

| Scoring Categories (15 Points Each) | Comments | Points |
|--|----------|--------|
| Please describe the Program's purpose and why it is so successful: | | |
| <i>Totally subjective – no suggestions for word clouds</i> | | |
| How are consumers and family members involved in policy programming and leadership/management services? | | |
| <i>(prog. 7.5 pts, lead/mgmt 7.5 pts). – Majority consumer, equal voice/vote, lived experience prerequisites,</i> | | |
| In what way(s) is it culturally sensitive or competent? | | |
| <i>Reaches out at house of worship, barber/beauty shops, schools, clinics, bilingual, one-stops, offers food, day care, Promotores, navigators, CHWs, community centers, transportation, elders,</i> | | |
| How does it create and maintain a Recovery/Wellness/Resilience focus? | | |
| <i>Strength based, partnership, self-determined, open-door, no wrong door, shared decision making, acceptance, empowerment</i> | | |
| How does it connect the participants to the community? | | |
| <i>Community events, co-located, co-hosting, volunteer, staffing, organizing, partnering, training,</i> | | |
| Please describe how it empowers participants to maintain an independent lifestyle: | | |
| <i>Support, autonomy, employment, life skills, training, education, follow-ups, linkages</i> | | |

Client and family driven services use clients' and family members' input as the main factor for planning, policies, procedures, service delivery, evaluation and the definition and determination of outcomes

Culturally competent: Awareness of diverse attitudes, beliefs, behaviors, practices, and communication patterns attributable to a variety of factors (such as race, ethnicity, religion, SES, historical and social context, physical or mental ability, age, gender, sexual orientation, or generational and acculturation status) and is able to provide culturally appropriate and specifically tailored services or program options to clients with diverse values, beliefs, and behaviors.

Recovery: Mark Ragins, has identified the four cornerstones of recovery for both clients and partners as being Hope, Empowerment, Self-Responsibility, and Meaningful Roles. CSS Plan definition: *Recovery refers to the process in which people who are diagnosed with a mental illness are able to live, work, learn, and participate fully in their communities*