

2.0 Recovery Coaching

2.1. Recovery Coach Definition

Rationale: All individuals play an important role in promoting recovery from a substance use disorder. Personal recovery, lived experiences and wellness bring a unique and significant benefit to recovery coaching. A recovery coach is a person who helps remove personal and environmental obstacles to recovery, links the newly recovering person to the recovering community and serves as personal guide and mentor in the management of personal and family recovery. Written descriptions of a recovery coach help clarify the role and functions of the recovery coach in supporting an individual's recovery. All recovery coaches, including certified recovery coaches and peer specialist recovery coaches meet the following standards.

- 2.1.1. Recovery Coach completes the 30 hour Connecticut Community for Addiction Recovery (CCAR) Recovery Coach Academy (RCA) training and have a Certificate of Completion signed by a Department-approved RCA trainer.
- 2.1.2. Recovery Coach completes the 12 hour Connecticut Community for Addiction Recovery (CCAR) Ethical Considerations for Recovery Coaches and have a Certificate of Completion signed by a Department-approved Ethics trainer.
- 2.1.3. Recovery Coach is non-clinical and does not diagnose or offer primary treatment for addiction or any mental health issues.
- 2.1.4. Recovery Coach works with individuals beyond recovery initiation through stabilization and into recovery maintenance.
- 2.1.5. To avoid role ambiguity and conflict, Recovery Coach does not fulfill other service roles (therapist, counselor, case manager, nurse, physician, clergy, etc.) to individuals that they are coaching.
- 2.1.6. Recovery Coach supports all pathways to recovery and is not associated with any particular method or approach.
- 2.1.7. Recovery Coach supports any positive change, helping persons in recovery to avoid relapse, build community support for recovery, or work on life goals not related to addiction such as relationships, work, education etc.
- 2.1.8. Recovery Coach links persons in recovery to recovery community and helps persons in recovery build community relationships.
- 2.1.9. Recovery Coach promotes recovery by serving as a guide and mentor for persons in recovery.
- 2.1.10. Recovery Coach abides by the Idaho Code of Ethics for Recovery Coaches.
- 2.1.11. Recovery Coach must be at least 18 years old.

Special considerations: The clinical therapeutic relationship is by nature, unequal. The boundaries of the relationship are strictly defined and preclude the counselor or therapist from sharing personal information and the counselor or therapist tends to have significantly more power in the relationship than the participant. The recovery coach relationship is a reciprocal relationship and the recovery coach not only shares personal information with the participant but is expected to act as a friend, mentor and companion to the individuals they are coaching.

2.2. Recovery Coach Trainers

Rationale: A Recovery Coach Training of Trainers (TOT) program is essential for capacity building and continued success and sustainability of Recovery Coaching in Idaho. The

Training of Trainers courses provide trainers with background knowledge and skills that will enable them to effectively mentor and train other persons to become recovery coaches.

- 2.2.1. Recovery Coach Trainer meets standards as stated in section 2.1.
- 2.2.2. Recovery Coach Trainer completes an *Application for Recovery Coach Training of Trainers (TOT)* that includes:
 - 2.2.2.1. Motivation for applying for training;
 - 2.2.2.2. Willingness to do recovery coach trainings;
 - 2.2.2.3. Willingness to work with the Division of Behavioral Health in planning trainings;
 - 2.2.2.4. Letter of support from current employer;
 - 2.2.2.5. Willingness to train the curriculum as it was presented by Connecticut Community for Addiction Recovery (CCAR);
 - 2.2.2.6. Willingness to present as a positive supporter of the recovery coach model; and
 - 2.2.2.7. Experience as a trainer.
- 2.2.3. Recovery Coach Trainer completes the Connecticut Community for Addiction Recovery (CCAR) 30-hour Recovery Coach Academy training.
- 2.2.4. Recovery Coach Trainer completes the 12-hour Connecticut Community for Addiction Recovery (CCAR) Recovery Coach Academy Training-of-Trainers (TOT) course.
- 2.2.5. Recovery Coach Trainer completes the 12-hour Connecticut Community for Addiction Recovery (CCAR) Ethical Considerations for Recovery Coaches.
- 2.2.6. Recovery Coach Trainer completes the 12-hour Connecticut Community for Addiction Recovery (CCAR) Ethics Training-of-Trainers (TOT) course.

Special considerations: The TOT courses are designed to familiarize participants with the full Recovery Coach Academy and Ethical Considerations for Recovery Coaches curriculum and to learn optimal methods of delivering the training. It is not intended to train participants on how to train (training skills); therefore, those attending the TOT courses should be experienced trainers.

2.3. Certified Recovery Coach

Rationale: A certification process helps establish a valid, reliable and defensible methodology for the evaluation of recovery coach competency and promotes standards of training and competency that increases the professionalism of the recovery coaching field. Certification provides employers and participants with evidence and documentation that the certificate holder has demonstrated a certain level of job-related knowledge, skills, abilities, and practical experience. Certification also empowers the holder via the knowledge and skills obtained, as well as by the fact that he/she has successfully accomplished the completion of all requirements. A Certified Recovery Coach (CRC) is any individual that has completed the certification process through the certifying body and is actively certified as a Certified Recovery Coach.

- 2.3.1. Certified Recovery Coach meets standards as stated in section 2.1.
- 2.3.2. Certified Recovery Coach completes a total of 46 hours of training in the following performance domains:
 - 2.3.2.1. Advocacy—10 hours;
 - 2.3.2.2. Mentoring/Education—10 hours;
 - 2.3.2.3. Recovery/Wellness Support—10 hours; and
 - 2.3.2.4. Ethical Responsibility—16 hours.

- 2.3.3. Certified Recovery Coach has a high school diploma or jurisdictionally certified high school equivalency.
- 2.3.4. Certified Recovery Coach has 500 hours of volunteer or paid work experience specific to the domains of Advocacy, Mentoring/Education, Recovery/Wellness Support and Ethical Responsibility.
- 2.3.5. Certified Recovery Coach has 25 hours of supervision specific to the domains of Advocacy, Mentoring/Education, Recovery/Wellness Support and Ethical Responsibility. Supervision must be provided by an organization's documented and qualified supervisory staff per job description.
- 2.3.6. Certified Recovery Coach abides by the Idaho Code of Ethics for Recovery Coaches.
- 2.3.7. Certified Recovery Coach passes the Idaho Recovery Coach certification exam with a score that meets the standard set by the certifying body.
- 2.3.8. Certified Recovery Coach earns 10 hours of continuing education per year, including 3 hours in ethics.
- 2.3.9. The certifying body tracks certification and continuing education status of Idaho's Recovery Coaches.
- 2.3.10. The certifying body maintains sole discretion to suspend or revoke certification of Recovery Coaches certified under the auspices of the certifying body.
- 2.3.11. The certifying body oversees the Certified Recovery Coach certification process and approval of all certification materials including application forms, required documentation, continuing education, fees and testing tools.

2.4. Peer Specialist Recovery Coach (PSRC)

Rationale: People who have achieved and sustained recovery can be a powerful influence for individuals seeking their own path to recovery. The Peer Specialist Recovery Coach (PSRC) is a designation designed for Certified Recovery Coaches who are in recovery from a substance use disorder. A PSRC has specific knowledge and understanding through lived experience that makes him/her uniquely qualified to provide peer support for another person in recovery from a substance use disorder. It includes those who have received formal system services and those on pathways to recovery through other religious and spiritual approaches.

- 2.4.1. Peer Specialist Recovery Coach meets standards as stated in 2.1.
- 2.4.2. Peer Specialist Recovery Coach is certified by certifying body according to standards stated in section 2.3 prior to seeking designation.
- 2.4.3. Peer Specialist Recovery Coach has a substance use disorder and at least one (1) ongoing and continuous year of recovery.
- 2.4.4. Peer Specialist Recovery Coach is willing to self-identify as a peer, share his/her story and provide peer support to others who can benefit from the PSRC's lived experiences.
- 2.4.5. Peer Specialist Recovery Coach writes a *Statement of Personal Recovery* that demonstrates recovery status and personal commitment to recovery maintenance.
- 2.4.6. Peer Specialist Recovery Coach abides by the Idaho Code of Ethics for Recovery Coaches.
- 2.4.7. Designation as a PSRC is issued by the Department's contracted agency.

- 2.4.8. The PSRC designation is renewed annually by the Department's contracted agency. Peer Specialist Recovery Coach meets the following requirements for renewal:
- 2.4.8.1. Current certification through the certifying body as a Certified Recovery Coach and in good standing with the certifying agency;
 - 2.4.8.2. 6 hours of continuing education related to the performance domains and tasks listed in the Training section 2.5 including 1 hour of ethics; and
 - 2.4.8.3. 3 Letters of Recommendation/Support.
- 2.4.9. The Department contracted agency maintains sole discretion to inactivate or terminate a PSRC designation issued by the Department contracted agency. Reasons for inactivation or termination may include, but are not limited to:
- 2.4.9.1.1. Ethical violation substantiated by the Department's contracted agency;
 - 2.4.9.1.2. Failure to comply with conditions of renewal;
 - 2.4.9.1.3. Failure to document appropriate continuing education as required Department's contracted agency; and
 - 2.4.9.1.4. Suspension or termination of recovery coach certification by the certifying agency.
- 2.4.10. The Department-contracted agency oversees the PSRC designation process and approval of all designation materials including application forms, required documentation, continuing education, fees and testing tools.

Special considerations: Continuing education required for Certified Recovery Coach recertification may meet continuing education requirements for PSRC annual designation.

2.5. Training

Rationale: The purpose of training is to introduce individuals to the key concepts, fundamental skills and core functions of recovery coaching. Training helps facilitate an individual's competence as a recovery coach and help ensure that individuals have the necessary knowledge and skills to provide quality services. Standardized training helps ensure that recovery coaches learn essential knowledge and skills needed to perform recovery coaching services.

- 2.5.1. Recovery Coach training includes, at a minimum, the following competency areas:
- 2.5.1.1. **Advocacy-**
 - 2.5.1.1.1. Serve as participant's individual advocate;
 - 2.5.1.1.2. Advocate within systems to promote participant-centered recovery support services;
 - 2.5.1.1.3. Assure that the participant's choices define and drive their recovery planning process; and
 - 2.5.1.1.4. Promote participant-driven recovery plans by serving on the participant's recovery-oriented team.
 - 2.5.1.2. **Mentoring/Education-**
 - 2.5.1.2.1. Serve as a role model of a person in recovery;
 - 2.5.1.2.2. Establish and maintain a reciprocal relationship rather than a hierarchical relationship;
 - 2.5.1.2.3. Promote social learning through shared experiences;
 - 2.5.1.2.4. Teach participants life skills;

- 2.5.1.2.5. Encourage consumers to develop independent behavior that is based on choice rather than compliance;
- 2.5.1.2.6. Assure that participants know their rights and responsibilities; and
- 2.5.1.2.7. Teach participants how to self-advocate.
- 2.5.1.3. **Recovery/Wellness Support-**
 - 2.5.1.3.1. Serve as an active member of the participant's recovery-oriented team;
 - 2.5.1.3.2. Assure that all recovery-oriented tasks and activities build on participant's strengths and resiliencies;
 - 2.5.1.3.3. Help the participant identify his/her options and participate in all decisions related to establishing and achieving recovery goals;
 - 2.5.1.3.4. Help the consumer develop problem-solving skills so s/he can respond to challenges to their recovery; and
 - 2.5.1.3.5. Help the consumer access the services and supports that will help him/her attain his/her individual recovery goals.
- 2.5.1.4. **Ethical Responsibility-**
 - 2.5.1.4.1. Respond appropriately to risk indicators to assure the participant's welfare and physical safety;
 - 2.5.1.4.2. Immediately report suspicions that the participant is being abused or neglected;
 - 2.5.1.4.3. Maintain confidentiality;
 - 2.5.1.4.4. Communicate person issues that impact ability to perform job duties;
 - 2.5.1.4.5. Assure that interpersonal relationships, services, and supports reflect the participant's individual differences and cultural diversity;
 - 2.5.1.4.6. Document service provision as required by employer; and
 - 2.5.1.4.7. Gather information regarding participant's personal satisfaction with progress toward his/her recovery goals.
- 2.5.2. Training is 46 hours of face-to-face instruction with 10 hours in each of the domains of Advocacy, Mentoring/Education, and Recovery/Wellness and 16 hours in the domain of Ethical Responsibility.

Special considerations: Training conducted through interactive video telecommunications may be considered face-to-face. Any exceptions to the training as outlined here are reviewed by the certifying body.

2.6. Ethics

Rationale: Aspiring to be ethical involves sustained vigilance in preventing harm and injury to each person served. It is important that all recovery coaches are familiar with and follow ethical guidelines and expectations of service delivery for those served.

- 2.6.1. Recovery Coach adheres to the Idaho Code of Ethics for Recovery Coaches.
- 2.6.2. Recovery Coach completes ethics training at least annually.
- 2.6.3. Agencies employing or utilizing volunteer recovery coaches establish procedures for ethical decision making including methods for dealing with allegations of violations of ethical code.
- 2.6.4. Recovery Coach makes every effort to protect the confidentiality of the participant and adhere to limits of confidentiality as determined by applicable laws.

Special considerations: Recovery Coaching relationships are less hierarchical than the clinical counselor-client relationship. As such, the ethical guidelines that govern the clinical counselor are not applicable in the Recovery Coaching capacity.

2.7. Recovery Coaching Services

Rationale: Recovery Coaching is a set of non-clinical, participant-centered activities that engage, educate and support an individual to successfully make life changes necessary to recover from disabling substance use disorder conditions. Depending on the scope of work of the organization in which the recovery coach is providing services, the tasks carried out by the recovery coach can vary. Generally speaking, the services that a Recovery Coach provides should be participant-centered, participant-driven, culturally sensitive, recovery-based and community-based with the participant's rights protected. These services broaden the continuum of care provided in the typical treatment setting; they are part of an array of services. Recovery coaching services are partners to more traditional services, but should not be used as a substitute for clinical services when the need for clinical services is indicated. The purpose for these services is to help the participant feel less isolated and more empowered within their recovery and engaged in their community.

- 2.7.1. Recovery Coach utilizes a participant-centered recovery wellness plan to help participants develop effective recovery and general life goals.
- 2.7.2. The Recovery Wellness Plan is the participant's plan and is written, maintained and kept by the participant. Copies of the plan may be but are not required to be kept in the participant treatment file.
- 2.7.3. Recovery coaching services are delivered primarily face-to-face, secondarily by telephone, or via social media.
- 2.7.4. Recovery coaching services are delivered individually and in group sessions
- 2.7.5. Recovery coaching services are non-clinical activities designed to help initiate and sustain the individual in his/her recovery. The scope and types of recovery coaching services may include:
 - 2.7.5.1. Mentoring or Coaching—assists participants with tasks such as setting recovery goals, developing recovery action plans, and solving problems directly related to recovery;
 - 2.7.5.2. Recovery Resource Connecting—connects participants with professional and non-professional services and resources available in the community that can help meet the individual's needs for recovery;
 - 2.7.5.3. Facilitating and Leading Recovery Support Groups—facilitates or leads recovery-oriented group activities. Some of these activities are structured as support groups, while others have educational purposes. Many have components of both; and
 - 2.7.5.4. Building Community—helps participants make new friends and begin to build alternative social networks.
- 2.7.6. Recovery Coach refers participants to the appropriate resources if they are unable to benefit from coaching.
- 2.7.7. Recovery coaching services are delivered in both clinical setting and the community including:
 - 2.7.7.1. Free standing peer recovery support or consumer run organization locations;

- 2.7.7.2. Facilities where other outpatient substance use disorder services are provided;
 - 2.7.7.3. Natural community settings;
 - 2.7.7.4. Facilities where inpatient services are provided;
 - 2.7.7.5. Prisons, jails, forensic facilities;
 - 2.7.7.6. Other community based settings; and
 - 2.7.7.7. Supportive housing locations (e.g. Staffed Safe and Sober Housing facilities).
- 2.7.8. Specific caseload sizes are determined by the complexity of issues presented by the treatment population and the availability of ancillary services in the area.
- 2.7.9. Frequency of service depends on where the person is in their stage of recovery but no less than monthly.
- 2.7.10. Recovery Coach working within an agency adhere to the documentation requirements of the agency.

Special Considerations: A clinician or professional person may hold certification as a Recovery Coach; however, a Recovery Coach working with a particular individual as a Recovery Coaching provider cannot also be the clinician (i.e. other professional) who is providing any other services to that same individual. In other words, an individual cannot be the Recovery Coaching provider and other professional provider of a participant at the same time.

Services that a recovery coach does not perform include: counseling/therapy, drug testing, diagnosing of symptoms and disorders, recommending medications or monitoring their use, acting as a legal representative, participating in the determination of competence, and providing legal advice.

Although a recovery coach could work with a larger caseload, it is important to consider the amount of time required by each individual receiving the service. As is the case across the behavioral health field – as caseloads increase, recovery coaches lose their capacity to effectively teach behavioral skills.

Billable recovery coaching services vary across funding sources. Agencies need to ensure that recovery coach services are approved for direct billing and meet criteria for reimbursement and have guidelines on how to bill for these services to foster financial sustainability.

The use of social media creates potential risks of unintentional improper disclosure of a participant's personal and private information. Recovery coaches should be aware of the limitations of privacy online and ensure that they maintain confidentiality when using social media for recovery coaching services.

2.8. Reciprocity

Rationale: The time and effort a person expends obtaining a certification is valued. In circumstances where an individual has received certification from another state, it is important to have a process for reviewing whether reciprocity to provide similar services in Idaho is appropriate.

- 2.8.1. Individuals requesting reciprocity for Certified Recovery Coach submit an Idaho Certified Recovery Coach application along with a copy of his/her certification to Idaho's certifying body.

- 2.8.2. If Idaho's certifying body finds the application deficient in any of Idaho's requirements, a letter explaining needed documentation will be sent to the applicant. The applicant has 30 calendar days to respond with an explanation as to how the requirements will be completed and 60 days to complete said requirements.
- 2.8.3. Individuals requesting reciprocity for Peer Specialist Recovery Coach designation must have Idaho certification as a Certified Recovery Coach and may apply to the Department-contracted agency to qualify as a Peer Specialist Recovery Coach in Idaho.

Special Considerations: Certification titles and role of recovery coaches vary from state to state. An individual may qualify as a peer under the certification in another state but designation as Peer Specialist Recovery Coach is needed to qualify as a peer in Idaho.

2.9. Organizational Readiness and Responsibility

Rationale: Optimal employment and use of recovery coaches requires awareness and understanding of peer recovery, resilience, trauma, and hope as they relate to the recovery coach providing services and to the participants who receive those services. Recovery coaches can provide a unique perspective to the rest of the team and work to foster positive, effective relationships with the persons served. Organizational readiness is essential to ensure that recovery coaches have a place of employment that understands their purpose and is aware of the strengths and limitations in the recovery coaching scope of practice.

- 2.9.1. Recovery Coaches are treated as equal to any other staff of the agency, are provided equivalent opportunities for training and pay, and benefits competitive and comparable to other staff based on experience and skill level.
- 2.9.2. Agency engages in educational opportunities that prepare them to better understand the strengths and opportunities offered by the Recovery Coach.
- 2.9.3. Agency provides ongoing supervision to Recovery Coach that is non-clinical and trauma-informed, facilitated by a qualified supervisor that is trained on the unique issues of a recovery coach.
- 2.9.4. Agency ensures that performance evaluations reflect the Recovery Coach role and are completed in a way that promotes recovery.
- 2.9.5. Agency does not employ or utilize clients who are receiving services at their agency as a Recovery Coach for the agency.
- 2.9.6. Agency develops a written job description that specifies the duties and responsibilities of the Recovery Coach within that agency.
- 2.9.7. Recovery Coach assists in developing the plan for care, treatment, or services, when indicated by the participant served.
- 2.9.8. The plan for care, treatment, or services reflects the inclusion of recovery coaching as determined by the participant served.

Special Considerations: Implementing recovery coaching services likely requires modifications to existing treatment policies and guidelines and possibly the culture within existing treatment organizations. Traditional addiction treatment programs have been structured around a professionally-driven, short-term (e.g., four to six weeks), and residential- or outpatient-based model of treatment. Policies and guidelines have evolved to support these traditional treatment programs and, as a result, require some changes to support the application of a more client-centered, longer-term (e.g., 12 to 24 months), and community-based program. In addition, the culture and philosophical or ideological orientation of the treatment program also need to be

modified to incorporate a community-based, client-centered model of care. Both the collective organization and the staff members within all levels of the agency will be impacted by introduction of the RC program. The implementation of the RC program requires the involvement of staff from all levels of the organization and modifications to how the agency engages and provides services to its treatment population.

Supervisors need clear guidance about the role of recovery coaches within the organization and how to support them. Supervisors should receive training in how to supervise recovery coaches, including how to support recovery coaches in maintaining their own recovery, how to deal with relapse and how to help recovery coaches manage workforce challenges.

Safety is an important concern; therefore background checks may be required by law and rule. It is the responsibility of the agency or place of employment to ensure that the Recovery Coach meets applicable background check requirements.

Additional Considerations: *Agencies that employ Recovery Coaches adhere to this standard and all of the Core Standards put forth by the State Behavioral Health Authority.*

References for Standard 2.0:

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