

Recovery Services Organization Certification Application

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Key Roles & Required Information:

The application process involves two key roles:

1. **Applicant/Main Point of Contact** – This person will be responsible for completing the application, addressing questions, and providing relevant documentation as needed.
2. **Executive Leadership Representative** – This could be an Executive Director, CEO, CFO, COO, or similar role within the organization.

If one person fulfills both roles, you'll only need to provide their information once. However, if the roles are held by different individuals, kindly share the following details for each:

- **Name**
- **Job Title**
- **Email Address**
- **Work Phone Number**
- **Mobile Number (optional)**

*Please provide your contact information as the Applicant (the person completing this application).

First Name *

Last Name *

Job Title *

Administrative Assistant
Assistant Director
Chief Executive Officer (CEO)
Chief Financial Officer (CFO)
Chief Operating Officer (COO)
Executive Director
Operations Manager/ Director
Program Coordinator/ Manager
Secretary

Email Address *

Must be a valid email format: (e.g., abc.123@emailexample.com)

Work/ Office Phone Number *

Must be entered in this format: xxx-xxx-xxxx

Mobile Phone

(optional)

Must be entered in this format: xxx-xxx-xxxx

LOGIC Show/hide trigger exists.

1. Do you hold the Executive Leadership role?

☐ YES

☐ NO

LOGIC Hidden unless: #1 Question "Do you hold the Executive Leadership role?" is one of the following answers ("NO")

Please provide the contact information for the Executive Leadership Representative (e.g., Executive Director, CEO, CFO, COO, etc.).

First Name *

Last Name *

Job Title *

Administrative Assistant
Assistant Director
Chief Executive Officer
Chief Financial Officer
Chief Operating Officer.
Executive director.
Operations Manager/ Director
Program Coordinator/ Manager
Secretary

Email address *

Must be a valid email format: (e.g., abc.123@emailexample.com)

Work/ Office Phone Number *

Must be entered in this format: xxx-xxx-xxxx

Mobile Number (optional)

Must be entered in this format: xxx-xxx-xxxx

Recovery Services Organization Information

Organization Information:

Organization Name *

Organization Name - (DBA) "Doing Business As" (if applicable)

PHYSICAL ADDRESS:

Street/ PO Box Address *

Apt/Suite/Office

City *

State *

Zip Code *

Must be entered in this format: XXXXX or XXXXX-XXXX

Phone Number *

Must be entered in this format: xxx-xxx-xxxx

Organization Website URL *

Must enter a valid website URL (e.g., <https://example.com>)

LOGIC Show/hide trigger exists.

2. Is your organization's primary mailing address different from the abovementioned physical address? *

- ☐ Yes
- ☐ No

LOGIC Hidden unless: #2 Question "Is your organization's primary mailing address different from the abovementioned physical address?" is one of the following answers ("Yes")

MAILING ADDRESS

Street/ PO BOX
Address

Apt/Suite/Office

City

State

Zip
Code

Must be entered in this format: XXXXX or XXXXX-XXXX

VALIDATION Accepts 1 file. **Allowed types:** png, gif, jpg, jpeg, doc, xls, docx, xlsx, pdf, txt, mov, mp3, mp4. Max file size: 50 MB

3. Please upload a document outlining the governance structure of this organization. The document must contain the following details for each board member:

- **Full Name**
- **Email Address**
- **Role** (e.g., Chairperson, Treasurer, etc.)
- **Term Duration** (length of each term)
- **Number of Terms Served** (total terms to date)
- **Voting Status** (indicating whether they are a Voting Member or Non-voting Member)

*

Browse...

VALIDATION Accepts up to 5 files. **Allowed types:** png, gif, jpg, jpeg, doc, xls, docx, xlsx, pdf, txt, mov, mp3, mp4. Max file size: 50 MB

4. Please include an organizational chart that accurately represents the current staffing structure of the organization and the board of directors. *

Browse...

VALIDATION Accepts up to 5 files. **Allowed types:** png, gif, jpg, jpeg, doc, xls, docx, xlsx, pdf, txt, mov, mp3, mp4. Max file size: 50 MB

5. Please upload the employee and volunteer roster. The document must contain the following details for each employee:

- **Full Name**
- **Title**
- **Certifications/Licenses**
- **Hire Date**

*

Browse...

Section: 2.0 Planning

LOGIC Show/hide trigger exists.

6. Does your organization have a strategic plan? *

- ☐ Yes
- ☐ No

VALIDATION Accepts up to 5 files. **Allowed types:** png, gif, jpg, jpeg, doc, xls, docx, xlsx, pdf, txt, mov, mp3, mp4. Max file size: 50 MB

LOGIC Hidden unless: #6 Question "Does your organization have a strategic plan?" is one of the following answers ("Yes")

7. Please upload the organization's most recent strategic plan.

Browse...

LOGIC Show/hide trigger exists.

8. Does your organization have a plan to address Culturally and Linguistically Appropriate Services (CLAS)? *

- ☐ Yes
- ☐ No

VALIDATION Accepts up to 5 files. **Allowed types:** png, gif, jpg, jpeg, doc, xls, docx, xlsx, pdf, txt, mov, mp3, mp4. Max file size: 50 MB

LOGIC Hidden unless: #8 Question "Does your organization have a plan to address Culturally and Linguistically Appropriate Services (CLAS)?" is one of the following answers ("Yes")

9. Please upload the organization's plan to address Culturally and Linguistically Appropriate Services (CLAS). *

Browse...

LOGIC Show/hide trigger exists.

10. Does your organization have a Continuity of Operations Plan (COOP) that outlines a predetermined set of instructions or procedures for how a Recovery Services Organization will resume its services within 12 hours of a disruptive event (Standard 2.4)? *

- ☐ Yes
- ☐ No

VALIDATION Accepts 1 file. **Allowed types:** png, gif, jpg, jpeg, doc, xls, docx, xlsx, pdf, txt, mov, mp3, mp4. Max file size: 50 MB

LOGIC Hidden unless: #10 Question "Does your organization have a Continuity of Operations Plan (COOP) that outlines a predetermined set of instructions or procedures for how a Recovery Services Organization will resume its services within 12 hours of a disruptive event (Standard 2.4)?" is one of the following answers ("Yes")

11. Please upload the organization's Continuity of Operations Plan (COOP). *

Browse...

Section: 3.0 Fiscal Management

LOGIC Show/hide trigger exists.

12. Does your organization have an accurate mechanism for tracking the time of staff and volunteers? *

☐ Yes

☐ No

VALIDATION Accepts 1 file. **Allowed types:** png, gif, jpg, jpeg, doc, xls, docx, xlsx, pdf. Max file size: 2 MB

LOGIC Hidden unless: #12 Question "Does your organization have an accurate mechanism for tracking the time of staff and volunteers?" is one of the following answers ("Yes")

13. Please provide an export/report of your organizations payroll for the last month and included the number of hours worked for each employee or volunteer. *

Browse...

LOGIC Show/hide trigger exists.

14. Does your organization have a formal written procedure to prepare a revenue and expense budget? *

- ☐ Yes
- ☐ No

VALIDATION Accepts 1 file. **Allowed types:** png, gif, jpg, jpeg, doc, xls, docx, xlsx, pdf. Max file size: 2 MB

LOGIC Hidden unless: #14 Question "Does your organization have a formal written procedure to prepare a revenue and expense budget?" is one of the following answers ("Yes")

15. Please upload the organization's formal written procedure for preparing a revenue and expense budget. *

Browse...

Section: 4.0 Human Resources

LOGIC Show/hide trigger exists.

16. Does your organization have a "Code of Ethics" and policies regarding conflicts of interest? *

- ☐ Yes
- ☐ No

VALIDATION Accepts up to 5 files. **Allowed types:** png, gif, jpg, jpeg, doc, xls, docx, xlsx, pdf, txt, mov, mp3, mp4. Max file size: 50 MB

LOGIC Hidden unless: #16 Question "Does your organization have a "Code of Ethics" and policies regarding conflicts of interest?" is one of the following answers ("Yes")

17. Please upload the organization's code of ethics and conflict-of-interest policy. *

Browse...

LOGIC Show/hide trigger exists.

18. Does your organization have grievance policies and procedures for staff and for persons served? *

- ☐ Yes
- ☐ No

VALIDATION Accepts up to 5 files. **Allowed types:** png, gif, jpg, jpeg, doc, xls, docx, xlsx, pdf, txt, mov, mp3, mp4. Max file size: 50 MB

LOGIC Hidden unless: #18 Question "Does your organization have grievance policies and procedures for staff and for persons served?" is one of the following answers ("Yes")

19. Please upload the organization's grievance policies and procedures for staff and for persons served. *

Browse...

LOGIC Show/hide trigger exists.

20. Does your organization have human resources policies, personnel policy, and a procedure manual? *

- ☐ Yes
- ☐ No

VALIDATION Accepts up to 5 files. **Allowed types:** png, gif, jpg, jpeg, doc, xls, docx, xlsx, pdf, txt, mov, mp3, mp4. Max file size: 50 MB

LOGIC Hidden unless: #20 Question "Does your organization have human resources policies, personnel policy, and a procedure manual?" is one of the following answers ("Yes")

21. Please upload the human resources policies, personnel policy, and procedure manual. *

Browse...

LOGIC Show/hide trigger exists.

22. Does the organization provide accommodations for individuals with special needs in accordance with the Americans with Disabilities Act (ADA), as well as for those with language barriers?

☐ Yes

☐ No

LOGIC Hidden unless: #22 Question "Does the organization provide accommodations for individuals with special needs in accordance with the Americans with Disabilities Act (ADA), as well as for those with language barriers?" is one of the following answers ("Yes")

23. Place a checkmark next to the accommodations currently available at the organization: *

Accommodations for Individuals with Special Needs (ADA Compliance)

- ☐ Wheelchair Ramps & Elevators
- ☐ Automatic Doors
- ☐ Adaptive Workstations
- ☐ Assistive Technology
- ☐ Sign Language Interpreters
- ☐ Adjustable Lighting & Sensory-Friendly Spaces
- ☐ Flexible Work and or Group/ Meeting Schedules
- ☐ Accessible Restrooms & Parking Spaces
- ☐ Emergency Evacuation Plans – Include evacuation chairs and staff training to assist individuals with disabilities.

Accommodations for Individuals with Language Barriers

- ☐ Multilingual Signage – Display directions, safety instructions, and emergency messages in multiple languages
- ☐ Translation Services
- ☐ Written Materials in Multiple Languages
- ☐ Language Assisted Programing
- ☐ Simplified Communication Methods – i.e.: pictograms, diagrams, and plain language
- ☐ Cultural Competency Training
- ☐ Easy-to-Read Forms & Applications

Other Options

- ☐ Other - Write In (Required)

*

- ☐ All of the above
- ☐ None of the above

Section: 6.0 Health & Safety

LOGIC Show/hide trigger exists.

24. Does your organization have procedures that address critical incidents? *

- ☐ Yes
- ☐ No

VALIDATION Accepts up to 5 files. **Allowed types:** png, gif, jpg, jpeg, doc, xls, docx, xlsx, pdf, txt, mov, mp3, mp4. Max file size: 50 MB

LOGIC Hidden unless: #24 Question "Does your organization have procedures that address critical incidents?" is one of the following answers ("Yes")

25. Please upload the organization's procedures for addressing critical incidents.

*

Browse...

Section: 7.0 Quality Assurance & Performance Improvement

LOGIC Show/hide trigger exists.

26. Does your organization have a quality improvement plan for analyzing and using data to improve the quality of recovery support services and programs?

*

- ☐ Yes
- ☐ No

VALIDATION Accepts up to 5 files. **Allowed types:** png, gif, jpg, jpeg, doc, xls, docx, xlsx, pdf, txt, mov, mp3, mp4. Max file size: 50 MB

LOGIC Hidden unless: #26 Question "Does your organization have a quality improvement plan for analyzing and using data to improve the quality of recovery support services and programs?" is one of the following answers ("Yes")

27. Please upload a quality improvement plan for analyzing and using data to improve the quality of recovery support services and programs. *

Browse...

Section: 8.0 Rights of Person Served

LOGIC Show/hide trigger exists.

28. Does your organization have policies related to the rights of the persons served? *

☐ Yes

☐ No

VALIDATION Accepts up to 5 files. **Allowed types:** png, gif, jpg, jpeg, doc, xls, docx, xlsx, pdf, txt, mov, mp3, mp4. Max file size: 50 MB

LOGIC Hidden unless: #28 Question "Does your organization have policies related to the rights of the persons served?" is one of the following answers ("Yes")

29. Please upload the policies related to the rights of the persons served. *

Browse...

Section: 9.0 Program Structure & Staffing

30. Is the organization open for at least 30 hours per week, including weekends?

- ☐ Yes
- ☐ No

31. Organization's hours of operation: *

For each day of the week please provide your hours of operation.

Example: 7:30 am - 4:00 pm

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

LOGIC Show/hide trigger exists.

32. Does your organization operate additional/ satellite locations or offices? *

- ☐ Yes
- ☐ No

VALIDATION Min = 0 Max = 20 Must be numeric

LOGIC Hidden unless: #32 Question "Does your organization operate additional/ satellite locations or offices? " is one of the following answers ("Yes")

33. How many additional or satellite locations does the organization operate?*

Section: 9.0 Program Structure & Staffing (cont. page 2) Additional/ Satellite Location Information

Page entry logic:

This page will show when: #32 Question "Does your organization operate additional/ satellite locations or offices? " is one of the following answers ("Yes")

Physical address for additional/ satellite location(s):

Street Address *

Apt/Suite/Office

City *

State *

Zip Code *

Must enter your zip code in this format: XXXXX OR XXXXX-XXXX

Phone Number (if different than primary location)

Must enter phone number in this format: xxx-xxx-xxxx

Fax Number (if applicable)

URL (if applicable/ different than primary location)

Must enter a valid website URL (e.g., <https://example.com>)

34. Enter the hours of operation for each location:

*

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Section: 9.0 Program Structure & Staffing (cont. page 3)

35. Describe how your organization ensures adequate staffing to prioritize the safety and well-being of individuals receiving services, while also guaranteeing that those seeking assistance receive help within 10 business days. *

LOGIC Show/hide trigger exists.

36. Does the organization maintain a manual outlining the processes and procedures for all of the services and groups offered?

- ☐ Yes
- ☐ No

VALIDATION Accepts 1 file. **Allowed types:** png, gif, jpg, jpeg, doc, xls, docx, xlsx, pdf, txt, mov, mp3, mp4. Max file size: 50 MB

LOGIC Hidden unless: #36 Question "Does the organization maintain a manual outlining the processes and procedures for all of the services and groups offered?" is one of the following answers ("Yes")

37. Please upload the organization's manual outlining the processes and procedures for all the services and groups offered at this organization: *

Browse...

Sections: 10.0 Documentation -&- 11.0 Recovery Plan

LOGIC Show/hide trigger exists.

38. Does your organization have policies and procedures for managing the document system used for both person-served information and personnel records, such as written documents stored in a file cabinet or uploaded to an electronic system? *

- ☐ Yes
- ☐ No

VALIDATION Accepts up to 5 files. **Allowed types:** png, gif, jpg, jpeg, doc, xls, docx, xlsx, pdf, txt, mov, mp3, mp4. Max file size: 50 MB

LOGIC Hidden unless: #38 Question "Does your organization have policies and procedures for managing the document system used for both person-served information and personnel records, such as written documents stored in a file cabinet or uploaded to an electronic system?" is one of the following answers ("Yes")

39. Please upload the organization's policies and procedures related to the document management system utilized for persons served information and for personnel records (for example, written documents retained in a file cabinet, or uploaded to an electronic system). *

Browse...

LOGIC Show/hide trigger exists.

40. Does your organization have content requirements for person-served documentation? *

☐ Yes

☐ No

VALIDATION Accepts up to 5 files. **Allowed types:** png, gif, jpg, jpeg, doc, xls, docx, xlsx, pdf, txt, mov, mp3, mp4. Max file size: 50 MB

LOGIC Hidden unless: #40 Question "Does your organization have content requirements for person-served documentation?" is one of the following answers ("Yes")

41. Please upload the content requirements for person-served documentation.

*

Browse...

Section: 12.0 Community Involvement

LOGIC Show/hide trigger exists.

42. Does your organization have policies and procedures for communication, interaction, and maintaining confidentiality between the RSO and community partners to coordinate services? *

☐ Yes

☐ No

VALIDATION Accepts up to 5 files. **Allowed types:** png, gif, jpg, jpeg, doc, xls, docx, xlsx, pdf, txt, mov, mp3, mp4. Max file size: 50 MB

LOGIC Hidden unless: #42 Question "Does your organization have policies and procedures for communication, interaction, and maintaining confidentiality between the RSO and community partners to coordinate services?" is one of the following answers ("Yes")

43. Please upload the policies and procedures for communication, interaction, and maintaining confidentiality between the RSO and community partners to coordinate services. *

Browse...

Signatures

44. On behalf of my organization, I hereby affirm that my organization is in good standing with the Vermont Department of Taxes in accordance with 32 VSA § 3113. *

Signature of _____

45. On behalf of my organization, I am submitting this application for Recovery Support Organization Certification. *

Signature of _____