

CONSUMER OPERATED SERVICES (COS) FIDELITY REPORT

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To: Christopher Gonzales

From: Jeni Serrano, BS
T.J Eggsware, BSW, MA, LAC
ADHS Fidelity Reviewers

Method

On May 11, 2016, Jeni Serrano and T.J Eggsware (Fidelity Reviewers) completed a review of 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 Maricopa County.

Hope Lives-Vive La Esperanza is located at 1016 E. Buckeye Road in Phoenix. Hope Lives-Vive La Esperanza provides outreach to people in diverse communities in Maricopa County, Arizona who may be currently receiving or are eligible for TXIX Adult SMI/GMH/SA services. Emphasis is on Forensic Peer Support services for skill building, employment, community re-entry, psycho-education and prevention awareness services for fathers, mothers, veterans, youth in transition and those individuals who have unmet needs. Hope Lives-Vive La Esperanza utilizes partnerships with community-based organizations, health care providers, social/human service providers, faith-based organizations and a variety of neighboring institutions. Hope Lives-Vive La Esperanza was previously reviewed on June 16, 2015, and was provided with a full report and recommendations. During this year's review the agency reported, and the reviewers concluded, there were few changes made to the program since the prior review. As a result, there are similar findings and recommendations in this report to those noted in the prior year.

The individuals served through this agency are referred to as members, citizens, peers, etc, 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 center's facility, with thorough descriptions of each group/class/activity that is offered through this program.
- Interview with the Chief Executive Officer.
- Review of the center's key documentation, including organizational documents, Articles of Incorporation, polices, annual reports, training materials, job descriptions etc.
- Group interview with Director of Billing & Claims, Compliance & Training Coordinator, and Forensic Program Manager.

- Focus group interview with 5 nonsupervisory staff.
- Focus group with 9 participating program members.

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:

- Hope Lives-Vive La Esperanza continues to offer peer support training with specialties in Forensic Peer Support and Life Support to all members despite weather or not they have a vocational goal.
- Staff at Hope Lives-Vive La Esperanza report that they all self disclose and identify themselves as peers whom have lived experience with mental illness and experience of incarceration.
- Hope Lives-Vive La Esperanza continues to offer a variety of pre-employment opportunities including: paid work adjustment training, peer support training with available certificates in Forensic Peer Specialist and computer training.
- Hope Lives-Vive La Esperanza continues to provide opportunities to members to participate in community forums and attend workshops and community events geared towards the mental health movement.

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

- It is recommended that Hope Lives-Vive La Esperanza explore opportunities to increase space and transportation options in order to offer more services and community outings; seek to expand funding sources if necessary.
- Hope Lives-Vive La Esperanza should work with city officials to discuss ways to improve the safety of members near the sidewalks and crosswalks in front of their building and at the bus stop; engage members in these advocacy efforts.
- Hope Lives-Vive La Esperanza should expand their member surveys in order to gather more data reflecting recovery and services, as well as reduction of recidivism for members with legal issues. Members interviewed had powerful recovery stories that were not captured in program data in any form.
- Hope Lives-Vive La Esperanza needs to expand program hours and days to meet the members' needs for evenings and weekends, including scheduling activities during evenings and weekends for those members who work in the community. Obtain input from members regarding hours of operation that would be beneficial, including potential evening, holiday, or other hours.
- Linkages between Hope Lives-Vive La Esperanza and other COSPs appear to be diminished since the previous year. Hope Lives-Vive La Esperanza and the Regional Behavioral Health Authority (RBHA) should collaborate to re-establish linkages with other COSPs to ensure a combined effort that strengthens the voice and reach of members and families of the peer community. Seek consultation from other COSPs with higher fidelity results in areas where Hope Lives-Vive La Esperanza practices do not appear to fully align with the fidelity measures.

- Hope Lives-Vive La Esperanza reports decrease in linkages with the traditional mental health system, stating that this decrease is believed to be due to the rapid staff turnover within the clinical teams. The RBHA should assess reason for high turnover and clinical teams should be encouraging new staff to build relationships based on partnerships supporting member recovery, adding support to members and clinical staff. Hope Lives-Vive La Esperanza staff needs to continue their efforts to build relationships with clinical staff and present program to clinics in order to educate new staff.

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 Chief Executive Officer (CEO) reports that the agency board of directors is at or above 80% of individuals who self-identify as a person with lived experience. Hope Lives-Vive La Esperanza currently has 8 board members.	<ul style="list-style-type: none"> The agency should seek additional persons with lived experience to serve on the board so 90-100% of the board members and all of the officers, self-identify as persons with lived experiences.
1.1.2	Consumer Staff	1-5 (5)	The agency organizational chart provided indicates approximately 94% of staff self-identify as people with lived experiences; this includes the CEO, who reported during interview that he self-identifies as a person with lived experience.	
1.1.3	Hiring Decisions	1-5 (4)	The Chief Executive Officer (CEO) self-identifies as a person with lived experience. The CEO is also responsible for making all hiring decisions, and reports that as a “best practice”, the agency involves members as part of the interview process, seeking their input on who is hired. Firing decisions are primarily handled by the agency Human Resources staff, who is also a person with a lived experience.	
1.1.4	Budget Control	1-4 (3)	Hope Lives-Vive La Esperanza’s budget decisions reside with the Chief Executive Officer (CEO), and the Chief Financial Officer (CFO). Chief Financial Officer does not self-identify as a person with lived experience. However, the CEO stated during the interview that members serve on the finance committee.	<ul style="list-style-type: none"> It is recommended that the executive staff continue to explore opportunities to be more transparent about the budget and engage members to help with budget decisions.
1.1.5	Volunteer Opportunities	1-5 (5)	Hope Lives-Vive La Esperanza continues to offer a variety of volunteer opportunities within their organization as well as out in the community. For	<ul style="list-style-type: none"> As the program grows, develop new opportunities for members to volunteer and contribute directly to the center.

			example, some members obtained their food handler’s card to assist with daily lunch preparation at the program, while others assist with cleaning the center. Members serve on the board, and some members co-facilitate groups.	
1.2 Participant Responsiveness				
1.2.1	Planning Input	1-5 (5)	<p>Hope Lives-Vive La Esperanza offers multiple avenues for member input such as: quarterly surveys, weekly counsel meetings, suggestion box, and/or directly addressing issues with the CEO or staff. Members also report that there is an “open door policy” when communicating with staff.</p> <p>During the member group interview, all members stated that they felt their voice was heard and that staff and members work together to make the member-recommended changes. Some members provide their recommendations in the council meetings held weekly, and a suggestion box was developed by the council for members who elect not to attend the meetings. Members are able to submit recommendations in writing through the suggestion box, as well as going directly to the CEO or other staff members.</p>	
1.2.2	Member Dissatisfaction/ Grievance Response	1-5 (4)	<p>Hope Lives-Vive La Esperanza offers many formal (e.g., annual surveys) and informal opportunities for members to express grievances or dissatisfaction with the COS program. The organization also displays a commitment to implementing desired changes. Staff reported during interviews that they are always willing to assist and support with grievances; however, when reviewers asked for a copy of the written policy, no formal written policy was provided.</p>	<ul style="list-style-type: none"> • Program should make written policy and formal steps to address grievances more accessible to staff and members.
1.3 Linkage to Other Supports				
1.3.1	Linkage with Traditional	1-5 (4)	<p>Hope Lives-Vive La Esperanza receives referrals directly from the Regional Behavioral Health</p>	<ul style="list-style-type: none"> • The agency should renew efforts to improve coordination with clinic staff. The agency

	Mental Health Services		Authority (RBHA) clinics. Staff report that this year they have seen a decrease in providing training and marketing to clinical staff for a number of reasons; firstly, Hope Lives-Vive La Esperanza is receiving an average of 7 referrals weekly. They do not feel they need to recruit new members. In addition, the increasing rate of staff turnover at the clinics makes it hard to stay in contact and coordinate. Hope Lives-Vive La Esperanza staff report they place calls to clinical teams to report concerns or need to outreach, assist members with advocacy, and attend staffing's as a support upon members' request. However, program staff report that this involvement is not reciprocated.	management should engage clinic leadership to discuss and problem solve barriers to coordinated care. Engage members involved in the program to meet with clinic staff to educate them about the program during clinic training or site meetings.
1.3.2	Linkage with Other COSPs	1-5 (3)	<p>Hope Lives-Vive La Esperanza staff report a decrease in linkage to other consumer-operated services this year.</p> <p>Though the CEO reports he meets with other COSP CEOs monthly, he reports that Hope Lives-Vive La Esperanza is not always invited to attend the events with other COSPs; on occasion, the agency has opted out of attending some events. The CEO reports that funding often limits involvement, stating the program does not always have the funds to participate.</p>	<ul style="list-style-type: none"> It is recommended that agency leadership work to resolve barriers to linkage and collaboration between COSPs.
1.3.3	Linkage with Other Service Agencies	1-5 (5)	<p>Hope Lives-Vive La Esperanza continues high intense linkage with other service agencies such as: jail system, Valley Metro, mental health courts, a health center near the agency, collaboration with an agency to facilitate the Hope Lab (i.e., computer repair classes), and food banks. Staff report this involvement is reciprocated. For example, agency representatives were invited to a recidivism reduction summit where they collaborated with other organizations to identify and resolve issues associated with transitioning individuals from the</p>	

			Arizona Department of Corrections into the community.	
Domain 2 Environment				
2.1 Accessibility				
2.1.1	Local Proximity	1-4 (3)	<p>Hope Lives-Vive La Esperanza program is located within a population cluster; however, minor improvements are possible such as increasing buses and adding sidewalks and crosswalks.</p> <p>Buses run every hour rather than on the half hour, and the bus stop is across the street from the building. There is no cross walk in the immediate area, and no sidewalk on the center building side. As a result, the agency transports members across a multiple lane street, so they can participate in program activities at a partner community health center.</p>	<ul style="list-style-type: none"> Engage members to participate in advocacy efforts (e.g., written, or public comment at planning input meetings) to improve access routes such as adding a crosswalk, etc.
2.1.2	Access	1-5 (4)	<p>Hope Lives-Vive La Esperanza is conveniently located in Phoenix and close to the Valley Metro bus routes. However, the program does not usually arrange for or provide members with transportation to the program. Most members attend program via cabs which are arranged by the clinical teams.</p>	<ul style="list-style-type: none"> It is recommended that Hope Lives-Vive La Esperanza staff schedule transportation directly with the members rather than relying on clinical teams.
2.1.3	Hours	1-5 (3)	<p>Hope Lives-Vive La Esperanza is open six days a week, Monday through Friday from 8:00 am to 5:00 pm and Saturdays from 9:00 am to 1:00 pm. Hope Lives-Vive La Esperanza is not open evenings; however, staff report they are available by appointment on evenings and weekends.</p> <p>Members expressed they can call staff after hours, but will be redirected to a warm or crisis line. CEO reported during interview that staff is available for services upon appointment on Sundays; however, this was not verified during</p>	<ul style="list-style-type: none"> It is recommended that the leadership establish operating hours that accommodate the expressed needs of the members, (i.e. evenings/weekends and holiday hours). Expanding program hours will provide flexibility for those members whose access to the program is limited by other daily activities (i.e. employment). Also, the agency should be consistent when noting the exact hours of operation with members and staff.

			staff and member interviews.	
2.1.4	Cost	1-5 (5)	All services at Hope Lives-Vive La Esperanza are free of charge to members. There is no cost for meals, or activities.	
2.1.5	Accessibility	1-4 (3)	<p>Hope Lives-Vive La Esperanza’s facility has a space on the bottom floor with one classroom, one group room, an open area for art classes, and a few cubicles designated for staff use only. These spaces are limited and appear to get very crowded at times. Staff reported that the group room doorways are too narrow for wheelchairs. Also, the elevator is operational, but is located outside on the far side of the building, making this a far walk for individuals with physical limitations. The space upstairs appears to be more accessible. However, besides the large group room used for peer support trainings, this space is used for administration staff and not for members.</p> <p>There is no provided TTD for members who may be deaf or hard of hearing.</p>	<ul style="list-style-type: none"> • It is recommended that the program evaluate accessibility regarding narrow doorways and the distance of the elevator to program front doors. • Provide TTD equipment accessible for members who may be deaf or hard of hearing.
2.2 Safety				
2.2.1	Lack of Coerciveness	1-5 (4)	<p>Hope Lives-Vive La Esperanza’s staff encourages members to participate in peer support programs. There are no threats of commitment, clinical diagnoses, or unwanted treatment forced on members.</p> <p>Members report no pressure from staff to participate in groups or other activities. Members make their own schedules and participation is encouraged for recovery but not mandatory. However, if a member chooses not to participate then staff will engage in a <i>one-to-one</i>, which ultimately implies that there is a level of participation mandated.</p>	<ul style="list-style-type: none"> • Engage members at their comfort level, and encourage members to choose whether or not to participate.
2.2.2	Program Rules	1-5	Hope Lives-Vive La Esperanza has <i>community</i>	

		(5)	<i>agreements</i> ; these are rules to protect the physical safety of participants and are developed by and for the members. Upon program entry, members review the <i>community agreements</i> and sign that they understand and are informed that they can attend the program's weekly member council to have a voice in future rules, to assure that members feel safe and that adequate controls/safeguards are developed.	
2.3 Informal Setting				
2.3.1	Physical Environment	1-4 (2)	Staff all spoke of the need for more space. The program has been increasing their members and due to some barriers to community activities such as limited transportation sources and legal restrictions for those with legal histories, the program is finding the need for more center groups and classes. Although space is limited and crowded at times, members report that they continue to feel a sense of safety, belonging and support.	<ul style="list-style-type: none"> It is recommended that leadership pursue funding opportunities that support program growth; explore additional space for groups and classes as well as funding to purchase additional program vans for community outings.
2.3.2	Social Environment	1-5 (5)	Staff/member interactions appear near ideal with openness, directness, and sincerity. There is no apparent sense of inequality or staff/member distinctions. Members report that everyone is on first name basis and staff offers an environment to them to be empowered and to empower others.	
2.3.3	Sense of Community	1-4 (4)	Staff and members spoke highly about how they continue to attend Hope Lives-Vive La Esperanza because they feel a sense of fellowship in which people care about each other and they all create a community together.	
2.4 Reasonable Accommodation				
2.4.1	Timeframes	1-4 (4)	Though some members may have external requirements through probation or parole mandating participation, there is no pressure to	

			join the program and no time limit for participation through the agency. Schedules are flexible and adapted to individual needs within the operating times. One staff reported members are closed from services after 30 days of no contact; other staff reported closing occurs after a year of no contact.	
Domain 3 Belief Systems				
3.1 Peer Principle				
3.1	Peer Principle	1-4 (4)	Staff and members report that relationships are based upon shared experiences and values, and that self-disclosure is very important in recovery. Staff and members share their lived experiences, such as sharing during one on one interactions, in a group setting with other members of the program, or even sharing through art, whether it be writing, drawing or through making jewelry.	
3.2 Helper Principle				
3.2	Helper Principle	1-4 (4)	Helping oneself and others is a corollary of the Peer Principle. Staff and members agree that working for recovery of others facilitates personal recovery. Help or advice is friendly rather than professional and does not demand compliance. Staff and members report that all services within Hope Lives-Vive La Esperanza are based on peer-to-peer relationships.	
3.3 Empowerment				
3.3.1	Personal Empowerment	1-5 (5)	All members agree that being involved with the consumer-operated service program has helped them make positive changes in their lives. Some staff and members shared personal stories with the reviewers during group interviews, expressing how much participating in the Hope Lives-Vive La Esperanza program and their peers have provided them with a sense of personal strength and efficacy, with self-direction and control over their	

			life.	
3.3.2	Personal Accountability	1-5 (5)	Members and staff report that everyone in the program are expected, but not forced, to be accountable for their actions and to act responsibly. All members and staff are held to the same community agreements; they report that they have never had to call law enforcement, and they all feel a sense of safety when at the program.	
3.3.3	Group Empowerment	1-4 (4)	Members report that there is high participant recognition and feelings of membership in the group.	
3.4 Choice				
3.4	Choice	1-5 (4)	<p>Members have the opportunity to choose between at least two activities with different levels/forms of participation. Though during part of some days, options are limited to a specific group or activity open to men or women, and a second option. However, staff report they accommodate members with individualized activities.</p> <p>Hope Lives-Vive La Esperanza currently operates in a small building space and has limited vans for use, which currently restricts the amount of outings and the number of members who can attend. With increased space and vans, the program could offer a wider array of community outings, activities and groups/classes.</p>	<ul style="list-style-type: none"> • Please refer to 2.3.1 recommendations. • Expand to two activities or more at all points throughout the day, focusing initially at those times when a gender specific offering and only one other option is offered. • Ensure all scheduled events are listed on monthly calendars, including specific community events. • Consider coordinating outings/events with other COSPs to help with transportation.
3.5 Recovery				
3.5	Recovery	1-4 (4)	<p>The mission statement and materials describing the program include a clear message of a hope-oriented recovery approach; both staff and members can articulate the approach.</p> <p>Staff and members all stated that recovery is defined differently for each individual, and this</p>	

			program (which happens to be named Hope Lives-Vive La Esperanza) offers them hope in their recovery, hope in their lives, and the chance to learn and grow.	
3.6 Spiritual Growth				
3.6	Spiritual Growth	1-4 (3)	During interview, the CEO reported that contractually, the agency is not allowed to specifically work in a religious domain. The agency cannot facilitate groups on specific faiths (e.g., Christianity or Catholicism), but if members request, will offer a room or platform for members to go in and talk; the agency would not have a role. However, in the Peer Support Training (PST) class there is a section for beliefs and values, and in other activities members are not discouraged for expressing spiritual beliefs. Staff work with members to develop group rules that allow for members to express themselves while being mindful of potentially offending others. Other staff report spirituality is addressed in cultural competency training, with a focus on personal rights, and not imposing your views on other. Staff report there is no specific group or class related to spirituality, but the topic comes up in one-on-one conversation and small groups. Members report they can share beliefs with others of the same or similar beliefs, as long as they don't try to force their beliefs on others.	<ul style="list-style-type: none"> • It is recommended that the program leadership consider ways to assure members are able to talk about spiritual growth, be accepted, and not considered to have religious delusions. • The agency should collaborate with contracted entities and the RBHA to clarify limits on agency facilitation of classes or activities that foster member spiritual growth. Seek consultation from others, including other COSPs in the area, on how those agencies facilitate expressions of spirituality, explorations of meaning and purpose, and afford members and agency staff opportunities to share their beliefs.
Domain 4 Peer Support				
4.1 Peer Support				
4.1.1	Formal Peer Support	1-5 (5)	Hope Lives-Vive La Esperanza provides organized support groups based on common experience in which peers are available to each other for empathy and to share their experiences and information. The program offers peer support specialist training program (PSS), and new	

			members are assigned a trained peer support staff member who offers individual support.	
4.1.2	Informal Peer Support	1-4 (4)	<p>Members reported that they have time throughout their day when they are not in groups and they provide mutual support to one another.</p> <p>During the members' interview, reviewers observed how members offered each other support, they gave each other praise for accomplishments shared and assisted each other with answering the interview questions. Members expressed that at this program they have real friends, friends who accept them for who they are, and are understanding when they are having a hard day and "don't judge" them for their past. Members actively engage in development of strong mutual peer relationships.</p>	
4.2 Telling Our Stories				
4.2	Telling Our Stories	1-5 (4)	Staff and members mutually agree that one of the most valuable lessons they learned in peer support training and through attending a peer organization is the importance of sharing their life experiences with others. They reported that sharing their personal stories is valuable to one's own recovery as well as to the larger community. Members and staff reported that they are provided the opportunity to share their story in peer support training, but limited opportunities to share their stories in the broader community.	<ul style="list-style-type: none"> The program should increase opportunities for members to share their stories with the broader community (e.g., posting stories of recovery on the program's website, in agency materials, or in the center). Engage members in creative opportunities such as a member-run newsletter, a blog section on the agency website, member contributions to agency social media pages, etc.
4.2.1	Artistic Expression	1-5 (4)	Hope Lives-Vive La Esperanza believes that artistic expression is a vital component of the program. It is valued as a way to explore personal meaning, express and expand talents, facilitate empowerment, and educate others about mental illness. Although the program is limited with space and materials, staff and members have found other opportunities to display their artwork.	<ul style="list-style-type: none"> It is recommended that the program enhance resources that will allow for more opportunities for artistic expression using a variety of media and materials. Update the program's website to reflect the art programs with member input and assistance. If member pictures cannot be posted on the website (i.e., if no members agree), share

			Members reported that they participate in community art walks, and some sell their jewelry that they have made at the program; others have branched out and started their own businesses. The program recently developed a drama club, first open to women, opening another section for men, and a co-ed option.	<p>pictures of member jewelry or other artwork on the program websites, or agency social networking sites. Review if members allow for pictures of their artwork to be linked with personal stories of recovery from the artists.</p> <ul style="list-style-type: none"> Seek input from members on what artistic avenues they wish to pursue, and include them in discussions on budget decisions regarding those activities.
4.3 Consciousness Raising				
4.3	Consciousness Raising	1-4 (4)	<p>Members learn about the consumer movement and are encouraged to look beyond themselves, to work together, to help fellow peers, and to contribute to a larger consumer community.</p> <p>Members recognize themselves as a valuable part of a larger consumer community and feel confident contributing to this community. Members feel Hope Lives-Vive La Esperanza provides them with opportunities to contribute to the agency, as well as opportunities to attend state and county events (e.g., Ability 360 field trip).</p>	
4.4 Crisis Prevention				
4.4.1	Formal Crisis Prevention	1-4 (4)	Staff are trained to recognize increased symptoms in members and how to address them before they escalate. Staff report that crises are usually deescalated through peer support, but staff will request further support from other staff, a supervisor, or even an individual's clinical team if needs are outside their scope. The program offers groups (e.g., for survivors of suicide), and activities that include talking through challenging issues, developing coping skills and healthy boundaries, with a focus on proactive aversion rather than reaction to crisis.	

4.4.2	Informal Crisis Prevention	1-4 (4)	Staff and members report that the main source of informal crisis prevention occurs as a one-on-one meeting with staff. These unscheduled meetings give members the opportunity to discuss their needs and concerns as they occur in a safe and supportive environment.	
4.5 Peer Mentoring and Teaching				
4.5	Peer Mentoring and Teaching	1-4 (4)	<p>Almost all staff and members reported that there are others within the program that they look up to, and from whom they can receive guidance, support and companionship. These relationships occur without regards to title or position of the person.</p> <p>Staff reported that at Hope Lives-Vive La Esperanza members are all assigned a primary staff member who offers extra support, individualized services/resources, and outreach and engagement when needed. During member interview, members stated that they look up to all of their peers on a regular basis, and that everyone in the program reminds them that recovery is possible and goals are reachable.</p>	
Domain 5 Education				
5.1 Self Management/ Problem Solving Strategies				
5.1.1	Formally Structured Problem-Solving Activities	1-5 (5)	The program offers classes with a formal curriculum in problem solving and self-management, and most or all consumer-operated program members (75–100%) have participated in classes with structured formats designed to teach self-management and problem-solving strategies.	
5.1.2	Receiving Informal Problem-Solving Support	1-5 (5)	<p>Unstructured, peer-to-peer exchange of personal, lived experience is encouraged to enhance individual problem-solving abilities.</p> <p>Most or all of the members (80–100%) report that</p>	

			they have received informal support in self-management or problem-solving assistance.	
5.1.3	Providing Informal Problem Solving Support	1-5 (5)	Peers help each other solve problems on an ad hoc basis using skills that they have acquired through the consumer-operated program or independently. Most or all of the participants (80–100%) report that they have provided informal support in self-management or problem-solving assistance.	
5.2 Education/Skills Training and Practice				
5.2.1	Formal Practice Skills	1-5 (3)	Peers teach and are taught skills that will equip them for full participation in the community. These include daily living, vocational, job readiness, and communication skills. These also include relationship and assertiveness skills and goal setting. Members develop and improve social skills in a natural social environment. This is often the first step toward creating or re-establishing valued roles in the community and reintegrating into community life. Though the program assists members to connect with other supports (e.g., vocational rehabilitation) and offers some avenues for formal skills practice (e.g., jewelry making, work training, Hope Lab) some of the activities have a cap limiting the number of members that can participate. As a result, it appears a minority (25–49%) of consumer-operated service members are involved in formal skills training focused on employment. About 45% of members interviewed reported involvement in formal skill building activities.	<ul style="list-style-type: none"> It is recommended that the program partner with the RHBA to educate and request referrals that target goals in this area in order to increase participation.

5.2.2	Job Readiness Activities	1-5 (4)	<p>Hope Lives-Vive La Esperanza offers several job readiness activities such as paid work adjustment trainings, peer support training with special certificates in Forensic Peer Specialist and Life Support Specialist, job development and placement and peer job coaching services. They also offer a computer curriculum that teaches people how to repair, take apart, and rebuild a computer; at completion of the class, individuals get to keep their computer. This program is called Hope Lab.</p> <p>Hope Lives-Vive La Esperanza offers opportunities to acquire skills that are directly relevant (e.g., resume writing) or indirectly relevant (e.g., public speaking) to employment. They offer curriculum certifications and pre-vocational workshops such as: A+ certification, GED and pre GED program, interpersonal communication workshop, restoration of civil rights, stages of change employment workshop, as well as benefits counseling.</p> <p>A majority (50–80%) of consumer-operated program members interviewed report they are involved in job readiness activities that focus on employment. Staff report job readiness activities are available to all members, and approximately 35% have engaged, with about 5-10% obtaining their food handler’s card.</p>	<ul style="list-style-type: none"> It is recommended that the program market the job readiness activities that the program offers to the clinic rehabilitation specialists to encourage referrals for individuals who may need assistance while preparing for employment goals.
Domain 6 Advocacy				
6.1 Self Advocacy				
6.1.1	Formal Self Advocacy Activities	1-5 (5)	Program members learn to identify their own needs and to advocate for themselves when there are gaps in services. Members learn to become active partners in developing their own service	

			<p>plans with traditional organizations, and to deal effectively with entitlement agencies and other services.</p> <p>Most (75–100%) members report they have participated in formal self-advocacy training, or informal, peer-to-peer self-advocacy support.</p>	
6.2 Peer Advocacy				
6.2	Peer Advocacy	1-5 (5)	<p>Members of the program assist other peers in resolving problems they may encounter on a daily basis in the community, such as problems with treatment providers, community service agencies, family members, neighbors, landlords, or other peers.</p> <p>Most members report they are involved in providing peer advocacy. All members consider themselves as peer advocates.</p>	
6.2.1	Outreach to Participants	1-5 (4)	<p>The consumer-operated service program makes concerted efforts to keep members informed of current activities and opportunities within and outside the program through program activity calendars posted in the center and printed for members to take.</p> <p>However, the agency website provides general program information; there is no activity schedule posted, and it does not appear to reflect the day-to-day activities at the agency, or of the membership. It does not appear the agency explored other social networking opportunities. Newsletters are available, but it is not clear how frequently they are revised or distributed to members.</p> <p>Staff report that they do outreach members if they have been absent, as well as call the assigned</p>	<ul style="list-style-type: none"> • The program should revise the website with current information related to services, and more in-depth program overviews; consider adding a section with program calendar of events for the month or quarter, as well as links to other partner agencies or member advocacy resources. Explore the potential benefits of social media platforms as a means of marketing and outreach. Discuss with members if they allow pictures of membership on the website in place of stock photographs. Collaborate with other COSPs to determine how those agencies address potential privacy or other concerns related to posting membership information on the agency websites. • Consider including other agency staff contact information, job titles, and pictures on the agency website. The CEO is the only listed contact on the agency website aside from a

			Case Manger to report concern. The timeframe that a member will remain open without contact, as reported by staff, ranged from 30 days to a year.	telephone number. <ul style="list-style-type: none">• Work with staff to clarify the agency policy timeline to close members not in contact with the agency.
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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	5
1.1.3 Hiring Decisions	1-4	4
1.1.4 Budget Control	1-4	3
1.1.5 Volunteer Opportunities	1-5	5
1.2.1 Planning Input	1-5	5
1.2.2 Satisfaction/Grievance Response	1-5	4
1.3.1 Linkage with Traditional Mental Health Services	1-5	4
1.3.2 Linkage to Other Consumer Operated Services Program (COSPs)	1-5	3
1.3.3 Linkage with Other Services Agencies	1-5	5
Domain 2: Environment		
2.1.1 Local Proximity	1-4	3
2.1.2 Access	1-5	4
2.1.3 Hours	1-5	3
2.1.4 Cost	1-5	5
2.1.5 Reasonable Accommodation	1-4	3
2.2.1 Lack of Coerciveness	1-5	4

2.2.2	Program Rules	1-5	5
2.3.1	Physical Environment	1-4	2
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	4
3.5	Recovery	1-4	4
3.6	Spiritual Growth	1-4	3
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	4
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	3
5.2.2	Job Readiness Activities	1-5	4
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	4
Total Score		186	
Total Possible Score		208	