

| ACCR Measurement of Recovery Oriented Services General Survey | Strongly Disagree | Mostly Disagree | Somewhat | Mostly Agree | Strongly Agree |
|---|-------------------|-----------------|----------|--------------|----------------|
| | 0 | 1 | 2 | 3 | 4 |
| 1. Service users are well represented in organization's internal review and strategic planning processes | | | | | |
| 2. Organization recognizes and celebrates progress in recovery | | | | | |
| 3. Organization joins service users in actively combating stigma in community | | | | | |
| 4. Service providers are knowledgeable about recovery principles and recovery promotion | | | | | |
| 5. Service users are well represented and respected in CQI processes | | | | | |
| 6. Consumers are compensated for participation in administrative activities (committees, CQI, etc) | | | | | |
| 7. Outcome indicators are available to and make sense to service users | | | | | |
| 8. Choices made by service users are respected by providers | | | | | |
| 9. Organization makes it easy to participate in recommended services | | | | | |
| 10. There is comprehensive array of services available to meet all identified needs | | | | | |
| 11. Treatment planning is a collaborative process between service users and providers | | | | | |
| 12. Recovery management plans are developed that emphasize individual strengths and choice | | | | | |
| 13. Advance directives/crisis plans are encouraged and respected by the organization | | | | | |
| 14. Organization is sensitive to cultural issues and provides services that meet cultural needs | | | | | |
| 15. Co-occurring disorders are treated at the same time and by the same clinicians | | | | | |
| 16. Involuntary treatment is rarely used by this organization | | | | | |
| 17. When seclusion or restraint is necessary, it is brief and respectful | | | | | |
| 18. Development of educational and employment goals are emphasized in recovery plans | | | | | |
| 19. Service users are encouraged and supported in becoming involved in community activities | | | | | |
| 20. Agency employs persons in recovery and persons with disabilities as mentors and counselors | | | | | |
| 21. Family members are engaged and educated to support recovery efforts | | | | | |
| 22. Tolerant housing is available to those who cannot maintain sobriety or stable recovery | | | | | |
| 23. Documentation is an open process that service users may have easy access to if desired | | | | | |
| 24. There is an equitable process through which service users and providers can resolve conflicts or disagreement | | | | | |

| ACCR Consumer-Provider Recovery Oriented Services Survey | Strongly Disagree | Mostly Disagree | Somewhat | Mostly Agree | Strongly Agree |
|--|--------------------------|------------------------|-----------------|---------------------|-----------------------|
| | 0 | 1 | 2 | 3 | 4 |
| 1. There are frequent opportunities for service users and service providers to interact outside clinical relationships | | | | | |
| 2. Service users feel respected by service providers | | | | | |
| 3. Service users have opportunities to choose among treatment options | | | | | |
| 4. Service users are informed of their rights and responsibilities | | | | | |
| 5. Services are tailored to meet individual needs | | | | | |
| 6. Service users are provided adequate information about service options to make decisions regarding their service plans | | | | | |
| 7. Recovery planning is part of the treatment process | | | | | |
| 8. Service users are happy with housing available | | | | | |
| 9. Service users feel welcome and valued | | | | | |
| 10. Service users do not feel like second class people | | | | | |
| 11. Providers use language that is respectful | | | | | |
| 12. Wellness and crisis management are part of self management strategies | | | | | |
| 13. Alternatives to coercive or restrictive interventions are always attempted first | | | | | |

| ACCR Administrators Recovery Oriented Services Survey | Strongly Disagree | Mostly Disagree | Somewhat | Mostly Agree | Strongly Agree |
|---|-------------------|-----------------|----------|--------------|----------------|
| | 0 | 1 | 2 | 3 | 4 |
| 1. Promotion of recovery is included in organization's mission and vision | | | | | |
| 2. Organization facilitates service user participation and leadership in advocacy efforts/organizations | | | | | |
| 3. Service users are enlisted to participate in training of service providers | | | | | |
| 4. Outcome indicators are developed with service user participation | | | | | |
| 5. Clinical services encourage self management to the greatest extent possible by the service user | | | | | |
| 6. Stakeholders are recruited and retained to participate in organizational oversight and development | | | | | |
| 7. Staff is trained to avoid the use of seclusion and restraint | | | | | |
| 8. Service users are encouraged and supported in pursuit of employment and vocational skills | | | | | |
| 9. Service users are educated about behavioral health problems and medications | | | | | |
| 10. Peer to peer support is encouraged and facilitated | | | | | |
| 11. Family members are involved in treatment planning and organizational development | | | | | |
| 12. A wide array of housing options are available | | | | | |
| 13. Family members are represented on committees and are involved in staff training | | | | | |
| 14. A collaborative treatment plan is used to guide treatment | | | | | |

ACCR Score Sheet

Rater Category:

- Service User
- Family Member of Service User
- Service Provider – Clinician
- Service Provider – Administrator
- Stakeholder Advocate
- Other _____

Measurement of Recovery Oriented Services General Survey

Score _____/96

Key for overall score:

- ≥ 84 points Excellent
- ≥ 72 points Good
- ≥ 65 points Fair
- ≥ 55 points Needs significant improvement
- ≤ 48 points Traditional Standards

Consumer-Provider Recovery Oriented Services Survey

Score _____/52

Key for overall score:

- ≥ 45 points Excellent
- ≥ 38 points Good
- ≥ 32 points Fair
- ≥ 28 points Needs improvement
- ≤ 24 points Traditional Standards

Administrators Recovery Oriented Services Survey

Score _____/56

Key for overall score:

- ≥ 48 points Excellent
- ≥ 40 points Good
- ≥ 35 points Fair
- ≥ 30 points Needs significant improvement
- ≤ 26 points Traditional Standards