

CONSUMER OPERATED SERVICES PROGRAM (COSP) FIDELITY REPORT

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To: April Dickerson, Chief Executive Officer

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Introduction

Arizona Health Care Cost Containment System has contracted with Western Interstate Commission for Higher Education Behavioral Health Program to conduct Fidelity Reviews using the Substance Abuse and Mental Health Services Administration (SAMHSA) Consumer Operated Service Program Fidelity Scale, an evidence-based practice (EBP).

Method

On September 26 - 27, 2023, Fidelity Reviewers 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 the Central Region of Arizona.

REN is a stand-alone peer run program offering recovery-based programming and support to persons with a mental illness. The program contains a Supported Employment program, which is not included in this review.

The individuals served through this agency are referred to as members. For the purpose of this report, the phrase "lived experience" refers to people with personal psychiatric care or a person with psychiatric recovery.

This review was conducted remotely, using videoconferencing to interview staff and members.

During the fidelity review, reviewers participated in the following activities:

- Virtual video tour of the center's facility with the Chief Executive Officer on September 26, 2023.
- Interview via videoconference with the Chief Executive Officer.
- Focus group by videoconference with five supervisory staff accessed by individual links.
- Focus group by videoconference, accessed by individual links, with five nonsupervisory staff.
- Focus groups (two) by videoconference with a total of six participating program members.

- Review of the center’s key documentation, including organizational documents, Articles of Incorporation, policies, annual reports, training materials, job descriptions, and review of the program’s website, 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 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:

- REN provides members with a supportive and engaging program that encourages member input and allows time and resources to provide one-to-one opportunities with staff.
- The program had been able to resolve staffing shortages and has expanded hours into the evening at least one day a week and also provides overnight activities.
- The program has implemented a Crisis Prevention training program for all staff. Several different courses are utilized to deliver the mandatory participation which also includes Recovery Support Training (RST).

The following are some areas that will benefit from focused quality improvement:

- Group Empowerment: Continue efforts to create pathways while also empowering members as a group within the program. Consider the value of supporting members to organize and run the member meeting with the option to then report to the Board of Directors.
- Spiritual Expression: Consider seeking input from members on how to increase opportunities to engage in activities to express and explore faith and spirituality while also continuing to offer the program as a safe environment to explore.

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 5	At the time of the review, all officers and members of the Board of Directors (BOD) were identified as persons with lived experience. The BOD meets monthly, except for June and July, to discuss policies, procedures, and determines the budget for the program. Recently, at the annual member meeting, new BODs were elected. The program recently formed an Advisory Committee which is initially comprised of the two most recently termed out members of the BOD.	
1.1.2	Consumer Staff	1-5 5	Per staff interviewed, 100% of staff are persons with lived experience. Some positions within the program require Peer Support Certification. All new hires attend Recovery Support Training (peer support training) provided by the program.	
1.1.3	Hiring Decisions	1-4 4	Hiring decisions at the program are determined in collaboration of the program manager, directors, and the CEO.	<ul style="list-style-type: none"> Consider involving members when hiring key program positions. Some programs offer a panel interview forum so that members of the program can be directly involved in the interviewing and hiring process.
1.1.4	Budget Control	1-4 4	At REN, the CEO and BOD develop the budget with input from members and staff. Members of the program are able to make requests for program enhancements such as recent acquisitions of a	

			<p>rowing machine, kayaks, and 28 new air conditioner units. During the review, interior walls were being updated with a more cheerful design and colors per member request.</p> <p>For salary adjustments, the program relies on data provided by Arizona State University and the American Council of Salary survey results. Staff at the program received a cost of living raise this last year of 8.7%. Each July is designated by the program as Employee Appreciation Month, during which time a number of events are planned.</p>	
1.1.5	Volunteer Opportunities	1-5 5	<p>Multiple opportunities are facilitated by the program for members to volunteer in the community. Some of these include St. Vincent de Paul, Stardust, and providing back-packs with supplies for children in the foster care system.</p> <p>One member stated that volunteering is a sign of wellness and instills a deep sense of pride because they are able to help others.</p> <p>Members of REN have the opportunity to become staff. All volunteers of the program are persons with lived experience. Members do have an opportunity to volunteer on the BOD, but at the time of the review there were none currently appointed.</p>	
1.2 Participant Responsiveness				
1.2.1	Planning Input	1-5 5	<p>Members have several opportunities to provide feedback into programming including quarterly member meetings, a suggestion box which is reviewed each month during a staff meeting, a</p>	

			<p>Quick Response (QR) code for anonymous input directly to the CEO, staff ask for feedback after each group/activity, and can ask to meet one-to-one with staff to discuss suggestions. In addition to staff making announcements during morning and afternoon groups, members are asked specifically what they would like different and during all special activities. One member reported the ability to set an appointment with the CEO to discuss concerns and felt that the CEO was receptive to hearing those concerns. Staff reported that after starting the camping program, members asked to go to the Grand Canyon and has now gone four times this past year and also provides participants with a lifetime pass to national parks. A request was also made to return the <i>Hope and Healing</i> class. Staff are currently becoming certified to deliver the program.</p> <p>Members reported the program is quick to respond to their requests and when a request is not approved, members are informed why.</p>	
1.2.2	Member Dissatisfaction/ Grievance Response	1-5 5	<p>Members are informed of grievance procedures upon intake to the program. The procedure is posted in two parts of the building to facilitate engagement. One member stated staff frequently solicit member feedback. Several paths were identified to express dissatisfaction including meeting one-to-one with staff, accessing the QR code, the suggestion box, and meeting with the CEO. Member meetings is another setting where complaints can be addressed. Member meetings are run by staff and no meeting notes are taken. When seeking feedback on how the program can</p>	<ul style="list-style-type: none"> • Consider encouraging members to organize themselves to elect member representatives to run the quarterly Member Meeting. Keeping minutes from those meetings may provide insight into trends and themes that can be identified over time.

			<p>improve, members are allowed to express their thoughts and it is accepted.</p> <p>Staff will sit with members when filing a complaint if not comfortable doing so alone. Most often Recovery Coaches can address member complaints within the program, but it may move up to leadership, and occasionally to the CEO.</p>	
1.3 Linkage to Other Supports				
1.3.1	Linkage with Traditional Mental Health Services	1-5 5	<p>One staff reported that interactions with traditional mental health providers is currently better than it has been in the past and attributes it partially to the Peer and Family Referral Center (PFRC) program staff; a community resource to connect individuals to agencies and providers to meet their needs. For members new to the system, the PFRC will accompany them on tours of other programs/agencies. Staff report collaborating with member clinical teams and other service providers, when necessary, after obtaining permission with intention to help members problem solve and foster an environment of teaching skills rather than build dependence. When staff contact clinical teams, they do so alongside the member to remain transparent and model communication skills. However, one staff notes that there are difficulties connecting with clinic staff. The program will coordinate with clinical teams for new referrals and share accomplishments of members already engaged . For all members, REN sends a monthly engagement report to their assigned clinic.</p>	<ul style="list-style-type: none"> System stakeholders may want to consider providing informational opportunities to providers to improve the understanding of the role of peer run organizations in member recovery. Specifically, how peer run organizations are peer directed and offer education as well as therapeutic support and should not be considered a “day program” for diversion or socialization.

			<p>The program has connections with other providers such as Mind 24-7, Molina Health, Recovery Innovations, Terros Health, and Jewish Family and Children Services. Some of those collaborations include accessing emergent medical or psychiatric services, and discharge planning. REN also partners with UnitedHealthcare to provide autogenic therapy. The program also allows the use of its large meeting room to mental health entities.</p>	
1.3.2	Linkage with Other COSPs	1-5 5	<p>The program has collaborated with other COSP for resource fairs alongside other events such as a recent 5K race sponsored by REN. The program has offered their fleet of vehicles (7) when in collaboration with other COS for mental health related activities such as the <i>Day at the Capital</i>.</p> <p>Other COSP, or Peer and Family Run Organizations (PFRO), meet monthly to share resources and discuss interpretation of changes such as the recent rule modification due to prevalent fraud this last year. As a group, PFRO, including REN, also engage in regular meetings with the Office of Individual and Family Affairs, and the Arizona Behavioral Health Coalition.</p>	
1.3.3	Linkage with Other Service Agencies	1-5 5	<p>The program engages with multiple other service agencies such as providing support to new mothers with fragile newborns. Neighbors of the program are encouraged to engage in activities hosted by the program such as the annual 5K race and resource fair and by offering building space for community meetings. Other agencies have participated with REN in a candlelight vigil, bringing awareness to suicide prevention. The program</p>	

			provides support to other organizations by providing volunteers at food banks, Spring Training games, Boy Scout Camp, and Young Men’s Christian Association (YMCA), among others. The program obtained a commercial dishwasher by applying for a grant through St. Mary’s Foodbank.	
Domain 2 Environment				
2.1 Accessibility				
2.1.1	Local Proximity	1-4 4	The program remains in the same location as the past several years which is in a population cluster of a large metropolitan city with most members living within a 10-mile radiance. The program continues to have a small population of members in the Wickenburg area that are transported by taxi into the program. It is difficult to imagine a better suitable location for the program.	
2.1.2	Access	1-5 5	Most members take advantage of a taxi service through their insurance for transportation to the program and another 30 – 35% utilize public transportation. Bus stop and light rail access are within one block of the program. The program has at least seven vehicles utilized to transport members to the program and other activities in the community. Although a wheelchair accessible van is not one of them, staff will arrange transport for those members via access to the Medicaid taxi portal. The program has a bike rack near the entrance. When members are unfamiliar with the bus system, the program will provide assistance to gain competence.	

			There have been minor issues of vandalism and catalytic converter theft from parked vehicles, however; members report feeling safe at the program.	
2.1.3	Hours	1-5 5	<p>The program operation hours are Monday, Tuesday, Wednesday, and Friday 7:30 am – 3:30 pm, Thursday 7:30 am – 7:30 pm, Saturday 7:30 am – 2:30 pm, and occasional Sunday afternoons for special events. The program offers one-time events such as Super Bowl parties, attending professional basketball games, and camping events that typically are multiple days. Staff provide after-hours support upon special arrangement and salaried staff occasionally do receive after-hours calls or will outreach members known to be dealing with especially difficult times. This includes occasional videoconferencing interactions and secure messaging through social media platforms.</p> <p>Members report they are happy with the hours. One member suggested the program consider another day that has evening hours.</p>	
2.1.4	Cost	1-5 5	<p>The program website indicates services are free to members that are enrolled in the regional Medicaid insurance company. For those not enrolled in, payment options are available. At the time of the review, no member of the program was paying fees to attend programming. Members that no longer are on Medicaid are able to continue services without the burden of fees. All costs for special activities, including overnights, are included in membership.</p>	

2.1.5	Accessibility	1-4 4	<p>The program has created an environment that can accommodate persons with physical and sensory limitations to attend and participate in activities. At the main entrance ramps and electric doors provide access to the lobby that has adequate space as members sign in. On the main and second floor, large wheelchair accessible gender-neutral restrooms are available. An elevator to the second floor assures all persons access. Gender specific restrooms have a stall with handrails. Water bottle stations are near restrooms.</p> <p>In addition to using translation services and assistive technology, the program has members volunteer to help the visually impaired. For events off campus, the program has vehicles for transportation which includes a van. Some members require special assistance getting in and out of the van with use of a stepstool. Medical transport is arranged for those in a wheelchair. The program to find ways for members with physical limitation to participate in activities such as using bumpers when bowling, chair aerobics for exercise, and assigning people to assist persons with physical health needs such as members that use walkers during camping excursions.</p>	
2.2 Safety				
2.2.1	Lack of Coerciveness	1-5 5	<p>Members report there is no pressure to attend or participate in programming. When members arrive to the program, they may be informed about activities that day, but are allowed to just be present if that is what is preferred that day. During each group members are provided with a feedback</p>	

			<p>form and are welcome to identify needs and concerns. Staff and members report being met where they are at with no sense of coercion.</p> <p>Per staff, members' participation is upon their preference and that the program works to provide multiple options daily. Some groups are a series, 4 - 5 weeks, that members must sign up for to participate.</p> <p>Staff will ask permission to involve other entities, keeping in line with respecting member choice.</p> <p>Some members may be court ordered, and the program will provide attendance records to those members. Some staff do provide certificates of completion to agents of the court when there is signed releases of information. The program is collaborating with a diversion program allowing participants to complete an anger management program to prevent jail time. The program provides members with a certificate of completion as the program does not typically collaborate with those entities.</p>	
2.2.2	Program Rules	1-5 5	<p>Upon intake, members are informed of the member created Member Code of Ethics. The codes are updated at the annual Member Meeting or as needed. Additionally, at the beginning of each class, members determine the community guidelines for that class for that day which may include silencing phones, respectful communication, and a general expectation to participate.</p>	

2.3 Informal Setting

2.3.1	Physical Environment	1-4 4	<p>On the exterior, the program has an inviting atmosphere with bright and cheerful member designed <i>suicide prevention</i> mural on the large North wall. Program members were able assist in completion of the lower portion and the community was invited to provide feedback into the design. There are two patio areas for relaxing with umbrellas and benches/tables. A recently resurfaced parking area encircles the building.</p> <p>The main entrance opens to the bright open check-in area where members can go to the front desk or utilize a handheld device to check in for the day. Activities, pictures from recent events, and the menu are posted in the lobby.</p> <p>Internally, walls have been freshly painted and member artwork is proudly displayed. Office furniture was replaced for program staff.</p> <p>There appear to be many different areas where members may congregate whether in the initial large room, the dining area, the expansive gym, and spaces outside.</p>	
2.3.2	Social Environment	1-5 5	REN provides a supportive environment for both members and staff. Both spoke of being inspired and motivated by each other. There appear to be no distinctions between members and staff.	
2.3.3	Sense of Community	1-4 4	Members and staff of the program affirmed that REN has created a sense of community. One member stated that by simply experiencing something together with other members builds a	

			<p>connection, and then they go on to attend another class and they are connected to even more people at the program. Members expressed appreciation for the diverse nature of the individuals that attend the program, recognizing that they may not have had the opportunity to convene with a variety of persons from different backgrounds. REN was described as being family-like, with multiple generations.</p> <p>To encourage community, REN provides activities that encourage members to interact with someone they may not know. Some of the game-oriented examples included members finding an individual that has three siblings, learning each other's names through a game, or while camping members are assigned a secret peer to learn more about them. Another activity members enjoy is a speed dating like game where members have three minutes to learn all they can about each other before moving on to the next member.</p> <p>Interviewees reported that it is common for members to spend time together away from the program.</p>	
2.4 Reasonable Accommodation				
2.4.1	Timeframes	1-4 4	The program does not limit membership. Staff stated that there are some members that are now employed and may only engage in the program once a month in larger group activities. The program exists to meet member needs.	
Domain 3 Belief Systems				

3.1 Peer Principle				
3.1	Peer Principle	1-4 4	<p>Members described program staff as being at the same level as members regardless of position at REN. Stories of recovery are mutually shared between members, and between staff and members. Individuals involved with the program share a value of mutual acceptance. One staff described gaining a lot more personally from the work than what they give, noting that by watching the growth and learning from participants, they are inspired.</p> <p>Some noted that the <i>peer principle</i> is at the core of REN with persons involved having more in common than differences.</p>	
3.2 Helper Principle				
3.2	Helper Principle	1-4 4	<p>All members expressed having the opportunity to help one another at the program. Some assist others in signing up for activities and make a genuine effort with new members to feel welcome. One member affirmed a particular effort to reach out to younger members when new to the program and offers phone support.</p>	
3.3 Empowerment				
3.3.1	Personal Empowerment	1-5 5	<p>Members of REN expressed feelings of strength and empowerment by being involved in the program and through the relationships they have developed while in the program. One member reported that participation in the program has empowered them to walk away from unhealthy situations. Another member relayed that coming to</p>	

			the program helps them cope with the issues of the world. Staff model recovery and person-centered language in an effort to give them their power back and reducing stigma around mental illness.	
3.3.2	Personal Accountability	1-5 5	<p>At REN, members are expected to be accountable for their actions as reflected in the Member Code of Ethics and reviewed at the beginning of each class. Discussion may include expression of self-respect and respect of others, utilizing recovery language, and consideration of others and their well-being.</p> <p>Staff described helping members accept personal responsibility for choices. Through candid dialogue when addressing problems, staff discuss the repercussions of taking, or not taking, action. This may occur when members decide not to involve their clinical team when problems emerge.</p>	
3.3.3	Group Empowerment	1-4 3	<p>Members report participation has helped them have more confidence interacting with others and helps them have a more positive outlook on life. Newly found individual skills of self-advocacy translate to empowerment of the membership group. Members feel they can make an impact on the program. No members are currently seated on the BOD. Leadership at the program are strategizing to stir interest in board participation. The primary purpose of the Advisory Committee is to increase member interest in participating on the BOD.</p>	<ul style="list-style-type: none"> Continue efforts to empower members as a group within the program. Consider the value of supporting members to organize and run the Member Meeting with the option then to report to the BOD. These actions may provide a natural pathway to participation.

3.4 Choice

3.4	Choice	1-5 5	<p>Members described many options available to consider when participating in the program. Aside from the intentional classes where registration is required, members can attend daily groups that do not require commitment, attend scheduled activities off site, participate in camping excursions, and attend any of the weekly activities such as a music/karaoke-based program Friday afternoons. For activities that require registration, members can sign up in the Courage Lab or with any staff. The program has the capability for members attend via videoconference platform, but staff report members prefer in-person activities.</p> <p>Participation while at the program is entirely voluntary. Members have the right to decline attending classes or activities when presence at the program is the goal that day, leaving isolation behind.</p>	
3.5 Recovery				
3.5	Recovery	1-4 4	<p>At REN, <i>recovery</i> is included in the name and is part of its culture. Both members and staff describe recovery as individualized. A participants path of recovery may change week to week and was described as non-linear. Staff lead by example with the language used and their actions.</p>	
3.6 Spiritual Growth				
3.6	Spiritual Growth	1-4 3	<p>Members of the program reported the ability to express personal opinions around spirituality, meaning and purpose with their peers. Speaking about faith and spirituality is not encouraged within the program by staff. During the live video</p>	<ul style="list-style-type: none"> Consider seeking input from members on how to increase opportunities to engage in activities to express and explore faith and spirituality, which is distinctive from cultural considerations, while also continuing to offer

			program tour religiously based art was displayed on a wall.	the program as a safe environment to explore meaning and purpose.
Domain 4				
Peer Support				
4.1 Peer Support				
4.1.1	Formal Peer Support	1-5 5	<p>The program offers multiple opportunities and differing formats to engage in mutual support groups. Members are able to share experiences and information with each other, creating an empathic environment for those attending. In addition, staff are available to meet individually with members to provide support, information, and resources as part of the program.</p> <p>Some of the formal peer support examples include Circle of Support, Power of Positivity, Teen Night once a month, and the young adult program (Hope Empowerment Recovery and Opportunities Discovery Center, formally known as HERO, provides a peer community to 18 – 25-year old's).</p>	
4.1.2	Informal Peer Support	1-4 4	<p>Members report that there are opportunities throughout the day to provide support to their peers. Members will congregate before or after groups to visit and share and find those unstructured times are ideal for providing one another support. More than one interviewee described the staff and participants being like a family. Staff report most members take the opportunity to provide that support to their peers.</p>	
4.2 Telling Our Stories				
4.2	Telling Our Stories	1-5	Staff recognizes the value in the ability to share stories of recovery as well as how others may	

		5	<p>benefit by hearing someone’s story. The program actively encourages members to do the same and it is written into some of the curriculum.</p> <p>Members stated that the program offers different formats for members and staff to share their stories of recovery including Recovery Reelz, Healthy Minds podcast, Circle of Support, Recovery Support Training, and staff will provide space to members while meeting one-to-one to share.</p>	
4.2.1	Artistic Expression	1-5 5	<p>The program offers a variety of mediums through which members can express themselves artistically. Members described Creative Writing, Craft Nation, Circle of Support, and anger management as groups and activities where they are able to express themselves artistically. Friday’s are reserved for karaoke. Staff identified participating in plays organized by the program, a weekly painting class facilitated by a volunteer, beading, sewing, and Make It & Take It activities as other options. One staff provides opportunities to produce a short movie and to be interviewed for a podcast produced by REN. Of the art created by members, a vote is taken to determine which will be displayed on the walls. Additionally, members assisted in the creation and painting of the building mural.</p>	
4.3 Consciousness Raising				
4.3	Consciousness Raising	1-4 4	<p>REN encourages members to explore beyond themselves and learn about the member movement. Historically, the program participates in a <i>Day at the Capital</i> event held with other peer run</p>	

			<p>programs which is an opportunity to learn about how bills are made and how members can provide feedback on those bills by registering to speak. Another tradition at the program is attending the National Alliance to Mental Illness annual walk, and a kickball tournament. Staff also share information learned through the peer run network and by attending forums related to mental health.</p>	
4.4 Crisis Prevention				
4.4.1	Formal Crisis Prevention	1-4 4	<p>REN has several protocols related to ensuring staff are trained and prepared to address crises as they arise. All staff are required to complete crisis training which includes an online <i>Relias</i> course, <i>Therapeutic Options</i> (staff is trained facilitator), and <i>Mental Health First Aid</i>. Staff are also trained in Narcan administration. Members are invited to attend some trainings when space is available. Additionally, all new staff complete RST training which has a crisis prevention component. As a preventive measure, when using the largest room of the building for an activity there are a minimum of two staff minimum.</p> <p>Some classes offered to members include <i>Anger Management</i>, <i>Wellness Recovery Action Plan</i> (WRAP) groups, RST, <i>Mental Health First Aid</i>, <i>Hope and Healing</i> (an opioid use program), and <i>Breaking Down the Barriers</i>, among others. Groups offered including journaling, breathing exercises, and physical exercise as means to improve coping and preventing crises.</p>	

			Members identified staff being available immediately when a member is in distress and that the groups and activities help to create or improve life skills. When members are in distress and leave the program, staff will reach out to offer support and hope.	
4.4.2	Informal Crisis Prevention	1-4 4	<p>One staff stated that REN provides a foundation of support for members. Members develop relationships and support through the program and can reach out to staff when issues arise.</p> <p>Members reported participating in the program now enables them to ask for help when unable to in the past, knowing they can rely on the program, and that just having the support and feeling safe at the program helps them to make better decisions. A member noted that staff repeat recovery concepts in different ways and eventually it is an accepted understanding.</p>	
4.5 Peer Mentoring and Teaching				
4.5	Peer Mentoring and Teaching	1-4 4	Members identify both staff and peers as mentors. Staff and peers share their story and inspire others. Members stated that all staff have great strengths, and it is easy to see that they enjoy the work at REN. Some staff were described as <i>down to earth</i> and easily approached. Members also provide mentoring and teaching to each other. All staff agreed having had a mentor within the program and hoped to have been a mentor to others.	
Domain 5 Education				

5.1 Self-Management/ Problem Solving Strategies

5.1.1	Formally Structured Problem-Solving Activities	1-5 5	<p>The program offers scheduled classes that work to improve problem solving skills and also offers activities as an Escape Room created by the HEROs group, which enhanced participants skills to work together to solve the puzzle. Other examples include conflict resolution and communication classes.</p> <p>Staff describe attempting to foster an environment of learning in an effort to build skills and competence. Staff described sitting with members to talk through the determination of next steps when working to resolve issues. The program trains staff to listen for unmet needs and to <i>get curious</i> in order to assist members in resolving conflicts.</p>	
5.1.2	Receiving Informal Problem-Solving Support	1-5 5	<p>At REN members receive support from their peers to resolve problems. Members described the program as a safe space and feeling supported by others that attend.</p>	
5.1.3	Providing Informal Problem-Solving Support	1-5 5	<p>When asked about providing problem solving support, a member stated that the program suggests using “I statements” noting that speaking to personal experiences may be helpful to someone else. One member reported that attending the program helps them get warmed up for the day by being around others and then offering input to others when asked.</p>	

5.2 Education/Skills Training and Practice

5.2.1	Formal Practice Skills	1-5	<p>The program offers several opportunities for formal skill development including the Courage Lab to</p>	
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		5	<p>provide opportunities to improve typing and computer skills, as well as other courses already listed.</p> <p>REN offers some specialized courses such as Recovery Reelz; in which, members write and produce a short movie relating to their recovery story while involving all the different roles in movie making. Similarly, the program has a podcast that allows members to increase their speaking and interviewing skills.</p>	
5.2.2	Job Readiness Activities	1-5 5	<p>Staff report 85 - 100% of members are involved in job readiness activities.</p> <p>The many volunteer opportunities are great examples of members' ability to improve job skills such as resource fairs, spring training concession stand, and they can work directly with a Recovery Coach for one-to-one assistance. Additionally, members can engage in computer training opportunities. Members discussed how involvement has helped them develop communication skills and boost their confidence outside of REN.</p>	
Domain 6 Advocacy				
6.1 Self Advocacy				
6.1.1	Formal Self Advocacy Activities	1-5 5	<p>Once a member has joined REN, they create a service plan with staff which allows them to identify goals and areas in which they would like to develop skills. Members interviewed reported the ability to advocate their needs to staff at any time.</p>	

			In addition, members stated REN is a safe place to advocate for themselves and staff encourage them to express anything that dissatisfies them, allowing them to build confidence. Staff said all members have participated in self-advocacy and gave an example of helping members advocate for themselves with their Case Managers or clinical team.	
6.2 Peer Advocacy				
6.2	Peer Advocacy	1-5 5	All members interviewed reported providing peer support to other members and vice versa. Members expressed supporting one another and offering advice, advocating, and problem solving together.	
6.2.1	Outreach to Participants	1-5 5	REN uses several methods to engage and outreach members. Staff reported they are assigned an outreach list each month. Staff will call members to engage them in groups, activities, and upcoming outings in the community.	

FACIT SCORE SHEET

Domain	Rating Range	Score
Domain 1: Structure		
1.1.1 Board Participation	1-5	5
1.1.2 Consumer Staff	1-5	5
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	<u>Score</u>
2.1.1 Local Proximity	1-4	4
2.1.2 Access	1-5	5
2.1.3 Hours	1-5	5

2.1.4	Cost	1-5	5
2.1.5	Accessibility	1-4	4
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	<u>Score</u>
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	3
3.4	Choice	1-5	5
3.5	Recovery	1-4	4
3.6	Spiritual Growth	1-4	3

Domain 4: Peer Support	Rating Range	<u>Score</u>
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	5
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	<u>Score</u>
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	<u>Score</u>
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	206	
Total Possible Score	208	