

**RSA-R**  
**Family Member/Significant Other Version**

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

	1	2	3	4	5		
	Strongly Disagree				Strongly Agree		
N/A= Not Applicable D/K= Don't Know							
1. Staff make efforts to welcome my loved one and help him/her to feel comfortable in this program.	1	2	3	4	5	N/A	D/K
2. The physical space of this program (e.g., the lobby, waiting rooms, etc.) feels inviting and dignified.	1	2	3	4	5	N/A	D/K
3. Staff encourage my loved one to have hope and high expectations for his/her recovery.	1	2	3	4	5	N/A	D/K
4. My loved one can change his/her clinician or case manager if he/she wants to.	1	2	3	4	5	N/A	D/K
5. My loved one can easily access his/her treatment records if he/she wishes.	1	2	3	4	5	N/A	D/K
6. Staff do not use threats, bribes, or other forms of pressure to influence the behavior of my loved one.	1	2	3	4	5	N/A	D/K
7. Staff believe that my loved one can recover.	1	2	3	4	5	N/A	D/K
8. Staff believe that my loved one has the ability to manage his/her own symptoms.	1	2	3	4	5	N/A	D/K
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.	1	2	3	4	5	N/A	D/K
10. Staff listen to my loved one and respect his/her decisions about his/her treatment and care.	1	2	3	4	5	N/A	D/K
11. Staff regularly ask my loved one about his/her interests and the things he/she would like to do in the community.	1	2	3	4	5	N/A	D/K
12. Staff encourage my loved one to take risks and try new things.	1	2	3	4	5	N/A	D/K
13. This program offers specific services that fit the unique culture and life experiences of my loved one.	1	2	3	4	5	N/A	D/K
14. My loved one is given opportunities to discuss his or her spiritual needs and interests when he or she wishes.	1	2	3	4	5	N/A	D/K
15. My loved one is given opportunities to discuss his or her sexual needs and interests when he or she wishes.	1	2	3	4	5	N/A	D/K
16. Staff help my loved one 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).	1	2	3	4	5	N/A	D/K
17. Staff assist my loved one with getting jobs.	1	2	3	4	5	N/A	D/K
18. Staff help my loved one to get involved in non-mental health related activities, such as church groups, adult education, sports, or hobbies.	1	2	3	4	5	N/A	D/K

19. Staff help my loved one to include people who are important to him/her in his/her recovery/treatment planning (such as family, friends, clergy, or an employer).	1	2	3	4	5	N/A	D/K
20. Staff introduce my loved one to others in recovery who can serve as role models or mentors.	1	2	3	4	5	N/A	D/K
21. Staff connect my loved one with self-help, peer support, or consumer advocacy groups and programs.	1	2	3	4	5	N/A	D/K
22. Staff help my loved one to find ways to give back to the community (i.e., volunteering, community services, neighborhood watch/cleanup).	1	2	3	4	5	N/A	D/K
23. My loved one is encouraged to help staff with the development of new groups, programs, or services.	1	2	3	4	5	N/A	D/K
24. Program participants are encouraged to be involved in the evaluation of this program's services and service providers.	1	2	3	4	5	N/A	D/K
25. My loved one is encouraged to attend agency advisory boards and management meetings	1	2	3	4	5	N/A	D/K
26. Staff talk with my loved one about what it takes to complete or exit the program.	1	2	3	4	5	N/A	D/K
27. Staff help my loved one keep track of the progress he/she makes towards his/her personal goals.	1	2	3	4	5	N/A	D/K
28. Staff work hard to help my loved one fulfill his/her personal goals.	1	2	3	4	5	N/A	D/K
29. My loved one is or can be involved in facilitating staff trainings and education programs at this agency.	1	2	3	4	5	N/A	D/K
30. Staff listen, and respond, to my loved ones cultural experiences, interests, and concerns.	1	2	3	4	5	N/A	D/K
31. Staff are knowledgeable about special interest groups and activities in the community.	1	2	3	4	5	N/A	D/K
32. Agency staff are diverse in terms of culture, ethnicity, lifestyle, and interests.	1	2	3	4	5	N/A	D/K
<i>*For family/sig oth only</i>							
33. Staff make efforts to welcome me and make me feel comfortable in this program.	1	2	3	4	5	N/A	D/K
34. Staff encourage me to have hope and high expectations for my loved one's recovery.	1	2	3	4	5	N/A	D/K
35. Staff listen to me and respect my opinion about my loved one's treatment and care.	1	2	3	4	5	N/A	D/K
36. Staff include me in my loved one's recovery/ treatment planning.	1	2	3	4	5	N/A	D/K
37. I am encouraged to help staff with the development of new groups, programs, or services.	1	2	3	4	5	N/A	D/K
38. I am encouraged to be involved in the evaluation of this program's services and service providers.	1	2	3	4	5	N/A	D/K
39. I am encouraged to attend agency advisory boards and management meetings, if I want.	1	2	3	4	5	N/A	D/K
40. I am/ can be involved in facilitating staff trainings and education programs at this agency.	1	2	3	4	5	N/A	D/K

