

# Certification Guidelines: Credential Standards and Requirements Table

## Certified Recovery Residence Administrator (CRRA)



*Define Yourself as a Professional  
through Certification.*

1715 S. Gadsden St.  
Tallahassee, FL 32301  
P: 850.222.6314  
F: 850.222.6247



# CRRA STANDARDS & REQUIREMENTS TABLES

The purpose of this document is to provide detailed CRRA credential specific information, including CRRA standards, requirements and application policies and procedures. This document is to be read in conjunction with the FCB’s overall administrative requirements that are detailed in the following FCB Candidate Guides:

- [Candidate Guide: Application Process](#)
- [Candidate Guide: Examination Process Credential Award](#)
- [Candidate Guide: Maintenance and Renewal Process](#)

Applicants are responsible to read, understand and follow the information in the FCB’s Candidate Guides, this document, and the FCB’s [Code of Ethical and Professional Conduct and Disciplinary Procedures](#). All documents are posted online. Please contact the FCB at 850-222-6314 if you have any questions.

## CONTENTS

---

Certified Recovery Residence Administrator (CRRA).....	1
Application Process Overview.....	2
Online Application Requirements.....	2
Create an Online Account.....	3
Create an Online Application for Certification.....	3
Download and Distribute/Complete Required Forms.....	3
CRRA Standards and Eligibility Requirements.....	4
Online Application Components & Submission Protocol.....	6
Hard Copy Application Documents and Submission Protocol.....	8
Certification Process Checklist.....	10
Training Topics by Domain.....	11

## CERTIFIED RECOVERY RESIDENCE ADMINISTRATOR (CRRA)

---

The CRRA designation is an entry-level substance abuse credential for person’s who assist clients in achieving and maintaining recovery from addictions in a residential facility or house.

All CRRAs have demonstrated competency through training, experience and supervision in the performance domains of:

- Recovery Residence Operations and Administration
- Maintaining the Physical Residence
- Resident Screening and Admission
- Resident Recovery Support
- Legal, Professional and Ethical Responsibilities

## APPLICATION PROCESS OVERVIEW

---

There are two distinct phases to earning the CRRA credential

- Phase 1: Apply for, submit required supporting documentation and be approved to test for the credential. Please see the [CRRA Standards and Eligibility Requirements](#) section and the [CRRA Online Application Components and Submission Protocol](#) section of this document for additional details
- Phase 2: Once your application portfolio has been approved, you will sit for the credential exam. Upon passing the exam, your certification will be issued. Please see the [Candidate Guide: Examination Process Credential Award](#) for additional details.

This document provides you with the program requirements and the process steps to apply for and hold the credential through the two-phase process.

## ONLINE APPLICATION REQUIREMENTS

---

There are several process steps involved in applying for certification.

**To apply for the [CRRA](#) credential, applicants are responsible to:**

1. Establish an online account in the FCB online system. This is a one-time activity.
2. Create an online [Certified Recovery Residence Administrator](#) application for certification. This is the official application and payment pathway. However, there are additional forms and supporting documentation that must also be submitted to the FCB.
3. Download and complete the *Training Verification Form*. The completed form and supporting documentation can be uploaded to the electronic application or emailed to your Certification Specialist, once assigned.
4. Save a copy of your high school diploma, GED or transcript for your highest level of education completed.
5. Download the *Work Experience Verification, On-the-Job Supervision Verification, and Professional Recommendation for Certification Forms*; complete Part 1 of each form; provide the form to the appropriate person(s) to complete and submit directly to the FCB on your behalf. DO NOT collect these forms back and submit them yourself. The FCB WILL NOT accept these forms or supporting documentation from an applicant.

The CRRA application is considered to be successfully submitted when you have progressed through all screens and your fee has been processed. This will generate a system email notifying you that your application has been received and the initial review is underway.

Approximately 3-4 weeks later, you will receive a personal email of introduction from your assigned Certification Specialist, along with the results of the initial review of your application and supporting forms/documentation. This person will serve as your single-point-of-contact throughout the certification application, examination and award processes.

All applicants have a maximum of 12-months to earn each credential, starting from the date the application and the certification fee are received by the FCB.

The length of time for an application to be approved depends on the timeliness and quality of the documents received by the FCB. We strongly recommend that you ensure you understand the certification process and create a plan to complete all steps before completing/submitting either of the online applications.

**Hard copy applications are only available for applicants who meet ADA requirements related to accommodations for using computers and related technologies. Please contact the FCB for additional assistance.**

## **CREATE AN ONLINE ACCOUNT**

All applicants MUST first establish an online account with the FCB. Please go to our website at [www.flcertificationboard.org](http://www.flcertificationboard.org) and click on My Account to access the portal.

- If you have an account, simply login.
- If this is your first time working with the FCB, click on the My Account link to create a new account.
- If you have forgotten your login or password, please call the office. **DO NOT CREATE MULTIPLE ACCOUNTS.**

## **CREATE AN ONLINE APPLICATION FOR CERTIFICATION**

Applicants will be required to complete an online application.

CRRA Application: Once you have access to your online account, select the “Apply for New Certification” button and then select the **Certified Recovery Residence Administrator** online application. See the [CRRA Online Application Components and Submission Protocol](#) section of this document for additional details.

An application is considered submitted when the applicant has progressed through all of the screens, providing all system required information, and making the application fee payment.

- You can access the application for a maximum of 45 days. Applications not submitted within 45 days will be automatically deleted, including all data and attachments.
- Once the application is submitted and the fee payment is received, the application is “locked.” This means that the applicant can no longer make changes to data entered into the application and cannot add additional files of supporting documentation. Please work directly with your assigned Certification Specialist, who will make the necessary changes/updates.

## **DOWNLOAD AND DISTRIBUTE/COMPLETE REQUIRED FORMS**

All credential-specific requirements are documented on FCB forms. All forms are posted online, under Credentials at FCB’s website, [www.flcertificationboard.org](http://www.flcertificationboard.org). All forms must be filled out electronically – handwritten forms will be denied.

All forms and supporting documentation must be submitted to the FCB by the individual signing off on the form/submitting supporting documentation. Forms and documents provided by the applicant will be denied.

All hard copy documents and fee payments may be made to the FCB via mail, email or fax to (850) 222-6247.

**US Mail:** FCB ♦ 1715 South Gadsden Street ♦ Tallahassee, Florida, 32301

**Email:** Applicants are assigned a Certification Specialist when their application has been received at the FCB. Please ask the applicant for their Certification Specialist’s name and email address. In the absence of a specified person, FCB accepts email at [admin\\_assist@flcertificationboard.org](mailto:admin_assist@flcertificationboard.org).

# CRRA STANDARDS AND ELIGIBILITY REQUIREMENTS

TOPIC	MINIMUM REQUIREMENT
<p><i>Please review the <b>Candidate Guide: Application Process</b> and the following CRRA standards and eligibility requirements for application. For the most current application and exam fees, please see the <b>Fee Schedule</b> posted on FCB's website.</i></p>	
<p><b>DCF Level 2 Background Screening</b></p>	<p>Statute requires all applicants to pass a Level 2 Background Screening that is conducted thru the Department of Children and Families. FCB will initiate background checks for individuals seeking the CRRA credential.</p> <p>Regardless of if you have been previously approved for a FCB credential or DCF Level 2 Background, you must complete and return the Clearinghouse Applicant Request Form and Privacy Policy Form.</p>
<p><b>Formal Education</b></p>	<p>High School Diploma or General Equivalency Degree.</p> <p>High School Diplomas or General Equivalence Degrees must be eligible for acceptance by colleges or universities holding nationally recognized accreditation through the United States Department of Education and/or Council on Higher Education Accreditation (CHEA).</p>
<p><b>Content Specific Training</b></p>	<p>100 total clock hours of training divided as follows:</p> <ol style="list-style-type: none"> <li>1. Recovery Residence Operations and Administration: 20 hours</li> <li>2. Maintaining the Physical Residence: 20 hours</li> <li>3. Resident Screening and Admission: 10 hours</li> <li>4. Resident Recovery Support: 30 hours</li> <li>5. Legal, Professional and Ethical Responsibilities: 20 hours</li> </ol> <p>Eligible training must be taken from an FCB Approved Education Provider within the last 10 years (no time limit on college coursework taken as part of a degree program). FCB Eligible Training Guidelines and Providers are listed online on FCB's website <a href="http://www.flcertificationboard.org">www.flcertificationboard.org</a> under Education &amp; Training.</p> <p>Recommended training topics for each domain are listed at the end of this document.</p> <p>Content specific training and supporting documentation is submitted to the FCB by the applicant. Applicants must complete (1) the FCB Training Verification Form and (2) attach approved supporting documentation for each entry listed on the Form.</p>
<p><b>Related Work Experience</b></p>	<p>1,000 hours of work and/or volunteer experience providing related recovery residence administrator, manager or closely aligned residential management services within a recovery residence setting.</p> <p>Work and/or volunteer experience must be directly related to the core competencies of the credential and must have occurred within the last 5 years.</p>
<p><b>On-the-Job Supervision</b></p>	<p>10 hours of on-the-job supervision of the applicant's performance of related recovery residence administrator, manager, or residential management services within a recovery residence setting.</p> <p>Of the 10 hours, a minimum of 2 hours of supervision must be provided and documented in each of the following categories.</p> <ol style="list-style-type: none"> <li>1. Recovery Residence Operations and Administration</li> <li>2. Maintaining the Physical Residence</li> <li>3. Resident Screening and Admission</li> <li>4. Resident Recovery Support</li> <li>5. Legal, Professional and Ethical Responsibilities</li> </ol>

TOPIC	MINIMUM REQUIREMENT
	<p>For certification purposes, the FCB benchmarks reasonable and achievable supervision at the rate of 3 hours per week/156 hours per year.</p> <p>Supervision for the CRRA focuses on client interaction and improving a CRRA’s skill set to effectively serve their client base. Eligible supervision can be individual, one-on-one supervision and/or observation of skills OR group supervision/case staffings.</p> <p>At least 50% of the hours of supervision must be individual, one-on-one supervision and/or observation of skills. No more than 50% of the required hours of supervision may be in a group setting.</p> <p>Qualified supervisors include the applicant’s immediate supervisor or any other agency supervisors, trainers, mentors, quality assurance staff, officer or director of the agency/residential facility, and any other agency management or leadership staff assigned by the employer to provide supervision for certification purposes. If the applicant is working in a non-paid, volunteer capacity, the individual responsible for overseeing the applicant’s volunteer staff is a qualified supervisor.</p> <p>Eligible on-the-job supervision occurred within the last 5 years.</p>
<b>Recommendations</b>	Three (3) professional letters of recommendation for certification.
<i>Please review the <b>Candidate Guide: Examination and Credential Award</b> and the following CRRA exam requirements.</i>	
<b>Exam</b>	Certified Recovery Residence Administrator Exam
<i>Please review the <b>Candidate Guide: Credential Maintenance and Renewal</b> and the following CRRA requirements.</i>	
<b>Continuing Education</b>	<p>10 hours per year. Training content must be related to at least one of the CRRA performance domains as indicated under Content Specific Training.</p> <p>Continuing Education (CE) credit hours must be non-repetitive (i.e., the same course cannot be claimed more than one time during each credentialed period, even if the course is taken annually).</p>
<b>Renewal</b>	Annual, on June 30th of each calendar year.

## ONLINE APPLICATION COMPONENTS & SUBMISSION PROTOCOL

SECTION	REQUIRED DATA	REQUIRED ATTACHMENTS
<b>Other Certification or Licensure</b>	<p>Enter the requested information for any non-FCB certification or license you may hold.</p> <p>If you do not hold other credentials, select the “next” button.</p>	<p>No applicant-provided attachments are required. If you report another credential(s), please upload a copy of the credential.</p>
<b>Formal Education/Degree</b>	<p>Enter the requested information for the highest level degree you hold.</p>	<p>Upload a copy of your high school diploma/GED or transcript.</p>
<b>Content Specific Training</b>	<p>You are not required to enter any fields of data; you only upload mandatory files.</p>	<p>Upload a completed <i>Training Verification Form</i> and supporting documentation for each course/training event listed on the form.</p>
<b>References</b>	<p>You are required to identify at least one supervisor who provided you with On-the-Job Supervision for certification purposes.</p> <p>You are required to identify the three individuals who will submit recommendations for certification on your behalf. Three professional references are required.</p>	<p>There is not an option to upload documents to this section of the application.</p> <p>You must download the <i>On-the-Job Supervision Verification Form</i> and provide a copy to each supervisor for completion &amp; submission to the FCB.</p> <p>You must download the <i>Professional Recommendation for Certification Form</i> from the FCB website and provide a copy to your references for completion &amp; submission to the FCB.</p> <p><b>Note: Do not collect completed supervision or recommendation forms and submit them to the FCB yourself.</b></p>
<b>Current Employer</b>	<p>Enter the requested information for your current employer AND each additional employer you will contact to document the required work experience hours.</p>	<p>There are no applicant-provided attachments in this section.</p> <p>You must download the <i>Work Experience Verification Form</i> and provide a copy to each employer for completion &amp; submission to the FCB.</p> <p><b>Note: Do not collect completed work verification forms and submit them to the FCB yourself.</b></p>
<b>Assurance and Release</b>	<p>Read the agreements on this page as you are bound by FCB policy and procedure once you check the check box and select the “next” button.</p>	<p>There are no applicant-provided attachments in this section.</p>

SECTION	REQUIRED DATA	REQUIRED ATTACHMENTS
<b>Final Review and Application Submission</b>	<p>Review all entered information. If any edits need to be made, make them at this time.</p> <p>Additional documents cannot be uploaded after you select the “submit” button.</p> <p>If you do not select the “submit” button with 45 days of starting the application, the system will delete the application, including all entered data and attachments.</p>	<p>There are no applicant-provided attachments in this section.</p> <p>When you submit your application, you will be taken to the fee payment screen.</p>
<b>Fee Payment</b>	<p>The certification fee is due at this time. The preferred method is to pay online by credit card.</p>	<p>Your application is not submitted until payment is made. See the <a href="#">Fee Schedule</a> posted on FCB’s website for most current fees.</p> <p>Credit card payments made online are secure and have no additional fees. Payments may also be made by money order/check. Credit card payments made by phone will incur an additional \$5.00 convenience fee per transaction.</p> <p><b>All fees are non-refundable.</b></p>



## HARD COPY APPLICATION DOCUMENTS AND SUBMISSION PROTOCOL

Applicants must download the following forms from the FCB website and provide the forms to the appropriate people for completion and submission to the FCB.

The following forms are submitted by the applicant:

- Training Verification Form*
- Clearinghouse Applicant Request Form*
- Privacy Policy*

The following are submitted by those completing the form on behalf of the applicant:

- Work Experience Verification Form*
- On-the-Job Supervision Verification Form*
- Professional Recommendation for Certification Form*

Your assigned Certification Specialist will upload all hard copy documents to your online application. You will be able to track the status of each requirement from your online account.

REQUIRED DOCUMENTATION	APPLICANT PROVIDED	NON-APPLICANT SOURCE
<b>DCF Level 2 Background Screening</b>	Hard Copy Document: Certification Specialist will email applicant forms for Level 2 Background Screening upon receiving CRRRA application. Complete Clearinghouse Applicant Request Form and Privacy Policy Form.	No documentation required from a non-applicant source.
<b>Formal Education</b>	Online Application: Report highest level degree(s). If High School Diploma/GED, upload a copy.	No documentation required from a non-applicant source.
<b>Work Experience Verification</b>	Online Application: Report employer(s) who will submit verification documentation.  Hard Copy Document: Provide each employer with a <i>Work Experience Verification Form</i>	Hard Copy Document: Employer completes and submits related work experience on the <i>Work Experience Verification Form</i> . Employers must attach a position description on agency letterhead specifying all related duties.
<b>On-the-Job Supervision Verification</b>	Online Application: Report supervisor(s) who will submit verification documentation.  Hard Copy Document: Provide each supervisor with an <i>On-the-Job Supervision Verification Form</i> .	Hard Copy Document: Supervisor completes and submits <i>On-the-Job Supervision Verification Form</i> directly to the FCB.
<b>Content Specific Training</b>	Hard Copy Document: Complete <i>Training Verification Form</i> and collect copies of supporting documentation.  Online Application: Upload all documents.	No documentation required from a non-applicant source.
<b>Recommendation for Certification</b>	Online Application: Report individuals who will submit a recommendation for certification.	Hard Copy Document: Individual providing the recommendation completes and submits the

Hard Copy Document: Provide each individual with a *Professional Recommendation for Certification Form*.

*Professional Recommendation for Certification Form* directly to the FCB.

All forms must be filled out electronically – handwritten forms will be denied.

All forms and supporting documentation must be submitted to the FCB by the individual signing off on the form/submitting supporting documentation. Forms and documents provided by the applicant will be denied.

All hard copy documents and fee payments may be made to the FCB via mail, email or fax.

**US Mail:** FCB ♦ 1715 South Gadsden Street ♦ Tallahassee, Florida, 32301

**Email:** Applicants are assigned a Certification Specialist when their application has been received at the FCB. Please ask the applicant for their Certification Specialist’s name and email address. In the absence of a specified person, FCB accepts email at [admin\\_assist@flcertificationboard.org](mailto:admin_assist@flcertificationboard.org).

**FAX:** 850-222-6247

# CERTIFICATION PROCESS CHECKLIST

By submitting the CRRA application, you are stating/agreeing that you, the applicant, have read all the required policy and procedures covered in the following documents:

- [Candidate Guide: Application Process](#)
- [Candidate Guide: Examination Process and Credential Award](#)
- [Credential Specific Standards Table](#)
- [Code of Ethical and Professional Conduct and Disciplinary Procedures](#)

## FCB System Registration and Application

- Online account created.
- Online application submitted.
  - Identify current or prior licenses/certifications, if held.
  - Identify highest level of education completed. Save and upload copy of diploma or transcript.
  - Complete and upload the *Training Verification Form* and supporting documents.
  - Identify individuals who will submit *Professional Recommendation for Certification Forms*.  
Download and distribute the required form to each individual for completion & submission.
  - Identify individuals who will submit *On-The-Job Supervision Verification Form(s)*. Download and distribute the required form to each individual for completion & submission.
  - Identify current and/or past employers who will submit *Work Experience Verification Form(s)*.  
Download and distribute the required form to each individual for completion & submission.
- Fee payment made. All fees are non-refundable.

## Exams

- Receive approval to register for the exam(s).
- Exam Fee Payment Made.
- Register for the exam(s).
- Take the exam(s).

## TRAINING TOPICS BY DOMAIN

DOMAIN	TOPICS
<b>Recovery Residence Operations and Administration</b> <b>(20 hours)</b>	<ul style="list-style-type: none"> <li>• Federal and state fair housing laws</li> <li>• Local and state codes and regulations,</li> <li>• NARR Quality Standards for Recovery Residences</li> <li>• Criminal background screening procedures</li> <li>• Reimbursable services/payer types</li> <li>• Basic accounting or bookkeeping</li> <li>• Business skills</li> <li>• Writing policies and procedures</li> <li>• Risk management</li> <li>• General record keeping and documentation</li> <li>• Naloxone use</li> <li>• Ethical business practices</li> </ul>
<b>Maintaining the Physical Residence</b> <b>(20 hours)</b>	<ul style="list-style-type: none"> <li>• FARR facility certification requirements</li> <li>• Crisis prevention and intervention</li> <li>• Verbal de-escalation/Aggression Control (a subset of crisis prevention and intervention)</li> <li>• Suicide prevention</li> <li>• Fire and safety procedures/regulations</li> <li>• CPR/First Aid</li> <li>• Naloxone use (advanced training)</li> <li>• Disaster planning</li> <li>• Responding to emergency and disaster situations</li> <li>• Universal infection control</li> <li>• Food handling</li> <li>• Group process</li> <li>• Mentoring</li> <li>• Leadership</li> <li>• Recognizing and responding to safety risks</li> <li>• Customer service (for better responsiveness to neighbors)</li> <li>• Understanding and identifying licit and illicit drugs</li> <li>• Prescription medication policies and security techniques</li> <li>• Drug and alcohol testing policies and methods</li> </ul>
<b>Resident Screening and Admission</b> <b>(10 hours)</b>	<ul style="list-style-type: none"> <li>• Client Rights</li> <li>• Behavioral-health Screening Tools</li> <li>• Medication Management</li> <li>• Signs and symptoms of intoxication and withdrawal</li> <li>• Client rights/confidentiality laws and regulations</li> <li>• Interviewing Techniques</li> <li>• Health Indicators</li> <li>• Understanding levels of care and best “fit” for residents and peer community</li> </ul>
<b>Resident Recovery Support</b> <b>(30 hours)</b>	<ul style="list-style-type: none"> <li>• Understanding addiction</li> <li>• Co-occurring disorders</li> <li>• Building rapport</li> <li>• Group process and facilitation</li> <li>• Principles of recovery</li> </ul>

DOMAIN	TOPICS
	<ul style="list-style-type: none"> <li>• Recovery management</li> <li>• Recovery capital</li> <li>• Developing recovery goals and plans</li> <li>• Client-centered principles and practices</li> <li>• Wellness strategies</li> <li>• Lapse/relapse prevention</li> <li>• Motivational Enhancement/Motivational Interviewing</li> <li>• Resource linkage/making referrals</li> <li>• Collaboration methods</li> <li>• Practical living skills</li> <li>• Social development</li> <li>• Use of self-help groups and other recovery support services</li> <li>• Use of natural support systems</li> <li>• Oral communication skills/public speaking</li> <li>• Advocacy skills</li> <li>• Training for trainers</li> <li>• Medication-assisted treatments</li> </ul>
<b>Legal, Professional and Ethical Responsibilities (20 hours)</b>	<ul style="list-style-type: none"> <li>• Federal, State &amp; other governing laws and regulations</li> <li>• Ethics and professional conduct</li> <li>• Resident/client rights</li> <li>• Cultural competence: personal &amp; organizational</li> <li>• Boundary issues</li> <li>• Confidentiality</li> <li>• Documentation</li> <li>• Networking and public relations</li> <li>• Marketing/ethical marketing practices</li> <li>• Emotional and social intelligence</li> <li>• Using consultation</li> </ul>