CONSUMER OPERATED SERVICES (COS)
FIDELITY REPORT

Date: September 29, 2017

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Method

On August 30, 2017, T.J. Eggsware and Georgia Harris completed a review of Recovery Empowerment Network (REN) - a Consumer Operated Service Program (COSP). This review is intended to provide specific feedback in the development of your agency's services, in an effort to improve the overall quality of behavioral health services in Maricopa County.

REN operates three primary locations. The recently-purchased Central Empowerment Center (CEC) is located in Phoenix's Midtown District and is the agency's primary hub. The agency also provides co-located services at Southwest Network's San Tan clinic, and Partners in Recovery's Metro clinic. Additionally, REN seeks to expand their peer support services in remote settings through a new partnership with a rural clinic in the Northwest region of Maricopa County, Arizona. REN has multiple core programs including: activities at the CEC, Community Treasures, Hope's Door, Health and Wellness, Heal Your Life, Supported Volunteering, Supported Food Services, and access to learning resources. In addition, REN hosts three other member programs: Supported Employment (SE); Hope, Empowerment, Recovery, and Opportunities (HERO) - a program geared toward young adults (ages 18-25); and the Peer and Family Referral Center (PFRC), which is open to community members to receive support and referrals to resources in the community.

The individuals served through this agency are referred to as *members* or *peers*. For the purpose of this report, and for consistency across fidelity reports, the term "member" will be used. In addition, throughout this COS report, the term "people with lived experience" will be used to reference self-identified people with a lived experience of recovery.

During the site visit, reviewers participated in the following activities:

- Tour of the CEC facility, including the cafeteria, computer lab, staff offices, and program meeting rooms;
- Interview with the Senior Director of Training and Development;
- Group interview with six supervisory staff of various programs offered at the agency;
- Group interview with seven non-supervisory staff of various programs offered at the agency;

- Group interview with eight participating program members; and,
- Overview of the center's key documentation and reference material, some of which include: program descriptions, job descriptions, handbook, agency website, organizational charts, Articles of Incorporation, policies, program calendars, program participation data, etc.

The review was conducted using the Substance Abuse and Mental Health Services Administration (SAMHSA) Fidelity Assessment/Common Ingredients Tool (FACIT) of the *Consumer Operated Service (COS) Evidence Based Practice Tool Kit.* Using specific observational criteria, this scale assesses the degree to which an agency's operation aligns with a set of ideal standards established for high-fidelity COS. The 46-item scale considers the agency's operations in 6 domains: Structure, Environment, Belief Systems, Peer Support, Education and Advocacy. Each ingredient is rated on a point scale, ranging from 1 (not implemented) to 5 (fully implemented with little room for improvement).

The FACIT was completed following the visit. A copy of the completed scale with comments is attached as part of this report.

Summary & Key Recommendations
The agency demonstrated strengths in the following program areas:
- Members seem empowered to seek support and provide support to others. Most members interviewed affirmed their provision and receipt of friendly, no-coercive advice, building mutual respect and acceptance within the peer group.
- Elements of the SAMHSA Eight Dimensions of Wellness are integrated in agency materials, sub-programs, and conveyed by members and staff – including how to cope and resolve challenges, engagement in stimulating activities, occupational, spiritual expression, etc.
- Multiple programs are operated and offer members choice, including informal and formal skill building activities and opportunities to provide mutual support. Some examples include: Recovery Support Training (RST), in which participating members can earn state peer support certification, as well as Health and Wellness, Hope's Door, Supported Education, Supported Volunteering, SE, and HERO.
- The agency has formal and organized program descriptions, as well as staff job descriptions. The program was able to provide tracking of member participation rates by program.
- The agency website and social media page provide information about speaking events, conferences, program community events, program information and resources (e.g., the Eight Dimensions of Wellness).

The following are some areas that will benefit from focused quality improvement:
- Fill Board of Directors vacancies with members who have direct lived experience in recovery.
- Explore opportunities to increase members' access to support by expanding the hours of operation that are identified as most beneficial by the members served.
- REN has several distinct program leaders and champions – staff who display a great deal of pride in describing how their specific program contributes to the recovery oriented culture of the agency. Avenues for artistic expression may be improved by seeking to fill vacant positions with staff who express a passion for artistic expression, come with experience utilizing a variety of mediums, have knowledge of community resources, and can take a lead in ensuring member artwork is prominently displayed.
- Engage members to discuss what steps can be taken to keep members informed of activities and opportunities within and outside the program; those members who are not regularly participating may provide a unique perspective.

FIDELITY ASSESSMENT/ COMMON INGREDIENTS TOOL (FACIT)

Ingredient #	Ingredient	Rating	Rating Rationale	Recommendations
**Domain 1**   **Structure**
**1.1 Consumer Operated**
1.1.1	Board Participation	1-5 4	Per administrative staff report, the Board of Directors currently consists of nine people, including three REN members, and a total of six (67%) who are people with direct lived experience. Two of the nine Board of Directors members fall under a broader definition which includes family members of persons with lived experience or individuals with a history of substance use.	• Seek to fill board vacancies with people who have lived experience, including those who are members of the program. • Consider updating the agency website, which has eight board of directors listed.
1.1.2	Consumer Staff	1-5 4	Per staff report, 75% of staff self-identify as persons with direct lived experience, and the other 25% are family of people with lived experience, or people with lived experience of substance use. Staff report that 100% of staff in leadership positions are persons with lived experience; however, the results of a staff survey indicated that some elect to not share lived experience in a professional setting.	• Optimally, 80-100% of staff self-identifies as persons with a lived experience.
1.1.3	Hiring Decisions	1-4 4	Agency administrators (composed of persons with lived experience) are responsible for all hiring decisions. Hiring preference is given to those with a lived experience.	
1.1.4	Budget Control	1-4 4	The REN community, which encompasses members, staff, CEO, and the Board of Directors, collaborate for budgetary allocations. The CEO and Board of Directors develop the budget of the agency; agency administrators and middle management can approve the allocation of funds for smaller scale activities. Program members offer input through the community meeting, participation in specific agency and/or	

			department planning activities, their involvement on the Board of Directors, or during one-on-one interactions when they may suggest or request activities, events, etc. The agency partnered with Arizona State University (ASU) to determine pay scales based on the national average, with each staff position being assigned a market aligned, salary grade.	
1.1.5	Volunteer Opportunities	1-5 5	In addition to staff who started as REN members and participated in volunteer activities, there are several opportunities for members to contribute to the program at REN. Some examples include: assisting with the overall upkeep of the facility, assisting with the kitchen or related activities, contributing to groups or activities, assisting with organizing clothing donations, and member representation on the Board of Directors. Most members interviewed confirmed involvement in defined volunteer activities or by contributing to the agency in some manner. Administrative staff report that participation in volunteer activities is not mandated in order to receive other program incentives.	
1.2 Participant Responsiveness				
1.2.1	Planning Input	1-5 5	REN members provide planning input in a number of ways: through one-to-one interactions with administrative or other program staff, monthly community meetings, and suggestion box. Staff report they take into account member feedback when developing monthly calendars. Members interviewed confirmed they have input, and that staff listen and are responsive to their input.	
1.2.2	Member Dissatisfaction/ Grievance Response	1-5 5	Member satisfaction is gathered informally during one-to-one contacts with staff, during monthly meetings, or more formally using annual surveys following large events (e.g., camp trip). Staff interviewed described opportunities of expressing	

			dissatisfaction and reporting grievances, including filing grievances with the RBHA (with staff assistance if requested). Members confirmed that staff are responsive to their concerns. Staff is in the process of updating agency policies. The draft version of the *Service User & Community Complaint Process* outlines the agency approach to working with members if they express dissatisfaction or an unmet expectation from REN, and it includes contact information for the RBHA customer service phone line. Depending on the issue, certain complaints may be brought to the Board of Directors.	
**1.3 Linkage to Other Supports**
1.3.1	Linkage with Traditional Mental Health Services	1-5 5	REN reports significant and reciprocal linkages with the traditional mental health system clinic staff. Interactions with staff may occur over the phone or during meetings. REN staff sends monthly member summaries, offers co-located services at two clinics, and outreaches clinics to meet with staff to educate them on the supports available through REN. Also, staff reported a recent pilot program that partners with a nearby clinic to offer peer support services in a rural area. Staff described how they seek to interact with clinic staff in an effort to support members in a collaborative fashion, but CMs with higher caseloads may not be as responsive. Turnover of clinic staff can also be a barrier. Staff of certain REN programs (e.g., Hope's Door) appear to have more frequent direct coordination with clinic staff.	
1.3.2	Linkage with Other COSPs	1-5 5	Staff reports the PFRC sends referrals to other COSPs based on member preference and/or when other programs offer a service/support not offered through REN. This support includes REN staff from the PFRC accompanying members to tour other COSPs. Another example of linkage	

			with COCPs was cited by staff in REN's HERO department – staff have spent the last year building connections with staff at another COSP and another agency's young adult services teams.	
1.3.3	Linkage with Other Service Agencies	1-5 5	REN has reciprocal linkages with several organizations and institutions, including Arizona State University (ASU), multiple faith-based organizations and Chicanos Por La Causa. REN participates in community events such as the Candlelight Vigil and National Alliance on Mental Illness (NAMI) walk. REN manages the Community Treasures program, which facilitates the sharing of resources (e.g., clothing, furniture, basic household items). Community events are hosted at the CEC, and connections are maintained with other social service agencies through PFRC. Also, some agency representatives serve on other agency boards, committees, or advisory councils.	
**Domain 2** **Environment**
**2.1 Accessibility**
2.1.1	Local Proximity	1-4 4	REN's CEC is conveniently located in a population cluster in Central Phoenix's midtown district. REN also has two co-located Empowerment Centers in the northwest and southeast areas of Maricopa County. In addition, REN partners with clinic staff in the far northwest section of the service area to offer peer support to rural members who may otherwise have to travel more than 25 miles to receive the support. The variety of locations offers choice to members. For example, one member interviewed who receives services from a clinic where REN is co-located elects to utilize public transportation to travel to the CEC to participate in activities at that location.	
2.1.2	Access	1-5	The REN CEC is located near a Valley Metro light rail station and several bus routes. Co-located	

		5	locations are in areas also served by bus routes, and parking is offered at each location. Members who wish to ride a cab to the Empowerment Centers or arrange for a monthly bus pass coordinate transportation through their clinic CMs; REN does not provide bus passes. REN operates a fleet of vehicles and can accommodate member transportation to program activities if other means are not available, for special events, etc.	
2.1.3	Hours	1-5 3	Hours at the CEC are 7:30 a.m. to 4:30 p.m. Monday through Friday, with no regular weekend or evening hours. Staff reported that occasional evening outings occur; the HERO program has an evening outing at least once a month, and plans for two Saturday activities in both September and October. Members and staff confirmed that if members are waiting for transportation after hours, staff ensure members are transported home. Per staff report, the agency has a history of evening hours some nights of the week, but reduced the hours of operation after identifying low member participation. REN is closed most major holidays, but adjusted the scheduling to minimize the days the center is closed. For example, when the center is closed one weekday for a holiday, an on-call staff is available to respond to members. Celebrations are held around the dates of major holidays.	• Seek member input on hours of operation most beneficial to them. Establish operating hours that accommodate the expressed needs of the members, which may include evenings, weekends, or holidays. Expanding program hours may provide flexibility for those members whose access to the program is limited by other daily activities, such as employment.
2.1.4	Cost	1-5 5	Per report, there are no costs associated with program activities. All services, programs, outings, and meals are free to members.	
2.1.5	Accessibility	1-4 3	The CEC is wheelchair accessible, with an elevator and interior layout with wide spaces to accommodate wheelchairs, walkers, etc. The agency does not utilize TTY/TTD services and does not have Braille materials for people who have visual impairments. Staff report they can make	• Increased accessibility for people with physical disabilities should be identified in the long-range/strategic plans. For example, provide TTY/TTD services for members who may be deaf or hard of hearing.

			some accommodation by providing items in larger font, or adjusting computers for font or contrast.	
2.2 Safety				
2.2.1	Lack of Coerciveness	1-5 5	Members report that the REN community is non-coercive and safe. No one is forced into anything; people can progress at their own pace and pick what fits them at the moment. Staff report REN is not intended as a drop-in center, but rather is an intentional learning environment. There are no direct consequences if they decline to participate; however, they are actively engaged by staff to identify their interests, desires, and what they want to accomplish when they leave their home, so they can progress at their own pace. Certain activities require commitment from members if they elect to participate, but there is no mandate to engage in those programs. Additionally, there is no token economy or incentive program in place that requires members to participate in activities in order to receive access to meals or perks.	
2.2.2	Program Rules	1-5 5	REN refers to program rules and their code of conduct as their *Code of Ethics*, which were reportedly developed by the Board of Directors, which includes member representatives. *Community Agreements*, created by members, are specific to certain programs and activities. Members interviewed described understanding the Code of Ethics and consequences of violating the code. Members report staff address concerns when issues arise, but that members want everyone to participate. However, if issues escalate, a member receives four warnings, and may be asked to leave until they can be safe.	
2.3 Informal Setting				
2.3.1	Physical Environment	1-4 4	REN's CEC offers a comfortable setting for members to engage in program activities. REN's physical environment is clean, safe and	

			comfortable. Tables, chairs and other furniture, floors and fixtures are in good condition. Staff offices and desks are integrated throughout the center. The executive team offices are located on the second floor, somewhat removed from the programming areas of the CEC, but staff report that this area is unlocked. It appears members can interact with staff in this part of the building.	
2.3.2	Social Environment	1-5 5	Members spoke of their positive experiences with staff. Many members referred to the REN staff as peers. The reviewers observed no obvious distinctions between staff and members during interactions, which appeared sincere and open. Members compared the REN community to a family working together.	
2.3.3	Sense of Community	1-4 4	REN staff and members repeatedly referred to REN as a community. Members reported that they have created friendships that they view as their primary source of support. Some members elect to socialize and communicate with one another outside of the program.	
2.4 Reasonable Accommodation				
2.4.1	Timeframes	1-4 4	Participation is based on individual need; there are no timeframes by which individuals must participate, or by which they must terminate or graduate services. The program does distinguish active members as those with contact in the prior 90 days. There was no other evidence of participation requirements.	
Domain 3 **Belief Systems**				
3.1 Peer Principle				
3.1	Peer Principle	1-4 4	The sharing of stories of struggle and recovery is accepted by members and staff at all levels at REN. Staff and members report staff self-disclose their lived experience when pertinent to the member's situation. Staff reported that they focus	

			their stories on tools that helped them in their recovery. Members also gave examples of times they shared their story with others, such as during group activities and as an element of RST.	
3.2 Helper Principle				
3.2	Helper Principle	1-4 4	Staff and members describe examples of mutual support and learning experiences. All members interviewed confirmed they had opportunities to help others at the program, whether it be assisting others navigate if they utilize a walker, providing assistance during lunch, or if someone is experiencing emotional distress. One member noted that when they hear other (people's) stories, it broadens their world view, contributes to their self-improvement, and helps them to reflect. Members noted there was open discussion at the agency, and members support each other through that discussion.	
3.3 Empowerment				
3.3.1	Personal Empowerment	1-5 5	Members and staff confirmed that involvement in the program has contributed to them making positive changes in their lives. Members reported they empower each other through program groups and classes that specialize in teaching people how to provide peer support. Personal empowerment is central to many program activities, such as Hope's Door, PFRC, and HERO. One staff noted that staff work shoulder to shoulder with members to find solutions to challenges. One member cited an example of conferring with staff due to her inability to attend the program as she desired due to other obligations, so the staff began working with the member on a one-to-one basis to accommodate her.	
3.3.2	Personal Accountability	1-5	Those interviewed spoke of accountability in generating a safe environment. Members are	

		5	encouraged to contribute to the community, to make suggestions, and to be directly involved in planning to address prospective areas of improvement. A monthly member meeting occurs, and representatives are on the Board of Directors. Staff referenced the Code of Ethics (developed by the Board of Directors) and group agreements (developed by members).	
3.3.3	Group Empowerment	1-4 4	REN offers members numerous avenues for group empowerment. One recent activity was a camp outing. Staff and 65 members travelled to Heber, AZ for a multi-day camping trip. Activities included: tie dying, making para-cord items, hiking, hayrides, bonfires, bingo, and other group activities if members elected to participate. At the center, group activities are regularly available that contribute to a sense of group involvement and connection (e.g., RST, Hope's Door, assisting in the kitchen).	
3.4 Choice				
3.4	Choice	1-5 5	The program operates multiple programs, and members reported the activities are constantly evolving. Unique calendars are available for each agency sub-program, offering members a wide variety of activities, programs and services at REN. Though certain sub-programs (e.g., RST) have more set schedules if based on formal curriculum, members can elect what programs to participate in, and are afforded opportunities to provide input into the program activities. For example, staff from the HERO program reported the members plan 100% of the schedule based on events, groups, outings, and skills they want to work on; the group discusses the upcoming calendar on a monthly basis. Members reported they participate in activities of their choice, at their own pace. Members are encouraged, but	

			not mandated, to be involved. Those who utilize PFRC support may elect to participate in REN, other COSPs or other programs at their discretion after they learn more about programs, tour facilities, etc.	
3.5 Recovery				
3.5	Recovery	1-4 4	REN staff discussed the SAMHSA Eight Dimensions of Wellness, with a focus on treating the whole person. Staff and members stated recovery is an individualized experience. Aspects of the REN mission statement and values outlined on the agency website were expressed by staff and members, including themes of choice, voice and a holistic approach to wellness. Staff and members discussed recovery as a shared experience between all those connected to the agency.	
3.6 Spiritual Growth				
3.6	Spiritual Growth	1-4 4	Core elements of the support provided at REN are outlined in the Eight Dimensions of Wellness, one of which includes spiritual exploration. Members and most staff reported that members are free to express and explore their spirituality. Some examples of programs with elements or avenues for spiritual exploration include: meditation, Heal Your Life (incorporating the use of essential oils) and engagement with faith-based organizations.	
Domain 4 **Peer Support**				
4.1 Peer Support				
4.1.1	Formal Peer Support	1-5 5	Including RST, members are offered a range of formal peer support groups, activities, and program supports such as HERO, aimed at supporting young adults, and Hope's Door, where staff accompany and support members in the community to obtain resources, work with benefit or other agencies, etc.	

4.1.2	Informal Peer Support	1-4	Members reported they receive and provide informal peer support throughout the day at REN. Some members developed mutually supportive relationships at the program, which were conveyed into their social life outside of REN, resulting in opportunities for socialization and support in the community. Staff reported they work to foster member-to-member connection, such as when members are new to the program, or during outings. One member highlighted an example of another member who attended the program with limited interaction with others, but after time, began to interact with others.	
		4		
4.2 Telling Our Stories				
4.2	Telling Our Stories	1-5	Members and staff confirmed there were many formal and informal opportunities for members to tell their stories. Examples include member and staff stories shared on the agency website and in agency flyers, as well as programs such as RST, or during outings and conferences.	
		5		
4.2.1	Artistic Expression	1-5	A mural painted by a member is on the wall of a main entryway, and options exist for members to participate in beading or sewing. There was some evidence that artistic expression is encouraged at REN, but does not appear to be a primary focus. Limited examples of member art is on display, and a corner of the CEC is set aside for arts and crafts activities. Other than paintings or collages, it appeared limited media were available or on display. Avenues for artistic expression may be present in some program activities, but appear to be supplementary.	• Seek input from members on what artistic avenues they wish to pursue, and include members in discussions on budget decisions regarding those activities. • Display of member and staff art on the agency website, social networking sites, or in the community may stimulate interest in artistic expression. If members and staff consent, artwork can be linked with personal shared stories of the artists, potentially reducing stigmatization in the broader community.
		3		
4.3 Consciousness Raising				
4.3	Consciousness Raising	1-4	Members and staff described opportunities to engage with, contribute to, and advocate in the broader community such as participation in conferences (referenced on the agency website	
		4		

			and social media page), vigils, provision of contact information for political figures, and meetings with clinic staff.	
4.4 Crisis Prevention				
4.4.1	Formal Crisis Prevention	1-4 4	Formal crisis prevention is available through REN. Staff have been trained in Critical Incident Stress Management (CISM) and Applied Suicide Intervention Skills Training (ASIST), and gave a recent example of providing support to a member following a traumatic life event. Staff work with members to prevent crisis. They also seek to support the member in the moment of crisis, validating the experience as defined by the member, and reaching out the clinical teams for assistance as an aspect, but not primary focus, of support. Hope's Door also provides support to those facing difficulties with housing, accessing resources, and other challenges, with services primarily occurring in the community. Due to the individualized nature of the support, members working with Hope's Door staff are engaged at their crisis point, and staff intervene to move forward from that point. Additionally, an on-call staff is available to respond to members in crisis when the agency is closed on major holidays, and the agency has a draft policy titled *Suicidal Behavior & Member Suicide* that lists steps to follow when those situations arise.	
4.4.2	Informal Crisis Prevention	1-4 4	All members confirmed they support each other when others are experiencing difficult times. Staff gave an example of how members in the HERO program work on recognizing triggers, coping skills, and developing plans for using coping skills. If an issue becomes a crisis, staff work with members one-on one, and coordinate with other supports for care coordination.	
4.5 Peer Mentoring and Teaching				

4.5	Peer Mentoring and Teaching	1-4 4	Staff and members report that mentoring occurs regularly at the CEC and on outings. All members confirmed they have mentors at the program. Assistance is provided through groups and one-to-one interactions with staff. One member reported that during a recent event at the agency the member experienced distress, and staff provided support by sitting one-on-one with the member as they participated in the activity.	
Domain 5 **Education**				
5.1 Self Management/ Problem Solving Strategies				
5.1.1	Formally Structured Problem-Solving Activities	1-5 5	Staff describes REN as an intentional learning environment, a program that provides services, resources, and opportunities, distinguishing the approach from a drop-in center. A variety of programs are available at REN for members to enhance problem-solving techniques; some of these include: PFRC staff assisting members to access resources in the community; HERO program members regularly discussing and processing issues as a group; Hope's Door staff assisting members in their communities to address barriers, access resources, or provide support; SE staff assisting members to pursue competitive employment; and, RST classes for members to work toward certification in peer support. The agency provided member participation data for a twelve-month timeframe prior to review which showed that many members participated in core activities such as Hope's Door, Health and Wellness, Heal Your Life, Supported Volunteering, and Supported Food Services, as well as support through co-located programs, and hosted programs such as SE, HERO and PFRC.	

5.1.2	Receiving Informal Problem-Solving Support	1-5 5	All members interviewed confirmed receiving informal problem-solving support. This includes community support during outings in the community, the camp trip, peer-to-peer support that occurs regularly, and unplanned exchanges in social gathering areas of the CEC.	
5.1.3	Providing Informal Problem Solving Support	1-5 5	All members interviewed confirmed providing informal problem-solving support. Staff and members gave examples of member-to-member interactions, including assistance with transportation challenges, assistance with ambulatory devices or visual impairments, and assistance during lunch or outings.	
5.2 Education/Skills Training and Practice				
5.2.1	Formal Practice Skills	1-5 5	The program offers SE, Supported Education, Supported Volunteering, and volunteer opportunities in the CEC kitchen, assisting with clothing closet, contributing to the co-facilitation of groups, etc. All members interviewed confirmed they have participated in activities where they could enhance formal skills.	
5.2.2	Job Readiness Activities	1-5 5	All members interviewed confirmed they have participated in at least one of the numerous job readiness activities available, including REN's SE program, which is available to members who identify a goal to pursue competitive employment. Some members volunteer at the center or in the program's supported volunteering program. Members in the HERO program receive assistance developing resumes at their request, as they transition from young adulthood into the workforce. Public speaking opportunities are available during clinic visits, at conferences, and other community-based meetings. Though there is no full-time facilitator at this time, a room with computers is available for members to access resources to improve computer skills, explore	• In response to members, consider staffing the computer lab with people experienced in the use of those resources.

			websites, to be introduced to computer programs, access GED information, explore employment, develop resumes, or apply for employment. However, members cited their desire to have updated equipment, and regularly scheduled staff in the computer lab for assistance. Members and staff reported their desire to expand the kitchen, which is something the agency is pursuing.	
Domain 6 **Advocacy**				
6.1 Self Advocacy				
6.1.1	Formal Self Advocacy Activities	1-5 5	A number of REN programs have formal self-advocacy elements. Some examples include the PRFC that assists in connecting individuals to community resources, sometimes resulting in referrals to other agencies if REN does not offer the service or an individual determines another program is a better fit for their needs. Hope's Door also offers members with community-based support in applying for benefits, and accessing other community-based resources. All members interviewed confirmed that involvement in REN aided them to enhance their self-advocacy skills.	
6.2 Peer Advocacy				
6.2	Peer Advocacy	1-5 5	Advocacy elements are present in many programs offered through REN, with dates of events listed on the agency website and a social networking page. Members interviewed reported involvement in advocacy activities, including some who recently participated in conferences or events in Arizona and other states. One member interviewed reported after attending a conference with program staff, they were invited to report back to other members during the monthly meeting.	
6.2.1	Outreach to Participants	1-5	In addition to a general agency brochure, flyers are available for RST, the Community Treasures	• Ensure members and staff are aware of where to locate program calendars on the agency

		5	program, HERO, PFRC, and Hope's Door. Monthly community meetings are held, and staff involved with the HERO program utilize texts to communicate with those members. REN has an agency website and uses social media resources, where photos of center activities (e.g., a recent luau), links to partner agencies, and information related to REN and community activities are posted. At the CEC there are multiple calendars that cover the breadth of day-to-day activities offered through the agency, and calendars are available on the agency website.	website.

FACIT SCORE SHEET

Domain	Rating Range	Score
Domain 1: Structure		
1.1.1 Board Participation	1-5	4
1.1.2 Consumer Staff	1-5	4
1.1.3 Hiring Decisions	1-4	4
1.1.4 Budget Control	1-4	4
1.1.5 Volunteer Opportunities	1-5	5
1.2.1 Planning Input	1-5	5
1.2.2 Dissatisfaction/Grievance Response	1-5	5
1.3.1 Linkage with Traditional Mental Health Services	1-5	5
1.3.2 Linkage to Other Consumer Operated Services Program (COSPs)	1-5	5
1.3.3 Linkage with Other Services Agencies	1-5	5
Domain 2: Environment	**Rating Range**	**Score**
2.1.1 Local Proximity	1-4	4
2.1.2 Access	1-5	5
2.1.3 Hours	1-5	3
2.1.4 Cost	1-5	5
2.1.5 Accessibility	1-4	3

		Rating Range	Score
2.2.1	Lack of Coerciveness	1-5	5
2.2.2	Program Rules	1-5	5
2.3.1	Physical Environment	1-4	4
2.3.2	Social Environment	1-5	5
2.3.3	Sense of Community	1-4	4
2.4.1	Timeframes	1-4	4
Domain 3: Belief Systems		Rating Range	Score
3.1	Peer Principle	1-4	4
3.2	Helper's Principle	1-4	4
3.3.1	Personal Empowerment	1-5	5
3.3.2	Personal Accountability	1-5	5
3.3.3	Group Empowerment	1-4	4
3.4	Choice	1-5	5
3.5	Recovery	1-4	4
3.6	Spiritual Growth	1-4	4
Domain 4: Peer Support		Rating Range	Score
4.1.1	Formal Peer Support	1-5	5
4.1.2	Informal Peer Support	1-4	4
4.2	Telling Our Stories	1-5	5
4.2.1	Artistic Expression	1-5	3

	Rating Range	Score
4.3 Consciousness Raising	1-4	4
4.4.1 Formal Crisis Prevention	1-4	4
4.4.2 Informal Crisis Prevention	1-4	4
4.5 Peer Mentoring and Teaching	1-4	4
Domain 5: Education	Rating Range	Score
5.1.1 Formally Structured Activities	1-5	5
5.1.2 Receiving Informal Support	1-5	5
5.1.3 Providing Informal Support	1-5	5
5.2.1 Formal Skills Practice	1-5	5
5.2.2 Job Readiness Activities	1-5	5
Domain 6: Advocacy	Rating Range	Score
6.1.1 Formal Self Advocacy	1-5	5
6.1.2 Peer Advocacy	1-5	5
6.2.1 Outreach to Participants	1-5	5
Total Score	**201**	
Total Possible Score	**208**	