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.
New Hampshire Recovery Community Organization
Standards of Excellence

**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.