

## **Questions and Answers from All Provider Meeting-October 25, 2021-1:00pm**

- 1. Will diversity, equity and inclusion training be mandatory if we already offer them through our agency?**

Yes, this will be a mandatory training and will be added to our current training series.

- 2. If a recovery house does not accept MAT will the old limits apply?**

If a Recovery Residences does not accept MAT, you would continue to utilize the current per diem rates.

- 3. Are we required to use the 3<sup>rd</sup> party biller for peer support or is that optional if our recovery home has a biller?**

There is no 3<sup>rd</sup> party biller for peer support. If you are a Recovery Resident who has a Certified Peer Recovery Coach (see P&P Manual for full requirements) to facilitate this service, you may bill for the service. The use of Recovery Community Organizations (RCO's) does not affect Recovery Works Providers.

- 4. Are Recovery Residences required now to be a MAT facility? Or can we not accept MAT?**

It is recommended for Recovery Residence to accept MAT, however it is NOT a requirement. If your Recovery Residence does not accept all forms of MAT, you would continue to utilize the current per diem rates (i.e., \$6 or \$7).

- 5. Do these changes impact DEBS/SOR Grant as well or are those covered services completely separate from Recovery Works?**

Recovery Works is a separate program from DEBS/SOR Grants.

- 6. Will Recovery Works pay housing costs for homeless post justice individuals?**

Recovery Works is currently working on many projects for the future, and post justice involved participants is on that list. We will update everyone as we get closer to implementation. In addition to housing, we are also developing recovery services for post justice involved individuals.

**7. How do Regional Liaisons determine referral priority if outpatient agencies do not offer, for example, housing?**

The Regional Liaison will determine referral priority based on the needs of the participant (housing, treatment, IOT etc.), provider availability and/or participant choice.

**8. When will there be trainings to become a certified MAT provider?**

Recovery Works offered 2 trainings in the month of September for Recovery Residences who wish to utilize the MAT incentive. There are no additional trainings scheduled at this time. We will inform all providers of scheduled MAT trainings.

**9. What happens when a judge, drug court, or probation say no to a Recovery Residence when that Recovery Residence is the only Recovery Works provider even though the client wants to go there, and the liaison is advocating on the client's behalf?**

The criminal justice system is responsible for identifying the participant. The liaison will make the referral to the agency based on participant choice, provider availability and services needed (treatment and/or recovery residence).

**10. Who oversees peer support specialist in the recovery homes?**

The Recovery Residences/Direct Service Providers are responsible for overseeing the staff in their homes. Recovery Works is a funding source and does not oversee peer support specialist.

**11. Can we bill for Peer Recovery support? If so, how do we bill?**

The Recovery Works Policies and Procedures Manual outlines the certification(s) that Recovery Works accepts. The manual will provide you with the two (2) acceptable certifying bodies. If the individual is certified by either of those programs, you are able to bill.

**12. How many Regional Liaisons are there and have those liaisons been selected?**

A minimum is six (6) Regional Liaisons will be spread across the state. If additional liaisons are necessary we will adjust at that time.

**13. Will participants have to be out of jail before they can go to a recovery house? How will a participant be able to modify their sentence directly out of jail?**

No, when the criminal justice identifies an individual as needing housing, the criminal justice partner would contact the Regional Liaison to request a referral.

**14. Are you aware that some county drug courts already do staffing with treatment providers, attorneys, recovery housing, POs to figure out where to send their clients?**

Yes, we are aware of that.

**15. Where do we stand with Motivational Interviewing?**

Recovery Works is currently not offering any Motivational Interviewing training. We have implemented some exceptions since COVID began which allows providers to participate in online MI training. When we are able to schedule someone or have a web option, we will send out the information.

**16. How does the process work from the courts, when a person must be accepted at a Recovery Residence?**

When the CJP identifies the person as needing services, they will send a request to the Regional Liaison. The Regional Liaison will then obtain the necessary information as to the Recovery Resident the participant. The specific process is still being developed and will be shared at a future meeting.

**17. Once the new referral process is in place what do we do if we receive a referral from a Criminal Justice Partner?**

When the new referral process is implemented the old referrals will not be available online for CJP's. The liaisons are the only individual's who will have access to Recovery Works referrals.

**18. How are the liaisons going to know the beds available in homes as this often changes?**

This process is still being derived and more information will be shared at the next scheduled meeting.

**19. Are the Criminal Justice Partners getting trained to use the liaison before the change?**

Yes.

20. **If a person is admitted to a recovery house and we then discover they could benefit from a Recovery Works referral does the client just contact probation to let them know they need a referral for the house they are staying at?**

You would utilize the current process of referring them back to their criminal justice partner.

21. **If there is a re-entry program can the provider still accept referrals from the Criminal Justice Partner?**

Recovery Works liaisons will be the only source of referrals.

22. **What is being sensed with a lot of these questions is the different nuances between your region or your relationship with Criminal Justice Partners.**

Yes. This is understood.

23. **How much time do you expect the liaison process to take? From the time they receive the referral.**

Recovery Works does not anticipate a delay in the current process of accepting and/or connecting the participant to treatment.

24. **What if the client requests a certain agency?**

Referrals will be distributed by the liaison based on participant choice, provider availability and the service that may be needed.

25. **We receive Recovery Works referrals from Centurion IDOC staff when inmates are being released. Will you also be instructing them on how to submit Recovery Works referral to the liaison?**

Recovery Works has notified our list of current criminal justice partners (based on provider and/CJP information). If you receive a referral from a CJP after the new process is implemented, you may inform the CJP of our new process.

26. **Are we still able to accept Recovery Works referral forms from Probation, Parole, Community Corrections or does it have to be a judge?**

Referrals will come from the Regional Liaison. The CJP (probation, parole, Community Corrections etc.) will still identify the participant, however the actual referral will come from the Regional Liaison.

**27. If someone has Recovery Works eligibility and self refers, do we need to send them to the liaison?**

Recovery Works does not accept self-referrals currently and this process will continue. If participants may need a referral, providers are to continue the current process of referring participants back to their CJP.

**28. When will these changes taking effect?**

The changes are tentatively set for January 2022, however this date may change. We will keep providers updated regarding the date of implementation. There will be a meeting on December 13, 2021, at 1pm EST, to provide a more concrete date.

**29. Do we need to let you know via JIRA contact information for the liaisons?**

Recovery Works will send providers information to complete for referrals. The information will go into more detail regarding what services are offered and at what times. This is important information for the Regional Liaisons to have.

**30. Will we send monthly reports to liaison or probation/parole?**

You will have the Criminal Justice contact information and send all correspondence to the CJP monthly.

**31. What is liaison distribution process, specifically do liaisons go down the list of providers or from needs of the client?**

The Regional Liaison will look at the needs of the participant, participant choice, and the availability of the provider.

**32. Who are considered liaisons?**

Recovery Works is contracting with an organization who will employ the liaisons.

**33. In summary, everything begins going through the liaison in January not direct contact with Recovery Residences?**

**Yes, we will follow up with you to give you instructions in December.**

**34. How would tele-health apply?**

Tele-health will not change. There will only be a change in how you receive the referral.

**35. Does this new change include the misdemeanor program?**

The new process will encompass ALL Recovery Works programs except the Misdemeanor 2 pilot.

**36. We receive Recovery Housing & Treatment referrals from more than just Criminal Justice Partners, so many people don't know they're eligible for Recovery Works. If we accept someone into our program that was referred from a source other than a Criminal Justice Partner, and we discover they are eligible for Recovery Works. How will that be handled?**

If you receive referrals currently from anyone other than a CJP, you are not utilizing the Recovery Works Program correctly, as you are not receiving valid referrals.

**37. Will we need to have clients sign a release for the liaison in our area?**

Recovery Works specific releases will be discussed with the Regional Liaisons. If there are specific releases necessary for your agency, you will need to determine that process.

**38. Is it possible that the liaisons have individual meetings with treatment providers to ease the concerns that are stemming from already formulating relationships with Criminal Justice Partners?**

Regional Liaisons will begin reaching out to providers and CJP's as time of implementation gets closer. The Regional Liaisons will not discuss region-specific process changes, as that will be deferred back to Recovery Works.

**39. Is there data on how many referrals a month each region gets?**

**Yes.**

**40. Why did you see a need to have a liaison process?**

Recovery Works has specific legislative requirements as well as a need to ensure access and availability of treatment for Recovery Works participants.

**41. Can we refuse someone that is referred to us because they do meet our requirements?**

The liaison will have a list of agency requirements to ensure participants meet the requirements prior to being referred.

**42. Will the new referral process be for all outpatient referrals as well, or only apply to the Recovery Residence referrals?**

The new referral process will apply to all Recovery Works referrals (only exception is Misdemeanor 2 Pilot).

**43. Will the liaisons be responsible for verifying all eligibility requirements for Recovery Works?**

The liaison will forward all information from the CJP to the provider. Eligibility will still be required by the provider.

**44. Will the expectation of the intake assessment being within 10 days of the date on referral continue to be the expectation?**

This process will not change. It will continue from the date the provider receives the referral.

**45. Is the COVID statement in lieu of the consumer signature on the referral still acceptable?**

Our COVID guidelines are still in effect.