Certified Recovery Residence Administrator (CRRA) Exam

Training Self-Assessment and Test Preparation Guide

INTRODUCTION

The FCB's Certified Recovery Residence Administrator (CRRA) Exam is required for all applicants seeking the Certified Recovery Residence Administrator (CRRA) credential.

To do your best on the Certified Recovery Residence Administrator (CRRA) exam, it is important that you take the necessary time to prepare for the test and develop the skills that will help you take it. The best way to perform well on the exam is to be prepared. First, you need to make the most of your **study skills**. Second, it is helpful to know general **test-taking strategies** to ensure that you will achieve your best score.

The **CONTENT CHECKLIST** section of this document is designed to help you identify core content that may be asked of you on the examination. PLEASE NOTE: this document does not provide study content, rather, it provides the competencies and number of items per competency so you can identify relevant training material and prepare for the exam. Competency is gained through a combination of training and experience. To that end, you must be familiar with the content and you must be able to apply the content to answer specific questions on the exam.

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EXAMINATION DEVELOPMENT & TEST CONTENT

The Florida Certified Recovery Residence Administrator (CRRA) exam is a 75-item, multiple-choice test. The test is designed to measure applicant's competency in the following performance domains:

1. Recovery Residence Operations and Administration
2. Maintaining the Physical Residence
3. Resident Screening and Admissions
4. Resident Recovery Support
5. Professional Responsibilities

Test takers have two-hours to complete the exam.

The development of the CRRA exam began with a clear and concise definition of the tasks, knowledge, skills, and abilities needed for competent job performance. The FCB works with Subject Matter Experts (SMEs) in the field to delineate critical job components.

Once the performance domains and job tasks are established, a validation study is conducted to ensure the performance domains and job tasks actually reflect current practice. Individuals currently providing Certified Recovery Residence Administrator (CRRA) services rate each job task for "frequency" and "importance" and provide detailed feedback regarding the adequacy of performance domains and job tasks. This data is analyzed and an Examination Blueprint is established. The Examination Blueprint identifies the number of items per performance domain as well as the number of items per job task within each domain necessary to ensure the exam results reflect the individual competence of the test taker.

Examination questions are written by certified individuals or those otherwise deemed as SMEs in the field. SMEs are trained in item writing best practices and assisted by psychometricians when writing questions. All examination questions are written in a multiple choice format with three response options. One of these options represents the BEST response and credit is granted only for selection of this response.

The number of items per domain and job task are presented in both the Content Table of this document and in *Attachment A: Florida CRRA Detailed Exam Blueprint.*

EFFECTIVE STUDY SKILLS

Recommended Study Goals

1. Read and work through this document, especially the job task/competency statements and the exam blueprint to focus your efforts.
2. Identify content you currently know and content for which you may need additional training or studying as you prepare for the test.
3. Do additional reading, such as the materials you received in your training courses.
4. Identify good times and best places to study.
5. Set specific, realistic goals to accomplish during study session. Study small amounts of material at a time. For example, *I will cover two competencies per night*.

Time Management

- Set realistic goals for what you want to accomplish during each study session and chart your progress.
- Study during your most productive time of the day.
- Study for reasonable amounts of time. Marathon studying is rarely productive.
- Take frequent breaks because they help you stay focused. Doing some quick exercises (e.g., sit-ups or jumping jacks) can help you stay alert.
- Be consistent. Establish a routine and stick to it.
- Study the most challenging test content first.
- For each study session, build in time to review what you learned in your last study session.
- Evaluate your accomplishments at the end of each study session.
- Reward yourself for a job well done.

Organization

- Establish a study area that has minimal distractions.
- Gather your materials in advance.
- Develop and implement a study plan

Active Learning

- Carefully read the information and then DO something with it.
- If you have paper documents, mark the important points with a highlighter, circle them with a pen, write notes about them, or summarize the information in your own words.
- Ask questions. As you study, questions often come into your mind. Write them down and actively seek the answers.
- Create sample test questions and answer them.
- Find a friend who is also planning to take the test and quiz each other.

TEST-TAKING STRATEGIES

Focus. Try to block out whatever is going on around you. Take your time and think about what you are asked to do.

Budget your time. Be sure that you allocate an appropriate amount of time to work on each question on the test.

Take a quick break if you begin to feel tired. To do this, relax in your chair, and take a few deep breaths. You may want to stretch. DO NOT get up and walk around during the exam time.

Use positive self-talk. If you find yourself saying negative things to yourself such as "I can't pass this test," it is important to recognize that you are doing this. Stop and think positive thoughts such as "I prepared for this test, and I am going to do my best."

Read the entire question and the possible answer choices. It is important to read the entire question so you know what it is asking. Read each possible answer choice. Do not mark the first one that "looks good."

Use what you know. Draw on what you have learned from your training, your on-the-job experience, and during your study sessions to help you answer the questions.

Think logically. If you have tried your best to answer a question but you just aren't sure of the answer, use the process of elimination. Look at each possible answer choice. If it doesn't seem like a logical response, eliminate it. Do this until you've narrowed down your choices. If this doesn't work, take your best educated guess. It is better to mark something down than to leave it blank.

Check your answers. When you have finished the test, go back and check your work.

No trick questions. The CRRA exam does not contain trick questions. Trick questions test the test takers ability to take a test, not his or her knowledge base. If you believe the question is a trick question, go back, re-read the question and do you best to answer the question as it is presented. If you believe that there are two possibly correct answers, but one rarely occurs in practice, it is best to pick the answer that most commonly occurs or is experienced.

You may want to view this video that reinforces the study tips presented earlier.
Video: Study Less, Study Smart
https://www.youtube.com/watch?v=23Xqu0jXlfs

GUIDELINES FOR ANSWERING MULTIPLE-CHOICE QUESTIONS

1. **Formulate your own answer before reading the options.**
   - Focus on finding an answer without the help of the alternatives.
   - This process will increase your concentration.
   - Doing this will help you exercise your memory.

2. **Eliminate unlikely answers first.**
   - Quickly eliminating one of the alternatives may increase your probability to 50/50 or better.
   - Find the false item – one usually stands out and you can eliminate it.

3. **Select numbered answers from the middle range, not the extremes.**
   - For example, if the height of a mountain is requested, eliminate 20,000 feet (high), and 3,000 feet (low). Then choose between 8,000 feet and 11,000 feet.

4. **Select answers that are longer and more descriptive.**
   - Longer (true) answers stand out and contain more detail.
   - Shorter (false) answers are created quickly as throwaways.
   - Descriptive detail is given to help you identify the truth.

5. **Similar answers give you a clue! One of them is correct, the other is disguised.**

6. **Watch out for "NOT TRUE" or "EXECPT" questions.**
   - Remember to reverse your procedure and eliminate truth.
   - Use the true-false methods described earlier and find the false alternative.

TEST ANXIETY

Does this sound like you? You've studied hard, and you think you have a grip on the material. But then the day of the test comes. Suddenly, you blank out, freeze up, zone out, or feel so nervous that you can't respond to those questions you knew the answers to just last night. If this sounds like you, you may have a case of test anxiety — that nervous feeling that people sometimes get when they're about to take a test. It is normal to experience some stress when preparing for and taking a test. It is what helps motivate us to study and try our best. Some students, however, experience anxiety that goes beyond normal test "jitters." If you feel you are suffering from test anxiety that is keeping you from performing at your best, please speak to your clinical supervisor or colleagues, who can direct you to resources to help you address this problem.

Here is a video to help you understand and manage test anxiety. It is about adult learners who go back to college, but their feelings about taking exams address test anxiety in general. **Video: Test Anxiety:** https://www.youtube.com/watch?v=RlswtNgoQhc

CONTENT CHECKLIST

The following section is divided into five (5) separate tables, by performance domain. Each table starts with the name of the performance domain and the total number of questions on the exam related to this domain. The actual table is a chart for you to guide your study efforts. Each table is divided into three columns. Column one provides the core competency statement. Column two provides the number of items on the exam that are directly related to the core competency. Column three is for you to complete as you review existing training materials and other resources to help you study for the exam.

Each exam item is written to one of the following three competency levels: Recall, Comprehension and Application.

> **Recall** question ask you to remember facts, principles or other information that was previously learned or experienced. Recall questions tend to be very fact based. Approximately 35% of the exam items are recall items.

> **Comprehension** questions ask you to demonstrate that you understand the meaning of a fact, principle or other information. Comprehension questions tend to ask you to explain or describe information or concepts beyond a definition. Approximately 50% of the exam items are comprehension items.

> **Application** questions ask you to use the facts, principles, concepts, or other information that was previously learned or experienced to respond to a particular situation. Approximately 15% of the exam items are application items.

You can think of these three levels as:

> "Do you know it?" (Recall)

> "Do you understand it?" (Comprehension)

> "Can you apply it/do it?" (Application)

Domain: Recovery Residence Operations and Administration

There are a total of **14 items** on the exam related to recovery residence operations and administration competencies.

Competency	# Exam Items	Relevant Training or Content
1. Ensure compliance with applicable and non-discriminatory federal and state laws, to include: a. Legal business entity documentation. b. Current liability coverage/insurance appropriate to the level of recovery supports offered by the residence. c. Written permission from the property owner to operate a recovery residence on the property, if applicable. d. Compliance with criminal background screening requirements. e. Resident compliance with legal obligations related to their criminal history, if applicable. f. All Florida Statutes applicable to provider service offerings and/or support level.	**2**	
2. Implement and maintain resident financial policies that address sound accounting principles for documenting all resident financial transactions, including; a. Resident fiscal records, to include fees, payments, deposits, and refunds. b. Record retention policies. c. Prohibition of financial relationships between staff and residents, except in regard to disclosed resident fees and/or formal work arrangements.	**2**	
3. Implement and maintain a records retention policy and procedure to ensure the residence maintains accurate and complete records of all resident charges, payments, deposits, and refunds.	**2**	
4. Implement and maintain policies and procedures to ensure a separation between the employment of a resident by a recovery residence provider or staff and the employee's continued residence in the recovery home. Work agreements must be written and ensure that the resident agrees to work on a voluntary	**2**	

Competency	# Exam Items	Relevant Training or Content
basis; the resident is paid a fair wage consistent with the marketplace; and the resident's performance on the job does not impact his or her recovery and continued residence in the home.		
5. Collect resident demographic information to inform continuous quality improvement.	**2**	
6. Anticipate and respond appropriately to emergent issues, including employee issues; changes in rules and regulations; industry trends; and crisis/disaster events.	**2**	
7. Participate in residence monitoring, review, and/or audit actions by regulatory agencies.	**2**	

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Domain: Maintaining the Physical Residence

There are a total of **17 items** on the exam related to maintaining the physical residence competencies.

Competency	# Exam Items	Relevant Training Event
1. Maintain a physical environment that meets resident needs consistent with the recovery residence level of certification and/or license standards.	**2**	
2. Maintain a recovery residence that provides an alcohol and illicit drug-free environment.	**3**	
3. Maintain a recovery residence that reflects the principles of a home-like environment that promotes community.	**2**	
4. Implement and maintain "good neighbor" policies to ensure that the residence/residents is courteous and compatible with the neighborhood and responsive to neighbor concerns, including but not limited to smoking, loitering, parking, noise, lewd or offensive language, cleanliness, and interaction with neighbors/concerned parties.	**2**	
5. Implement a property maintenance plan to proactively maintain both physical safety and a clean/orderly appearance of all physical properties.	**2**	
6. Promote home and resident safety by implementing and maintaining safety and emergency policies and procedures to address resident health, smoking/fires, natural disasters, and crisis intervention.	**2**	
7. Implement and promote peer governance of the residence in meaningful ways, such as resident established and implemented house rules, a residence council, leadership activities, and/or peer mentoring/role modeling.	**2**	
8. Maintain a "functionally equivalent family" within the residence as evidenced by policies and procedures regarding resident involvement with food preparation, household chores, use of common areas, expenses, and planned house meetings.	**2**	

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Domain: Resident Screening and Admissions

There are a total of **6 items** on the exam related to resident screening and admission competencies.

Competency	# Exam Items	Relevant Training Event
1. Implement and maintain policies and procedures that identify the residence's priority population and screening criteria to ensure appropriateness of the applicant to the residence's level of credentialing or license and offered recovery supports.	**2**	
2. Ensure resident admission and orientation provides both oral and written explanations of agreements, policies, procedures, rights and requirements before the applicant is admitted/agrees to move into the recovery residence, including but not limited to: a. Residence specific recovery support standards, including supervision, house rules and governance, social and leisure activities, procedures for appropriate healthcare arrangements, and activities of daily living. b. Grievance policy and residence rights. c. Initial and on-going screening for communicable disease and/or parasite control. d. Policy regarding alcohol and illicit drug-free living environment responsive to resident re-occurrence of use, including any drug-screening and/or toxicology policies and procedures. e. Food service standards, including dietary standards, food hygiene, and catered food service. f. Medication practice and standards, including self-administered medicines; pill organizers; assistance with self-administration; medication administration; records, storage and disposal; labeling and orders; and other over the counter products pursuant to 65D-30, FAC.	**2**	
3. Implement and maintain a financial management policy and procedures that fully disclose all anticipated residence and third-party service provider fees, including deposits	**2**	

Competency	# Exam Items	Relevant Training Event
and/or refund policies for which the resident or responsible payer is/may be accountable.		

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Domain: Resident Recovery Support

There are a total of **30 items** on the exam related to resident recovery support competencies.

Competency	# Exam Items	Relevant Training Event
1. Ensure that resident recovery plans are developed based upon the needs and wants of the resident and are continually updated to reflect the resident's current physical and mental needs and limitations.	2	
2. Plan, implement and maintain principles of resident-driven length of stay, participation and recovery planning within the recovery residence environment.	2	
3. Implement and maintain principles of self-directed, holistic, and recovery-oriented practices within the recovery residence.	2	
4. Assist residents to develop and implement self-directed recovery plans.	2	
5. Assist and motivate residents to access and successfully navigate the array of community resources and recovery support services available to achieve and maintain recovery.	2	
6. Offer recovery support services in formal and informal settings, as appropriate to the residence level of certification or license.	2	
7. Ensure that clinical services, if licensed and offered, are provided in accordance with state laws and administrative rules.	3	
8. Implement and maintain residence policies that promote meaningful daily activities for all residents.	2	
9. Assist residents to develop, implement and maintain skills and abilities to build desired life and/or wellness skills.	2	
10. Connect residents to the local, greater recovery community.	2	
11. Foster ethical, peer-based mutually supportive relationships between residents and staff as evidenced by policies and procedures that encourage residents to engage one another in formal and informal activities and conversations; and that coordinate community gatherings, recreational events or other social activities.	2	

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Domain: Professional Responsibilities

There are a total of **15 items** on the exam related to professional responsibility competencies.

Competency	# Exam Items	Relevant Training Event
1. Uphold resident's rights at all times.	**2**	
2. Maintain resident's confidentiality in accordance with state and federal laws, specifically 42 CFR and HIPAA.	**3**	
3. Follow established professional codes of ethics and standards of practice in order to promote the best interests of the residents and of the profession.	**2**	
4. Ensure the recovery residence is culturally responsive and competent as evidenced by written staffing plans that identify the residence's priority population and their needs, and requires cultural responsiveness/competence training relevant to the priority populations needs.	**2**	
5. Ensure marketing materials, claims, and advertising are honest, ethical, and substantiated.	**2**	

6. Implement and maintain staffing and leadership policies and procedures that address:
 	
  a. Staffing requirements, including volunteers and current/former resident peer leadership and mentoring opportunities.
 	
  b. Training and certification requirements appropriate to the recovery residence level of credentialing/recovery supports offered.
 	
  c. Staff supervision, including performance expectations and discipline.
 	
  d. Employee records.
	2	

7. Seek supervision, legal advice or other expert input as necessary and appropriate to competently perform as a recovery residence administrator.	**2**	

Florida CRRA Detailed Exam Blueprint

The Florida CRRA exam is a 75 item, multiple choice exam assessing knowledge and skills across five (5) performance domains and 36 competencies, as follows:

1. Recovery Residence Operations and Administration (7 competencies)
2. Maintaining the Physical Residence (8 competencies)
3. Resident Screening and Admissions (3 competencies)
4. Resident Recovery Support (11 competencies)
5. Professional Responsibilities (7 competencies)

The following table provides the number of items per performance domain and a further breakdown of the number of items in each domain by competency.

Recovery Residence Operations and Administration = 14 Items Total	Items per Competency
1. Ensure compliance with applicable and non-discriminatory federal and state laws, to include: a. Legal business entity documentation. b. Current liability coverage/insurance appropriate to the level of recovery supports offered by the residence. c. Written permission from the property owner to operate a recovery residence on the property, if applicable. d. Compliance with criminal background screening requirements. e. Resident compliance with legal obligations related to their criminal history, if applicable. f. All Florida Statutes applicable to provider service offerings and/or support level.	2
2. Implement and maintain resident financial policies that address sound accounting principles for documenting all resident financial transactions, including; a. Resident fiscal records, to include fees, payments, deposits, and refunds. b. Record retention policies. c. Prohibition of financial relationships between staff and residents, except in regard to disclosed resident fees and/or formal work arrangements.	2
3. Implement and maintain a records retention policy and procedure to ensure the residence maintains accurate and complete records of all resident charges, payments, deposits, and refunds.	2
4. Implement and maintain policies and procedures to ensure a separation between the employment of a resident by a recovery residence provider or staff and the employee's continued residence in the recovery home. Work agreements must be written and ensure that the resident agrees to work on a voluntary basis; the resident is paid a fair wage consistent with the marketplace; and the resident's performance on the job does not impact his or her recovery and continued residence in the home.	2
5. Collect resident demographic information to inform continuous quality improvement.	2
6. Anticipate and respond appropriately to emergent issues, including employee issues; changes in rules and regulations; industry trends; and crisis/disaster events.	2

7.	Participate in residence monitoring, review, and/or audit actions by regulatory agencies.	**2**
	Maintaining the Physical Residence = 17 Items Total	**Items per Competency**
1.	Maintain a physical environment that meets resident needs consistent with the recovery residence level of certification and/or license standards.	**2**
2.	Maintain a recovery residence that provides an alcohol and illicit drug-free environment.	**3**
3.	Maintain a recovery residence that reflects the principles of a home-like environment that promotes community.	**2**
4.	Implement and maintain "good neighbor" policies to ensure that the residence/residents is courteous and compatible with the neighborhood and responsive to neighbor concerns, including but not limited to smoking, loitering, parking, noise, lewd or offensive language, cleanliness, and interaction with neighbors/concerned parties.	**2**
5.	Implement a property maintenance plan to proactively maintain both physical safety and a clean/orderly appearance of all physical properties.	**2**
6.	Promote home and resident safety by implementing and maintaining safety and emergency policies and procedures to address resident health, smoking/fires, natural disasters, and crisis intervention.	**2**
7.	Implement and promote peer governance of the residence in meaningful ways, such as resident established and implemented house rules, a residence council, leadership activities, and/or peer mentoring/role modeling.	**2**
8.	Maintain a "functionally equivalent family" within the residence as evidenced by policies and procedures regarding resident involvement with food preparation, household chores, use of common areas, expenses, and planned house meetings.	**2**
	Resident Screening and Admission = 6 Items Total	**Items per Competency**
1.	Implement and maintain policies and procedures that identify the residence's priority population and screening criteria to ensure appropriateness of the applicant to the residence's level of credentialing or license and offered recovery supports.	**2**
2.	Ensure resident admission and orientation provides both oral and written explanations of agreements, policies, procedures, rights and requirements before the applicant is admitted/agrees to move into the recovery residence, including but not limited to:	**2**
	a. Residence specific recovery support standards, including supervision, house rules and governance, social and leisure activities, procedures for appropriate healthcare arrangements, and activities of daily living.	
	b. Grievance policy and residence rights.	
	c. Initial and on-going screening for communicable disease and/or parasite control.	
	d. Policy regarding alcohol and illicit drug-free living environment responsive to resident re-occurrence of use, including any drug-screening and/or toxicology policies and procedures.	
	e. Food service standards, including dietary standards, food hygiene, and catered food service.	
	f. Medication practice and standards, including self-administered medicines; pill organizers; assistance with self-administration; medication administration; records,	

	storage and disposal; labeling and orders; and other over the counter products pursuant to 65D-30, FAC.	
3.	Implement and maintain a financial management policy and procedures that fully disclose all anticipated residence and third-party service providers' fees, including deposits and/or refund policies for which the resident or responsible payer is/may be accountable.	**2**
Resident Recovery Support = 23 Items Total		**Items per Competency**
1.	Ensure that resident recovery plans are developed based upon the needs and wants of the resident and are continually updated to reflect the resident's current physical and mental needs and limitations.	**2**
2.	Plan, implement and maintain principles of resident-driven length of stay, participation and recovery planning within the recovery residence environment.	**2**
3.	Implement and maintain principles of self-directed, holistic, and recovery-oriented practices within the recovery residence.	**2**
4.	Assist residents to develop and implement self-directed recovery plans.	**2**
5.	Assist and motivate residents to access and successfully navigate the array of community resources and recovery support services available to achieve and maintain recovery.	**2**
6.	Offer recovery support services in formal and informal settings, as appropriate to the residence level of certification or license.	**2**
7.	Ensure that clinical services, if licensed and offered, are provided in accordance with state laws and administrative rules.	**3**
8.	Implement and maintain residence policies that promote meaningful daily activities for all residents.	**2**
9.	Assist residents to develop, implement and maintain skills and abilities to build desired life and/or wellness skills.	**2**
10.	Connect residents to the local, greater recovery community.	**2**
11.	Foster ethical, peer-based mutually supportive relationships between residents and staff as evidenced by policies and procedures that encourage residents to engage one another in formal and informal activities and conversations; and that coordinate community gatherings, recreational events or other social activities.	**2**
Professional Responsibilities = 15 Items Total		**Items per Competency**
1.	Uphold resident's rights at all times.	**2**
2.	Maintain resident's confidentiality in accordance with state and federal laws, specifically 42 CFR and HIPAA.	**3**
3.	Follow established professional codes of ethics and standards of practice in order to promote the best interests of the residents and of the profession.	**2**
4.	Ensure the recovery residence is culturally responsive and competent as evidenced by written staffing plans that identify the residence's priority population and their needs, and requires cultural responsiveness/competence training relevant to the priority populations needs.	**2**

5. Ensure marketing materials, claims, and advertising are honest, ethical, and substantiated.	**2**

6. Implement and maintain staffing and leadership policies and procedures that address:
 	
   a. Staffing requirements, including volunteers and current/former resident peer leadership and mentoring opportunities.
 	
   b. Training and certification requirements appropriate to the recovery residence level of credentialing/recovery supports offered.
 	
   c. Staff supervision, including performance expectations and discipline.
 	
   d. Employee records.
	2

7. Seek supervision, legal advice or other expert input as necessary and appropriate to competently perform as a recovery residence administrator.	**2**