

**Illinois Model  
of the  
National Certified Recovery Specialist  
(NCRS)**

**Illinois Association of Extended Care  
(IAEC)**



**Administered by:  
Illinois Alcohol and Other Drug Abuse  
Professional Certification Association  
(IAODAPCA)  
401 East Sangamon Avenue  
Springfield, IL 62702  
(217) 698-8110**

**[WWW.IAODAPCA.ORG](http://WWW.IAODAPCA.ORG)**

**[IAODAPCA@AOL.COM](mailto:IAODAPCA@AOL.COM)**

© September 2007

## TABLE OF CONTENTS

|                                                                |    |
|----------------------------------------------------------------|----|
| Foreword .....                                                 | 1  |
| Preface .....                                                  | 2  |
| Purpose .....                                                  | 2  |
| Rationale .....                                                | 2  |
| IAEC Philosophy Statement.....                                 | 2  |
| Introduction .....                                             | 2  |
| Definition and Setting.....                                    | 3  |
| Requirements for Certification .....                           | 3  |
| Work Experience.....                                           | 3  |
| Supervision .....                                              | 3  |
| Education .....                                                | 4  |
| Letters of Reference.....                                      | 4  |
| Accountability .....                                           | 4  |
| How to Apply .....                                             | 4  |
| Review of Materials.....                                       | 4  |
| Certification Examination .....                                | 5  |
| Certification Time Period.....                                 | 5  |
| Fees .....                                                     | 6  |
| Certification Maintenance and Recertification.....             | 6  |
| Continuing Education Policy .....                              | 6  |
| Sources of Continuing Education.....                           | 7  |
| Agency Inservice and Training Programs .....                   | 7  |
| Validation of Recovery Specialists.....                        | 7  |
| Procedures for Recovery Specialists to Petition for CEUs ..... | 7  |
| Extension of Continuing Education Requirements .....           | 8  |
| Inactive Status.....                                           | 8  |
| Retired Emeritus Status .....                                  | 9  |
| Terminated Certification .....                                 | 9  |
| Appeal Process .....                                           | 10 |
| Disciplinary Review Process.....                               | 10 |
| Performance Domains .....                                      | 10 |
| Core Functions and Skills .....                                | 11 |

## **IAEC Mission**

### **Bridging the Gap – the Voice of Recovery**

The Illinois Association of Extended Care (IAEC) began in 1988 to unite extended care programs in the State of Illinois. Being a member of the national Association of Halfway House Alcoholism Programs (AHHAP), IAEC adapted the NCRS credential in 1994 and was granted permission from AHHAP to confer this credential to recovery professionals in the State of Illinois.

In 1999, the Illinois Alcohol and Other Drug Abuse Professional Certification Association (IAODAPCA), Illinois Association of Extended Care (IAEC), Illinois Alcoholism and Drug Dependence Association (IADDA) and the Illinois Department of Human Services (IDHS) Division of Alcoholism and Substance Abuse (DASA) began discussion about an Illinois specific NCRS. We are grateful to AHHAP for beginning the credential and allowing IAEC to develop an Illinois specific National Certified Recovery Specialist (NCRS).

Respectfully submitted by:

Executive Committee of the Illinois Association of Extended Care

## **PREFACE**

This document defines the role, purpose, functions and responsibilities of the National Certified Recovery Specialist (NCRS) and establishes a fair methodology for evaluation of competency. The credential defines minimum acceptable standards for the recovery specialist knowledge and skills, thereby assuring the professionals meet an acceptable standard of competency.

## **PURPOSE**

- To provide effective residential extended care to recovering alcoholics and addicts who have completed or are still in treatment.
- Coach and support individuals in recovery from alcohol and/or drug abuse.
- Build public confidence in the extended care halfway house/recovery home process.
- Ensure quality care to the consumer of extended care.
- Open doors to new professional opportunities for recovering chemically dependent individuals.
- To provide individuals in recovery with a support system to develop/learn sober living skills.

## **RATIONALE**

The Illinois Alcohol and Other Drug Abuse Professional Certification Association (IAODAPCA) and the Illinois Association of Extended Care (IAEC) endorse the concept that the support and coaching provided in an extended care setting is a specialty requiring performance by competent and professional individuals. The standard for recognition of these individuals is based on the side of proven experience in long term recovery, recovery support systems and sober living skills. Experiential training and education pertaining to long-term recovery are essential at this level of care.

## **IAEC PHILOSOPHY STATEMENT**

The evidence is conclusive that extended care facilities are a part of the continuum of care in the State of Illinois. Therefore, behavioral health providers have a responsibility to assist recovering persons who are leaving treatment or assessed as needing continuing support to be referred to such a facility.

In Illinois, the NCRS credential fosters continuing professional development and recognizes unique skills required in programs that promote individual, family and community recovery. National Certified Recovery Specialists share and upgrade skills by means of specialized education and training and peer-oriented experiential learning.

The NCRS credential provides affirmation, encouragement and peer recognition of staff (employees and volunteers) that work in Halfway Houses, Recovery Homes, Sober Rooming Houses, Neighborhood Recovery Centers and other Social Model Programs and Centers.

The overlap of roles and responsibilities in this continuum of care has resulted in greater communication and interdependence among treatment and recovery specialist professionals. The development of a national certification for a recovery professional is designed to strengthen the supervision and rehabilitative potential provided by our continuum of care.

## **INTRODUCTION**

Extended care facilities employ individuals who fill a unique role among health and human service professionals. Such practitioners work in a unique setting and utilize numerous approaches. They recognize the need to assure quality care to residents. Toward that end this voluntary credentialing system has been designed for extended care professionals who provide services to adult alcohol and drug involved individuals.

The demonstrated link between extended care and recovery has resulted in the development of this credentialing process. Individuals seeking this certification must be knowledgeable of both the recovery and substance abuse treatment systems.

Extended care recovery professionals are educated in a wide range of disciplines including criminal justice, addictions, social work, health, psychology and other human service disciplines. The extended care professional certification is designed to assess an individual's ability to provide support and direction to alcohol/drug involved

individuals. It defines an extended care professional's role and function, thus distinguishing these individuals among other health and human service providers. The certification process is designed to accommodate and evaluate those who are both experientially trained, as well as those who are academically trained.

This process sets a baseline standard for professionals working in extended care settings providing an array of services to alcohol/drug involved residents. Such professionals are given recognition for meeting specific predetermined criteria. The purpose is to assure that quality services are available to adult alcohol/drug involved individuals. Certification provides a professional credential that can guide employers in selecting competent staff and sets the direction for further professional growth.

**DEFINITION AND SETTING**

This certification process was developed for professionals working with the alcohol and other drug abuse (AODA) extended care populations. The setting in which the required number of work and supervised hours must be met is defined as: Any setting which provides case management services, service coordination, behavior management or behavior shaping to alcohol/drug involved individuals.

**REQUIREMENTS FOR CERTIFICATION**

The following chart details the minimum requirements for certification based on work experience, supervised experience and training/education:

| Level                                                     | Direct Services/<br>Work Experience                                        | Hours Of Direct<br>Supervision                                               | Hours Of Education                                                                                                                                                        | Written<br>Examination |
|-----------------------------------------------------------|----------------------------------------------------------------------------|------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| National<br>Certified<br>Recovery<br>Specialist<br>(NCRS) | 2000 hours of work<br>experience or 4000 hours<br>of volunteer experience* | <b>150 hours</b><br>(50% under direct<br>supervision of<br>QTP per 2060.309) | <b>120 hours</b><br><br><u>50 hours</u><br>NCRS Specific<br><br><u>6 hours</u><br>Professional Ethics and<br>Responsibility<br><br><u>64 hours</u><br>Performance Domains | NCRS<br>Examination    |

\*1500 hours shall have been in direct recovery support systems services (i.e., Residential Extended Care Facility or Recovery Home).

**Work Experience**

Work experience is defined as paid or volunteer. The setting must meet requirements as stated in the above Definition and Setting section. Applicants must document 1500 hours was spent in direct recovery support systems services.

**Supervision**

Supervision provides monitoring and feedback to the professional to assure quality services are being delivered. Supervision in all core skill areas are required with no core skill area performed less than 10 hours. Supervised hours are understood to be face-to-face supervision. Hours spent providing extended care/recovery home services are NOT counted as supervision.

Realizing that supervision may take place in a variety of settings and have many faces, IAEC determined not to place limiting criteria on areas of supervision. Rather, it was determined that supervision should be as broadly defined as in the Center for Substance Abuse Treatment/Substance Abuse and Mental Health Services Administration's Technical Assistance Publication Number 21. TAP 21 defines supervision/clinical supervision as: the administrative, clinical and evaluative process of monitoring, assessing and enhancing counselor performance. Supervised hours are understood to be face-to-face supervision.

## Education

- 120 clock hours of education
  - 50 clock hours of education must be NCRS specific (residential extended care programs, recovery homes)
  - 6 clock hours of professional ethics and responsibility
  - 64 clock hours of education relevant to the performance domains. Hours need not be NCRS specific.
- Sources of education are college courses, seminars, conferences, in-services, lectures, etc.
  - 1 college semester hour = 15 clock hours, 1 college quarter hour = 10 clock hours, 1 college trimester hour = 12 clock hours
- Suggested education resources: Illinois Association of Extended Care (IAEC), Illinois Alcohol and Other Drug Abuse Professional Certification Association (IAODAPCA), Social Model of Recovery, Illinois Licensure Rule 2060, IAEC Program Standards/Body of Knowledge, Slaying the Dragon, Loosening the Grip, A.A. World Services Approved Literature, ASAM Patient Placement Criteria II

## Letters of Reference

Applicants must submit three (3) letters of reference from substance abuse professional staff as defined in Section 2060.309.

## ACCOUNTABILITY

This system is accountable to other professionals. The credentials are independent, private, freestanding and self-supporting. The profession determines and maintains its own standards.

## HOW TO APPLY

Certification will be granted contingent upon documentation of eligibility, submission of all required application material, successful completion of the appropriate examinations, and payment of all fees. The following outlines the application, review and approval process.

1. Read the entire Illinois Model thoroughly.
2. Complete all parts of the application. Print legibly or type application, include all required attachments and submit 3 letters of reference.
3. Attach all required documentation to support employment and education (i.e. current job description, official transcripts, copies of training certificates, letters of attendance/participation).
4. A current job description is required. Job descriptions must be on agency letterhead, dated and signed by the applicant and supervisor and must reflect the applicant's actual job duties and responsibilities.
5. Sign, date and notarize the Code of Ethics.
6. Verify the completeness of the application by using the "NCRS Checklist."
7. Completed application materials must be mailed to, IAODAPCA, 401 East Sangamon Avenue, Springfield, IL 62702. **Applications will not be accepted by fax.**

## Review of Materials

Upon receipt, the application and materials will be screened by IAODAPCA for completeness and correctness. The results may be one of the following:

**Application Approved** – The application meets all certification standards, and the applicant must pass the written examination, if he or she has not already done so, in order to meet the requirements for certification.

**Application Pending** – Some materials need clarification, submission or resubmission of any part of the application. The applicant will be notified in writing of the problem(s). **Within one year of the application date, corrected materials must be submitted to IAODAPCA or the applicant will need to restart the application process.**

**Application Denied** – The board found that certification standards were not met resulting in denial of application.

## CERTIFICATION EXAMINATION

IAODAPCA offers the NCRS written examination four times per year in March, June, September and December.

Applicants may take examinations prior to approval of their application. The minimum application requirements include:

- the first page of the application that includes general information about the applicant
- a signed, dated and notarized Code of Ethics
- payment of the application fee
- a letter from the applicant requesting to take the examination prior to application approval

This information must be received prior to the application deadline. The applicant will receive an examination letter and test code sheet. To be scheduled for the examination, the applicant must return a completed test code sheet with payment of the examination fee. A deadline is set by which the payment and test code sheet must be received in the IAODAPCA office.

The development of a valid examination for the certification process begins with a clear and concise definition of the knowledge, skills and abilities needed for competent job performance. The test is based on what the recovery specialist does in practice. The knowledge and skill bases for the questions in the examination are derived from the actual practice of the recovery specialist in alcohol and other drug abuse. Multiple sources were utilized in the development of questions for the examination. The examinations are comprised of multiple-choice questions and applicants are allowed one and one-half (1½) hours to complete the examination.

Examination results are Pass/Fail and will be reported to applicants within 60 days. Applicants failing the written examination will be given opportunities to retest. IAODAPCA will notify them of the next examination date they will be eligible to test. Applicants must notify IAODAPCA of their intent to be seated for that examination by completing a test code sheet and paying the appropriate examination fee prior to being seated for the examination.

An applicant's file will be closed if the applicant does not retest within one year of obtaining a failing score. In such a case the applicant will be required to submit a new application.

A comprehensive study guide is available. The study guide is a tool to review the basic information required for the knowledge base covered on the examination.

Individuals with disabilities and/or religious obligations that require modifications in examination administration must submit a written request for specific procedural changes to IAODAPCA no fewer than sixty days prior to the scheduled examination date. Official documentation of the disability or religious issue must be provided with the written request. Upon receipt of request, IAODAPCA will send a form for completion by applicant for verification of disability or religious issue. With supportive documentation and proper notice for request, IAODAPCA will offer appropriate modifications.

## CERTIFICATION TIME PERIOD

Once the application receives approval and the applicant has passed the written examination, he or she will be invoiced for the biennial certification fee. Once payment is received certification will be issued.

IAODAPCA certification encompasses two calendar years starting on the date of successful completion of the certification process. Two dates (date of issue and expiration) will appear on the NCRS certificate along with a certification number.

Certified recovery specialists must display their certificates at their primary work site. Certified recovery specialists are responsible for renewal of their certification.

## FEES

|                                          |             |
|------------------------------------------|-------------|
| Application Fee .....                    | \$ 75.00    |
| Written Examination .....                | \$100.00    |
| Biennial Certification Fee .....         | \$120.00    |
| Inactive Status (Biennial) .....         | \$ 20.00    |
| Retired Emeritus Status (Biennial) ..... | \$ 10.00    |
| Extension Fee (maximum 6 months) .....   | \$ 10.00    |
| .....                                    | (per month) |
| Late Fee (maximum 6 months) .....        | \$ 10.00    |
| .....                                    | (per month) |
| Returned Check Fee .....                 | \$ 35.00    |
| Payment Plan Service Charge .....        | \$ 15.00    |
| NCRS Model (replacement copy) .....      | \$ 30.00    |

**All fees are non-refundable. The fee schedule is subject to change without notice.**

## CERTIFICATION MAINTENANCE AND RECERTIFICATION

The purpose of continuing education is to promote ongoing professional development. It benefits those who use the services of the extended care facilities or recovery homes, the recovery specialist and the recovery profession. Recovery specialists will build upon their previously demonstrated competencies and demonstrate their professional development through pursuit of continuing education.

Recovery Specialists are required to pay a biennial certification fee and submit 40 continuing education units (CEUs) every two years. They will be notified that their certification is about to expire no fewer than 30 days prior to the expiration date. They shall pay the biennial certification fee, submit CEUs and an evaluation from an NCRS credentialed supervisor (or peer) in the community-based recovery field, after receiving such notification. Forms for the documentation of CEUs will accompany the notification and must be completed, signed and submitted with proof of attendance. CEUs should not be submitted until notification of expiration. **CEUs will not be accepted by fax.**

Recovery specialists may arrange a payment plan for the biennial certification fee by selecting a payment option on the fee statement sent to them. Such requests must be received **PRIOR** TO THE EXPIRATION DATE. If 45 days have passed from the expiration date without payment of biennial certification fee and/or submission of continuing education units, that certification shall be terminated. A non-response to biennial notices will result in termination of certification.

### **Continuing Education Policy**

Forty (40) continuing education units (CEUs), every two years, are required to maintain certification and must be earned within the two-year certification period. An average of 20 CEUs should be obtained each year. For certification maintenance purposes, these CEUs are not transferable to any other certification period. CEUs obtained prior to the recovery specialist's initial date of certification are not eligible to be used for maintaining certification. A recovery specialist may receive CEU credit only once for a training event, even if the event is repeated during different certification periods. A CEU is defined as equivalent to one clock hour spent in a continuing education program. (Excluded is non-program time such as coffee breaks, social hours, registration time, meal times, etc.) One college semester hour of credit is equivalent to 15 CEUs, one college trimester hour of credit is equivalent to 12 CEUs and one college quarter hour of credit is equivalent to 10 CEUs.

All 40 CEUs required to maintain certification **must** be recognized or petitioned for IAODAPCA CEUs. Continuing education is broken down into two categories. Some continuing education may be recognized by IAODAPCA for both categories.

- **CATEGORY I** - Minimum 15 CEUs of education specific to residential extended care or recovery home services.

**National Certified Recovery Specialists who are also IAODAPCA Certified Alcohol and Other Drug Abuse (AODA) Counselors, need only submit 10 Category I recovery specialist specific CEUs and proof of current IAODAPCA certification every two (2) years. Category II CEUs are not required.**

- **CATEGORY II** - Minimum 25 CEUs of education relevant to residential extended care or recovery home services including but not limited to: case management, ethics, dynamics of addiction, crisis intervention, self-help and recovery and legal and professional responsibility.

### **Sources of Continuing Education Units**

- Recognized programs are training/education programs IAODAPCA has identified as fulfilling the criteria for CEU credit and have been awarded CEUs by IAODAPCA or are pre-recognized sources. The certificate of completion will contain the name of the participant, name and date of the program, the program number assigned by IAODAPCA, the number of CEUs and the category.
- Structured individual continuing education, such as the IAODAPCA Bibliocredit Reading Program and other self-study programs, is available to recovery specialists with a maximum of 15 CEUs every two (2) years.
- Recovery specialists may receive up to 12 Category II CEUs every two years for volunteer time serving as a member of the Board of Directors, a member of a Board committee or a member of another IAODAPCA committee.
- Teaching and training other recovery professionals in the recovery specialist knowledge or competency areas qualifies for up to a maximum of 15 CEUs in a two-year certification period. The number of CEUs awarded will be equal to the number of hours spent in actual training time. Patient education and public education lectures are not eligible. Presentations for which the recovery specialist has previously received credit are also not eligible.
- Research papers accepted for publication, reading, or discussion at a professional meeting or conference, and professional publications in the recovery field qualifies for up to a maximum of 15 CEUs in a two-year certification period. The topic must pertain to the field of extended care or recovery homes and address one of the performance domains. The work can be counted only once, even though presented in more than one format or location.

### **Agency In-service Education and Training Programs**

Of the 40 CEUs required biennially, 20 CEUs may be agency in-service training programs. Inservices not awarded CEU recognition by IAODAPCA may be petitioned for CEUs.

### **Validation of Continuing Education**

Recovery specialists must document that they have obtained CEUs and submit the appropriate validation for each educational experience. Acceptable validation (documentation) will be as follows:

- Certificates or other proof of completion for IAODAPCA recognized or petitioned trainings.
- Transcripts or other official grade reports for college or university courses.

### **Procedures for Recovery Specialists to Petition for Category I and/or II CEUs**

Not all educational experiences available to recovery specialists will have been awarded CEUs by IAODAPCA, requiring them to petition such education/training for CEU credit. Requests are to be submitted to IAODAPCA on the petition form with the following information:

- Documentation of attendance
- Goals and objectives of the program
- Date/length of program in clock hours
- Brochure describing program content
- Sponsor, location, instructor and target population
- Definition of the training type (publication, workshop, seminar)
- Identification of the recovery field specific content and/or performance domain
- Non-refundable petition fee

Requests will be reviewed within 30 days, and the recovery specialists will be notified of the results. If recognized, they will be informed of the number of CEUs awarded.

## **Extension of Continuing Education Requirements**

Recovery specialists unable to meet the continuing education requirements for recertification may request an extension, in writing. Extensions are \$10.00 per month for up to six months from their expiration date. To request an extension recovery specialists must include the biennial certification fee plus \$10.00 per month with a written request.

Extensions will not be granted beyond six months. If at the end of six months of extensions recovery specialists have not met the requirements for recertification, the certification will be terminated. They will not be permitted to place their certification on inactive status. Reinstatement shall be through completing the full certification requirement.

NOTE: Recovery specialists should remember that this process leaves only 18 months to obtain CEU credit for the current re-certification period.

## **INACTIVE STATUS**

IAODAPCA has established an "Inactive Status" to allow recovery specialists, who are experiencing extenuating circumstances to prevent their certification from expiring. It has been established for those who expect to be inactive for more than two years. This category allows recovery specialists to avoid the full reapplication process.

Recovery specialists in good standing unable to meet the continuing education requirements for recertification maintenance due to health or extenuating personal reasons may place their certificate on inactive status if they meet the requirements. The process for reactivation from inactive status will then be followed when they wish to activate their certification.

### **Eligibility for Inactive Status for recovery specialists who are:**

- Certified and in good standing, i.e., current with fees and continuing education units
- Moving to another state but remaining active in the recovery field
- Retired
- Pursuing academic coursework and not active in extended care/recovery home work for the duration of such course work
- On extended military active duty
- Experiencing health problems
- Experiencing extenuating personal reasons
- Leaving the extended care/recovery home field and choosing not to maintain certification via CEUs

**Insufficient hours of continuing education will not be accepted as rationale for requesting inactive status.**

### **Procedure for obtaining Inactive Status**

- Request "Inactive Status" in writing from IAODAPCA stating the specific reason(s) for requesting inactive status
- Include documentation for eligibility in your request
- Surrender the current original NCRS certificate to IAODAPCA. A letter will be sent from IAODAPCA acknowledging the certification is on inactive status
- Pay a \$20.00 biennial fee

During the period of inactive status, recovery specialists are considered to be without IAODAPCA certification. Such persons cannot refer to themselves in writing or verbally as "certified recovery specialists."

### **Procedure for reinstating a certificate from Inactive Status**

#### **Recovery specialists who have left the state and continued in the recovery field:**

- Submit written request for reinstatement to IAODAPCA
- Document fulfillment of requirements for certification under the laws/rules of the jurisdiction in which the work experience is occurring
- Submit payment of appropriate fees

**Recovery specialists who have left the recovery field but wish to reinstate their certification before two years have lapsed:**

- Submit written request for reinstatement to IAODAPCA
- Submit payment of appropriate credential fees
- Submit payment of reapplication fee
- Provide documentation of current extended care or recovery home employment
- Provide documentation of current CEU experience

**Recovery specialists who wish to reinstate their certification and have been on inactive status for more than two years:**

- Submit written request for reinstatement to IAODAPCA
- Submit payment of appropriate credential fees
- Submit payment of reapplication fee
- Submit payment of written examination fee
- Successfully complete the written examination required for certification
- Submit current job description. This must be on agency letterhead, signed and dated by the recovery specialist and his/her supervisor and include the amount of time spent in extended care or recovery home direct service.

## **RETIRED EMERITUS STATUS**

IAODAPCA has established a “Retired Emeritus Status” level to accommodate recovery specialists who are retired from the work force, but wish to maintain a connection to IAODAPCA.

**Eligibility for “Retired Emeritus Status” are:**

- Certified and in good standing, i.e., current with fees
- At least fifty-five (55) years of age
- Minimum of 10 years work experience
- Retiring with no intention of returning to any form of recovery employment
- Pay \$10.00 biennial retired emeritus status fee
- No continuing education units (CEUs) are required for this status

**Procedure for obtaining “Retired Emeritus Status”:**

- Request “Retired Emeritus Status” in writing from IAODAPCA
- Include documentation for eligibility with the request
- Surrender current original NCRS certificate to IAODAPCA. A letter from IAODAPCA will be sent acknowledging retired emeritus status
- Sign a waiver stating no longer working in the field. A separate “Retired Emeritus Status” certificate will be issued.
- Pay a biennial \$10.00 fee

**Procedure for reinstating a certificate from “Retired Emeritus Status”**

Recovery specialists deciding to return to the recovery field work force must re-activate their certification. This requires completing the entire application process, examination and paying appropriate fees.

## **TERMINATED CERTIFICATION**

**Certification will be terminated for the following:**

1. Failure to apply for a fee extension beyond the expiration date for renewal of certification and no request for an extension
2. Failure to comply with the conditions of an extension by the expiration date
3. Failure to document 40 continuing education units (CEUs) over the two-year period of certification and no request for extension or payment plan
4. Ethics violations

### **Notification procedure for termination of certification:**

IAODAPCA will give certified recovery specialists written notice at least 30 days before the certification expires.

All requests for reinstatement must be put in writing to the Executive Director. Telephone inquiries will not be accepted. A written response will be sent to the member.

## **THE APPEAL PROCESS**

When an applicant is denied certification, questions the results of the application review, questions examination results, or is subject to an action by IAODAPCA that the applicant deems unjustified, he or she has the right to inquire and appeal. If, after having been provided an explanation or clarification of the action of IAODAPCA, the applicant (complainant) still thinks that an action taken is unjustified, he or she may appeal. The complainant may appeal the decision within 30 days of receipt of the notice of denial, or any other action deemed unjustified, by sending a certified letter to the Executive Director of IAODAPCA, 401 East Sangamon, Springfield, IL 62702.

If applicants wish to appeal their written examination scores, they must submit a written request to IAODAPCA within 30 days of the postmark of the examination score report. A fee is required to re-score the examination. Examination security and item banking procedures does not permit applicants to have access to examination questions, answer keys or other secure materials.

## **DISCIPLINARY REVIEW PROCESS**

Recovery specialists hold a unique position of trust and responsibility and must be aware at all times, of the ethical requirements imposed on them as a result of this special position.

IAODAPCA has established a “disciplinary review process” that provides an avenue through which complaints can be filed about ethical conduct of IAODAPCA certified professionals or applicants to the IAODAPCA certification system.

If it is suspected that a breach of the code of ethics has occurred, it is suggested that this be brought to the recovery specialist’s attention first. If this does not result in a satisfactory outcome, the recovery specialist’s supervisor should be informed. If this action still does not result in a satisfactory outcome, an ethics complaint should be made to IAODAPCA.

The complainant will send a written request for an ethics complaint packet to IAODAPCA, 401 East Sangamon Avenue, Springfield, IL 62702.

The complainant will complete the packet and submit it to IAODAPCA. Once the ethics complaint packet is received by IAODAPCA the complaint will be investigated resulting in one of three findings:

- Dismissal of the complaint
- Return of the complaint to the Executive Director for further investigation; or
- Imposition of disciplinary action.

The complainant may appeal any decision within 30 days of receipt of the results of the complaint by sending a certified letter to the Executive Director of IAODAPCA.

## **PERFORMANCE DOMAINS**

### **Legal and Professional Responsibility**

- Perform all job tasks according to professional, legal and ethical standards.
- Maintain participant confidentiality according to state and federal laws.
- Assure that Client’s Rights are maintained.
- Demonstrate healthy behaviors expected of a person in recovery.
- Document all interactions with participants according to agency policy and procedure.
- Participate in on-going education and training to maintain competency and certification.
- Request assistance from supervisors as necessary and appropriate.

### **Re-Engagement, Crisis Support and Safety**

- Perform participant follow-up activities according to agency policy and procedure.
- Re-engage the participant in their treatment/recovery plan.
- Recognize crisis situations and respond appropriately.
- Recognize risks to participant's recovery and/or personal safety and respond appropriately.
- Implement strategies and techniques to maintain recovery and/or personal safety.

### **Resource Linkage and Follow-Up**

- Verify that consent and release of information forms are current and complete, and make sure the participant understands the release prior to making contact with community resources and recovery support services.
- Access appropriate community resources and recovery support services.
- Teach participants the necessary processes to access available community resources and recovery support services.
- Arrange transportation for participants to community resources and recovery support services.
- Verify participant attendance and/or compliance with treatment/recovery plan referrals.
- Document resource linkage and follow-up activities according to agency policy and procedure.

### **Practical Living Skills and Social Development**

- Introduce or expose participants to new healthy social activities, people and places.
- Assist participants to establish and maintain personal care habits, including but not limited to personal hygiene, nutrition, time management and money management skills.
- Assist participants to establish and maintain social responsibility habits, such as paying taxes, gaining and maintaining legal employment, voting, paying bills on time and acting as a "good neighbor."
- Assist participants to establish/reestablish and maintain healthy interpersonal relationships with persons such as family members, significant others, friends and/or family members of choice.
- Encourage and assist participants to volunteer in the community.

### **Recovery Management**

- Perform appropriate program activities, such as intake and orientation.
- Engage and assist participants to move through the stages of recovery and develop recovery capital.
- Apply strategies designed to enhance participants' motivation to change.
- Assist and motivate participants to navigate the array of services available to achieve and maintain recovery.
- Observe participant behaviors to determine risk to maintaining recovery.
- Recognize the signs and symptoms of a lapse/relapse and respond appropriately.
- Daily, reinforce reasons why recovery is a viable and achievable path.

## **CORE FUNCTIONS AND SKILLS**

**Resident Screening** – The process by which a resident is determined appropriate and eligible for admission to a particular program.

**Resident Intake** – The collecting of resident information gathered at the beginning of the stay for use in the assessment of a resident for residential extended care.

**Resident Orientation** – Individual or group sessions to familiarize clients with program services, expectations and goals.

**Resident Assessment** – The process by which a specialist evaluates the intake information collected in order to determine the appropriate services. This includes knowledge and application of the ASAM PPC2 and recovery support systems.

**Recovery Planning** – Defining areas of problems and needs, establishing long and short-term goals and developing appropriate strategies for reaching these goals.

**Case Management** – Activities which bring services, agencies, resources or people together within a planned framework of action toward the achievement of established goals. It may involve liaison activities and collateral contacts.

**Crisis Intervention** – Those services which respond to an alcohol and/or drug abuser's needs during acute emotional and/or physical distress.

**Resident Education** – Seminars or workshops which have the major goal of increasing the residents knowledge and recognition of significant symptoms and patterns of problematic behavior.

**Referral** – Identifying the needs of the resident that cannot be met by the specialist or the agency and assisting the resident to utilize the support systems and community resources that are available.

**Intervention** – The formalized process of attempting to interrupt the progression of alcohol and/or drug abuse/dependency as indicated by high-risk behaviors.

**Record Keeping** – Recording the results of the assessment and recovery plan, writing reports, continued stay reviews, discharge summaries and other resident related data. This includes written communication-letters with other professionals regarding a resident's needs and recovery planning.

**Consultation** – Relating with counselors and other professionals in regard to resident recovery services to assure comprehensive, quality care for the resident.

**Outreach** – Direct contact by a specialist with persons in a community setting to identify and/or assist persons with substance abuse related problems.

**Clinical Supervision** – The process of assuring that each recovery specialist is provided monitoring and feedback to assure that quality recovery support services are being delivered.