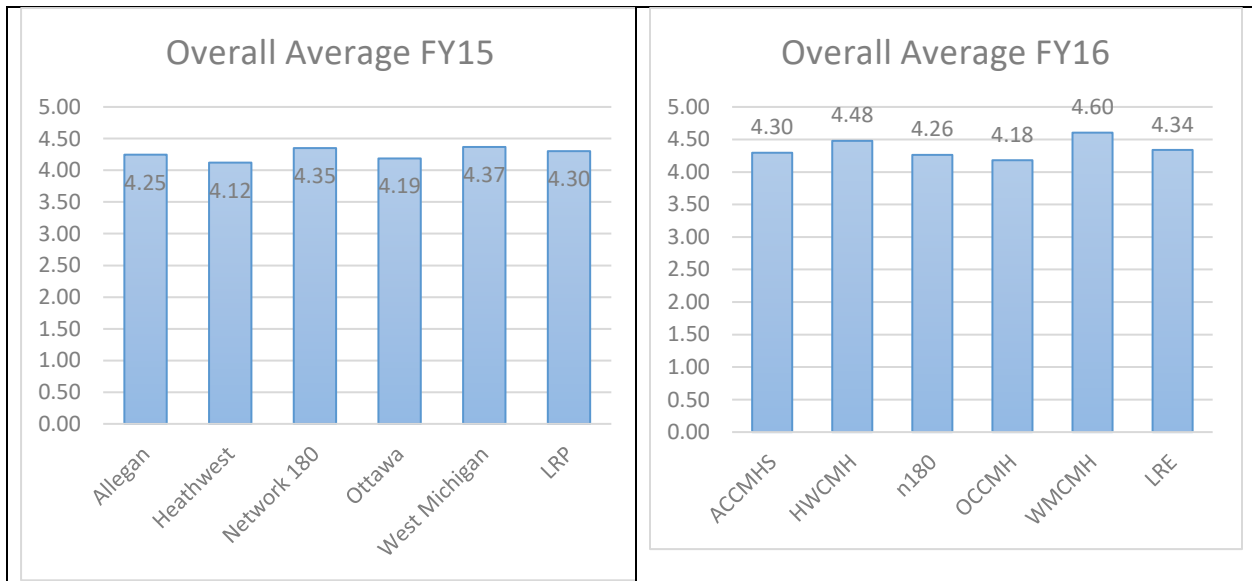


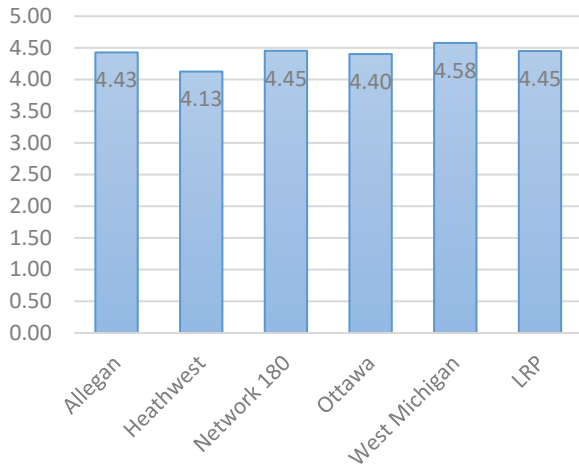
Recovery Self-Assessment (RSA) Results 2016

The Recovery Self-Assessment Tool (RSA) is a measure of recovery-oriented practices. Lakeshore Regional Partners implemented the (RSA) for the first time in May 2015 and again in May 2016. All five CMHSP Affiliate partners participated. The RSA was completed by consumers, providers and administrators (CEO's). The three survey groups all completed the same 32 questions plus administrator's completed five additional questions. Administrators and Providers completed surveys via Survey Monkey, consumers were given paper copies to complete. The RSA is a nationally recognized instrument. Respondents rate the degree in which their agencies engage in recovery oriented practices using a Likert scale of 1 to 5, with 5 being the best. Following the RSA instructions, responses were grouped into six categories. The number of completed surveys per group are as follows: Administrators 3; Providers 26; and Consumers 471.

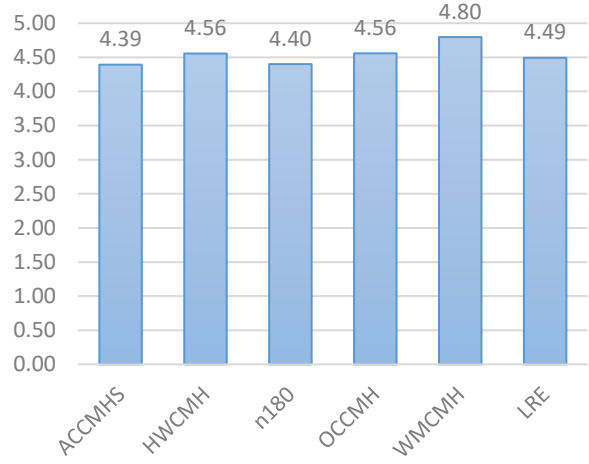
FY 2015		FY 2016	
Row Labels	Count of Survey #	Row Labels	Count of Survey #
ACCMH	76	ACCMHS	81
HWCMH	49	HWCMH	59
n180	248	n180	215
OCCMH	80	OCCMH	45
WMCMH	159	WMCMH	71
Grand Total	612	Grand Total	471



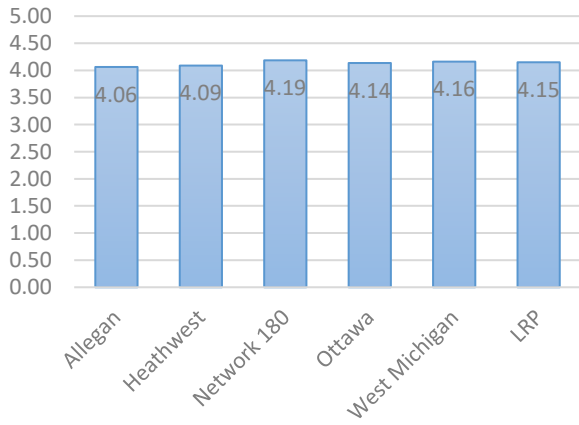
Choice Average FY15



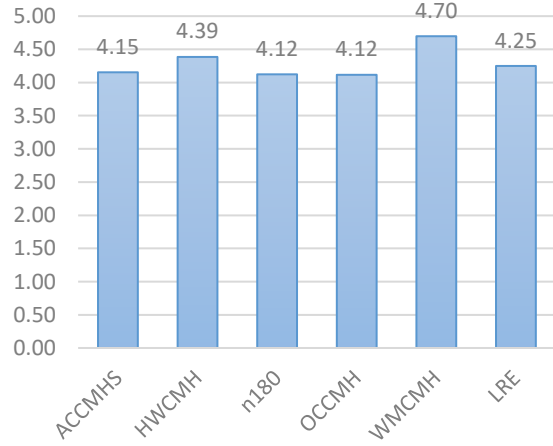
Choice Average FY16



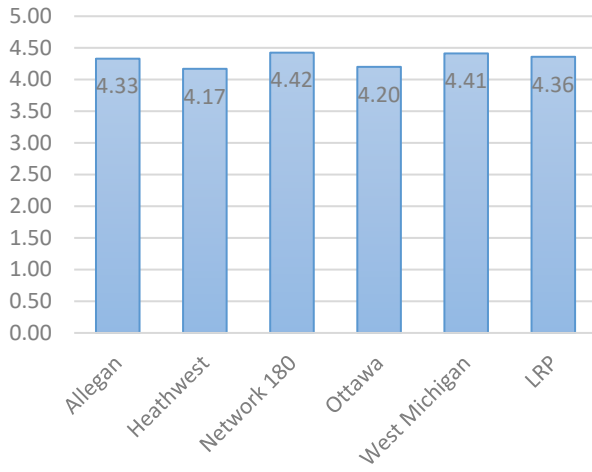
Diversity of Treatment Options Average FY15



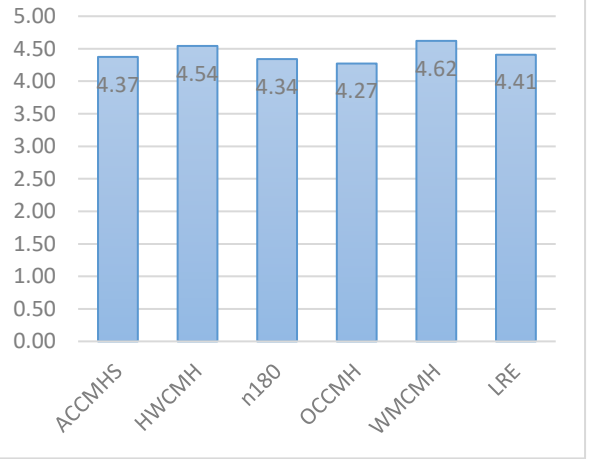
Diversity of Treatment Options Average FY16



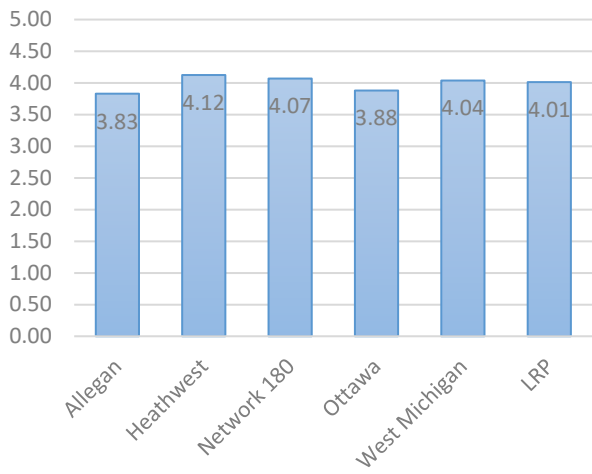
Life Goal Average FY15



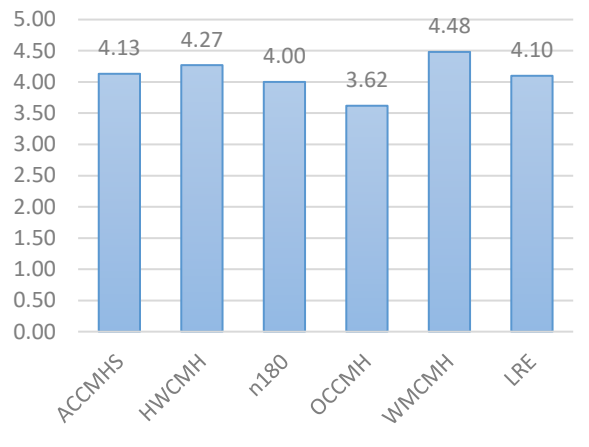
Life Goal Average FY16

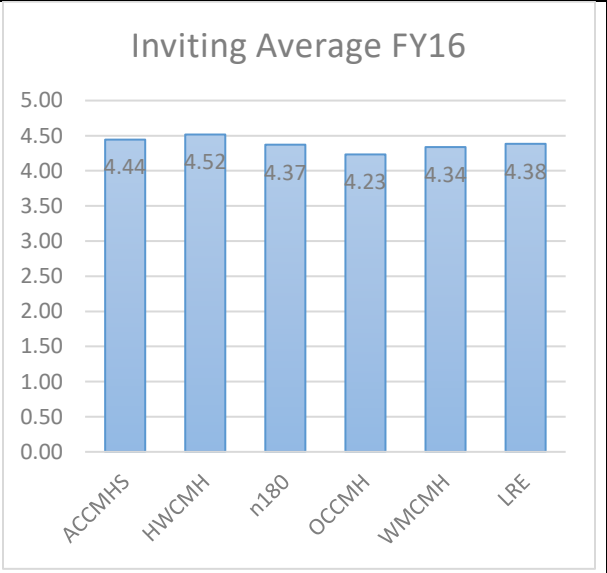
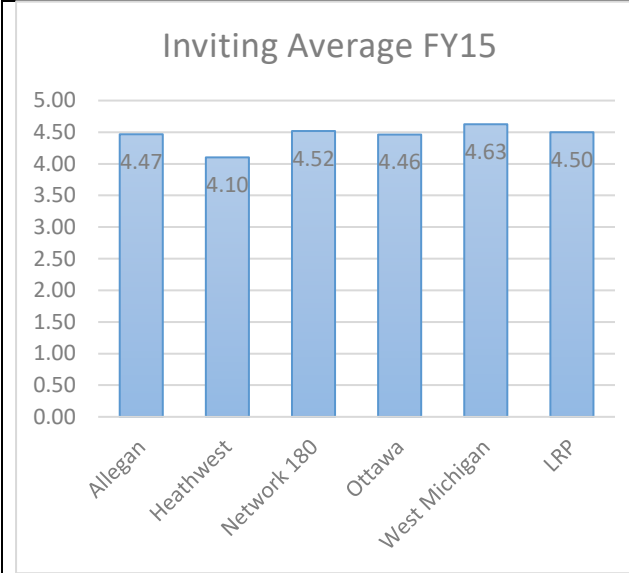
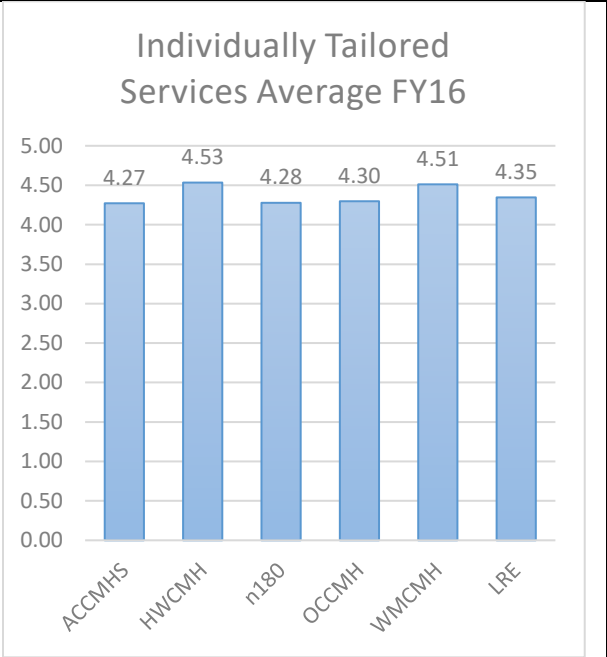
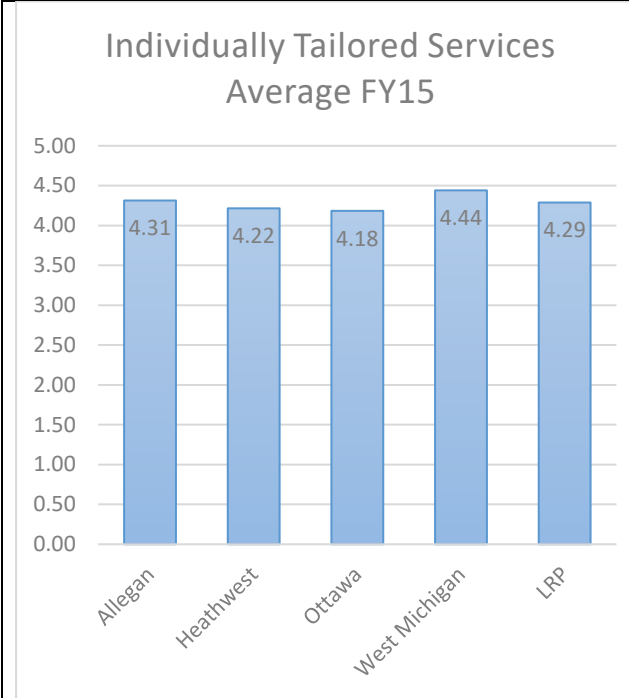


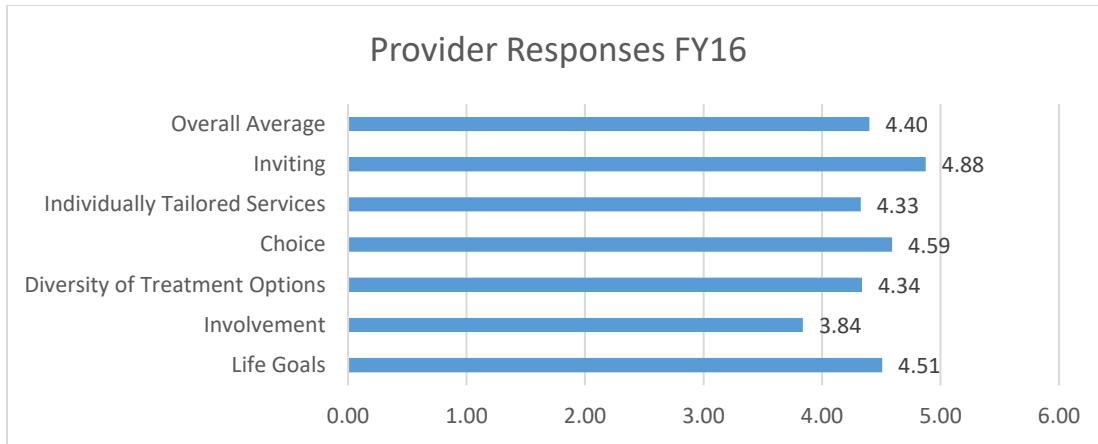
Involvement Average FY15



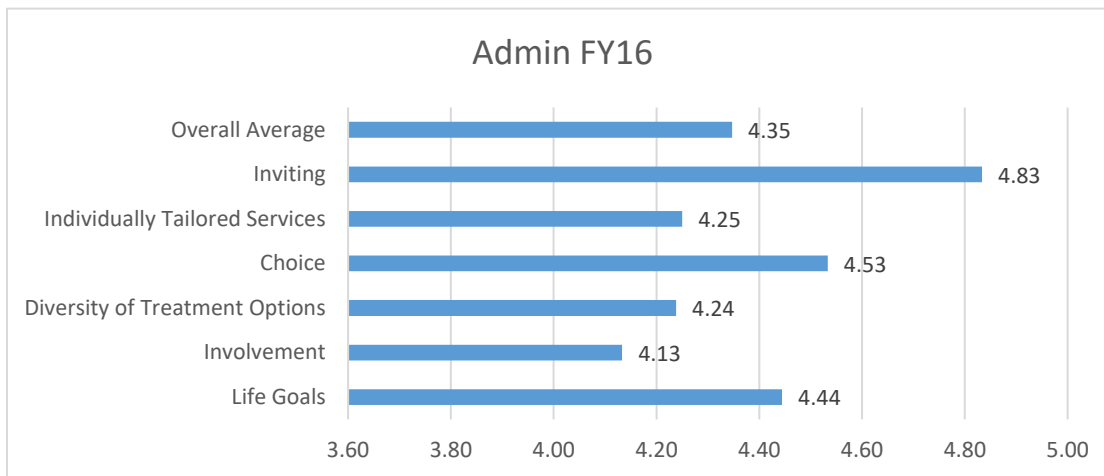
Involvement Average FY16







FY 2016 Admin/CEO: 3



West Michigan Summary and Comparison (11/2016 T. Bonstell)

In comparison to 2015 WM improved in 4 of the 6 areas. There was a slight decrease in the categories of Life Goals and Inviting. WM's overall range improved from 4.37 to 4.60. When compared to the other participating CMH's, WM averaged the highest in 4 of the 6 categories. We averaged second overall in Individually Tailored Services category and were in the bottom two for the category of Inviting.