

Consumer Recovery Outcomes System (CROS)

Note: The Consumer Recovery Outcome System is an outcomes instrument that has been developed and is owned jointly by ValueOptions, Inc., the parent company of MBHP, and by Sycare, Inc.

Name of instrument	Consumer Recovery Outcomes System (CROS)
Summary overview	The Consumer Recovery Outcomes System is a series of questionnaires (CROS 3.0) that gathers input from three perspectives: consumers of mental health services with diagnoses of severe mental illnesses, staff members, and very important people (VIP) in the consumers' lives. Using strengths-based questions, CROS supports and enhances the use of recovery-oriented approaches.
Publisher/source	CROS, LLC., is a 50/50 partnership between Colorado Health Networks (a ValueOptions service center) and Sycare (a mental health center partner with CROS)
Source contact information	Erica Arnold-Miller, MBA Executive Director CROS, LLC. 7150 Campus Drive, Suite 300 Colorado Springs, CO 80920 Phone: 1-800-804-5040, ext. 1450 Fax: (719) 538-1433 E-mail: erica.arnold-miller@valueoptions.com web site: www.crosllc.com
Access information	Available for purchase; not in public domain
Pricing information	CROS is priced on a per user, per month basis. Volume of users and number of administrations per year determine the price.
How to obtain instrument	Erica Arnold-Miller, MBA p: 1-800-804-5040, ext. 1450 E-mail: erica.arnold-miller@valueoptions.com
Administration information	CROS is tailored to the data needs of the site but is usually administered twice a year in conjunction with the treatment planning process so that the Treatment Progress Report can be used in developing or updating treatment goals.
Scoring information	Questionnaires are faxed to the CROS Service Center where they are scanned and scored. Data is reported back to the site in individual and aggregate formats.
Reporting information	The Treatment Progress Report (TPR) is the clinical report of CROS and contains scores and responses from an individual CROS administration. The TPR is generated and returned to staff members within 24 hours of receipt of the questionnaires into the database. The TPR may be reviewed by the consumer and the clinician together as they make goals for the next treatment period. Aggregate reports that aid in program evaluation are generated according to a timeline specified during the set-up process. Raw data is also available for the site's internal use.
Languages available	English only
Scales (if appropriate)	5 scales: Treatment Satisfaction (client only), Hope for the Future, Daily Functioning, Coping, and Quality of Life
Appropriate clinical population(s)	Adults with severe and persistent mental illness. CROS may also be used with other clients who participate in programs that use recovery-oriented approaches.
Appropriate level(s) of care	Outpatient, intensive outpatient, day treatment, and residential settings. CROS has also been used in inpatient settings.
Stand-alone instrument vs. system	CROS is a system that includes three questionnaires. Completed questionnaires are faxed to the CROS Service Center for scoring and reporting in individual and aggregate formats.
Age range	Adult (18 and older)