

2025 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
<ul style="list-style-type: none"> - 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. 	<ul style="list-style-type: none"> - 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. - Interview the client when they are leaving and share information with RV Administrator.

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 any portion of the costs for their stay in the recovery residence at any time.

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:

$\text{Efficiency FMR} * 75\% * 135\% = \text{RV Maximum Allowable Rate for Singles}$

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. What costs can be taken out of the security deposit at the end of a client's stay? Who should the security deposit be returned to at the end of the client's stay?

Depending on the situation, the security deposit should either be returned to the client or the RV Administrator. Please see the table below for a description of potential situations, and directions for returning the security deposit.

Situation	Directions for Returning the Security Deposit
The client has moved into the recovery residence and is <u>now moving out of the recovery residence and leaving the RV program.</u>	The recovery residence should try to return the security deposit to the client for <u>30 days</u> . <u>After 30 days</u> the security deposit must be returned to the RV Administrator.
The client has moved into the recovery residence and is <u>now moving to another recovery residence and is staying in the RV program.</u>	The recovery residence must return the security deposit to the RV Administrator.
<u>The client never moved into the recovery residence,</u> but a security deposit was paid.	The recovery residence must return the security deposit to the RV Administrator.

Please confirm with the RV Administrator whether the client is switching to another recovery residence or leaving the RV program.

Non-damage related charges cannot be taken out of the security deposit. If the recovery residence is claiming damages and not returning the full amount, they need to provide the RV Administrator with an itemized list of those damages.

Inspections

9. When do inspections need to take place?

As a part of the process of assessing and selecting an appropriate recovery residence for a client, the RV Administrator would inspect the recovery residence before the client moves into it to determine if the recovery residence provides a safe, healthy, home-like environment to support the residents' active recovery. If the RV Administrator completes a [Multiple Recovery Residence Stay Agreement](#) with a client, all recovery residences need to be inspected prior to the client moving into any recovery residence covered by the agreement.

10. What does the inspection process entail?

The inspection process consists of the RV Administrator walking through the recovery residence and completing the [Recovery Residence Inspection](#) form as well as speaking with the recovery residence representative to gather information on how the recovery residence will support the client's active recovery. Based on the recovery residence passing both the RV Inspection and the discussion with the recovery residence representative, the RV Administrator would determine if the recovery residence met the outlined criteria.

11. How often do inspections need to take place?

Once a client is placed in a recovery residence, the recovery residence needs to be reinspected every 6 months.

12. What happens if a recovery residence does not pass a reinspection?

Depending on the severity of the issue, the RV Administrator can choose to keep the client in the recovery residence if the issue can be addressed quickly (within two weeks) and does not pose a serious threat. If a serious threat is identified, the client must be moved within 30 days, preferably before. The RV program will only pay for an additional 30 days, after which the client will need to find an alternative funding source if they would like to remain in the recovery residence in question. DEHCR must be notified whenever a recovery residence does not pass reinspection. DHS must be notified whenever a serious threat is identified, or whenever an issue cannot be addressed quickly (within two weeks). RV Administrators must submit a formal complaint to DHS by completing the [Complaint Intake Survey, F-00607](#) or calling the toll-free number to file a complaint by dialing 800-642-6552 and leaving a voicemail, or emailing dhsdqamentalhealthaoda@dhs.wisconsin.gov whenever a serious threat is identified, or whenever an issue cannot be addressed quickly (within two weeks).

Recovery Residence Client Stay Guidelines

13. What are the key guidelines governing a RV client's stay at a recovery residence?

Before the client's stay at a recovery residence can be supported by the RV program, the RV Administrator and the recovery residence must sign a [Stay Agreement](#) outlining the assurances and rules for the client's stay. These include:

- Rates, and payment timing.
- Assurance the recovery residence's rates follow RV program rules.
- Assurance the specific recovery residence location is on the DHS Recovery Residence Registry.
- Rules including what the RV program will pay for and associated timing if a client goes missing, allowable charges if a client leaves within the first half of a billing period (month), notification standards if client issues arise, and requirement the recovery residence's rules, guidelines and termination policy be shared with the client before the client moves in.
- Requirement the recovery residence perform an exit interview with the client. If the situation doesn't allow the client to be interviewed, the recovery residence must fill out the [exit interview form](#) to the best of their ability.

The [Stay Agreement](#) with the full list of assurances and rules can be found on [DEHCR's website](#). A [Stay Agreement](#) is required for each client for each recovery residence they stay in.

14. If a provider operates multiple recovery residences, do they need to complete a Stay Agreement for each one?

In this case, a [Multiple Recovery Residence Stay Agreement](#) can be completed covering all RV program eligible recovery residences within the provider's network. All recovery residences would need to be inspected prior to the client moving into any recovery residence covered by this agreement.

15. Are exit interviews always required?

Yes, exit interviews are required every time a client leaves a recovery residence. If the situation does not allow for the client to be interviewed, the recovery residence must fill out a portion of the form to the best of their knowledge. Exit interview forms can be found on [DEHCR's website](#). There are separate forms for single clients and family clients.

16. If a client is a "no show" (missing, unreachable, location unknown, etc.) is the recovery residence required to hold the client's bed for 30 days?

No, recovery residences are not required to hold a client's bed for 30 days. If the client has already moved into the recovery residence, and then goes missing (is unreachable, location unknown, etc.), the recovery residence can choose to hold the client's bed (however they are not required to hold the bed) and the RV program will continue to pay for the bed up to 30 days while it is determined where the client is, and whether it is appropriate for the client to come back to the recovery residence.

The RV program cannot pay to hold a bed for a client before the client moves into the recovery residence (example: paying until the client is ready to move into the recovery residence).

17. How frequently can a client switch recovery residences while in the program?

A client can move one time for a non-needs-based reason while in the RV program. One time covers the entire time a client is in the RV program, whether they have been served by multiple RV Administrators, or whether they took time off and returned to the program. Per program requirements, RV Administrators work closely with clients to find the best possible placement for the client at the time the client is placed. Allowing the client the flexibility to move once due to personal preference/not due to need enables the client to have agency over where they live once they are placed. This limit also applies to moves for clients who were placed using the multiple recovery residence locations process. A client could move an unlimited number of times if there is a legitimate need as determined by the RV

Administrator. RV Administrators are required to provide a policy covering the guidelines for moving recovery residences including a grievance/appeal procedure to the client at entry.

Administrators would be required to get signed receipt of this policy, like the RV Termination Policy. This policy would be provided to the client whenever a denial of a move is made as well.

Recovery Residences and RV Administrators Working Together

18. 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.

19. 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

20. What are the eligibility parameters for individuals (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.

21. If a person overdoses on a substance that isn't an opioid but is laced with an opioid (example: fentanyl) and is treated in the Emergency Room, does this count as having received treatment for OUD?

It **does not automatically count** as having received treatment for OUD. It will only count as treatment for OUD **IF** the provider codes the treatment as having been for OUD.

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

It depends, if the client can meet both eligibility criteria outlined above, the client is eligible to be supported. A common eligible scenario for clients already staying in a recovery residence is:

The 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).

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.**

This is an example of a common eligible scenario and not the only eligible scenario. 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

23. Are digital signatures allowed?

Yes, digital signatures are allowed through services such as [DocuSign](#).