Guide to Completing the CARE Organizational Self-Assessment

Purpose:
The CARE Self-Assessment is intended to be a tool that will help you assess your organization's readiness to implement a CARE approach to your daily work activities. Honest and candid staff responses can benefit your agency by helping to identify opportunities for program and environmental change, assist in professional development planning, and can be used to inform organizational policy change.

How to Complete the Self-Assessment:
The Self-Assessment is organized into three main areas of programming and within the three areas, there are five domains:

AREAS	DOMAINS
Training	Supporting Staff Development
	Involving Consumers
Policy	Creating a Safe and Supportive Environment
	Adapting Policies
Evaluation	Assessing & Planning Services

Department staff completing the Self-Assessment are asked to read through each item and use the scale ranging from "strongly disagree" to "strongly agree" to evaluate the extent to which they agree that their department incorporates each practice into daily activities. Staff members are asked to answer based on their experience in the program over the past _12 months_.

Responses to the Self-Assessment items are anonymous and staff should be encouraged to answer with _their initial impression_ of the question as honestly and accurately as possible. Remember, _staff members are not evaluating their individual performance, but rather, the practice of the department as a whole._ Staff should complete the Self-Assessment when they have ample time to consider their responses; this may be completed in one sitting or section-by-section if time does not allow.

How to Compile and Examine Self-Assessment
The department must designate a CARE Site Lead(s) to collect completed assessments and compile results. To identify potential areas for change, look for statements where staff responses are mostly "strongly disagree" and "disagree"; as these are the practices that could be strengthened. In addition, pay attention to those responding with "do not know" as this could indicate that the practice is lacking, or perhaps there is a need for additional information or clarification. Finally, it is important to examine items where the range of responses is extremely varied. The lack of consistency among staff responses may be due to a lack of understanding about an item itself, a difference of perspective based on a person's role in the department, or a misunderstanding on the part of some staff members about what is actually done on a daily basis.

CARE Organizational Self-Assessment

Please read each item and circle answer that best represents your experience in the organization over the **_last year_**. Use your initial impression. **_Remember you are evaluating the department, not your individual performance._**

Department/Program: _____   **Date:** _____

TRAINING: Supporting Staff Development

Training & Education: Staff of all levels have received internal training and education on following topics:	**Strongly Disgree** →				**Strongly Agree**	**Do Not Know**	**N/A**
1. Providing care and attention to consumers	1	2	3	4	5	Don't know	N/A
2. Understand consumers' experiences	1	2	3	4	5	Don't know	N/A
3. Understand relationship between consumer wellbeing and mental health	1	2	3	4	5	Don't know	N/A
4. Understand relationship between substance abuse and mental health	1	2	3	4	5	Don't know	N/A
5. Understand relationship between homelessness and mental health	1	2	3	4	5	Don't know	N/A
6. The effects of mental illness on development and wellbeing	1	2	3	4	5	Don't know	N/A
7. Understand attachment and relationships of consumers	1	2	3	4	5	Don't know	N/A
8. The prevalence of traumatic events on consumers	1	2	3	4	5	Don't know	N/A
9. Understand, respect, and value various cultural practices, beliefs, approaches, etc.	1	2	3	4	5	Don't know	N/A
10. Understand how culture shapes mental illness and wellbeing	1	2	3	4	5	Don't know	N/A
11. Understand the impact of mental illness on staff wellbeing	1	2	3	4	5	Don't know	N/A
12. Identify possible triggers and help consumers	1	2	3	4	5	Don't know	N/A
13. Assist consumers to manage their feelings	1	2	3	4	5	Don't know	N/A
14. Develop safety and prevention plans	1	2	3	4	5	Don't know	N/A
15. Maintain a healthy and safe environment for consumers and staff	1	2	3	4	5	Don't know	N/A
Staff Supervision, Support, and Self-Care: Staff of all levels provide support and attention to the work environment.	**Strongly Disgree** →				**Strongly Agree**	**Do Not Know**	**N/A**

16. Staff members have regular meetings to de-stress and assist with suggestions.	1	2	3	4	5	Don't know	N/A
17. Topics of care and attention to staff and consumers are addressed in meetings.	1	2	3	4	5	Don't know	N/A
18. Topics related to self-care are addressed in team meetings	1	2	3	4	5	Don't know	N/A
19. Staff members have a regularly scheduled time for individual supervision	1	2	3	4	5	Don't know	N/A
20. Part of supervision time is used to help staff members understand their own stress reactions.	1	2	3	4	5	Don't know	N/A
21. Part of supervision time is used to help staff understand how their stress reactions impact their work with consumers.	1	2	3	4	5	Don't know	N/A
22. The department helps staff debrief after a crisis	1	2	3	4	5	Don't know	N/A
23. The department has a formal system for reviewing staff performance.	1	2	3	4	5	Don't know	N/A
24. The department provides opportunities for on-going staff evaluation of the department/program.	1	2	3	4	5	Don't know	N/A
25. The department provides opportunities for staff input into program practices.	1	2	3	4	5	Don't know	N/A
Involving Consumers: Staff gathers public/consumers' reaction on services provided and interaction with staff.	Strongly Disagree →				Strongly Agree	Do Not Know	N/A
26. Confidential satisfaction surveys or suggestion boxes are essential to understand level of service or needed improvement	1	2	3	4	5	Don't know	N/A
27. Departments consider consumers' responses in an advisory capacity	1	2	3	4	5	Don't know	N/A

POLICY: Establishing a Safe Physical & Supportive Environment							
Establishing a Safe Physical Environment: Staff of all levels engage in policies and activities that promote wellness and safety.	Strongly Disagree →				Strongly Agree	Do Not Know	N/A
1. Department's staff monitors or is aware of consumers who come in for services	1	2	3	4	5	Don't know	N/A
2. Staff understands the importance of physical safety for all consumers	1	2	3	4	5	Don't know	N/A
3. The environment outside the organization is well lit.	1	2	3	4	5	Don't know	N/A
4. The common areas within the organization are well lit.	1	2	3	4	5	Don't know	N/A
5. The department incorporates child-friendly materials	1	2	3	4	5	Don't know	N/A

6. The department provides consumers with opportunities to make suggestions about ways to improve physical space and safety.	**1**	**2**	**3**	**4**	**5**	**Don't know**	**N/A**
Establishing a Supportive Policy Environment: Staff of all levels provide support and attention to the work setting	**Strongly Disgree** →				**Strongly Agree**	**Do Not Know**	**N/A**
9. The organization reviews rules, rights, and grievances procedures with consumers (based on available resources).	**1**	**2**	**3**	**4**	**5**	**Don't know**	**N/A**
10. Consumer rights are posted in places that are visible.	**1**	**2**	**3**	**4**	**5**	**Don't know**	**N/A**
11. Department's information is available in different languages.	**1**	**2**	**3**	**4**	**5**	**Don't know**	**N/A**
12. There are private spaces for staff and consumers to discuss county-related and services issues	**1**	**2**	**3**	**4**	**5**	**Don't know**	**N/A**
13. The department has a safety plan that addresses consumers' wellbeing when feeling threatened.	**1**	**2**	**3**	**4**	**5**	**Don't know**	**N/A**
14. Written safety plans are incorporated into staff's individual goals and responsibilities at work	**1**	**2**	**3**	**4**	**5**	**Don't know**	**N/A**
15. The department has a crisis-prevention plan that addresses consumers' wellbeing by managing stress and providing support.	**1**	**2**	**3**	**4**	**5**	**Don't know**	**N/A**
16. Written crisis-prevention plans are incorporated into staff's responsibilities to recognize triggers and strategic responses.	**1**	**2**	**3**	**4**	**5**	**Don't know**	**N/A**
17. The department has regularly scheduled procedures/opportunities for consumers to provide input.	**1**	**2**	**3**	**4**	**5**	**Don't know**	**N/A**
18. The department has policy in place to handle any changes in schedule.	**1**	**2**	**3**	**4**	**5**	**Don't know**	**N/A**
19. The program is flexible with procedures if needed, based on staff's experiences and circumstances.	**1**	**2**	**3**	**4**	**5**	**Don't know**	**N/A**
Establishing an Engaged Environment: Staff of all levels provide support and attention to staff and consumers.	**Strongly Disgree** →				**Strongly Agree**	**Do Not Know**	**N/A**
20. Staff and/or consumers are allowed to speak their native languages within the department.	**1**	**2**	**3**	**4**	**5**	**Don't know**	**N/A**
21. Staff and/or consumers are allowed to have culturally-based foods.	**1**	**2**	**3**	**4**	**5**	**Don't know**	**N/A**
22. All staff shows acceptance for personal religious or spiritual practices.	**1**	**2**	**3**	**4**	**5**	**Don't know**	**N/A**
23. Department engages in cultural consideration trainings and practices.	**1**	**2**	**3**	**4**	**5**	**Don't know**	**N/A**
24. Privacy and confidentiality is informed to consumers and asserted between staff and consumers.	**1**	**2**	**3**	**4**	**5**	**Don't know**	**N/A**

	Strongly Disgree → Strongly Agree					Don't know	N/A
25. Staff members refrain from talking about consumers in common places.	1	2	3	4	5	Don't know	N/A
26. Staff members refrain from talking about consumers outside the department's settings	1	2	3	4	5	Don't know	N/A
27. Staff members do not discuss the personal issues of one consumer with another consumer.	1	2	3	4	5	Don't know	N/A
28. Consumers who act aggressively or have violated rules are approached in private.	1	2	3	4	5	Don't know	N/A
29. Staff members communicate respectfully and ask culturally appropriate and experience-based questions to consumers.	1	2	3	4	5	Don't know	N/A
30. Staff members practice reflective listening techniques with consumers.	1	2	3	4	5	Don't know	N/A
31. The department uses "people first" language rather than labels (people experience homelessness rather than homeless people).	1	2	3	4	5	Don't know	N/A
32. Staff uses descriptive language rather than characterizing terms to describe consumers.	1	2	3	4	5	Don't know	N/A

EVALUATION: Assessing & Evaluating Success

Conducting Evaluations & Assessments: Staff of all levels have received internal training and education on following topics:	Strongly Disagree → Strongly Agree					Do Not Know	N/A
1. At least 85% of all staff members have been trained in activities that promote consumer wellbeing.	1	2	3	4	5	Don't know	N/A
2. At least 85% of all staff members have been trained in understanding cultural background.	1	2	3	4	5	Don't know	N/A
3. At least 85% of all staff members have been trained in understanding cultural strengths.	1	2	3	4	5	Don't know	N/A
4. Department provides biannual customer satisfaction surveys.	1	2	3	4	5	Don't know	N/A
5. At least 85% of staff members engage in practices that promote consumer wellbeing and safety.	1	2	3	4	5	Don't know	N/A
6. At least 85% of staff members understand the impact of stress and mental illness in consumers' physical and emotional wellbeing.	1	2	3	4	5	Don't know	N/A
7. Staff members experience at least a 30% awareness increase about the stigma associated to mental health consumers.	1	2	3	4	5	Don't know	N/A