

Standards for Supportive and Recovery Housing

	Table of Standards	Provider/Agency staffed	Resident or House staffed *House managers who receive housing services in return for unpaid responsibilities are not considered staff <u>for these standards</u>
	1. Environmental Requirements		
1.1	Life Safety		
	A	The facility shall be free from fire hazards and have adequate smoke detectors, working and updated fire extinguishers, a written fire evacuation plan and a current fire inspection certificate.	The facility shall be free from fire hazards and have adequate smoke detectors, working and updated fire extinguishers, a written fire evacuation plan and a current fire inspection certificate if required by zoning regulations, or a minimum list of fire safety items to be included as part of monitoring procedures if certificate of inspection is not required (see list attached).
	B	The facility shall comply with applicable state and local sanitation building fire codes and zoning requirements.	The facility shall comply with applicable state and local sanitation building fire codes and zoning requirements.
1.2	Special Accommodations		
	A	If the facility cannot provide for residents with need for special accommodations, the Provider shall have policy and procedures that may include referral agreements with other providers that provide for housing individuals with limited English proficiency or hearing and speaking disabilities and physical and mental disabilities.	If the facility cannot provide for residents with need for special accommodations, the Housing Provider shall have policy and procedures that may include referral agreements with other providers that provide for housing individuals with limited English proficiency or hearing and speaking disabilities and physical and mental disabilities.

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1.3	Physical Space		
	A	The Facility shall have:	The Facility shall have:
	1	a dining room;	a dining room;
	2	a bathroom(s);	a bathroom(s);
	3	at least one available land line, for use by staff and residents;	at least one available land line for emergencies;
	4	a living room;	a living room;
	5	space for visits;	space for visits;
	6	space for leisure time activities; and	space for leisure time activities; and
	7	sleeping quarters that:	sleeping quarters that:
	a	<ul style="list-style-type: none"> do not allow for more than (6) residents to share the sleeping quarters based on requirements listed below; and 	<ul style="list-style-type: none"> do not allow for more than (4) residents to share the sleeping quarters based on requirements listed below; and
	b	<ul style="list-style-type: none"> provide privacy for each resident; and 	<ul style="list-style-type: none"> provide privacy for each resident; and
	1)	<ul style="list-style-type: none"> are at least 3 feet apart; 	<ul style="list-style-type: none"> are at least 3 feet apart;
	2)	<ul style="list-style-type: none"> are located more than 18 inches away from radiators and registers; 	<ul style="list-style-type: none"> are located more than 18 inches away from radiators and registers;
	3)	<ul style="list-style-type: none"> are at least 36 inches wide, and not rollaway type beds, cots or folding beds; 	<ul style="list-style-type: none"> are at least 36 inches wide, and not rollaway type beds, cots or folding beds;
	4)	<ul style="list-style-type: none"> have mattresses that are clean, in good repair, and the same size as the bed frame; 	<ul style="list-style-type: none"> have mattresses that are clean, in good repair, and the same size as the bed frame;
	5)	<ul style="list-style-type: none"> have at least two sets of sheets; 	<ul style="list-style-type: none"> have at least two sets of sheets;

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1.3	Physical Space continued		
	c	have at least two dresser drawers and an enclosed space for hanging clothes;	have at least two dresser drawers and an enclosed space for hanging clothes;
	d	have a mirror and window coverings in good repair;	have a mirror and window coverings in good repair;
	8	lockable storage (refrigerated if necessary) for client to access for safe storage of his/her medication; Providers will not administer medications to residents unless licensed to do so;	lockable storage (refrigerated if necessary) for client to access for safe storage of his/her medication; residents self administer all medications;
	9	access to laundry facilities; and	access to laundry facilities; and
	10	a written plan for temporary shelter for residents if a facility becomes uninhabitable.	a written plan for temporary shelter for residents if a facility becomes uninhabitable.
1.4	Meals		
	A	If meals are provided, the Provider shall:	If meals are provided, the Housing Provider shall:
	1	comply with applicable local, state and federal laws; and	comply with applicable local, state and federal laws; and
	2	have a written plan describing the organization and delivery of dietary services.	have a written plan describing the organization and delivery of dietary services.

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	2. Staffing (Paid or Volunteer) and Training		
2.1	Staff Requirements and training	All Supportive Housing Staff are provided with a job description, meet minimum established qualifications and receive training on roles and responsibilities, community policies and procedures, and other related training as determined by the provider.	Resident House Managers are provided with a job description, meet minimum established qualifications and receive training on roles and responsibilities, community policies and procedures, and other related training appropriate to their role in the house as determined by the Housing Provider.
	A	Training will include:	Training may include:
	1	health and safety issues;	health and safety issues;
	2	Proper food hygiene and storage;	Proper food hygiene and storage;
	3	crisis management; and	crisis management; and
	4	residents' rights and grievances, including prevention of physical or mental abuse and inappropriate relationships.	residents' rights and grievances, including prevention of physical or mental abuse and inappropriate relationships.
	B	There must be at least one staff member available on site when residents are present.	The Resident House Manager and community must have access to on call Housing Provider staff as necessary.
	C	There must be at least one first aid trained staff per shift.	Information must be posted on how to obtain assistance and handle various medical emergencies, including crisis services.

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	2. Staffing (Paid or Volunteer) and Training continued		
2.2	Referral Resources	Staff maintain referral resources for a variety of services to include: legal, medical, psychiatric, case management, & addiction treatment.	A Resource Directory is available to residents.
2.3	Organizational structure		
	A	There is a line management structure with clear lines of responsibilities and accountability for all staff.	There is a procedure for the Resident House Manager and community to contact an on call Housing Provider staff.
	B	There are regular staff meetings with record of proceedings.	
	C	There are regular staffed house meetings with notation of any important house issues such as suggestion for changes to house rules, violations, or any potentially significant incidents.	There are regular house meetings with notation of any important house issues such as suggestion for changes to house rules, violations, or any potentially significant incidents to address with Housing Provider.

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	3. Management and Organizational Policy and Procedures		
3.1	Management and operation of the facility	The Provider shall have a governing body legally responsible for overseeing the management and operation of the facility and for ensuring compliance with applicable laws, regulations and standards, including adopting a policy and procedure manual and ensuring sound fiscal operation.	The Housing Provider shall have a governing body legally responsible for overseeing the management and operation of the facility and for ensuring compliance with applicable laws, regulations and standards, including adopting a policy and procedure manual and ensuring sound fiscal operation.
	A	All staff must sign a statement that indicates review and understanding of policy and procedure manual.	All pertinent policy and procedures must be available to Resident House Managers.

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3.2	Organizational policy and procedures		
	A	The Policy and Procedure Manual shall include:	The Policy and Procedure Manual shall include:
	1	mission and goals;	mission and goals;
	2	a description of services provided by the provider;	a description of services provided by the provider;
	3	a description of the population to be served;	a description of the population to be served;
	4	the provider's location and physical capacity; and	the provider's location and physical capacity; and
	5	a written emergency protocol that includes procedures for responding to emergencies on a 24-hour basis.	a written emergency protocol that includes procedures for responding to emergencies on a 24-hour basis.
3.3	Fiscal policies and procedures shall include:		
	A	The Policy and Procedure Manual shall include:	The Policy and Procedure Manual shall include:
	1	clearly documented and maintained fiscal records; and	clearly documented and maintained fiscal records; and
	2	evidence of fire, casualty and liability insurance which meets minimum requirements for the facility based on type of dwelling or zoning regulations.	evidence of fire, casualty and liability insurance which meets minimum requirements for the facility based on type of dwelling or zoning regulations.

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	4. Residential Policies and Procedures	The Provider must have policy and procedures covering the following areas:	The Housing Provider must have policy and procedures covering the following areas:
4.1	Non-discrimination	A Provider must have a written policy prohibiting discrimination in the provision of services on the basis of race, creed, color, age, gender, sexual orientation, national origin, marital status, disabilities and any other classification prohibited under State or Federal law.	A Housing Provider must have a written policy prohibiting discrimination in the provision of services on the basis of race, creed, color, age, gender, sexual orientation, national origin, marital status, disabilities and any other classification prohibited under State or Federal law.
4.2	Admissions procedures and criteria	The screening process shall include an interview and/or referral information sufficient to determine whether the individual meets provider admission criteria as listed below.	The screening process shall include an interview and/or referral information sufficient to determine whether the individual meets provider admission criteria as listed below.

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		Admission Criteria:	Admission Criteria:
	A	An individual is eligible for admission if the individual:	An individual is eligible for admission if the individual:
	1	has a diagnosis or diagnostic impression of substance use disorder or co-occurring substance use and mental health disorders,	has a diagnosis or diagnostic impression of substance use disorder or co-occurring substance use and mental health disorders
	2	Is engaged in an activity deemed appropriate by the referral source and housing provider such as a certified addiction or co-occurring program, continuing care or other type of recovery support services, or self-help group;	Is engaged in an activity deemed appropriate by the referral source and housing provider such as a certified addiction or co-occurring program, continuing care or other type of recovery support services, or self-help group;
	3	has been determined to be able to benefit from residing in a structured, supervised recovery environment;	has been determined to be able to benefit from residing in a structured, peer recovery environment;
	4	possesses the capacity to function in an independent living environment, being able to take appropriate action, under emergency conditions, for self-preservation;	possesses the capacity to function in an independent living environment, being able to take appropriate action, under emergency conditions, for self-preservation;
	5	agrees, in writing, to comply with residential policies and procedures;	agrees, in writing, to comply with house policies and procedures;
	6	agrees, in writing, to allow the provider to obtain and disclose relevant information with the applicant's addiction or recovery support service provider if applicable; and	agrees, in writing, to allow the provider to obtain and disclose relevant information with the applicant's addiction or recovery support service provider if applicable; and
	7	Is 18 years or older, or a dependent child of a resident, and the Provider has documented steps taken to ensure the safety of the minor. Exceptions may be made for an emancipated minor or with parental consent.	Is 18 years or older, or a dependent child of a resident, and the Provider has documented steps taken to ensure the safety of the minor. Exceptions may be made for an emancipated minor or with parental consent.

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	4. Residential Policies and Procedures continued	The provider must have policy and procedures covering the following areas:	The provider must have policy and procedures covering the following areas:
		Non-Admission procedures.	Non-Admission procedures.
	B	If the Provider cannot accommodate the applicant for admission, the provider shall:	If the Housing Provider cannot accommodate the applicant for admission, the provider shall:
	1	document reasons for non-admission;	document reasons for non-admission;
	2	notify the referral source (where appropriate);	notify the referral source (where appropriate);
	3	refer or recommend the individual to another provider; and	refer or recommend the individual to another provider; and
	4	maintain an updated list of qualified Supportive Housing providers.	maintain an updated list of qualified Recovery House providers.
4.3	Written fee schedule	The Provider shall maintain a written fee schedule which will be posted and up-dated when required.	The Housing Provider shall maintain a written fee schedule which will be posted and up-dated when required.
4.4	Rights and responsibilities	The Provider shall maintain a policy and procedure on resident rights and responsibilities which is provided to residents upon admission.	The Housing Provider shall maintain a policy and procedure on resident rights and responsibilities which is provided to residents upon admission.
4.5	Confidentiality of resident information	The Provider shall maintain a policy and procedure on confidentiality of resident information which meets all applicable regulations, and is provided to and individually reviewed with residents upon admission	The Housing Provider shall maintain a policy and procedure on confidentiality of resident information which meets all applicable regulations, and is provided to and individually reviewed with residents upon admission

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	4. Residential Policies and Procedures continued	The Provider must have policy and procedures covering the following areas:	The Housing Provider must have policy and procedures covering the following areas:
4.6	Residential agreement & dismissal		
	A	The applicant shall sign a residential agreement to include:	The applicant shall sign a residential agreement to include:
	1	house rules, which shall include:	house rules, which shall include:
	a	prohibition of illegal activity;	prohibition of illegal activity;
	b	policy regarding guests;	policy regarding guests;
	c	participation in house meetings;	participation in house meetings;
	2	statement of understanding of respective rights and responsibilities of Provider and resident;	statement of understanding of respective rights and responsibilities of Housing Provider and resident;
	3	grounds for dismissal from the program, which may include:	grounds for dismissal from the program, which may include:
	a	substance possession or use or abuse of prescribed medication as per program policy and procedures;	substance possession or use or abuse of prescribed medication as per program policy and procedures;
	b	disruptive or threatening behavior or actions directed toward self, other residents or staff/volunteers;	disruptive or threatening behavior or actions directed toward self, other residents or staff/volunteers;
	c	non-payment of housing fees as per program policy and procedures;	non-payment of housing fees as per program policy and procedures;
	d	termination of participation in agreed upon addiction or recovery support services (see 4.2B);	termination of participation in agreed upon addiction or recovery support services or activities (see 4.2B);

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4.6	continued	The applicant shall sign a residential agreement to include:	The applicant shall sign a residential agreement to include:
	4	specific fee agreement between provider and resident;	specific fee agreement between provider and resident;
	5	grievance policy and procedures;	grievance policy and procedures;
	6	consent to obtain information from and with the resident's addiction and/or co-occurring treatment provider, when indicated;	consent to obtain information from and with the resident's addiction and/or co-occurring treatment provider, when indicated;
	7	expectations for Provider and resident related to discharge plans in the event of an unplanned dismissal.	expectations for provider and resident related to discharge plans in the event of an unplanned dismissal.
4.7	Resident records	The Provider shall maintain resident records which are kept in accordance with policy and procedure on confidentiality of resident information (4.5)	The Housing Provider shall maintain resident records which are kept in accordance with policy and procedure on confidentiality of resident information (4.5)
	A	Resident records must include:	Resident records must include:
	1	resident identifying information;	resident identifying information;
	2	person to contact in case of resident emergency; and	person to contact in case of resident emergency; and
	3	consent to obtain information from and with the resident's addiction and/or co-occurring treatment provider and funding source, when indicated.	consent to obtain information from and with the resident's addiction and/or co-occurring treatment provider and funding source, when indicated.
4.8	Retaliation	The Provider shall maintain a policy and procedure protecting residents from retaliation in relationship to filing a grievance (as in 4.6 A5), or related to allegations of abuse by staff, other residents or visitors.	The Housing Provider shall maintain a policy and procedure protecting residents from retaliation in relationship to filing a grievance (as in 4.6 A5), or related to allegations of abuse by Resident House Managers, other residents or visitors.

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