



Clubhouse International

Creating Community: Changing the World of Mental Health

Self-Study Accreditation Protocol

Revised November 2025

Accreditation Self-Study

Name of Clubhouse:	
Clubhouse address:	
Dates of Accreditation Visit:	
Faculty Team:	
Date Self-Study document completed:	

****Note: If you are going to use acronyms or abbreviations for local programs or agencies, **please write out the full name** of the program/agency for the first mention of it in the report. This will help our International Faculty better understand your Clubhouse. Thank you!*

INTRODUCTION

General Clubhouse Questions

Clubhouse Administrative Structure	
<input type="checkbox"/> Free Standing <input type="checkbox"/> Auspiced	
Name of Auspice Agency (if applicable):	
Clubhouse Director:	
Tenure of current director:	
Clubhouse Annual Budget (please include currency):	
Age of Clubhouse:	

Clubhouse Makeup	
Total Membership since opening:	
Current 90-Day Active Membership (members participating in any type of Clubhouse activity, online or face-to-face):	
Average daily attendance participating in onsite Clubhouse Work-Ordered Day:	
Average daily number of members participating in online/virtual Clubhouse activities:	
Average age of Clubhouse Membership:	
Number of active young adult members (ages 18-25):	
Number of full time staff (including director):	
Number of part time staff:	
Number of work units:	

Do any staff work remotely?
If yes, please describe why:

In preparation for your upcoming Accreditation visit, please review the most recent Clubhouse International CPQ (Clubhouse Profile Questionnaire) that you have submitted to the Clubhouse International Program for Clubhouse Research. If there have been changes in any area that is relevant to your Accreditation visit, use this space to provide us with the most current information available:

Describe any special circumstances the Clubhouse is facing that might have an impact on the Accreditation visit (i.e. the Clubhouse recently moved; new leadership; staff turnover; etc.):

Are there any local or cultural norms that you would like the Faculty consultants to be aware of?

Please list all of the recommendations from the previous Accreditation visit (if applicable). After each recommendation, describe the actions that have been taken to address the issue, and the current status.

Provide a brief overview of the Clubhouse's greatest strengths.

Briefly overview the most important issues the Clubhouse must now address, and the Clubhouse areas most in need of improvement.

Are there any areas of Clubhouse functioning that the Faculty team can specifically assist with? Please list any issues about which you would want suggestions/consultation from the Faculty team:

The International Standards for Clubhouse Programs™, agreed upon by all our member Clubhouses, define the Clubhouse Model of rehabilitation.

Please consider the following questions in assessing the Clubhouse's fidelity to the Standards.

MEMBERSHIP

1. *Membership is voluntary and without time limits.*

- Are there members at the Clubhouse who, for any reason, do not believe that their attendance is truly voluntary (i.e. residential setting requires them to be out of the house)? If yes, please explain.

2. *The Clubhouse has control over its acceptance of new members. Membership is open to anyone with a history of mental illness, unless that person poses a significant and current threat to the general safety of the Clubhouse community.*

- Where do referrals come from?
- Please attach a copy of or link to the Clubhouse referral form.
- Please describe the Clubhouse enrollment and orientation process (who's involved, length of time, etc.).
- Does the membership of your Clubhouse reflect the demographics of your local geographic community?
- Describe any screening process used. Is there a 'delayed membership' or a Clubhouse committee to decide if someone is 'a good fit' for the Clubhouse, etc.?
- Describe any funding-related regulations that determine who is eligible for membership and/or length of membership.
- Does the Clubhouse serve people who do not have a history of mental illness? If so, describe.
- How are decisions made about disciplinary actions, suspensions, etc.?
- Is there a Behavior Policy? If so, how is this communicated to members?
If there is a written behavior policy, please cut and paste it here:

3. *Members choose the way they utilize the Clubhouse, and the staff with whom they work. There are no agreements, contracts, schedules, or rules intended to enforce participation of members.*

- What is the process by which members end up working with a specific Clubhouse staff worker?
- Describe any Clubhouse contracts, schedules, rules, requirements or agreements governing member participation in the Clubhouse.

4. *The Clubhouse community promotes acceptance and inclusion. All members have access to every Clubhouse opportunity*

- What barriers (e.g. organizational, cultural, attitudinal) might affect member participation, and how does the Clubhouse work to remove them?

5. *Members at their choice are involved in the writing of all records reflecting their participation in the Clubhouse. All such records are to be signed by both member and staff.*

- Describe the record keeping procedures of the Clubhouse, including frequency of notes, nature of the forms that are used, and member participation in the process.
- Note any records related to member participation in the Clubhouse that members do not sign off on.

6. *Members have a right to immediate re-entry into the Clubhouse community after any length of absence, unless their return poses a significant and current threat to the Clubhouse community.*

- What is the process for a member to return to the Clubhouse after any length of absence?

7. *The Clubhouse provides an effective reach out system to members who are not attending, becoming isolated in the community or hospitalized.*

- Describe the Clubhouse reach out system.

Who in the Clubhouse is responsible for reach out?

Please note if and how reach out includes the following:

- o phone calls
 - o social media
 - o cards
 - o mailings of Clubhouse newsletter and other publications,
 - o home visits
 - o hospital visits
 - o other
- What reach out systems do you use to ensure ongoing contact with members even if they become inactive?
 - Does the Clubhouse track the effectiveness of your reach out system, and if so, how do you do that?
 - How has the Clubhouse ensured members' community support needs are met even when they are not able to be physically present at the Clubhouse?

MEMBERSHIP

- What are your Clubhouse's greatest strengths in this section of the Standards?
- What does your Clubhouse need to improve in order to better comply with the Membership section of the Standards?

RELATIONSHIPS

8. All Clubhouse meetings are open to both members and staff. There are no formal member only meetings or formal staff only meetings where program decisions and member issues are discussed.

- Are there any meetings that are basically all-members, or all-staff? If so, describe.
- Are there any meetings that, though technically open to members, are scheduled at a time of the day that limits or precludes member attendance?
- Describe the process for staff supervision in the Clubhouse and whether it happens in a group setting or one-on-one.
- Describe any meetings that staff are required to attend (whether in the Clubhouse, or off-site) in which “member issues” are discussed.

9. Clubhouse staff are sufficient to engage the membership, yet few enough to make carrying out their responsibilities impossible without member involvement.

- Describe the staff composition (list each staff, role/title, where they are attached, specific functions, etc.).

Name	Role/ Title	Unit assigned to	Hours/ week	Involved with TE	Staffing social program	Involved with housing	Involved with other aspects of operation (Describe)

- Describe any projects that staff work on by themselves, and the reasons that this occurs.

10. Clubhouse staff have generalist roles. All staff share employment, housing, evening and weekend, holiday and unit responsibilities. Clubhouse staff do not divide their time between Clubhouse and other major work responsibilities that conflict with the unique nature of member/staff relationships.

- List the staff who have responsibilities that preclude them from being full Clubhouse generalists and describe their jobs.
- For Clubhouses who have a parent/auspice agency: are there any Clubhouse staff who also have job responsibilities with the agency, or other programs of the auspice agency? If so, describe.
- How does the Clubhouse on-board and train new staff?

11. Responsibility for the operation of the Clubhouse lies with the members and staff and ultimately with the Clubhouse director. Central to this responsibility is the engagement of members and staff in all aspects of Clubhouse operation.

- In what ways does the director provide a sense of urgency about Clubhouse work?
- In what ways does the director hold staff accountable for engaging members in all of the work of the units?
- In what ways does the director take an active role in creating new work opportunities for the units? Does the Clubhouse director engage members in his/her work? If so, how?

RELATIONSHIPS

- What are your Clubhouse's greatest strengths in this section of the Standards?
- What does your Clubhouse need to improve in order to better comply with the Relationships section of the Standards?

SPACE

12. *The Clubhouse has its own identity, including its own name, mailing address and telephone number.*

- Briefly describe the Clubhouse space.
- If there is an auspice agency, does the Clubhouse identify itself using the auspice agency name when answering Clubhouse phones and/or include it in Clubhouse signs, letterhead, literature, etc?
- Does the Clubhouse have its own mailing address, email address, and telephone number, separate from that of the auspice agency?
- Does the Clubhouse have its own distinct website and/or social media presence? Please include the website link and/or social media handles:
- Is there a sign that easily identifies the Clubhouse from the outside?
- Does the Clubhouse use an email signature? If so, does it prominently display the Clubhouse name? Does the email signature include the Clubhouse International Accreditation seal (if applicable)?

13. *The Clubhouse is located in its own physical space. It is separate from any mental health center or institutional settings, and is impermeable to other programs. The Clubhouse is designed to facilitate the Work-Ordered Day and at the same time be attractive, adequate in size, and convey a sense of respect and dignity.*

- Do staff and/or clients from other mental health programs have access to Clubhouse space? If so, describe.
- Does the Clubhouse post any 'rules' or lists of behavioral expectations on the walls?
If so, describe:
- Are the rooms of the Clubhouse large enough to support unit activities and group projects?
- Is the Clubhouse too large or too small for the number of members and staff? If so, describe.
- Are the appliances, computers, and other technological equipment up-to-date and adequate to meet the needs of the community? Describe.

- Who is responsible for the maintenance and upkeep of the building?

14. *All Clubhouse space is member and staff accessible. There are no staff only or member only spaces.*

- Describe any areas of the Clubhouse that do not seem to be member accessible.
- Are there areas of the house that have been significantly 'personalized' by any one person, with family pictures, diplomas, etc.? If so, describe.
- Are there staff desks, and/or staff offices?
If so, describe:

SPACE

- What are your Clubhouse's greatest strengths in this section of the Standards?
- What does your Clubhouse need to improve in order to better comply with the Space section of the Standards?

WORK-ORDERED DAY

15. The Work-Ordered Day engages members and staff together, side-by-side, in the running of the Clubhouse. The Clubhouse focuses on strengths, talents and abilities; therefore, the Work-Ordered Day must not include medication clinics, day treatment or therapy programs within the Clubhouse.

- Please describe any work that is not done in side-by-side partnership and why.
- Describe any groups held during the Work-Ordered Day (whether face-to-face or via teleconference) that focus on issues of illness and disability, or on 'activities of daily living' matters.

Name of group:	Day of week and time of day	Who facilitates the group: (Professionals? Member? Staff? Other?)	Typical number of members participating:

- Are there staff from outside, clinically oriented programs who come to the Clubhouse during the Work-Ordered Day to meet with members? If so, describe.

16. The work done in the Clubhouse is exclusively the work generated by the Clubhouse in the operation and enhancement of the Clubhouse community. No work for outside individuals or agencies, whether for pay or not, is acceptable work in the Clubhouse. Members are not paid for any Clubhouse work, nor are there any artificial reward systems.

- Describe any work or projects the Clubhouse community does for other agencies, including the auspice agency.
- Are members paid for any work that is the work of the Clubhouse community? If so, describe.

17. The Clubhouse is open at least five days a week. The Work-Ordered Day parallels typical working hours.

Clubhouse hours of operation for the Work-Ordered Day	
What time does the Clubhouse open in the morning?	
What time does the Clubhouse close in the evening?	
What time do most staff arrive at the Clubhouse?	
What time do most members arrive at the Clubhouse?	
What time do most staff leave?	
What time do most members leave?	

- List *all* regularly held Clubhouse meetings, and when they are each held:

Meeting	Day of week and time of day	How frequently?	Purpose of Meeting	avg. # of participants

- What effect do these meetings have on the flow and momentum of the Work-Ordered Day?
- Describe any ways in which transportation schedules impact on the length of the Work-Ordered Day.

18. The Clubhouse is organized into one or more work units, each of which has sufficient staff, members and meaningful work to sustain a full and engaging

Work-Ordered Day. Unit meetings are held to foster relationships as well as to organize and plan the work of the day.

- If your Clubhouse offers opportunities to engage in a 'hybrid' or 'virtual' Work-Ordered Day, please describe how unit meetings and unit work are discussed and delegated, and how the Clubhouse ensures that members and staff can work side-by-side:

For the following section, please respond to the questions, and make appropriate comments and/or recommendations for *each* unit separately. For more than two units, copy and paste this section for as many units as the Clubhouse has.

Unit One Name:	
Unit Name:	
Names of staff assigned to the unit:	
Average number of members who attend the unit daily:	
General responsibilities of the unit:	
If there is a regularly scheduled morning unit meeting, what time does it occur?	
If there is a regularly scheduled afternoon unit meeting, what time does it occur?	
Average number of staff present in the unit (AM)	
Average number of staff present in the unit (PM)	
Average number of members present in the unit (AM)	
Average number of members present in the unit (PM)	
Average number of members actively engaged in work in the unit (AM)	
Average number of members actively engaged in work in the unit (PM)	

Unit One Name:	
Activity level for the unit:	<input type="checkbox"/> low <input type="checkbox"/> fair <input type="checkbox"/> good <input type="checkbox"/> high
Does this unit have an adequate amount of meaningful work?	<input type="checkbox"/> Yes <input type="checkbox"/> No (please list suggestions below)
Suggestions for additional work in the unit:	
How are unit meetings utilized to “organize and plan the work of the day” in this unit?	
How are unit meetings utilized to “foster relationships” in this unit?	

Unit Two Name:	
Unit Name:	
Names of staff assigned to the unit:	
Average number of members who attend the unit daily:	
General responsibilities of the unit:	
If there is a regularly scheduled morning unit meeting, what time does it occur?	
If there is a regularly scheduled afternoon unit meeting, what time does it occur?	
Average number of staff present in the unit (AM)	
Average number of staff present in the unit (PM)	

Unit Two Name:	
Average number of members present in the unit (AM)	
Average number of members present in the unit (PM)	
Average number of members actively engaged in work in the unit (AM)	
Average number of members actively engaged in work in the unit (PM)	
Activity level for the unit:	<input type="checkbox"/> low <input type="checkbox"/> fair <input type="checkbox"/> good <input type="checkbox"/> high
Does this unit have an adequate amount of meaningful work?	<input type="checkbox"/> Yes <input type="checkbox"/> No (please list suggestions below)
Suggestions for additional work in the unit:	
How are unit meetings utilized to “organize and plan the work of the day” in this unit?	
How are unit meetings utilized to “foster relationships” in this unit?	

19. All work in the Clubhouse is designed to help members regain self worth, purpose and confidence; it is not intended to be job specific training.

- Describe any work done at the Clubhouse which has the primary purpose of teaching job-related skills.

20. Members have the opportunity to participate in all the work of the Clubhouse, including administration, research, enrollment and orientation, reach out, hiring,

training and evaluation of staff, public relations, advocacy and evaluation of Clubhouse effectiveness.

Member Involvement (Describe how members are involved in each of the following areas)	
Administration:	
Research:	
Intake:	
Orientation:	
Reach Out:	
Hiring of staff:	
Evaluation of staff:	
Public Relations:	
Advocacy:	
Evaluation of Clubhouse Effectiveness:	

Work-Ordered Day

- What are your Clubhouse's greatest strengths in this section of the Standards?
- What does your Clubhouse need to improve in order to better comply with the Work-Ordered Day section of the Standards?

EMPLOYMENT

- 21. *The Clubhouse enables its members to return to paid work through Transitional Employment, Supported Employment and Independent Employment; therefore, the Clubhouse does not provide employment to members through in-house businesses, segregated Clubhouse enterprises or sheltered workshops.***

[The following questions are intended to help the faculty understand any extraordinary work disincentives that your Clubhouse may be experiencing and their impact on your Clubhouse's ability to meet the Employment Guidelines.]

- 1. Systemic factors impacting Clubhouse employment:**
 - o When members begin any form of paid work, is there any impact on their benefits/disability check? If yes, what is the specific impact?**
 - o For a person receiving disability benefits, is there an amount of earned income above which there are exceptional consequences for maintaining benefits? If so, what is the amount and what are the consequences?**
 - o Is there competition from government wage subsidized programs? If so, please describe.**
 - o Are there local labor laws that affect the Clubhouse's ability to comply with the Employment Standards?**
- 2. Situational factors impacting Clubhouse employment:**
 - o What is the current, local unemployment rate?**
 - o What are comparable national or regional unemployment rates?**
 - o List any unusual factors that typify your local employment situation (i.e. a preponderance of shift work, broad unionization, seasonal economy, etc.)**
 - o List recent TE placement losses and describe the reason each was lost.**
- Describe any other factors that make Clubhouse employment unusually difficult.**
- Is the work of employment well integrated into the daily work of the Clubhouse units? Or is it centralized with one or two staff in an office setting?**

- Is employment a visible function within the Clubhouse, with displays of working members, pictures of members at work, etc.? Is there a sense of energy and excitement about the employment opportunities in the Clubhouse?
- Describe any in-house business or other enterprise that the Clubhouse operates.
- Describe any TE jobs in which all of the members' co-workers are other people with disabilities.

Transitional Employment

22. The Clubhouse offers its own Transitional Employment program, which provides as a right of membership opportunities for members to work on job placements in business and industry. As a defining characteristic of a Clubhouse Transitional Employment program, the Clubhouse guarantees coverage on all placements during member absences. In addition the Transitional Employment program meets the following basic criteria.

List the Clubhouse's current TE placements in the following chart:

Member Name and Staff Placement Manager(s)	Employer/ Company	Type of work	Hours/ week	Start Date	Hourly Wage	Date CH acquired TE job

- Please describe the Clubhouse's current TE development efforts:
 - o How does the Clubhouse integrate TE development into the unit structure?
 - o How does the Clubhouse track and follow up on TE development efforts?

TE Details	
Percentage of the Clubhouse's average Work-Ordered Day attendance currently working on TE:	
Average number of placements the Clubhouse has held over the past 12 months:	
Is TE absence coverage guaranteed by the Clubhouse? If not, please describe.	
Percentage of TE absences actually covered:	

- Provide other relevant information for understanding the Clubhouse TE program.

22.a *The desire to work is the single most important factor determining placement opportunity.*

- Describe any job readiness assessments used to determine placement opportunity.
- Describe the Clubhouse TE selection process.

22.b *Placement opportunities will continue to be available regardless of level of success in previous placements.*

- How does a member's prior placement experience, particularly 'failure', affect further placement opportunities?

22.c *Members work at the employer's place of business.*

- Describe any TE jobs where members do not work at the employer's place of business.

22.d *Members are paid the prevailing wage rate, but at least minimum wage, directly by the employer.*

- Describe any jobs that do not pay at least minimum wage, and the reason for having them.
- Describe any TE placements that are not paid directly by the employer, and why they aren't.

22.e *Transitional Employment placements are drawn from a wide variety of job opportunities.*

- How many of the Clubhouse's TE jobs are at mental health-related agencies?
- Describe any group placements the Clubhouse operates.
 - o job duties
 - o location of the work,
 - o number of members involved and the
 - o frequency of their work
 - o number of staff involved and their schedule on the placement
 - o and whether members commit to a regular work schedule

22.f *Transitional Employment placements are part-time and time-limited, generally 12 to 20 hours per week and from six to nine months in duration.*

- How many of the Clubhouse's TE placements are 12-20 hours per week? What are the hours of the remaining placements?
- How many of the Clubhouse's TE placements are between 6-9 months in duration? What is the duration of the remaining placements?

22.g *Selection and training of members on Transitional Employment is the responsibility of the Clubhouse, not the employer.*

- Describe the Clubhouse's TE training process.
- In what ways, if any, is the employer involved in the selection and/or training of members on TE?

22.h *Clubhouse members and staff prepare reports on TE placements for all appropriate agencies dealing with members' benefits.*

- Describe how reports on TE wages are generated for agencies dealing with members' benefits.

22.i *Transitional Employment placements are managed by Clubhouse staff and members and not by TE specialists.*

- Are there any Clubhouse staff who do not share in TE placement management responsibilities? If so, what are the reasons they do not?
- Are there staff whose only Clubhouse responsibility is employment and employment development? If so, describe.

22.j *There are no TE placements within the Clubhouse. Transitional Employment placements at an auspice agency must be off site from the Clubhouse and meet all of the above criteria.*

- Describe any TE placements within the Clubhouse, and the rationale for these placements.

Supported and Independent Employment

23. *The Clubhouse offers its own Supported and Independent Employment programs to assist members to secure, sustain and subsequently, to better their employment. As a defining characteristic of Clubhouse Supported Employment, the Clubhouse maintains a relationship with the working member and the employer. Members and staff in partnership determine the type, frequency and location of desired supports*

Please complete the following charts to indicate members who have been assisted by the Clubhouse to start a job in the prior 12 months:

1. The first for members who started a Supported Employment (SE) job
2. The second for members who started an Independent Employment (IE) job

Supported Employment (SE) Job Starts in Prior 12 months							
Name	Employer/ Company	Job Title	Hours/ Week	Start Date	End Date	Hourly wage	Type of support Clubhouse provides (e.g. job search, interview prep, transportation, on the job support, describe other)

Independent Employment (IE) Job Starts in Prior 12 months							
Name	Employer/ Company	Job Title	Hours/ Week	Start Date	End Date	Hourly wage	Type of support Clubhouse provides (e.g. job search, interview prep, describe other)

- Please list the members that the Clubhouse currently is assisting to start an SE or IE, and note if the member has previously been working on TE:
- Describe the Clubhouse staff role in assisting members to access and maintain Independent or Supported Employment.
- Are all staff involved in assisting members access and maintain SE/IE jobs? If not, please describe:
- How has the Clubhouse helped members reduce dependency on public benefits and move into employment in the last year? How many members have done so?
- Does the Clubhouse utilize the Individual Placement Support (IPS) model, or other Supported Employment models? If so, please describe:

24. *Members who are working independently continue to have available all Clubhouse supports and opportunities, as well as participation in evening and weekend programs.*

Describe how the Clubhouse supports members working in time-unlimited employment, in the following areas.	
Advocacy for entitlements:	
Assistance with housing:	
Assistance with clinical issues:	
Assistance with legal issues:	
Assistance with financial issues:	
Assistance with personal issues:	
Assistance with community integration:	
Weekend and evening programming geared for needs of working members:	

EMPLOYMENT

- What are your Clubhouse's greatest strengths in this section of the Standards?
- What does your Clubhouse need to improve in order to better comply with the Employment section of the Standards?

EDUCATION

25. The Clubhouse assists members to further their vocational and educational goals by helping them take advantage of education opportunities in the community. When the Clubhouse also provides an in-house educational program, it significantly utilizes the teaching and tutoring skills of members.

- Describe how the Clubhouse is organized to assist members to *access and sustain* adult education opportunities in the community:
- Are member's educational goals and pursuits discussed in your Clubhouse meetings?
- Please describe the partnerships with local educational institutions or agencies that the Clubhouse has, and how this supports members to access education opportunities in the community (e.g. colleges and universities, literacy programs, vocational programs, etc.)?
- Does the Supported Education effort have a vocational focus intended to improve members' place in the workforce?
- How does the Clubhouse make community resources and opportunities associated with education accessible and clear in the Clubhouse?

- How does the Clubhouse create a sense of urgency about the education function and member education goals throughout the Clubhouse?
- How does the Clubhouse support members with their financial needs in order to enroll in education (e.g. a Clubhouse scholarship fund, support with applying for financial aid or scholarships).

List the names of members who are currently enrolled in degree or vocational programs in the community, and the schools and educational programs they attend. Note those who enrolled within the prior 12 months (with date of enrollment).

Name	School	Program	Date Started

- If your Clubhouse has an in-house Education Program, how does the Clubhouse design the in-house program so that it does not disrupt the flow of the Work-Ordered Day or interfere with collegial, work-mediated relationships?
- If the Clubhouse has an in-house Education Program, in what ways are members involved in the teaching/tutoring, organizational and administrative aspects of the Clubhouse's Education Program?

Please complete the following if your Clubhouse has In-house Education classes:

Class	Instructor: (Professional? Member? Staff? Other?)	Day of week and time of day	Virtual or in person	Location	Avg. # Attendees

List names of members who are enrolled in other self-enrichment programs in the community, and the schools and educational programs they attend.

Name	School	Program	Date Started

EDUCATION

- What are your Clubhouse's greatest strengths in this section of the Standards?
- What does your Clubhouse need to improve in order to better comply with the Education section of the Standards?

FUNCTIONS OF THE HOUSE

26. *The Clubhouse is located in an area where access to local transportation can be assured, both in terms of getting to and from the program and accessing TE opportunities. The Clubhouse provides or arranges for effective alternatives whenever access to public transportation is limited.*

- Is public transportation adequate for meeting all the transportation needs of the Clubhouse?

If not, does the Clubhouse have its own (or access to) vehicle(s), drivers, and control over how and when the transportation system works?

- Is transportation adequate to ensure that members can get to TE jobs? Describe any ways in which limited transportation restricts the range of TE placements the Clubhouse develops.
- Is the Clubhouse dependent on external agency transportation systems (i.e. residential programs)?

If so, are hours of transport structured to facilitate Clubhouse hours of operation?

- If the Clubhouse utilizes its own van(s), do members regularly participate in the Clubhouse transportation functions?
- Are members allowed to drive the Clubhouse and/or agency vehicles?

27. *Community support services are provided by members and staff of the Clubhouse. Community support activities are centered in the work unit structure of the Clubhouse. They include helping with entitlements, housing and advocacy, promoting healthy lifestyles, as well as assistance in accessing quality medical, psychological, pharmacological and substance abuse services in the community.*

- In what ways are members' community support needs addressed through the Clubhouse units?
- Do most members have external case managers? If so, describe how this affects unit-based community support.
- Are unit members and staff knowledgeable about community resources available to members, including housing, substance abuse interventions, medical and psychological services, advocacy, and entitlements? Describe.

28. The Clubhouse provides assistance designed to help members improve their physical health and wellness, in partnership with community-based resources and healthcare providers. If the Clubhouse also provides in-house wellness activities, they are scheduled to be consistent with a vibrant, side-by-side Work-Ordered Day; and significantly utilize the teaching skills and expertise of members.

- Describe the Clubhouse's efforts to promote healthy lifestyles throughout the Clubhouse community.
- What new initiatives has your Clubhouse introduced in the last year to encourage healthy lifestyles:
- Describe the Clubhouse efforts to secure access to good healthcare and dental care for members:
- Is the Clubhouse cooperating with local health care providers in conducting routine health screening and risk assessment for members?
Please describe:

If the Clubhouse provides regularly scheduled wellness related activities/classes, please list in the following chart. Please include wellness activities incorporated into your social program:

Activity	Instructor (Professional? Member? Staff? Other?)	Day of week and time of day	Virtual or in person	Location	Avg. # Attendees

- How does your Clubhouse measure improved health outcomes?

- Does your Clubhouse track results of your wellness initiatives?
If so, describe:
- Does your Clubhouse have a survey to promote and discuss members' health? If so, please attach it to the self-study.

29. *The Clubhouse is committed to securing a range of choices of safe, decent and affordable housing for all members. The Clubhouse has access to housing opportunities that meet these criteria, or if unavailable, the Clubhouse develops its own housing opportunities for members. If the Clubhouse owns or operates housing units for members, they meet the following basic criteria:*

- a. Members and staff manage the program together.***
- b. Members who live there do so by choice.***
- c. Members choose the location of their housing and their roommates.***
- d. Policies and procedures are developed in a manner congruent with the rest of the Clubhouse culture.***
- e. The level of support increases or decreases in response to the changing needs of the member.***
- f. Members and staff actively reach out to help members keep their housing, especially during periods of hospitalization.***

- Do members identify housing as a significant concern in this community?
Describe.
- Does the Clubhouse partner with the auspice agency or other community agencies to ensure that there are adequate opportunities for “safe, decent and affordable housing.”
- In what ways does the Clubhouse keep track of members' housing situations, and whether these situations are truly providing ‘safe, decent, and affordable’ housing to its members?
- If the Clubhouse does not have its own housing program, describe the ways in which the Clubhouse assists members with their housing needs.
- How does the Clubhouse encourage and assist members to move into progressively more independent housing situations?
- If the Clubhouse owns or operates housing units for members, please answer the following:
 - How and by whom is Clubhouse housing managed?
 - Describe how members are placed in Clubhouse housing opportunities.
 - Describe member involvement in choice of where they would like to live, and with whom.

- o How are policies and procedures developed for the Clubhouse housing program?
- o Does the level of support change in response to members' needs? Describe.
- o How do Clubhouse members and staff assist members to keep their housing?

30. *On a regular basis, the Clubhouse conducts an objective evaluation of its effectiveness, including Clubhouse International Accreditation.*

How does your Clubhouse track data regarding	
Employment:	
Education:	
Wellness:	
Reach out:	
Member satisfaction:	
Housing:	
Other?	

- Is the Clubhouse involved with research or has the Clubhouse published literature regarding Clubhouse effectiveness? Please describe.

31. *The Clubhouse director, members, staff and other appropriate persons participate in a two-week Comprehensive Clubhouse Training in the Clubhouse Model at an authorized Training Center.*

- Has the current Director participated in the full two weeks of Comprehensive Clubhouse training?
 - o When?
 - o Where?
- Have the direct supervisors and those with most authority over the Clubhouse attended the administrator week of comprehensive Clubhouse training - i.e. auspice agency, (Advisory) Board?
 - o When?

- When was the last time the Clubhouse participated in Comprehensive Clubhouse training?
 - o Who went?
 - o Where?
- Please list all current staff that have participated in Comprehensive Clubhouse training, with name of Training Center and dates of training:
- Please list all current members that have participated in Comprehensive Clubhouse training, with name of Training Center and dates of training:
- Describe any budget plan that the Clubhouse has to ensure that staff and members are trained on a regular basis, and can participate in regional conferences and World Seminars.

32. *The Clubhouse has recreational and social programs during evenings and on weekends. Holidays are celebrated on the actual day they are observed.*

- Are there any Clubhouse staff who do not have regularly scheduled responsibility to staff the evening/weekend/holiday program? If so, which ones?
- Please list the hours of the regularly scheduled evening social program. Please include the day (i.e. every Monday, Tuesday, etc.), time of day, and how often per month they occur:
- Please list the hours of the regularly scheduled weekend social program: Please include the day (ie. Saturday, Sunday), time of day, and how often per month they occur:
- Please list the holidays that your Clubhouse regularly celebrates together, on the day they are observed:
- Please list any locally or federally recognized holidays that the Clubhouse is not open for and the reason(s) why.
- Describe the Clubhouse's social/recreation activities, and where they take place.

FUNCTIONS OF THE HOUSE

- What are your Clubhouse's greatest strengths in this section of the Standards?
- What does your Clubhouse need to improve in order to better comply with the Functions of the House section of the Standards?

FUNDING, GOVERNANCE AND ADMINISTRATION

33. *The Clubhouse has an independent board of directors, or if it is affiliated with a sponsoring agency, has a separate advisory board comprised of individuals uniquely positioned to provide financial, legal, legislative, employment development, membership perspective and community support and advocacy for the Clubhouse.*

- Does the Clubhouse have an independent board of directors, or if it is affiliated with a sponsoring agency, a separate Advisory Board? If not, provide rationale.
- List (Advisory) Board members by name, title/profession in the community, and how each person contributes to supporting the Clubhouse. for example, fiscal assistance, legal assistance, legislative assistance, consumer perspective, community support, and advocacy for the Clubhouse., employment development and fundraising

Board Member Name	Title/Profession	Local business sector/ employer	Contribution to the Clubhouse

- How often does the board meet?
- What percentage of the board represents individuals associated with the mental health/health field (i.e. members, staff, case managers, auspice representatives, etc.)?
- Describe the primary achievements of the Board during the last year.

- If there are Clubhouse members on the board, do Clubhouse members share the same responsibilities (e.g. voting rights) as all other board members? Are Clubhouse members selected the same way other board members are selected?

34. *The Clubhouse develops and maintains its own budget, approved by the board or advisory board prior to the beginning of the fiscal year and monitored routinely during the fiscal year.*

- Describe the Clubhouse's role in the development and maintenance of its budget. *Please attach a copy of the Clubhouse's budget.*
- Is the development and maintenance of the Clubhouse's budget incorporated into the work of the Clubhouse community and work units? If so, how?
- Describe the board or Advisory Board's role in relation to the Clubhouse budget.

35. *Staff salaries are competitive with comparable positions in the mental health field.*

- Describe how staff salaries compare with comparable positions in the local mental health community.
- What is the entry level staff salary?
- Describe how the Clubhouse and (Advisory) Board regularly assess staff salaries to ensure they are attractive and competitive (i.e. providing annual cost of living adjustments, staff salary budget line item, offering competitive benefits package, regular raises, etc.):
- Describe what systems the Clubhouse uses to support staff to set professional goals and to identify and develop key competencies:

36. *The Clubhouse has the support of appropriate authorities and all necessary licenses and Accreditations. The Clubhouse collaborates with people and organizations that can increase its effectiveness in the broader community.*

- Does the Clubhouse have adequate support from local mental health authorities, and from its auspice agency (if applicable)? Describe.

- List all Clubhouse licenses and Accreditations.
- Describe the Clubhouse's relationships with the local community, including family groups, consumer groups, and professional organizations.
- Describe how the Clubhouse connects with the international community and/or disseminates Clubhouse International communications to your Clubhouse community:

37. *The Clubhouse holds open forums and has procedures which enable members and staff to actively participate in decision making, generally by consensus, regarding governance, policy making, and the future direction and development of the Clubhouse.*

- Does the Clubhouse hold a regular forum in which members and staff, together, make decisions about Clubhouse governance, policy, and the future direction of the Clubhouse?
If so:

How often are the meetings held?	
When are the meetings held?	
How many members attend?	
How many staff attend?	

- Cite recent examples of decisions made.
 - Who leads the meeting, and how is the agenda developed?
 - Are decisions reached through a process of consensus building, or through some other means? Please describe.
- If there is no regular policy or decision-making meeting, how are decisions generally made in the Clubhouse?

FUNDING, GOVERNANCE AND ADMINISTRATION

- What are your Clubhouse's greatest strengths in this section of the Standards?
- What does your Clubhouse need to improve in order to better comply with the Funding Governance and Administration section of the Standards?