

# NHCORR Certification

A comprehensive overview of becoming a certified NHCORR operator via Certemy



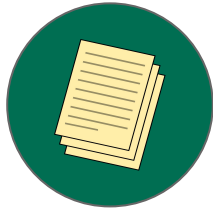
# Benefits of NHCORR Certification

- Representation as a part of NARR (National Alliance for Recovery Residences), a nationally-recognized organization comprised of recovery housing supporters and advocates.
- Opportunities for funding through grants, housing assistance, and other programs.
- Access to NHCORR's Available Beds Platform
- Assurance to others that your recovery residence is incorporating nationally-accepted standards and best practices.
- Technical support and grant writing assistance.

# Overview of Certification Process



Visit [Certemy](#) to begin our certification process.



Review NHCORR's Agreement Form, the NARR Code of Ethics, and pay application fee (\$275).



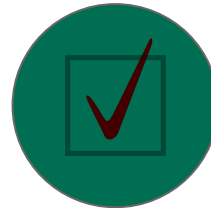
NHCORR performs an informal introductory visit of your recovery home, determining what level of certification you are seeking and reviewing any obstacles.



Required documentation gets uploaded to your Certemy account in order to ensure you are meeting NHCORR's standards.




NHCORR conducts its formal verification visit and will walk through your home, and conduct a formal interview with house leadership.



When your home meets all the required standards, NHCORR will officially certify your recovery residence for a term of one year.

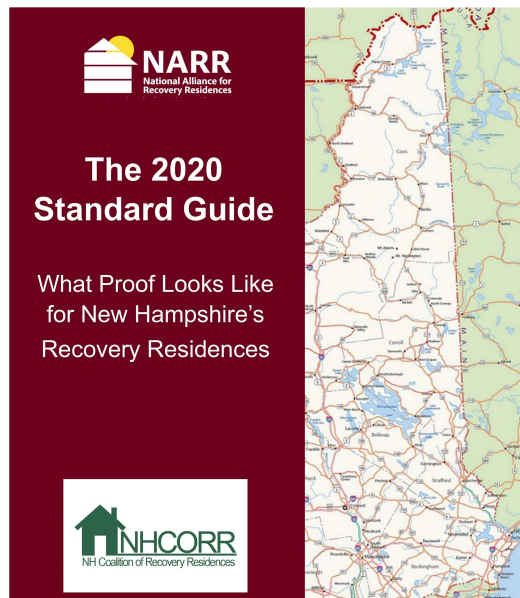
# Overview of NARR's Recovery Residence Levels of Support

Before becoming certified, NHCORR will help your home determine what level of support your home provides.

		RECOVERY RESIDENCE LEVELS OF SUPPORT			
		LEVEL I Peer-Run	LEVEL II Monitored	LEVEL III Supervised	LEVEL IV Service Provider
STANDARDS CRITERIA	ADMINISTRATION	<ul style="list-style-type: none"> <li>• Democratically run</li> <li>• Manual or P &amp; P</li> </ul>	<ul style="list-style-type: none"> <li>• House manager or senior resident</li> <li>• Policy and Procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Organizational hierarchy</li> <li>• Administrative oversight for service providers</li> <li>• Policy and Procedures</li> <li>• Licensing varies from state to state</li> </ul>	<ul style="list-style-type: none"> <li>• Overseen organizational hierarchy</li> <li>• Clinical and administrative supervision</li> <li>• Policy and Procedures</li> <li>• Licensing varies from state to state</li> </ul>
	SERVICES	<ul style="list-style-type: none"> <li>• Drug Screening</li> <li>• House meetings</li> <li>• Self help meetings encouraged</li> </ul>	<ul style="list-style-type: none"> <li>• House rules provide structure</li> <li>• Peer run groups</li> <li>• Drug Screening</li> <li>• House meetings</li> <li>• Involvement in self help and/or treatment services</li> </ul>	<ul style="list-style-type: none"> <li>• Life skill development emphasis</li> <li>• Clinical services utilized in outside community</li> <li>• Service hours provided in house</li> </ul>	<ul style="list-style-type: none"> <li>• Clinical services and programming are provided in house</li> <li>• Life skill development</li> </ul>
	RESIDENCE	<ul style="list-style-type: none"> <li>• Generally single family residences</li> </ul>	<ul style="list-style-type: none"> <li>• Primarily single family residences</li> <li>• Possibly apartments or other dwelling types</li> </ul>	<ul style="list-style-type: none"> <li>• Varies – all types of residential settings</li> </ul>	<ul style="list-style-type: none"> <li>• All types – often a step down phase within care continuum of a treatment center</li> <li>• May be a more institutional in environment</li> </ul>
	STAFF	<ul style="list-style-type: none"> <li>• No paid positions within the residence</li> <li>• Perhaps an overseeing officer</li> </ul>	<ul style="list-style-type: none"> <li>• At least 1 compensated position</li> </ul>	<ul style="list-style-type: none"> <li>• Facility manager</li> <li>• Certified staff or case managers</li> </ul>	<ul style="list-style-type: none"> <li>• Credentialed staff</li> </ul>

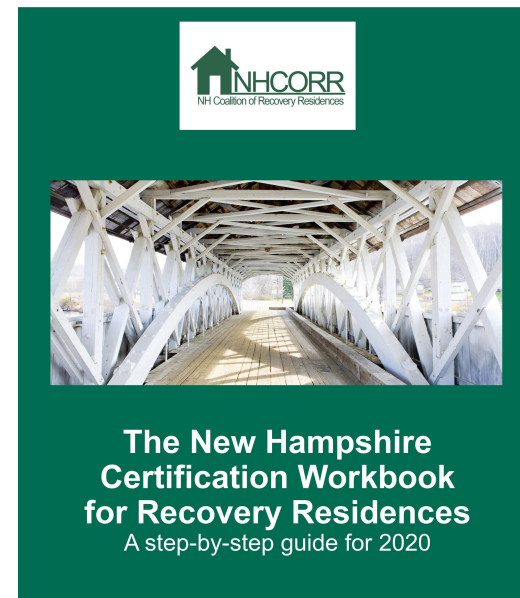
The level of support in which you certify will also determine types of documentation required for certification.

# NHCORR Documents



Our Standard Guide contains over 30 standards proved by documentation, visual verification, and/or discussion.

Those seeking certification through NHCORR will be provided with digital copies of these documents to reference during the certification process.



Our Certification Workbook contains a comprehensive overview of our certification program, including a glossary of terms, checklists and any required forms.

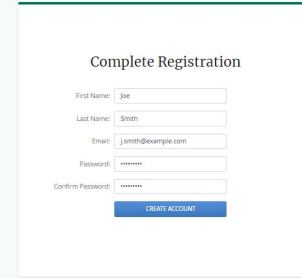
# Creating an Account via Certemy

Visit <https://bit.ly/3sNL4qO> and create your account\* by completing Certemy's registration.

*\*Accounts are limited to one user per home.  
This would generally be the house operator.*

After creating your account, you will have access to a credential called "Agreement & Introductory Visit" - here you will fill out some basic information, review some materials, and pay your application fee.

**Note: Select the tab on the top of the screen called "My Credentials".**



Complete Registration

First Name:

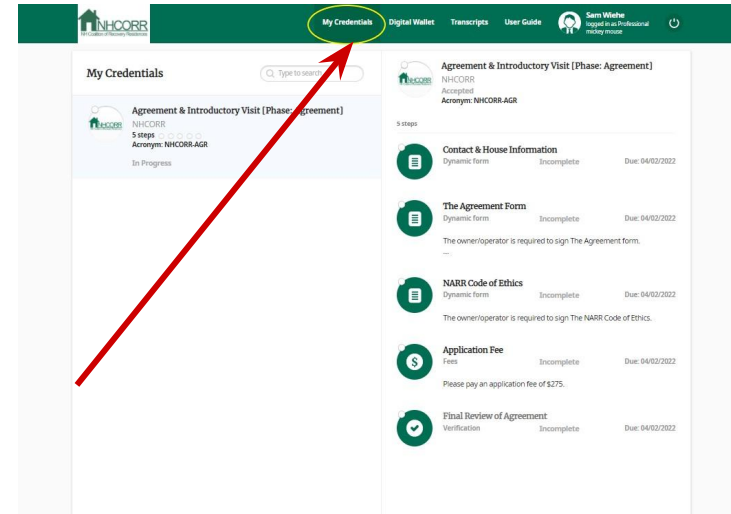
Last Name:

Email:

Password:

Confirm Password:

[CREATE ACCOUNT](#)



The screenshot shows the NHCCORR user interface. At the top, a green navigation bar contains the NHCCORR logo and several tabs: "My Credentials", "Digital Wallet", "Transcripts", "User Guide", and a user profile icon for "Sam Wuehe". The "My Credentials" tab is highlighted with a red circle and a red arrow pointing to it from the bottom left. Below the navigation bar, the "My Credentials" section displays a card for the "Agreement & Introductory Visit (Phase: Agreement)" credential, which is 5 steps in progress. To the right, a detailed view of the credential shows a list of 5 steps, each with a status and a due date of 04/03/2022:

Step	Status	Due Date
1. Contact & House Information	Incomplete	04/03/2022
2. The Agreement Form	Incomplete	04/03/2022
3. NARR Code of Ethics	Incomplete	04/03/2022
4. Application Fee	Incomplete	04/03/2022
5. Final Review of Agreement	Incomplete	04/03/2022

# Introductory Visit

- NHCORR will visit your recovery home and discuss the certification process with the house operator and house leadership.
- NHCORR will assist you in determining the level of certification (I, II, III, or IV) your home falls within.
- All materials relevant to certification including the NARR Standard Guide and the NHCORR Certification Workbook will be discussed.
- We will also discuss any glaring obstacles that could present a challenge to your home's certification.



# Email Your Documents for Review

- Email all of the documents you currently use to the certification specialist for review. The certification specialist will carefully review those documents and suggest areas for revision to best meet the NARR standards.
- This is an open conversation. Recovery house documents should reflect the recovery house. And the documents should also incorporate best practices in recovery housing.
- Once all documents are reviewed and approved by the certification specialist, they will be returned to you electronically for uploading into Certemy.



# Certification Materials Uploaded & Reviewed

- After being assigned the NHCORR Certification credential, you will be able to upload your house documents to their respective categories, including **corporate documents**, **management documents**, and **resident documents**.
- You will also fill out an affidavit of acknowledgments, complete a deferments checklist, and complete a verification coversheet.

**My Credentials**

Search: Type to search

**Agreement & Introductory Visit (Phase: Introductory Visit)**

NHCORR  
3 steps  
Acronym: NHCORR-AGR  
Completed

**NHCORR Certification (Phase: Initial)**

NHCORR  
7 steps  
Acronym: NHCORR\_CERT  
Please familiarize yourself with the Certification Resources: Certification W...  
Show more  
ACCEPT REJECT

**NHCORR Certification (Phase: Initial)**

NHCORR  
Acronym: NHCORR\_CERT

7 steps

**Corporate Documents**

Evidence file Incomplete Due: 10/02/2021

Please upload the following documents:

- 1a Mission Statement...

**Management Documents**

Evidence file Incomplete Due: 10/02/2021

Please upload the following documents:

- 2f Background Check Policy and Procedures...

**Resident Documents**

Evidence file Incomplete Due: 10/02/2021

Please upload the following documents:

- 3c Refund Policies...

**Affidavit of Acknowledgements**

Evidence file Incomplete Due: 10/02/2021

This Affidavit of Acknowledgements serves to prove certain standards required for certification by the New Hampshire Coalitio...

**Deferments Checklist**

Dynamic form Incomplete Due: 10/02/2021

Please pull together and organize the deferment documentation outlined on this checklist...

**Verification Coversheet**

Dynamic form Incomplete Due: 10/02/2021

Verifications that prove a standard are made through discussions between your NHCORR Verification Review Team volunteers...

**Final Review for Certification**

ACCEPT REJECT

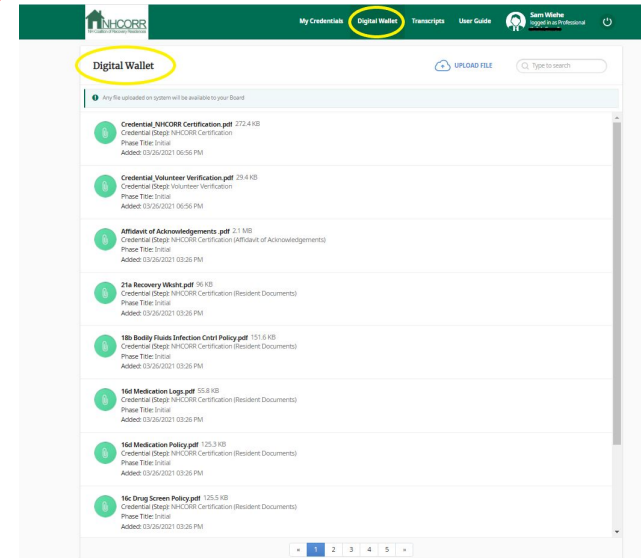
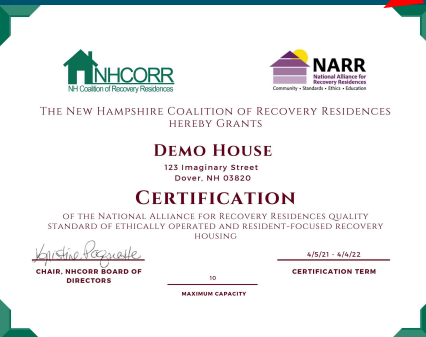
# Verification Visit

- NHCORR will visit your recovery home for a final walkthrough of your home and any outbuildings on your property.
- NHCORR will ensure your home is meeting standards both through a comprehensive discussion as well as a tour of your home.
  - ◆ Our tour includes things like testing your smoke detectors, speaking with members of your home, speaking with house leadership, and ensuring that you are meeting square footage requirements.



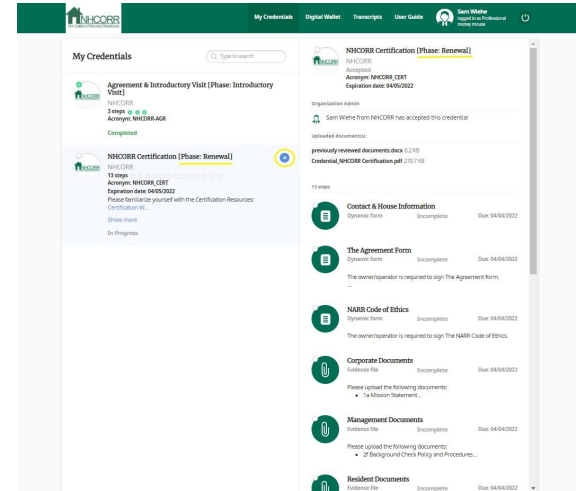
# Certification Approval

- Once all proof that your home meets the NARR Standard has been compiled, reviewed, verified, and approved, NHCORR will officially certify your home.
- Your final product of certification is your Certification Portfolio.
- You will receive both a digital and physical certificate, as well as a “Certification Portfolio” which contains all of your documents and a badge for your website.



# Certification Approval (cont.)

- Certification is valid for one year from the point of certification.
- NHCORR expects certified homes to keep their Certification Portfolio current by notifying NHCORR of any changes in documentation as they occur.
- Certemy will automatically remind you as the date of recertification approaches to review all your documents and verify that they still meet the NARR standards.
  - ◆ When your initial certification credential has been approved by an admin, your credential will automatically enter the “renewal phase”.
- NHCORR will again visit the property for both verbal and visual verification of the standards.



# To begin the certification process

- Visit [nhcorr.org](https://nhcorr.org) and click the green button marked: “To Begin the Certification Process Click Here”
- For other questions related to certification and NHCORR’s standards, please contact our Certification Specialist, Dawn at [certification@nhcorr.org](mailto:certification@nhcorr.org).
- For more information, visit the [NHCORR Certification FAQ](#).



# Questions?

Contact Sam at [admin@nhcorr.org](mailto:admin@nhcorr.org) for general questions or Dawn at [certification@nhcorr.org](mailto:certification@nhcorr.org) for questions related to certification.

You can reach us by phone at 603-715-1514 & by mail at the below address:

NHCORR  
2 1/2 Beacon Street  
Box A-3, Suite 163  
Concord, NH 03301

