

AACP ROSE- Recovery Oriented Services Evaluation	Strongly Disagree	Mostly Disagree	Somewhat	Mostly Agree	Strongly Agree
	0	1	2	3	4
Administration					
1. Promotion of recovery is included in organization's mission and vision					
2. Service users are well represented in organization's internal review and strategic planning processes					
3. Stakeholders are recruited and retained to participate in organizational oversight and development					
4. Consumers are compensated for participation in administrative activities (committees, CQI, etc)					
5. Agency employs persons in recovery and persons with disabilities as mentors and counselors					
6. There are significant opportunities for service users and service providers to interact outside clinical relationships					
7. Service providers are knowledgeable about recovery principles and recovery promotion					
8. Service users are enlisted to participate in training of service providers.					
9. Service users are well represented and respected in CQI processes					
10. Outcome indicators are developed with service user participation					
11. Outcome indicators are available to and make sense to service users					
Treatment					
12. There is comprehensive array of services available to meet all identified needs.					
13. All clinical services encourage the use of self-management principles					
14. Advance directives/crisis plans are encouraged and respected by the organization					
15. A process is in place to assist service users to develop advance directives					
16. A process is in place to assure review and implement advance directives during periods of incapacitation.					
17. Organization is sensitive to cultural issues and provides services that meet cultural needs					
18. Staffing patterns reflect community's ethnic/racial/linguistic profile.					
19. Treatment planning is a collaborative process between service users and providers					
20. Service users are provided adequate information about service options to make decisions regarding their service plans.					
21. Choices made by service users are respected by providers					
22. Recovery management plans are developed that emphasize individual strengths and choice					
23. Co-occurring disorders are treated at the same time and by the same clinicians					
24. A screening process is in place to assure detection of co-occurring disorders					
25. Organization meets competency standards for treating persons with co-occurring disorders					

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	0	1	2	3	4
26. Organization has program to reduce or eliminate the use of coercive treatment					
27. Attempts are made to engage and empower persons on involuntary treatment status					
28. Staff has been adequately trained to de-escalate volatile situations and to avoid seclusion and restraint					
29. Debriefing occurs following all episodes of seclusion or restraint if it must be used.					
Supports					
30. Organization facilitates service user participation and leadership in advocacy and peer support efforts/organizations					
31. Organization has an active liaison with local advocacy and peer support groups					
32. Service users consistently indicate satisfaction with access to services.					
33. Family members are engaged and educated to support recovery efforts.					
34. Opportunities exist for family members to be involved in treatment planning and organizational development					
35. Family members are represented on committees and are involved in staff training					
36. Service users are encouraged and supported in pursuit of employment and vocational skills.					
37. Development of educational and employment goals are emphasized in recovery plans					
38. Individualized placement and support guides vocational activities					
39. Tolerant housing is available to those who cannot maintain sobriety or stable recovery.					
40. Service users are satisfied with housing options available.					
Organizational Culture					
41. Service users feel respected by service providers					
42. Service users feel welcome and valued					
43. Providers communicate with service users honestly and sincerely.					
44. Documentation is an open process that service users may have easy access to if desired.					
45. *Service users are informed of their rights and responsibilities.					
46. There is an equitable process through which service users and providers can resolve conflicts or disagreement					

AACP ROSE Scoring Sheet

Rater Category:

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

Overall _____ /184

Administration _____ /44

Treatment _____ /72

Supports _____ /44

Organizational Culture _____ /24

Key for overall score:

- ≥ 160 points Excellent
- ≥ 140 points Good
- ≥ 125 points Fair
- ≥ 110 points Needs significant improvement
- ≤ 95 points Traditional Standards