

# 2024 RSA-r Survey Results

# What is the RSA-r Survey?

- RSA-r (Recovery Self Assessment-revised) Person in Recovery version
- Given to Medicaid & Block Grant SUD consumers to identify practices that facilitate or impede recovery at their current SUD provider/CMHSP.
- 32 questions, answers were based on scale of 1-5 (1=strongly disagree to 5=strongly agree)
- All questions related to one of the following six domains:
  - Life Goals
  - Involvement
  - Diversity of Treatment
  - Choice
  - Individually Tailored Services
  - Inviting Space
- Survey implementation period: August 1- September 15, 2024

**RSA-r  
Recovery Self-Assessment- revised  
2024**

**Person in Recovery Version**

Southwest Michigan Behavioral Health (SWMBH) is a group that works with your provider. SWMBH wants to know what you think about the recovery-oriented services you received. The survey asks about the people who tried to help you. The survey also asks if you feel like the help you got improved things for you. What you say will only be used to make services and programs better. There is room at the end of the survey to tell us more if you would like to. This is optional. Your responses will be confidential. If you have grievances and would like your concerns addressed directly with you, please contact your provider to follow their formal grievance process.

Note: Surveys will not be reviewed until after the survey period ends on or after 9/30/24. If you are experiencing a psychiatric or other emergency, contact your provider/doctor, 911, or 988 immediately.

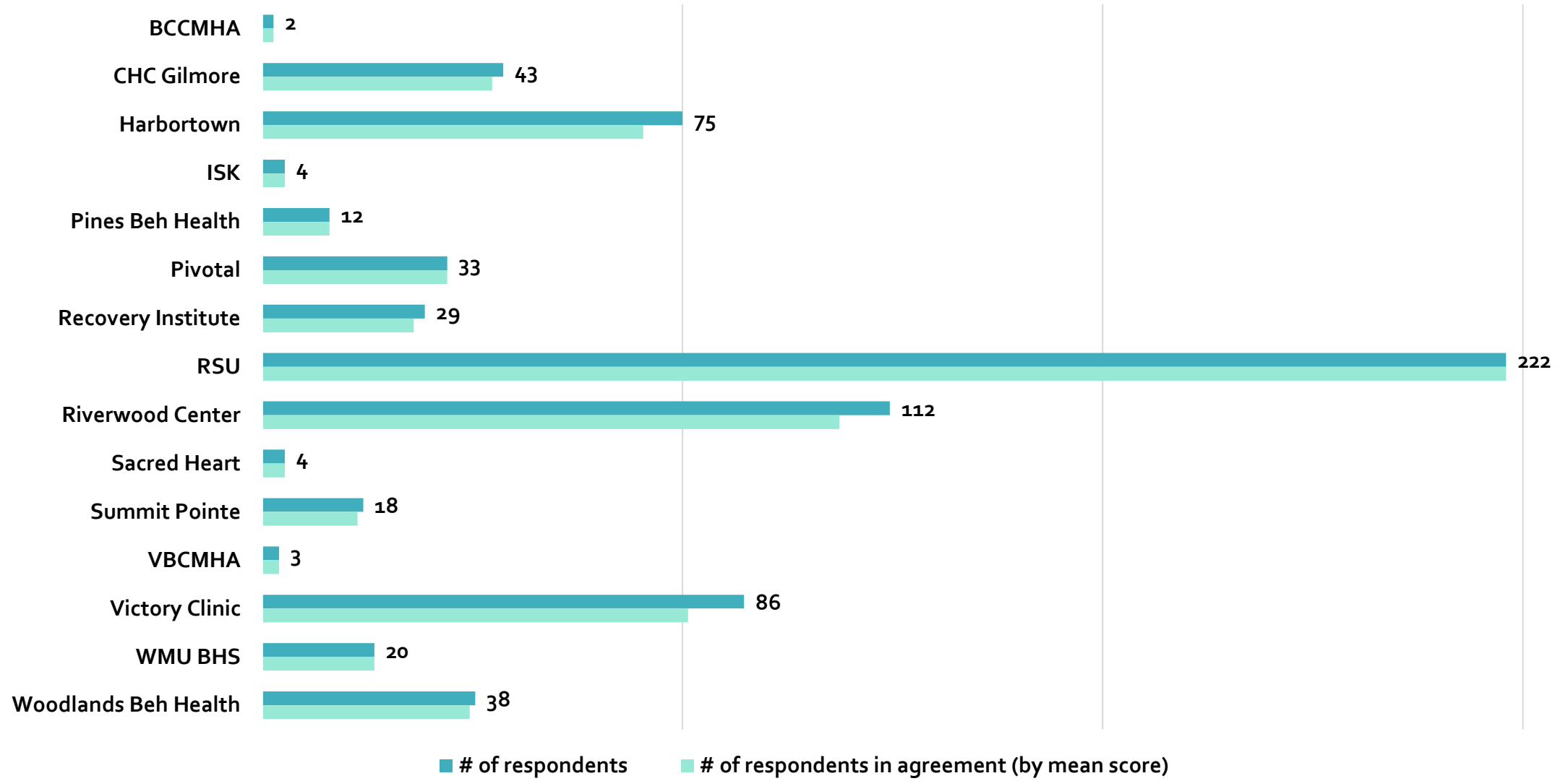
*Instructions: Please circle the number below which reflects how accurately the following statements describe the activities, values, policies, and practices of this program.*

5 Strongly Agree	4	3	2	1 Strongly Disagree	N/A= Not Applicable D/K= Don't Know
1. Staff welcome me and help me feel comfortable in this program.					
5	4	3	2	1	N/A D/K
2. The physical space of this program (e.g., the lobby, waiting rooms, etc.) feels inviting and dignified.					
5	4	3	2	1	N/A D/K
3. Staff encourage me to have hope and high expectations for myself and my recovery.					
5	4	3	2	1	N/A D/K
4. I can change my clinician or case manager if I want to.					
5	4	3	2	1	N/A D/K
5. I can easily access my treatment records if I want to.					
5	4	3	2	1	N/A D/K
6. Staff do not use threats, bribes, or other forms of pressure to get me to do what they want.					
5	4	3	2	1	N/A D/K
7. Staff believe that I can recover.					
5	4	3	2	1	N/A D/K
8. Staff believe that I have the ability to manage my own symptoms.					
5	4	3	2	1	N/A D/K
9. Staff believe that I can make my own life choices regarding things such as where to live, when to work, whom to be friends with, etc.					
5	4	3	2	1	N/A D/K
10. Staff listen to me and respect my decisions about my treatment and care.					
5	4	3	2	1	N/A D/K
11. Staff regularly ask me about my interests and the things I would like to do in the community.					
5	4	3	2	1	N/A D/K
12. Staff encourage me to take risks and try new things.					
5	4	3	2	1	N/A D/K
13. This program offers specific services that fit my unique culture and life experiences.					
5	4	3	2	1	N/A D/K
14. I am given opportunities to discuss my spiritual needs and interests when I wish.					
5	4	3	2	1	N/A D/K
15. I am given opportunities to discuss my sexual needs and interests when I wish.					
5	4	3	2	1	N/A D/K
16. Staff help me to develop and plan for life goals beyond managing symptoms or staying stable (e.g., employment, education, physical fitness, connecting with family and friends, hobbies).					
5	4	3	2	1	N/A D/K

(TURN OVER PLEASE)

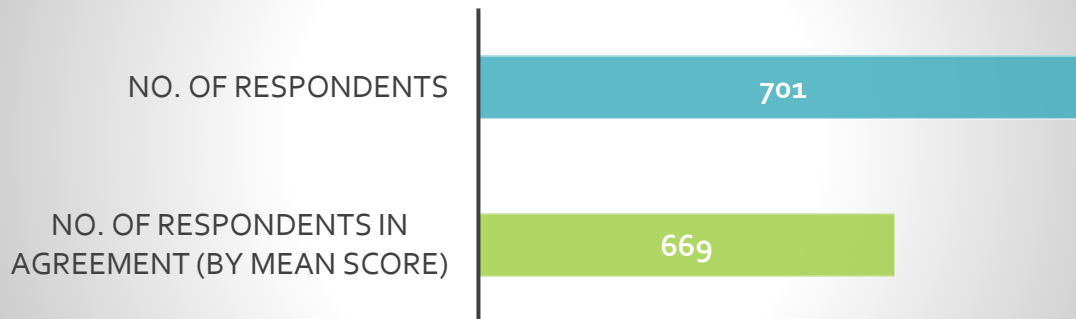
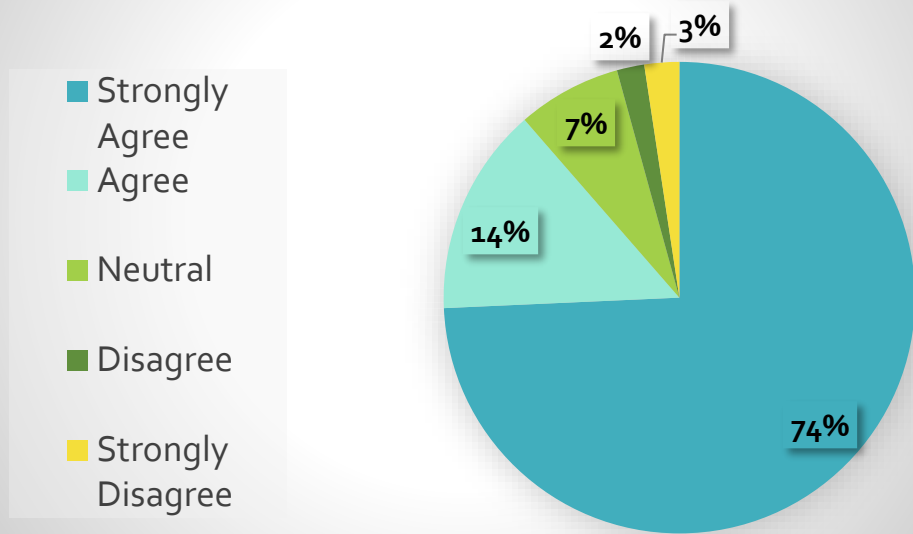
5 Strongly Agree	4	3	2	1 Strongly Disagree	N/A= Not Applicable D/K= Don't Know
17. Staff help me to find jobs.					
5	4	3	2	1	N/A D/K
18. Staff help me to get involved in non-mental health/addiction related activities, such as church groups, adult education, sports, or hobbies.					
5	4	3	2	1	N/A D/K
19. Staff help me to include people who are important to me in my recovery/ treatment planning (such as family, friends, clergy, or an employer).					
5	4	3	2	1	N/A D/K
20. Staff introduce me to people in recovery who can serve as role models or mentors.					
5	4	3	2	1	N/A D/K
21. Staff offer to help me connect with self-help, peer support, or consumer advocacy groups and programs.					
5	4	3	2	1	N/A D/K
22. Staff help me to find ways to give back to my community, (i.e., volunteering, community services, neighborhood watch/cleanup).					
5	4	3	2	1	N/A D/K
23. I am encouraged to help staff with the development of new groups, programs, or services.					
5	4	3	2	1	N/A D/K
24. I am encouraged to be involved in the evaluation of this program's services and service providers.					
5	4	3	2	1	N/A D/K
25. I am encouraged to attend agency advisory boards and/or management meetings if I want.					
5	4	3	2	1	N/A D/K
26. Staff talk with me about what it would take to complete or exit this program.					
5	4	3	2	1	N/A D/K
27. Staff help me keep track of the progress I am making towards my personal goals.					
5	4	3	2	1	N/A D/K
28. Staff work hard to help me fulfill my personal goals.					
5	4	3	2	1	N/A D/K
29. I am/can be involved with staff trainings and education programs at this agency.					
5	4	3	2	1	N/A D/K
30. Staff listen, and respond, to my cultural experiences, interests, and concerns.					
5	4	3	2	1	N/A D/K
31. Staff are knowledgeable about special interest groups and activities in the community.					
5	4	3	2	1	N/A D/K
32. Agency staff are diverse in terms of culture, ethnicity, lifestyle, and interests.					
5	4	3	2	1	N/A D/K

**Optional - Please use to space below to share any comments you have about your services.**



# Surveys Completed by Provider

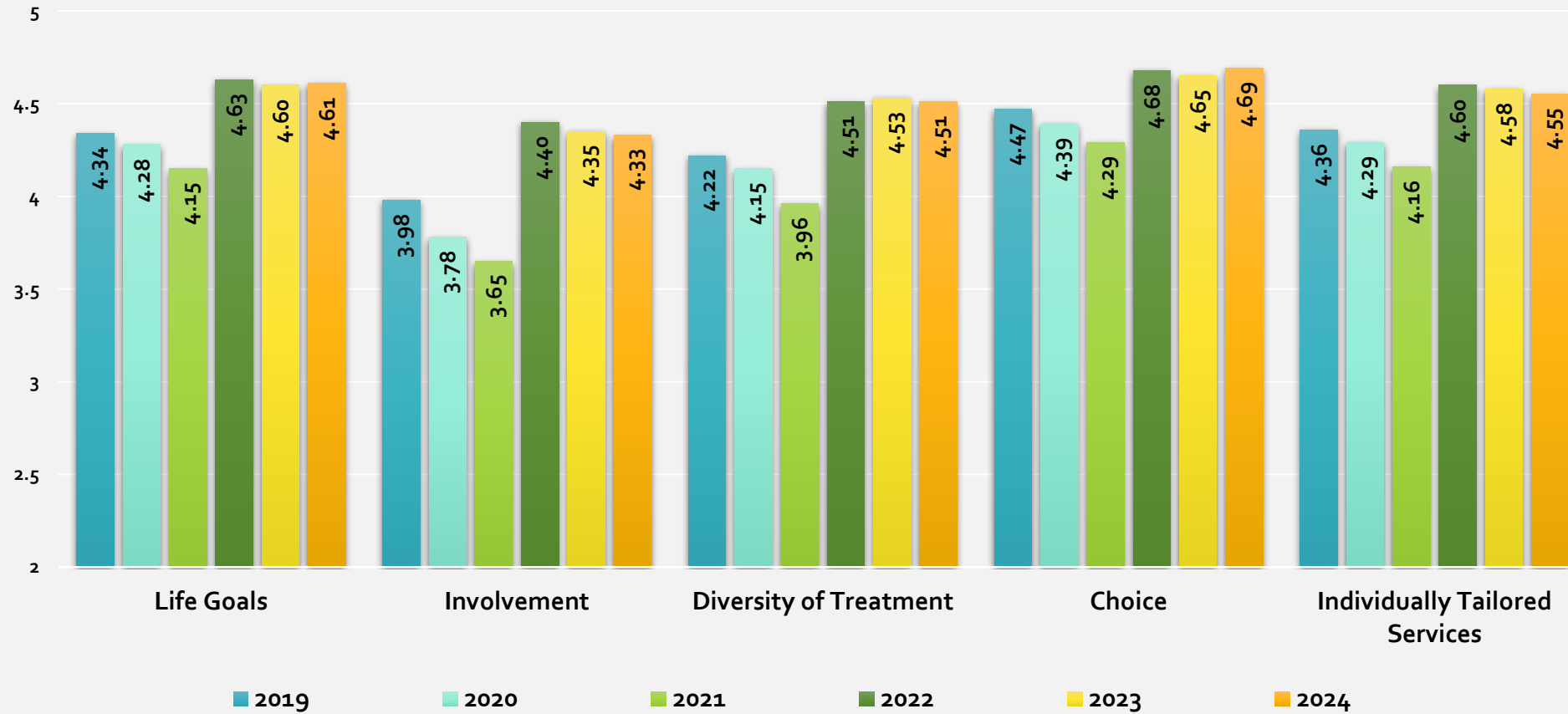
## 2024 Overall Agreement



# 2024 Participation and Agreement Analysis:

In agreement percentage of at least 95% has been maintained by the region since 2022.

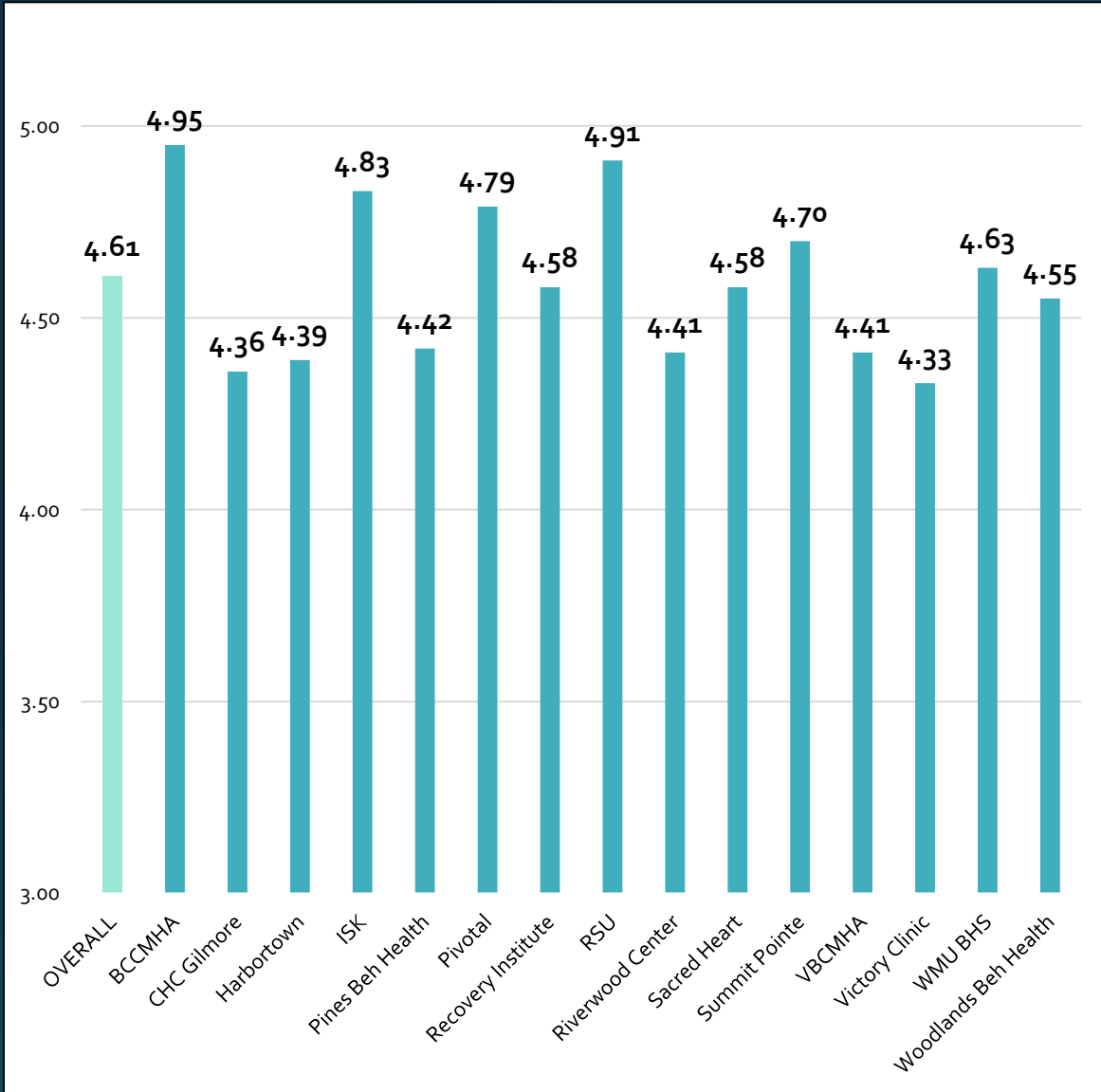
\* In Agreement includes Strongly Agree (5), Agree (4) and Neutral (3) ratings



# Yearly Trend Analysis

# Life Goals

*How the provider encourages persons in recovery to pursue individual goals and interests*

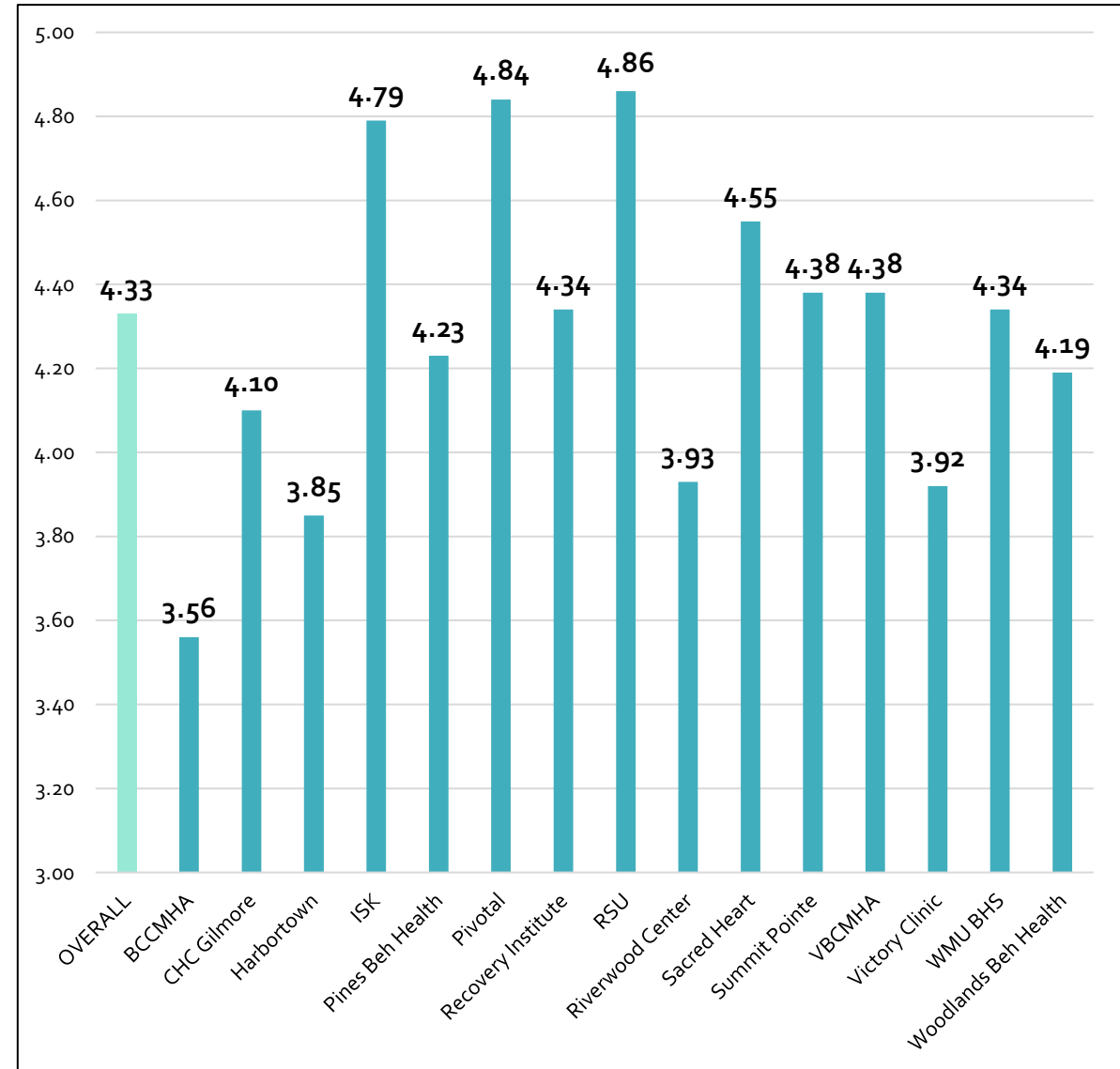


Question	FY24 Mean Score	FY23 Mean Score
7. Staff believe in the ability of program participants to recover.	4.83	4.79
3. Staff encourage program participants to have hope and high expectations for their recovery.	4.78	4.71
9. Staff believe that program participants can make their own life choices regarding things such as where to live, when to work, whom to be friends with, etc.	4.71	4.67
16. Staff help program participants to develop and plan for life goals beyond managing symptoms or staying stable (e.g. employment, education physical fitness, connecting with family and friends, hobbies).	4.68	4.67
8. Staff believe that program participants have the ability to manage their own symptoms.	4.65	4.59
32. Agency staff are diverse in terms of culture, ethnicity, lifestyle, and interests.	4.60	4.63
28. The primary role of agency staff is to assist a person with fulfilling his/her own goals and aspirations.	4.59	4.60
31. Staff are knowledgeable about special interest groups and activities in the community.	4.58	4.61
12. Staff encourage program participants to take risks and try new things.	4.46	4.44
18. Staff actively help program participants to get involved in non-mental health/addiction related activities, such as church groups, adult education, sports, or hobbies.	4.44	4.49
17. Staff routinely assist program participants with getting jobs.	4.31	4.26

# Involvement

*How the provider involves the persons in recovery in their recovery process*

Question	FY24 Mean Score	FY23 Mean Score
Q24. People in recovery are encouraged to be involved in the evaluation of this agency's programs, services, and service providers.	4.46	4.53
Q22. Staff actively help people find ways to give back to their community (i.e., volunteering, community services, neighborhood watch/cleanup).	4.35	4.39
Q29. Persons in recovery are involved with facilitating staff trainings and education at this program.	4.34	4.29
Q23. People in recovery are encouraged to help staff with the development of new groups, programs, or services.	4.25	4.28
Q25. People in recovery are encouraged to attend agency advisory boards and management meetings.	4.20	4.19

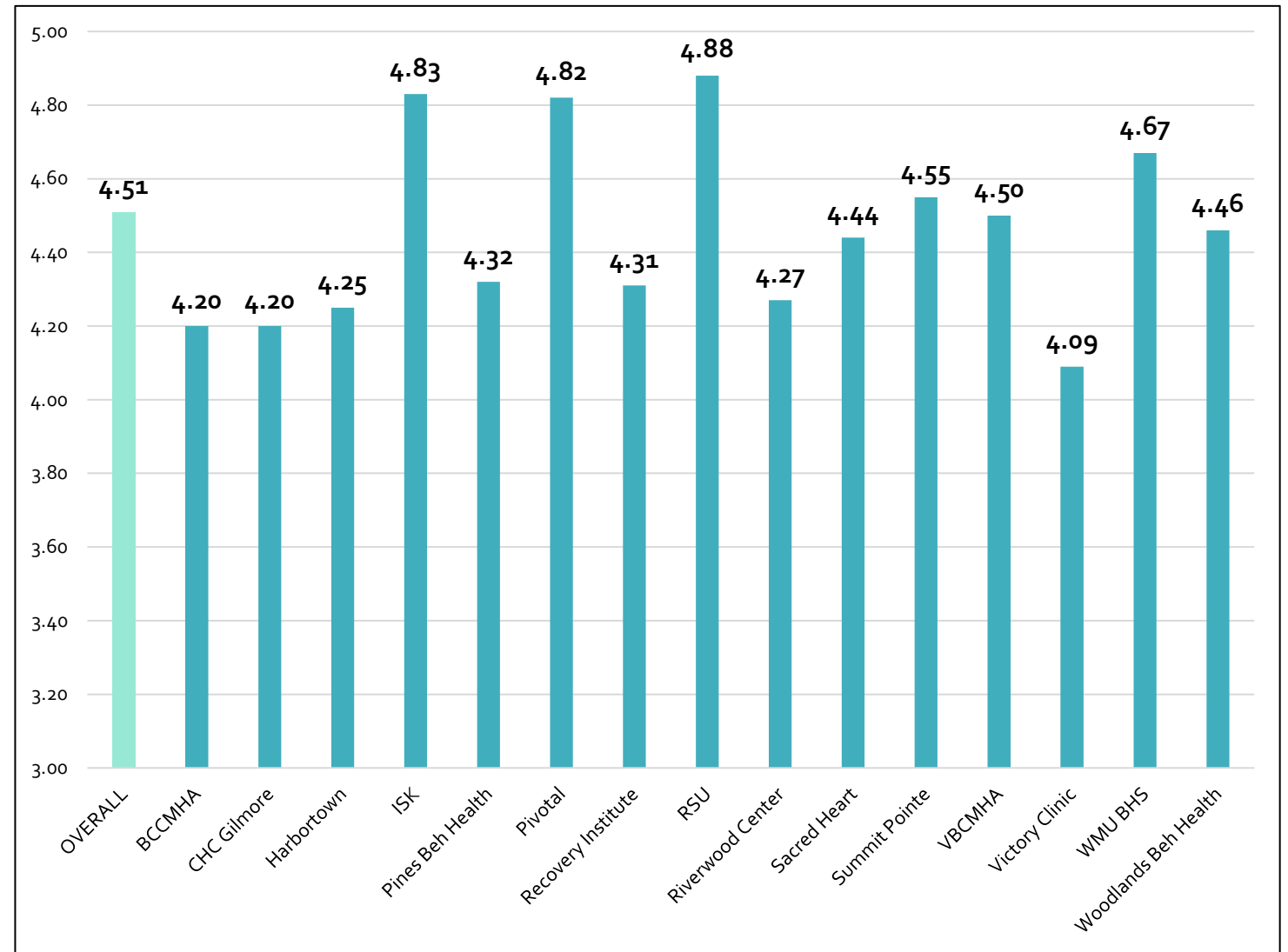




# Diversity of Treatment

*How the provider offers a range of treatment options and styles to cater to the needs and preferences of persons in recovery*

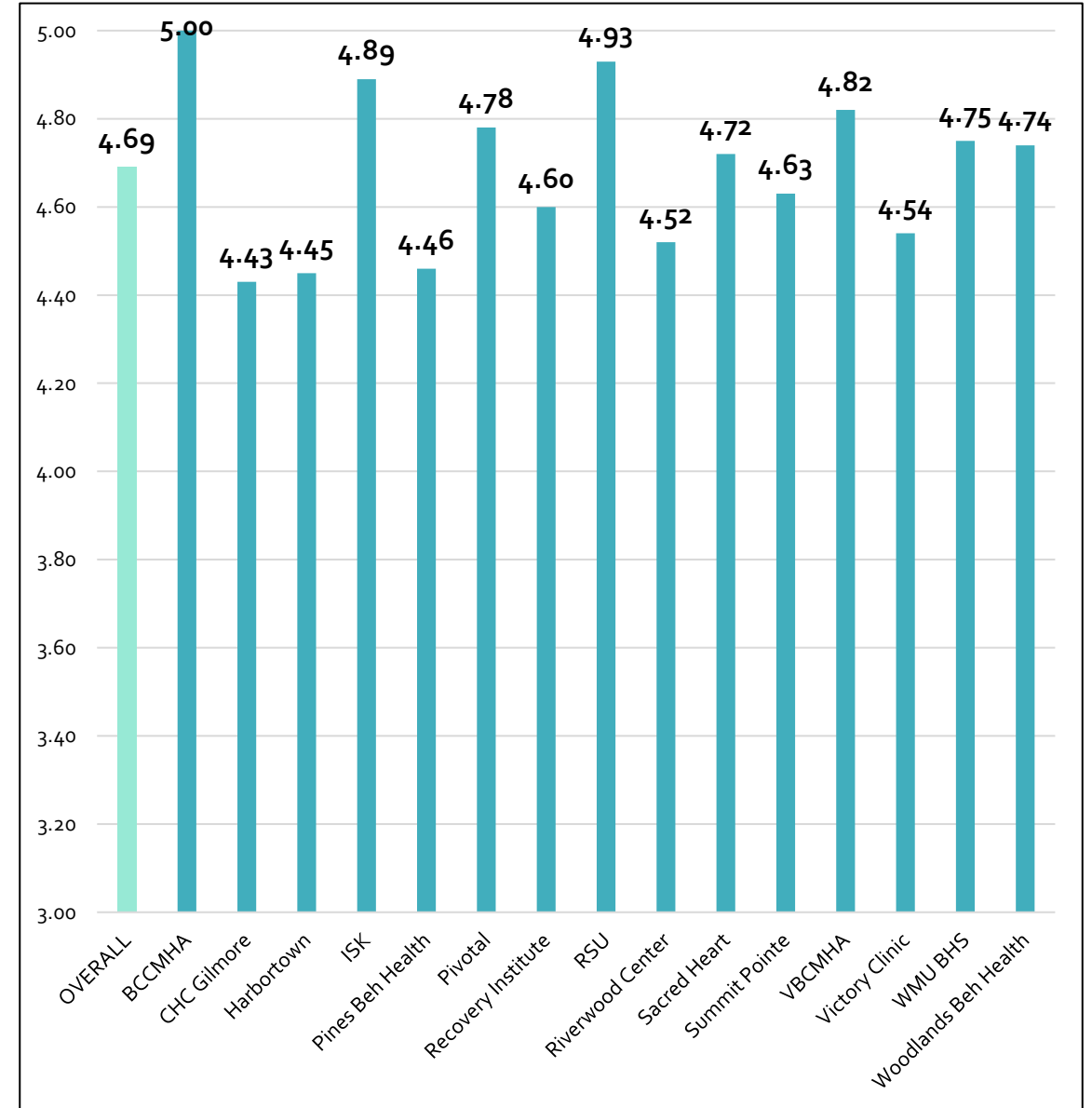
Question	FY24 Mean Score	FY23 Mean Score
Q21. Staff actively connect program participants with self-help, peer support, or consumer advocacy groups and programs.	4.60	4.65
Q14. Staff offer participants opportunities to discuss their spiritual needs and interests when they wish.	4.58	4.62
Q26. Staff talk with program participants about what it takes to complete or exit the program.	4.49	4.53
Q20. Staff actively introduce program participants to persons in recovery who can serve as role models or mentors.	4.44	4.51
Q15. Staff offer participants opportunities to discuss their sexual needs and interests when they wish.	4.39	4.32



# Choice

*How the provider considers the preferences and choices of persons in recovery during the recovery process*

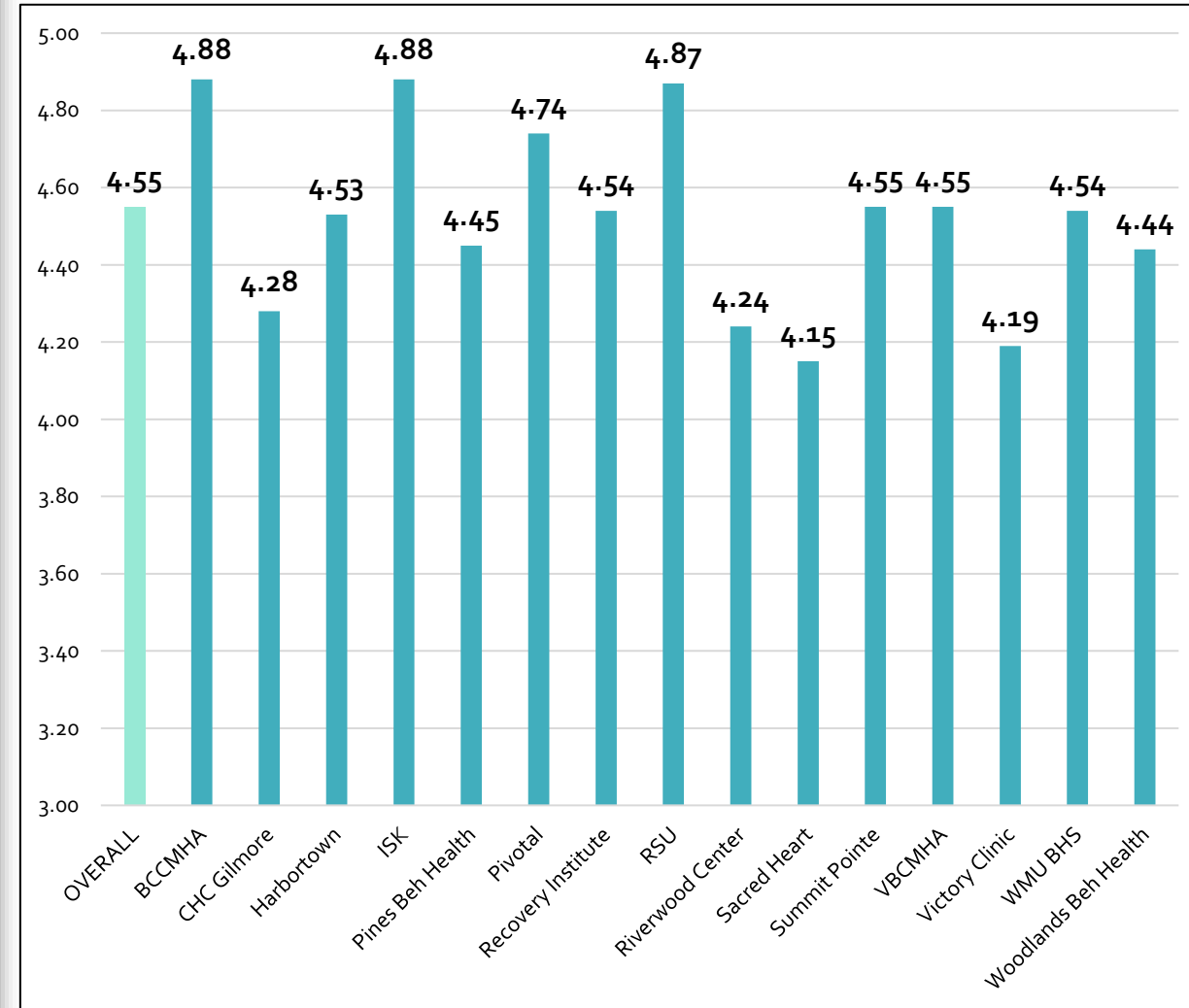
Question	FY24 Mean Score	FY23 Mean Score
Q6. Staff do not use threats, bribes, or other forms of pressure to influence the behavior of program participants.	4.79	4.72
Q10. Staff listen to and respect the decisions that program participants make about their treatment and care.	4.71	4.71
Q4. Program participants can change their clinician or case manager if they wish.	4.66	4.59
Q5. Program participants can easily access their treatment records if they wish.	4.66	4.59
Q27. Progress made towards an individual's own personal goals is tracked regularly.	4.61	4.62



# Individually Tailored Services

*How the provider helps persons in recovery tailor their treatment programs to their individual needs*

Question	FY24 Mean Score	FY23 Mean Score
Q30. Staff listen, and respond, to my culture, ethnicity, lifestyle, and interests.	4.60	4.65
11. Staff regularly ask program participants about their interests and the things they would like to do in the community.	4.58	4.50
19. Staff work hard to help program participants to include people who are important to them in their recovery/treatment planning (such as family, friends, clergy, or an employer).	4.56	4.63
13. This program offers specific services that fit each participant's unique culture and life experiences.	4.46	4.54

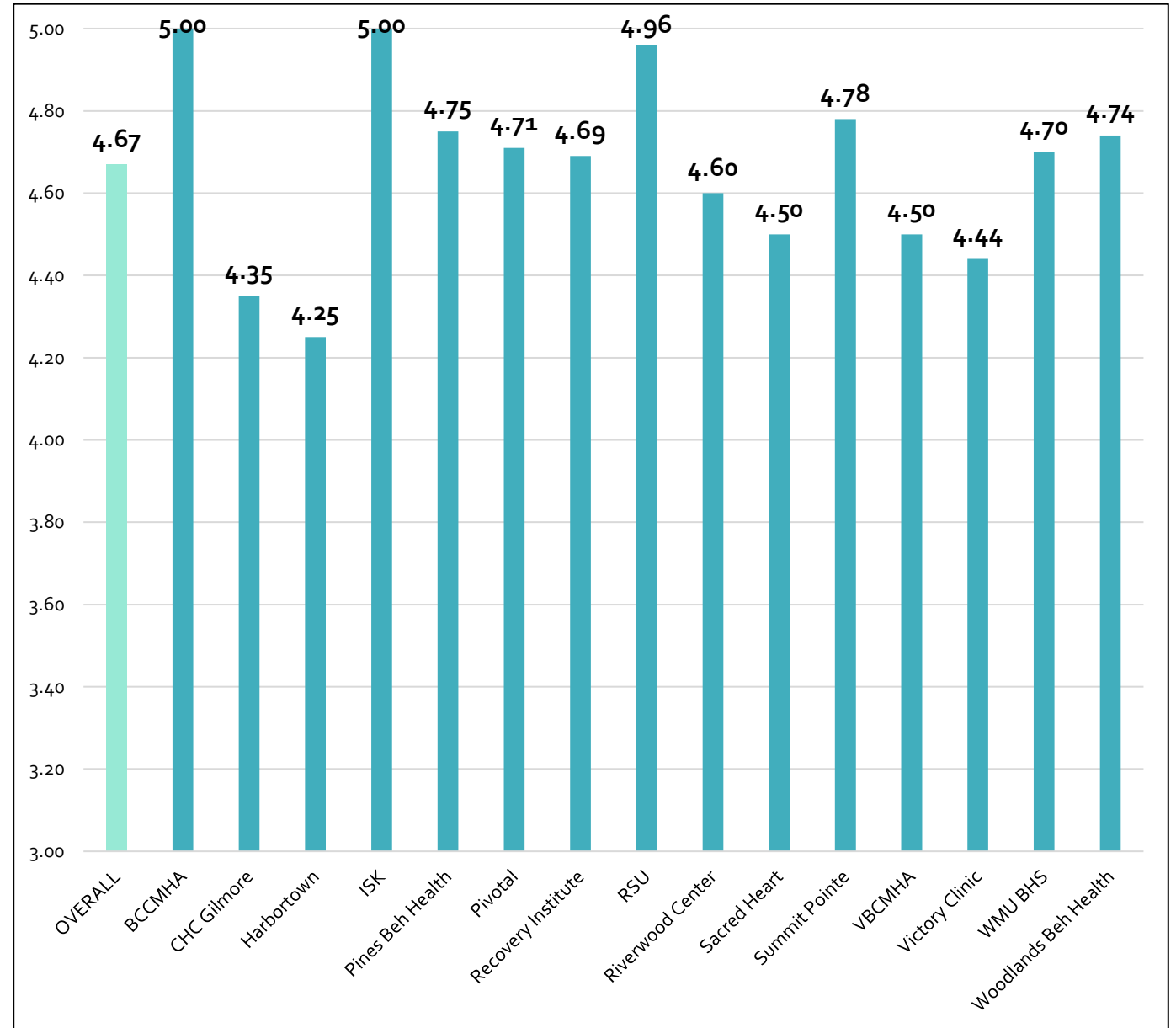


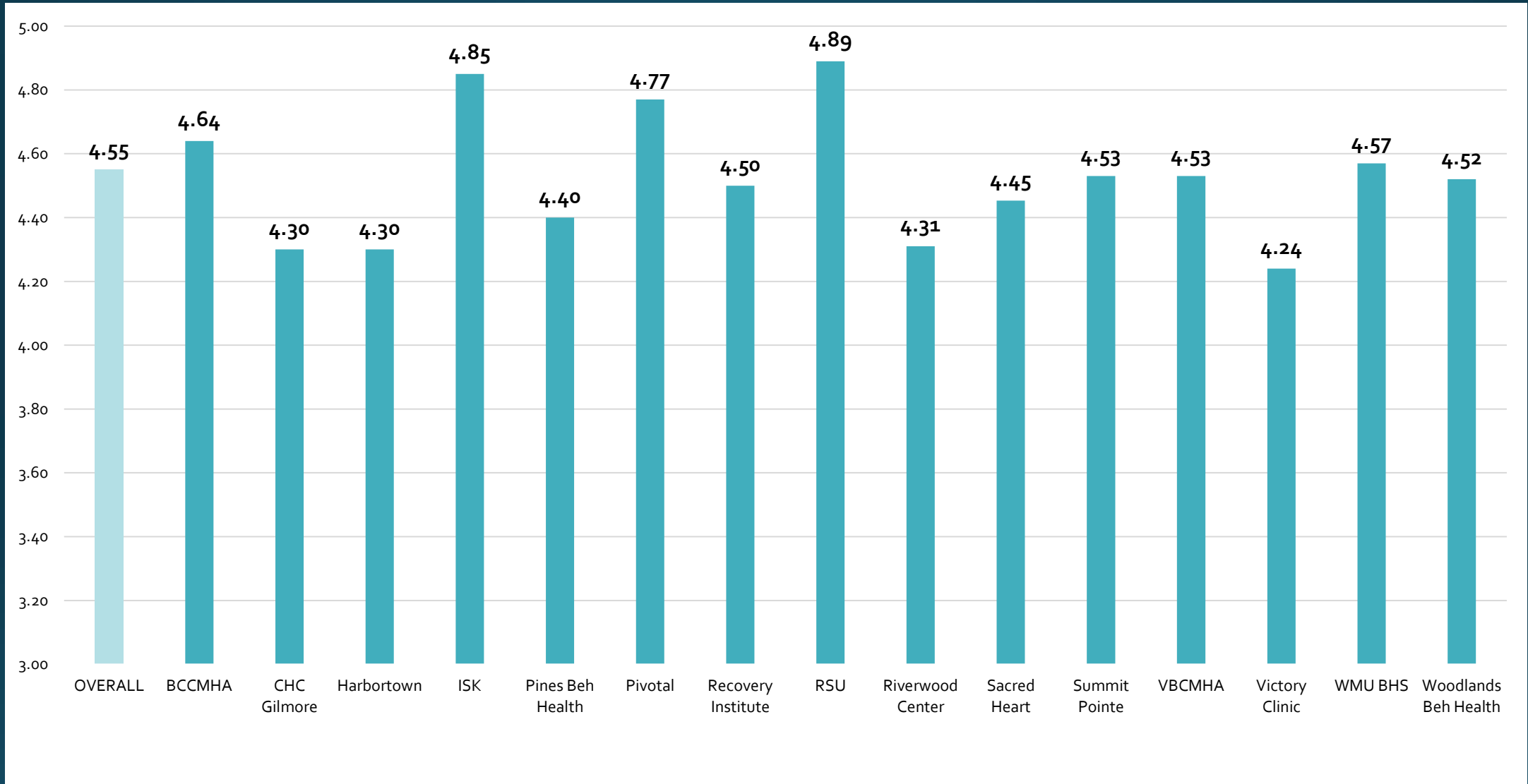
# Inviting Space

*\*Newly added domain 2024*

*How welcoming the facility and its staff are to the persons in recovery*

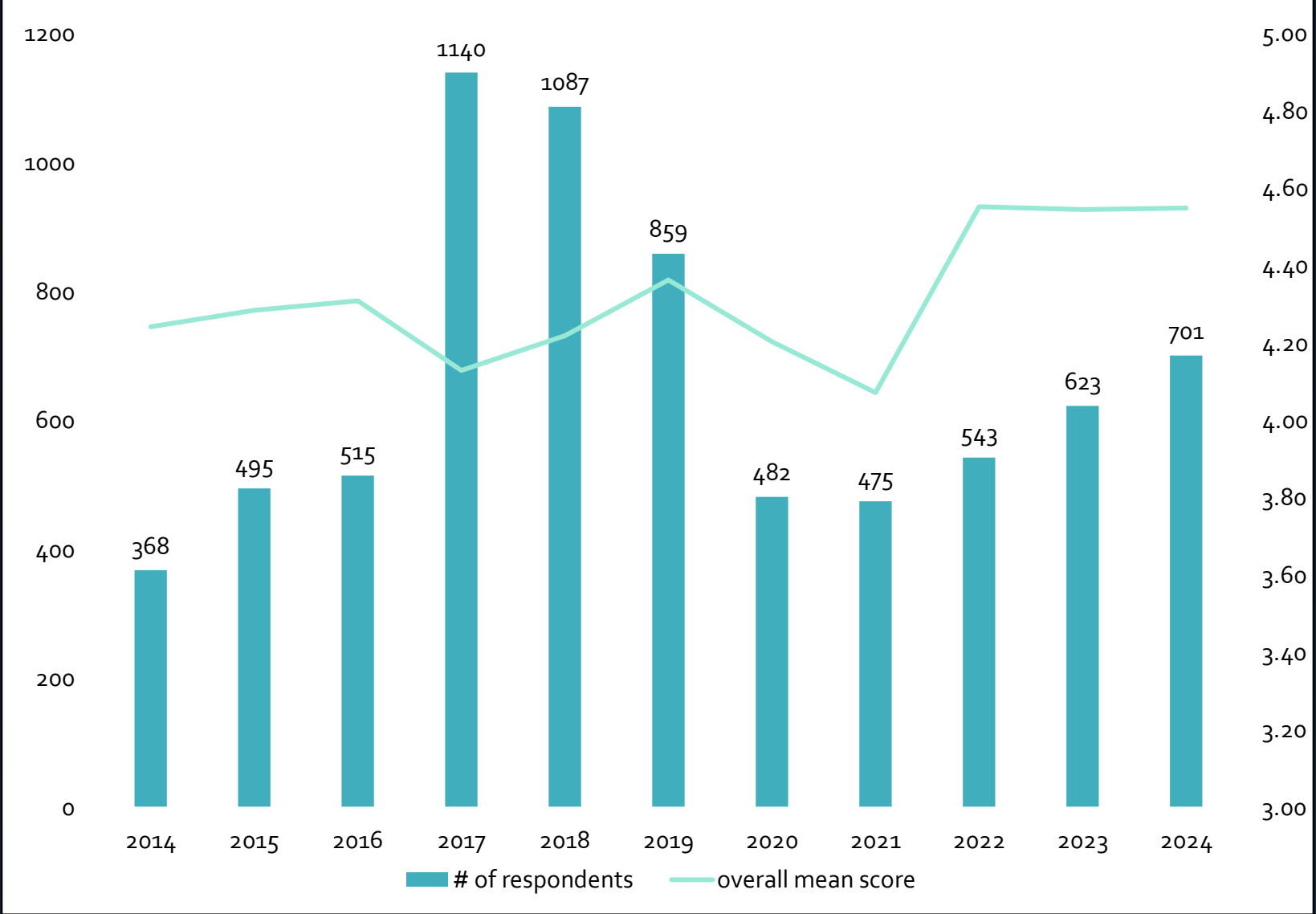
Question	FY24 Mean Score	FY23 Mean Score
Q1. Staff welcome me and help me feel comfortable in this program.	4.80	4.70
Q2. The physical space of this program (e.g. the lobby, waiting rooms, etc.) feels inviting and dignified.	4.54	4.46





# Overall Mean Score by Provider

# Overall Regional Participation and Mean Score Comparison



2024: 4.55 mean score  
 701 respondents from 15 providers  
 2023: 4.55 mean score  
 623 respondents from 14 providers

2022: 4.55 mean score  
 543 respondents from 13 providers  
 2021: 4.07 mean score  
 475 respondents from 15 providers