

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.



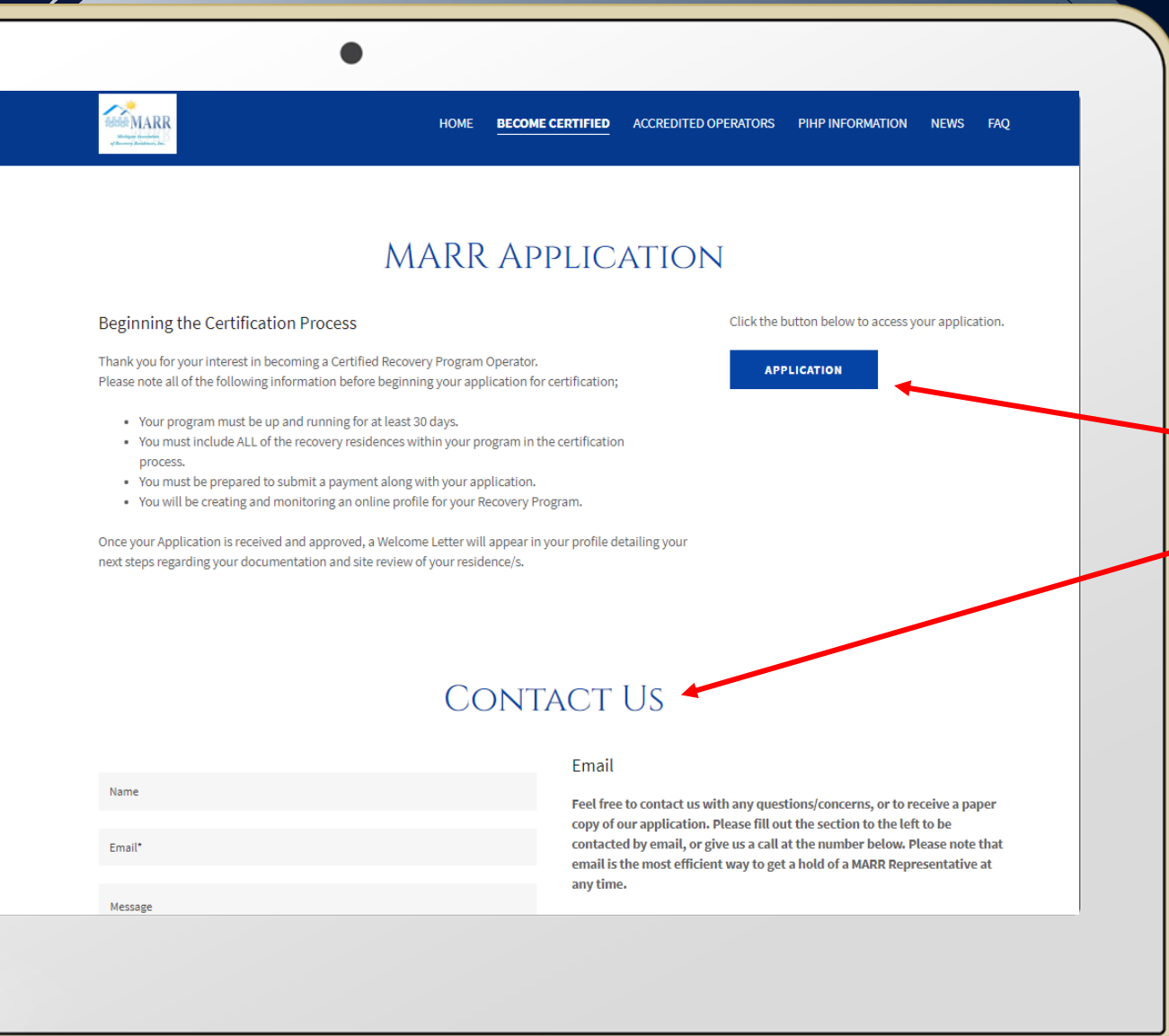
Site Review

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 displays the MARR web portal interface. At the top, the user is logged in as Kayla Hull, a Professional. The navigation bar includes 'My Credentials', 'Digital Wallet', and 'Transcripts'. The main content area is divided into two columns. The left column, titled 'My Credentials', shows a search bar and two credential entries: 'MARR Application [Phase: Initial]' (Completed) and 'MARR Level 4 [Phase: Initial]' (Pending Verification). The right column shows the details for 'MARR Level 4 [Phase: Initial]', including a list of uploaded documents: 'Mission Statement.doc' (22.5 KB), 'articles of incorporation.docx' (613.6 KB), and 'PURE RECOVERY - COI - PURE RECOVERY.pdf' (89.2 KB). Below the documents, there are three evidence file entries for '(A) Core Principle: Operate with Integrity 1a)', '(A) Core Principle: Operate with Integrity 2a)', and '(A) Core Principle: Operate with Integrity 2b)', all marked as 'Pending Verification' with due dates of 03/06/2021. Red arrows point from the text on the right to specific elements in the screenshot: one points to the 'MARR Level 4 [Phase: Initial]' header, another to the 'Welcome Letter' link, and others to the evidence file entries.

- 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
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

President

- Chief Executive Officer

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



Kayla Hull

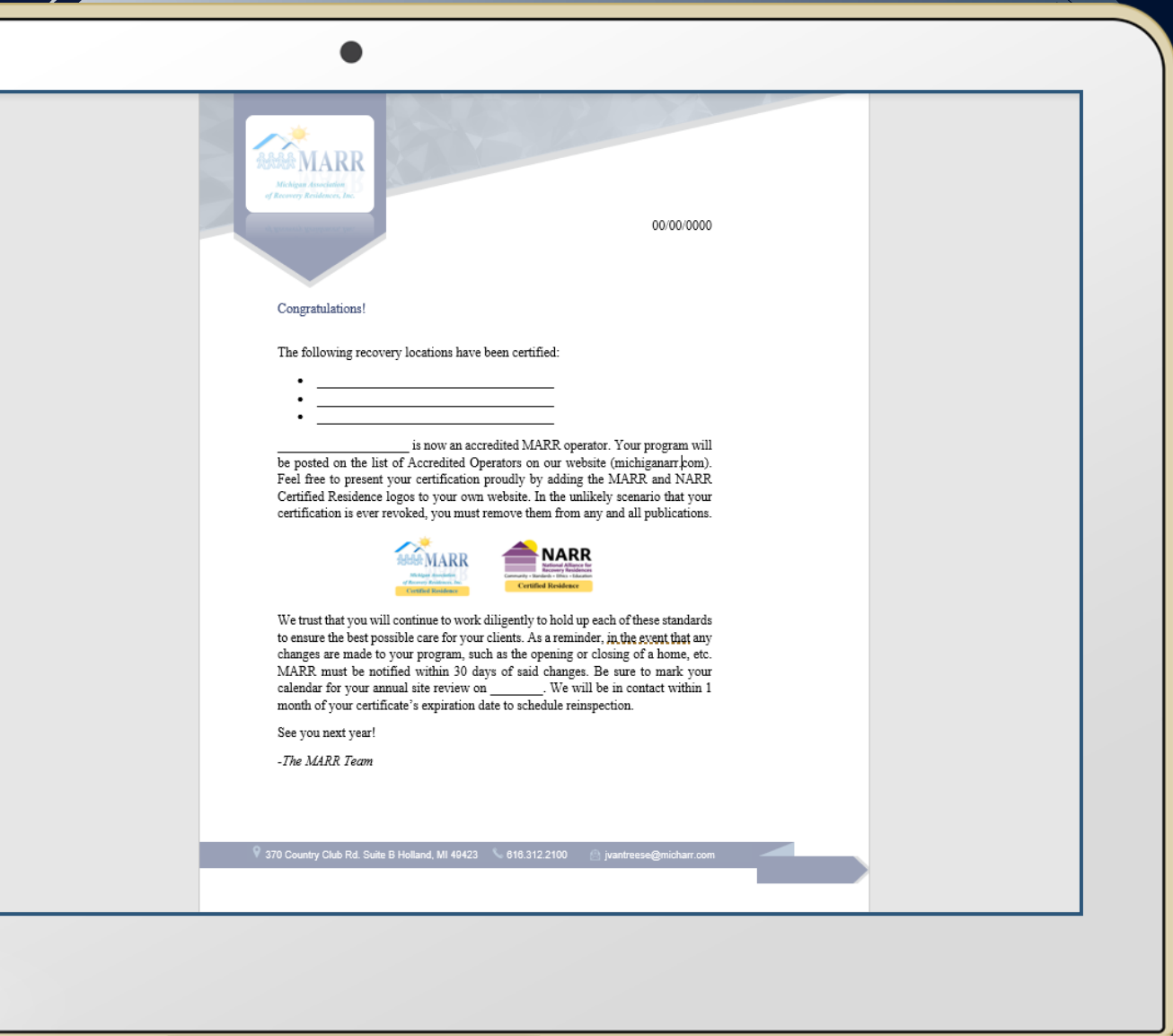
Project Manager, Inspector

- 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

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.



00:00/0000

Congratulations!

The following recovery locations have been certified:

- _____
- _____

_____ is now an accredited MARR operator. Your program will be posted on the list of Accredited Operators on our website (michiganarr.com). Feel free to present your certification proudly by adding the MARR and NARR Certified Residence logos to your own website. In the unlikely scenario that your certification is ever revoked, you must remove them from any and all publications.



We trust that you will continue to work diligently to hold up each of these standards to ensure the best possible care for your clients. As a reminder, in the event that any changes are made to your program, such as the opening or closing of a home, etc. MARR must be notified within 30 days of said changes. Be sure to mark your calendar for your annual site review on _____. We will be in contact within 1 month of your certificate's expiration date to schedule reinspection.

See you next year!

-The MARR Team

370 Country Club Rd, Suite B Holland, MI 49423 | 616.312.2100 | jvantreese@micharr.com

QUESTIONS COMMENTS CONCERNS

Kayla Hull 

616.312.2100 

khull@micharr.com 

www.michiganarr.com 

