

# New Hampshire Standards of Excellence for Recovery Community Organizations

## Preparing for Your Comprehensive Review



The Bureau of Drug and Alcohol Services (BDAS) conducts Comprehensive Reviews with all state-funded Recovery Community Organizations (RCOs) to evaluate the degree to which they adhere to New Hampshire RCO Standards of Excellence (SOEs).

The Comprehensive Review consists of three phases: presite, onsite, and postsite.



The RCO SOEs reflect best practices in the areas of staffing and structure; governance; operations; workforce development; and use of assessment, planning, monitoring, and evaluation to enhance services and outcomes. Adherence is determined by reviewing information from a variety of sources and conducting follow-up onsite interviews and discussions.

## Presite



*(Begins 3 months prior to the onsite visit)*

- Schedule the dates for the Comprehensive Review site visit
- Collect and submit RCO information
- Invite participants
- Plan meeting logistics

## The Comprehensive Review process begins several months before the onsite visit.

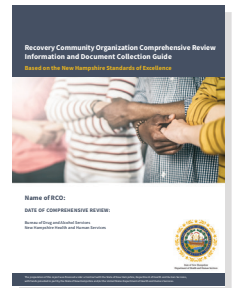
Once BDAS has determined your RCO is due for a Comprehensive Review, it will send a notification letter to the RCO director. BDAS's Facilitating Organization (FO) will follow up and work with the director and appointed staff to answer questions, collect requested information, and help you get ready for your onsite visit. These presite preparations ensure the time spent onsite is productive, efficient, and beneficial to everyone involved. BDAS and the FO also use the presite period to organize and thoroughly review all your materials to obtain a solid understanding of RCO programs, policies, and procedures. The FO, in concert with Growth Partners, will administer surveys to RCO staff and participants to collect additional information and insights.

### Scheduling the Onsite Visit and Inviting the Right Participants

BDAS will work with you to identify mutually agreeable dates for the onsite visit. The FO will help you identify participants who can provide insights into how well the RCO is meeting the SOEs, as well as RCO strengths, challenges, and future needs. It is important to schedule the onsite visit at a time when key participants are available.

### RCO Information and Document Collection Guide

The FO will provide the **RCO Information and Document Collection Guide** which identifies all the material you need to collect and submit prior to the onsite visit. The Guide includes a checklist of requested documents and instructions on how to electronically submit them, as well as text boxes for additional brief descriptive information about the RCO. The FO will work with you to set deadlines for document collection and submission and will schedule periodic check-in calls with you to answer questions and address any issues that may arise.



Gathering documents and completing the RCO Information and Document Collection Guide can be time-consuming, but it is critically important that you submit documents on time. Having complete documentation in hand before the onsite visit allows BDAS to obtain a solid understanding of RCO programs, policies, and procedures. It also means that time during the onsite visit can be devoted to discussing RCO strengths, challenges, and desired outcomes rather than gathering descriptive information.

### Other Information to be Collected

The FO will work with each RCO to administer **staff and participant surveys** prior to the onsite visit. The purpose of the surveys is to collect the perspectives of those who provide, and participate in, RCO services. A **"Secret Shopper"** protocol will also be used to collect outside perspectives about RCO services. The identities of survey and Secret Shopper participants are confidential, but BDAS will share de-identified data with RCO leadership—and any designated staff—during the onsite visit to help identify RCO strengths as well as potential areas for future development.

### Logistical Support

The FO will work with you to ensure that onsite arrangements support productive and interactive discussions:

- A meeting location that can accommodate all participants comfortably for the entire onsite visit.
- Tables and seating set up to facilitate face-to-face conversation.
- A room with sufficient outlets for powering laptops and other equipment used during the onsite visit.
- Access to the internet (if available) and a laptop projector.
- Directions to the RCO building and information on parking options and facility safety protocols.

## Onsite



- Participate in discussions and interviews
- Provide a brief, informal tour of the Center
- Participate in an exit conference

**The onsite portion of the Comprehensive Review engages RCO Directors and designated staff, volunteers, and partners in discussions with BDAS reviewers.**

### Onsite Agenda

BDAS will provide you with an agenda for the onsite visit that identifies the key topic areas to be discussed based on presite review of RCO materials. The agenda provides structure for the conversations while building in flexibility for BDAS reviewers and RCO participants to jointly identify the strengths, challenges, and opportunities for future development related to the SOEs. The amount of time needed for the visit will depend on the number of Center locations and other factors.

### Onsite Discussions

The onsite visit is conducted in a relaxed, conversational environment where participants are free to ask questions and offer observations at any time. The time needed for the onsite discussions depends on the thoroughness of the information you collected and provided to the FO during the presite process.

The role of the BDAS reviewer during this phase of the Comprehensive Review is to (1) accurately confirm RCO strengths, challenges, and desired future directions; and (2) objectively determine how well RCO programs, policies, and procedures currently align with NH's RCO SOEs based on available information and evidence. While the BDAS reviewer's role does not include providing advice or technical assistance (TA), the onsite visit does provide an opportunity for RCO leadership and staff to identify TA needs as part of the review process. The BDAS reviewer will also be documenting any unique and notable RCO practices that can be shared with other RCOs.

### Exit Conference

The final hour of the agenda is reserved for an exit conference where you can share informal feedback on the Comprehensive Review process, and BDAS can share preliminary findings and discuss next steps.

## Postsite



- Evaluate your experience
- Review the report and provide feedback
- Participate in post-review activities

**The postsite portion of the Comprehensive Review documents findings, identifies next steps, and collects evaluation feedback from participants to continually improve the process.**

### Evaluation

RCO leadership and designated staff who participated in the review will be asked to provide feedback on their experience. This information will be used to enhance the implementation and utility of Comprehensive Reviews.

### Report

Within 3 months following the onsite, the RCO will receive a written report that documents RCO alignment with the SOEs based on the information you collected and the conversations you and the reviewer had during the Comprehensive Review. The report will also summarize RCO strengths, challenges, and recommendations for future development, including any TA needs identified during the review. You will have an opportunity to review and provide feedback on the report before it is finalized.

### Follow-up

Based on Comprehensive Review findings, the FO will work with you to determine any follow-up actions. These could include providing requested TA or—in the case of compliance issues—developing a performance improvement plan.