2024 Recovery Voucher (RV) Grant Program
Recovery Residence
Frequently Asked Questions

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Program Roles

1. What are the primary roles and responsibilities for the RV program?

There are two primary roles in the RV program: RV Administrators, and recovery residences. Below is a quick overview of the responsibilities of each:

RV Administrators (RV program grantees; typically, agencies/homeless service providers)	**Recovery Residences**
- Apply to be the RV Administrator. - Accept client referrals. - Enter clients into the RV program and into the Homeless Management Information System (HMIS) for program reporting. - Work with recovery residences to place clients. - Provide "vouchers"/payment to recovery residences for clients staying with them. - Publicize the RV program.	- House clients in the program. - Receive "vouchers"/payment from the RV Administrators to cover a client's stay. - Communicate with the RV Administrator to apprise them of how the client is doing and when a client is leaving.

2. What is required of recovery residences to house clients/participate in the RV program?

In order to accept clients who are supported by the RV program, recovery residences need to be on the DHS Recovery Residence Registry (DHS Registry). Further, it is not enough for an organization to be on the DHS Registry, each individual location of the organization needs to be on the DHS Registry for that specific location to accept clients supported by the RV program.

Information on how to apply to be on the DHS Registry can be found at: Recovery Residence Registry Approval Process. The DHS Registry can be found at: DHS Recovery Residence Registry.

Eligible Expenses and Rates

3. What will the RV program pay for?

The RV program will pay for the cost of a bed within a room at a recovery residence. This includes standard utilities such as heat, water, electricity, gas, internet, and basic operations for running the recovery residence (bookkeeping, security, insurance, etc.). Standard utilities cannot include the cost of cable. The RV program can also cover the cost of a security deposit of up to two months of the bed rate and transportation to the recovery residence at the beginning of the client's stay and from the recovery residence at the end of the client's stay.

The RV program will not pay for any ancillary services such as case management, support groups, transportation during the client's stay, meals, activity fees, gym memberships, etc. It will also not pay for past due/back rent, or past due security deposits.

When the program is monitored, the fees paid to recovery residences are reviewed. If a fee includes unallowable costs, the RV Administrators will be required to pay it back. Example, if a recovery residence lists a rate of $500/month including a gym membership, and the RV program is charged $500/month this suggests unallowable costs are being charged to the RV program and the RV Administrators will be required to pay the amount back. Exception, if the gym membership is offered free of charge to the recovery residence. In this case, there needs to be a signed letter from the recovery residence stating the gym membership is offered free of charge by the gym to all the recovery residence's clients that is kept in the clients' file.

4. Suggestions for carving out bed fees from full-service program fees?

Recovery residences are encouraged to work with their accounting departments to determine the cost of providing all of the above-mentioned elements to clients, and then total up the amount of allowable costs to arrive at their bed fee.

5. Can clients self-pay the difference between the amount the RV program is paying, and what the recovery residence typically charges?

No. The client is not allowed to pay a portion of the cost at any point in the program (example of unallowable charges to client: step down model, 0% client paid/ 100% RV program for the first three months, then 25% client paid/ 75% RV program paid for the next four to six months etc.).

6. What are the rate guidelines?

The rate charged to the RV program must be the lower of the two rates:

1. Best rate offered by the recovery residence.
   The bed rate charged to the RV program must be the same or less than the bed rate charged for non-assisted beds (beds not supported by the RV program).

2. At or under the RV Maximum Allowable Rate.
   This is the maximum rate the RV program will pay. There is one rate for singles (individuals), and one rate for families. The RV Maximum Allowable Rates are based off of Fair Market Rates (FMR) that are defined each Fiscal Year by the Department of Housing and Urban Development (HUD) Office of Policy Development and Research. FMR information including rates can be found here: Fair Market Rents (40th PERCENTILE RENTS) | HUD USER. Below are the equations to calculate the RV Maximum Allowable Rate for an area.

   Singles:
   Efficiency FMR * 75% * 135% = RV Maximum Allowable Rate for Singles

   Families:
   Efficiency FMR * 135% = RV Maximum Allowable Rate for Families

   Rates should be calculated based on where the recovery residence is located, not on where the RV Administrator is located. Example, if an RV Administrator in Dane County, is placing a client in Grant County, they should calculate and use the RV Maximum Allowable Rate for Grant County.

7. What types of rooms are allowed? Does the room type change the rate guidelines?

The standard for singles is placement in a room with two beds. However, RV Administrators are allowed to approve different configurations if they think it is in the best interest of the client. They will have to sign paperwork providing rationale for approving a room outside of the standard.

Families don't have a standard given the range of variables they present (family size, ages of members, etc.). Given this, RV Administrators will have to provide rationale for approving the room/housing arrangement when placing a family.

The rate guidelines remain the same regardless of the unit the client is placed in. For example, if a single client is placed in a room with only one bed or a room with three beds, the RV Maximum Allowable Rate will remain the same (Efficiency FMR * 75% * 135% = RV Maximum Allowable Rate for Singles). This is also true for families, the RV Maximum Allowable Rate for families (Efficiency FMR * 135% = RV Maximum Allowable Rate for Families) will stay the same regardless of the unit the family is placed in.

8. Who should the security deposit be returned to at the end of the client's stay?

The security deposit should be returned to the client minus any applicable charges at the end of the client's stay. The client has to move into the recovery residence in order to receive this benefit. The client cannot receive the security deposit if they haven't stayed at the recovery residence. If the security deposit cannot be returned to the client, the security deposit should be returned to the RV Administrator.

Recovery Residences and RV Administrators Working Together

9. How can recovery residences begin working with RV Administrators?

DEHCR publishes a contact list for RV Administrators on its website. RV Administrators recommend recovery residences check they are listed on the DHS Registry, and if not sign up. Once the recovery residence is on the DHS Registry, it is recommended they reach out to the client referral contact and the program manager of the RV Administrators that are closest to them. If a recovery residence anticipates a bed at their facility will open, or if it is anticipated a client may be approaching being eligible for category 2 status (see the 2024 RV Program Manual for more information), it is especially helpful if the recovery residence reaches out to nearby RV Administrators.

10. Are there best practices for improving client experience, and fostering partnerships between RV Administrators and Recovery Residences?

Based on the 2023 grant year, RV Administrators said it was particularly helpful when:

1. RV Administrator's program manager/client referral staff could work directly with case managers at the recovery residence to place clients, and the RV Administrator's finance team could work with the recovery residence's finance team.
2. Recovery residences shared how clients were doing while staying with them and let RV Administrators know when a client's time was coming to an end to enable them to reach out to the client with housing navigation supports.
3. Recovery residences referred potential clients to the RV Administrators, and helped the RV Administrators check for eligibility.

Client Eligibility Parameters

11. What are the eligibility parameters for individual (and their family, if applicable) to be supported by the RV program?

There are two eligibility parameters for clients to qualify to be supported by the RV program:

1. Clients need to qualify for homelessness (category 1, 2, 3, or 4; category 3 is new starting in 2024). Information on each category and documentation requirements are available in the 2024 RV Program Manual on DEHCR's website.

2. Have documentation of an opioid use disorder (OUD) diagnosis (not time dependent) or having OUD treatment within the past 12-months (time dependent). Documentation requirements are available in the 2024 RV Program Manual on DEHCR's website.
   - OUD does not have to be the primary diagnosis or the primary reason someone is in treatment. It is sufficient for OUD to be one of the diagnoses, or one of the reasons for treatment.

Both individuals (singles) and families (individual with OUD and their family; new client category beginning in 2024) are eligible to be supported by the RV program.

12. Can a person already staying at a recovery residence qualify for the program?

It depends, if the client can meet both of the eligibility criteria outlined above, the client is eligible to be supported. Below are two examples of possible eligible scenarios:

1. A client has been staying at a recovery residence while receiving OUD treatment for less than 90-days and was homeless immediately prior to their stay. In this instance, the client meets the criteria by having received OUD treatment within the past 12 months and meeting the criteria for category 1 homelessness (literally homeless).
2. A client has been staying at a recovery residence for alcohol addiction but has been diagnosed with OUD in the past. The client will lose their bed within 14-days and lacks the resources and support system to prevent homelessness. In this instance, the client meets the criteria by having an OUD diagnosis (not time dependent) and meeting the criteria for category 2 homelessness (imminent risk of homelessness).

In order to qualify as category 2, the client will need to have documentation of losing their housing (not being able to stay at the recovery residence) within 14 days. The RV Administrator will likely ask the recovery residence for a signed letter stating this. The letter will need to list the date when the client will need to leave.

These are only two examples to illustrate possible scenarios and are not the only potentially eligible scenarios. More details about acceptable OUD documentation, definitions of HUD Homelessness categories and requirements to document each category can be found in the 2024 RV Program Manual on DEHCR's website.

Administrative Practices

13. Are digital signatures allowed?

Yes, digital signatures are allowed through services such as DocuSign.