

**Oregon Access to Recovery (OR-ATR)
Recovery Support Services (RSS)
Provider Handbook**

Oregon Access to Recovery (OR-ATR) is a community-based recovery program offering individual choice to people in substance abuse recovery. People have access to a variety of services, including clinical treatment, faith-based counseling and support, and other services that provide pathways in the recovery process. Access to Recovery is a Substance Abuse and Mental Health Services Administration (**SAMHSA**) initiative designed to increase access to substance abuse services through independent assessment, and participant choice of recovery support and clinical service providers. Access to Recovery emphasizes the development and maintenance of extensive service linkages with faith-based and community-based organizations, and the delivery of funds through an electronic voucher method of payment.

Participant Eligibility Criteria

Individuals seeking OR-ATR voucher services must meet the following **eligibility criteria**:

- Be a resident of Clackamas, Lane, Marion, Multnomah, or Washington counties.
- Be 18+ years of age.
- Have a current diagnosis or history of a substance use disorder.
- Be in the first six months of recovery or community re-entry from an institutional or residential setting.
- Be a person that needs support services to help open the door to recovery.

ATR prioritizes services and supports to special populations including:

- returning veterans and active duty military
- parents involved with child welfare
- transitional age youth (18-25); and
- individuals re-entering the community from institutions like prison and residential treatment programs.

Recovery Vendor Eligibility Criteria

Recovery services seeking to be an approved OR-ATR vouchered service must comply with the following procedures:

- Complete and email or fax the OR-ATR provider application.
- Email or fax any requested documentation, such as business license, proof of insurance etc.
- Participate in any requested meeting or discussion regarding the details of the service.
- Participate in a site review by the Project Director and Fiscal Coordinator.

**Oregon Access to Recovery (OR-ATR)
Recovery Support Services (RSS)
Provider Handbook**

Recovery Support Services are critical to a person's successful recovery. For many people, recovery depends up access to supportive services in their community. Faith-based and community organizations, already deeply engaged in providing support to people struggling with substance dependence, will be the primary recipients of ATR funds.

Principles of Access to Recovery

- No single service is appropriate for all individuals. Matching settings, interventions, and services to each person's particular problems and needs are critical to his or her ultimate success in returning to productive functioning in the family, workplace, and society.
- Treatment and recovery support need to be readily available. Because people who are addicted may be uncertain about recovery, taking advantage of opportunities when they are ready is crucial. Potential participants can be lost if services are not immediately available or are not readily accessible.
- Effective recovery support and treatment addresses multiple needs of the person, not just his or her drug use. To be effective, all recovery supports must assist the person's need to address associated medical, psychological, social, vocational, and legal problems.
- Non-traditional and alternative services, such as recovery coaching, mentoring by peers, faith-based support and alternative healing are encouraged and supported in OR-ATR, in order to assist people in creating and implementing their own life-action .
- A person's treatment and recovery support services plan must be assessed continually and modified as necessary to ensure that the plan meets the person's changing needs. A person may require varying combinations of services and treatment components during the course of treatment and recovery. In addition to counseling a person's process of recovery may be enhanced by additional services not paid for through any other benefit package
- Service options must be available, accessible, and acceptable to members of culturally and racially diverse groups of men or women, regardless of age, gender, language ability, sexual orientation, physical, mental or emotional ability level. In addition, the specific tradition, custom or other practices and principles related to healing and recovery that are employed by specific groups, tribes, faith-based organizations, or other entities shall be recognized as significant as related to self-identity, self-value and recovery and as appropriate to the ATR funding source for the services offered.
- Duration of services for an adequate period is essential for effectiveness. The appropriate duration for an individual depends on his

**Oregon Access to Recovery (OR-ATR)
Recovery Support Services (RSS)
Provider Handbook**

or her problems and needs. Additional services can produce further progress toward recovery.

Oregon Health Authority Oregon Credentialing of Providers

The Oregon Health Authority (OHA) reserves exclusive rights to determine provider eligibility, appropriateness for service, and access to the OR-ATR network. Such determination will be based on Letters of Approval in good standing; Community Mental Health Provider designation, training or certification; evidence of competency; interviews; or other knowledge of significance unique to the individual provider. The determination of credentialing by OHA ATR credentialing process shall indicate provider responsibility to provide only **approved** and **credentialed services** in the geographic location specified in the Agreement or addendum to the Agreement. OR-ATR credentialing does not award or assign any sort of licensure or certification, nor supersede the legal requirements or responsibilities of Federal, Tribal, State, County or municipal law regarding the following: protection of client confidentiality; maintenance of licensure or other professional standing; maintenance of liability and other essential insurance; ethical and appropriate interaction with participants as individuals, families or group members; nor any other legal, fiscal or ethical responsibility.

Termination

Oregon Health Authority may, by written notice to the Provider, terminate the whole or any part of the provider agreement in any one of the following circumstances:

1. Either OHA or the Provider may terminate provider agreement without cause upon thirty (30) days written notice to the other party.
2. If the Provider fails to comply with any terms, conditions, requirements, or provisions of this Agreement, OHA shall notify the Provider in writing, and should the Provider not remedy such failure within a period of time specified in writing by OHA, the provider agreement may be terminated immediately following the end of the time period for remedial action.
3. If, during the term of provider agreement, the Provider or any of its officers, employees or agents commit client abuse, neglect or exploitation, malpractice, fraud, embezzlement or other serious misuse of funds, OHA may terminate the provider agreement immediately upon written notice to the Provider.
4. OHA may terminate the provider agreement pursuant to the loss of funding, expenditure of grant funds, or other financial limitation to funds.
5. Neither party may nullify obligations already incurred for the performance or failure to perform prior to the date of termination.

**Oregon Access to Recovery (OR-ATR)
Recovery Support Services (RSS)
Provider Handbook**

Conflict of Interest

Recipient organizations must establish safeguards to prevent employees, consultants, or members of governing bodies from using their positions for purposes that are, or give the appearance of being, motivated by a desire for private financial gain for themselves or others such as those with whom they have family, business, or other ties. Therefore, each institution receiving ATR funds must have OR-ATR approved written policy guidelines on conflict of interest and avoidance thereof. These guidelines should reflect state and local laws and must cover financial interests, gifts, gratuities and favors, nepotism, and other areas such as political participation and bribery. These rules must also indicate how outside activities, relationships, and financial interests are reviewed and reported by the responsible and objective institution official(s).

**Oregon Access to Recovery (OR-ATR)
Recovery Support Services (RSS)
Provider Handbook**

Confidentiality

This refers to the protection of Personal Health Information (PHI). All ATR service participants have the right to expect that all PHI will be treated confidentially. Personal Health Information must be protected by providers, and at no time should PHI be broadcast or disseminated. **Providers must not use any PHI at any time in electronic e-mail communication.** The Oregon Web Infrastructure for Treatment Services (OWITS) website provides an individual identifier unique to the ATR system. This is the only reference that may be used in email communication.

Documentation and Reporting:

- All services provided will be documented and reported within 72 hours using the OWITS/VMS system. For details please refer to OWITS/VMS training manual.

Recovery Support Services Definitions and Standards:

Education/GED:

Supported education services are defined as one-on-one educational counseling and may include academic counseling, assistance with academic and financial applications, and aptitude and achievement testing to assist in planning services and support. Vocational training and education also provide support for people pursuing adult basic education, training and education leading to obtaining the equivalency of a high school diploma.

Eligibility Standards:

- Approved Recovery Support Services application
- Certification by Oregon Education Agency (OEA) and Adult Education.

Employment services and job training: These activities are directed toward improving and maintaining employment. Services include skills assessment and development, job coaching, career exploration or placement, job shadowing or internships, resume writing, interviewing skills, and are for retaining a job. Other services included training in a specific skill or trade to assist individuals to prepare for, find, and obtain competitive employment such as skills training, technical skills, vocational assessment, and job referral.

Eligibility Standards:

- An organization must show experience and knowledge in assisting persons with a history of arrest and/or prosecution and conviction with seeking and securing employment.

**Oregon Access to Recovery (OR-ATR)
Recovery Support Services (RSS)
Provider Handbook**

Recovery Housing:

Recovery housing is a direct service that provides supervised, short-term housing to people with substance use disorders. Consumer must have access to the housing facility 24 hours per day. Housing provides or arranges for food and basic necessities. These services include transitional housing, recovery living centers or homes, supported independent living, sober housing, short-term and emergency or temporary housing. These services provide a safe, clean, and sober environment for adults with substance use disorders. This service is paid for on a weekly basis and is not to exceed 30 days.

Eligibility Standards:

- Meet local health and safety standards and local housing codes.

Licensed child care: The services are provided by a licensed child care center, licensed child care home, and registered child care home regulated by the state. These services include care and supervision provided to a person's child or children, younger than 14 years old and for fewer than 24 hours per day, while the individual is participating in treatment and/or recovery support activities. These services must be provided in a manner that complies with state law regarding children.

Eligibility Standards:

- Entity must be licensed and/or registered with the Department of Human Services Child and Family Services.

Life skills training and development: Life skills services address activities of daily living, such as budgeting, time management, interpersonal relations, household management, anger management and other issues.

Eligibility Standards:

- Certified Alcohol and Drug Counselor (CADC)
- Qualified Mental Health Professional (QMHP)
- Qualified Mental Health Associate (QMHA) or equivalent per OAR 309-019.
- Certified Recovery Mentor (CRM), or State certified Addictions Peer Support Specialist or successfully complete the required training offered by an OHA approved training program for Peer Support Specialist (The courses must be at least 40 hours)
- Qualified/certified trainers

**Oregon Access to Recovery (OR-ATR)
Recovery Support Services (RSS)
Provider Handbook**

Parenting education/child development: Services that facilitate quality parenting provided to people and/or their families and facilitate the instruction of evidence based parenting skills, provide information and advocacy on child development, age appropriate needs and expectations, teaching, modeling and monitoring successful parenting techniques, demonstration of appropriate discipline strategies, and provision of parenting support groups.

Eligibility Standards:

- Comply with state laws

**Oregon Access to Recovery (OR-ATR)
Recovery Support Services (RSS)
Provider Handbook**

Parenting support: Services provided that mitigate unique challenges experienced by people with dependent children recovering from substance abuse disorders. Includes respite care, baby-sitting, limited day care. Services only provided while parent is participating in treatment and/or recovery support activities listed on individual recovery plan and provided fewer than eight hours a week. Supportive group work led by a trained parenting professional and/or trained peer to facilitate meetings focused on strengthening parenting skills. Group work allows individuals to share feedback and suggestions regarding parenting with a focus on people who are specifically parenting in recovery.

Eligibility Standards:

Comply with state laws including, but not exclusively regarding, child care facilities.

Peer-to-peer mentoring, coaching:

Build a mutual relationship with people with substance use challenges in order to do the following:

- Support peers in identifying their strengths, values, dreams, and goals;
- Support peers to become socially involved with others and in the community of their choosing;
- Share problem-solving skills;
- Facilitate the development of resources the peer identifies as needing to meet their goals;
- Share “lived experience” that promotes resiliency and recovery; and
- Model a healthy recovery.

Eligibility Standards:

Peer Delivered Services (PDS) means an array of agency or community-based services and supports provided by peers, peer support specialists, and recovery mentors to individuals with addictions disorders

Peer means any person supporting an individual, who has similar life experience, they may be:

- (a) A self-identified person currently or formerly receiving addiction services and in recovery from a substance use disorder, who meets the abstinence requirements for recovering staff in alcohol and other drug treatment programs; or
- (b) A self-identified person in recovery from a substance use disorder, who meets the abstinence requirements for recovering staff in alcohol and other drug treatment programs; or

**Oregon Access to Recovery (OR-ATR)
Recovery Support Services (RSS)
Provider Handbook**

(c) A self-identified person currently or formally receiving mental health or addictions services in recovery who meets the abstinence requirements for recovering staff in alcohol and other drug treatment programs.

If working in an OHA approved program these are the following requirements;

- They must be a peer as defined above; (“c” isn’t stated but implied)
- They must be under the supervision of a qualified clinical supervisor.
- A Peer Support Specialist must complete a Division approved training program
- Peer support specialists must demonstrate knowledge of approaches to support others in recovery and resiliency, and demonstrate efforts at self-directed recovery
- Must be Certified Peer Support Specialists certified by the Office of Equity and Inclusion (OEI) or Certified Recovery Mentors certified by ACCBO or successfully complete the required training offered by an OHA approved training program for Peer Support Specialist (The courses must be at least 40 hours).

Certification requirements include the following;

- You must be over 18
- You must not be listed on the Medicaid provider exclusion list
- You must identify as a peer as indicated above. (shared lived experience-second paragraph)
- Successfully complete the required training offered by an OHA approved training program for Peer Support Specialist (The courses must be at least 40hours)
- Complete the OHA application and send it to the Office of Equity and Inclusion(OEI)
- The application form is on the OHA OEI website:
<http://www.oregon.gov/oha/oei/Pages/thw-certification.aspx>
- Pass a criminal history background check administered by the OHA background check unit or if certified by ACCBO, their criminal background check
- Must be under the supervision of a qualified clinical supervisor.

Spiritual and faith-based support:

Faith-based framework may include spiritually based recovery support as well as formal religious instructions. Spiritual-based instruction and/or support in the use of faith to promote recovery may include curriculum such as The Genesis Project, Living Free, and Celebrate Recovery, etc. Recovery support options may include programs such as Stephens Ministry who may act as recovery mentors from a spiritual perspective. Native American spiritual practices may include talking circles and sweat lodges.

**Oregon Access to Recovery (OR-ATR)
Recovery Support Services (RSS)
Provider Handbook**

Eligibility Standards:

- Pastoral designation licensed or certified in specific area of expertise.

Telephone/ Email contact and recovery check-up:

This service allows people in recovery to access their care coordinator, or for the care coordinator, to check in on a person by telephone with the goal to remain engaged in recovery services. Telephone communication provides encouragement, motivation, and support through collaborative problem solving and personal relationships. Telephone recovery check-up, must connect with individual – at the least a brief encounter for 15 minutes or less.

Email engagement, recovery check-up and coordination. Once a person responds to a provider's email the provider can bill for the brief encounter.

Eligibility Standards:

- At a minimum, must possess a high school diploma but a degree is preferred. Ability to engage and facilitate recovery services through oral and written communication. Ability to advocate, collaborate and coordinate recovery services with community stakeholders.

Transportation: Public transportation such as bus, light rail or taxi.

Eligibility Standards

- Must meet all local, county and state statues and rules related to transportation.

**Oregon Access to Recovery (OR-ATR)
Recovery Support Services (RSS)
Provider Handbook**

Recovery Support Vendors provide services and hope to assist a person in confidently taking steps towards their recovery. Because the vendor functions within ATR as a direct client service, all vendors share the following requirements:

1. One year experience providing the service within the community.
2. Compliance with all required registration with the Oregon Secretary of State, local occupancy and zoning laws and business licensure.
3. Proof of liability insurance.
4. Proof of appropriate drivers licenses and auto insurance when transportation is applicable.
5. Client database and filing system of specified data that comply with confidentiality policies and procedures.
6. Fiscal management practices and a system consistent with accepted accounting principles.
7. 501 (c) (3) tax exemptions filing, if designated as a nonprofit organization.
8. Adequate staffing to meet the services offered to ATR eligible people.
9. Access to IBM compatible computers with Windows XP/Vista/Windows 7, internet access and virus protection.
10. An organizational mission statement that adheres to a vision and code of ethics that are consistently monitored and reviewed by a board of directors.

Recovery Support Vendors also provide information to clients regarding the intent and services of ATR. Vendors will also be at the forefront of identifying client needs, as well as potential barriers to their recovery. All vendors, therefore, share the following expectations:

1. Participation in scheduled and unscheduled on-site visits by the Project Director and Fiscal Coordinator to review case file service and fiscal auditing, as well as observe client access and services within the facility.
2. Participation in trainings related to client services, evidence-based practices, community-based and peer-delivered services, as well as trainings specific to ATR.
3. Provide the Project Director, Fiscal Coordinator and the RMC Care Coordinator with an identified point person to contact regarding programming, ATR grant or individual consumer issues.
4. Timely responses to calls, emails or letters from the Project Director, Treatment and Fiscal Coordinator and the RMC Care Coordinator.
5. Timely notification of staff or programmatic changes. Notification to the Care Coordinator within the identified Recovery Management Center must be notified within 72 hours of such changes.

**Oregon Access to Recovery (OR-ATR)
Recovery Support Services (RSS)
Provider Handbook**

6. Development and maintenance of an ongoing dialogue with Project Director and Fiscal Coordinator regarding success and needed areas for improvement as it relates to an individual's ability to learn about and access a vendor's service.
7. Ongoing support and advocacy for an individual's free and independent choice regarding the continuation or termination of a service.

Recovery services are at the forefront of a new way in assisting people in reaching their recovery goals. Access to Recovery is designed to support those efforts that have been in place, as well as those that are beginning such efforts. The Project Director, Fiscal Coordinator, as well as the RMC and Care Coordinators are committed to the success of community-based services and initiatives designed to support people in exploring and implementing a life of recovery.