individual in treatment planning, however, there was no follow-up to encourage individual to actively engage in treatment planning		Individual has taken an active role in their own treatment planning.
Score					
6b. Individual Input was provided that resulted in the review and modification of their treatment plan.	Treatment plan does not specifically address individual's chief complaint(s) with little to no involvement in identifying treatment plan goals or objectives. AND/OR There is no indication in individual's treatment plan or progress notes that provider promoted individual involvement.	Treatment plan specifically addresses individual's chief complaint(s) with little to no involvement in identifying treatment plan goals or objectives. However, there is no indication in individual's treatment plan or progress notes that provider promoted individual involvement.	Treatment plan specifically addresses individual's chief complaint(s). Individual is involved in identifying treatment plan goals or objectives. AND/OR The indicators in individual's treatment plan or progress notes that provider promoted individual involvement is superficial and has not significantly impacted the individualization of services.	Provider specifically addresses individual's chief complaint(s). Individual is involved in treatment planning that has clearly resulted in at least one significant change to individual's services (*individual must verify this*).	Provider specifically addresses individual's chief complaint(s). Individual's involvement in treatment planning has resulted in at least one significant change to individual's services. OR Individual has also helped write their own treatment plan with active involvement in treatment team meetings and treatment plan updates (individual must identify this).
Score					
6c. Peer Services – individual has access to peer services in administrative support and/or clinical services.	Individual has not been offered peer services or has no indication of active peer services.		Individual has a peer assigned but only receives some of the services they are entitled to.		Individual has a peer assigned and has full array of services available to them.
Score					
Column Score	0	0	0	0	0
	Domain Total	**0**		**Domain Average**	**0**

7. Network Supports/Community Integration indicates there are active efforts in the planning and delivery of services to involve environmental supports in the individual's treatment and overall recovery that promotes community integration.					
	1	**2**	**3**	**4**	**5**
7a. Network Supports – active efforts are made to involve individual's support system in treatment and recovery planning.	Individual has no member of their support network involved in their treatment and recovery process.		Individuals at least one member of their support network involved in their treatment and recovery process (family, sponsor, recovery network).		Individuals have several members of their support network involved in their treatment and recovery process (family, sponsor, recovery network).
Score					

7b. Services to promote community integration include:
1) Self-Help – program makes routine referrals to self-help groups as a part of recovery-oriented services.
2) Non-behavioral Health Activities – program routinely facilitates individuals' participation in non-behavioral health activities. (Respondent should be able to identify at least 3 instances in which service recipients were given assistance to participate in a desired activity, which may include educational, vocational, recreational, social, or other pursuits.)
3) Vocational Services - program provides a range of proactive employment services, including job assessment, development, placement, coaching, and ongoing supports.

7b. Community Services provide the individual opportunities for community integration and participation.	Individual is not provided any services related to community integration.		Individual is provided 1 service related to community integration	Individual is provided 2 services related to community integration	Individual is provided at least 3 of the services related to community integration
Score					
Column Score	0	0	0	0	0
	Domain Total	**0**		**Domain Average**	**0**

8.Recovery Focus is indicated by providing services that are centered on the individual, helping him or her achieve recovery goals, and ensuring ongoing and seamless connections with services and supports for as long as the individual needs them.					
	1	2	3	4	5
8a. Recovery Plan – A plan is in place that allows the individual to move forward at his or her own pace and structures actions for wellness, recovery management, and life development beyond the primary course of treatment.	Individual reports they do not have a Recovery Plan. has no goals or one goal that addresses self-management, recovery capital, connection to community supports, etc. that can extend beyond the primary course of treatment and promote long-term recovery.		Individual reports they do have a Recovery Plan, but did not participate in the development of the goals, or it does not meet their needs..		Individual has a Recovery Plan that is focused on goals, aspirations, self-management, recovery capital, etc. that extends beyond the primary course of treatment and promote long-term recovery.
Score					
8b. Services – Services provide opportunities for individual to build healthy connections to natural support systems and community services beyond the primary course of treatment (i.e. recreational, social, occupational, community based, peer support groups, professional/therapeutic groups).	Individual reports one (1) healthy connection to community services and natural supports that will help enhance their recovery efforts.		Individual reports two (2) to three (3) healthy connections to community services and natural supports that will help enhance their recovery efforts.		. Individual reports four (4) or more healthy connections to community services and natural supports that will help enhance their recovery efforts.
Score					
Column Score	0	0	0	0	0
Domain Total	**0**			**Domain Average**	**0**

RSA-R Individual Interview   Score

Domain: Life Goals	Average Score	0	Notes:
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).		0	
17) Staff help me to find jobs.		0	
28) Staff work hard to help me fulfill my personal goals.		0	
32) Agency staff are diverse in terms of culture, ethnicity, lifestyle, and interests.		0	
18) Staff help me to get involved in non-mental health/addiction related activities, such as church groups, adult education, sports, or hobbies.		0	
3) Staff encourage me to have hope and high expectations for myself and my recovery.		0	
7) Staff believe that I can recover.		0	
8) Staff believe that I have the ability to manage my own symptoms.		0	
9) Staff believe that I can make my own life choices regarding things such as where to live, when to work, whom to be friends with, etc.		0	
12) Staff encourage me to take risks and try new things.		0	
31) Staff are knowledgeable about special interest groups and activities in the community.		0	

Domain: Involvement	Average Score	0	
23) I am encouraged to help staff with the development of new groups, programs, or services.		0	
25) I am encouraged to attend agency advisory boards and/or management meetings if I want.		0	
29) I am/can be involved with staff trainings and education programs at this agency.		0	
24) I am encouraged to be involved in the evaluation of this program's services and service providers.		0	
22) Staff help me to find ways to give back to my community, (i.e., volunteering, community services, neighborhood watch/cleanup).		0	

Domain: Diversity of Treatment Options	Average Score	#DIV/0!	
20) Staff introduce me to people in recovery who can serve as role models or mentors.			
21) Staff offer to help me connect with self-help, peer support, or consumer advocacy groups and programs.			
26) Staff talk with me about what it would take to complete or exit this program.			
14) I am given opportunities to discuss my spiritual needs and interests when I wish.			
15) I am given opportunities to discuss my sexual needs and interests when I wish.			

Domain: Choice	Average Score	#DIV/0!	
5) I can easily access my treatment records if I want to.			
6) Staff do not use threats, bribes, or other forms of pressure to get me to do what they want.			
10) Staff listen to me and respect my decisions about my treatment and care.			
4) I can change my clinician or case manager if I want to.			
27) Staff help me keep track of the progress I am making towards my personal goals.			

Domain: Individually Tailored Services	Average Score	#DIV/0!	
13) This program offers specific services that fit my unique culture and life experiences.			
30) Staff listen, and respond, to my cultural experiences, interests, and concerns.			
11) Staff regularly ask me about my interests and the things I would like to do in the community.			
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).			

Inviting Factor	Domain Average Score	0	
1) Staff welcome me and help me feel comfortable in this program.		0	
2) The physical space of this program (e.g., the lobby, waiting rooms, etc.) feels inviting and dignified.			