



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

Recovery Support Services (RSS) Initiative  
Recovery Services Organization (RSO)  
Certification Webinar

May 30, 2025

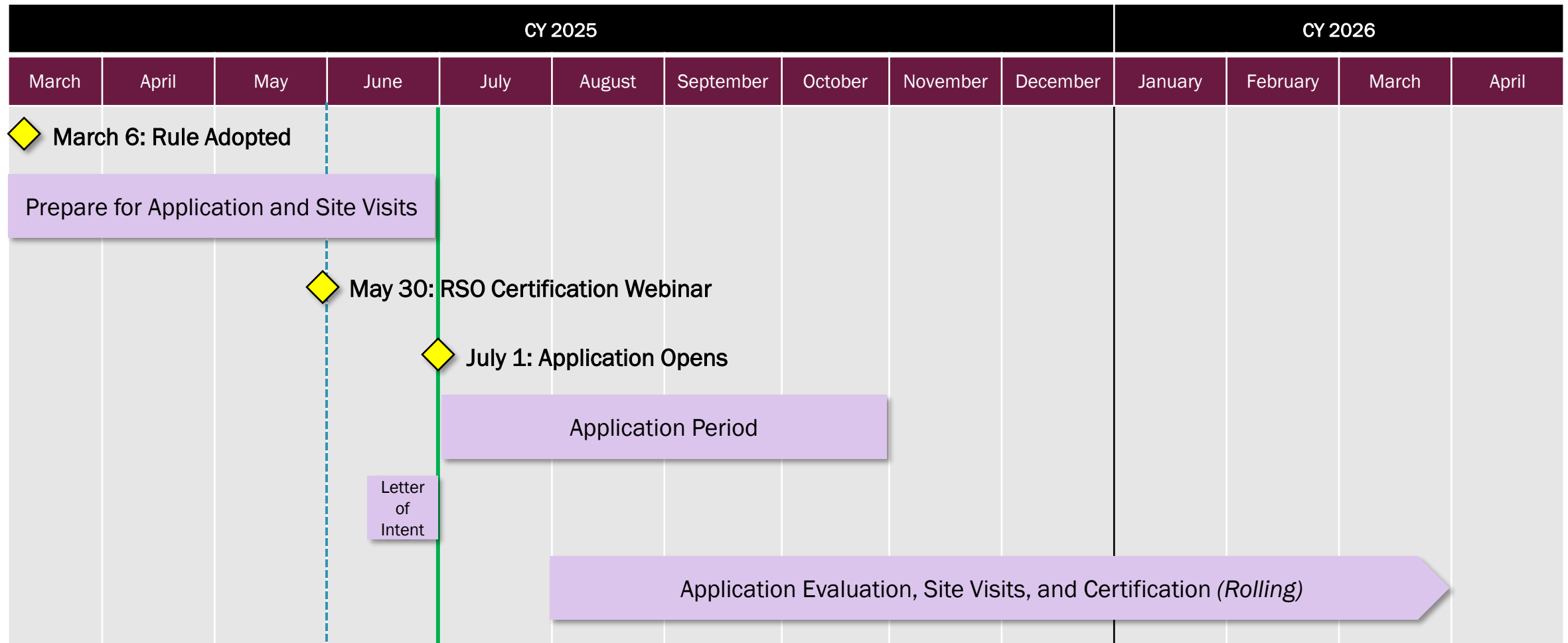
# Agenda

- Welcome
- Review of Resources
  - RSO Certification Rule
  - RSO Standards
  - RSO Compliance Assessment Tool
- RSO Certification High-Level Timeline
- Overview of RSO Certification Application
- Q&A with Previously Submitted Questions
- Looking Ahead: Post-Application Process
- Closing

# **Review of Resources**

# **RSO Certification High-Level Timeline**

# Recovery Services Organization (RSO) Certification Draft Timeline



# Overview of RSO Certification Application

# RSO Certification Application: Overview

**Letter of Intent Due: Monday, June 30<sup>th</sup>, 2025**  
**RSO Application Opens: Tuesday, July 1<sup>st</sup>, 2025**

- **Application Format: Alchemer Survey**
  - *A PDF version of the application will also be available to support applicants' preparation*
- **Application Components Include:**
  - Key Roles and Organization Information
  - Governance
  - Planning
  - Fiscal Management
  - Human Resources
  - Accessibility
  - Health and Safety
  - Quality Assurance and Performance Improvement
  - Rights of the Person Served
  - Program Structure and Staffing
  - Documentation and Recovery Plan
  - Community Involvement

# **Q&A with Previously Submitted Questions**

## Question 1: *RSO Certification Standards and Scoring Template*

**Question:** *Why is HIV listed specifically versus saying any medical status? Will there be training provided on HIPAA and CFR Part 2?*

**Answer:** Standard 4.1.1.8 requires the RSO to have a non-discrimination policy that includes prohibition of discrimination of “real or perceived HIV or other medical statuses.” The mention of HIV should be interpreted as an example of a medical status.

There are many publicly available trainings that discuss the intricacies of HIPAA, 42 CFR Part 2, and other federal regulations. VDH does not regularly provide trainings about privacy regulations.

## Question 2: *RSO Certification Process*

**Question:** *What does it look like? How will the scoring take place? Is there anything in addition to the assessment tool items?*

**Answer:** [RCCAT](#) will be the universal scoring tool to determine the length of certification and the level of compliance for the organization. There will be no additional items than those in the standards. VDH may ask for other documents if the standard is not met and the RSO may provide documents in order to prove compliance.

The certification process will have several components:

- 1) Application survey
- 2) Site visit (may be in person or virtually)—meet with leadership, staff, and people served
- 3) Person-served chart review
- 4) Community partner interviews
- 5) Report (a draft will be sent to RSO for review prior to finalization)
- 6) Corrective action planning (if applicable)

## Question 3: *RSO Certification Process*

**Question:** *If edits or changes need to be made how will that work? Some areas seem to have redundancy.*

**Answer:** The Recovery Service Organization Standards will continue to be modified periodically. There will be communication about the proposed changes with an annotated version of the standards. Additionally, there will be a comment period so that feedback can be gathered. There will also be a 'summary of updates' table included in the standards document.

## Question 4: *RSO Certification Process*

**Question:** *I am still unclear as to whether we have to all apply at once in July or if we can apply at different times.*

**Answer:** Applications will be accepted on a rolling basis from July through October 31, 2025.

# **Looking Ahead: Post-Application Process**

# Post-Application Process

- **Applicants will have until October 31<sup>st</sup>, 2025 to apply for RSO Certification**
- When an organization applies, VDH will review the submitted materials and may be in touch with the organization's contact person to request additional information
- VDH will organize site visits with applicants on a rolling basis
  - During site visits, VDH will meet with the organization's leadership and staff, conduct interviews with clients and personnel, and review client and personnel charts
- VDH expects to complete all site visits by April 2026

# Closing



# Thank you!

## Let's stay in touch.

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