



Vermont Department of Health: Substance Use Disorder System of Care Enhancement

Recovery Support Services (RSS) Initiative
Monthly Recovery Center Director Touchpoint
January 8, 2026

Agenda

- Welcome
- Update from the Recovery Services Organization (RSO) Certification Team
- Medicaid Q&A
- Preview: Revisiting Draft RSS Medicaid Rate and Budget
 - Recovery Coaching Data Collection Follow-up
 - Additional Background on Rate Variables
- Strategies for Implementing Change throughout your Organization (*Time-permitting*)
- Conversation on Recovery Center Workflows (*Time-permitting*)
- Closing

Update from the Recovery Services Organization (RSO) Certification Team

Topics for RSO Certification Update

- Overview of RSO Certification Process
- Scoring for Compliance
- Working to Achieve Greater Compliance

Overview of RSO Certification Process

The RSO Certification Process consists of 7 key components, outlined below.

Non-Site Visit Steps

**Review Policies
and Procedures**

**Review
Participant
Charts in RDP**

**Interview
Community
Partners**

Site Visit Steps

**Meet with RSO
Leadership**

**Meet with
Recovery
Coaching Staff**

**Review
Personnel
Charts**

**Meet with
Recovery
Coaching
Participants**

Scoring for Compliance

Based on the site visit and non-site visit steps outlined on the previous slide, the Health Department will assign a compliance score to the RSO.



- The [Compliance Assessment Tool](#) is posted on the Recovery Support Services page on the Health Department website and provides the criteria that will be used in assigning the compliance score.
- These criteria in the tool aim to assess compliance with all [Recovery Services Organization Standards](#).
- Compliance scores will range from 0%, indicating no compliance, to 100%, representing perfect compliance with the Standards.
- A score of at least 70% is required to be issued RSO Certification.
- Points will not be awarded for work that is not documented, or for generic documentation that is not specific to the RSO.

Working to Achieve Greater Compliance

The Compliance Assessment Tool is the basis of your Corrective Action Plan. Your findings are entered into a template we provide, and it becomes a plan when you identify the steps you're going to take to move toward compliance.



- RSOs should take meaningful and intentional steps to address the Standards where the Health Department has identified important compliance gaps.
- The Health Department is committed to helping RSOs pursue continuous improvement and is exploring the best ways to support RSOs through this process.

Mentimeter Poll

Please reflect on the following questions and then provide your answers in the Mentimeter poll:

1. What are your preferred methods for receiving technical assistance?
2. How often would you like to engage with the certification team and program managers for support?
3. Which areas would you like more training or resources on to improve compliance?
4. What specific challenges have you encountered in achieving compliance with the Standards, and how do you think the certification team can best support you in overcoming these challenges?

To participate in the poll:

1. Either on your phone or another tab, go to Menti.com
2. Type in the following code: **6164 3824** (with no space between the 4 and 3)

Resources Available

VDH and partners can offer support for RSOs throughout the certification and site visit process.



- The following individuals can provide assistance and helpful resources:
 - Greg Hessel (Greg.Hessel@partner.vermont.gov)
Organizational development and change management
 - Eve Dolkart (Eve.Dolkart@vermont.gov)
Data collection and retention, RDP, critical incident reporting
 - Kelly Morrill (Kelly.Morrill@vermont.gov)
Data collection and retention, RDP, critical incidence reporting
 - Kameron McConnell (Kameron.McConnell@vermont.gov)
RSO Standards and Certification process
 - Tammie Bridge (Tammie.Bridge@vermont.gov)
RSO Standards and Certification process

Medicaid Q&A

Preview: Revisiting Draft RSS Medicaid Budget and Rate

Recovery Coaching Data Collection Follow-up

The Department of Health has received data from four Recovery Centers regarding recovery coaching thus far. The data collection survey will be reissued, and we ask for your participation to support VDH in refining the draft RSS Medicaid budget.

The draft RSS Medicaid budget shared in October included the following assumptions:

Category	Amount
Average Number of Recovery Coaching Sessions per Participant	6
Average Length of Session	1 hour
# Served	3,107*
Number of Sessions (# served multiplied by 6 average coaching sessions per participant)	18,642
Average Rate	\$49.34
Estimated Annual Budget Across all 12 RSOs	\$919,796

Findings from Recovery Center data collection thus far:

1. What is the average number of Recovery Coaching sessions participants receive at your Center?
 - Responses ranged from 1 session per week to ~500
 - Clarification: This question asks for the average number of sessions participants receive on an **annual** basis.
2. What is the average amount of time spent for each Recovery Coaching session?
 - Responses ranged from 30 minutes to 1 hour
3. How many people received Recovery Coaching through your Center during FY25?
 - Responses ranged from 50 to ~1,000 individuals

Additional Background on What Goes Into the Rate

Following initial discussions about the draft RSS Medicaid rate of \$49.34/hr, VDH is sharing additional information about the inputs and process.

Variable:	Includes:
Direct Staff Costs and Billable Time	<ul style="list-style-type: none">• Hourly wage of staff rendering service• Employee benefits• Assumptions around billable hours per week
Supervisor Position	<ul style="list-style-type: none">• Direct service workers reporting to one supervisor• Hourly wage of supervisor• Employee benefits• Assumptions around hours of supervision per direct staff per week
Office Space	<ul style="list-style-type: none">• Square feet of service space• Annual cost per square foot• Annual facility cost
Mileage Reimbursement	<ul style="list-style-type: none">• Miles driven by direct staff to see clients in a week• Federal mileage reimbursement rate
Admin and Program Support	<ul style="list-style-type: none">• Program support funding per day• Administration percent

Additional Background on What Goes Into the Rate

The rate-setting process has thus far included the following stages and steps.

- In early 2025, VDH worked with Payment Reform to develop a **draft RSS Medicaid rate model** that includes the variables seen on the prior slide.
- VDH **coordinated with the Department of Mental Health** and **reviewed other Vermont provider rates**.
- VDH conducted **internal research into other states' rates for peer services** which will be shared with Recovery Centers following today's touchpoint for reference. *Please note that this research is reflective of broader peer work beyond PRSS which results in different needs, requirements and rates across states.*
- **More information is forthcoming** about expectations for review and finalization of the RSS Medicaid rate.

Closing



Thank you!

We appreciate your time this afternoon and look forward to seeing you in upcoming board development sessions and our next virtual touchpoint in February!