

New Hampshire Recovery Community Organization Standards of Excellence

RCOs that receive funding from BDAS are expected to be working toward meeting or exceeding these 28 Standards of Excellence organized under six domains.

RCO STRUCTURE AND STAFFING

- The RCO **structure** supports its ability to achieve its vision and carry out its mission and core responsibilities.
- The RCO **staffing** supports its ability to achieve its vision and carry out its mission and core responsibilities.
- The RCO has developed sustainable partnerships with other organizations in its service area that enhance its ability to advance its vision, mission, and core values.
- The RCO uses effective processes to market peer recovery support services and encourage community members to support and participate in RCO programs.

BOARD OF DIRECTORS (BOD)

- BOD membership is representative of, and responsive to, local communities of recovery.
- The BOD has a defined structure and roles and responsibilities for members.
- BOD organizational policies and procedures are consistent with the principles of good governance.
- The BOD uses participatory processes with diverse recovery and other community members to solicit their input, engage them in strategic planning, and ensure cultural competency.

ASSESSMENT AND PLANNING

- The RCO collects, analyzes, and uses valid and objective data to **identify** recovery support needs.
- The RCO collects, analyzes, and uses valid and objective data to **plan** improvements to service delivery and access.
- The RCO uses participatory processes to engage partners and stakeholders—including those who are in, or seeking, recovery—in planning efforts.

WORKFORCE DEVELOPMENT

- The RCO provides policies and procedures to all staff and volunteers that outline requirements for the positions, rules of the center, and local and federal regulations.
- The RCO has a defined process for determining the number of staff and volunteers needed to provide effective programming.
- The RCO has defined roles and responsibilities for all staff and volunteers.
- The RCO has efficient and effective processes to **recruit** quality staff and volunteers.
- The RCO has efficient and effective processes to **retain** quality staff and volunteers.
- The RCO has a process for regularly providing reviews, feedback, and disciplinary measures to staff and volunteers.
- The RCO provides training opportunities for staff and volunteers that are relevant to their roles in the organization.

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OPERATIONS

- The RCO has established defined operational policies and procedures for the staff and volunteers at the center.
- RCO operational policies and procedures are **easily accessible** to staff and volunteers.
- RCO operational policies and procedures are **regularly reviewed** and updated as needed.
- The RCO has the financial resources in place to provide necessary recovery supports and programming.
- RCO services are responsive to the demographics and needs of those who are in, or seeking, recovery in the service area.

EVALUATION AND MONITORING

- The RCO has internal financial controls and systems to follow accepted accounting principles and accurately track the time of staff and volunteers.
- RCO staff have effective processes for **monitoring** the quality with which recovery support service and programs are implemented.
- RCO staff have effective processes for **analyzing** and using monitoring and evaluation data to improve the quality with which recovery support service and programs are implemented.
- RCO staff accurately collect and report program data in accordance with all requirements.
- The RCO has procedures in place to analyze and use program data to evaluate the impact and effectiveness of recovery supports and services and plan to improve outcomes.



State of New Hampshire
Department of Health and Human Services