



RCO Certification Information Sessions were held Monday-Friday from 11am-12pm on March 25-29, 2024.

The Thursday session was incomplete due to power outages for MARCO Staff.

MARCO will share:

[SlideShow Deck \(pdf\)](#)

[Recording of Presentation](#)

Questions with answers asked during all sessions (See below)

Links provided during sessions (See below)

Attendee Questions from RCO Certification Information Sessions:

Self-assessment/ Certification Application

Q: Amy Dellwo (Mar 25, 2024, 11:37 AM)

Are the application names blinded to the reviewers?

- A. No. The name of the organization and other names provided by the organization in the application materials (such as Board members) are included in the materials submitted to reviewers.

Q: Amy Dellwo (Mar 29, 2024, 11:48 AM)

How many of the things that you must do in order to be considered an RCO given the self-assessment identifies some things you could do - but you don't have to do it all. I am trying to assess where the line is in your process of acceptance of an application or denial.

- A. Organizations are not expected to conduct all of the activities in the self assessment. Reviewers are instructed to note the following:
 - Does the applicant have any examples of the items or activities in the evaluation are in place?
 - Does the applicant demonstrate that they are also actively making use of the items or activities in the course of their operations?
 - What evidence did the reviewer use to make this determination?

Q: Margie Pierce (Mar 26, 2024, 11:56 AM)

I've heard that rco's are supposed to be operating for months or years before certification. What does that look like? Does it mean doing services that would have been billable services if you were certified?

- A. Certification evaluates the core competencies of an organization to fulfill a particular function. A level of competence in the functions of a Recovery Community Organization is necessary to perform services that might be billed to Medicaid. Going through the certification process helps organizations prepare to deliver those services and demonstrates to others, including funders, that the organization is competent to provide those services.

Q. alexander Kempe (Mar 26, 2024, 11:58 AM)

If the initial survey is not a determination on getting approved why is it a requirement? But you want a new RCO to doing RCO not certified as a RCO. Lol seems like a lot of red tape.

- A. The self-assessment is a tool that is intended to help organizations be successful in the application process.

Q. Amy Dellwo (Mar 29, 2024, 11:26 AM)

It appears that ARCO is not open to certification applications and has not been for some time.

- A. Faces and Voices of Recovery and its program, the Alliance for Recovery Centered Organizations (ARCO) is temporarily unable to accept applications. Please [contact them](#) directly to confirm the status of their certification application.

Q. Amy Dellwo (Mar 29, 2024, 11:28 AM)

Why is CAPRSS accreditation focus on PRS vs. the other two organizations certify RCO?

- A. Accreditation focuses on evaluating the quality of a program, while certification evaluates the core competencies of an organization. Please contact Faces and Voices of Recovery directly for more information regarding [CAPRSS](#) accreditation.

Q. Amy Dellwo (Mar 29, 2024, 11:47 AM)

Have any RCOs been certified already using this process?

- A. Numerous RCOs have started the process of certification, but no RCOs have yet been certified.

Q. Amy Dellwo (Mar 29, 2024, 12:01 PM)

What is the process you will use to remove someone certification?

- A. We have not yet finalized this process but will make it available before the first Review Cycle.

Privacy:

Q. Matt McLane (Mar 29, 2024, 11:48 AM)

Who has the ability to see the answers to the assessment? Is it subject to FOIA? What happens to the data once the assessment is completed?

- A. The information submitted by organizations during their self assessment is shared with the MARCO staff assigned to the certification process and the organization that submits the information. Self-assessment responses are not shared with Peer Reviewers or included in the certification application. Self Assessment responses are retained only until the organization has submitted its application.

- A. The Freedom of Information Act applies to federal agencies. Work conducted by MARCO in fulfillment of Grant Contract #225410 is subject to the terms of the contract agreement. You may find the terms regarding information privacy and security [here](#).

Q. Matt McLane (Mar 29, 2024, 11:58 AM)

If the information is : "Yours" (meaning our organizations property? Where is it stored and are we allows to control / purge it at our will?

- A. Information submitted by organizations as part of their official application is retained by MARCO for 3 years. Information is stored in a secure cloud-based platform. Organizations may not purge the information. Work conducted by MARCO in fulfillment of Grant Contract #225410 is subject to the terms of the contract agreement. You may find the terms regarding information privacy and security [here](#).

Peer Reviewers:

Q. Amy Dellwo (Mar 29, 2024, 11:57 AM)

Will you share the training materials for the peer reviewers?

- A. Training materials will be provided to Peer Reviewers. We have not yet determined how else these materials will be shared.

Q. Amy Dellwo (Mar 25, 2024, 11:49 AM)

Will any of the board members be peer reviewers?

- A. No. Board members will review the recommendations from the Peer Review panel and confirm the final determinations or request additional information.

Q. Amy Dellwo (Mar 25, 2024, 11:32 AM)

Who determines whether there is - or is not - a conflict of interest? Are the evaluators in state? Who trains the evaluators? Are they paid for their work?

- A. All parties involved in the review process must disclose any potential conflicts of interest and submit the [Conflict of Interest Form](#).
- B. MARCO only certifies Minnesota RCOs. Peer Reviewers must reside in Minnesota.
- C. Peer Reviewers are trained by MARCO. MARCO has sought assistance from the Peer Recovery Center of Excellence with Peer Reviewer training.
- D. Peer Reviewers receive a \$300 stipend for completion of a Peer Review cycle. If reviewers are required to travel, they are reimbursed for mileage at the current federal rate. See the Peer Reviewer position description [here](#).

Q. Matt McLane (Mar 29, 2024, 11:58 AM)

What do we do if we think a reviewer is bias or conflicted?

- A. Applicants may submit grievances regarding Peer Reviewers or the certification process using this [form](#).

RCOs

Q. Matt McLane (Mar 29, 2024, 11:31 AM)

What is the source for determining what National RCO standards are?

- A. Faces and Voices of Recovery is the leading national organization setting standards and best practices for Recovery Community Organizations since 2001. To ensure fidelity to the recovery community organization model, Faces & Voices of Recovery, RCOs across the nation, and stakeholders identified [national best practices for recovery](#) community organizations.

Ethics:

Q. Pam Lanhart (She/Her), Thrive Family Recovery Resources (Mar 27, 2024, 11:40 AM)

Wendy, could you give us some examples of written documentation on Ethics?

Q. Matt McLane (Mar 29, 2024, 11:45 AM)

Do you have an ethics stamen template or guideline?

- A. Ethics and Grievance Policy Examples:
 - [Minnesota Recovery Connection Ethics Policy](#)
 - [SOS Recovery Code of Ethics](#)
 - [CCAR Code of Ethics](#)
 - MN Prevention and Recovery Alliance: [Grievance Policy](#) and [Grievance Form](#)
 - Thrive Peer Recovery Services [Client's Rights and Grievances](#)

Board of Directors/Partnerships:

Q. Amy Dellwo (Mar 29, 2024, 11:33 AM)

Could MARCO share its bylaws with this group?

- A. MARCO's Bylaws are available on our [website](#).

Q. Matt McLane (Mar 29, 2024, 11:35 AM)

Would a physician be considered an "ally" for a board? What about a systems designer?

What about people that have a background in Finance or Fundraising... are they an "Ally"

- A. Being a Recovery Ally is a personal choice to educate oneself, support, speak out and advocate for the recovery community. Please see these resources for more information.
 - a. [I am a Recovery Ally because ...](#)
 - b. [Everyday etiquette for Recovery Allies](#)

Q. Matt McLane (Mar 29, 2024, 11:35 AM)

What are the standards and criteria for "accountability to the community"

- A. Accountability to the recovery community is demonstrated through an organization's established participatory processes that promote involvement, engagement, and consultation of people in recovery, their families, friends, and recovery allies. Participatory processes or methods "include a range of activities with a common thread: enabling ordinary people to play an active and influential part in decisions which affect their lives. This means that people are not just listened to, but also heard; and that their voices shape outcomes." ([Institute of Development Studies](#))

Applicants will describe the activities they currently have in place and/or are in the process of implementing. Applicants will provide examples of this work through appropriate documentation. Examples might include the following. :

- A volunteer program that regularly recruits community members to support your organization. (Applicants should provide links or documents, such as volunteer position descriptions, volunteer manuals, or volunteer opportunities posted on their website)
- Surveys or other tools that you use in the delivery of your programs and services that enable community members to provide feedback. (Applicants should provide links or upload documents that show surveys, survey reports, etc.)
- Peer Advisory Councils or other community advisory councils. (Applicants should provide links or upload documents that show how the Advisory Council functions, such as a public statement of the Advisory Council's purpose and role, position description for council members, council meeting notes from the last six months, examples of council activities or accomplishments, etc.)
- Town hall meetings, listening sessions, World Cafes, or other public community events that facilitate participation by community members in your organization's priority-setting or decision-making processes. (Applicants should provide links or upload documents that show examples of these activities.)

Reviewers are instructed to note the following:

- Does the applicant have participatory processes in place?
- Does the applicant use the information gathered from the participatory process tools and activities to shape its priorities, programs and services?
- What evidence did the reviewer use to make this determination?

DEI:

Q. Matt McLane (Mar 29, 2024, 11:41 AM)

Is there a legal definition for cultural humility?

- A. We are not aware of a "legal" definition, but the following resources may be helpful in understanding cultural humility:
- a. [Cultural humility: treating the patient, not the illness](#)
 - b. Syracuse University Research Guides: [Cultural Humility](#)

Q. Amy Dellwo (Mar 29, 2024, 11:43 AM)

Is it ok to have an RCO that is focused on a specific community? e.g. LGBTQ community, African American or Native American Community.

- A. Yes.

Links shared in chat:

<https://marcomn.org/>

<https://facesandvoicesofrecovery.org/programs/arco/rco-certification/>

<https://marcomn.org/certification/>

<https://facesandvoicesofrecovery.org/programs/caprss/>

<https://marcomn.org/self-assessment/>

<https://facesandvoicesofrecovery.org/resource/national-standards-for-recovery-community-organizations/>

Minnesota Statutes [245B.01](#) Subdivision 8 and [254B.05](#) Subdivision 1,
<https://www.revisor.mn.gov/statutes/cite/254B.01>

<https://marcomn.org/peer-reviewer-program/>

Email links:

[Wendy Jones](#)

[Whitney Nelson](#)

[Jennifer O'Byrne](#)

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