

*Recovery Partners of Vermont*  
FY24 Peer Standards  
Audit Report



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## **Introduction**

In FY24 the Recovery Partners of Vermont (RPV) consists of 15 recovery organizations in the state of Vermont who come together to support the development and delivery of recovery support services. One of RPV's main goals is to ensure that our members deliver world-class services and supports to thousands of Vermont guests. To help meet this goal, RPV conducts a yearly Peer Standards Review. A team made up of a member Executive Director from a different member recovery organization, at least one board member from the member being audited, the Executive Director and Information Specialist of the Recovery Partners of Vermont, performs the recovery organization audits. They review the materials provided by each participating member and document the results.

An instrumental part of the Peer Standards Audit is the anonymous and confidential surveys that are submitted by both guests and community partners. RPV requires these surveys to be anonymous and confidential to create an open environment for survey takers to share how they honestly feel without feeling singled out. The anonymity that this creates allows the audit team to get a real snapshot of how the member organization is perceived by their guests and community partners. This report will give a detailed overview of all 13 audits performed. Two members are not required to participate in this particular audit.



## **Organizational Wellness & Quality**

In the past year we've seen significant improvements across our membership. In FY23, the Peer Standards Audit highlighted a critical need for a financial internal controls policy, which was also being requested by the State for upcoming changes. This year, every member now has this policy in place. It was also discovered in the FY23 audits that only one member had a basic disaster policy in place. Recognizing this need, RPV secured a grant for consultants to help create these policies. At the end of the FY24 audits, seven members had completed their disaster policies, five are in the process finalizing it and only two have yet to start.

We feel it is important for our members boards to be made up of people in recovery, which includes family members. The audit told us that all of our members feel the same way and all boards consist of people who understand addiction and recovery from personal experience. The board is the backbone of the organization and meeting regularly is important to ensure that the organization is running appropriately. Nine of our members' boards do meet monthly, two meet every other month and two meet quarterly.

One of the most important parts of organizational wellness is knowing the workplace hierarchy. Having clear lines of communication and defined roles within the organization is important. One helpful mechanism to ensure that the board of directors and each staff person understands their place within the recovery organization is to have an organizational chart. Only one member does not have an organizational chart but is in the process of creating one.

## **Guest & Provider Survey Overview**

There was a total of ninety-nine guest surveys anonymously submitted from twelve members. This gave the Audit Team a solid understanding of how people all across the state of Vermont perceive our members and use the services they offer. It is our members' duty to lead by acting ethically and professionally.

There is overwhelming evidence that our members create a safe and welcoming environment for **all** who walk through their doors. Safety doesn't only mean physical safety. For people in early recovery, safety means a healthy environment that allows them to grow and create new healthy relationships that do not rely on substances. Safety can also mean being accepted somewhere and finally feel they can be themselves without judgment or fear of discrimination.

There was a total of one hundred and fifteen surveys submitted by the community partners of thirteen of our members. The high number of surveys completed is a true testament to how invested our members are to working with their community partners to address Substance and Alcohol Use Disorder in Vermont.

Reflecting the results of the guest survey, it is clear that the community partners also perceive our members to be safe, welcoming and inclusive for **all**. Because of this inclusivity, many community partners refer individuals to our members whom they believe may benefit from the services offered. Whether that is someone experiencing a substance or alcohol use disorder, or a family member of said person. Our members are ready to meet you where you are, wherever that may be, whoever you may be.

*“Turning Point Center is a haven. It is a place that provides a physically and emotionally safe environment where I can freely express myself without fear of prejudice, or negative judgment. I am treated with respect, and feel comfortable, secure, and free from external pressures. In an often intolerant world, having a safe space to go to is incredibly important for good self-care. A safe space is a place—physical or virtual—where you can relax and recharge. Again, It's also a judgment-free zone where you can let your guard down and truly be yourself. So thank you TPC!”*

## **Guest Survey**

*There was a total of ninety-nine surveys completed anonymously by our members guests across the state.*

- Does this recovery organization feel like a safe place for you to work on your recovery?
  - Yes - 97%
  - Most of the time - 3%
- Do you perceive this recovery organization to be welcoming?
  - Yes - 95%
  - No - 1%
  - Most of the time - 4%
- Is this recovery organization supportive of all people seeking recovery?
  - Yes - 91%
  - No - 1%
  - Most of the time - 8%
- While visiting this recovery organization, have you ever witnessed discrimination based on race, age, religion, gender, ethnicity, sexual orientation, mental health, pathway to recovery and/or real or perceived HIV status?
  - Yes - 1%
  - No - 99%
- Do you feel encouraged by recovery organization staff and volunteers to recognize progress made, and to set goals for your recovery and utilizing positive reinforcement to develop solutions?
  - Yes - 97%
  - No - 3%
- Do staff and volunteers provide leadership in acting ethically by modeling practices such as protecting anonymity, taking personal responsibility, not gossiping, not "hitting" on guests, or crossing financial or ethical boundaries?
  - Yes - 97%
  - No - 3%
- Does this recovery organization provide direct support for you and your chosen path to recovery?
  - Yes - 97%
  - No - 3%
- Other Groups Mentioned by Guests
  - Emotional Sobriety
  - IDRP/ Crash
  - Family Coaching
  - Al-anon
  - Dual Recovery Anonymous
  - Acupuncture
  - LGBTQ groups

## **Provider Survey**

*There was a total of one hundred and fifteen surveys completed anonymously by our members community partners across the state.*

*\*N/A refers to partners that have not visited the recovery organization.*

- Do you perceive this recovery organization to be welcoming?
  - Yes - 89%
  - No - 0%
  - N/A - 11%
- Do you feel this recovery organization is a safe place to be for guests to work on their recovery?
  - Yes - 89%
  - No - 0%
  - N/A - 11%
- Do you make a practice of making referrals to this recovery organization?
  - Yes - 84%
  - No - 16%
- Do you feel this recovery organization is collaborating with other community efforts that are working to address substance or alcohol use disorder?
  - Yes - 100%
  - No - 0%
- Have you heard any complaints about discrimination from any of your clients or the people you have referred to this recovery organization?
  - Yes - 2%
  - No - 98%
- Other Groups Mentioned by Community Partners
  - Mindful Recovery
  - Grief & Loss Support
  - Social Detox Bed
  - Art groups
  - MAT Office Hours
  - Recovery Coaching in the Correctional Facility
  - Sober Housing
  - Adventures in Recovery



## **Operational Standards, Recovery Services, Leadership Administration, Digital Marketing & Volunteer Development**

- Eight members have office hours weekly of at least forty hours. Five members are open less than forty hours.\*
- Nine members have Memorandum of Understanding with one to five community partners; three with six to ten and one member has more than ten.
- Nine member Executive Directors have formal yearly annual performance reviews by their board.
- Nine members have their board members listed on their website.
- Seven members have a designated social media and marketing employee, two members have support, and four members do not have a designated staff member for this position.
- One of this biggest changes and challenges felt by nearly all of our members is the drastic decrease in volunteer capacity since COVID. It is very hard to find people to volunteer now, which means they need to find more staff to fill those positions.

*\*One member has since increased their weekly office hours to forty hours.*



## **We asked our members...**

- **What services do you wish you could offer?**
  - *Recovery Housing*
  - *Work with Probation & Parole*
  - *Youth Programming/Presence in Schools*
  - *Activities Director*
  - *Vehicle*
  - *Oral Health*
  - *Workforce Development*
  - *Trauma Informed Care*
  - *More Recovery Coaches*
  - *Wellness Groups*
  - *More space*
  
- **What is unique about your recovery organization**
  - *The incredible effort put toward improving skills for recovery coaching, weekly, through Motivational Interviewing training.*
  - *Amazing staff that understands our community landscape and collaborate across sectors so successfully.*
  - *Incredible team of Recovery Coaches, cohesive team. First to pilot some programs.*
  - *Fundraising; expansive programming & collaboration*
  - *Our outreach offices help us to reach more than Franklin County*
  - *Recovery Community*
  - *Social detox bed; embedded Recovery Coaches in the school system*
  - *Longest standing Parents in Recovery Program; childhood home of Dr. Bob is our center*
  - *Working with great staff*
  - *Longstanding program with Department of Corrections*
  - *Depth of services; work with Police Department*
  - *Community ownership of building*
  - *Variety of places to engage, colorful, open kitchen; provides transportation to and from treatment*
  
- **Areas of Need**
  - *Marketing*
  - *Accounting & Legal Support*
  - *Administrative Infrastructure*
  - *Long-term financial health*
  - *IT*
  - *Sober Living*
  - *Space*



## **Conclusion**

There have been many improvements seen across our membership in the past year. From disaster planning to fiscal policies and more, we've been able to ensure our members are receiving the resources they need to be world-class establishments. It is clear from the surveys that our members offer a safe, welcoming, judgement-free environment for all people. Our members are clearly needed in their communities, seen by the multiple community partners referring individuals to our members.

There are some member boards that do not hold annual job performance evaluations for their Executive Director. It is the gold standard for every member Executive Director to have an annual performance evaluation.

As a member organization, it our goal to see all of our members have at least forty weekly office hours. One area of growth needed across many of members is digital marketing support. There are many members that do not have a designated person that is working on all aspects of digital marketing: website, social media, advertising, and emails. With the rise in technology, most notably social media, it is imperative to start or continue focusing the organizations' attention in this area.

As seen from the audit, our members' areas of need differ from one organization to the next. Three areas seen the most are more space/bigger building, IT support, and recovery housing/sober living.