



Certified Resiliency Advocate (CRA) REQUIREMENTS

Resiliency is “the process of adapting well in the face of adversity, trauma, tragedy, threats, or significant sources of stress.”¹

The Certified Resiliency Advocate (CRA) credential is a stand-alone credential focused on a single skill relevant to many roles involving work with children and youth. Resiliency support is important for professionals, parents, caregivers, volunteers, and paraprofessionals alike. A Certified Resiliency Advocate has the knowledge and skills to help young people build resiliency and thrive despite their life challenges.

Most CRA applicants work or volunteer with a local school system, after school program, church group, Boys & Girls club, sports team, or other child and youth organization. To receive the CRA credential, applicants must fulfill requirements for training and supervised paid or volunteer work experience. The credential may be renewed every two years if annual continuing education requirements have been met and a renewal fee is paid.

This document describes the requirements and application process for the CRA credential and its renewal. The FCB general certification policies and procedures, as well as the FCB Code of Ethical and Professional Conduct, are posted on the FCB website at www.flcertificationboard.org.

Disclaimer: The CRA is not a clinical credential; the scope of practice does not entitle individuals to engage in prevention, counseling, treatment, or similar clinical services, or to establish an independent resiliency advocacy practice.

APPLICATION STEPS

STEP 1: REGISTER OR LOGIN TO YOUR FCB ACCOUNT

You must first have an FCB Online Account before you can begin to apply for the CRA credential. To register for a new FCB account or login to your existing FCB account go to www.flcertificationboard.org and click on My Account.

STEP 2: COMPLETE THE APPLICATION PROCESS

The complete application process is as follows:

- Create a CRA online application or continue with an existing application to provide the FCB with basic information about you.
- Upload a copy of your high school diploma, general equivalency degree (GED), or unofficial college transcript.
- Arrange for the FCB to receive proof of a Level 2 Background Screening conducted through the Department of Children and Families.
- Identify current and/or past employers or volunteer supervisors who will verify your work experience. Then, download the required *Verification of Supervised Work Experience Form* from the FCB website at www.flcertificationboard.org. Send a copy of the form to each person who will verify your volunteer or paid work experience and ask them to complete and submit the form to the FCB on your behalf.

¹ American Psychological Association (2020, February 1). Building your resilience. <https://www.apa.org/topics/resilience/building-your-resilience>

- Download and complete the *Training Requirement and Documentation Form*. Then, submit the form and supporting documents to the FCB to demonstrate that you have fulfilled the training requirement.
- Pay the non-refundable application fee. Once the FCB receives your payment, it will process your application. Completed applications are held in the system for 30 days, but deleted if payment has not been received within that time period.
- Monitor your email and take action to resolve questions from the FCB related to your application.

STEP 3: CONNECT WITH YOUR CERTIFICATION SPECIALIST

After submitting the online application and paying your fee, you will be assigned a Certification Specialist who will assist you through the credentialing process. Your Certification Specialist will contact you within 30 business days after you submit your application.

Most of your communication with the Certification Specialist will be through email. Please monitor your email for messages and automatic system-generated emails as your application is processed. Any system emails will direct you to login to your FCB account, view the update, and take necessary action.

You also may call the FCB office to speak directly to your Certification Specialist.

CRA CREDENTIAL REQUIREMENTS

The background screening, education, training, work experience, and exam requirements for the CRA credential are described in the table below.

Requirement	
Background Screening	Pass a Level 2 Background Screening conducted through the Department of Children and Families.
Formal Education	Hold a high school diploma, general equivalency degree, or higher.
Content-Specific Training	<p>Complete and document a total of 16 hours of training on resiliency advocate competencies distributed across the following performance domains:</p> <ul style="list-style-type: none"> • Foundational Resiliency Knowledge: 4 hours • Healthy Relationships: 3 hours • Behavioral Observations: 3 hours • Resiliency Support: 3 hours • Professional Responsibilities: 3 hours <p>Complete eligible training within 5 years of your application.</p>
Supervised Work Experience	Complete and document 2,000 hours of supervised paid or volunteer work with a school district, after-school program, or other children- and youth- focused agency or organization within 5 years of your CRA application.
Exam*	Earn a passing score on the CRA multiple-choice exam.

*Required after grandparenting period closes. Grandparenting start and end dates are posted at www.flcertificationboard.org.

DOCUMENTATION AND SUBMISSION INSTRUCTIONS

Applicants must submit documentation showing they have fulfilled each credential requirement, as specified below.

Requirement	Mandatory Documents
Criminal Background Check	<p>Applicants must:</p> <ol style="list-style-type: none"> (1) answer questions about their criminal background in the online application. (2) provide a criminal background check in one of the following ways: <ul style="list-style-type: none"> • Give a <i>Level 2 Verification Form</i> to their employer or volunteer supervisor to complete and submit to the FCB on their behalf. <p>OR</p> <ul style="list-style-type: none"> • Ask their Certification Specialist to initiate a Level 2 Background Check and complete the screening process. <p><i>The FCB will not approve Level 2 background check documentation submitted by the applicant.</i></p>
Formal Education	<p>Applicants must submit documentation of their highest level of formal education by uploading a copy of their high school diploma, general equivalency degree, or higher to their online application.</p> <p><i>Unofficial transcripts may be used to meet the formal education requirement.</i></p>
Content-Specific Training	<p>Applicants must:</p> <ol style="list-style-type: none"> (1) complete the <i>CRA Verification of Training Form</i>, listing each training event claimed for certification credit. (2) create a computer file containing the training certificate(s) that document completion of each training event entered on the <i>CRA Verification of Training Form</i>. (3) upload the <i>CRA Verification of Training Form</i> and the computer file of training certificates to the online application.
Supervised Work Experience	<p>Applicants must:</p> <ol style="list-style-type: none"> (1) list in the online application each employer or volunteer supervisor who will verify the applicant's fulfillment of the supervised work experience requirement. (2) download and send the <i>CRA Supervised Work Experience Form</i> to each employer or volunteer supervisor who will verify the applicant has met the supervised work experience requirement. <p>Note that employers/supervisors must:</p> <ol style="list-style-type: none"> (1) complete the provided <i>CRA Supervised Work Experience Form</i>, including an official position description or letter attesting to the applicant's work/volunteer roles. (2) submit the <i>CRA Supervised Work Experience Form</i> and supporting documentation directly to the FCB to attach to the application. (3) respond to any requests from the FCB for further information, if necessary.
Exam*	<p>The applicant may register for the CRA exam after all application and supporting documents have been approved by the FCB. Directions to register and sit for the exam are provided when this approval is granted.</p>

*Required after grandparenting period closes. Grandparenting start and end dates are posted at www.flcertificationboard.org.

CREDENTIAL AWARD, ONGOING REQUIREMENTS, AND RENEWAL

CRA credentials are awarded year-round, and expire every two years, on March 31. To maintain the CRA credential, it is necessary to comply with the FCB Code of Ethical and Professional Conduct, complete continuing education hours every year, and pay a renewal fee every two years. More information about credential issuance, continuing education requirements, and credential renewal is provided in the table below.

Requirement	
Credential Award & Issue Date	After approving the CRA application and supporting documents, the FCB awards the credential in certified status for a two-year period. The issue date is generated after the completed credential application is approved in the FCB online system.
Expiration Dates & Renewal	<p>Credentials are issued year-round, so the first expiration date may be slightly more or less than two full years. The initial expiration date is calculated from the month the credential is awarded.</p> <ul style="list-style-type: none"> • Credentials issued in the months of January, February, or March will expire on March 31, two years after the current calendar year. • Credentials issued in April through December will expire on March 31, one year after the current calendar year. <p>After the first renewal, the credential may be renewed every two years, on March 31.</p>
Continuing Education	<p>Certified Resiliency Advocates are required to complete 4 hours of continuing education every year for a total of 8 hours each two-year renewal period. Continuing education content must be related to at least one of the FCB-specified resiliency advocate performance domains.</p> <p>Continuing Education credits or hours must be non-repetitive, that is, the same course cannot be claimed more than once during each two-year credential period, even if the course is taken annually.</p>
Ethical & Professional Conduct	Certified Resiliency Advocates are expected to comply with the policies and procedures of the FCB Code of Ethical and Professional Conduct, located on the FCB website at www.flcertificationboard.org
Renewal	Certified Resiliency Advocates must pay a renewal fee once every two years; this fee may be paid between January 1 and March 31 of the renewal year.

FEES

Product	Fee	Frequency
CRA Online Application	\$75	One time
CRA Exam Fee*	\$65	Every exam attempt
Test Site Proctoring Fee*	\$35	Every exam attempt
CRA Biennial Renewal	\$100	Every two years

*Required after grandparenting period closes. Grandparenting start and end dates are posted at www.flcertificationboard.org.

EXAMPLES OF ELIGIBLE TRAINING TOPICS

NOTE: The following are examples of training topics that can be used to fulfill the credential training requirements by domain. This list does not mean all topics must be acquired. Topics will vary depending upon the background of the applicant from parent/caregiver to para-professional to professional.

Domain	Examples of Eligible Training Topics
Foundational Resiliency Knowledge	<ul style="list-style-type: none"> • Understanding childhood resiliency/resiliency theory • Childhood and adolescent developmental stages and characteristics • Trauma-informed care • Adverse Childhood Experiences (ACES) • Positive Childhood Experiences (PCEs) • Strengths-based planning and approaches • Advocacy • Risk and protective factors • Signs and symptoms of substance use and/or mental health conditions • Child or adolescent psychology • Child and adolescent wellness/whole health strategies
Healthy Relationships	<ul style="list-style-type: none"> • Building and maintaining healthy relationships • Verbal and non-verbal communication skills • Emotional/social intelligence • Empathy skills • Self-control/self-regulation strategies • Parenting skills • Relationship boundaries
Behavioral Observation	<ul style="list-style-type: none"> • Observation skills • Identifying signs of distress/situational awareness • Identifying factors that can and should be addressed to build and maintain resiliency • Documenting behavioral observations
Resiliency Support	<ul style="list-style-type: none"> • Redirecting undesired behaviors and supporting positive behaviors • Verbal and non-verbal communication skills • Role-modeling • Teaching/coaching skills • Strengths-based planning and approaches • Understanding and using non-stigmatizing approaches

Domain	Examples of Eligible Training Topics
	<ul style="list-style-type: none"> • Decision-making or problem-solving skills • Character or self-esteem building • Physical and emotional coping strategies for children or adolescents • Networking and collaboration skills • Building structures and supports with referrals when professional guidance is needed • Use of community-based resiliency strategies (such as: sports leagues; volunteerism; faith-based organizations; schools; civic groups; cultural enrichment)
Ethical and Professional Responsibilities	<ul style="list-style-type: none"> • Understanding governing codes of professional ethics • Professional relationship boundaries and dual relationships • Ethical decision-making • Organizational ethics • Relevant laws, rules, and regulations • Laws surrounding privacy, confidentiality, and protected health information (such as: HIPAA) • Cultural responsiveness (such as: cultural humility, cultural competence, culturally tailored interventions) • Personal wellness/self-care, coping skills, and self-regulation