

Vital Signs
**Organizational Self-Assessment for Recovery Oriented,
 Person-Centered Practices for Adults**

Provider Version

Name of Program

Based on the following definition of recovery, check the boxes below that best match your observations of individuals receiving services in this program.

“Mental health recovery is a journey of healing and transformation enabling a person with a mental health problem to live a meaningful life in a community of his or her choice while striving to achieve his or her full potential.”¹

A. HOPE FOR RECOVERY	<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Neutral</u>	<u>Agree</u>	<u>Strongly Agree</u>
A1. Individuals receiving services from our program believe recovery is possible.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
A2. The staff believes the individuals who are receiving services from our program can make progress.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
A3. Individuals receiving services set the pace of their own recovery.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
A4. The staff helps individuals receiving services to view relapses as learning opportunities, not failures. Recovery can happen even when they are experiencing symptoms.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
B. BEING TREATED WITH RESPECT	<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Neutral</u>	<u>Agree</u>	<u>Strongly Agree</u>
B1. Individuals receiving services from our program are treated with respect at all times.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
B2. Stigma is not tolerated in the entire organization.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
B3. Individuals receiving services from our program are treated without judgment or defensiveness, even when treatment isn't working.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

¹ National Consensus Statement on Mental Health Recovery. (2006). Rockville, MD: Office of Consumer Affairs, Center for Mental Health Services, Substance Abuse and Mental Health Services Administration, U.S. Department of Health and Human Services. Available from: www.samhsa.org and the NEC website: www.power2u.org.

C. BEING OFFERED HOLISTIC CARE		<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Neutral</u>	<u>Agree</u>	<u>Strongly Agree</u>
C1.	Individuals receiving services from our program are treated as whole persons, not just a mental illness.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
C2.	Individuals receiving services from our agency have a plan to improve their quality of life.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
C3.	If relevant, the effects of trauma or abuse are considered in the care of those receiving services.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
C4.	If relevant, the effects of alcohol or substance abuse are considered in the care of those receiving services care.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
C5.	If relevant, other medical conditions are considered in the care of those receiving services.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
C6.	If relevant, spiritual beliefs are considered in the care of those receiving services.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
D. CREATING AN INDIVIDUAL PLAN FOR RECOVERY		<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Neutral</u>	<u>Agree</u>	<u>Strongly Agree</u>
D1.	Emphasis is placed on developing plans written for individuals' own unique recovery paths.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
D2.	Individuals' dreams, values and choices for how to live are the basis for the planning process.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
D3.	Reasonable risks are supported	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
D4.	People chosen by the individual are invited to participate in planning for recovery.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
D5.	Differences in culture, language, and belief are valued.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
E. PROVIDED WITH GENUINE SERVICE		<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Neutral</u>	<u>Agree</u>	<u>Strongly Agree</u>
E1.	Individuals receiving services from our program feel <u>understood</u> . Members of the staff listen with genuine interest, caring, and compassion.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
E2.	Individuals receiving services from our program feel <u>secure</u> . Staff are approachable, trustworthy, and supportive of each individual's recovery process.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
E3.	Individuals receiving services from our agency feel <u>safe</u> . Staff provide an appropriate level of care that is responsive but not overly protective.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
E4.	Individuals receiving services from our agency feel <u>valued</u> . Staff go the extra mile when necessary.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
E5.	Members of the staff are dedicated to helping individuals receiving services from our agency to recover.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
F. FINDING SUPPORT IN THE COMMUNITY		<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Neutral</u>	<u>Agree</u>	<u>Strongly Agree</u>
F1.	Individuals receiving services from our program have identified what "good support" means for them and it is included plans for recovery.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
F2.	Individuals receiving services from our program have built good support outside of the mental health system.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
F3.	Individuals receiving services from our program know where the local self-help resources, such as groups and classes, are for peers and family members.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

G. WORKING IN PARTNERSHIP WITH PROVIDERS

	<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Neutral</u>	<u>Agree</u>	<u>Strongly Agree</u>
G1. Individuals receiving services from our program and staff are on the same team, working toward common goals. There is no sense of “us vs. them.”	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3	<input type="checkbox"/> _4	<input type="checkbox"/> _5
G2. Power and control in care planning are shared through negotiation.	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3	<input type="checkbox"/> _4	<input type="checkbox"/> _5
G3. Staff help (not direct) individuals to create plans for recovery; individuals are responsible for following them.	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3	<input type="checkbox"/> _4	<input type="checkbox"/> _5
G4. Individuals receiving services from our program know who to talk to—or what to do—if members of the staff are not acting in ways that support their recovery.	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3	<input type="checkbox"/> _4	<input type="checkbox"/> _5

COMMENTS:
