

Budget Detail Request - Fiscal Year 2016-17

Your request will not be officially submitted unless all questions and applicable sub parts are answered.

1. Title of Project: Certification Program for Recovery Residences
2. Date of Submission: 01/07/2016
3. House Member Sponsor(s): Bill Hager

4. DETAILS OF AMOUNT REQUESTED:

- a. Has funding been provided in a previous state budget for this activity? Yes
If answer to 4a is ?NO? skip 4b and 4c and proceed to 4d
- b. What is the most recent fiscal year the project was funded? 2015-16
- c. Were the funds provided in the most recent fiscal year subsequently vetoed? No
- d. Complete the following Project Request Worksheet to develop your request (Note that Column E will be the total of Recurring funds requested and Column F will be the total Nonrecurring funds requested, the sum of which is the Total of the Funds you are requesting in Column G):

FY:	Input Prior Year Appropriation for this project for FY 2015-16 (If appropriated in FY 2015-16 enter the appropriated amount, even if vetoed.)			Develop New Funds Request for FY 2016-17 (If no new Recurring or Nonrecurring funding is requested, enter zeros.)			
	Column: A	B	C	D	E	F	G
Funds Description:	Prior Year Recurring Funds	Prior Year Nonrecurring Funds	Total Funds Appropriated (Recurring plus Nonrecurring: Column A + Column B)	Recurring Base Budget (Will equal non-vetoed amounts provided in Column A)	INCREASED or NEW Recurring Requested	TOTAL Nonrecurring Requested (Nonrecurring is one time funding & must be re-requested every year)	Total Funds Requested Over Base Funding (Recurring plus Nonrecurring: Column E + Column F)
Input Amounts:	0	100,000	100,000	0	250,000	25,000	275,000

- e. New Nonrecurring Funding Requested for FY 16-17 will be used for:
 Operating Expenses Fixed Capital Construction Other one-time costs
- f. New Recurring Funding Requested for FY 16-17 will be used for:
 Operating Expenses Fixed Capital Construction Other one-time costs

5. Requester:

- a. Name: John Lehman
- b. Organization: Florida Association of Recovery Residences
- c. Email: jlehman@farronline.org
- d. Phone #: (561)288-1721

6. Organization or Name of Entity Receiving Funds:

- a. Name: Florida Association of Recovery Residences
- b. County (County where funds are to be expended) Palm Beach
- c. Service Area (Counties being served by the service(s) provided with funding) Statewide

7. Write a project description that will serve as a stand-alone summary of the project for legislative review. The description should summarize the entire project's intended purpose, the purpose of the funds requested (if request is a sub-part of the entire project), and most importantly the detail on how the funds requested will be spent - for example how much will be spent on positions and associated salaries, specifics on capital costs, and detail of operational expenses. The summary must list what local, regional or statewide interests or areas are served. It should also document the need for the funds, the community support and expected results when applicable. Be sure to include the type and amount of services as well as the number of the specific target population that will be served (such as number of home health visits to X, # of elderly, # of school aged children to receive mentoring, # of violent crime victims to receive once a week counseling etc.)

2016 FARR Budget anticipates 225 programs operating 800 locations will voluntarily apply for initial and/or renewal application during the 2016-2017 period. Income generated from this activity represents approximately 40% of operational revenue. A fact that necessitates sourcing \$350,000 in additional funding through a combination of state proviso and private donations. FARR has evidenced our ability to raise \$75,000 annually from private donations. The remaining balance (\$275,000) is sought through this state budget request and relates directly to criteria established for a credentialing entity of recovery residences as set forth by F.S 397.487.

The FARR staffing plan represents approximately fifty (50%) percent of the annual budget. The staffing plan includes three specific staff additions in order to achieve requirements of a credentialing entity as set forth by of F.S 397.487: Executive Director, Compliance Administrator and Community Services Coordinator. The total compensation for these three positions, including benefits, is budgeted at \$185,225 representing 74% of the total recurring 2016-2017 House Budget request. Previously hired positions of Certification Administrator and Office Manager are funded through application and per location certification fees as are certain other operational expenses that pre-existed FARR having been selected as a credentialing entity by the Department. Office staff are complimented by eight part-time field assessors and two intern volunteers to accomplish the mandates outlined by F.S 397.487. Field Assessors are compensated on a per location basis, making headcount immaterial to the cost center and are directly offset by certification fees.

Revenue Source	Programs	Locations	Per Amount	Application & Renewal Fees (\$100 per program)	225	3.5 avg	100\$	22,500\$	Location Certification Fees (\$300 per brick & mortar location)	800	300\$	240,000\$	Florida Legislative Proviso	275,000\$	Donations	75,000\$	Total Projected Revenue 2016-2017	612,500\$
Expenses	Amount	Office, Supplies & Utilities	48,000\$	IT Support & Software	33,600\$	Salaries & Benefits (see table below)	285,605\$	Field Assessments	57,000\$	Community Educational Eevnts	37,500\$	Certification & Compliance Staff Training (annual event)	5,000\$	Learning Mgmt System & Web Portal	42,000\$	Insurances		

& Professional Services 90,000\$ Indirect Expenses10,000\$ Total Projected Expenses 2016-2017608,705\$ FARR, INC (Credentialing Entity)

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Note: FICA and Workmen's Comp is calculated at 9.5% of base salaries. Benefits are computed at 10% of base salaries, provisioning full-time employee healthcare insurance under a Small Business Health Options Plan (SHOP). This 10% rate is a "best guess" estimate. Further research is currently underway to arrive at a more concrete computation.

The balance of the 2016-2017 FARR Annual Budget provides for space, technology systems and vendor relationships necessary to support assessment of provider compliance. FARR developed, through a non-recurring 2015-2016 proviso, proprietary software designed to generate efficient and uniform processing of provider applications for voluntary certification of compliance. This software is cloud hosted on a secure platform and includes well-defined, concrete process steps and work flows to ensure accurate, uniform and documented assessment of provider compliance and/or non-compliance. FARR outsources IT Support and incurs monthly access fees to connect to the cloud-hosted various software solutions including MS Exchange/Office, Adobe Creative Suite, Articulate, Camtasia, PlanPlus and our proprietary solution at an annual cost of \$33,600. Due to increased staff requirements (ED, Compliance Admin, Community Service Coordinator and four additional Field Assessors, there is a corresponding increase in expense related to software and database access that is directly attributable to requirements of a credentialing entity as set forth by statute.. We estimate this increase to represent approximately 60% of the budget amount or \$20,000. The FARR Community Services Coordinator (CSC) organizes educational events for owners, managers and staff of certified recovery residences as required of a credentialing entity under statute. FARR has budgeted \$37,500 for this purpose, relying on private sponsors to fund any further associated expenses. Of this total line items, we attribute an increase in provider participation resulting from statute 397.487 to be \$17,550. The remaining budget category impacted by the statute relates to insurances and professional services. The FARR Board of Directors maintains D&O coverage that has increased in cost due to underwriter concerns regarding potential suits that may be filed by providers when FARR denies, suspends or revokes certification, thus restricting that provider's eligibility for referral post July 1, 2016 as set forth by F.S. 397.487. The increase for this coverage and additional legal fees related to the same issue totals \$27,225 annually.

Summary:

The total recurring 2016-2017 House Budget Request of \$250,000 is comprised of these four categories:

? \$185,225 for additional staffing

? \$20,000 for increases to operational expenses

? \$17,550 for provider continuing education

? \$27,225 for increases related to insurance and professional fees

Position	Salary	FICA & WCB	Benefits	Total	Executive Director	65,000	6,175	6,500	77,675.00\$	Office Manager	36,000	3,420	3,600	43,020.00\$	Certification Administrator	48,000	4,560	4,800	57,360.00\$	Compliance Administrator	45,000	4,275	4,500	53,775.00\$	Community Services Coordinator	45,000	4,275	4,500	53,775.00\$	Total Office Staffing Budget	239,000	22,705	23,900	285,605.00\$
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Below are Job Descriptions for each position contemplated by the FARR 2016-2017 Budget.

F.S. 397.487 specifies:

1. Administer the application, certification, recertification, and disciplinary processes.

Not submitted to as a position that requires state funding, the FARR Certification Administrator is responsible for processing initial and annual renewal applications for voluntary certification of recovery residences to Quality Standards and Code of Ethics as set forth by the National Alliance for Recovery Residences (NARR). NARR is recognized by the White House Office of National Drug Control Policy (ONDCP) the national recovery housing authority. FARR is the Florida NARR Affiliate.

The Certification Administrator's primary function is to process all applications for certification and to uniformly document each step of that process utilizing established protocols.

? This position is responsible for:

- o review of applications for accuracy and completion
- o owners, managers and staff phone interview(s) pertaining to evaluation of application and support level
- o review of documentation provided by applicants in support of their organizational compliance with the NARR Standard and Code of Ethics (COE)
- o coordination of location visits by field compliance assessors and the applicant organization

? Certification Administrator offers telephone support and counsel to applicants:

- o To enhance or improve policies, procedures and protocols to successfully achieve compliance.
- o To share knowledge regarding implementation of the NARR Standard & COE in real world practice
- o Must be experienced in providing guidance to this provider group on a wide range of topics and concerns, including: Level 2 background checks, intake and discharge protocols, cultivating community within the residential setting, fair housing rights, etc.
- o This position demands an assertive personality that can effectively champion standard compliance while simultaneously coaching applicants to achieving that objective.

2. Monitor and inspect a recovery residence and its staff to ensure compliance with certification requirements.

Compliance Administrator:

F.S. 397.487 specifies:

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(8) Onsite follow-up monitoring of a certified recovery residence may be conducted by the credentialing entity to determine continuing compliance with certification requirements. The credentialing entity shall inspect each certified recovery residence at least annually to ensure compliance.

(a) A credentialing entity may suspend or revoke a certification if the recovery residence is not in compliance with any provision of this section or has failed to remedy any deficiency identified by the credentialing entity within the time period specified.

No less than twenty-five (25%) percent of all certified locations are audited annually. The Compliance Administrator's primary function is to conduct compliance audits of Certified Recovery Residences that may be triggered randomly and/or for cause. ?For Cause? audits generally result from a formal grievance that has been filed by a stakeholder (neighbor, current or former resident, current or former staff, resident's family member, outside therapist, care coordinator or other interested party) alleging provider non-compliance with NARR Quality Standards and/or COE. Audits field assessments typically focus on the specific event(s) of non-compliance as alleged by the grievant. Affirmative attestations executed by applicants during the application process preserves the opportunity to examine provider financial records, resident files and conduct further interviews with staff, residents and neighbors as is deemed necessary to resolve the grievance.

Provider failure to provide document and interview access to the Compliance Administrator and/or the assigned Field Assessor may result in immediate

suspension and/or revocation as outlined and published in the FARR Compliance Audit Protocol.

This position is required to:

- ? Uniformly document each step taken during the compliance audit utilizing an established protocol and tools developed for this purpose.
- ? To review all grievances; triaging based on an evaluation of merit and upon an assessment regarding the urgency of consumer protection.
- ? To interview owners, managers and staff of certified organizations by phone
- ? To review documentation provided by Certified Residences in support of their continued compliance
- ? To coordinate onsite compliance audits with field staff
- ? To offer telephone consultation to owners, managers and staff of Certified Residences regarding steps they might employ to restore and/or demonstrate continuing compliance.

A thorough working knowledge of the NARR Standard & Code of Ethics as well as experience with providing guidance to the provider group are a necessary knowledge base. Additionally; this position demands an assertive personality that can effectively champion compliance while simultaneously coaching applicants towards achieving compliance.

3. Interview and evaluate residents, employees, and volunteer staff on their knowledge and application of certification requirements.

F.S. 397.487 specifies:

397.487(2)

2. Monitor and inspect a recovery residence and its staff to ensure compliance with certification requirements.

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3. Interview and evaluate residents, employees, and volunteer staff on their knowledge and application of certification requirements.

Field Assessors:

Not submitted as position that requires state funding, FARR employs 4 Field Assessors at of the time this request is submitted. The FARR Board anticipates an increase in Field Assessors staffing to include eight (8) trained assessors to meet the requirements set forth by F.S 397.487. However; the costs associated with this function are offset directly by certification fees and headcount is immaterial to the cost center as Field Assessors are part-time employees who are assigned specific cases by the Certification and Compliance Administrators. Core responsibilities include:

- ? Competency in the use of FARR Certification Software to conduct field assessments in accordance with the certification protocol established by FARR approved by the Department (DCF).
- ? Competency in the use of FARR Certification Software to conduct field assessments in accordance with the compliance audit protocol established by FARR approved by the Department (DCF).
- ? Conduct on-site interviews with staff and/or residents as a component of measuring compliance with NARR Quality Standards, Code of Ethics and other criteria established by F.S 397.487.
- ? Complete on-site audits to evidence compliance with NARR Quality Standards, Code of Ethics and other criteria established by F.S 397.487
- ? Complete on-site audit assessments triggered either by random selection or by a formal grievance filed by an external stakeholder through the facility established by FARR for this purpose.
- ? Report to the Certification Administrator with the final assessment of each recovery residence location.

? Report to the Compliance Administrator regarding results of compliance audits.

Community Services Coordinator:

F.S. 397.487 specifies:

(2) The approved credentialing entity shall:

(3-C) Provide training for owners, managers, and staff.

FARR organizes and hosts webinars and onsite seminars for owners, managers and staff to be held in locations central to high concentrations of Certified Recovery Residences. These events are designed to educate attendees regarding NARR Standards and Code of Ethics as well as the implementation of promising practices evidenced to deliver positive consumer outcomes. Registration for the online webinars will be offered at no charge. FARR offers opportunities for qualified vendors to sponsors these events to help offset the costs associated with hosting them. The Budget reflects only those costs absorbed by FARR. FARR developed three mandatory eLearning trainings under with the Department. They are titled:

1. NARR Quality Standards for Recovery Residences

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2. NARR Code of Ethics

3. Cultivating a Culture of Recovery Support

These three core trainings are mandatory for all owners, managers and staff of recovery residences seeking voluntary certification.

The Community Services Coordinator is responsible to maintain an accurate database of current owners, managers and staff of recovery residence applicants for certification and Certified Recovery Residences.

? Through the use of:

o The PlanPlus CRM and Project Management functions

o FARR Learning Management System (LMS)

o FARR Content Management System (CMS)

The Community Services Coordinator tracks recovery residence owner, manager and staff registration, participation and successful completion of core trainings and continuing education, updating the database as appropriate to ensure newly hired staff have successfully completed core trainings within permitted timeframes.

? Any and all instances of owner, manager and staff non-compliance with mandatory training requirements are reported by the Community Services Coordinator to the Compliance Administrator as detailed in the Compliance Protocol.

? The Community Services Coordinator is responsible for sourcing and/or internal development of training components, including, but not limited to eLearning courses, webinars, event trainings and manuals.

? This position is responsible for organizing, hosting, scheduling and effective publication of core training and continuing education opportunities.

FARR developed three mandatory training curriculums for owners, managers and staff of Recovery Residences: 1) NARR Quality Standards 2) NARR Code of Ethics and 3) Cultivating a Culture of Recovery Support. These trainings will be completed under the terms of our contract with The Department of Children and Families by March 31, 2015. Each will then be hosted through an online Learning Management System (LMS) and successful completion by owners, managers and staff is required to sustain Certification of Compliance. The Community Services Coordinator will is responsible for researching, developing and maintaining

all Continuing Education products and events made available owner/operators of certified residences.

Executive Director:

The Executive Director reports to the FARR, Inc. Board of Directors. Core responsibilities include:

? Monitoring certification and compliance staff adherence to established protocols

? Review of weekly, monthly and quarterly reports to assess potential bottlenecks and other

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challenges that may impact the integrity of certification and the timely processing of applications for certification

? Interface with agencies and partners to further provider compliance with quality standards that enhance consumer services and produce positive consumer outcomes

? Monitors community satisfaction with certified residences in relation to Good Neighbor policies and resident participation in community service projects

? The Executive Director reviews Compliance Audit reports:

o To support the Certification or Compliance Administrator recommendation(s) for denial, suspension and or revocation to the FARR Compliance Committee

o To assess common challenges facing multiple providers, suggesting FARR produce additional training to more effectively communicate compliance requirements

? With support from the Office Manager, the Executive Director is responsible for preparation and submission of budgetary reports for Board amendment and/or approval:

o The upcoming quarter; no later than 60 days prior to the beginning of that quarter

o The projected annual budget; no later than the commencement of the fourth Quarter

o The FARR Annual Summit

o For special circumstances; informing the Board about the nature of those needs as promptly as possible.

Consistent with the FARR mission, the Executive Director is encouraged to submit concrete suggestions to the Board for how, as a support organization, we might more effectively empower providers to help the consumer of recovery residence services achieve sustainable, long term recovery. The Executive Directors interfaces with various agencies and partners to accomplish this primary objective:

1. FARR compliance with the needs and contract requirements of NARR and DCF.

2. FARR participation and contribution to initiatives launched by NARR, DCF, FFR, FADAA, FBHA, SAMSHA, ONDCP, NIH and NARR Affiliate organizations.

3. Reports monthly to FARR, Inc. board of directors regarding year-to-date certification metrics and finances.

4. Provides oversight regarding updates to the FARR Website, including the FARR Resource Library.

5. Provides oversight of the Community Services Coordinator regarding content published in:

a. FARR Monthly Newsletter

b. FARR Web Portal

c. Training curricula

6. Responsible for all incoming complaints regarding FARR, Inc., service of legal matters and/or other potential retaliations for FARR denial, suspension and or revocation of certification, following established protocol.

Office Manager:

Not submitted as a position that requires state funding, the Office Manager is responsible for supporting all other positions:

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? Performing basic bookkeeping data entry functions in QuickBooks Online

? Fielding inbound calls from residents and/or their family for referral to appropriate level of support, following an established protocol.

? Guiding persons seeking to file a grievance through the established grievance protocol.

? All other calls are routed by the Office Manager to the appropriate staff member.

? Maintenance of the PlanPlus organizational and contact database, including compilation of csv formatted master lists and carries out import into that database.

? Utilizing PlanPlus email templates, designed for each specific purpose, the Office Manager updates Certified Residences regarding upcoming certification renewals, core training requirements and other similar communications in support of the Executive Director, Certification and Compliance Administrators and Training Coordinator.

? Maintains and updates the schedule of Daily, Weekly and Monthly House Keeping Chore Assignments for all FARR Staff, reporting any staff member's failure to comply to Executive Director.

? Coordinates outsourced services with all vendors including software renewals, IT support, Payroll & HR support, landlord, utilities, Internet Provider, Office Supplies, Water & Coffee, sweeteners & cream.

? Assists the Training Coordinator with updates to the FARR website, social media platforms, FARR Newsletter, FARR eFlash Announcements and ongoing maintenance of the FARR Resource Library

Nonrecurring 2016-2017 Budget Request of \$25,000

An increase in staffing to achieve the requirements of a credentialing entity as set forth by statute necessitates provisioning additional furniture, compute stations and communication equipment for these positions:

? \$5,000 for computer hardware

? \$2,500 for communication hardware & software

? \$17,500 for provisioning furniture of additional stations and a conference room

This 2016-2017 House Budget Request of \$275,000 represents less than half (45%) of the total FARR 2016-2017 Budget. Remaining funds are generated through provider application, renewal and per location certification fees and fundraising by the FARR Board. This request represents a fair and equitable approach to spreading financial responsibility for implementation of F.S. 397.487 across all stakeholders.

8. Provide the total cost of the project for FY 2016-17 from all sources of funding:

Federal: 0

State: 0 (Excluding the requested Total Amount in #4d, Column G)

Local: 0

Other: 337,500

9. Is this a multi-year project requiring funding from the state for more than one year?

No