

The Circle of Support Approach Organizational Self- Assessment (COSA-OSA)

The emotional, social and practical supports provided by one or more members of one’s social network are often an important resource that can promote health and wellbeing. In fact, an individual’s social network is one of the most significant factors in building personal resilience, managing stress and chronic health conditions and promoting health and wellness. Some members of a person’s “Circle of Support” include professional service providers (e.g., doctors, nurses, counselors, teachers, therapists, dentists, peer support specialists etc.). Others are part of one’s personal “Circle of Support” which includes family members, friends, a spouse, romantic partner and/or co-workers and others. The “Circle of Support” approach is a practice that involves elements of the Consumer Centered Family Consultation (CCFC) Approach developed by the University of Rochester Medical Center and the New York State Office of Mental Health.

There are a variety of organizational policies, practices, workforce development supports, resources and services that promote the involvement of an individual’s social network in treatment and recovery. The COSA-OSA provides an organization with a comprehensive set of activities that align with the engagement of social supports in a manner that supports the client’s goals and needs. The COSA-OSA enables an organization to assess the degree to which their activities align with key domains that characterize a highly supportive, engaging approach to treatment.

Instructions:

Use the following five point scale to indicate the degree to which your organization meets the standards described in the self-assessment.

- 0 = we don’t meet this standard at all
- 1 = we minimally meet this standard
- 2 = we partially meet this standard
- 3 = we mostly meet this standard
- 4 = we are exemplary in meeting this standard

*A score of 4 means you have expertise in this area that may be of help to other organizations interested in improving their performance around this standard

Domains:

A. Policies

1. Explicit policy statement is disseminated to all staff stating that the assessment and service planning process requires a comprehensive exploration and possible involvement of one or more members of a client’s social network

0

1

2

3

4

B. Workforce Development

2. In-service training includes skill and knowledge education related to the involvement of one or more members of a client’s social network in treatment

0 1 2 3 4

3. Orientation of new employees emphasizes and provides education (via archived webinars, learning modules and follow up supervision)

0 1 2 3 4

4. Performance evaluations include a task related to client’s social network involvement

0 1 2 3 4

C. Procedures and Practices

1. Staff routinely ask each client about their family members, friends and other members of their social network

0 1 2 3 4

2. Staff provides client with information about the possible benefits associated with the involvement of family members and others including the benefits associated with providing family members and others with information about mental illness, services provided by the agency and community resources

0 1 2 3 4

3. Staff routinely inform and engage the client in exploring and considering individuals in their social network that may support his/her personally meaningful goals

0 1 2 3 4

4. Staff routinely explore and address client concerns related to involving others in their treatment and recovery

0 1 2 3 4

5. Based on the client’s preferences, the staff person reaches out to and engages one or more members of the client’s circle of support to provide information about the benefits of involvement and to assess their willingness and ability to support the client’s expressed goal

0 1 2 3 4

6. For face to face or phone/skype/facetime meetings that involve the client and one or more members of his/her social network, the staff assists all involved to develop a plan that is acceptable to all

0 1 2 3 4

7. The staff offer involved members of the clients support network opportunities to learn about mental illness, how to problem solve and support their loved one, learn about resources for family members, getting to know the treatment team and the agencies services as well as responding to questions and addressing concerns

0 1 2 3 4

D. Family/friend supports, resources and services

1. The organization has a system in place to inform the client’s family member/friend about the services provided to their loved one, the clients treatment team, how to get in touch with the treatment team, community and organization specific resources designed specifically to support family members

0 1 2 3 4

2. The organization has established a working relationship with NAMI, the mental health association and other resources designed to support families/friends

0 1 2 3 4

3. The organization provides family specific supports such as family/friend nights, family/friend support groups and/or family/friend psychoeducation services

0 1 2 3 4

- 4. The organization offers individual family therapy or multiple family groups for families/friends of adults with serious mental illness

0 1 2 3 4

E. Documentation

- 1. The medical record requires staff at intake and through the ongoing assessment process to identify the clients social support network including family members, friends and other close relationships

0 1 2 3 4

- 2. The periodic treatment plan review process requires staff to update changes in the client’s social network and how they may be involved in supporting the client’s goals

0 1 2 3 4

- 3. The medical record requires staff to document nature of contacts with client’s and members of their social support network, including contact info for those involved, how they will be involved, plans that include goals, and progress toward goals

0 1 2 3 4

- 4. Monitoring system is used to track and document progress toward domain specific organizational goals

0 1 2 3 4