

CONSUMER OPERATED SERVICES (COS)

FIDELITY REPORT

Date: April 30, 2019

To: Christopher Gonzalez, CEO

From: T.J. Eggsware, BSW, MA, LAC
Karen Voyer-Caravona, MA, LMSW
AHCCCS Fidelity Reviewers

Method

On April 2, 2019, T.J. Eggsware and Karen Voyer-Caravona completed a review of the Hope Lives-Vive La Esperanza - 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.

Hope Lives-Vive La Esperanza staff provides outreach and behavioral health support services to people in diverse communities. The agency operates from two locations: Flagstaff, Arizona and the center in the Central Region of Arizona which was the focus of this review. Agency materials highlight the Forensic Peer Support services available.

The individuals served through this agency are referred to as *members, citizens, and/or peers*, but 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 lived experience of recovery.

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

- Tour of the Phoenix, Arizona center;
- Interview with the Forensic Program Manager;
- Focus group with the Chief Financial Officer, Human Resources Generalist and the Justice Liaison;
- Focus group with four Non-Supervisory Staff: two Forensic Peer Support Specialists, one Team Lead and the Peer Support Training/Drama Workshop facilitator;
- Focus group with nine program members identified by program staff to take part in the interview;
- Review of the center's key documentation, including: organizational documents, articles of incorporation, mission statement, advisory council/board minutes, member survey data, policies, annual reports, calendars, training materials, job descriptions and brochure.

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:

- Staff and members affirmed that members contribute to the center and activities.
- Staff said they collaborate with traditional mental health service providers, member run programs, and other service agencies.
- The center is located in a convenient location in close proximity to public transportation near downtown Phoenix, Arizona.
- The peer principle is valued by members and staff. Members reported that most staff share stories of their lived experience. There are multiple avenues for members to share their own stories. Members said there was value in the sharing and hearing recovery stories.
- Formal and informal activities where members can enhance problem solving skills are available. Multiple formal groups meet regularly. Informal support is available through interactions with staff and other members. Members and staff reported positive changes in their lives since joining the center.

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

- Solicit member input to ensure hours conform to those most needed by members. That may include modifying or adding hours with activities in the evening or enhancing activities offered over the weekend to accommodate a broader range of members. Consider including hours of operation and hours of staff availability with activity calendars on the agency website. Ensure members are aware of community resources to utilize when the center is closed for holidays.
- Ask members for suggestions on how to improve the center environment to make it more comfortable. Explore the feasibility of creating private meeting spaces for private interaction with staff, retaining confidentiality.
- Explore additional avenues for members to express themselves artistically. For example, explore options for setting space aside for artistic endeavors, possible open studio time, and increasing the types of materials available so members have the choice from a broader range of expressive activities.
- Encourage members to participate in job readiness activities and consider adding or training additional staff to facilitate job readiness activities. It may be useful to track member participation by specific group or activity. Events with lower than anticipated attendance can be evaluated to determine if enhancements are needed related to engagement, curriculum, or supports.
- Update the agency website and consider updating the agency social media page. This may help to improve outreach to members and the community and raise awareness about center programs or activities. Enhancing the agency website and social media page can help staff to convey peer advocacy and community event information to members. Some expressed there were staff at the agency who did not want to use social media or use member pictures on agency website due to privacy concerns. Consider consulting with other COSPs in the Central Region regarding how they developed and maintain their social media and web pages.

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	The organizational chart provided indicates that more than 50% of individuals who serve on the Board of Directors are persons with lived experience. Staff said that five of the seven individuals on the board, and all officers, identify as persons with direct lived experience. One member of the center serves on the board. The board recently increased meetings to occur monthly for strategic planning, but previously met at least quarterly. The agency website has a page for the board but no names or information.	<ul style="list-style-type: none"> Fill vacant positions on the Board of Directors with a composition goal of 90% or more being persons with lived experience, as well as 100% of the officers of the board being persons with lived experience. Update the Board of Directors information on the agency website.
1.1.2	Consumer Staff	1-5 4	Based on the 2018 organizational chart provided, about 83% of the 23 staff who work with the Phoenix, Arizona location are persons with lived experience. Based on the organizational chart and interviews, not all administrative staff has direct lived experience. Some administrative staff are family of persons with lived experience.	<ul style="list-style-type: none"> Work toward 80-100% of staff and all administrative staff who self-identify as persons with direct lived experience.
1.1.3	Hiring Decisions	1-4 4	Interested applicants participate in a three-stage interview process which includes the Forensic Program Manager, CEO and Human Resources. At least one center member is involved during one of the three interviews. The CEO and Forensic Program Manager make firing decisions.	
1.1.4	Budget Control	1-4 4	Members offer input through the weekly Hope Voices United (HVVU) meeting where groups, outings, or partnerships members want to see developed are discussed. That information is forwarded to program leadership. One of the center's members serves on the Board of Directors. Persons with lived experience are in	

			administrative roles and have control over the budget, with the ability to sign checks and contracts. Program members are not directly involved in deciding staff salaries. Some interviewees expressed concern that salaries at the program may not be competitive with compensation at other comparable programs.	
1.1.5	Volunteer Opportunities	1-5 5	There are opportunities for members to volunteer at the program, and the majority of members interviewed reported that they regularly volunteer at the center or have volunteered in the past. Some gave examples of members who were later hired as staff. Some of the opportunities for members to contribute to the center include: HVU participation, assisting in the kitchen and with meal cleanup, weekly Waste Not food distribution, helping to build and cultivate the new garden in the center's back lot, co-facilitation of groups or activities, serving on the Board of Directors, and by helping to keep the center and parking lot clean and organized.	
1.2 Participant Responsiveness				
1.2.1	Planning Input	1-5 5	Members interviewed reported there were opportunities to provide input into planning for services during one-to-one interactions with all levels of staff or by attending the HVU that is open to all members. HVU meeting notes provided showed topics in that forum include groups, activities, maintenance of the center, and expectations of membership. Members might also give feedback during breakfast when staff and members discuss the day's plan. Staff report they take into account member feedback when developing monthly calendars and activities. Staff said they responded to members who requested artistic activities beyond beading or coloring books. Members stated staff listen, and are responsive. Members gave examples of activities	<ul style="list-style-type: none"> Consider adding a location indicator on the member survey to allow gathering data by center. Doing so might allow for more targeted staff response based on the input received from the members of the respective centers. Review options to allow for members to complete surveys electronically through the link on an agency website.

			developed based on member input, including starting an equine therapy outing and modifying an activity to assist members with their hygiene. Survey data provided combined data for three agency locations in Arizona, one of which closed per staff report. An agency website has a link to a printable version of the survey.	
1.2.2	Member Dissatisfaction/ Grievance Response	1-5 5	Interviewees described avenues of expressing dissatisfaction and reporting grievances, including filing grievances with the RBHA, with staff assistance if requested. Members reported that staff is responsive to their concerns. The agency website has a link for members to file a grievance. It redirects members to the AHCCCS webpage. From there, members need to contact the respective health plan.	
1.3 Linkage to Other Supports				
1.3.1	Linkage with Traditional Mental Health Services	1-5 5	Staff reported they coordinate with clinic staff regularly, including inviting them to meetings with members and center staff to address specific member concerns or when a significant event occurs. Staff reported that many clinic staff reciprocate. One staff said she interacts and shares information with clinic staff for members under the supervision of Mental Health Court.	
1.3.2	Linkage with Other COSPs	1-5 5	Staff reported that they interact with other COSPs during community events where they network and share resources. Staff and members take part in a kickball tournament that representatives from many agencies participate in and host a theater production in which members from two other programs are invited to participate. A staff that works with the criminal justice system reported coordinating with staff from another COSP to match the member to the staff of their preference, and the member's program of choice. Staff said the CEO participates in weekly meetings	<ul style="list-style-type: none"> • Opportunities exist to further strengthen linkages with other member-run programs in addition to socialization activities. For example, consider consulting with other COSPs in the Central Region regarding how they developed and maintain their social media pages.

			with staff from other member run programs.	
1.3.3	Linkage with Other Service Agencies	1-5 5	Program staff supports persons transitioning from incarceration. One staff reported she has frequent contact with representatives of the justice system to support members experiencing legal issues. Staff and members interact with local food resource programs, attend networking events, partner with Valley Metro, and interact with staff from shelters. Staff regularly assists members with visiting Department of Economic Services to process benefit applications or the Motor Vehicle Division (MVD) to secure identification.	
Domain 2				
Environment				
2.1 Accessibility				
2.1.1	Local Proximity	1-4 4	The center is located in a convenient location a few blocks west of downtown Phoenix, Arizona.	
2.1.2	Access	1-5 5	<p>The center is in close proximity to public transportation, with access to bus and light rail. Both public transportation options are accessible for individuals with mobility limitations, in addition to the agency obtaining a wheelchair accessible van in the past year. The program has other vehicles for group outings. Staff reported they occasionally provide bus tickets, but generally bus passes are available through clinic services. Staff from clinics arranges member transportation by outside vendors if necessary. Some interviewees said that the transportation is not reliable or may not be set up when requested.</p> <p>A travel training group occurs on Saturdays. Staff said they help members with using the bus or light rail. Staff said they help members map routes, plan a schedule, and learn how to maneuver the system. Each week they go somewhere different.</p>	

			After members complete the class, they can visit Valley Metro for training and then receive a free bus pass for the year.	
2.1.3	Hours	1-5 3	Program hours of operation were not found on the agency website. According to the center calendar, the hours of operation that scheduled activities begin at 8:00 am and end at 3:00 pm Monday through Saturday. However, staff said that the center is open until 5:00 pm. The last two hours of the day are set aside for member transportation pick-up to occur so that staff can leave by 5:00 pm. Staff said that occasionally transport arrives after 5:00 pm. Survey information provided by the agency indicated some members would like to see more Sunday hours, and some proposed ideas about activities during weekends. The center is closed for commonly celebrated holidays including the day of, before, or after the holiday in some cases. Staff said members are aware of the holiday closures.	<ul style="list-style-type: none"> • Solicit member input to potential changes to the hours of operation to ensure hours conform to the hours most needed by members. That may include modifying or adding hours with activities in the evening or enhancing activities offered over the weekend to accommodate a broader range of members. Consider including hours of operation and hours of staff availability with the activity calendar on the agency website. • Ensure members are aware of community resources they can utilize when the center is closed for holidays. Some programs arrange for holiday availability.
2.1.4	Cost	1-5 5	Staff reported that there are no monetary costs to members for services, activities, meals, etc.	
2.1.5	Accessibility	1-4 4	The center has wheel chair ramps and a doorway was modified to allow easier access. It appeared at least one bathroom could accommodate a wheelchair. Staff reported the agency secured a wheelchair accessible van. The doors are manually operated but there is adequate space to open the doors from the outside. Computers can be adjusted to accommodate large font screens for people with visual impairment. Staff said program materials reprinted in larger font if needed. Staff affirmed they have access to Text Telephone (TTY) services for those who are deaf or hard of hearing. One of the agency websites has an option to have the site translated to other languages but not all text or images are converted.	<ul style="list-style-type: none"> • Consider adding a power-assisted door to the main entrance.

2.2 Safety				
2.2.1	Lack of Coerciveness	1-5 4	Some interviewees reported members are expected to participate in activities at the center in order to receive a meal. Members generally reported that they can take part at their own pace. However, if members visit and are sleeping they may be asked to leave. Staff reported participation is encouraged, but not mandated, and that members participate at their own pace. Some members are mandated through the legal system to participate in certain services and reports of their progress are sent to the court.	<ul style="list-style-type: none"> Inform members that participation in groups or other activities is encouraged, but not mandated. Seek to maintain a welcoming environment to all members so that members, who visit the center without participating, are allowed to engage at their own comfort level and pace.
2.2.2	Program Rules	1-5 5	Members interviewed reported that they feel safe at the center. Staff said there are certain universal rules against violence or substance use at the center and there is a three-tiered response to violations, which includes holding a meeting with the member and inviting clinic staff. Staff reported that community agreements are developed with members when groups begin.	<ul style="list-style-type: none"> Consider reviewing universal program rules with members (e.g., at HVU) to determine if the information applies or needs revision based on input from current members.
2.3 Informal Setting				
2.3.1	Physical Environment	1-4 3	<p>Renovations are underway at the center. A wider doorway was added and an entryway is being remodeled. Due to those renovations, some areas of the center are cluttered. One couch was covered with items and in one meeting room there were various building materials stored.</p> <p>The center has multiple meeting rooms, a kitchen where members can volunteer and be served lunch daily, a large open room where members congregate and meals are served, a jewelry lab, and an unsheltered outside area with a table and small garden. However, space in the center is limited. If multiple groups are held and all staff are present, there may be few options for one-to-one private interactions. Per survey data, a</p>	<ul style="list-style-type: none"> Ask members for suggestions on how to improve the environment to increase comfort of surroundings. Explore the feasibility of creating meeting spaces for private interactions.

			member asked for space for meditation. Staff offices are present and it appeared members can move throughout the center. Staff said that when the center is closed, people occasionally go under the fence and onto the property. Staff said they plan to improve the fence and outside area.	
2.3.2	Social Environment	1-5 5	Members reported that staff and members share their lived experiences, as appropriate. Members said there was value in the shared experiences of staff. The reviewers saw no obvious distinctions between members and center staff. Interactions between members and staff were observed to be warm and friendly. Staff offices are dispersed through the campus, including near meeting rooms. Locks were on doors, but it did not appear they were used.	<ul style="list-style-type: none"> Consider removing locks from doors of spaces that do not hold sensitive or confidential information.
2.3.3	Sense of Community	1-4 4	Members and staff said that there are many options during any given day for members to engage with each other. Members expressed a sense of community and belonging. Some members reported that they tended to isolate prior to joining the program. Others attributed positive life changes (e.g., increased self-awareness, maintaining sobriety) to their participation in center activities. Some members said that people they met at the center are now friends. Some staff voiced uncertainty if they would link members together for mutual support if one was experiencing difficulties. Staff said they witnessed members provide support to each other without staff facilitating the interactions.	
2.4 Reasonable Accommodation				
2.4.1	Timeframes	1-4 4	Participation is based on individual need with no timeframes by which members must participate, terminate or graduate services. Staff cited examples of members who no longer regularly attend the program due to gaining employment.	

Domain 3 Belief Systems				
3.1 Peer Principle				
3.1	Peer Principle	1-4 4	Interviewees reported the sharing of lived experience was helpful, offering opportunities to learn from each other. Staff and members stated that staff shares their lived experiences with members during one-on-one contact and group situations. Survey information indicated certain members found the peer support classes and support training to be aspects of the program they enjoy the most. During Peer Support Training (PST), members share their story.	
3.2 Helper Principle				
3.2	Helper Principle	1-4 4	Interviewees confirmed there are opportunities to assist others at the program. Most members interviewed reported giving and receiving support, and they appreciated being able to seek and receive support in a non-judgmental atmosphere. Members reported they give and receive help and support daily during groups, but also at unstructured times, such at meal times.	
3.3 Empowerment				
3.3.1	Personal Empowerment	1-5 5	Interviewees reported their participation at the center was important to their recovery and empowered them to make positive changes in their lives. Some members said that they were more open to talking with others about their experiences. Another member said they did not leave their home regularly for many years prior to joining the program. Others learned skills such as budgeting and using bank services. One member said they learned relapse prevention skills. With the ability to identify triggers earlier, they can prevent later relapse. One member said he advocated on his behalf and addressed a service issue at his clinic that was a cause of anxiety. Staff	

			also affirmed that it was meaningful to them to have the opportunity to contribute to the program and help others.	
3.3.2	Personal Accountability	1-5 5	Members reported they are not pressured to accept advice from staff or other members. Members said they offer help to each other when someone is having a hard day. Members seek staff support when needed. When necessary, center staff contact clinic team staff or hold meetings with members to discuss issues regarding their behavior at the center. There are certain universal rules against violence or drug use at the center that all interviewees seemed to be familiar with, and group rules are developed by the attendees.	
3.3.3	Group Empowerment	1-4 4	Members and staff interviewed expressed a sense of connection to others at the program. Interviewees all affirmed their pride with their association to the center. Staff reported that during HVU members give input on center activities which is forwarded to program leadership, or members can bring issues to staff directly. Less formal discussions occur daily during breakfast. Some members contribute through involvement in HVU, volunteer activities at the center, a small number co-facilitating group, and one member is on the Board of Directors.	
3.4 Choice				
3.4	Choice	1-5 5	A weekly calendar identifying all groups available is displayed in the center and printed copies are available for members. Members provide input on the groups and activities. Members select activities they participate in. During most mornings, there are at least two options; one might be a community-based activity. There are fewer options on all days during afternoon hours. For example, one day there is an option for a closed format group and the other option is for	

			advanced jewelry making. Members who don't fit those two categories might not have another option. Saturday hours have structured activities identified during early morning and a general activity option which can vary. On Saturday afternoon, one activity is listed. Some members said that they would like the program to expand the groups they offer. One member suggested adding a cooking class. One said that a larger budget would allow more resources for the jewelry program.	
3.5 Recovery				
3.5	Recovery	1-4 4	<p>The reviewers found two versions of the agency mission statement. One version, posted to the website, outlines cultivation of hope in a diverse population, with a focus on life coaching, prevention, education and outreach services. Another version of the agency mission statement included on a fact sheet; shares the theme related to serving a diverse population, but focuses on increasing access to services.</p> <p>Members and staff described recovery as an individual process. Members said that interactions with staff and other members of the program aid in their recovery, and led them to positive changes, for example, leaving their house more often, to reduce recidivism in jail, or work through other difficult situations. Interviewees discussed hope, wellness, responsibility, diversity, and the value of shared experiences.</p>	<ul style="list-style-type: none"> Consider involving members (e.g., through HVU) to reconcile or update the agency mission statement so the same statement appears in applicable agency documents and online platforms.
3.6 Spiritual Growth				
3.6	Spiritual Growth	1-4 4	<p>Some members reported that spirituality discussions occur if someone brings up the topic. Members said they listen and are accepting of each other. There is no specific curriculum or formal structured activity regarding spirituality,</p>	<ul style="list-style-type: none"> Review the opportunities for members to freely share beliefs. Religious beliefs may be an aspect of spirituality for certain members, but other expressions can allow for spiritual growth. Ensure staff offers consistent messaging to

			but PST includes a class on the topic of belief systems. The Forensic Peer Support aspect of the program is based on the <i>8 Dimensions of Wellness</i> , which includes a spiritual exploration element. One staff said they try to match supports to best fit the beliefs of the members. Some staff said that spirituality is discussed at the center during Moral Reconciliation Therapy (MRT) and 12-step activities. Some staff said they had not heard members discussing spirituality but were not aware of any restrictions. Another staff said members' spiritual needs are usually fulfilled elsewhere and it was not an area of focus. Some interviewees seemed to equate spirituality primarily with religious affiliation.	members regarding the agency philosophy related to expressions of spirituality.
Domain 4				
Peer Support				
4.1 Peer Support				
4.1.1	Formal Peer Support	1-5 5	Staff reported nearly all members participate in formal peer support due to daily groups, activities, or one-on-one contact with staff. Some examples include PST, Thinking for Change, Interpersonal Communication, a group for survivors of suicide, Whole Health (Self-Care), and MRT. Members said they participate in activities and groups that are meaningful to them, including those that help them to address substance use, wellness, and expressing their feelings.	
4.1.2	Informal Peer Support	1-4 4	Staff stated that mutual peer support happens daily. An informal Breakfast Club is held daily. Members check-in and may informally discuss their status that day. Members reported there are opportunities to provide and receive informal peer support. Members receive informal peer support and share resources, support each other's recovery, and some spend time together away from the center. Informal peer support also	<ul style="list-style-type: none"> When members experience difficulties, there may be opportunities for staff to link members together for mutual peer support.

			occurs through one-on-one contact with staff and other members. During the interview with members, some shared their stories of recovery, and empowerment. During the interview, members shared tips and resources with each other. Some staff voiced uncertainty whether they would link members together for mutual support if one was experiencing difficulties.	
4.2 Telling Our Stories				
4.2	Telling Our Stories	1-5 5	There are formal and informal avenues for members and staff to share their stories, including during participation in PST or creative writing activities. Interviewees agreed that the sharing of experiences was a primary function of the program. Staff said the drama club presentation will include members sharing their stories. Members share their stories during program graduations where member milestones or achievements are celebrated. Survey information provided by the agency indicated some members would like to see member testimonials or success stories incorporated on the agency website.	<ul style="list-style-type: none"> • Due to the member survey responses, continue to expand avenues for members to share their stories in a format and method of their preference and comfort level.
4.2.1	Artistic Expression	1-5 4	There are opportunities for member artistic expression. Most prominent is the jewelry fabrication lab with beginner through advanced classes. Pictures of fabricated jewelry are displayed on the agency website. A weekly art class and drama workshop is offered. Creative writing is offered twice weekly and includes writing poetry. There were few examples of member artwork displayed at the center. There is the jewelry lab, but there seemed to be no space reserved for other artistic activities. This potentially limits the options offered or freedom of members to engage in other activities.	<ul style="list-style-type: none"> • Explore adding options for members to express themselves artistically. Seek to elevate other manners of expression to add to the jewelry fabrication, drama, and writing options. Some programs have member run newsletters. • Consider setting space aside for other forms of artistic endeavors, open studio time, and increasing the types of mediums, such as drawing and painting, collage, and print making, providing members with choice from a broader range of expressive activities. • Consider engaging members to share their experience fabricating jewelry which can be linked with pictures of the items on the agency website. The stories might also be posted

				online, at the center or on social media pages based on each member's comfort level.
4.3 Consciousness Raising				
4.3	Consciousness Raising	1-4 4	Members and staff participate in networking events and consciousness raising activities such as the NAMI walk and a recent visit to the state Capitol to advocate for housing resources. Staff and members hold activities with other member run organization. Staff said that if they attend events they sometimes take a member from the center who is identified as a <i>Champion</i> , someone who is present at HVU or active in a group and ready to present on a topic. It was reported representatives of the program engage in advocacy in the legal system as well as providing input by participating on an advisory board of a new health plan, but that members have not accompanied staff. Staff said that PST includes the topic of advocacy.	<ul style="list-style-type: none"> Seek to inform members of consciousness raising activities in their local and broader peer communities, including ways they can directly connect with, or contribute, to the member community outside of the center. For example, consider enhancing the agency website and social media page with information about advocacy activities, conferences, etc.
4.4 Crisis Prevention				
4.4.1	Formal Crisis Prevention	1-4 4	Staff said they were trained in Applied Suicide Intervention Skills Training (ASIST). PST includes suicide prevention and intervention, mental health first aid and trauma informed care. A group is available to adults and families who have ideations/attempts and survivors of suicide. Survey information provided by the agency indicated some members found the suicide prevention activities to be the most enjoyable.	
4.4.2	Informal Crisis Prevention	1-4 4	Members confirmed that there are opportunities to assist others with informal crisis prevention, and to receive assistance through interactions with staff and one another. Members and Staff described the mutual support available at the center. Members said they feel that staff cares about the members. Some members said that they received, or knew of others, who received, support	

			to cope with grief, loss, or intervention for substance use.	
4.5 Peer Mentoring and Teaching				
4.5	Peer Mentoring and Teaching	1-4 4	All staff and members identified mentors they rely on or seek advice from the program. Members gave examples of times they received or provided support. Members said they have staff mentors.	
Domain 5 Education				
5.1 Self Management/ Problem Solving Strategies				
5.1.1	Formally Structured Problem-Solving Activities	1-5 5	Staff reported that nearly all active members participate or participated in problem solving activities at the center. One staff estimated about 85-90% member participation in one or more activities with an element of formal problem-solving. Some examples of groups and activities include: PST, Thinking for Change, MRT, interpersonal communication class, and Budgeting Class/Outing. There are two staff available who are familiar with benefit application processes. Members reported they enhanced or developed self-advocacy skills.	
5.1.2	Receiving Informal Problem-Solving Support	1-5 5	There are settings and activities where members can identify their needs and receive support to address their needs. This might occur during one-on-one interactions with staff or interactions with other members. Staff said about 85-90% of members takes part in formal problem solving activities. Nearly all members interviewed said they received informal problem-solving support from others at the program. Staff facilitate activities where members can enhance problem-solving skills, such as Thinking for Change, MRT, visiting agencies to obtain identification, shopping and budgeting, and supporting interactions with clinic staff, etc.	

5.1.3	Providing Informal Problem Solving Support	1-5 5	Nearly all members interviewed confirmed that they provide informal problem-solving support to others. Informal problem solving support occurs in social interactions with other members, and during groups or outings. A daily discussion occurs at the center during breakfast. Members discuss their status and goals for the day. During that time members might offer or receive feedback.	
5.2 Education/Skills Training and Practice				
5.2.1	Formal Skills Practice	1-5 5	A matrix is available that provides information on the center activities. Multiple activities are available through the center weekly with formal skills practice components; most active members participate in some type of formal skills practice. Some members help with center upkeep and some assist with group facilitation. Members who have a food handler's card can assist in the kitchen. Some members go on volunteer outings. Survey data indicated about 43% of all program members volunteer. Survey information indicated there are members who found budgeting, general educational development (GED), peer support classes, and travel training to be enjoyable elements of the program.	<ul style="list-style-type: none"> • Provide guidance to members on tracking of information and follow-up actions from HVU meetings. For example, invite members to observe and/or review agency Board of Directors meeting/minutes or those of other public meetings. Doing so might help them with tips or formats to track HVU topics and follow-up actions.
5.2.2	Job Readiness Activities	1-5 3	Based on interviews, examples of job readiness activities include assisting members to obtain a food handlers card, GED preparation and PST. Staff said during PST members can enhance communication skills. Some members sell jewelry they make at the center. Assistance with resume development and interview preparation is supported through one-to-one member and staff interactions. Staff estimated that about 30% of members participate or participated in job readiness activities. Other staff estimated participation at a higher rate of between 55-60%.	<ul style="list-style-type: none"> • Encourage members to participate in job readiness activities and consider adding or training additional staff to facilitate job readiness activities. The implementation of the new job development themed group and formal addition of the topic to the calendar should help to increase the number of members involved in job readiness activities. Some programs enlist members to facilitate program tours to potential new members or other visitors. • It may be beneficial to track member participation by activity/group name. For groups or activities with lower participation, staff can

			<p>Survey information showed that some members indicated they received employment support through the program, but the data aggregated multiple agency locations and only the Phoenix, Arizona location was the focus of this review. It was not clear what responses could be fully attributed to the Central Region location.</p> <p>Per the agency website, Supported Employment is available. However, based on interviews, the current activity is more accurately described as a Work Adjustment Training (WAT). One person at a time can participate in the WAT for up to 90 days. The website also indicates that computer refurbishing is available. However, based on interviews, Hope Lab, the program where members refurbish computers is no longer available. Staff said a recently implemented job development group meets weekly, but was not listed on the calendar. Some interviewees reported that the center was starting to offer job readiness activities. Some said that the staff person that primarily offered those supports was no longer an employee.</p>	<p>work to engage members to participate, or seek member input to revise the curriculum. Seek to enhance the agency website to reflect current programming.</p>
Domain 6 Advocacy				
6.1 Self Advocacy				
6.1.1	Formal Self Advocacy Activities	1-5 5	<p>Some members gave examples of how they advocated for themselves since joining the program. Staff said that there are formal self-advocacy elements in MRT, Thinking for Change, healthy cooking, the food box program, assistance with obtaining start-up kits from another agency, classes for forensic services, staff assisting members to obtain identification or explore benefits, and PST. During PST, they discuss self-care, coping skills and compassion fatigue.</p>	

			Staff estimated 85-90% of members participate or participated in one or more of those activities.	
6.2 Peer Advocacy				
6.2	Peer Advocacy	1-5 5	Most members interviewed said that involvement in the program helped them to be more assertive in other areas of their lives. For example, when they interact with other service agency staff. Staff said members are engaged to participate in HVU and the Breakfast Club, encouraged to complete satisfaction surveys and meet one-on-one with staff. Members receive information on community events through postings at the center. Members described experiences developing skills and confidence in self-expression. The agency website and social media page do not include information to inform members of advocacy opportunities.	
6.2.1	Outreach to Participants	1-5 3	A program brochure and calendar are available. Members need to go to the center to learn about the activities or to obtain a calendar. On the agency website the calendar is blank. The program has a social media page but it doesn't appear to be updated. Survey information provided by the agency indicated multiple members would like to see information about center events and activities on the agency website. Some interviewees reported that when they call into the center there are occasions when no one answers the phone.	<ul style="list-style-type: none"> • Enhancing the agency website may improve outreach to members, the community, raise awareness about center programs and activities, and can to convey peer advocacy and community event information. • Explore ways for members to receive up-to-date information on center activities. For example, a phone number with a recorded list of center activities for the day updated each morning; shared electronic calendar that members can view that allows for center staff updates in real time; or, updating the agency website calendars. Ensure the posted documents are fully viewable. • Ensure processes are in place to outreach members who disengage from the program. Re-evaluate the benefits to members of an active agency social media page.

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		
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	4

2.2.1	Lack of Coerciveness	1-5	4
2.2.2	Program Rules	1-5	5
2.3.1	Physical Environment	1-4	3
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	4

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	3
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	3
Total Score		197	
Total Possible Score		208	