

# CARR Board Meeting

11/10/23

9AM

In Office

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<b>Meeting called by:</b>	Board Meeting	<b>Type of meeting:</b>	Retreat Board Meeting – Nov 10th
<b>Facilitator:</b>	Butch Lewis	<b>Note taker:</b>	Jaycie Lafrican
<b>Timekeeper:</b>	Butch Lewis		

**Attendees:** Scott Mounce (Board Member), Amy Cooper Evertt (Board Member), Matt Neptune (Board Member), Gonzalo Artivan (Treasurer of CARR/Board Member), Cali Petersen (President of CARR), Dara Keller (General Counsel), Taylor Wright (Director of Expansion and Development), Jaycie Lafrican (Director of Administration), Jennifer White (Fletcher Group), Kevin Fox (Inspections/Certifications), Karen Coburn (Fletcher group)

## Minutes

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**Agenda item:** Fletcher Group

**Presenter:**  
Karen and  
Jennifer

**Discussion: Isolated rural areas-want to get them into community and create resource libraries they can plug into for training. More than 60 states without these resources so our goal is to help those individuals in recovery and help make training and best practices accessible to all. Some trainings we will be trying to bring to the government municipalities.**

- New grant for next 5 years. Large subject matter group of experts in over 48 states. We will be able to support each community and bring resources. Videos/training found on Fletcher site learning library, but CARR website will have a learning center link. Free cost to the community. Fletcher group owns anything done under HERSA foundation, any other funds used is specific to own.
- Early intervention grant: revenue offset of 30% done through client services. 1. Learning Center 2. Software development outcomes 3. Recovery Reentry Simulation 4.

Additional areas for assistance: rural recovery centers: social model training, faith based, motivational interviewing, workforce development, etc.

- CARR grant support: research and evaluation, assist CARR in grant project outcomes and quarterly reporting, additional assistance as needed.
- Rural community and outside organizations: recovery ecosystem development and support and criminal justice engagement
- Online course development: CARR standards (10 sessions) CARR ethics (1 session)
- Certification: How it works, House inspection, Recovery residence rights and responsibilities, Grievance process, How to investigate Grievance
- Legal Support (Kim Savage): ADA, FHA, Planning and Zoning, HIPPA?, TBD (house rules violation?)
- Social Model Training: 8 courses focused on owners operators and staff, in person/multiple day training at CARR, and best practices and guidelines

Online Trainings: anyone, anywhere can access learning center to take courses (75 courses ATM), Ethics developed from scratch, certificates of completion, next development in 5 years will be NADAC certification addition

- 23 courses pulled already-all in process still. CARR specific ones.

Website overview:

- can send QR code to course or they get a seat on site for any course choice, for residents/HM/allies of recovery
- over next year redoing earlier course videos that seem outdated

- website broken down into relevant areas: house services and operations, justice, project management, CORE program (employment), etc.
- Courses made interactive-videos, activities, journaling, audio
- Have to go through entire course and can't skip to very end to get certification; all have pretests, quizzes, or post tests
- Microlearning: explanations in 5 minutes or less. Watched examples.
- Educate the community (legal systems, families, teachers, etc.) on public safety and substance abuse disorder as a whole. Family recovery versus individual recovery.

Gonzalo: How do we promote to operators, etc....

- Rural area expansions, advised CARR should not be writing the policies and procedures to program so Fletcher comes in to educate and tailor it to specific programs so they can write a appropriate policies pertaining to their specific program.

How do we apply to existing facilities?:

- require certifications, regional in person training, part of certification?

Is there going to be a regulatory change?:

- Needs to be above the bar, but don't want to put things in place where it's overburdensome. Want to address specific grievances such as HIPPA violations. CARR can require a course to move forward from grievance maybe? Mandating specific HM best practices, ethics, standards-give examples.

Amy and Dara: test implementation for new businesses not appropriate. Establishing quality ratings may be more appropriate?

- Forces organizations to have a quality of standard. CDPHA/BHA has been doing it for years. Require meetings with CDPHE to know their process.
- Funding is contingent upon completion of the course bundle?

Scott: Would there be access to admin login for completion of courses? Certificates sent to program operators?

- Yes make owners the teacher of courses.

Scott: Are my HMs employees or independent contractors even though they only get housing discounts, just holding people accountable?

- Dara: Get workers comp just in case.

Add on behave components to the database/application that recovery residences and operators can use for free. Karis's job.

Gonzalo: Concerns with using an app as far as clients not wanting to use it, sober living operators may not utilize it.

Cali: In order for clients to stay in the program they have to use it for what the program needs from them.

Amy: Or you don't have to activate for client access, but operators put minimal information (length of stay) There can be tiers of level of specifics.

Butch: A pro to this is let the state pay for it instead of program paying, essentially saving the program operator money.

JenniferL Multi-state software available to other states. New login for each state if you have residences in multiple states.

**Conclusions: Need to go through and edit/add videos for trainings, decide who/what target audience, what will the standards and compliance be for trainings in recovery residences. New app/database for recovery residence to be developed. Email sent to board members to become site members.**

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**Agenda item:** CARR Database Design Update

**Presenter: Jax**

**Discussion: Salesforce Update on development. What's been done this year and what's coming up this year too.**

Highlights of System and 2024 System Plans:

<https://mail.google.com/mail/u/1?ui=2&ik=65101be343&attid=0.1&permmsgid=msg-f:1782488515868939886&th=18bcabdc7494d66e&view=att&disp=inline>

Gonzalo: How will we handle a new organization trying to get certified

- Kevin: Certified versus noncertified are two different paths. Renewal will be submitted through Salesforce portal and updates of residences. Portal will default to the last entry as a starting point for recertification.

Scott: Can Kevin make a physical checklist of CARR regulations that have been adapted since last inspection so when he comes in for inspections the houses can be ready? An advisory statement of residential code updates.

- Amy: The problem with the checklist is you have to uphold the checklist and nothing more or less.
- Butch: Problem with recovery residences is they would have to change from single use homes to commercial use. Changes all requirements. Municipalities look at when the house was built and upholds that year's code. CARR makes residences uphold to 2015 IRC standards.

Jax showed the website interface of the online application process to board.

- Shows adequacy of appropriate bedrooms/fridge space, etc. for house
- back order of data and findings in system input into report
- grievances reported as one case but multiple incidences if necessary, but doesn't account for critical incidence.

Jaycie: after 90 days of trying to fix any complications, will cert be pulled or not?

- salesforce will update Kevin 30 days prior to correction being due, friendly reminder maybe sent. Provisional cert given if reinspection is needed. Cert is given once fixes are made-salesforce tracks.
- salesforce sends out standard updates to residences and inspectors 90 days to handle.

No more 90 days to update inspection, 30 days is a more appropriate amount. Should not get a certificate until done with inspection updates? Communication is open if updates will take longer to make.

Scott: Can we get a certificate without an address?

- we can on an individual basis, but not for everyone due to forging/copying certificates.

**Conclusions: Vote approved to change 90 day inspection updates to 30 days, unless Egress windows are needed and an extension will be given. Application and inspection done through Salesforce site now. Certificates automatically generated.**

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**Agenda item:** Ethics and Standards Sheet

**Presenter:**  
**Butch**

**Discussion: Review CARR code of ethics and make changes if needed.**

#7-added "within CARR standards" at the end

#20-take out pornography, weapons, and gambling

#21- added "dual relationships do not exist between recovery residence and clients"

**Conclusions: Approval of changes to code of ethics**

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**Agenda item:** Cash Flow Loan

**Presenter:**  
**Butch**

**Discussion: CARR needs to obtain a loan for cash flow**

Option One: Credit Line from MidWest One Bank Total request is \$205,000.

\$150,000 line of credit and \$55,000 in revolving credit card.

Will require CARR to move bank account over to MidWest One Bank.

Option Two: Credit Line from Gonzalo Ardavin (CARR Board Member) Total request is \$200,000.

\$50,000 increments. Dara Keller will right up contract and will be overseen by LeeAnn.

**Conclusions: Approval CARR Executive Director to execute line of credit and new bank account with MidWest One Bank. Also, to move forward with Option Two in case line of credit is not approved.**

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**Agenda item:** Lab UAs and Recovery Residences

**Presenter:**  
Butch

**Discussion: UA company does all UAs for recovery residence and Medicaid/Medicare covering costs of point of cares.**

Dara: Ekra law, statute, and federal law all violated. You can't get anything of value for referring a patient. The insurance company is paying for clients who don't have insurance.

Matt: The point of running UA is because of medical necessities at treatment center, but in sober living the NPI's are outsourced while running UAs at their sober livings. Labs at sober living level are not a medical necessity and they don't have a doctor on staff, it could potentially come back audited and be considered fraud.

G: advantage to sober living is to not spend money on their instant cups.

Scott: advantage is the labs test for drugs the point of care cups do not test. I do one a week per person. It catches level for MAT levels.

Dara: Breach of laws I'm clearly just focusing on payments.

Butch: I know this has been going along for a while and I'm weighing it because there are some true benefits; however, the deciding factor is I think it is not fully legal and if we were to open a peer coaching residence door it will open up a new door of discussion.

Scott: Who takes the front row to two centers?

Matt: I don't think it's a standard to do lab testing for sober living. Using one facility to bill under NPI but they don't know if they are even doing something wrong. I've only talked to sources, but it's not required by the state.

Gonzalo: realize the risk you're taking. Google Arizona and Florida and how they got indicted for utilizing and manipulating the system more.

**Conclusions: Dara writing up a white paper on laws and risks of allowing third party laboratories.**

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**Agenda item:** Emergency Situations, Relocation Funding set Aside;  
Provisional Certificate, Inspection Criteria

**Presenter:** Butch

**Discussion: Informed on situations, procedures, and potential certification processes.**

██████████ residence not in compliance and formal grievances made. CARR went down to talk about policies and procedures with the police department. House was not compliant with contact so CARR left. Came back 30 minutes later to search house-beds on floor, no egress windows, in the middle of construction, ect. Unacceptable residence compliance. Owner is receptive to fixing and getting certified.

- file grievances on clinical staff referring to this residence?
- CARR cannot do anything formally until residence is certified by CARR.

Kevin: read common informal complaints made by multiple residents in the "program"

- BHA cannot have blacklist of certifying residences
- requirements/standards for owners?

Amy: Why don't we do one unannounced inspection a year?

- we don't have enough staff in order to do that.

Butch brought up a second emergency incident of residence using drugs in the house and the owner firing off a gun in the house after relapse. CARR went to the residence to figure out if it was a true story to interview residents. Residents denied and CARR had nothing to go on. Owner left with police outside but was legally allowed back in the house after a while because his house is not CARR certified.

- emergency funding presented to Signal to allow CARR to close residence immediately- Signal will discuss setting aside relocation
- CARR needs to have inspecting precautions: wearing a vest as an option.

Amy: Are we DHN certified?

- The board is responsible for policies and procedures when vests have to be worn.

- if police are requiring CARR staff to join them if they deem it necessary; otherwise at staff's discretion

Programs that are at low risk- one inspection. Programs that are at high risk-2 inspections (one or two unannounced).

**Conclusions:** Agreed that recovery residence that have grievances filed, up until the point they file/approved for certification, CARR has no authority. Use the grievances in inspection applications, but not in licensing applications. However, because detoxes were involved, could potentially file with BHA. Tabled decision until next board meeting when Kevin and Butch meet to create a plan.

Voted in agreement to purchase armored vests for inspectors in future. Write up policy.

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### ***Other Information***

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**Observers:**

**Resources:**

**Special notes:**