



# Peer Recovery Support Services Community of Practice: *"Who Cares? You do. We do. Developing a Peer Recovery Support Service Community of Practice."*

## A Review & Discussion of CRSW Requirements, CAPRSS Standards for Recovery Coaches and Training Opportunities

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# What is a Community of Practice (CoP)?

- A Community of Practice (COP) refers to a group of people who share a concern or a passion for something they do and who interact regularly to **learn how to do it better** (Wenger 2006)
- A CoP is a group that is created with the goal of gaining knowledge and **sharing information and experiences** related to a specific topic

# Learning Opportunities

- Participants will have the opportunity to receive and engage in:
  - *Resources and Tools*
  - *Webinars*
  - *In-Person Meetings*
  - *Small Group Meetings (i.e. recovery coaches, RCOs, etc.)*
  - *Group Calls*
  - *Discussion Forum*
  - *Individual TA (in-person and phone)*

# Resources & Tools

All resources, tools, past webinar recordings, etc. will be saved on the NH Center for Excellence website at:

<http://nhcenterforexcellence.org/resources/community-of-practice-resources/>

# Training & Technical Assistance

- Concerns, issues, and topics of interest identified during this webinar will be used to plan future training and other learning opportunities
- TA specific to this PRSS CoP may be requested at any point during this initiative at:

<http://nhcenterforexcellence.org/center-services/request-ta/>

# Discussion Forum

- Online “bulletin board” that allows members of the forum to read and post questions and comments and share resources and tools.

# Peer Recovery Support Services Community of Practice

- This CoP will be focused on identifying standards for PRSS, implementing the systematic application of these standards and improving quality of services.
- The purpose of the PRSS CoP will be to:
  - Discuss issues, concerns and possible solutions to deliver peer recovery support services (PRSSs).
- The outcome of the PRSS CoP will be to:
  - Establish and strengthen collegiality, cooperation and collaboration to create a unified system of peer recovery support services in New Hampshire.

# Today's Objectives

1. Understand the requirements for becoming a certified recovery support worker (CRSW) in New Hampshire
2. Identify where and how to access training in NH to meet CRSW certification/re-certification requirements
3. Describe the Council on Accreditation of Peer Recovery Support Services (CAPRSS) standards for recovery coaches

# CRSW Requirements

- At least age 18
- Ability to read and write in English language
- HS Diploma or equivalent
- Passed the written exam (the exam cost \$115)
- Submitted a complete written application with check for \$110
- Obtain a state & federal criminal history record report with finger prints
- Have not committed certain acts such as fraud, conviction of a felony, sexual relations with a client, false or misleading advertising (see the administrative rules for full details, Alc 302.1)
- The Board shall waive felony convictions if the applicant has corrected the deficiency that lead to the felony and if they determine that it does not impair the applicant's ability to practice in safety to the public
- Is of good moral character as evidenced by letters from employers and information provided on the application; and

# CRSW Requirements (continued)

- Completed 500 hours of work experience within the 10 years prior to applying
  - Must involve direct services to clients
  - Include at least 25 hours of supervision someone licensed by the LADC Board or a NH CRSW employed in a clinical supervisory role per the organization's job description
  - Work (paid or volunteer) is performed in one of 14 different settings such as a treatment program, correctional facility, a nonprofit social service agency, office of a licensed physician, or any program operated or licensed or otherwise approved by the government of any state
  - Includes 25 hours experience in each of the 4 PRSS Performance Domains: Advocacy, Ethical Responsibility, Mentoring & Education and Recovery / Wellness Support

# CRSW Requirements (continued)

- 46 hours of education (50% must be pre-approved; no more than 50% can be obtained online)
  - 16 hours Ethics
  - 6 hours HIV/AIDS
  - 6 hours Suicide Prevention
  - 18 hours in the remaining PRSS Performance Domains

# CRSW Scope of Practice

**TITLE XXX  
OCCUPATIONS AND PROFESSIONS  
CHAPTER 330-C  
ALCOHOL AND OTHER DRUG USE PROFESSIONALS**

**Section 330-C:13 Certified Recovery Support Worker; Scope of Practice.**

The scope of practice of a certified recovery support worker includes:

- I. The provision of basic screening of persons with substance use and co-occurring mental health disorders to determine whether referral for further assessment and formal diagnosis is needed and the making of appropriate referrals.
- II. The provision of monitoring of clients' health and safety including basic recognition of signs and symptoms of addiction, intoxication, and withdrawal, and the implementation of structured interventions to ensure the immediate safety of clients demonstrating such symptoms.
- III. The provision of recovery support including practical support, mentoring, and education about addiction, community peer support, role of medication and co-occurring disorders in addiction.
- IV. Adherence to the ethical standards of the substance use treatment profession as determined by the board.

# Commonly Asked Questions...

## **What services can a CRSW and someone working toward a CRSW provide?**

It is important to distinguish that a CRSW does not provide counseling or treatment. A CRSW provides the recovery support services outlined in the Scope of Practice as defined by NH Statute RSA 330-C. Additional guidance can be found within the IC&RC Peer Recovery Domains and Tasks.

You can provide these services with supervision as you work toward your CRSW credential.

The next four slides describe these IC& RC Domains and Tasks...

# Domain 1: Advocacy

- 1 Relate to the individual as an advocate.
- 2 Advocate within systems to promote person-centered recovery/wellness support services.
- 3 Describe the individual's rights and responsibilities.
- 4 Apply the principles of individual choice and self-determination.
- 5 Explain importance of self-advocacy as a component of recovery/wellness.
- 6 Recognize and use person-centered language.
- 7 Practice effective communication skills.
- 8 Differentiate between the types and levels of advocacy.
- 9 Collaborate with individual to identify, link, and coordinate choices with resources.
- 10 Advocate for multiple pathways to recovery/wellness.
- 11 Recognize the importance of a holistic (e.g., mind, body, spirit, environment) approach to recovery/wellness.

# Domain 2: Ethical Responsibility

- 1 Recognize risk indicators that may affect the individual's welfare and safety.
- 2 Respond to personal risk indicators to assure welfare and safety.
- 3 Communicate to support network personal issues that impact ability to perform job duties.
- 4 Report suspicions of abuse or neglect to appropriate authority.
- 5 Evaluate the individual's satisfaction with their progress toward recovery/wellness goals.
- 6 Maintain documentation and collect data as required.
- 7 Adhere to responsibilities and limits of the role.
- 8 Apply fundamentals of cultural competency.
- 9 Recognize and adhere to the rules of confidentiality.
- 10 Recognize and maintain professional and personal boundaries.
- 11 Recognize and address personal and institutional biases and behaviors.
- 12 Maintain current, accurate knowledge of trends and issues related to wellness and recovery.
- 13 Recognize various crisis and emergency situations.
- 14 Use organizational/departmental chain of command to address or resolve issues.
- 15 Practice non-judgmental behavior.

# Domain 3: Mentoring and Education

- 1 Serve as a role model for an individual.
- 2 Recognize the importance of self-care.
- 3 Establish and maintain a peer relationship rather than a hierarchical relationship.
- 4 Educate through shared experiences.
- 5 Support the development of healthy behavior that is based on choice.
- 6 Describe the skills needed to self-advocate.
- 7 Assist the individual in identifying and establishing positive relationships.
- 8 Establish a respectful, trusting relationship with the individual.
- 9 Demonstrate consistency by supporting individuals during ordinary and extraordinary times.
- 10 Support the development of effective communication skills.
- 11 Support the development of conflict resolution skills.
- 12 Support the development of problem-solving skills.
- 13 Apply principles of empowerment.
- 14 Provide resource linkage to community supports and professional services.

# Domain 4: Recovery/Wellness Support

- 1 Assist the individual with setting goals.
- 2 Recognize that there are multiple pathways to recovery/wellness.
- 3 Contribute to the individual's recovery/wellness team(s).
- 4 Assist the individual to identify and build on their strengths and resiliencies.
- 5 Apply effective coaching techniques such as Motivational Interviewing.
- 6 Recognize the stages of change.
- 7 Recognize the stages of recovery/wellness.
- 8 Recognize signs of distress.
- 9 Develop tools for effective outreach and continued support.
- 10 Assist the individual in identifying support systems.
- 11 Practice a strengths-based approach to recovery/wellness.
- 12 Assist the individual in identifying basic needs.
- 13 Apply basic supportive group facilitation techniques.
- 14 Recognize and understand the impact of trauma.

# CRSW Re-Certification

- Rules are currently in process. Date of completion is unknown.
- Similar to other administrative rules, there will be a public hearing and opportunity to comment when the "draft" is complete.
- CRSWs will need to re-certify every 2 years.

# CRSW Re-Certification

- Re-certification requirements:
  - Complete re-certification application
  - Sign ethical assurances form
  - Pay \$110 fee
  - Document and submit certificates (with any needed supporting documentation) for 12 hours of continuing education.
- Re-certification changes may be related to documentation of supervision and hours and types of training needed for re-certification.

*\*Information provided is subject to change.*

# Commonly Asked Questions...

## **Can I be a CRSW if I have a felony in my past? How does the board deal with past felonies?**

Yes, it is possible, however, there are a few extra steps to your application process. Your application will need further review before the felony can be waived by the Board.

They will then ask for “a written description of the circumstances” such as letter or narrative that describes the incident, what and how it happened, as well as any corrective action taken to prevent it from happening again. The board does this in order to determine if the act would prevent the applicant from safely providing services to the public. They also seek to determine if the felony was the result of the use of substances, that such behavior has been treated and is presently controlled/corrected. If the documentation you provide is unclear they may ask for more information.

See Administrative rule Alc 302.01 and Alc 303.01 (b) for more details.

# Commonly Asked Questions...

## **When can I submit my application for CRSW?**

You are encouraged to submit your application when you have met all the requirements as previously described. If your application is submitted, but is incomplete you will be asked for more documentation. An incomplete application will slow your process to become certified.

## **When can I take the test?**

You can submit your request to take the test at any time during the process of completing your other requirements. There is a form to complete and an administrative fee for the test (\$115). If you would like to take the test, email the administrator for the form at [nhladc@nh.gov](mailto:nhladc@nh.gov).

# Commonly Asked Questions...

## **What is the name of the test? Where is it? How do I take the test?**

The examination is the International Credentialing & Reciprocity Consortium (IC&RC) peer recovery examination.

1. Send completed registration form and check to the Board.
2. Use the emailed code to schedule and access the test at a testing site.
3. Retain final results to submit with your CRSW application packet.

NH uses computer-based testing. You will receive the list of potential test locations on the test confirmation email along with a code to access and schedule the exam.

# Commonly Asked Questions...

**What is the passing score? Can I retake the test? Do I have to pay for it every time? How long does it take for the test to be scored? How do I receive the results?**

A passing score is 500. You can take the test more than once, and you will need to pay for the test each time you take it.

Preliminary computer based exam scores are provided to candidates immediately following completion of the exam. Candidates seeking their official scores should contact the Board 2-3 weeks later.

Information about testing, scoring, sample study questions can be found in their candidate guide at this link:

<http://www.internationalcredentialing.org/Resources/Candidate%20Guides/PR%20candidate%20guide%201-14.pdf>

# Commonly Asked Questions...

## **Does sponsoring someone count as volunteer hours?**

The direct services activities of a sponsor align with CRSWs however, there is a requirement that the volunteer or paid work experience be performed in one of 14 different settings such as: a treatment program, correctional facility, a nonprofit social service agency, office of a licensed physician, or any program operated or licensed or otherwise approved by the government of any state. For a list of these different settings see Alc 303.02 (c). The 12-Step programs are not one of the 14 different settings listed.

## **The rules just changed, how long can I submit the old application?**

If you have not yet submitted an application, you should request a copy of the most recent forms and submit under the new rules. Submitting an old application could slow down your process by not meeting the current CRSW requirements.

# Commonly Asked Questions...

## **What about supervision? What is it, who can do it?**

Supervision may be viewed as the oversight and guidance of an applicant or CRSW toward gaining or maintaining the credential. Supervision is concerned with quality service provision and education around the performance domains. The CRSW applicant needs to document 25 hours of supervised work experience.

A CRSW supervisor can be “a person licensed by the Board” or a “NH CRSW, so long as he or she is employed in a clinical supervisory role per the organizational job description.”

# Commonly Asked Questions...

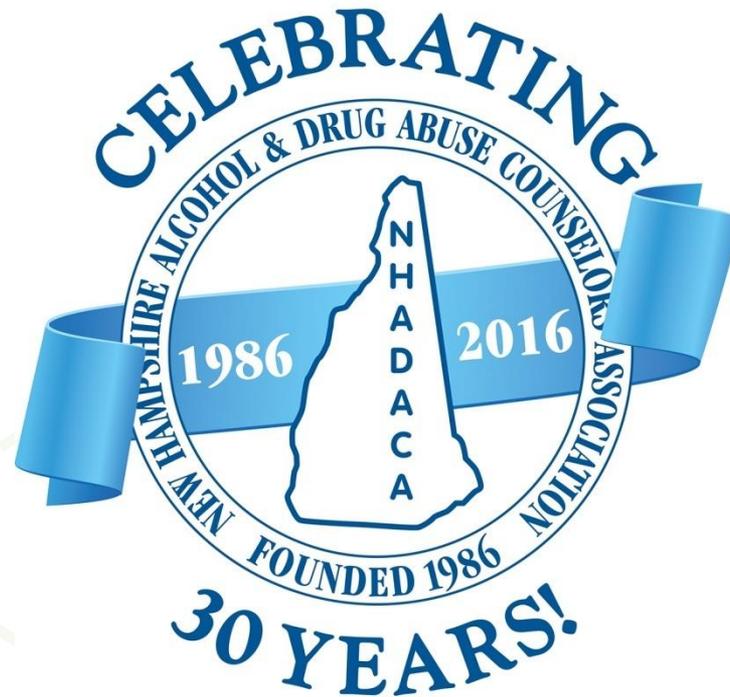
## **What about supervision for Medicaid reimbursement?**

The rules related to Medicaid are governed by NH DHHS. They are not part of the administrative rules of the Board of Licensing for Alcohol and Other Drug Use Professionals.

Medicaid reimbursement does have more stringent supervision requirements for reimbursement of peer and non-peer recovery supports than does this Board for certification. Medicaid reimbursement requires the recovery support provider be under supervision of a LADC with an LCS or an MLADC.

Other concerns related to Medicaid may be addressed in later presentations of this Community of Practice.

# NH Alcohol & Drug Abuse Counselors Association NH Training Institute on Addictive Disorders



# Where to find us...

NHADACA

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[www.NHADACA.org](http://www.NHADACA.org)

# About NHADACA

We are a membership organization serving addiction professionals since 1985.

## Our Mission:

*NHADACA's mission is to provide quality education, workforce development, advocacy, ethical standards and leadership for addiction professionals. We empower efforts in prevention, treatment and recovery.*

**Learn \* Grow \* Serve**

# About NHTIAD

- 35-45 events per year since 2004
- We bring in trainers from all over the country
- Most events are centrally located in Concord, NH
- The majority of our trainings are funded and provided for DHHS Bureau of Drug & Alcohol Services through a subcontract with JSI
- We also contract with JSI for 16 BRSS TACs trainings to be held through August 2017
- Events meet the credentialing needs for CRSWs as well as several other credentials

# Current Trainings Available

## OCTOBER 2016

- ✓ 10/11/16 HVC (Hepatitis C) Current: Resources for Medical & Behavioral Health Professionals
- ✓ 10/21/16 HIV Update for Substance Abuse Professionals; Training Full - Call for Wait List
- ✓ 10/27/16 NHADACA 30<sup>th</sup> Anniversary Annual Meeting, Dinner Celebration and Presentation
- ✓ 10/27 & 28/16 NH Behavioral Health Conference: Integration and Capacity Building for a Healthy New Hampshire; Grand Summit Resort & Conference Center, Bartlett, NH

## NOVEMBER 2016

- ✓ 11/02/16 Project SUCCESS: Advanced Group Skills
- ✓ 11/11/16 Gender Sensitivity in Assessment & Treatment of Co-Occurring Disorders
- ✓ 11/14/16 Suicide Postvention
- ✓ 11/17/16 Advanced Ethics: Issues in Clinical Supervision
- ✓ 11/29 & 11/30/2016 Essentials for Asset Building for Trainers and Facilitators; 20 person limit.

## DECEMBER 2016

- ✓ 12/2/16 Recovery Supports for Individuals with Intellectual and Developmental Disabilities; Radisson Hotel, 700 Elm Street, Manchester, NH
- ✓ 12/14 & 12/15/16 Ethical Issues for Recovery Support Workers (BRSS TACS)

# Trainings Specifically for Recovery Supports

**10/21/16 HIV Update for Substance Abuse Professionals;**

Training Full - Call for Wait List

**12/2/16 Recovery Supports for Individuals with Intellectual and Developmental Disabilities;** Radisson Hotel, 700 Elm Street, Manchester, NH

**12/14 & 12/15/16 Ethical Issues for Recovery Support Workers (BRSS TACs);**

to be held at NHADACA, 130 Pembroke Road, Suite 100, Concord, NH

**2/10/17 HIV Trends & Treatment;** to be held at NHADACA, 130 Pembroke Road, Suite 100, Concord, NH

**In addition to the trainings above..**

**we will offer 4 more HIV trainings by the end of June 2017  
(tentatively December, February, March and June)**

# BRSS TACs Recovery Support Trainings in the Planning Stages...

- 12-hour Ethics for Recovery Support Workers (3)
- 6-hour Performance Domains for Recovery Supports (3)
- 6-hour Suicide Prevention (3)
- 6-hour HIV (3)
- 6-hour Supervision for Recovery Supports (2)
- 6-hour Motivational Interviewing: Basics for Non-Clinicians (1)
- 6-hour Mental Health Concerns (1)

Recovery Community Organizations that contract with BDAS or are working with the Facilitating Organization will be given preference for spaces in BRSS TACs funded trainings. After a 2 week priority registration period, registration will be opened for any other recovery supports providers to register as space is available. To register within the 2-week period, PAPER registration forms must be emailed or faxed. When the 2 week period is over, registration will be available online for all other registrations.

These events will occur in Concord & various regions around NH.

# Suggestions when providing training

- If you are providing a training that you would like pre-approved by the Board, you need to submit an application form to them 6 weeks prior to your event. It may be denied pre-approval if it is within the 6-week window.
- Your alternative, if it is denied, is to include a description and objectives of the training on or with the certificate given to your attendees.
- Please be certain that if the description is not printed on the certificate that the name of the training on the certificate matches the name of the training on the supporting documentation (description/objectives).
- When calculating the length of the training in hours you cannot include break or meal times as training time.
- Because a Recovery Coach Academy addresses elements of multiple training requirements it may benefit your attendees to specify on your certificate how many hours are covered for each performance domain.

# Recovery Coach: Council on Accreditation of Peer Recovery Support Services (CAPRSS)

- **WHAT IS A RECOVERY COACH**

- A person who has more recovery experience than the peer/member being served. A recovery coach encourages, motivates, and supports a peer/member who is seeking, initiating, and/or sustaining recovery from addiction. *Often involves a recovery capital assessment and help in developing a recovery plan*
  - **Recovery capital:** *resources, both internal and external, that support a person's recovery*
  - **Recovery capital assessment:** *informs a recovery plan by identifying strengths and available resources and identifying resources that need to be developed and made available*
  - **Recovery planning:** *process in which a Peer Leader assists a participant in developing and following a self-directed plan for achieving and sustaining recovery across all domains of life*
    - **Based on an assessment of an individual's goals and capacities that he/she will use or rely upon to achieve these goals.**

# Recovery Coach: Council on Accreditation of Peer Recovery Support Services (CAPRSS)

- **STANDARDS**

- **PREPARING PEERS FOR SERVICE:** *The program has effective methods to prepare peers to be recovery coaches*
- **ENSURING PROGRAM QUALITY:** *the program ensures that its recovery coaching program is effective in engaging and supporting participants*
- **EVALUATING PERFORMANCE:** *the program uses validated, non clinical tools at entry and across time to track participant progress and program outcomes*



# Thank you!

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