



Missouri Department of Mental Health
Division of Alcohol and Drug Abuse

Credentialing Procedures for Recovery Support Organizations

Missouri received its third Access to Recovery grant (ATR III) from the Substance Abuse and Mental Health Services Administration (SAMHSA) in September 2010. Funding is administered by the Missouri Department of Mental Health's (DMH) Division of Alcohol and Drug Abuse (ADA). All substance abuse assessment, clinical treatment, and recovery support services under this program are to be provided pursuant to a voucher or vouchers given to a client by the State or its designee(s). Eligible service providers for the voucher program include nonprofit and for-profit organizations, faith-based, community-based, corporate, and grassroots organizations approved by the State.

Program Overview

There are many paths to recovery from alcohol or other substance dependence. Some individuals are able to resolve their problems without outside intervention. Others recover with the support of self-help groups such as Alcoholics Anonymous, the faith community, or other community organizations. Some require clinical treatment interventions along with recovery support services. The ATR III grant will focus on a community-oriented approach that empowers treatment and recovery support providers to partner with other resources in their communities to help people achieve and sustain recovery. Recovery Oriented Systems of Care (ROSC) will utilize a person-centered model to ensure client choice and involvement in the achievement of important steps in the recovery process. Recovery coordinators will engage clients and follow them through their ATR treatment and recovery process.

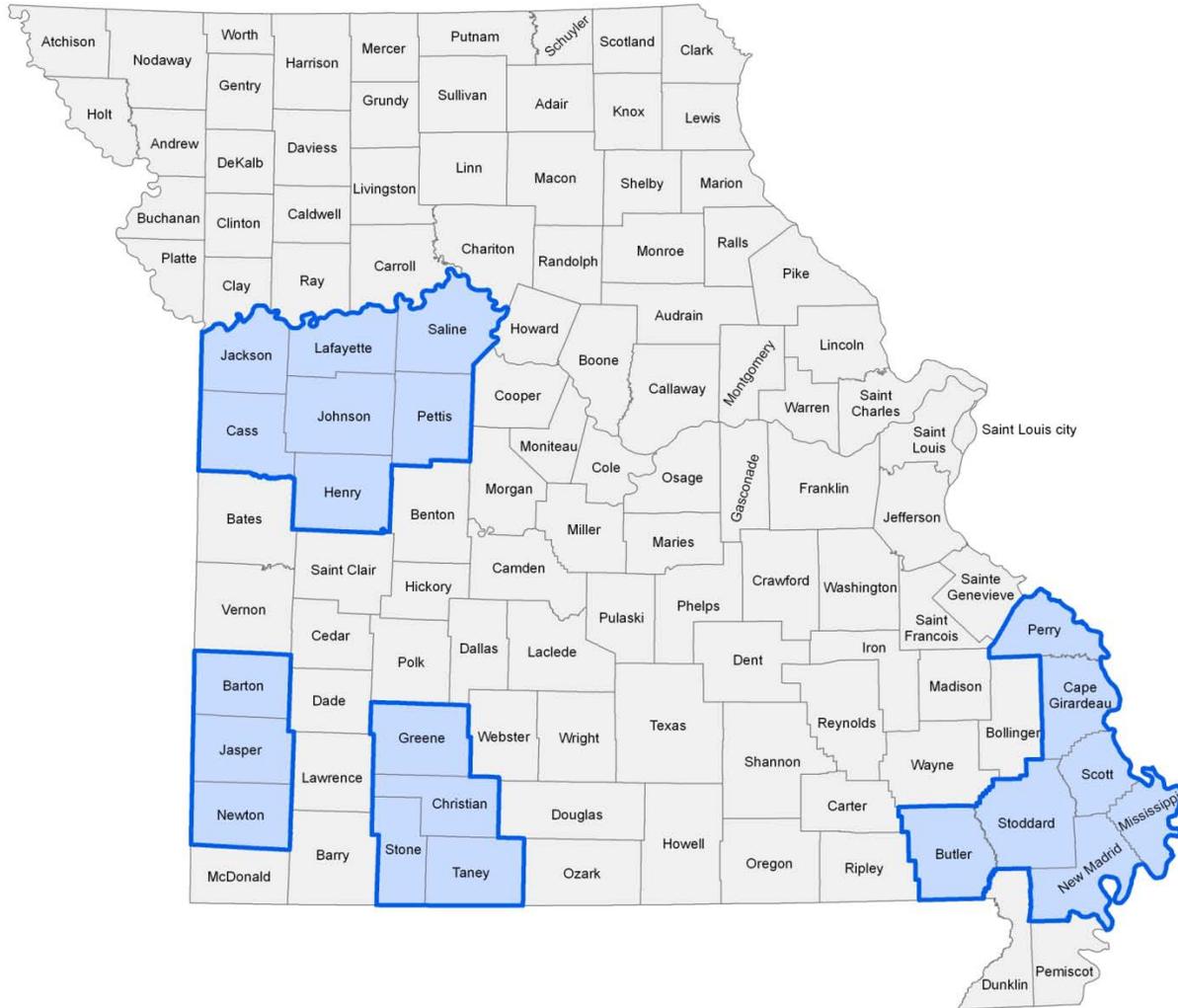
ATR III goals:

- To engage faith-based and nontraditional community providers in providing a broader spectrum of treatment services and recovery supports.
- To ensure genuine, free, and independent client choice for substance abuse clinical treatment and recovery support services.
- To improve access and increase capacity for substance abuse treatment and recovery support services.
- To create and sustain recovery oriented systems of care (ROSC) in the ATR III funded communities.
- To ensure consumer choice and involvement in the recovery planning process.
- To focus on consumer achievement of recovery outcomes including: abstinence, stable housing, employment or continuing education, improved legal status, and social connections.
- To serve priority populations by providing outreach and services to veterans returning from Iraq and Afghanistan and their families, DOC offenders in reentry, treatment court participants, and disadvantaged populations.

Guidelines

- The ATR project is for adults 18 years and older, unless otherwise noted.
- The federal funding for this grant is allocated to the State on a year-to-year basis. Funding cannot be guaranteed beyond the term of the grant which is September 30, 2014.
- Organizations credentialed to provide recovery support services will be offered a contractual service agreement for the provision of ATR voucher-funded services. The contract and accompanying forms must be signed and returned to the Department of Mental Health prior to providing ATR voucher-funded services.
- Organizations may be required to participate in DMH training related to ATR voucher-funded services.
- The ATR III voucher program is a collaborative effort between the recovery support service providers and the clinical treatment providers in an ATR III ROSC.
- In order to become credentialed to provide ATR III voucher-funded recovery support services, the provider's program site(s) must be physically located within one of the ATR III ROSC geographic areas:
 - **Southeast ROSC** – Perry, Cape Girardeau, Scott, Stoddard, Mississippi, New Madrid and Butler counties.
 - **Southwest ROSC** – Greene, Christian, Taney, Stone, Newton, Jasper and Barton counties.
 - **Kansas City/West Central ROSC** – Jackson, Cass, Henry, Johnson, Lafayette, Saline and Pettis counties.
- The organization seeking credentialed status must have at least one year's experience providing recovery support services from their existing location in an ATR III ROSC prior to the date credentialed status is awarded.

Missouri ATR III Recovery Oriented Systems of Care



Services and Qualified Providers

Clinical substance abuse treatment is an array of professional services provided by organizations that meet state certification and/or national quality standards.

All ATR-funded recovery support providers must be credentialed by the Missouri Department of Mental Health.

Recovery support services are a complementary array of activities, resources, and services designed to assist an individual's integration into the community, participation in treatment, and achievement of the critical domains of recovery. These services are delivered by trained clergy, ministers, mentors, and lay people who may or may not possess a professional credential but have experience in addiction recovery. Recovery support services introduce individuals to recovery and offer long-term connections in their community. A wide variety of services are offered such as, spiritual counseling, work preparation, recovery education, transportation, and housing, all of which enhance client outcomes.

Clinical Treatment Services

- Clinical treatment services must be provided by agencies that are certified by the Department of Mental Health in accordance with requirements under 9 CSR 30-3.100 through 9 CSR 30-3.199.

Recovery Support Services

- Programs currently certified and contracted with the Division of Alcohol and Drug Abuse to provide clinical substance abuse treatment services are not eligible to provide recovery supports as defined in this document.
- Organizations desiring to provide recovery support services through ATR must be credentialed by the Department of Mental Health, Division of Alcohol and Drug Abuse. The credential will remain in effect for four (4) years, pending passage of an annual review. See Attachment A. Credentialed Status application.

Requirements for Credentialed Status

Program Administration and Organization

This section describes the administrative and organizational requirements that faith-based and community-based service providers must have in place in order to participate in the ATR program.

1. Produce proof of and maintain documentation of good standing under the requirements of the Office of Secretary of State of Missouri.
2. Each facility from which ATR III services will be delivered must be approved by the Department of Mental Health prior to the delivery of services.
3. All facilities approved for the delivery of ATR III services must be located within one of the ATR III ROSC geographic areas as specified on page 3 of this document.
4. Organizations seeking credentialed status to deliver recovery support services must have at least one year's experience delivering services in their ATR III ROSC prior to the date credentialed status is requested.

5. ATR III RS service providers must have a **Memorandum of Understanding or letter of agreement** with ATR III funded recovery support access sites and ATR III funded clinical treatment providers located in their ROSC area. See Attachment B for a complete list of ATR access sites and clinical treatment sites.
6. Each organization is required to maintain a working phone, working fax and email account. Changes to phone or fax number, and/or email address must be reported to DMH within three (3) business days.
7. The organization shall not subcontract services it is credentialed to provide under the ATR program unless a previous agreement has been arranged with the Division of Alcohol and Drug Abuse.
8. Organizations must indicate their status as one of the following on the application form:
 - faith-based or community-based;
 - grassroots or corporate (corporate organization has an annual budget over \$500,000);
 - non-profit or for-profit.

Personnel

1. The organization shall maintain complete, confidential, and current personnel records for each staff or volunteer assigned to the ATR program.
2. The organization shall ensure that staff possesses the training, experience, and credentials to effectively perform their assigned services and duties related to the ATR program.
3. Program directors, key staff, or volunteers shall provide supervision of the recovery support services for which the organization is credentialed. These key staff shall be credentialed as a Missouri Recovery Support Specialist (MRSS) by the Missouri Substance Abuse Professional Credentialing Board or have previously attended the Committed Caring Faith Communities Addictions Academy and served as a director of a recovery support program credentialed during ATR II.
4. The program director shall disclose any civil or criminal lawsuits in which they have been involved over the past seven years and any current judgments against them. If the program director has civil or criminal judgments against him/her, a repayment plan will be required. The Department of Mental Health will conduct a review of prospective ATR recovery support program directors utilizing the Missouri Case.Net website prior to approval of credentialed status <https://www.courts.mo.gov/casenet/base/welcome.do>.
5. Each staff member or volunteer providing ATR III credentialed services must be approved by the Division of Alcohol and Drug Abuse prior to the delivery of services. There are two levels of staffing:
 - a. **Approved Provider Staff** have passed a background screening within the last year and have proof of eligibility to work in the U.S. (a driver's license, state ID card, or social security card);
 - b. **Qualified Provider Staff** are approved *and also hold additional credentials*:
 - i. Qualified Substance Abuse Professional (QSAP) – 1) A physician or qualified mental health professional who is licensed in Missouri with at least one (1) year of full time experience in the treatment of persons with substance use disorders; 2) A person who is certified or registered

as a substance abuse professional by the Missouri Substance Abuse Professional Credentialing Board (MSAPCB), Inc., and/or

- ii. ATR Qualified Clergy - ordained by a recognized faith group with one of the following credentials:
 1. Missouri Recovery Support Specialist (MRSS);
 2. Certified Alcohol Drug Counselor (CADC, formerly CSAC I);
 3. Certified Reciprocal Alcohol Drug Counselor (CRADC, formerly CSAC II);
 4. Certified Reciprocal Advanced Alcohol Drug Counselor (CRAADC, formerly CASAC);
 5. Registered Substance Abuse Professional (RSAP);
 6. Certified Criminal Justice Professional (CCJP);
 7. MD, MDiv, BA or MA or Doctorate in counseling, psychology, sociology or closely related field from a nationally accredited educational institution.

A degree must be from a college or university found in the U.S. Dept. of Education's database of accredited schools. The database can be found at <http://ope.ed.gov/accreditation>).

6. Organizations that provide transportation for clients must present proof of a chauffeur's or CDL license (more than 15 passengers) and shall maintain auto insurance coverage, in adequate form and amount, throughout the time period they are providing ATR services. It is recommended as a best practice that the organization secure and maintain adequate insurance to protect against other liabilities as deemed necessary based on the services being provided.
7. The organization shall ensure that each employee or volunteer is legally eligible to work and reside in the United States. Proof of legal eligibility to work in the USA is documented by a photocopy of one of the following in the employee personnel file: valid state driver's license, social security card, or approved work visa (green card).
8. The organization shall conduct a complete caregiver background check for all staff and volunteers who have contact with ATR clients. The organization will utilize the "Family Care Safety Registry" maintained by the Missouri Department of Health and Senior Services. Information and forms are available at: <http://www.dhss.mo.gov/FCSR/>.

See Attachment C for complete rules regarding background screening for employees and volunteers.

Ethics

A Code of Ethics for Recovery Support Providers has been developed by the Missouri Substance Abuse Professional Credentialing Board. <http://www.msapcb.com/ethicscodes.html>. All credentialed recovery support programs shall abide by the Code of Ethics.

Physical Plant and Safety

1. All ATR III recovery support services shall be delivered in a physical facility approved by DMH.
2. All individuals shall be served in a clean, safe facility.
3. All individuals shall be served in a facility with appropriate sanitation.
4. The organization shall provide proof of occupancy and zoning permits of each physical facility approved by DMH for ATR RS services in cities, counties, and towns where this is required.

5. The organization shall provide proof of an annual fire safety inspection of each physical facility approved by DMH for ATR RS services.
6. The organization shall maintain documentation of all inspections and correction of all cited deficiencies to assure compliance with applicable state and local fire safety and health requirements.
7. DMH personnel will inspect recovery support organization programs and facilities as needed to comply with state and federal rules, laws, and program guidelines.
8. Each property approved for ATR recovery support housing services shall also obtain and pass a Housing Quality Standards (HQS) inspection from an approved HUD HQS inspector (see HQS Inspector Attachment D).
9. Relocation or additions to existing facilities must be approved by the Division of ADA prior to the delivery of ATR services. A currently credentialed organization that relocates any program into a new physical facility shall ensure that the new facility complies with these requirements in order to maintain credentialed status. Any additions or expansions to existing physical facilities must also meet these requirements.

For complete rules regarding physical plant and safety see Attachment E; for Fire Safety Rules see Attachment F.

Dietary Service

1. Housing providers must have a plan which explains how food or meals will be provided or arranged for consumers. This food plan must be approved by ATR staff and communicated to consumers in writing.
2. Potential clients must be aware of a housing provider's policy for client meals prior to voucher creation.
3. Consumers cannot be forced to release their food stamps to the recovery support provider but may *voluntarily* use their food stamps to purchase food for the program.
4. Food will be served at realistic meal times in a pleasant, relaxed dining area.
5. Food will be stored in a safe and sanitary manner.
6. Food shall be free from spoilage, filth, or other contamination and safe for human consumption.
7. All appliances shall be in safe and proper operating condition.
8. Food preparation areas will be cleaned regularly and in good working order.
9. Utensils shall be sanitized.
10. Hand washing facilities that include hot and cold water, soap and a means of hand drying shall be readily available.

Fiscal Accountability

1. The organization shall operate according to an annual written budget of anticipated revenues and expenditures that is approved in a timely manner by the governing body. Fiscal reports should be prepared at least annually and shared with the governing body and show a comparison of the budget

to actual expenditures. The organization should expect their budget to be reviewed annually by DMH personnel.

2. Programs must indicate if they meet ATR grant classification as a grassroots organization (annual budget of less than \$500,000 per year) or a corporate organization (annual budget of over \$500,000 per year).
3. The organization shall have fiscal management policies, procedures, and practices consistent with generally accepted accounting principles and, as applicable, state and federal law, regulation, or funding requirements.
4. The organization shall utilize financial activity measures to monitor and ensure its ability to pay current liabilities and to maintain adequate cash flow.
5. Fiscal records shall be retained for at least five years or until any litigation or adverse audit findings, or both, are resolved.

Documentation

1. The organization shall have an organized record system for each client that receives recovery support services.
2. Client records shall be maintained in a manner which ensures confidentiality and security. The organization shall abide by all local, state, and federal laws and regulations concerning the confidentiality of records.
3. If records are maintained on computer systems, there must be a backup system to safeguard records in the event of operator or equipment failure and to ensure security from inadvertent or unauthorized access.
4. The organization shall retain individual records for at least five (5) years or until all litigation, adverse audit findings, or both, are resolved.
5. The organization shall assure ready access to all records, including computerized records, by authorized staff and other authorized parties including Department of Mental Health staff.
6. All entries in the individual record shall be legible, clear, complete, accurate, and recorded in a timely fashion. Any errors shall be marked through with a single line, initialed and dated. Documentation shall be made with indelible ink or print.
7. Organizations providing voucher-funded recovery support services shall document services in accordance with the Missouri ATR Recovery Support Services Documentation Manual (see Attachment G)

Data Collection and Reporting

1. All faith-based and community-based organizations that participate in the ATR program must comply with reporting requirements of the grant.
2. Invoicing will be completed utilizing the DMH Customer Information, Management and Outcomes Reporting (CIMOR) system.
3. To utilize the CIMOR web-based system, providers must participate in DMH approved training and utilize a computer that meets minimum requirements.

DMH Contract Provider Technical Requirements

Minimum Computer Requirements Listed below are the current minimum personal computer workstation requirements.

Computer/Processor	Any computer capable of running Windows XP Professional or newer Windows operating system is acceptable.
Operating System	Windows XP Professional or newer Windows operating system
Internet Connection	Broadband internet connection required (not dial-up)
Internet Browser	Internet Explorer 7.0 or newer.

Client Rights, Responsibilities, and Grievances

1. The organization shall demonstrate through its policies, procedures, and practices an ongoing commitment to the rights, dignity, and respect of the people it serves.
2. Each client shall be informed and oriented as to what will happen as recovery support services are provided. Information shall include applicable program rules, participation requirements or other expectations.
3. The organization shall have in place an internal procedure for handling client complaints and grievances in an expedient manner.
4. DMH Client Rights must be posted in each facility and housing unit (see Attachment H).

Report of Complaints of Abuse, Neglect, and Misuse of Funds/Property

Any employee or volunteer who has reasonable cause to believe that a client has been subjected to physical, sexual, or verbal abuse, misuse of funds/property, or neglect while under the care of a recovery support program shall immediately make a verbal or written report. For complete requirements, see Attachment I.

Client Confidentiality/HIPAA

1. All faith-based and community-based organizations that handle or maintain confidential alcohol or drug abuse treatment client information shall follow the Federal Confidentiality Regulations (42 CFR Part 2) related to the release of alcohol and drug abuse records.
2. All organizations that have been determined to be a covered entity as defined by HIPAA shall adhere to the policies and procedures that the HIPAA privacy rule requires for each covered entity. For complete requirements, see Attachment J.

RECOVERY SUPPORT SERVICES

Vouchers for recovery support services may be issued to clients following screening, assessment and enrollment at an ATR III clinical treatment program and/or ATR III recovery support access site. ATR III vouchers and services are managed by local recovery oriented systems of care.

Each ATR III consumer is subject to limits on ATR III voucher funding. These limits will be adjusted by ATR III project management to achieve grant project goals.

The voucher represents a commitment on the part of the State of Missouri, Division of Alcohol and Drug Abuse, to pay for services while funding is available and the client remains eligible. If at any point in the fiscal year funds are exhausted, all subsidies end for that year without regard to the existence of vouchers that have not expired.

See recovery support service descriptions and prices, Attachment K

Terms and Definitions

Unless the context clearly indicates otherwise, the following terms used in reference to the Access to Recovery project shall mean:

1. **ADA** – Missouri Division of Alcohol and Drug Abuse.
2. **Access Site** – An agency or organization that conducts screenings, assessments, and issues recovery support vouchers for ATR consumers.
3. **Assessment** – systematically collecting information regarding the individual's current situation, symptoms, status and background, and developing a treatment plan that identifies appropriate service delivery.
4. **ATR** – Access to Recovery.
5. **CAGE-AID Screening** – four-question screening instrument that has been designed to identify individuals who have or are at risk for developing alcohol- or drug-related problems and need assessment to diagnose their substance use disorders and develop plans to treat them.
6. **Charitable Choice** – the general term for several laws that were enacted during the period 1996-2000. These laws are designed to give people in need choices among charities offering them services. It applies to projects funded by four federal agencies including the Substance Abuse and Mental Health Services Administration which funds ATR. These laws clarify the rights and responsibilities of faith-based organizations that receive federal funds.

7. **CIMOR** – Customer Information Management, Outcomes, and Reporting system. The Department of Mental Health comprehensive web-based data management system.
8. **Clinical Treatment** – clinical substance abuse treatment is an array of professional services provided by organizations that meet state and national quality standards.
9. **Community-based organization** – an agency or organization that is incorporated and in good standing under the requirements of the Office of Secretary of State of Missouri and is providing services that are part of the ATR program.
10. **DMH** – Missouri Department of Mental Health.
11. **Faith-based organization** – entity having a distinct legal existence that is organized and operated exclusively for religious or other charitable purposes.
12. **FBCP** – Office of Faith-Based and Community Partnerships.
13. **Foundations of Substance Use, Abuse and Dependence** - a 9-hour training designed by the Mid-America Addiction Technology Transfer Center which covers the cycle of addiction, family roles and issues, and spirituality and addiction.
14. **GPRA** – Government Performance and Results Act; within ATR refers to the required outcomes measurement instrument.
15. **Grassroots** – an organization with an annual budget of less than \$500,000.
16. **Corporate** – an organization with an annual budget over \$500,000.
17. **Individual client choice** – for purposes of the ATR grant program, individual choice is defined as a client being able to select services, supports and organizations qualified to provide ATR funded services.
18. **Qualified Substance Abuse Professional (QSAP)** – a person who demonstrates substantial knowledge and skill regarding substance abuse by being one (1) of the following- 1) A physician or qualified mental health professional who is licensed in Missouri with at least one (1) year of full time experience in the treatment of persons with substance use disorders; 2) A person who is certified or registered as a substance abuse professional by the Missouri Substance Abuse Counselors Certification Board, Inc.
19. **Recovery supports** – Recovery support services are an array of activities, resources, and services designed to assist an individual's integration into the community, participation in treatment, and achievement of important steps in the recovery process. These services are delivered by trained ministers, mentors, and lay people who may or may not possess a professional credential but have a strong personal interest in addiction recovery.
20. **Recovery Oriented Systems of Care (ROSC)** – person-centered and self-directed approaches to care that build on the strengths and resilience of individuals, families, and communities to take responsibility for their sustained health, wellness and recovery from alcohol and drug dependence.
21. **Stages of Change/Pathways to Recovery** - a one-day training program which addresses stages of change, motivational interviewing, various paths to recovery, and implementation of programming that targets outcomes in all recovery domains.
22. **Voucher** – provided to eligible clients to pay for assessment and other clinical treatment and recovery support services from a broad network of eligible providers. Vouchers can be time-limited and are issued based on availability of ATR grant funds.