

Ohio Recovery Housing Interview Tool

Level III

Organization Name: _____

Organization Representative: _____

Peer Reviewer: _____

ORH Representative: _____

During the on-site review, the peer reviewer will ask the following questions in order to verify national quality standards. The peer reviewer will be seeking to learn more about the recovery environment and verify that the policies and procedures described in the submitted documentation are being implemented in practice. As a peer recovery housing operator, the peer reviewer can provide examples, information, and practical advice. An ORH representative will also be present to answer any questions about the review process or the quality standards. The ORH representative will ensure that all of the questions are answered. After the review is complete, the ORH representative will send the applicant an official list of any quality improvements resulting from the interview and/or the dwelling inspection that need to be made by an organization prior to certification.

Questions:	What We Look For:	Notes (if needed):
Topic Area: Organization Information		
Do you offer clinical treatment services on site? (Eligibility)	<input type="checkbox"/> Operator describes that clinical services are not offered in the recovery home*	
Are all of your resident's individuals in recovery from a substance use disorder?	<input type="checkbox"/> Operator describes all residents are persons in recovery from substance use disorder	
Topic Area: Evaluation		
Can you show me your written policies/process for resident evaluations?	<input type="checkbox"/> Operator describes a procedure that matches written policy on file with ORH	
Can you explain to me in your own words your process for evaluating residents to see if they are able to move into the home?	<input type="checkbox"/> Operator is able to explain the process in a sensible manner that is consistent with the written policy	
How do you ensure that residents are free from illicit substances prior to moving into the home?	<input type="checkbox"/> Operator has a process for ensuring residents have not recently used illicit substances or alcohol prior to moving into the home by: <input type="checkbox"/> Accepting screens from referral sources OR <input type="checkbox"/> Performing a screen of residents themselves	
What other factors do you consider for a person to be eligible to move into the home?	<input type="checkbox"/> Operator can explain any other factors, at minimum, factors include understanding and willingness to follow program guidelines, participate in recovery planning, willingness to provide support to other residents, and maintain an illicit drug, recreational cannabis, and alcohol-free living environment	

Topic Area: Resident Agreement and Payments	
Do you offer scholarships, stipends, or other reductions on rent?	<input type="checkbox"/> If yes, ask next two questions <input type="checkbox"/> If no, skip next two questions
How do you prepare residents for when scholarships run out?	<input type="checkbox"/> Operator describes a plan that includes at least one strategy for ensuring residents can stay after stipends or scholarships run out, including helping residents find employment, secure disability income, additional payment plans or other methods of ensuring residents can stay after subsidies run out
Can you please show me where information about scholarships or stipends is located in your Resident Agreement?	<input type="checkbox"/> Operator is able to show the Resident Agreement and how these items are outlined in the agreement for the resident's understanding
How do you keep track of resident payments?	<input type="checkbox"/> Operator has a system to keep track of when payments are due, who owes payments, and when resident payments are received <input type="checkbox"/> Operator has a system to keep track of how long the resident is eligible for subsidies or payments (if applicable)
Can you explain to me what would happen if a resident wanted a receipt for their payment?	<input type="checkbox"/> Operator is able to explain how a resident can get a copy of a receipt
Can you explain to me what would happen if a resident wanted a statement of account (a document that lists all their charges, fees, and amounts paid)?	<input type="checkbox"/> Operator is able to explain how a resident can get a copy of their Statement of Account

Topic Area: Policies and Documentation		
<p>Imagine I am a new resident moving into the home. Can you show me what paperwork I would need to fill out? Can you explain each one to me as if I am a new resident moving into this home?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Operator provides copies of the following documents <input type="checkbox"/> All documents provided match what ORH has on file <input type="checkbox"/> Operator is able to explain how to fill each document out in a way that residents will understand, including what requires a signature <input type="checkbox"/> Operator is able to explain the policy and/or procedure in a way that residents will understand <ul style="list-style-type: none"> <input type="checkbox"/> Resident Agreement <input type="checkbox"/> Resident Rights Statement <input type="checkbox"/> Grievance Policy <input type="checkbox"/> Emergency Policy <input type="checkbox"/> Resident Code of Conduct <input type="checkbox"/> Communicable Disease Policy <input type="checkbox"/> Good Neighbor Policy <input type="checkbox"/> Visitor Policy <input type="checkbox"/> Recurrence of Substance Use Policy <input type="checkbox"/> Medication Policy <input type="checkbox"/> Drug Screening Policy <input type="checkbox"/> Camera* <input type="checkbox"/> Privacy* 	
<p>Do you offer residents a copy of these documents?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Operator attests that residents are offered a copy of all policies 	
<p>How do you collect emergency contact information for residents? Can you show me the tool that you use?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Operator shows copies of forms used to collect emergency contact information 	
<p>Do you offer residents a countersigned copy of the Resident Agreement?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Operator attests that residents are provided with a countersigned copy of their Resident Agreement 	
<p>How do you store copies of these agreements and other records about residents?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Operator explains system for keeping track of resident records that makes sense and allows operators to access resident records in an appropriate amount of time to provide resident support <input type="checkbox"/> Operator describes that resident records are stored in a locked storage space or on a password protected computer 	
Topic Area: Orientation		
<p>Back to imagining that I am a new resident who moved into the house. What do we do after we fill out paperwork?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Operator describes other orientation procedures such as introducing residents to one another, helping them move in belongings, and any welcoming rituals 	

Topic Area: Recovery Planning		
When would you start recovery planning with me?	<input type="checkbox"/> Operator describes that recovery planning begins within three (3) business days of the resident moving into the recovery home	
What does the start of the recovery planning process look like? Show me the tools you use?	<input type="checkbox"/> Operator is able to show the tools that are used to document recovery planning	
Who sets the goals in the plans?	<input type="checkbox"/> Operator describes making suggestions for critical elements, but residents, especially as they grow in recovery, take ownership of own plans	
How often do you check in with residents on their recovery plans?	<input type="checkbox"/> Operator checks in at least weekly on recovery plans	
Imagine that I have lived in the home for a couple of weeks. How would that weekly check in on my plan go?	<input type="checkbox"/> Operator is able to demonstrate the documentation or tools for recovery plan check ins	
Topic Area: Medication		
Once again, pretend I am brand new to the house. I am a person who takes several medications, including a prescription for a scheduled controlled substance. How am I supposed to store my medicine?	<input type="checkbox"/> Operator describes scheduled substance medications are kept in a locked location <input type="checkbox"/> Operator describes the organization's policy for storage of non-prescription medication (OTC) or non-scheduled substance medications	
How do you make sure that any scheduled-substance medications are not diverted?	<input type="checkbox"/> Operator describes that any scheduled medications are to be: <input type="checkbox"/> Observed and logged by staff as residents take their own medication OR <input type="checkbox"/> Coordination with treatment provider concerning medication that is a scheduled substance to have medications taken under their observation	
What happens if I am prescribed a new scheduled substance medication while I am living in the house?	<input type="checkbox"/> Operator describes how residents are to notify the operator of new scheduled substance medications <input type="checkbox"/> Operator references Medication Policy that matches what ORH has on file <input type="checkbox"/> Operator describes implementing the Medication Policy consistently for all residents (reasonable accommodations are permitted but must be documented clearly)	
Topic Area: Resident Resources		
How do you make sure that residents are connected to the wider recovery community outside of the house?	<input type="checkbox"/> Operator describes at least one clear strategy for ensuring that residents are connected to the recovery community outside the home, this can include: <input type="checkbox"/> Connection to meetings (AA, NA, Smart Recovery, etc.) <input type="checkbox"/> Connection to an RCO <input type="checkbox"/> Connection to support groups or a faith community <input type="checkbox"/> Other ongoing supports outside the home	

Do residents have sponsors, recovery mentors, or other mutual aid support?	<input type="checkbox"/> Operator describes that they connect each resident to at least one person who can act as a mutual aid dependent on their chosen recovery pathway(s) <input type="checkbox"/> Operator does not become the sponsor for residents*	
What happens when residents identify a need for other types of support such as food assistance or clothing?	<input type="checkbox"/> Operator describes local resources where residents can be connected for basic needs	
How do you document that residents are connected to these local resources?	<input type="checkbox"/> Operator describes how they document in the recovery plan or elsewhere what referrals to outside sources residents were provided	
Topic Area: Resident Schedule		
What is a typical day like for a resident living in the home?	<input type="checkbox"/> Operator describes a highly structured day where: <ul style="list-style-type: none"> <input type="checkbox"/> Residents within their first three months of living in the home are expected to be busy with structured activities for the majority of the day OR <ul style="list-style-type: none"> <input type="checkbox"/> Residents who have longer lengths of stay may have more flexibility in their daily schedule 	
Topic Area: Peer Support		
How do residents form a family-like environment within the home?	<input type="checkbox"/> Operator describes at least one formal strategy to assist residents in forming relationships with one another including mentor/buddy systems, resident councils, or other formal ways to have residents get to know one another <input type="checkbox"/> Operator describes at least one informal strategy to assist residents in forming relationships with one another such as residents sharing meals together on a regular basis, regular activity nights, or outings	
How do you help residents celebrate one another's successes?	<input type="checkbox"/> Operator describes at least one method that allows everyone in the home to celebrate success such as parties, recognition ceremonies, acknowledgement at house meetings	
How do you help residents support one another when they are facing a challenge?	<input type="checkbox"/> Operator describes at least one method that allows residents to support one another, such as buddy systems, encouraging residents to speak to one another about struggles, encouraging residents to ask one another for help <input type="checkbox"/> Operator describes that residents with serious challenges are always referred to leaders for more assistance	
How do you make sure that residents are interacting with one another and not just spending all their time in their own rooms?	<input type="checkbox"/> Operator describes at least one method of having residents leave their rooms to spend time with one another such as things like movie nights, pizza nights, activities, or other strategies	
Can you tell me about a resident who lives here? You can change their name; just tell me their background and what goals they are working on right now.	<input type="checkbox"/> Operator is able to describe a resident's background and story	

Topic Area: House Meetings

How often do you have house meetings?	<input type="checkbox"/> Operator describes that house meetings occur weekly	
What happens at house meetings?	<input type="checkbox"/> Operator describes that the house provides essential announcements, such as introducing new residents, policy changes, etc <input type="checkbox"/> Operator describes that residents share about their week, and their challenges and successes <input type="checkbox"/> Operator describes that there is a recovery-oriented activity for residents to grow in recovery and/or build relationships	
Who is responsible for ensuring that house meetings happen, and that resident attendance is documented appropriately?	<input type="checkbox"/> Operator is able to name a specific person(s) <input type="checkbox"/> Operator is able to provide documentation of an assignment description that includes this responsibility	

Topic Area: Recurrence Prevention

Who is responsible for monitoring residents for any signs of recurrence of substance use?	<input type="checkbox"/> Operator is able to name a specific person(s) <input type="checkbox"/> Operator is able to provide documentation of an assignment description that includes this responsibility	
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Topic Area: Drug Screening

Do you perform random alcohol or drug screening of residents?	<input type="checkbox"/> Operator performs random screens on a regular basis, but not all residents are required to be selected for screening each time	
What happens if you suspect that a resident has had a recurrence of substance use?	<input type="checkbox"/> Operator describes Drug Screening Policy on the basis of suspicion of use <input type="checkbox"/> Operator describes a procedure that matches written policy on file with ORH	
What if a resident refuses to take a drug screening?	<input type="checkbox"/> Operator references Drug Screening Policy for resident refusal of screening <input type="checkbox"/> Operator describes a procedure that matches written policy on file with ORH	
How do you document drug screenings/refusals to take screenings, etc.?	<input type="checkbox"/> Operator describes process for documenting and storing records for resident screens and other associated incidents	

Topic Area: Recurrence of Substance Use

What happens if it is revealed that a resident has had a recurrence of substance use?	<input type="checkbox"/> Operator references Recurrence of Substance Use Policy <input type="checkbox"/> Operator describes a procedure that matches written policy on file with ORH	
How do you document recurrence of substance use and your follow up actions?	<input type="checkbox"/> Operator describes a process where the recurrence of substance use is documented <input type="checkbox"/> Operator describes a process where their response to the recurrence of substance use is documented	

Topic Area: Exit Planning

<p>At what point do you decide to ask residents to leave recovery housing?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Operator describes that residents are only asked to immediately leave recovery housing if there is a threat to the health or safety of other residents <input type="checkbox"/> Operator describes that residents who repeatedly violate house policy and are documented to create a disruptive environment, may also be asked to leave recovery housing, but only with appropriate notice and provided with opportunities to correct and address issues <input type="checkbox"/> Operator must document that resident was also actively connected to other housing resources <input type="checkbox"/> Operator describes a procedure that matches written policy on file with ORH 	
<p>Say I was a resident who was asked to leave the recovery home, how does that process work?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Operator describes a process where residents are provided with written notice of the end of their agreement* <input type="checkbox"/> Operator describes a process in which residents are provided with referrals to other agencies and services that may be needed <input type="checkbox"/> Operator describes that a defined exit plan would be in place <input type="checkbox"/> Operator describes a procedure that matches written policy on file with ORH 	
<p>How do you document the process of a resident leaving the recovery home because they were asked to leave?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Operator describes a process where they keep records of notifications to residents <input type="checkbox"/> Operator describes a process where they keep records of referrals to residents 	
<p>How do you ensure that residents do not become homeless after they exit recovery housing when they were asked to leave?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Operator describes at least one strategy for attempting to prevent a resident from becoming homeless if asked to leave recovery housing, such as: <ul style="list-style-type: none"> <input type="checkbox"/> Ability to connect resident to higher level of care <input type="checkbox"/> Ability to connect resident to another emergency housing arrangement <input type="checkbox"/> Other strategies that would prevent a resident from becoming homeless if they chose to take advantage of the option 	
<p>What happens if a resident leaves the residence and does not return?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Operator describes a plan for residents who leave the property and do not return (moving out without notice) <input type="checkbox"/> Operator describes how long the residence will keep any resident property in accordance with the Resident Agreement 	
<p>Imagine I am a resident who is ready to move out and onto my next step, what would you do?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Operator describes the process for helping residents move out, including arranging for any follow up services or referrals that the resident may need <input type="checkbox"/> Operator describes process for documenting notification of resident that they chose to move out and any referrals provided 	

Topic Area: Home Maintenance

<p>How do you make sure that the home is clean and well cared for?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Operator describes a process in which residents engage in chores and keep the home clean and safe 	
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Whose responsibility is it to ensure chores are done?	<input type="checkbox"/> Operator is able to name a specific person(s) <input type="checkbox"/> Operator is able to provide documentation of an assignment description that includes this responsibility	
What happens if there is a repair needed at the house, such as the fridge stops working or the sink is clogged?	<input type="checkbox"/> Operator describes a process for residents to notify the appropriate person of any concerns <input type="checkbox"/> Operator describes having the concern addressed in a timely manner	
Topic Area: Resident Monitoring		
Whose responsibility is it to ensure that residents are in the home at the appropriate curfew?	<input type="checkbox"/> Operator is able to name a specific person(s) <input type="checkbox"/> Operator is able to provide documentation of an assignment description that includes this responsibility	
Whose responsibility is it to keep track of resident whereabouts during the day?	<input type="checkbox"/> Operator is able to name a specific person(s) <input type="checkbox"/> Operator is able to provide documentation of an assignment description that includes this responsibility	
Whose responsibility is it to be available for residents if they have a need or concern?	<input type="checkbox"/> Operator is able to name a specific person(s) <input type="checkbox"/> Operator is able to provide documentation of an assignment description that includes this responsibility	
Whose responsibility is it to check in with residents daily?	<input type="checkbox"/> Operator is able to name a specific person(s) <input type="checkbox"/> Operator is able to provide documentation of an assignment description that includes this responsibility	
Whose responsibility is it to address violations of the Code of Conduct?	<input type="checkbox"/> Operator is able to name a specific person(s) <input type="checkbox"/> Operator is able to provide documentation of an assignment description that includes this responsibility <input type="checkbox"/> Operator describes a process where residents are spoken to about any Code of Conduct violations <input type="checkbox"/> Operator describes a procedure that matches written policy on file with ORH	
How do you document your actions and any follow up after you address resident violations of the Code of Conduct?	<input type="checkbox"/> Operator describes a process for documenting any discussions with resident on Code of Conduct violations	
What happens if a resident has a suggestion or request?	<input type="checkbox"/> Operator describes a process where residents are able to bring suggestions to operator	
What happens if a resident feels that there has been a violation of their rights?	<input type="checkbox"/> Operator describes the home's grievance process <input type="checkbox"/> Operator describes how they will support residents in filing a grievance	
How do you keep records of grievances?	<input type="checkbox"/> Operator describes how they keep documentation associated with grievances	

Topic Area: Emergency Policies		
If there was a fire and residents got out of the building, would they be able to tell the fire department if anyone was left in the house?	<input type="checkbox"/> Operator describes there is a specific person who is able to notify the fire department in an emergency as to which residents are likely to be still in the house	
Topic Area: Safety		
Whose responsibility is it to make sure that the house has appropriate safety equipment and that it works properly?	<input type="checkbox"/> Operator is able to name a specific person(s) <input type="checkbox"/> Operator is able to provide documentation of an assignment description that includes this responsibility	
Do you perform emergency evacuation drills?	<input type="checkbox"/> Operator attests that emergency evacuation drills are performed at least twice a year at times when residents are likely to be present	
Can you show me the documentation from your last emergency evacuation drill?	<input type="checkbox"/> Operator shows documentation of the most recent drill, and it has occurred within the last six months	
Where is Ohio Board of Pharmacy Approved overdose reversal medication (such as Naloxone) stored in each house?	<input type="checkbox"/> Operator is able to describe where Ohio Board of Pharmacy Approved overdose reversal medication (such as naloxone) is kept	
Who is trained to use Ohio Board of Pharmacy Approved overdose reversal medication (such as Naloxone)?	<input type="checkbox"/> Operator describes that all staff and leaders are trained <input type="checkbox"/> Operator describes that residents are offered training	
What happens if there is a suspected overdose in the house?	<input type="checkbox"/> Operator describes that overdose response must include calling emergency response services <input type="checkbox"/> Operator references Incident Policy that matches what is on file with ORH <input type="checkbox"/> Operator describes a procedure that matches written policy on file with ORH	
What happens if there is another type of unusual incident?	<input type="checkbox"/> Operator references an Incident Policy that matches what is on file with ORH <input type="checkbox"/> Operator describes a procedure that matches written policy on file with ORH	
How do you document any overdoses or other unusual incidents?	<input type="checkbox"/> Operator describes a process where the overdose or incident is documented <input type="checkbox"/> Operator describes a process where their response to the overdose or incident is documented	
Topic Area: Neighbors		
What happens if a neighbor has a question or concern?	<input type="checkbox"/> Operator describes a procedure that matches written policy on file with ORH	
Whose responsibility is it to respond to neighbor concerns?	<input type="checkbox"/> Operator is able to name a specific person(s) <input type="checkbox"/> Operator is able to provide documentation of an assignment description that includes this responsibility	
How do you document any concerns received by neighbors?	<input type="checkbox"/> Operator describes a process for documenting any neighbor concerns <input type="checkbox"/> Operator describes a process for documenting their response to the concern	

Topic Area: Staffing and Ethics

When are staff expected to be in the house?	<input type="checkbox"/> Operator describes that staff are present in the home whenever residents are present <input type="checkbox"/> Operator is able to name a specific person(s) <input type="checkbox"/> Operator is able to provide documentation of an assignment description that includes this responsibility	
How are new staff, resident leaders, and others with critical responsibilities trained or oriented?	<input type="checkbox"/> Operator describes that all staff, leaders, and volunteers receive orientation and training on house policies and procedures	
What type of training do staff and leaders have?	<input type="checkbox"/> Operator is able to describe appropriate orientation and training process that demonstrates continuous development for all staff <input type="checkbox"/> Operator describes that all staff and leaders are expected to learn about the NARR Code of Ethics and Sign the NARR Code of Ethics	
What are your criteria for selecting staff, resident leaders, and other leadership roles?	<input type="checkbox"/> Operator has defined strategies to determine if person is able to successfully model recovery principles, including things like: <ul style="list-style-type: none"> <input type="checkbox"/> A defined length of time in the program <input type="checkbox"/> Demonstrated ability to model recovery to others <input type="checkbox"/> Other methods (describe) 	
How do you evaluate the performance of staff, leaders, and others with critical responsibilities performance?	<input type="checkbox"/> Operator is able to describe how performance is evaluated for all individuals with responsibilities in the home	
How do you make sure that everyone is doing their jobs on a routine basis?	<input type="checkbox"/> Operator is able to describe an adequate method for oversight, ensuring that all positions are completing assigned responsibilities	
What happens if a person is not fulfilling their responsibilities?	<input type="checkbox"/> Operator describes a process where the issue is addressed in accordance with house policy including any employment policies	
How does leadership provide appropriate support for people completing these essential responsibilities?	<input type="checkbox"/> Operator describes that leadership are expected to model positive prosocial behaviors and recovery principles <input type="checkbox"/> Operator describes that leadership encourage and support any staff in recovery to achieve their recovery goals	
How do you set boundaries between staff or others with leadership roles and residents?	<input type="checkbox"/> Operator describes and is able to show the Staff and Leadership Code of Conduct	
What would happen if someone suspected an inappropriate relationship between staff or a person in a leadership role and a resident?	<input type="checkbox"/> Operator describes a process where the issue would be investigated appropriately <input type="checkbox"/> Operator describes appropriate action is taken based on the findings of the investigation	
How would you document the results of such an investigation?	<input type="checkbox"/> Operator describes a process by which appropriate documentation is kept regarding such investigations	

Recommendations of Reviewer

Reviewers must list all recommendations below. This list will be reviewed by ORH and used to create a follow up report for the applicant.

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DRAFT

Signature of Reviewer: _____

Date: _____

Return this form to ORH Staff after the conclusion of the review.