

## **CONSUMER OPERATED SERVICES (COSP) FIDELITY REPORT**

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To: Suzanne Legander, Chief Executive Officer

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### **Introduction**

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

### **Method**

On September 12 – 13, 2023, Fidelity Reviewers completed a review of the Stand Together and Recover Centers, Inc. (S.T.A.R.) 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.

S.T.A.R. operates three centers in Maricopa County which are located in Mesa (East), Phoenix (Central), and Avondale (West). This is a combined review of all three centers.

The individuals served through this agency are referred to as "members" or "membership", but for the purpose of this report, and for consistency across fidelity reports, the term "member" will be used. For the purposes of this report, the phrase "lived experience" refers to self-identified people with lived/living psychiatric experience.

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

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

- Virtual tour narrated by a group of staff of all three centers on September 12, 2023, by videoconference.
- Interview via video conference with the Chief Executive Officer.
- Focus group by video conference with seven supervisory staff: Two Site Managers, four Assistant Site Managers, and the Special Programs Manager.

- Focus group by video conference with six nonsupervisory staff: Lead Recovery Support Specialist, Engagement and Enrollment Specialist, and Four Recovery Support Specialists.
- Focus group by videoconference with six participating program members.
- Review of the center’s key documentation, including organizational documents, policies, annual reports, consolidated financial statement, training materials, job descriptions, member intake materials, monthly activities calendar, minutes from Board of Directors and Member Meetings, program brochures, *S.T.A.R. Member Handbook*, *S.T.A.R. Community Collaborations 2023*, and review of the agency’s website and social media.

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

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

### **Summary & Key Recommendations**

The agency demonstrated strengths in the following program areas:

- The program has filled seats on the Board of Directors ensuring the peer perspective is represented in the running of the program and future planning.
- Strong connections between S.T.A.R. and a wide range of outside partners are demonstrated, including partnerships with other peer-run programs, advocacy groups, conventional behavioral health providers, and other community partners.
- Staff and members reported opportunities to contribute to the functioning of the centers, agency planning, and activities through such options as a suggestion box, participation on the Board of Directors and/or Member Council, during daily check-ins, one-to-one meetings with staff, and at the beginning and end of every group and activity.
- S.T.A.R. has established opportunities for 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:

- Hours: Not all centers are open during the weekend or evening hours. Continue efforts to be able to provide a broader range of hours per members’ expressed desire.
- Job Readiness: Members lack understanding about how work can impact benefits. Ensure members are provided information relating to how newly acquired skills/employment could impact benefits.
- Outreach: Online calendars are outdated. Improve accuracy of information provided online, ensuring increased knowledge of center services and activities among members and the community.

**FIDELITY ASSESSMENT/ COMMON INGREDIENTS TOOL (FACIT)**

Ingredient #	Ingredient	Rating	Rating Rationale	Recommendations
<b>Domain 1 Structure</b>				
<b>1.1 Consumer Operated</b>				
1.1.1	Board Participation	1-5  5	The S.T.A.R. Board of Directors (BOD) is comprised of 11 members with ten (10) that self-identify as people with lived/living experience. Each center elects a Member Liaison to serve on the BOD. The BOD meets quarterly in-person and by videoconference.	
1.1.2	Consumer Staff	1-5  5	Per staff interviewed, 82 out of 83 employees at S.T.A.R. self-identify as persons with lived psychiatric experience. 100% of administrative staff have lived experience. One staff is a family member of a person with psychiatric experience.	
1.1.3	Hiring Decisions	1-4  4	Based on staff interviews, S.T.A.R.'s recruiting decisions are made by people with lived/living experience. One to two center members typically attend interviews with prospective employees. Members make an effort to interact with the prospective employee as they wait for the interview to begin. Feedback from members may influence results.	
1.1.4	Budget Control	1-4  4	S.T.A.R. solicits input from members at daily morning check-ins, monthly member meetings, reviewing ideas from the suggestion box, during groups, one-to-one meetings between staff and members, involvement on the BOD, and the Member Council. Each center's staff and Member Council develops a list of needs and wants and is submitted to leadership for consideration. Each	

			request will be ranked by leadership according to value and affordability. The majority of requests are approved in accordance with the budget. For those that are not approved due to expense, leadership will continue to review them throughout the year and will speak with staff and members whether the requests are still necessary. If so, when funding permits, leadership will approve.	
1.1.5	Volunteer Opportunities	1-5 5	<p>At S.T.A.R., there are numerous options for members to volunteer. Examples of volunteer activities include maintaining a clean environment, organization of storage closets, Member Ambassadors facilitate tours for visitors and mentorship for new members, representation on the Member Council, and participation on the BOD.</p> <p>Members that volunteer earn S.T.A.R. dollars which can be used for select field excursions, obtaining items from the clothing closet and food pantry, and to wash and dry their laundry. Additionally, members with a food handlers' card can assist in the kitchen with preparing and serving meals. At least one staff interviewed, and one BOD member were former members of the program.</p>	
<b>1.2 Participant Responsiveness</b>				
1.2.1	Planning Input	1-5 5	Members contribute to program planning in multiple ways. Serving on the BOD, Member Council, submitting ideas to the suggestion boxes, taking part in daily check-ins, finishing end-of-day surveys, chatting with staff one-to-one, and participating in groups are a few of these.	

			Additionally, when assessing member needs during intake and service planning, staff gather program suggestions. S.T.A.R. has an open-door policy, encouraging members to seek staff at any time to provide feedback on programming and planning.	
1.2.2	Member Dissatisfaction/ Grievance Response	1-5  5	The <i>S.T.A.R. Member Handbook</i> contains information on grievance rights, which S.T.A.R. members are notified at admission. The grievance policy is posted at each center, and staff will assist members to complete upon request. Members can also lodge a complaint with AHCCCS and their health insurance provider. S.T.A.R. Human Resources evaluates grievances and shares them with the leadership to decide on the appropriate course of action. Additionally, members can voice dissatisfaction during groups, one-to-one meetings with staff, and through the suggestion box.	
<b>1.3 Linkage to Other Supports</b>				
1.3.1	Linkage with Traditional Mental Health Services	1-5  5	<p>S.T.A.R. has linkages with traditional mental health services including clinics and inpatient providers. Staff reported participating in presentations for recruitment of new members to clinical teams. Program members are invited to share testimony about the advantages of participation.</p> <p>S.T.A.R. centers offer a room for members and Case Managers to meet on site. Staff reported communicating with Case Managers by email, phone, and holding staffings. A High-Risk Monthly Meeting is hosted for members and their treatment team, and other care partners. S.T.A.R. sends monthly summaries to clinical teams to report on program involvement for all members.</p>	

			Additionally, S.T.A.R. partners with Valleywise Hospital to offer inpatient co-located peer support services by S.T.A.R.'s Discharge Coordinators. S.T.A.R. collaborates with the Arizona State Hospital for patients to attend centers on a day pass. The program also partners with a local prison to promote participation in the program and recruiting potential new employees.	
1.3.2	Linkage with Other COSPs	1-5 5	By taking part in monthly meetings where resources, events, and information are shared, S.T.A.R. has maintained contact with other COS initiatives and advocacy groups. Sharing information about upcoming events and job openings also occurs, as is looking for prospective new hires among other COS Peer Support Training participants. Members have the ability to connect with a variety of COS programs to meet their needs and expand their social networks.	
1.3.3	Linkage with Other Service Agencies	1-5 5	S.T.A.R. staff described several collaborative relationships with other community service agencies including St. Joseph the Worker, various food banks, St. Vincent De Paul, Avondale Baptist Church, and Avondale Police Department. Reviewers were provided the <i>S.T.A.R. Community Collaborations 2023</i> document that indicated 46 partner agencies, along with 19 companies that volunteer with S.T.A.R.	
<b>Domain 2 Environment</b>				
<b>2.1 Accessibility</b>				
2.1.1	Local Proximity	1-4 4	There are three S.T.A.R. locations in Maricopa County: Mesa, Phoenix, and Avondale. There are dense populations in each of the three locations. Additionally, the Life Skills Center with pre-employment activities is close to the Phoenix	

			facility where members can practice independent living skills.	
2.1.2	Access	1-5 5	<p>The organization offers members transportation to the centers within a travel distance of 10 to 15 miles from each center. ComTrans is offered to members that live beyond the agency's service area, and S.T.A.R. staff have access to a scheduling portal to facilitate those trips. Through their clinical teams, members can also arrange for transportation. Additionally, the organization maintains wheelchair-accessible vans at each location to assist members in participating in center and community activities. A bus route is near each center, and light rail stations are close to the East and Central locations. For members that drive, parking is available at all locations. S.T.A.R. collaborates with Andre House to assist members in obtaining a free 30-day bus pass and with Valley Metro for training to use public transportation.</p> <p>Members have the option of attending any of the centers, including on weekends; and S.T.A.R. provides a Hybrid schedule for those who prefer to participate virtually.</p> <p>S.T.A.R. has contracted a security firm to conduct three daily visits to all three locations, as well as during Fun Bunch activities when needed. Members that use cabs are occasionally dropped off at the center two hours before the center opens. Staff reported that the Central site has added safety precautions as members can now have access to a panic button outside the center to contact on-call personnel.</p>	
2.1.3	Hours	1-5	All S.T.A.R. centers are open Monday through Friday from 7:30 am to 3:30 pm, according to staff	<ul style="list-style-type: none"> <li>• Explore options to expand hours ensuring the expressed needs of members are met.</li> </ul>

		4	and members interviewed. Depending on staff availability, S.T.A.R. Central is open on Saturdays when events are scheduled. West is open every Saturday from 7:30 a.m. to 2:00 p.m., while East is open two Saturdays per month from 7:30 a.m. to 2:00 p.m. S.T.A.R. Fun Bunch activities are scheduled three times a month and in the evenings. Staff reported due to staffing shortfall, all centers are not open every weekend.	
2.1.4	Cost	1-5 5	Members of S.T.A.R. that are contracted with AHCCCS Complete Care Plans have no monetary costs for services, including activities, meals, and community outings.	
2.1.5	Accessibility	1-4 3	<p>All centers are American Disabilities Act compliant and feature wheelchair accessible restrooms with safety grab bars, and ramps. Electronic door openers are operated by staff at the front desk using a camera. S.T.A.R. Central has an elevator to access the second floor. S.T.A.R. East has limited access in the hallways for those with wheelchairs and walkers.</p> <p>Each center has computers available with large font for members that are visually impaired. Interpretation services are available for members upon request and are identified at intake. Staff reported that all members can engage equally in services both onsite and in the community.</p>	<ul style="list-style-type: none"> <li>Consider options to provide adequate space for all members when planning for long-term improvements. Meanwhile, ensure staff at sites with limited space are trained to support members with physical needs. Continue efforts to ensure all members have comfortable and equal access within the facilities and programming areas.</li> </ul>
<b>2.2 Safety</b>				
2.2.1	Lack of Coerciveness	1-5 5	Staff and members interviewed said participation is at the discretion of the members; members choose the pace and intensity which they want to engage. For a hot meal, members must attend at least two groups and complete one chore. A simple	

			<p>sandwich is available with no participation requirement.</p> <p>S.T.A.R. does not voluntarily provide details of attendance to mental health courts or other correction systems. For members with Probation Officers or on court ordered treatment, it is the member's individual discretion to sign a release of information for staff to coordinate with these entities and is the member's responsibility to provide a report on participation.</p>	
2.2.2	Program Rules	1-5 5	<p>Members interviewed indicated feeling safe at S.T.A.R. Members and staff agreed that rules are created and voted upon by members. Members review and sign a disruption policy upon intake. The <i>S.T.A.R. Member Handbook</i> contains the rules, which are also posted throughout the centers and discussed at the beginning of each group. According to staff, if a member is suspended from the program for disruption, they are required to meet with one of the center's counselors to discuss the behavior that caused the suspension. Until their suspension is over, those individuals can attend virtually.</p>	
<b>2.3 Informal Setting</b>				
2.3.1	Physical Environment	1-4 4	<p>S.T.A.R. staff narrated a live virtual tour of each center for reviewers. Photographs of current BOD members, employees, member liaisons, and members that mentor new members are displayed in each center. At each center there are food, hygiene, and wardrobe closets; dining space; workout and recreation areas; a laundry room for member use; a computer lab; and access to books and other resources. Members have access to lockers as well.</p>	

			<p>Each center had a number of noticeboards that listed activity schedules, updates, acknowledgements of others, shared resources, and other pertinent information. The group rooms shown during the tour had adequate space, chairs, and tables to accommodate members attending. In addition, to accommodate those attending groups virtually, all group rooms are outfitted with monitors.</p> <p>A beverage station is provided with utensils and condiments, a toaster, microwave, and refrigerator is available. Members can earn frozen food and nonperishable food items from the food share closets in the centers.</p> <p>Members have produced the art on display throughout the centers. The organization provides covered outside seating for members to congregate. The East center's outdoor seating area features misters and a propane heater. There is a garden area at the Central and East Centers.</p>	
2.3.2	Social Environment	1-5 5	At S.T.A.R., there is no sense of hierarchy or division between staff and members, providing a safe setting for open sharing. Members interviewed described the program as supportive, a friendly atmosphere, and fosters a sense of belonging and feeling understood.	
2.3.3	Sense of Community	1-4 4	Staff and members described the program as providing ongoing opportunities for assistance, as well as a warm and comfortable environment to develop relationships which helps to diminish feelings of boredom and isolation. Members discussed how S.T.A.R. has improved their life. Examples provided include not feeling judged, being able to connect with staff and members,	

			<p>having a safe place to go that has meaning and purpose, and feeling family like within the program.</p> <p>For an all-agency activity, the three centers come together once a month at the Central site. According to members and staff that were interviewed, connections between S.T.A.R. members occur outside of the program through activities such as eating out, hiking, attending religious programming, and attending birthday celebrations.</p>	
<b>2.4 Reasonable Accommodation</b>				
2.4.1	Timeframes	1-4  4	At S.T.A.R. members can participate at their own pace and remain members of the program for as long as they wish. Staff interviewed said they prefer to see members participate at least once every six months, and that some members only wish to participate during particular seasons which would be noted in their treatment plans.	
<b>Domain 3 Belief Systems</b>				
<b>3.1 Peer Principle</b>				
3.1	Peer Principle	1-4  4	Both staff and members expressed appreciation as to how beneficial and reciprocal their interactions have been. It was reported that staff and members talk about experiences and values on a variety of occasions, including during formal groups, one-to-one interactions, and it also occurs naturally outside of organized events. Staff said that by doing this, both staff and members build a sense of community. Staff expressed appreciation for the chance to serve as mentors.	
<b>3.2 Helper Principle</b>				

3.2	Helper Principle	1-4  4	Every day at the program, according to members and staff, there are opportunities to help others. Members that were interviewed gave instances of when they helped and supported another member at S.T.A.R. and in the community. For instance, helping a member clean and organize their apartment, lending a sympathetic ear, encouraging other members when they're discouraged, providing resources, offering praise, and assisting when someone is having difficulty completing a task.	
<b>3.3 Empowerment</b>				
3.3.1	Personal Empowerment	1-5  5	<p>All members interviewed agreed that participating at S.T.A.R. has helped bring positive change to their life. One member shared that S.T.A.R. has helped them to increase healthy socialization rather than isolate, budget monthly expenses, and acquire coping mechanisms that help them manage mental health symptoms. Another member said that being a part of S.T.A.R. has helped them meet their needs and opened avenues for them to advance in life, living the life they envision.</p> <p>Staff members expressed that they are more committed to their own recovery and are continuously learning about themselves by being a part of S.T.A.R. Staff reported that S.T.A.R. is a secure environment and that they feel free to speak with anyone there, whether they are fellow members, staff, or management. Everyday there are opportunities for growth, respect, and inspiration for staff and members. One staff said that they no longer worry about the stigma of mental illness since they know they would be supported at work.</p>	

3.3.2	Personal Accountability	1-5 5	Staff and members interviewed reported S.T.A.R. members hold each other accountable for their actions. One member said the center's staff and members set the standard for behavior at the program and in the community by providing direction and serving as role models. The disruption policy, which details expected behavior and potential consequences for breaking policy, is included in the <i>S.T.A.R. Member Handbook</i> , which is reviewed and provided to members upon intake. Group rules are read at the beginning of each group.	
3.3.3	Group Empowerment	1-4 4	Members can contribute to the governance and decision-making processes of the program by participation in the BOD, Member Council, and providing input to shape activities. Every month staff and members make nominations for a member and a volunteer of the month. When new members enter the program, staff stated that it is rewarding to watch them develop by interacting with members and boosting their self-esteem and confidence.	
<b>3.4 Choice</b>				
3.4	Choice	1-5 5	All the members interviewed concur that there are several options for participation at the centers, including a variety of groups and activities, differing frequencies and location, and whether to attend in person or virtually. Staff reported that participation is individually based on needs, service plan goals, and desired level of involvement. Some members only participate in community outings.	
<b>3.5 Recovery</b>				
3.5	Recovery	1-4	Staff interviewed reported everything S.T.A.R. offers is about recovery, "living the life you love" through community support. In addition, recovery	

		4	<p>was described as never ending, fluid, and emphasized that there is no right or perfect way to make progress. Staff indicated groups at S.T.A.R focus on changing perspective, managing negative thinking, and on the agency’s mission, vision, and values.</p> <p>Members that participated in interviews stated that by being a member of S.T.A.R. they are able to envision the future by reestablishing their hopes and ambitions with the assistance of their peer network and knowing they are not alone.</p>	
<b>3.6 Spiritual Growth</b>				
3.6	Spiritual Growth	1-4 4	<p>Staff interviewed reported that there are organic opportunities for staff and members to share their beliefs. It was stated that spirituality is not just about particular religions but also includes nature, a higher force, faith, and whatever else that gives each person a sense of meaning and purpose. Members are not forced to engage in the spirituality-focused groups that are provided at the centers. Meditation and learning about various religions, beliefs, and values were among the spiritual activities that staff and members highlighted. One staff member established a connection with a neighborhood church close to the S.T.A.R. West center so that members might visit during breaks if needed.</p>	
<b>Domain 4 Peer Support</b>				
<b>4.1 Peer Support</b>				
4.1.1	Formal Peer Support	1-5 5	<p>At each center, members can participate in a variety of daily groups where trained staff provide formal peer support and share information on pathways to live a meaningful life according to</p>	

			staff and members. Among other topics, course materials cover independent living techniques, anger management, triggers, advocacy, positive affirmations, self-worth, coping mechanisms, coping with loss, and symptom management.	
4.1.2	Informal Peer Support	1-4 4	Informal peer support is given and received every day at S.T.A.R., according to staff and members interviewed. Opportunities present themselves during breaks from groups and activities, during meals and outings, one-to-one with staff, and while waiting for transportation. Additionally, members reported offering informal peer support outside of the center.	
<b>4.2 Telling Our Stories</b>				
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, during morning check in, through art, poetry, and music, and one-to-one between members and with staff. According to one member, staff and other members are open to hearing each other's stories. Staff and members reported sharing their stories at events in the community such as at job and art fairs, while volunteering, participating in health plan committees, and presenting S.T.A.R. services to clinical teams.	
4.2.1	Artistic Expression	1-5 5	Staff and members identified several classes and activities that S.T.A.R. offers to artistically explore meaning and purpose. All centers display members' artwork throughout the centers. S.T.A.R. provides music appreciation classes, karaoke, dancing, and art activities like jewelry making, painting, ceramics, poetry, and journaling. One	

			member reported that since joining S.T.A.R. they have discovered new talents.	
<b>4.3 Consciousness Raising</b>				
4.3	Consciousness Raising	1-4  4	<p>Members spoke about recent, and upcoming events, where they contribute to the larger community. Avondale Police Department visited with members about safety, and members were able to share their experiences with law enforcement. In addition, the City of Avondale's Mayor spoke with members of S.T.A.R. West, and staff and members were encouraged to attend public city forums.</p> <p>Members described volunteering to help others in the community, going to health fairs to share resources to those coping with mental illness, and attending job fairs with S.T.A.R. to speak about their experiences and share recovery stories.</p> <p>Members discussed an upcoming event at Mesa Community College where members created poems and drawings to be displayed promoting peace for an <i>End the Violence</i> campaign. Participation with National Alliance on Mental Illness (NAMI), Special Olympic Program, and a 'Strike out Stigma' bowling event with Mental Health of America were also described by staff and members.</p> <p>There were few updates to the program's social media accounts regarding activities, events, and information about mental illness and recovery. Nevertheless, every member in the interview stated that they are at ease giving back to the</p>	

			greater community and that they are aware of their value to the peer movement.	
<b>4.4 Crisis Prevention</b>				
4.4.1	Formal Crisis Prevention	1-4 4	<p>Staff attend formal crisis prevention training annually in addition to Relias training, and review policies and procedures at new hire orientation. Staff attend Crisis Intervention Prevention (CPI) and Applied Suicide Intervention Skills Training (ASIST) every two years. Clinical oversight is provided to staff weekly.</p> <p>To identify interventions with members who have high needs, S.T.A.R. now conducts High-Risk Monthly Meetings that includes the member and their clinical team, and may include the Psychiatric Prescriber, Nurse, Medical Prescriber, Counselor, and a Peer Support staff from S.T.A.R. Staff also meet every morning to develop plans for members that may need extra support.</p> <p>Members can call Site Managers when in crisis during the evenings and weekends, and staff will connect them to resources or provide a listening ear. For members that are engaged with the inpatient Discharge Coordinators, staff are available to members after hours until midnight for up to 90 days after a psychiatric inpatient discharge.</p> <p>Members and staff interviewed reported decreased crisis situations and hospitalization since participating in S.T.A.R. Members reported staff separate members for safety when a crisis occurs and are supportive when someone needs extra support and involving member's clinical teams when warranted. Staff reported referencing members' crisis plans to deescalate situations.</p>	

4.4.2	Informal Crisis Prevention	1-4  4	<p>Staff interviewed reported knowing the members well and being able to recognize when someone may need extra support, staff will meet with members one-to-one to provide personalized attention. Additionally, if a member is still having trouble after the center closes, staff asks them to phone them when they get home so they may talk to someone, the member will be helped.</p> <p>Members reported they are very supportive of each other whether it is at the center, or during the evening or weekends. Members will offer assistance to each other. One member reported spending time with another member at their apartment over a recent weekend to be there for them. Another member said sometimes it could be a situation where one doesn't have food at home and staff as well as members will provide resources or obtain food for that member to brighten their day.</p>	
<b>4.5 Peer Mentoring and Teaching</b>				
4.5	Peer Mentoring and Teaching	1-4  4	<p>Members and staff reported that there are people they admire and can turn to for guidance and support within the program. These connections occur regardless of titles or positions, can be member to member, member to staff, and staff to staff. One staff reported that because everyone has distinct recovery trajectories and skill sets, all members and staff serve as mentors to each other.</p>	
<b>Domain 5 Education</b>				
<b>5.1 Self-Management/ Problem Solving Strategies</b>				
5.1.1	Formally Structured	1-5	<p>Staff interviewed stated that 80 – 100% of members involved with the program have participated in formal structured problem-solving</p>	

	Problem-Solving Activities	5	activities. Staff indicated most groups are designed to teach self-management and problem-solving skills. Some of the groups identified by staff that support increasing problem-solving skills include Overcoming Destructive Behavior, Healthy Boundaries, Developing Relationships, Living Skills, and Coping Skills.	
5.1.2	Receiving Informal Problem-Solving Support	1-5 5	Members stated that they frequently receive informal problem-solving assistance from staff and other members. According to those who participated in the interviews, this kind of assistance is given to members casually, on breaks, at meals, in groups and during activities, as well as in one-to-one contact between members and staff. One member reported knowing they can turn to members for guidance anytime and are never alone.	
5.1.3	Providing Informal Problem-Solving Support	1-5 5	All members agree that they provide informal problem-solving support to others while at the program. Members reported helping new enrollees when joining the program by showing them around and introducing them to others. Sharing resources with one another is also common. One member reported recently helping several other members submit housing voucher applications online. One member stated that a small act, such as smiling at someone or wishing them a good day, may go a long way.	
<b>5.2 Education/Skills Training and Practice</b>				
5.2.1	Formal Practice Skills	1-5 5	Virtually all groups and activities offered at the centers, according to staff and members, provide opportunities to learn the skills needed to fully participate in community life. Goal setting, job preparedness, social skills, anger management, cooking classes, self-worth, overcoming fear,	

			identifying strengths, and breaking bad habits are a few of these activities available.	
5.2.2	Job Readiness Activities	1-5 4	<p>Staff reported varying estimates of how many members engage in job readiness activities (70 – 95%). The agency offers Peer Support Training, Cardiopulmonary Resuscitation (CPR) and first aid training, as well as the opportunity for members to obtain their food handler’s card. Staff indicated that all classes and activities offered are indirectly relevant to enhancing skills that could lead to successful employment. Members reported participating in classes and activities where they acquire skills that are relevant to employment. One member reported feeling more comfortable speaking in front of people and is working on this skill to one day be comfortable interviewing for a job.</p> <p>Members reported that when interested in creating a resume, searching for employment, or requesting interview support, members are connected to the Life Skills Center staff either in person or virtually. Staff reported that when members request immediate help with a resume or applying for a job, staff from the centers will assist. One staff described meeting with a member recently to practice for an upcoming job interview. Staff also reported one member recently gained employment in the community, however left shortly after being hired because they were unsure how employment would affect their social security benefits.</p> <p>S.T.A.R. now offers a paid training work activity to members to acquire additional skills relevant to employment. Activities include taking inventory,</p>	<ul style="list-style-type: none"> <li>• Ensure the program staff are trained in how member benefits could be impacted by work, i.e., Disability Benefits 101, to begin discussions, providing concrete support and information.</li> </ul>

			organizing the clothing and food share closets, purchasing supplies, and helping members select what to buy with their S.T.A.R. dollars. One member interviewed reported being involved in the paid training program and indicated it has enhanced their organizational skills, problem solving, customer service skills, and budgeting skills.	
<b>Domain 6 Advocacy</b>				
<b>6.1 Self Advocacy</b>				
6.1.1	Formal Self Advocacy Activities	1-5  5	<p>Staff and members report that being a part of S.T.A.R. has improved self-esteem, confidence, and the ability to utilize their voice to advocate for themselves and others. One member claimed that through participating in groups and activities, they are more confident and effective when communicating with others.</p> <p>One area of focus, according to staff, is how to communicate with others when advocating for oneself. An example provided describes when a member needs to contact their clinical team for assistance or communicate with their landlord about a problem, staff support learning how to do so politely while also understanding how their behavior could affect other people.</p>	
<b>6.2 Peer Advocacy</b>				
6.2	Peer Advocacy	1-5  5	Members and staff that were interviewed identified themselves as supportive and helpful to other members. Members claimed that supporting and helping one another overcome challenges occurs regularly and spontaneously. Members and staff described that assisting one another helps	

			their fellow members and boosts feeling of confidence, and optimism for themselves.	
6.2.1	Outreach to Participants	1-5 4	<p>Staff reported knowing the members and the days they typically attend S.T.A.R. When members have not been at the program or called to let staff know they won't be attending, staff reach out to members, clinical teams, and any other important persons listed on the member profile. One member interviewed reported staff and other members reaching out to them to re-engage when they were not showing up daily.</p> <p>It was reported that updated calendars with all the groups, activities, and events are posted at each location. By visiting the organization's website, following them on social media, or contacting the center personally, members can learn more about the events taking place at the centers.</p> <p>On review of the centers' website and social media page, event calendars were outdated. S.T.A.R.'s social media page did display some past community and center activities the organization has been involved in. Members said they may find out what is occurring at the centers by visiting them and viewing the posted calendar or by calling another member and asking about the events and activities.</p>	<ul style="list-style-type: none"> <li>• Provide current information related to services available to members, and potential members, through online platforms.</li> </ul>

## FACIT SCORE SHEET

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

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

4.5	Peer Mentoring and Teaching	1-4	4
<b>Domain 5: Education</b>		Rating Range	<u>Score</u>
5.1.1	Formally Structured Activities	1-5	5
5.1.2	Receiving Informal Support	1-5	5
5.1.3	Providing Informal Support	1-5	5
5.2.1	Formal Skills Practice	1-5	5
5.2.2	Job Readiness Activities	1-5	4
<b>Domain 6: Advocacy</b>		Rating Range	<u>Score</u>
6.1.1	Formal Self Advocacy	1-5	5
6.1.2	Peer Advocacy	1-5	5
6.2.1	Outreach to Participants	1-5	4
<b>Total Score</b>		<b>204</b>	
<b>Total Possible Score</b>		<b>208</b>	