

CONSUMER OPERATED SERVICES (COS) FIDELITY REPORT

Date: April 17, 2023

To: Debra A. Kurkoski, Chief Executive Officer

From: Allison Treu, AS
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AHCCCS Fidelity Reviewers

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 March 7 - 8, 2023, Allison Treu and Nicole Eastin completed a review of the Hope Lives/Vive la Esperanza (HLVLE) - 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.

HLVLE is an organization that provides peer delivered support services by promoting mental health recovery and wellness. Services available include life skill building, employment, community reentry for the justice involved, psychoeducation, psycho-social rehabilitation, substance use prevention and recovery, and community and family awareness.

The individuals served through this agency are referred to as "members" or "membership"; 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 phrase "people with lived experience" will be used to reference self-identified people with living or lived experience of psychiatric recovery.

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

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

- Review and discussion with staff of a pre-recorded video tour of the HLVLE campus.
- Interview by video conference with the HLVLE Chief Executive Officer

- Group interview by video conference with three nonsupervisory staff: Two Lead Forensic Peer and Recovery Support Specialists, and one Accounting Assistant/Peer Support Specialist.
- Interview by video conference with one supervisory staff: Senior Lead Forensic Peer Support Specialist.
- Two video conference group interviews with a total of seven participating program members.
- Review of the program's key documentation, including organizational documents, policy and procedure handbooks, Hope Voices United Advisory Council (HVU) meeting minutes, Board of Directors' meeting minutes, annual reports, program schedule, curriculum, memorandum of understanding agreements, survey and outcomes report, job descriptions, HLVLE brochure and FACT sheet, and the HLVLE Member Handbook, among other documents.

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:

- There are numerous organized volunteer opportunities available providing members opportunities to coordinate with other agencies.
- The program is responsive to the needs and preferences of its members.
- There is intense linkage with other service agencies and this involvement is reciprocated: St. Mary's Food Bank, Robinson Ranch, Phoenix Municipal Courts, and others.
- There are adequate controls/safeguards to ensure members' physical safety is protected. Members reported rules are developed collaboratively with members and procedures are in place for when rules are violated.
- The program hours of operation were adjusted when a request by members was made, the program is open Monday through Saturday, 7:00AM – 5:00PM.
- HLVLE provides numerous opportunities to members to participate in activities that allow members to recognize themselves as valuable contributors to the larger peer community.

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

- Ideally, at least 90% of Board members (and 100% of officers) are people with direct lived psychiatric experience.
- One hundred percent of administrators should self-identify as persons with direct lived psychiatric experience.
- Ideally, members are responsible for the development and control of the entire budget.
- Enhance efforts to promote and collaborate at the COS network level.

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 2	<p>The HLVLE Board of Directors (BOD) is comprised of five members; two that self-identify as persons with lived psychiatric experience (40%), and three that are family members of a person with lived experience. One director is a previous member of HLVLE. The BOD meets quarterly by videoconference.</p> <p>Most staff and members interviewed were unaware how to become a board member or if board meetings are open to HLVLE members. However, one staff reported that representatives from HVU are invited to attend. Based on BOD minutes provided, the HVU President attended one meeting during the last year.</p>	<ul style="list-style-type: none"> As positions are vacated on the BOD, ensure they are filled by persons with psychiatric experience. Ideally, composition of the BOD is such that 90 – 100% of directors, and all officers, have lived psychiatric experience, guaranteeing the peer perspective is represented. Make certain it is clear to all involved on the BOD and program members how members can participate in the BOD meetings.
1.1.2	Consumer Staff	1-5 4	Based on interviews with staff, 100% of direct service staff are persons with lived psychiatric experience. This is a prerequisite to hiring direct service staff positions at the program. Yet, administrative staff are not required to have personal lived psychiatric experience; however, it is preferred.	<ul style="list-style-type: none"> Increase staff who self-identify with lived psychiatric experience to 80 - 100%. One hundred percent of administrators should self-identify as persons with lived psychiatric experience.
1.1.3	Hiring Decisions	1-4 3	Staff reported that people with lived experience at HLVLE are involved in hiring direct service staff. Peer Supervisory Staff and members collaborate in most hiring decisions. Candidates for direct	<ul style="list-style-type: none"> Evaluate ways for program members to participate directly in the hiring process for all staff, including administrative positions.

			service staff positions are screened and interviewed by Peer Supervisory staff. Members participate in a second interview panel for direct staff candidates. Members interviewed reported being involved in the interview process and decision for hiring new direct staff. Some members reported they were involved with interviewing and hiring decision for the HLVLE Chief Executive Officer position. Some staff reported that members are excluded from interviews and hiring decisions for administrative staff positions.	
1.1.4	Budget Control	1-4 1	HLVLE budget decisions reside with the Chief Executive Officer that does not self-identify as a person with lived psychiatric experience. Staff reported program requests are rarely brought to the BOD, however some requests are, such as hours of operations. Staff interviewed reported program members do not have any control regarding the budget and are not directly involved in deciding staff salaries.	<ul style="list-style-type: none"> Explore ways for members to become active participants in the development and control of the consumer-operated services operating budget. In COS, executive staff are transparent with the budget and proactively engage members to participate in budgeting decisions.
1.1.5	Volunteer Opportunities	1-5 5	HLVLE has expanded the variety of volunteer opportunities within the organization as well as in the community. For example, some members obtained food handler's cards to assist in the kitchen. Other opportunities include HLVLE janitorial, helping at the front desk, recycling boxes, organizing donations, and assisting in the clothing closet, HVU, and food box donation set up and distribution. By volunteering, members earn Hope bucks which can be spent in the Hope Closet. All members interviewed reported volunteering at the program.	
1.2 Participant Responsiveness				
1.2.1	Planning Input	1-5 5	Staff and members identified opportunities for membership to engage in planning and input into the program, including participation in the weekly	

			<p>HVU. HVU representatives are elected by HLVLE members. All HLVLE members have an opportunity to meet weekly at the HVU to share suggestions of new groups, activities, site improvements, and program expectations. Typically, one Peer Support staff is in attendance during this meeting. Members can participate at the HVU in-person or via teleconference. In addition, a suggestion box is available for member input and those are reviewed during the HVU.</p> <p>Staff interviewed voiced striving to implement desired member requests when staff coverage and budget allows. Staff reported most requests for new classes are implemented within a week. Other suggestions that require funding, such as social activities, i.e., party, the Chief Executive Officer will determine the spending limit for the event desired. Members can also complete an annual <i>Citizen Survey</i> that is located on the HLVLE website which seeks feedback on program satisfaction and suggestions for improvement. Additionally, members can make direct requests to any HLVLE staff, including the Chief Executive Officer.</p>	
1.2.2	Member Dissatisfaction/ Grievance Response	1-5 5	<p>HLVLE has the grievance policy posted in the front lobby and is available in the member handbook. The HLVLE website includes information about the Hope Lives Title VI Complaint Procedures and a direct link to the Arizona Health Care Cost Containment System (AHCCCS) Grievance and Appeals page. Members can go directly to staff when having a concern or need assistance with the grievance process as staff at HLVLE will help with completing the complaint form. Members can also complete an Incident Report. Staff will work with members to resolve the issue based on the member's desired resolution whenever</p>	

			possible.	
1.3 Linkage to Other Supports				
1.3.1	Linkage with Traditional Mental Health Services	1-5 3	Staff report having limited contact with traditional mental health services since the public health emergency. Staff report that coordination of care is strained when making phone calls to clinics due to the frequency of staff turnover. Staff reported mental health Case Managers are welcome to come to the program to meet with members and HLVLE staff. Staff interviewed reported meetings with clinical teams occur in-person, via phone or teleconference, and are scheduled on individualized needs. Staff reported collaboration with Office of Individuals and Family Affairs, AHCCCS, Mercy Care Regional Behavioral Health Authority (RBHA), and health plans monthly. One HLVLE staff attends quarterly meetings at the Behavioral Health Court along with the RBHA. HLVLE has a limited social media presence.	<ul style="list-style-type: none"> • HLVLE may want to consider providing informational sessions to providers to improve coordination of member care. Especially when considering the program’s intent to reduce recidivism, improved coordination with clinical teams may provide members a collective team approach to their recovery and to remain in their community. • Consider developing a more robust online presence which may inform providers how HLVLE supports members.
1.3.2	Linkage with Other COSPs	1-5 3	<p>Staff reported collaboration with other COS is in the developing state as the agency has a new Chief Executive Officer. HLVLE has partnered with two other COS programs providing peer support services through Phoenix Municipal Court. In addition, the program is in the process of developing a database that was a shared resource provided by another COS that measures a member’s progression in peer run services.</p> <p>HLVLE staff reported there is not a process to refer members to other COS. Staff indicated referrals would need to be submitted by the outpatient clinical teams to those providers. Staff reported there are members affiliated with more than one COS program to meet their needs.</p>	<ul style="list-style-type: none"> • Continue recent enhanced efforts to promote and collaborate at the COS network level.
1.3.3	Linkage with Other Service	1-5	HLVLE has a forensic focus to their program, staff work closely with several courts, judges, and	

	Agencies	5	probation and/or parole officers. HLVLE operates a resource center in Phoenix Municipal Court that houses other COS, sharing resources and services available to individuals. HLVLE also works to ensure member food security once a week by partnering with <i>Waste Not</i> to provide food that may otherwise have gone to waste. The program partners with <i>St. Mary's Food Bank</i> to provide a mobile food bank to members of other programs and the local community. HLVLE partners with <i>Robinson Ranch</i> to offer Equine Therapy and participation in community events like parades, horse shows, and overnight camping events. HLVLE participates with a program that supplies handicap accessible vans to the program. Other partnering agencies include <i>Ability 360</i> , <i>Maricopa Association of Governments</i> , <i>City of Phoenix</i> , <i>CAN Community Health</i> , <i>Alliance of Non-profits</i> , and <i>Valley Metro</i> travel program. Staff also assist members in applying for benefits and coordinate with <i>AHCCCS</i> , <i>Department of Economic Services</i> , and the <i>Social Security Administration</i> .	
Domain 2				
Environment				
2.1 Accessibility				
2.1.1	Local Proximity	1-4 4	The program is centrally located just West of downtown Phoenix near a population cluster.	
2.1.2	Access	1-5 5	HLVLE is located near a major bus station and light rail that is within a short walking distance from the program location. Members also utilize taxis arranged by clinical teams. HLVLE staff have access to the non-emergency medical transportation portal to arrange transportation when needed, as well. The program has a total of four vans to transport members, two of which are wheelchair accessible. One staff interviewed said	

			that it is difficult to obtain taxi services for members with wheelchairs and staff will transport those members when needed. Occasionally, HLVLE will provide members with bus passes. Staff reported they will remain at the program until all members have left for the day and, if needed, will use a program vehicle to transport members to where they reside.	
2.1.3	Hours	1-5 5	Per interviews with staff and members, and documents provided, the program is open 7:00AM – 5:00PM, Monday – Saturday. Hours of operation were adjusted when a request by members was made. Members are served both breakfast and a hot lunch on days the program is open. The program will adjust staff hours to conform when needed to accommodate evening activities and overnight camping trip events.	
2.1.4	Cost	1-5 5	There is no cost for services to members that are eligible for Medicaid/AHCCCS. For those members with a private health plan, the agency offers a sliding fee scale.	
2.1.5	Accessibility	1-4 2	<p>Staff reported that all members are equally able to participate in activities onsite and in the community. Interpretation services are identified upon intake and are available for members upon request. Staff reported accommodations are made for the visually impaired including printed materials in large font, assistance with reading by staff or program members, and will modify activities to ensure all can attend. An extra wheelchair is kept at the program and available to members when needed.</p> <p>As for the physical space, the program has a wheelchair ramp located on the East and West side of the building. Members and staff interviewed reported the ramp is not located in front of the member entrance, therefore taking</p>	<ul style="list-style-type: none"> Consider expanding accessibility to the physically impaired. Gaps in accessibility may create barriers for some members including ease of access to the building and restrooms.

			<p>extra time to access the building. The building is not equipped with handicap accessible door openers. In addition, recently HLVLE has taken extra security measures by adding secure latches to the front and back doors. To enter the building someone inside must open the door. Based on member interviews and HVU minutes provided, a suggestion was made to hire a security guard for added safety. There are two wheelchair accessible restrooms with safety grab bars for members; however, a key is needed prior to entry. Staff have a separate restroom located at the other side of the building and is handicap accessible.</p>	
2.2 Safety				
2.2.1	Lack of Coerciveness	1-5 4	<p>Staff and members interviewed reported participation is at the discretion of the members; members choose the pace they want to engage, and the class or activity they desire.</p> <p>Participation at HLVLE is voluntary for most members, however, because it is a forensic based program, some members (staff estimated 16 - 20) are court ordered through mental health court and others in the corrections system that are mandated to attend. Staff interviewed reported those members are able to choose their level of participation in programming, but staff are responsible for providing details of attendance back to those systems.</p> <p>Staff and members interviewed reported participation in one class or activity is required to receive a hot lunch. Members indicated this was voted on by members and approved. When members do not participate, they are still provided with a sack lunch.</p>	<ul style="list-style-type: none"> • COS supports autonomy and self-determination of membership. Consider encouraging systems to reassign responsibility of tracking mandated members attendance to the member, rather than COS bearing the responsibility and thus compromising the principle of the peer role.

2.2.2	Program Rules	1-5 5	<p>Program rules and the disruption policy are included in the <i>HLVLE Member Handbook</i>. Staff and members interviewed reported the <i>HLVLE community agreements</i> that are created and voted on by members are written on whiteboards and posted on walls around the program. The agreements are also reviewed at the weekly HVU. Members indicated that the rules create a safe environment, and everyone uses courtesy in speaking to others and boundaries are respected.</p>	
2.3 Informal Setting				
2.3.1	Physical Environment	1-4 2	<p>Reviewers were provided with a video of the campus and was viewed along with program staff available for questions and clarification. From the street view, there are no indications that HLVLE is housed at the site. Staff and members interviewed reported working with an agency that is willing to pay for a mural to be painted on the front of the building identifying the program. The entry doors are kept locked for security purposes and all who arrive are let in by front desk staff or members. Upon arrival, members check in at the front lobby, and can grab morning coffee before starting classes for the day.</p> <p>The walls of the classrooms are painted in bright colors and display some motivational quotes. Members' artwork and pictures of jewelry created were displayed in the jewelry room, however, very little member artwork was displayed in other areas of the program. In addition, the program lacks comfortable seating areas where members can relax and share experiences with one another.</p> <p>The unshaded outdoor area where members congregate is located behind the building with plastic chairs and a bench near an outdoor ashtray</p>	<ul style="list-style-type: none"> • Ensure member suggestions are considered when addressing long range plans that would include permanent outdoor and indoor areas that allow a comfortable place for membership to commune.

			and trashcan. There are no tables in this area. Reviewers noted in documentation provided from HVU meeting minutes that members suggested picnic tables for the outdoor area that could be locked down to prevent from being stolen.	
2.3.2	Social Environment	1-5 4	<p>Members interviewed expressed experiencing openness, directness, and sincere interactions with direct services staff at HLVLE.</p> <p>It was reported some administrative staff are working remotely. Minor distinctions between staff and members are present. Members suggested a separate outdoor space for staff in HVU minutes reviewed. In addition, to access an area at the other end of the building members must be escorted by staff. This area includes the Hope Closet, administrative offices, education center, and a staff only restroom.</p>	<ul style="list-style-type: none"> Work to ensure members feel no separation between themselves and staff. Limit spaces designated for staff use only.
2.3.3	Sense of Community	1-4 4	<p>Members interviewed reported HLVLE has helped to cultivate a sense of community, informal supports, and encouragement in their lives since being involved with the program. Members shared personal stories about how HLVLE has made a positive impact in their lives, including having a safe place to come to meet new people and a sense of family within the program.</p> <p>Members interviewed reported developing community connections with others outside of the program that are meaningful and supportive. Members report they will share phone numbers with each other and connect outside of the program for socialization.</p>	
2.4 Reasonable Accommodation				
2.4.1	Timeframes	1-4 4	Staff and members reported there is no time limit for participation. Members interviewed reported having complete choice in how long they attend	

			the program and frequency of participation. Interviewees informed reviewers that when a member is interested in employment with HLVLE, they must have a six-month period between membership and employment to be considered.	
Domain 3 Belief Systems				
3.1 Peer Principle				
3.1	Peer Principle	1-4 4	Members and staff interviewed stated that stories of lived experience are shared mutually and reciprocally. Reviewers were told that sharing can occur in one-to-one conversations, during class, meals, and community outings. Members stated that when staff and others share about their past, members feel comfort knowing they are not alone and know they are being supported. One member reported hearing staff share their stories creates a sense of hope to one day have a job as a peer support. One staff stated that sharing their story with members helps encourage positive changes in their own life.	
3.2 Helper Principle				
3.2	Helper Principle	1-4 4	All members interviewed were able to describe an opportunity to assist and support another member during a difficult time and have experienced the same from someone else in the program. Members told stories of reaching out to others at their home to provide support when they were struggling. Members indicated helping others is a daily activity to ensure peers know they are valued and not alone. One staff spoke about how they learned how to navigate the behavioral health system and how this experience is now used to help members locating services and resources in the community.	
3.3 Empowerment				

3.3.1	Personal Empowerment	1-5 5	All members interviewed agreed that participating at HLVLE has helped bring positive change to their life. One member spoke of learning life skills, self-awareness, and advocacy that has helped them make the changes needed to improve their outlook and quality of life. Two members spoke about experiencing a decrease in crisis situations and need for hospitalization since attending the program. One staff expressed enormous gratitude derived from their work at HLVLE.	
3.3.2	Personal Accountability	1-5 5	Members are provided with the HLVLE <i>Member Handbook</i> upon entry into the program that outlines expectations of behavior and potential consequences for neglecting policy. Staff interviewed reported the HLVLE <i>community agreements</i> is another way members are held accountable and contribute to health and safety while programming. Staff will meet with members one-to-one to address problem behaviors before formalizing consequences, such as being asked to leave for the day. When a member is suspended from the program due to problematic behaviors, a meeting occurs between staff, the members clinical team, and the member. Staff reported contingent on the circumstances, members are required to attend either <i>Thinking for a Change</i> or <i>Moral Recognition Therapy (MRT)</i> class in-person or virtually prior to returning to programming.	
3.3.3	Group Empowerment	1-4 4	Members interviewed all agreed that they feel pride in being a member of HLVLE and that their opinions and feelings are recognized. All members agreed that they can shape activities of the program through the HVU, member suggestion box, one-to-one with staff, can provide feedback during classes, and reported suggestions are heard and changes are seen.	
3.4 Choice				

3.4	Choice	1-5 5	<p>All members interviewed agreed there is a choice to participate in an array of activities at HLVLE.</p> <p>The activities calendar is located in the front lobby; and this is where members sign up for community outings. Staff reported the activity calendar is posted on the HLVLE website.</p> <p>However, upon review, the link to the Phoenix calendar does not appear to be updated with the current hours of operation nor does it include the days and times activities are offered.</p> <p>Upon intake, members complete a meaningful inventory worksheet which is used to assist members in identifying the classes and activities they would like to participate in to reach their goals. Staff reported members' pace of involvement is respected, stating there are days when members are not feeling comfortable participating in classes. At these times, staff will meet with the member one-to-one to provide support.</p>	
3.5 Recovery				
3.5	Recovery	1-4 4	<p>Staff interviewed reported everything HLVLE offers is about recovery, supporting each other as a community. In addition, recovery was described as an ongoing process that does not end as long as progress is being made by working on small goals to live a meaningful life that is individually defined. This is done by developing life skills and having a sense of community.</p> <p>Members and staff agreed everyone is in a different place in their recovery process, and being a part of HLVLE has instilled hope and allowed them to create a foundation to become more independent. Examples of how the program supports recovery were provided and included</p>	

			recognition during the HVU, groups that focus on recovery, skill building activities, community outings, opportunities to meet with staff one-to-one when having a difficult day, hiring individuals that are successful in their recovery journey, and by encouraging employment and volunteer opportunities.	
3.6 Spiritual Growth				
3.6	Spiritual Growth	1-4 4	<p>The program does offer a spirituality class where all beliefs are welcomed, and that class promotes acceptance and a sense of belonging. Expression of spiritual beliefs and exploration of meaning and purpose is not discouraged, but also not forced on those that are uninterested or have not experienced spirituality on a personal level.</p> <p>Members interviewed reported that participation in spiritual discussions is not required and personal views are respected and not pressed on one another, and that opportunities to discuss spirituality occur organically. Members with a similar interest can have a discussion at lunch and are welcome to pray together. Members reported feeling comfortable with sharing their personal spiritual views in groups or during informal gatherings.</p>	
Domain 4 Peer Support				
4.1 Peer Support				
4.1.1	Formal Peer Support	1-5 5	Staff and members reported there are numerous formal peer support opportunities incorporated at HLVLE. HLVLE does offer Peer Support Training, which many members have completed. Other formal peer support opportunities include <i>Thinking for a Change</i> , <i>MRT</i> , <i>Self-Care/Self Esteem</i> , scheduled one-to-one support from staff, among others. During these groups, members are	

			available to each other to share experiences and provide resources in the community.	
4.1.2	Informal Peer Support	1-4 4	Staff and members interviewed confirmed that informal peer support is provided and received organically between members daily at HLVLE. Staff stated that oftentimes this occurs during and after meals, in between classes and activities, and while waiting for transportation. Staff interviewed stated they are available for unscheduled one-to-one meetings when members desire. Members reported when a new member joins HLVLE, they are greeted and introduced to everyone, showing them around the program.	
4.2 Telling Our Stories				
4.2	Telling Our Stories	1-5 5	Interviewees all agreed that members have multiple opportunities to share their story of recovery. Opportunities to tell one's story can be shared in groups, one-to-one with peers and with staff. One member reported having the opportunity to speak to the courts about their story of recovery. Another member reported gaining confidence while attending HLVLE to speak in the greater community about their recovery journey.	
4.2.1	Artistic Expression	1-5 5	Members interviewed reported there are multiple opportunities for artistic expression that signifies meaning and purpose in their lives. Staff reported partnering with an art warehouse and art supplies are donated twice a month for member use. Members shared examples of expressing themselves through art including creative writing, writing self-reflection poems in the poetry art class, creating vision boards, and jewelry making. Members reported painting rocks and placing them throughout the community to instill hope and positive change. Displayed on the back of each rock is a link to a Facebook page where the	

			<p>larger community can post a picture of the rock and where it was found. Members expressed enthusiasm about the restart of the drama class where members write the play and perform at a local center.</p> <p>Interviewees reported that member artwork has been entered into contests and has won placement. The HLVLE website has a link for anyone interested in purchasing the displayed gallery of jewelry that members created. Members poems are also shared on the HLVLE website. Staff interviewed shared stories of members and staff that participated in the Arizona Drug Court Problem Solving Conference advocating recovery and connected drug court personnel interested in purchasing jewelry created by members.</p>	
4.3 Consciousness Raising				
4.3	Consciousness Raising	1-4 4	<p>All members interviewed indicated they feel comfortable contributing to the larger community and recognize themselves as valuable contributors to the peer movement. Members interviewed shared stories of speaking at schools, attending conventions to hand out flyers relating to suicide, attending job fairs with HLVLE to speak on their experiences, and sharing personal recovery stories on social media platforms. There are opportunities to speak at court, and prisons to advocate for mental health services. Members attend AHCCCS meetings and other community events allowing “staff and members to have a voice”. One member shared that staff has assisted with writing letters to the Governor, and that HLVLE has computers with a link that members can express their needs to the Governor’s office. Staff also reported sharing with members</p>	

			information relating to bills moving through the legislature that could potentially affect members and the community.	
4.4 Crisis Prevention				
4.4.1	Formal Crisis Prevention	1-4 4	HLVLE offers classes that help to prevent personal crises, including, Self-Care/Self-Esteem, Thinking for a Change, and MRT. Staff will meet daily prior to the start of groups to discuss schedules, ongoing situations, and review any high risk and positive experiences of members. Each staff will monitor changes in member presentation while at the program and send emails to all staff to report concerns. When staff recognize the signs of crisis, staff connects members to a staff that the member feels most comfortable with to meet privately one to one. Staff will also connect with the members' clinical team for coordination of care. Additionally, staff attend a monthly all-site meeting where trainings are provided to develop staff skills on handling situations that could present at the program.	
4.4.2	Informal Crisis Prevention	1-4 4	Members interviewed reported that support and informal crisis prevention is available at the program from peers and staff. One member stated peers will support each other by talking to them during breaks and checking on them while passing in the halls. Members meet with staff individually or with another peer for support and problem solving. All members interviewed reported being apart of HLVLE has provided them with a sense of safety knowing they are never alone as they have experienced that in the past.	
4.5 Peer Mentoring and Teaching				
4.5	Peer Mentoring and Teaching	1-4 4	Members and staff interviewed reported that mentoring and teaching occurs daily between member to member, staff to members, members to staff, and staff to staff. Members interviewed	

			described instances when they were able to come to the aid of other members that needed support and encouragement during hours of operation and after hours. Staff described HLVLE as a mini community and everyone offers support to each other. In addition, staff reported being mentored by members that they have mentored in the past. Staff expressed gratitude knowing members utilize skills learned through their interactions.	
Domain 5 Education				
5.1 Self Management/ Problem Solving Strategies				
5.1.1	Formally Structured Problem-Solving Activities	1-5 5	Staff interviewed reported that 80 - 100% of members participate or have participated in formal structured problem-solving activities at HLVLE. Formally structured problem solving occurs in numerous skill-building groups at the program and in the community designed to teach self-management strategies such as Thinking for a Change, MRT, Interpersonal Communication, Budgeting, Peer Support Training, Nutrition Kitchen, Ability 360, and goal setting.	
5.1.2	Receiving Informal Problem-Solving Support	1-5 5	All members interviewed reported that they receive informal problem-solving support on a regular basis from staff and other members, sharing recent examples. Staff and members reported this type of support occurs in passing, while making jewelry, and during groups, and community outings.	
5.1.3	Providing Informal Problem-Solving Support	1-5 5	All members interviewed reported providing informal problem-solving support to another member while at the program. One member shared that members at HLVLE are like family and there is a great sense of wanting to help others.	
5.2 Education/Skills Training and Practice				
5.2.1	Formal Practice Skills	1-5	HLVLE offers numerous classes led by peers that teach formal practice skills such as weekly	

		5	community food distribution, clothing closet, obtaining food handlers cards, cooking, conflict resolution and communication, healthy meal planning, Peer Support Training, computer class, GED, and others. Staff estimate that all members are involved in at least one skill building group or activity where skills learned equip them for participation in the community. Members interviewed reported skills learned at HLVLE has improved their ability to connect with others and becoming more assertive with advocating for themselves and others.	
5.2.2	Job Readiness Activities	1-5 4	<p>Staff interviewed reported varying estimates regarding the percentage of members engaged in job readiness activities, 50 – 80%. Staff did indicate that all classes and activities are indirectly relevant to enhancing skills that lead to employment and all members participate in at least one class or activity where members acquire skills that are relevant to employment.</p> <p>HLVLE does offer a Pre-Vocational Skills class in addition to offering administrative training at the front desk, clothing closet builds retail and money handling skills, kitchen assistant, warehouse food pickup, recycling program, GED classes, and Peer Support Training.</p> <p>Staff stated members can get one-to-one assistance from staff on resume writing and interview practice but this has not occurred recently. Staff report that members are hesitant to become gainfully employment because they are unaware of how their benefits would be affected. Members reported Vocational Rehabilitation and Ability 360 has presented to the members regarding employment.</p>	<ul style="list-style-type: none"> Utilize staff trained in how benefits could be impacted by work and begin those discussions with members and provide concrete support and information. Consider relationships with other peer run organizations to increase job readiness activities to members.

Domain 6 Advocacy				
6.1 Self Advocacy				
6.1.1	Formal Self Advocacy Activities	1-5 5	From intake, members are supported to develop a peer service plan, identifying goals and areas in which to improve their skills. Staff utilize motivational interviewing when members struggle to identify their needs. Interviewees reported all classes work to improve interpersonal communication skills, and peer support training in self-advocacy. Opportunities for advocacy are available in one-to-one meetings with staff, as well as in classes. Staff reported supporting members while communicating with their behavioral health providers pertaining to housing challenges, employment needs, transportation, benefits, and when legal issues arise.	
6.2 Peer Advocacy				
6.2	Peer Advocacy	1-5 5	All members interviewed reported being involved in assisting other members in advocating for themselves to resolve problems. Some members gave specific examples of how they advocated for others. Members interviewed reported enhancing skills for self-advocacy through the classes and supports offered and HLVLE.	
6.2.1	Outreach to Participants	1-5 3	HLVLE offers classes based on member choice and updated calendars are available at the facility. HLVLE brochure and website offer general information on potential classes and common community outings. Members reported that when a community event is planned, a binder is placed in a common member area and staff will remind members who are at the program to sign up. At the time of the review HLVLE was updating their Facebook Page, however staff stated that their social media presence has been limited. Staff interviewed reported that when members have	<ul style="list-style-type: none"> • Consider additional ways to keep members informed that do not frequently go to the program through multiple channels such as social media, HLVLE Website, regular newsletters, flyers, or holding regional conferences. • Ensure staff are following agency policy regarding outreach to members when inactive in the program.

			not been at the program for several days or weeks, staff will outreach. Members also reported contacting peers when they have not been attending program.	
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FACIT SCORE SHEET

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

2.2.1	Lack of Coerciveness	1-5	<u>4</u>
2.2.2	Program Rules	1-5	<u>5</u>
2.3.1	Physical Environment	1-4	<u>2</u>
2.3.2	Social Environment	1-5	<u>4</u>
2.3.3	Sense of Community	1-4	<u>4</u>
2.4.1	Timeframes	1-4	<u>4</u>
Domain 3: Belief Systems		Rating Range	Score
3.1	Peer Principle	1-4	<u>4</u>
3.2	Helper's Principle	1-4	<u>4</u>
3.3.1	Personal Empowerment	1-5	<u>5</u>
3.3.2	Personal Accountability	1-5	<u>5</u>
3.3.3	Group Empowerment	1-4	<u>4</u>
3.4	Choice	1-5	<u>5</u>
3.5	Recovery	1-4	<u>4</u>
3.6	Spiritual Growth	1-4	<u>4</u>
Domain 4: Peer Support		Rating Range	Score
4.1.1	Formal Peer Support	1-5	<u>5</u>
4.1.2	Informal Peer Support	1-4	<u>4</u>
4.2	Telling Our Stories	1-5	<u>5</u>
4.2.1	Artistic Expression	1-5	<u>5</u>

4.3	Consciousness Raising	1-4	<u>4</u>
4.4.1	Formal Crisis Prevention	1-4	<u>4</u>
4.4.2	Informal Crisis Prevention	1-4	<u>4</u>
4.5	Peer Mentoring and Teaching	1-4	<u>4</u>
Domain 5: Education		Rating Range	Score
5.1.1	Formally Structured Activities	1-5	<u>5</u>
5.1.2	Receiving Informal Support	1-5	<u>5</u>
5.1.3	Providing Informal Support	1-5	<u>5</u>
5.2.1	Formal Skills Practice	1-5	<u>5</u>
5.2.2	Job Readiness Activities	1-5	<u>4</u>
Domain 6: Advocacy		Rating Range	Score
6.1.1	Formal Self Advocacy	1-5	<u>5</u>
6.1.2	Peer Advocacy	1-5	<u>5</u>
6.2.1	Outreach to Participants	1-5	<u>3</u>
Total Score		187	
Total Possible Score		208	