



Recovery Support Services (RSS) Initiative Meeting with Recovery Centers

Vermont Department of Health
October 8, 2025

Welcome and Introductions

Agenda

Morning: 9am-12pm

- Welcome and Introductions
- Pay for Performance Discussion
- *Break*
- Medicaid Overview and High-Level Timeline
- Celebrating Accomplishments & Reflecting on Learnings from Certification Process
- *Lunch 12pm-12:45pm*

Afternoon: 12:45pm~3:30pm

- Collaboration Sessions
- *Break*
- Breakout Group Rotations:
 - *Leadership Development*
 - *Listening Session*
- Looking Ahead
- Attendee Survey
- Closing

Pay for Performance Discussion

Dedicated space to discuss the Pay for Performance measures and feedback shared by Recovery Centers last month

Pay for Performance Measures

Base Grant - Pay for Performance Measures

Performance Category	Activities
RSO Certification	• RSO Certification granted by the Department of Health • Press Release issued to local news & update to website
Governance	• Completion of Board (Governance) Attestation (<i>includes term limits; board job descriptions; and use of board calendar tool, meeting agendas, and meeting minutes</i>) • Executive Director is certified in Non-Profit Management through a program approved by Department of Health (e.g., Common Good Vermont or equivalent training)
IRP & Notes	• Develop a procedure to enact supervisor review of IRP and notes in alignment with protocol outlined in the PRSS Manual • Implement an identification process for participants remaining anonymous for note taking/IRP development
Memoranda of Understanding (MOUs)	• MOUs executed with the organizations in SFY26 Grant Amendment • 1 additional MOU executed with an organization not designated in SFY26 Grant Amendment
PRSS Certification	• # of Recovery Coaches certified by OPR (baseline will be from reporting) • At least 1 additional staff person whose role is not primarily PRSS becomes certified by OPR

SOR Pay for Performance Measures

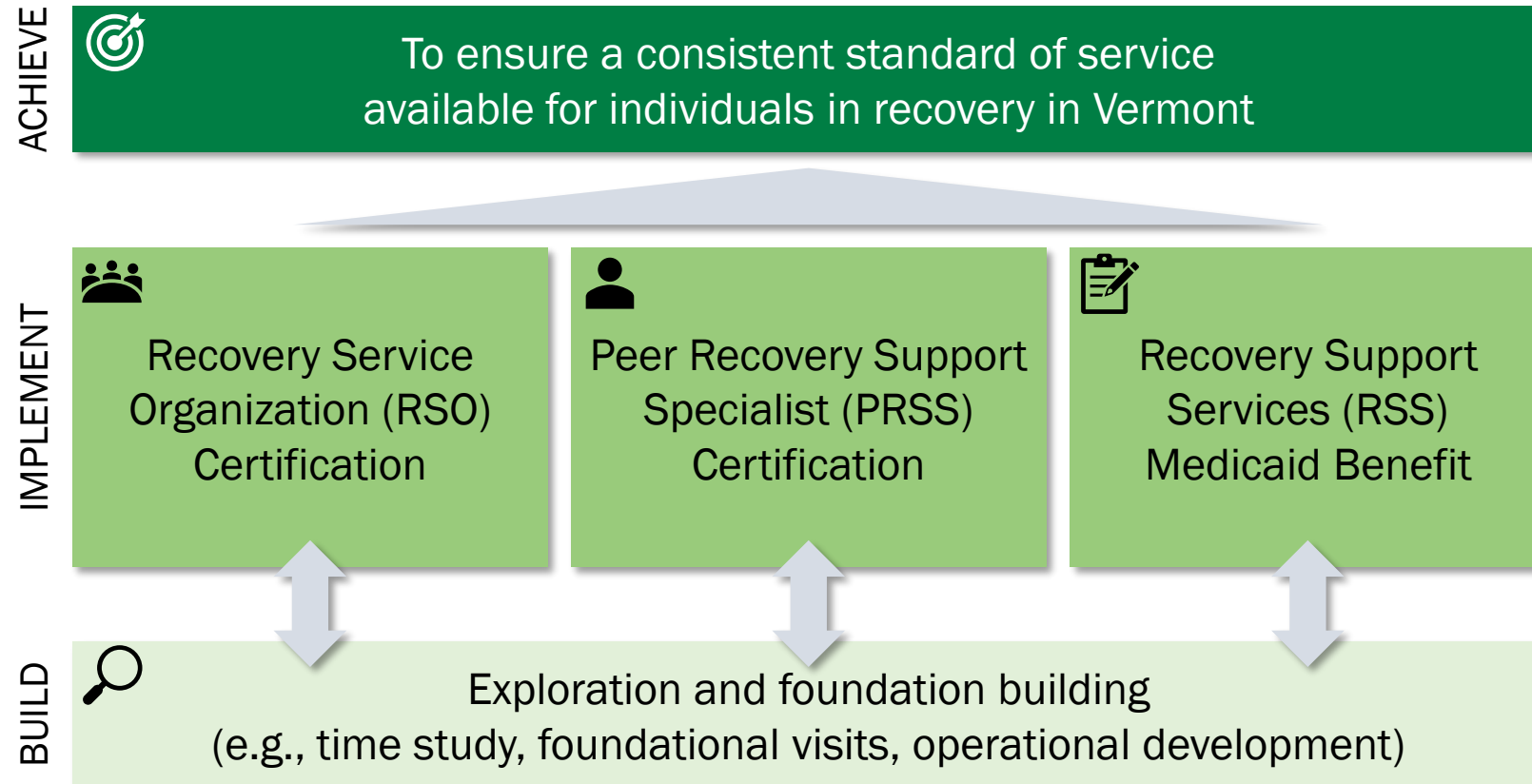
Performance Category	Activities
Recovery Coaching in the Emergency Department (RCED)	• Provide the baseline number of people who you met with in the ED who had an in-person follow up visit at the Center during the first 2 SOR grant quarters; this will be considered the baseline • Increase the percentage of RCED in-person or phone contacts that have an in-person follow up visit within 30 days of the initial contact in quarter 3 and quarter 4 • Develop a Quality Improvement Plan to increase the percentage of ED visits for substance use disorder where a recovery coach is called
Parents in Recovery	• Execute a formal written agreement (example: MOU) for referrals with at least one local Parent Child Center in your service area

Break

15 minutes

Medicaid Overview and High-Level Timeline

Refresher: Recovery Support Services (RSS) Initiative



Why Medicaid?



For Recovery
Services
Organizations



Medicaid presents the opportunity for a new **sustainable funding stream** and additional resources for those organizations that can increase their service delivery volume. The standards for **RSO and PRSS Certification** are **building blocks towards Medicaid service delivery requirements** and are also aligned to best practices.



For Individuals
in Recovery



Medicaid implementation can help **improve access to high-quality services.**



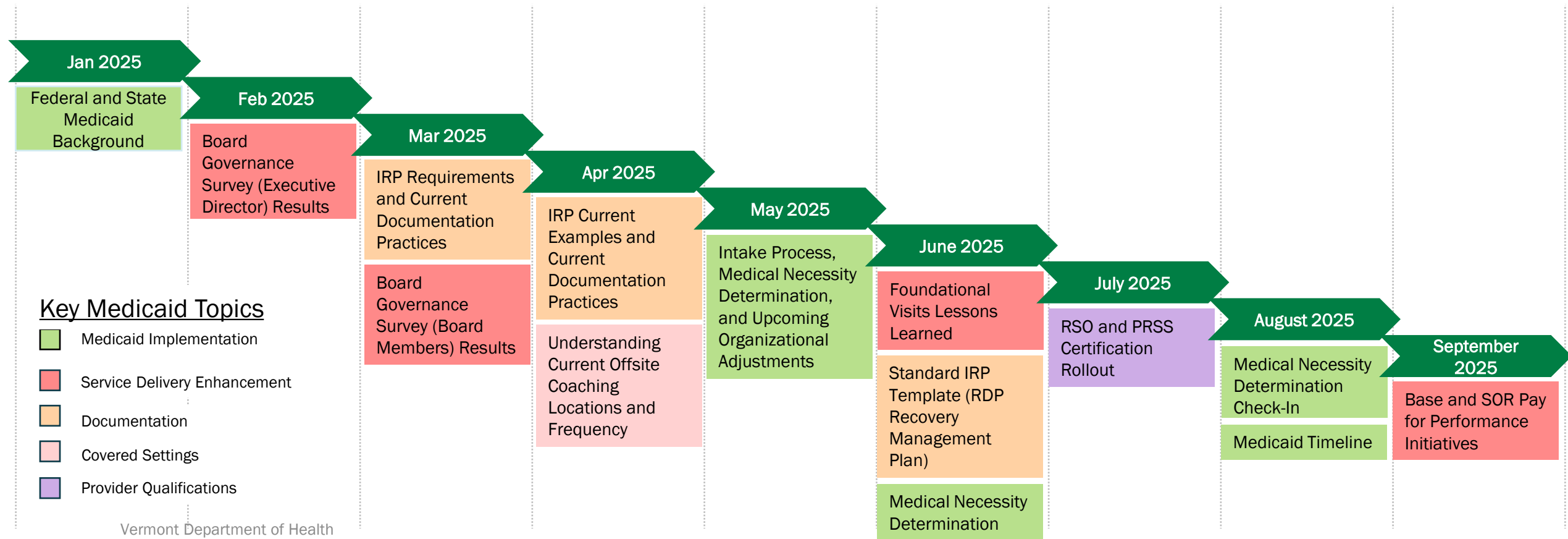
For the State



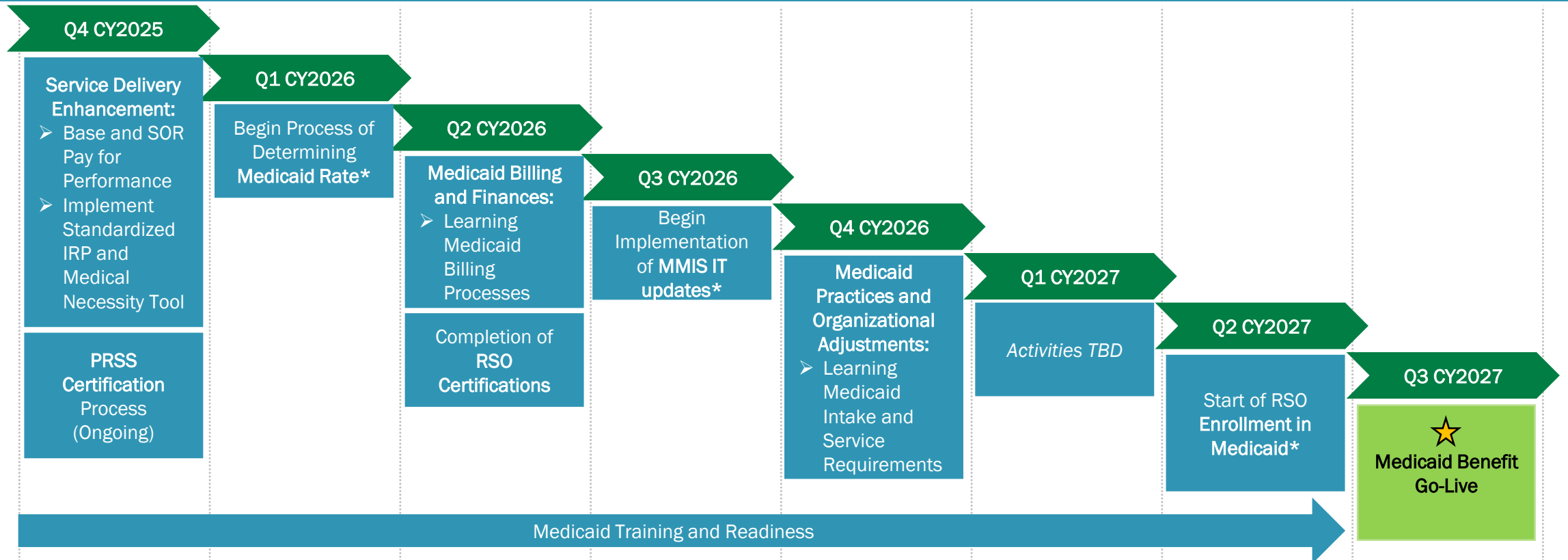
Waiver agreements, in combination with a state's Medicaid State Plan, generally reflect a state's priorities and goals. The **RSS initiative is aligned to the stated SUD goals in Vermont's current Global Commitment to Health 1115 Medicaid Demonstration Waiver**, including to increase access to care and improve quality of care.

Medicaid Journey: Where We've Been

Through this year's RCD Touchpoints and other key activities, we have been building the foundation for RSS Medicaid service delivery.



Draft High-Level Timeline – Where We Are Going



Are there any additional topics to add to this draft timeline?

**Activity involves significant coordination with entities outside of the Department of Health and timeframes represented here are estimates provided for educational purposes.*

Draft Medicaid Rate Setting Example

- Earlier this summer, we were asked for an estimate of what a yearly budget might be for Recovery Support Services under Medicaid
- Today we are looking for feedback on the assumptions made for this initial estimate
- This is a starting point for this conversation; this is not an official or final rate but is shared to help provide transparency into the considerations included in rate-setting
- The Department of Health plans to work with the Department of Vermont Health Access Payment Reform team to develop a final rate for Recovery Support Services; your feedback today can help inform that future work

Draft Medicaid Rate Setting Example

Information we identified:

1. Initial working draft rate for recovery support services developed in coordination with Payment Reform based on national averages, identified as **\$49.34/hour**
2. Identified the average number of Recovery Coaching participants for FY24 and FY25

*At the time of this calculation, we only had 3 quarters of data – to calculate, we took a one quarter average of the three quarters of data and applied it across all 4 quarters

Assumptions we made:

1. Each coaching session is 1 hour
2. Participants would average 6 Recovery Coaching sessions in total

Draft Medicaid Rate Setting Example – What did the numbers look like?

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

Discussion Questions:

- Do any of our assumptions need to be revisited?
- What additional information would you like us to know?

Celebrating Accomplishments & Reflecting on Learnings from Certification Process

Key Accomplishments This Year!

As a full group, Recovery Centers have accomplished key milestones this year as part of the RSS initiative:

- **Foundational Visits:** Throughout the spring, the Department of Health met with each Recovery Center to discuss, among other topics, **areas of opportunity** for Recovery Center **governance** and **board development** and ways to enhance current **referral systems**.
- **Time Study:** Recovery Centers processed the results of the **2024 Time Study** and used them to inform considerations related to current service delivery and staffing models.
- **Service Delivery Enhancements:** In this year's RCD Touchpoints, we have worked together on implementing a **full package of RSS service delivery measures**, including the standardized IRP and Medical Necessity determination.
 - Finalizing these materials is a big step toward meeting the **documentation and medical necessity requirements** of the Medicaid Service Delivery Model.
- **Certification Programs:** Recovery Centers have been applying for RSO Certification, and Recovery Center employees have begun to receive PRSS Certification.
 - As of the end of September, **4 Centers** have applied for **RSO Certification**, and **14 individuals** have received **PRSS Certification**!

Recovery Services Organization (RSO) Certification Lessons Learned Thus Far

Recovery Center Reflections

- *What are some of your learnings or reflections from the RSO Certification process thus far?*
- *For those who have submitted the RSO Certification application already, do you have any insights to share with other Recovery Centers?*

Lunch

Reconvene in 45 minutes

Collaboration Sessions

Collaboration Sessions

There are several areas of work and priority topics that Recovery Centers can collaborate on as you move through the Certification processes, organizational adjustments and Medicaid planning. Using the Menti survey below, please rank order the following topics.

Menti.com
1380 5387

Within your group, discuss how your Center could partner with others to address your chosen topic. Consider sharing strategies, challenges, and opportunities for alignment. You will have 45 minutes for this exercise – consider assigning a timekeeper to help your team manage the time!

Discussion Groups

EMR platform

Options for capturing data on individuals who come to RCOs, including from the ED

Sticky Note Share-Out

Share your Key Takeaways



Write two **exciting ideas or takeaways** from the day to date on sticky notes (**1 min**)

Stand up, find a partner and share your ideas (**3 min**)

Post your notes on the wall (**1 min**)

Break

10 minutes

Breakout Groups

**A: Leadership
Development with Greg**

Oak Room

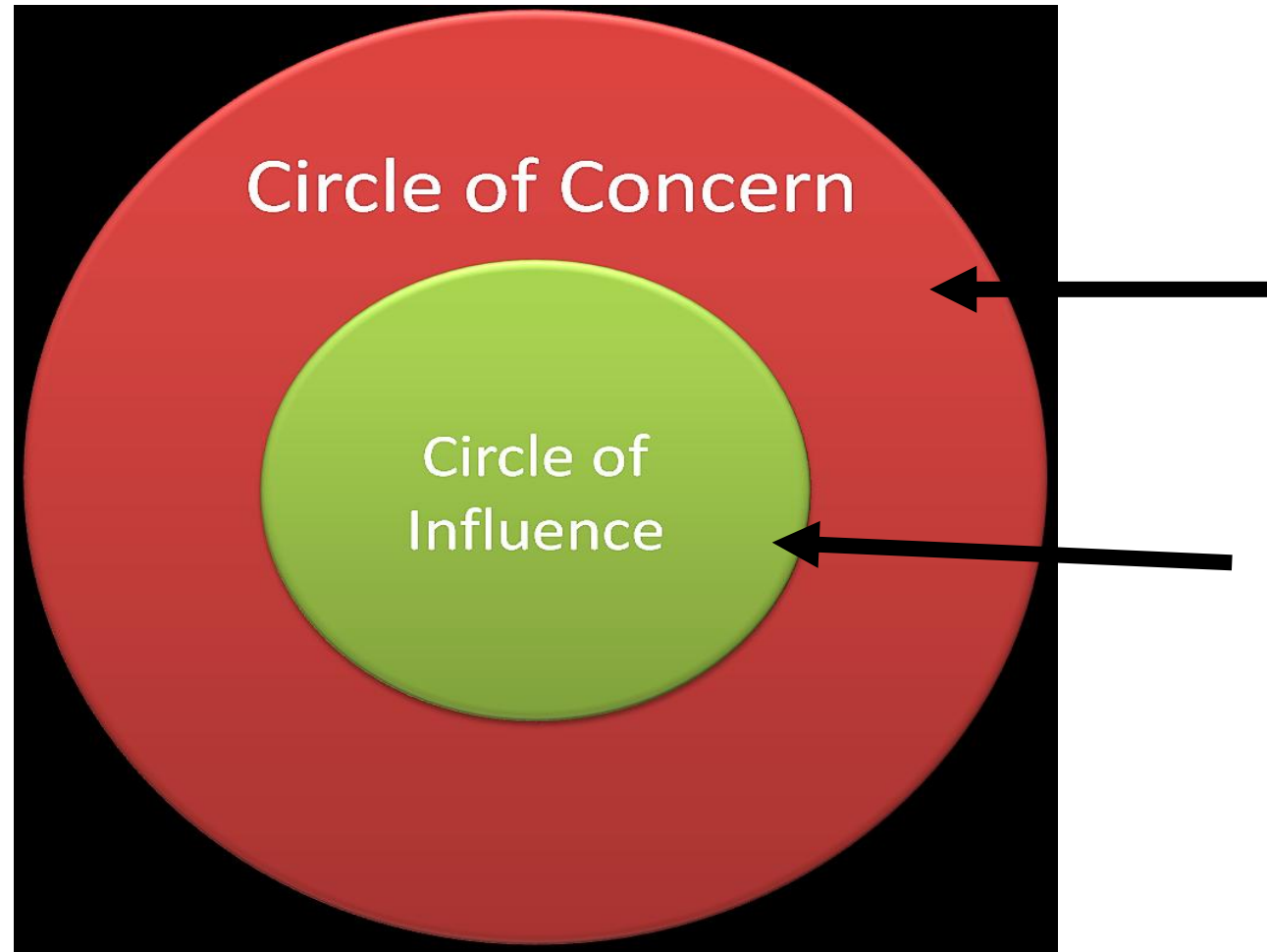
**B: Listening
Session with Nicole**

Ash Room

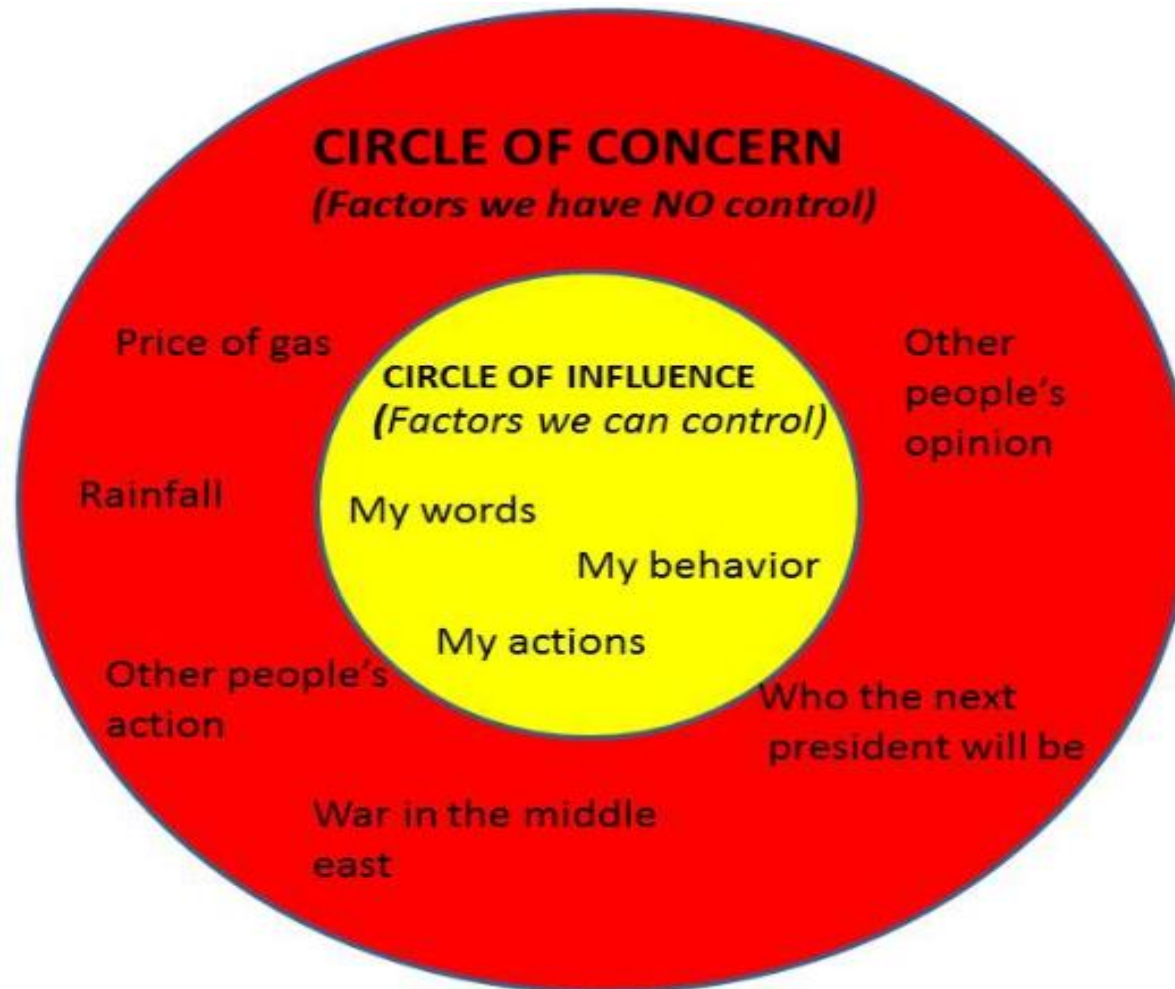
25-minute breakout group rotations

Leadership Development

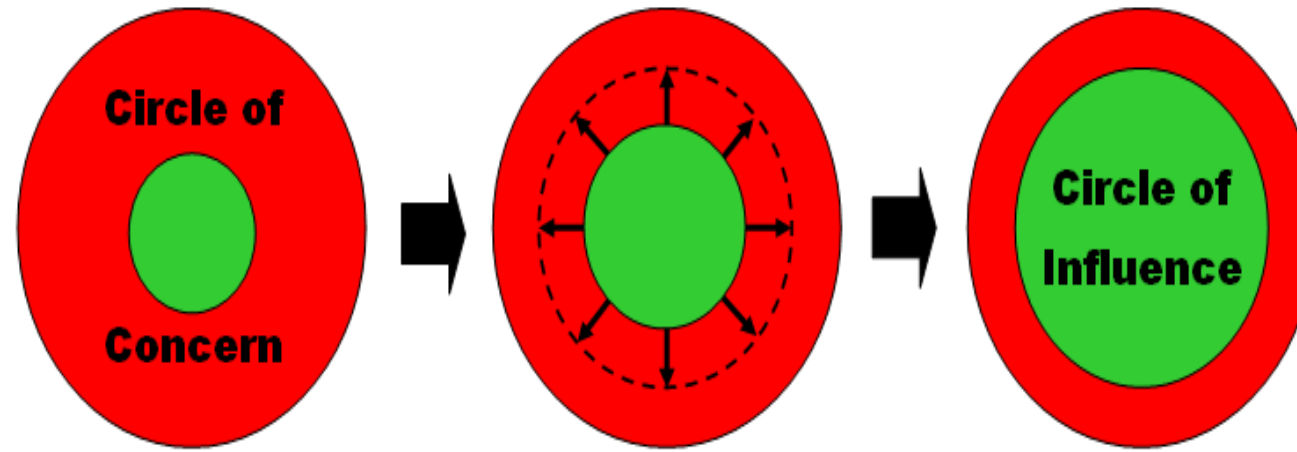
Claiming a Sense of Agency: Being Proactive



Circle of Influence and Concern



Adopting a Proactive Focus



Reactive Focus

You focus the majority of your time and energy on your concerns and problems. You don't take responsibility for your own situation.

Changing Your Focus

You choose to redirect your time and energy. You begin focusing on those things within your control, and you start making a difference.

Proactive Focus

You devote the majority of your time and energy to changing what is in your control. Your life improves and you stop blaming others.

Listening Session

Medicaid Listening Session



What are your primary lingering questions regarding the upcoming Medicaid benefit implementation?



What do you see as being some potential “pinch points” (i.e., areas that present bottlenecks or risks that could lead to issues) during the transition to Medicaid?



What support or guidance from the State would you find most helpful as we work toward Medicaid implementation?

Looking Ahead and Reminders

Looking Ahead and Reminders

Looking Ahead

- Update on RDP
- Preview forthcoming PRSS Manual

Reminders



*Please be sure to submit your application for **RSO Certification by Friday, October 31st**! Note that in order to remain in compliance with regulation, this is a strict deadline.*



*As you continue to work toward Medicaid implementation, we encourage you to explore ways to **keep your staff informed and involved in the process**, for example through sharing meeting materials and takeaways and ensuring they are subscribed to the RSS Connect newsletter.*

Key Dates and Draft Timeline for CY 2025

	January	February	March	April	May	June	July	August	September	October	November	December
PRSS Certification (Act 170)	Formal Rule Processing					★ July 1, 2025: OPR Application & Certification Process Opens						
	Training Vendor Procurement											
	Process Operationalization					PRSS Certification Applications & Processing						
RSO Certification	Formal Rule Processing					★ July 1, 2025: RSO Application & Certification Process Opens						
	Development of Certification Procedure					RSO Certification Applications & Site Visits						
Medicaid Benefit	Refine Benefit Model											
	Design Operational Processes											
Foundation Building	Time Study Reflections											
	Foundational Visits											
RCD Meetings	★ January RSS Kickoff	◆	◆	◆	◆	◆		◆	◆	★ In-Person Meeting	◆	◆

Attendee Survey



Thank You & Closing