

Certification Protocols



Pre-Application Requirements

Prior to making application, Recovery Residence programs must have the following requirements met:

- A Certified Recovery Residence must have on staff one Certified Recovery Residence Administrator per every three locations.
 - <http://flcertificationboard.org/certification/recovery-residence-administrator-credential-development/>
- Level II Background clearances of all owners, directors, and chief financial officers completed and available for review.
 - <http://www.dcf.state.fl.us/programs/backgroundscreening/>

Creating an Account

Applications must be completed and submitted by the primary CRRA for your organization

Applications for Certification are made via the FARR website at:

<http://farronline.org/certification/apply-for-certification>

Applicants must first “Create an Account” prior to making an application for Certification. The User Account acts as a collection area for organization data and website URLs for later listing pending compliance of certification standards.

Once a User Account has been created, the Applicant is redirected to the Application for Certification form. The Applicant must enter all of their staff/management personnel and each of their residence locations prior to submission of the Application for Certification. It is a requirement that all staff and locations be registered. Application for Certification will not be submitted to the Certification Administrator for review until all contacts and locations have been entered. Applicants are required to read, acknowledge and accept all FARR requirements and attestations *prior* to submission of the Application for Certification. These attestations are legally binding.

Failure to comply will be seen as providing false and/or misleading information and will result in non-compliance, suspension, or revocation.

Notification

New applications for Certification are reviewed by the Certification Administrator within 1 week of submission. Upon review, CA will contact applicant to confirm program information, conduct initial phone interview, and answer any questions the applicant may have.

Upon review completion, CA will forward application requirements package via registered email address, along with the invoice for certification fees due.

Certification Fees must be collected prior to review of any compliance documentation. Failure to complete payment for Certification within 30 days from the date of application will result in your application being Withdrawn by FARR.

Field Assessor Assignment

Upon completion of the initial interview, the Certification Administrator assigns the Application to a FARR Field Assessor within the Certification Application.

Documentation Upload & Review

As a result of the Field Assessor's acceptance of the application assignment, the documentation portal will be unlocked for the Applicant to upload internal documents in order to evidence compliance to standards, ethics, and statute items. Recovery Residence Applicants have the ability to upload all or just a portion documents at a time and save as they go. Until all documentation has been uploaded it will not be sent to the Field Assessor for review. Applicants has 90 days from the date of the Field Assessor acceptance to upload all of the required documentation. Failure to complete and submit all required documentation within the 90 day period will result in the Applicant's application being withdrawn by FARR. Refunds of Certification Fees will be issued should an application be withdrawn. Application Fees are non-refundable. In order to help guide Recovery Residences through the required documentation completion and upload process of their program, FARR has provided samples for each of the required documents within the Certification Portal.

Once documentation has been submitted within the Certification Portal it cannot be removed or altered by the Applicant until the assigned Field Assessor or Certification Administrator unlocks it for recommended corrective action. ***Once compliance documentation has been submitted to FARR for review, Certification Fees are no longer refundable.***

Mandatory Core Trainings

Once all required documentation has been submitted to FARR, the Learning Management System (LMS) is unlocked and available to owners, staff, and management to begin completion of the three mandatory FARR trainings. Training completion is not required until 30 days after temporary certification is issued. This allows time for Recovery Residence Applicants to complete all necessary requirements of certification.

- Email Notification sent to all owners, staff, and management as listed on the initial application for certification. Email notification includes login info, instructions, and support guidance.
- Successful Completion of core trainings triggers the issuance of a Certificate of Completion for the training of each staff personnel. Staff is responsible for submitting the Certificate to FARR Certification Staff via the Certification Portal.
- Fees for all trainings of all staff is included in the location certification fees.
- Certification Administrator does not confirm completion of core trainings until issuance of temporary certification has been granted.

Assessor Review

Field Assessors are guided through review and compliance measurement against each document within the Certification Application. Each document is displayed with corresponding standard(s), sub-standards, ethic(s), and/or statute item(s) *based on level requirements* within the Certification Portal.

Items found to be in non-compliance or are marked for improvement will be sent back to the applicant for corrective action.

Applicants will receive compliance review report notifications via their primary email address and will be directed to login to the Certification Portal in order to make recommended changes, provide clarity, and/or replace documented policies. The Certification Administrator will receive a copy of the compliance review report in order to oversee the Field Assessor's recommendations.

The Certification Staff is trained to educate and guide Recovery Residence Applicants to compliance of national standards in order to protect consumers. Certification staff must be able to evidence compliance to national standards, ethics, and statute items. Staff will make recommendations in order to bring the Recovery Residence in compliance to certification standards. Failure to make recommended corrective action in a timely fashion will result in non-compliance and non-issuance of FARR Certification.

Field Assessments

Once all required documentation is evidenced to be in compliance, the Applicant moves to the field assessment stage. The assigned Field Assessor will contact the Applicant within 1 week of the status change in order to schedule an onsite field assessment. Field Assessments are scheduled within 30 days of any status change unless otherwise requested by the Applicant.

Field assessments include five standard domains of onsite compliance measurement. Field Assessments may also include special domain assessments in order to measure compliance to specific demographic/priority population needs.

Standard Domains:

- Pre-Screening / Orientation Process
- Office / Administrative
- Staff / Management Knowledge of internal policies, procedures, and protocols (Per Location)
- Property and Safety Assessment (Per Location)
- Resident(s) Interview (Must have at least one resident interview per location, resident must have resided in the home for at least 1 month to qualify for interview assessment)

Special Domain Assessments:

- Low Rental
- Medication Managed
- Co-ed Housing

- Women with children
- Pregnant Women
- Department of Corrections
- HIV/AIDS
- Registered Sex Offenders
- Handicap

Field Assessors will use their web enabled mobile devices to access the Certification Application at the Recovery Residence location. Field Assessors must answer “yes” or “no” to the standardized compliance domain questions. Answers marked as “no” require the Field Assessor to document notes of non-compliance. Every location under the Applicant organization must be assessed and found to be in compliance in order to achieve FARR Certification. Field Assessors may elect to audit multifamily locations. If elected, Field Assessors are required to audit at least 25% of the units of a specific multifamily location.

Example: An apartment building with 40 units may pass assessment with 10 of the units being surveyed for property and safety compliance items.

All assessment questions are tagged to standard(s) and/or sub-standard(s), ethics, and statute items in order to evidence compliance/non-compliance. Field Assessors save and submit field compliance measurement reports upon completion of the onsite survey. It is the function of the Certification Administrator to review and assess final compliance.

The FARR Certification Administrator reviews the Onsite Compliance Measurement Report for items marked as being in non-compliance. CA will make recommendations for corrective action against non-compliance items within the Certification Application. Upon completion of review, the Certification Administrator will submit the final assessment report to the Applicant’s primary contact email address. The Assessment Report details specific non-compliance items for correction against the specific standard(s), sub-standard(s), ethic(s), or statute items along with the corrective action measurement the Applicant can take in order to meet compliance with certification standards. Recovery Residences may not obtain or sustain certification status unless **ALL** of their locations are in compliance with certification standards. FARR prefers to receive proof of corrective action through written correspondence and/or photos rather than re-inspection. If the standard(s) in non-compliance cannot be evidenced via photo/email or if there are too many items in non-compliance, a re-inspection will be required at the expense of the Applicant.

Once all recommendations have been addressed and proof has been evidenced:

The Applicant has 60 days from the date of the report to take corrective action. Once the Applicant has taken the corrective action measurements and is prepared for the secondary assessment, they can request that the Field Assessor contact them via the “Request Secondary Assessment” link within the Certification Application. The Applicant request, payment, and any requested documentation of corrective action must be received by FARR within 60 days of the final compliance assessment report.

Staff Core Competency Trainings

A Certificate of compliance is issued from the Certification Application and sent to the primary organization’s email address with their welcome email. The Certificate expires exactly one year after

issuance. The Certification Renewal date is stored within the Certification Application and the CRM organizational record.

The Recovery Residence must have all owners, staff, and management complete and pass the three mandatory trainings within 30 days in order to remain in compliance with FARR Certification. Access to the three mandatory trainings are available within the website portal at www.farronline.org once the required compliance documentation has been submitted to the assigned Field Assessor. As a result of the initial application, all owners, staff, and management will have been registered within the portal and learning management system.

Assessment and/or Certification Reviews will be conducted annually per statute

- a. RR will receive a 60 day notice of annual requirement
- b. RR has 30 days to remit payment, this will allow another 30 days for Field Assessor assignment, review, assessment, and corrective action plan.

Additional

FARR must be notified via the Certification Application within 3 business days after the removal of a CRRA for any reason.

- RR has 30 days to replace CRRA
- RR's who fail to report or replace within these time restraints will result in revocation of certification

Any owner, director, and chief financial officer must be removed immediately following any arrest listed in s.435.04(2).

- FARR must be notified within 3 business days of removal via the Certification Application
- Failure to remove and/or report will result in revocation of certification

Addition / Removal of Property

Certified Recovery Residences are required to register additional locations within 30 days of their first resident moving in. Failure to notify FARR will result in suspension and/or revocation of FARR Certification. The additional location can be registered via the "Add Location" Link within the Certification Portal. Any required documentation specific to the additional location along with payment for certification fees must be completed/collected within 60 days of registering the new location.

Certified programs can report location closures by clicking on the relevant location and selecting "location closed" within the Certification Portal.

If any RR provides FARR with false or misleading information at any time, such action will result in revocation or denial of Certification.

If any person advertises they are certified in any way whatsoever, without first having been issued a certification of compliance, will be in violation of a misdemeanor in the first degree punishable under s.777.082. or s. 775.083.

Notification of Denial

Should the FARR Compliance Committee deny an application for issuance of a Certificate of Compliance resulting from provider failure to cure identified events of noncompliance pursuant to timelines set forth in this protocol, the provider may reapply after a period of no less than ninety (90) days has elapsed from the date of the *Notice of Denial* and the event(s) of noncompliance are not designated by the Compliance Committee as “incurable” in that Notice of Denial.