

Foundations of Excellence in Service Delivery		Score 0/1/2/3
Standard A: Creating Excellence in Agency Staffing and Development		
FA1	Practice 1: Agency staffing reflects the culture and demographics of the community being served.	
FA2	Practice 2: An annual staff training and development plan is in place for the agency. See Appendix H for the scoring details.	
FA3	Practice 3: All clinical staff members are trained in trauma-informed assessment and interventions.	
FA4	Practice 4: People receiving services and their families of choice are invited to agency-sponsored training events.	
FA5	Practice 5: Supervisory staff receive specialized training in the empirically-informed approaches adopted by the agency.	
FA6	Practice 6: There are strategies & implementation processes to inform staff on current research.	
Total Points Earned for Foundations: Standard A		0
Total Possible Points for Foundations: Standard A		18
Standard B: Conducting Supervision in a Recovery/Resilience-Oriented Environment		
FB1	Practice 1: All clinical staff receive recovery/resilience-oriented clinical supervision.	
FB2	Practice 2: Supervisors provide ongoing coaching and strength-based support to peer staff.	
FB3	Practice 3: Performance evaluations occur for all staff - these are completed on an annual basis, at a minimum.	
Total Points Earned for Foundations: Standard B		0
Total Possible Points for Foundations: Standard B		9
Standard C: Determining Quality of Care and Outcomes		
FC1	Practice 1: Agency tracking systems are used to collect data to improve the quality of services. See Appendix G-V	
FC2	Practice 2: Feedback from participants, families, allies & program alumni is obtained, analyzed & implemented.	
FC3	Practice 3: Agency measures the effectiveness of the services provided.	
FC4	Practice 4: The role & impact of peer support are continuously evaluated to determine its contribution to program culture.	
Total Points Earned for Foundations: Standard C		0
Total Possible Points for Foundations: Standard C		12
Total Earned Points for Foundations of Excellence in Service Delivery		0
Total Possible Points for Foundations of Excellence in Service Delivery		39
Domain 1: Assertive Outreach & Initial Engagement		Score 0/1/2/3
Standard A: Promoting Easy Access and Responsive Engagement		
1A1	Practice 1: Appointments are timely & agency's hours are flexible. Reminder calls are made for upcoming & missed appts.	
1A2	Practice 2: Physical plant accommodations are made to ensure that needs of the individuals are met.	
1A3	Practice 3: Individuals are assisted in obtaining skills/resources for transportation. Assistance with childcare resources is offered.	
1A4	Practice 4: People are acknowledged kindly. Phones are answered respectfully. Environment is welcoming & culturally appropriate.	
1A5	Practice 5: Agency is creative in using technology to engage individuals, families & community partners.	
Total Points Earned for Domain 1: Standard A		0
Total Possible Points for Domain 1: Standard A		15
Standard B: Facilitating Early Intervention		

1B1	Practice 1: Partnerships & learning exchanges are established with Child Protective Services, community police, fire, etc.	
1B2	Practice 2: There is collaboration with community partners to identify individuals who may benefit from behavioral health supports.	
1B3	Practice 3: Efforts are made to educate the community regarding behavioral health issues and resources.	
	Total Points Earned for Domain 1: Standard B	0
	Total Possible Points for Domain 1: Standard B	9
	Total Earned Points for Domain 1	0
	Total Possible Points for Domain 1	24
	Domain 2: Screening, Assessment, Service Planning and Delivery	Score 0/1/2/3
	Standard A: Assuring Responsive Triage/Prescreening (Urgent Screening)	
2A1	Practice 1: High risk behavioral assessments are completed (screening for suicidality, homicidality & bio-medical/physical concerns.	
	Total Points Earned for Domain 2: Standard A	0
	Total Possible Points for Domain 2: Standard A	12
	Standard B: Conducting Strength-Based Assessments and Evaluations	
2B1	Practice 1: Critical information is collected within assessment & evaluation process - includes items indicated in Appendix G-I .	
2B2	Practice 2: Trauma-relevant assessments/tools are administered. All children are screened for evidence of bullying and abuse.	
2B3	Practice 3: Upon completion of the evaluation a formulation is co-created with the individual.	
2B4	Practice 4: Empirically supported screening & strength-based assessment tools have been selected and implemented.	
2A5	Practice 5: For individuals seeking addiction services the ASAM or the PCPC is completed, in conjunction with a structured interview.	
	Total Points Earned for Domain 2: Standard B	0
	Total Possible Points for Domain 2: Standard B	60
	Standard C: Advancing Excellence in Resilience/Recovery Planning and the Delivery of Services	
2C1	Practice 1: Recovery/resilience plans are established and driven by the individual/family receiving services.	
2C2	Practice 2: Recovery/resilience plans are written in a strength-based manner and are informed by the person's unique culture.	
2C3	Practice 3: Recovery/resilience plans are 'living' documents & are consistently utilized throughout service delivery.	
2C4	Practice 4: Recovery/resilience goals, objectives & steps are measurable, achievable & developmentally appropriate.	
2C5	Practice 5: Progress notes capture the essence and outcome of session activities. See Appendix G- II for details.	
2C6	Practice 6: A safety plan is in place for all children, youth, adults and families at risk for ongoing traumatization.	
	Total Points Earned for Domain 2: Standard C	0
	Total Possible Points for Domain 2: Standard C	72
	Standard D: Ensuring Safe and Effective Medication Practices	
2D1	Practice 1: Documentation of medication monitoring shall include all items indicated in Appendix G-III .	
2D2	Practice 2: Comprehensive medication histories & current medications are documented and updated routinely.	
2D3	Practice 3: Allergies involving medication are noted in detail.	
2D4	Practice 4: Ongoing monitoring is required to assure that individuals are benefiting from the medication prescribed.	
2D5	Practice 5: Outreach for missed medical appointments must occur and be documented.	

2D6	Practice 6: Compliance with CBH Bulletin on informed consent, off-label medications & educational materials.	
2D7	Practice 7: Compliance with Provider Bulletin on Screening for & Treatment of Metabolic Syndrome.	
2D8	Practice 8: Methadone treatment centers are expected to provide, or be able to refer to, a full range of services.	
	Total Points Earned for Domain 2: Standard D	0
	Total Possible Points for Domain 2: Standard D	96
	Total Earned Points for Domain 2	0
	Total Possible Points for Domain 2	240
	Domain 3: Continuing Support and Early Re-Intervention	Score 0/1/2/3
	Standard A: Embracing Comprehensive Continuing Support	
3A1	Practice 1: Evidence of continuing support planning beginning at intake & continuing throughout service experience.	
3A2	Practice 2: Documentation of continuing support planning shall include all items indicated in Appendix G-IV .	
3A3	Practice 3: Staff and peers partner with individuals to assist them in connecting and engaging with resources.	
	Total Points Earned for Domain 3: Standard A	0
	Total Possible Points for Domain 3: Standard A	9
	Total Earned Points for Domain 3	0
	Total Possible Points for Domain 3	9
	Domain 4: Community Connection and Mobilization	Score
	Standard A: Energizing Children, Youth and Adult Peer Culture, Support and Leadership	
4A1	Practice 1: The program actively encourages, develops and recruits peer leaders.	
4A2	Practice 2: The program fosters the development of family-to-family peer support through planned activities (e.g., open houses).	
4A3	Practice 3: Peer leadership & support opportunities (e.g., peer-led groups) are facilitated by individuals receiving services.	
4A4	Practice 4: Program encourages & fosters the use of natural supports (e.g., family, friends, neighbors, community, etc).	
	Total Points Earned for Domain 4: Standard A	0
	Total Possible Points for Domain 4: Standard A	12
	Standard B: Strengthening Community Inclusion and Mobilization	
4B1	Practice 1: Agency adopts practices that foster inclusion into the community.	
4B2	Practice 2: Provider has established formal & informal reciprocal agreements with a variety of community partners.	
	Total Points Earned for Domain 4: Standard B	0
	Total Possible Points for Domain 4: Standard B	6
	Standard C: Integrating Physical and Behavioral Health Services	
4C1	Practice 1: Relationships & bi-directional referral agreements are established with physical health providers.	
4C2	Practice 2: Provider assists participants in accessing critical preventative & diagnostic healthcare services.	
4C3	Practice 3: Agency educates PCPs on behavioral health challenges & PCPs educate agencies on physical health challenges.	
	Total Points Earned for Domain 4: Standard C	0
	Total Possible Points for Domain 4: Standard C	9

	Total Earned Points for Domain 4	0
	Total Possible Points for Domain 4	27
FINAL SCORE SHEET		
Foundations of Excellence in Service Delivery		Score 0/1/2/3
	Total Earned Points for Foundations of Excellence in Service Delivery	0
	Total Possible Points for Foundations of Excellence in Service Delivery	39
	Weighted Percent for Foundations of Excellence in Service Delivery (D2/D3 = .20 x 100 =)	0
Domain 1: Assertive Outreach & Initial Engagement		
	Total Earned Points for Domain 1	0
	Total Possible Points for Domain 1	24
	Weighted Percent for Domain 1 (D6/D78 = .15 x 100 =)	0
Domain 2: Screening, Assessment, Service Planning and Delivery		
	Total Earned Points for Domain 2	0
	Total Possible Points for Domain 2	240
	Weighted Percent for Domain 2 (D10/D11 = .30 x 100 =)	0
Domain 3: Continuing Support and Early Re-Intervention		
	Total Earned Points for Domain 3	0
	Total Possible Points for Domain 3	9
	Weighted Percent for Domain 3 (D14/D15 = .15 x 100 =)	0
Domain 4: Community Connection and Mobilization		
	Total Earned Points for Domain 4	0
	Total Possible Points for Domain 4	27
	Weighted Percent for Domain 4 (D18/D19 = .20 x 100 =)	0
	Total Earned Points for Foundations of Excellence in Service Delivery & Domains 1 - 4	0
	Total Possible Points for Foundations of Excellence in Service Delivery & Domains 1 - 4	339
	Total Overall Weighted Score /Total Level of Care (LOC) Score	0%