

# BECOMING CERTIFIED

THE STEP-BY-STEP PROCESS TO BECOMING  
A CERTIFIED MARR OPERATOR

03/01/2020



# Top 4 Reasons to Become Certified

- National recognition of the NARR Standards
- You will be added to our referral list of accredited operators and will obtain use of the MARR/NARR Certified Residence Logos
- Government Funding Opportunities
- Higher sobriety percentages and better scientifically proven outcomes based on the social model



## The Social Model:

Emphasizing the process of learning through “doing” and “experiencing” and providing positive role models.

# Certification Breakdown



## Application/Payment

Create a Certemy Profile, fill out an application and submit payment. There is a \$300 initial application fee along with a \$300 fee for every residence being certified.



## Welcome Letter/ NARR Standards

After app and payment are received and approved, your welcome letter, NARR Standards checklist and form for your level of housing will be available on your profile.



## Submit Documents

Required documentation for your level of housing must be submitted through your profile and can be complete at your leisure. Your form will automatically save to your profile as you complete each section.



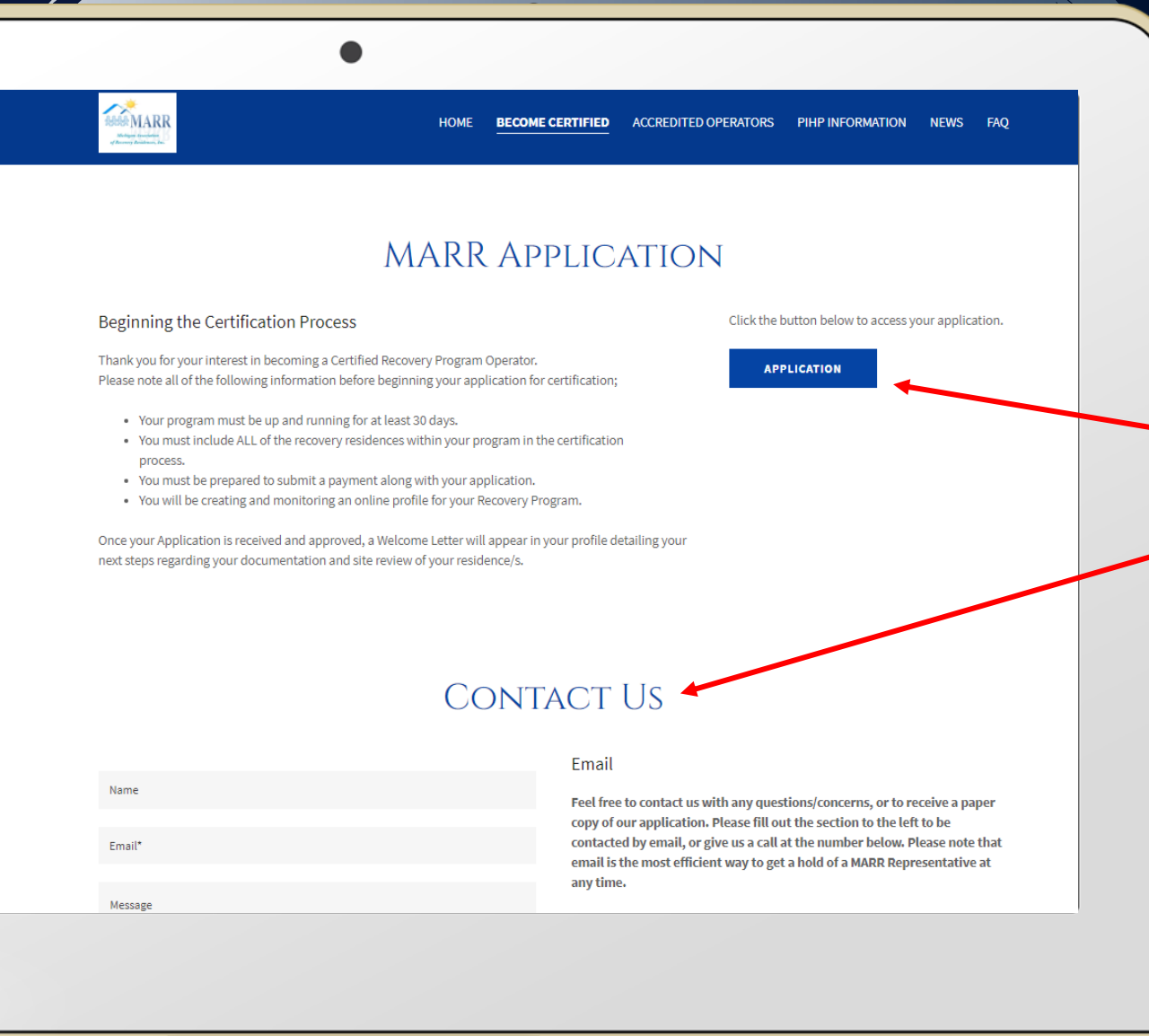
## Site Review

Once all documentation is received, it will be reviewed by a MARR representative. Your site review will be scheduled after all documentation is approved.



## Certification

Site reviews can be approved, conditionally approved, or not approved. Once your site review is fully approved, your certificates along with letter of certification will be available on your profile.



# Application and Payment

- 'Become Certified' tab of our website
- Click application or contact MARR to request paper application.
- Create a profile
- Fillout application
- Pay Fees online or check/ money order by mail
- Once approved, your welcome letter, NARR standards checklist and form for your level of housing will be available on your profile

# Submit

## Documentation

The screenshot shows the MARR web portal interface. At the top, the user is logged in as Kayla Hull, a Professional. The main navigation bar includes 'My Credentials', 'Digital Wallet', and 'Transcripts'. The 'My Credentials' section is active, displaying a search bar and a list of credentials. The first credential is 'MARR Application [Phase: Initial]', which is 'Completed'. The second credential is 'MARR Level 4 [Phase: Initial]', which is 'Pending Verification'. This credential has 46 steps, with the first few being 'Welcome Letter' and 'NARR Standard 3.0'. Below the credential list, there is a section for 'Uploaded document(s)' with three files: 'Mission Statement.doc' (22.5 KB), 'articles of incorporation.docx' (613.6 KB), and 'PURE RECOVERY - COI - PURE RECOVERY.pdf' (89.2 KB). The bottom section shows three evidence files for '(A) Core Principle: Operate with Integrity 1a) 1b)', '(A) Core Principle: Operate with Integrity 2a)', and '(A) Core Principle: Operate with Integrity 2b)', all of which are 'Pending Verification' and have a due date of 03/06/2021. Red arrows point from the text on the right to the 'MARR Level 4 [Phase: Initial]' credential, the 'Welcome Letter' step, and the evidence files.

- A form for your level of housing will be available on your profile
- Click to view your welcome letter and NARR standards checklist
- The form may be completed at your leisure and automatically saves to your profile
- Sections that are complete will turn green
- Sections that are approved will be green with a check mark
- Sections that not approved will turn red and you will be able to submit a new document at that time.

# Site Review

## Site Review 2020

### Site Review Confirmed Date

2020-03-11

### Site Review Confirmed Time

11:am

### Site Review Notes

No data

### Site Review Documentation

Files must be smaller than 30 MB and have one of the following extensions: docx, doc, gif, jpg, jpeg, pdf, png, rtf, txt, xls,xlsx, ppt, pptx

Drop files to attach, or [Browse](#)

### Site Review Corrections

Site Review Findings from 3.11.2020  
The following needs to be corrected within 30-days, April 9, 2020. If you need longer than the 30-days you can request an additional 30-days in writing.

### Site Review Re-Inspection Required

Yes

### Additional Site Review (Number of Homes)

2

- Confirmed date and time will be listed on your profile upon emailed agreement along with any notes
- Site review corrections will become available after your site review has been completed and will note whether a revisit is necessary.
- If a revisit is required, the number of homes will be specified, and a Re-Inspection Fee will become available to you upon login to pay your fees online.
- Cost of revisit is \$100 per home to be revisited.

- Section 2 of the NARR Standards will be focused on during site review
- Site reviews are completed once a year or at MARR's discretion
- There is a flexible schedule for your first review, but site reviews for renewal will be scheduled on or before the same date as the original
- Annual reviews are scheduled within a month of your certificate's expiration date



- **Approved-** Home meets all the NARR standards, no health or safety violations, no corrections need to be made.
- **Conditionally Approved-** Home met majority of the NARR standards, there are some corrections that need to be made, 30 days are allotted to correct and submit evidence of corrections.
- **Not Approved-** Home met some of the standards, too many health/safety concerns, 30 days to correct, and a revisit is required. \$100 is due for every location that needs to be revisited.

## Site Reviews

# Site Review Cont.

## Site Review Corrections 2020

### Site Review Proof of Corrections

Files must be smaller than 30 MB and have one of the following extensions:  
docx, doc, gif, jpg, jpeg, pdf, png, rtf, txt, xls, xlsx, ppt, pptx

Drop files to attach, or [Browse](#)

### Operator Notes on Corrections

No data

## Certification Completion 2020

### Certificates

Files must be smaller than 30 MB and have one of the following extensions:  
docx, doc, gif, jpg, jpeg, pdf, png, rtf, txt, xls, xlsx, ppt, pptx

Drop files to attach, or [Browse](#)

### Certification Letter

Files must be smaller than 30 MB and have one of the following extensions:  
docx, doc, gif, jpg, jpeg, pdf, png, rtf, txt, xls, xlsx, ppt, pptx

Drop files to attach, or [Browse](#)

- Once you have made your corrections, submit evidence of under Site Review Corrections along with any notes
- Once your corrections are reviewed and approved, copies of your certificates and certification letter will be available on your profile
- Please note that the renewal process for the following year will automatically appear on your profile but DOES NOT have to be completed until you approach your expiration date.
- Automatic emails will be sent out once your renewal date approaches.



# Certification Renewal

My Credentials Digital Wallet Transcripts Kayla Hull logged in as Professional

My Credentials

Type to search

MARR Level 4 Renewal\_ [Phase: Renewal]

MARR

8 steps 0 0 0 0 0 0 0 1

Acronym: Level4

Expiration date: 01/22/2021

NARR Standards 3.0

Pending Verification

MARR Level 4 Renewal\_ [Phase: Renewal]

MARR

Pending Verification

Acronym: Level4

Expiration date: 01/22/2021

8 steps

Organizational Information

Dynamic form Incomplete Due: 01/21/2021

Program Information

Dynamic form Incomplete Due: 01/21/2021

Recovery Residences Operated

Dynamic form Incomplete Due: 01/21/2021

Please list the total number of recovery residences operated by the organization in the State of Michigan including each physical address.

Insurance

Evidence file Incomplete Due: 01/21/2021

You may upload more than 1 attachment, maximum total size is 5 MB

- Once you complete your certification process, the process for renewal will automatically appear in your Certemy account upon login as shown on the left.
- Please note that this process DOES NOT need to be completed until you approach your renewal date
- Emails will automatically generate about renewal once your date approaches
- In the meantime, we ask that you keep your profile as up to date as possible with vacancies, contact information, the opening and closing of any residences etc. Some PIHP's will require prompt postings of vacancies within your residence/s.**

# Our Team

Your site review will be completed with 1-2 of our team members



Jeff Van Treese, Esq.

President

- Chief Executive Officer

*[jvantreese@micharr.com](mailto:jvantreese@micharr.com)*



Katherine O'Hare

Chief Compliance Officer, Inspector

- Lead inspector on site reviews
- Contact for site review support & scheduling
- Creates and mails your certificates

*[kohare@micharr.com](mailto:kohare@micharr.com)*



Kayla Hull

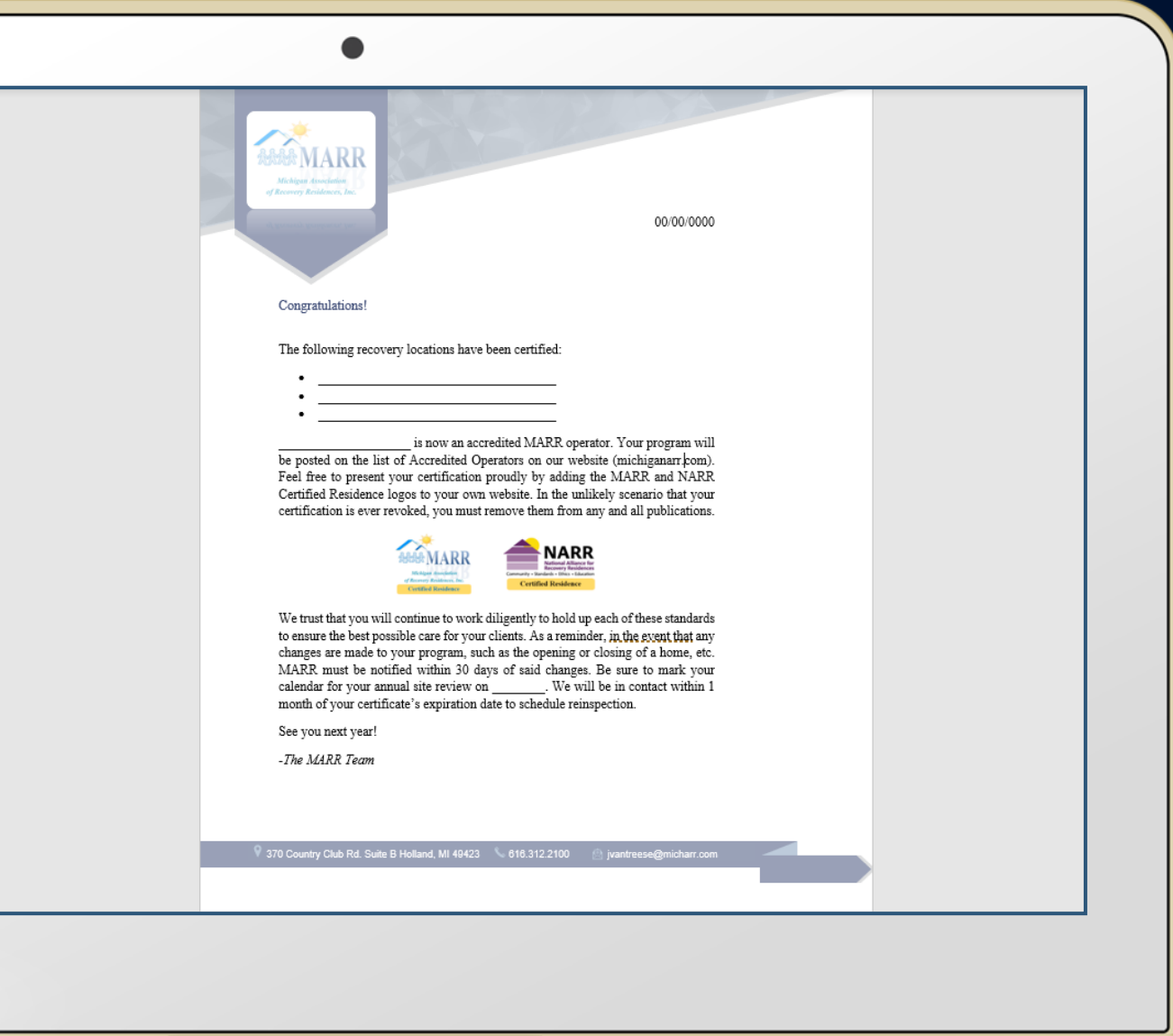
Project Manager, Inspector

- Reviews and approves your application and documentation
- Contact for MARR website, NARR standards, Certemy online support, certification process
- Creates your certification letter

*[khull@micharr.com](mailto:khull@micharr.com)*

# Certification

- Your site review is passed.
- Certificates and certification letter will be available on your Certemy profile.
- Original certificates for each of your certified residences are mailed to you.



# QUESTIONS COMMENTS CONCERNS

Kayla Hull 

616.312.2100 

khull@micharr.com 

www.michiganarr.com 

