

NHCORR Certification

A comprehensive overview of becoming an NHCORR certified Recovery Home in New Hampshire



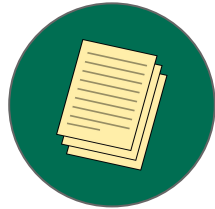
Benefits of NHCORR Certification

- Listing on the NHCORR website - including the Accepting Applications for New Residents page
- Ability to assure potential residents, families and referring agencies you follow nationally accepted standards for Recovery Housing
- Access to referral and assistance resources
- Advocacy on behalf of Certified Recovery Homes at the local, state and national levels
- Training and education for both operators & house leaders
- Belonging to a community of recovery residence operators in New Hampshire and nationally
- Updates on best practices and standards
- Access to impartial complaint & mediation process
- Connection to the National Alliance for Recovery Residences (NARR)

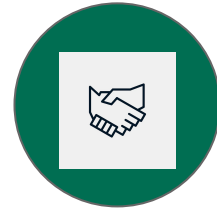
Overview of the Certification Process



Visit the NHCORR.org website to begin the certification process.



Review & agree to NHCORR's Agreement and the NARR Code of Ethics; pay the application fee (\$275).



NHCORR performs an informal introductory visit of your recovery home, determining what level of certification you are seeking and reviewing any obstacles.



Upload all required documents to your Certemy account for approval they are meeting the NARR standards proven by documentation.



NHCORR conducts its formal verification visit which includes a walk through of your home, and a formal interview with house leadership & residents.



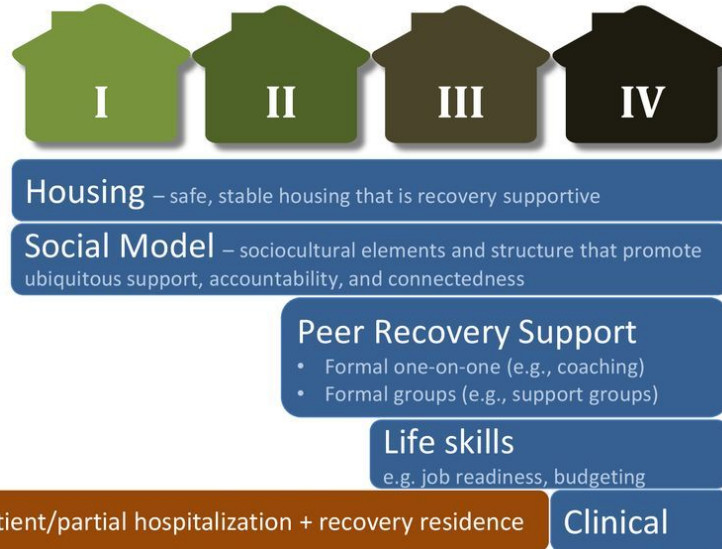
When your home meets all required standards, NHCORR will officially certify your recovery residence for a term of one year.

Overview of NARR's Recovery Residence Levels of Support

Before becoming certified, NHCORR will help your home determine what level of support your home provides.



Levels Differ in Service Bundles



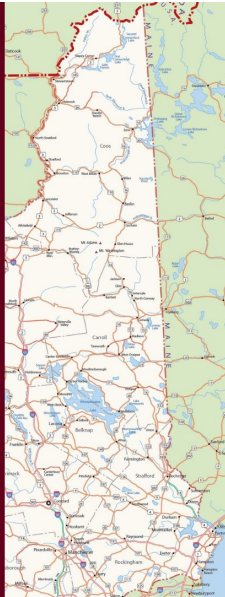
The level of support in which you certify will also determine types of documentation required for certification.

NHCORR Certification Resources



The Recovery Housing Operator's Manual

What Proof Looks Like in New Hampshire



The NHCORR Recovery Housing Operator's Manual contains over 31 standards proven by documentation, attestation, deferments, and visual & discussion verification.

Those seeking certification through NHCORR will be provided with digital copies of these documents to reference during the certification process.

They can be found in your Certemy Account.



The NHCORR Certification Workbook for Recovery Residences

A step-by-step guide

Our Certification Workbook contains a comprehensive overview of our certification process, including a glossary of terms, checklists and a list of required documentation.

Creating an Account via Certemy

Complete Registration

First Name:

Last Name:

Email:

Password:

Confirm Password:

Visit:

<https://www.nhcorr.org/how-to-apply>

click on “To begin the certification process, click here” and create your account* by completing Certemy’s registration.

**Accounts are limited to one user per home. This would generally be the house operator.*

My Credentials

Agreement & Introductory Visit [Phase: Agreement]

5 steps

Task	Status	Due Date
Contact & House Information	Incomplete	Due: 04/02/2022
The Agreement Form	Incomplete	Due: 04/02/2022
NARR Code of Ethics	Incomplete	Due: 04/02/2022
Application Fee	Incomplete	Due: 04/02/2022
Final Review of Agreement	Incomplete	Due: 04/02/2022

After creating your account, you will have access to a credential called “Agreement & Introductory Visit” - here you will enter basic information, review some materials, and pay your application fee.

Note: Select the tab on the top of the screen called “My Credentials”.

Introductory Visit

- NHCORR will visit your recovery home and discuss the certification process with you.
- NHCORR will assist you in determining the level of certification (I, II, III, or IV) your home falls within.
- All materials relevant to certification including the NHCORR Recovery Housing Operator's Manual and Certification Workbook will be discussed.
- We will also take a quick tour of your recovery home and discuss any glaring obstacles that could present a challenge to your certification.



Email Your Documents for Review

- Email all of the documents you currently use to the Certification Team Leader for an initial review. We will carefully review those documents, let you know what's missing and suggest areas needing revision to meet the NARR standards.
- This is an open conversation. Recovery house documents should not only reflect the recovery house but also incorporate best practices in recovery housing.
- Once all documents are reviewed and appear ready for approval, they will be returned to you electronically for uploading into Certemy.

Certification Materials Uploaded & Reviewed

- After being assigned the **NHCORR Certification** credential, you will be able to upload your house documents to their respective categories, including **corporate documents, management documents, and resident documents**.
- You will also execute an Affidavit of Acknowledgments, complete a Deferments Checklist, and complete a Verification Visit Request.

The screenshot displays the NHCORR Certification web application interface. At the top, a green navigation bar contains the NHCORR logo and user information: "My Credentials", "Digital Wallet", "Transcripts", "User Guide", and "Sam Wishe logged in as Professional (only visible)".

The main content area is titled "My Credentials" and features a search bar. Two credential cards are visible:

- Agreement & Introductory Visit [Phase: Introductory Visit]**: NHCORR, 3 steps, Acronym: NHCORR-AGR, status: Completed.
- NHCORR Certification [Phase: Initial]**: NHCORR, 7 steps, Acronym: NHCORR_CERT, status: Certification W... (partially visible). Below this card are "ACCEPT" and "REJECT" buttons.

To the right, a detailed view of the "NHCORR Certification [Phase: Initial]" is shown, listing 7 steps:

- Corporate Documents**: Evidence file, Incomplete, Due: 10/02/2021. Request: "Please upload the following documents: 1a Mission Statement..."
- Management Documents**: Evidence file, Incomplete, Due: 10/02/2021. Request: "Please upload the following documents: 2f Background Check Policy and Procedures..."
- Resident Documents**: Evidence file, Incomplete, Due: 10/02/2021. Request: "Please upload the following documents: 3c Refund Policies..."
- Affidavit of Acknowledgements**: Evidence file, Incomplete, Due: 10/02/2021. Description: "The Affidavit of Acknowledgements serves to prove certain standards required for certification by the New Hampshire Coalition..."
- Deferments Checklist**: Dynamic form, Incomplete, Due: 10/02/2021. Request: "Please pull together and organize the deferment documentation outlined on this checklist..."
- Verification Coversheet**: Dynamic form, Incomplete, Due: 10/02/2021. Request: "Verifications that prove a standard are made through discussions between your NHCORR Verification Review Team volunteers..."
- Final Review for Certification**: (partially visible) with "ACCEPT" and "REJECT" buttons.

Verification Visit

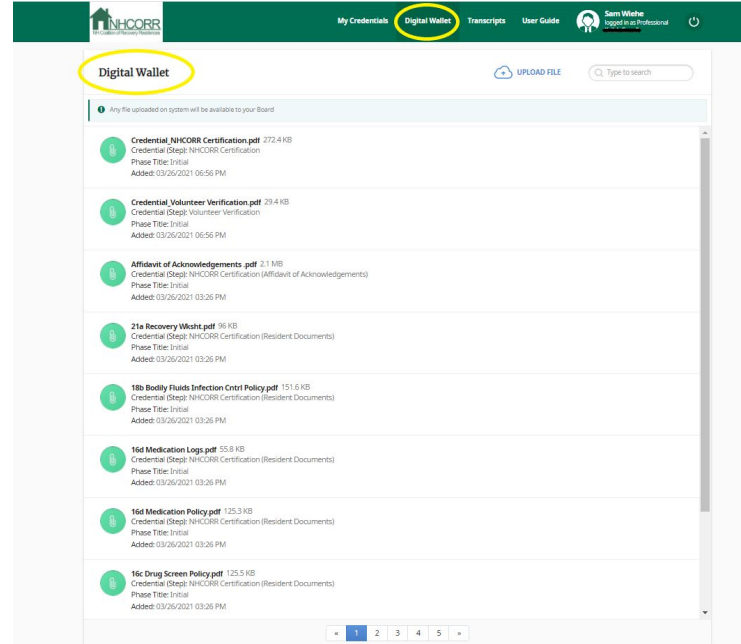
- NHCORR will visit your recovery home for a final onsite verification visit
- NHCORR will ensure your home is meeting standards both through a comprehensive discussion with yourself, house leaders and residents, and a walkthrough of your home.



- ◆ During the discussion, we will be looking to prove both the Social Model of Recovery & your certified policies are being lived out.
- ◆ During the walkthrough, we will be looking to prove you have a home-like setting that promotes the Social Model, home & fire safety, adequate space in bedrooms, adequate bathroom capacity.

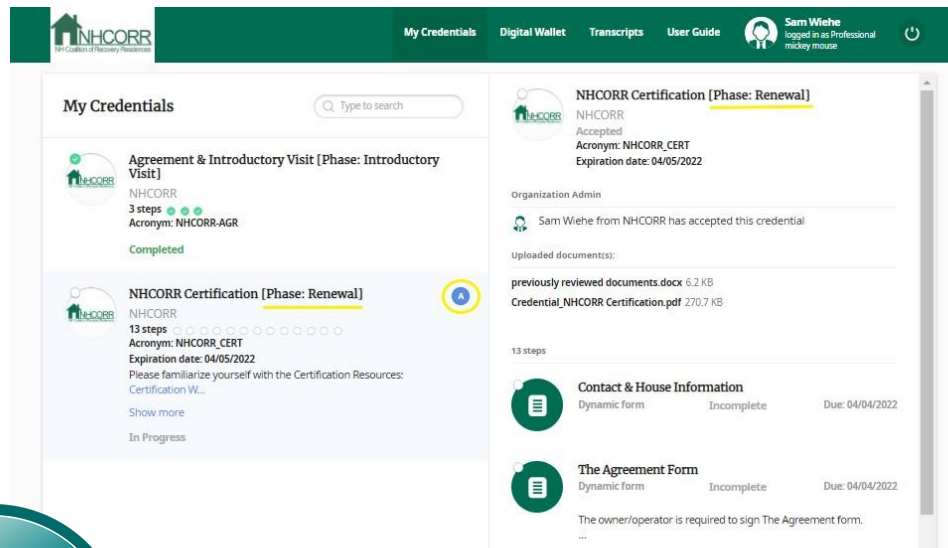
Certification Approval

- Once all proof that your home meets the NARR Standard has been compiled, reviewed, verified, and approved, NHCORR will officially certify your home.
- Your final product of certification is your **Certification Portfolio** - found in your digital wallet in Certemy
- You will receive both a digital and physical **Certificate of Certification**, and a **Digital Badge** for your website.



Certification Approval (cont.)

- Certification is valid for one year from the point of certification.
- NHCORR expects certified homes to keep their Certification Portfolio current by notifying NHCORR of any changes in documentation as they occur.
- Certemy will automatically remind you as the date of recertification approaches to review all your documents and verify that they still meet NARR standards.
 - ◆ When your initial certification credential has been approved, your credential will automatically enter the “renewal phase”.
- The recertification process will be very similar to initial certification.



The screenshot displays the NHCORR user interface. At the top, there is a green navigation bar with the NHCORR logo and the text "NHCORR National Coalition of Recovery Residences". The navigation bar includes links for "My Credentials", "Digital Wallet", "Transcripts", and "User Guide". The user is logged in as "Sam Wiehe" (Professional micky mouse). The main content area is titled "My Credentials" and features a search bar. Two credentials are listed:

- Agreement & Introductory Visit [Phase: Introductory Visit]**: NHCORR, 3 steps, Acronym: NHCORR-AGR, Completed.
- NHCORR Certification [Phase: Renewal]**: NHCORR, 13 steps, Acronym: NHCORR_CERT, Expiration date: 04/05/2022. The status is "In Progress".

On the right side, there is a detailed view for the "NHCORR Certification [Phase: Renewal]" credential. It shows the organization as "NHCORR" and the status as "Accepted". The acronym is "NHCORR_CERT" and the expiration date is "04/05/2022". The "Organization Admin" section shows "Sam Wiehe from NHCORR has accepted this credential". Under "Uploaded documents:", there are two files: "previously reviewed documents.docx" (6.2 KB) and "Credential_NHCORR Certification.pdf" (270.7 KB). The "13 steps" section shows "Contact & House Information" (Dynamic form, Incomplete, Due: 04/04/2022) and "The Agreement Form" (Dynamic form, Incomplete, Due: 04/04/2022). A note at the bottom states: "The owner/operator is required to sign The Agreement form. ..."



To begin the certification process

- Visit nhcorr.org > Residences > How to Certify page and click the green button marked: “To Begin the Certification Process Click Here”.
- For other questions related to certification and NHCORR’s standards, please contact our Certification Program Manager, at certification@nhcorr.org.



- For more information, visit the [NHCORR Certification FAQ](#).

Listing on the NH State Registry of Recovery Homes

If you are interested in having your home listed on the NH Voluntary Recovery House Registry please visit the NH Department of Health and Human Services for information on how to register your home:

<https://www.dhhs.nh.gov/programs-services/health-care/recovery-housing>

For questions regarding the NH Voluntary Recovery House Registry, emails can be sent to:

recoveryhousing@dhhs.nh.gov

Questions?

Contact the NHCORR office at admin@nhcorr.org for general questions, or the Certification Program Manager at certification@nhcorr.org for questions related to certification.

Call us anytime at 603-715-1514

