



MASH Minnesota Association
of SOBER HOMES

The Minnesota Association of Sober Homes (MASH)



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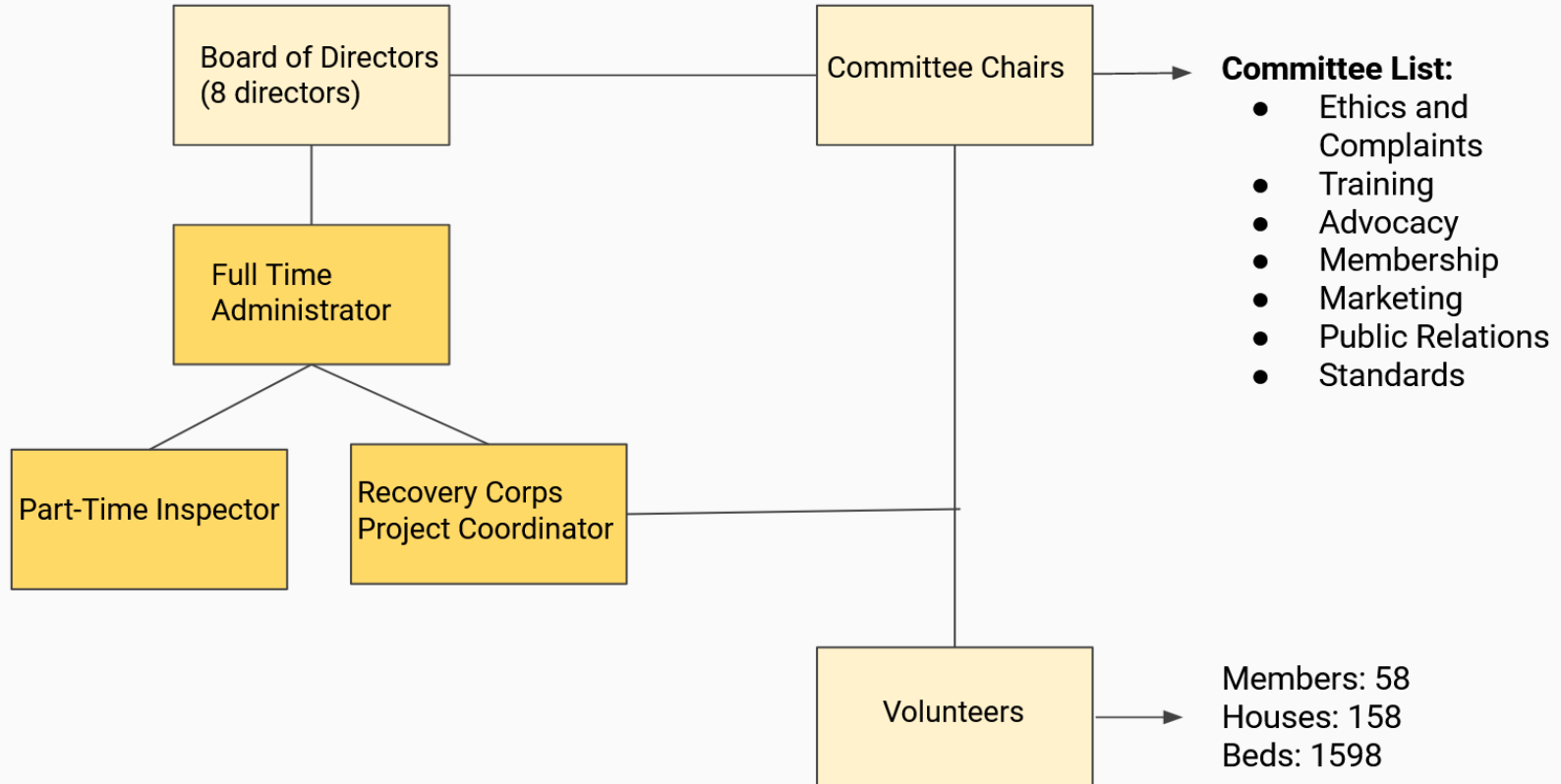


"The primary mission of the Minnesota Association of Sober Homes, Inc., is to promote the establishment, successful management and growth of high quality community-based sober-living residences."

MASH was founded in 2007 and has focused on three pillars since its inception:

- **Operational Standards**
- **Life Safety**
- **Ethics**

MASH Organizational Structure





NARR / MASH Standards



NARR Standards

A comprehensive collection of standards, informed by decades of national best practices.

All 105 requirements set forth in this document are built on The Social Model of Recovery and have been adopted by SAMSHA as national best practice standards for Recovery Homes/Sober-Living in the United States.

1		Administrative and Operational Domain		LEVELS			
				I	II	III	IV
A.		Core Principle: Operate with Integrity					
1.		Use mission and vision as guides for decision making					
	a.	A written mission that reflects a commitment to those served and identifies the population served which, at a minimum, includes persons in recovery from a substance use disorder.	✓	✓	✓	✓	
	b.	A vision statement that is consistent with NARR's core principles.	✓	✓	✓	✓	
2.		Adhere to legal and ethical codes and use best business practices					
	a.	Documentation of legal business entity (e.g. incorporation, LLC documents or business license).	✓	✓	✓	✓	
	b.	Documentation that the owner/operator has current liability coverage and other insurance appropriate to the level of support.	✓	✓	✓	✓	
	c.	Written permission from the property owner of record (if the owner is other than the recovery residence operator) to operate a recovery residence on the property.	✓	✓	✓	✓	
	d.	A statement attesting to compliance with nondiscriminatory state and federal requirements.	✓	✓	✓	✓	
	e.	Operator attests that claims made in marketing materials and advertising will be honest and substantiated and that it does not employ any of the following: <ul style="list-style-type: none"> • False or misleading statements or unfounded claims or exaggerations; • Testimonials that do not reflect the real opinion of the involved individual; • Price claims that are misleading; • Therapeutic strategies for which licensure and/or counseling certifications are required but not applicable at the site; or • Misleading representation of outcomes. 	✓	✓	✓	✓	
	f.	Policy and procedures that ensure that appropriate background checks (due diligence practices) are conducted for all staff who will have direct and regular interaction with residents.		R	R	✓	
	g.	Policy and procedures that ensure the following conditions are met if the residence provider employs, contracts with or enters into a paid work agreement with residents: <ul style="list-style-type: none"> • Paid work arrangements are completely voluntary. • Residents do not suffer consequences for declining work. • Residents who accept paid work are not treated more favorably than residents who do not. 	✓	✓	✓	✓	



Domain 1

Administrative Operations



This domain promotes well-run sober homes by focusing on:

- Financial transparency
- Data collection for process improvement
- Integrating a home's mission statement into their everyday operations
- Honest marketing materials
- Due diligence practices such as background checks for all staff





Domain 2

Physical Environment



This domain promotes safe and supportive environments by requiring that:

- Residents have ample space, food storage and bathrooms
- Homes feel like a home, not an institution
- Drugs and alcohol are not allowed on the premises
- Naloxone is accessible and individuals are trained in its use
- Residents are involved in the governance of the home
- Life safety measures such as fire extinguishers, smoke detectors, etc. are present





Domain 3

Recovery Support



This domain helps lead to positive recovery outcomes for residents by requiring that:

- Residents are engaged through community service, work, or school
- Residents are educated on community resources
- Events that encourage resident-to-resident peer support occur
- Trauma informed and resilience-promoting practices are a priority





Domain 4

Being a Good Neighbor

This domain helps sober homes remain a positive force in their neighborhood by requiring that:

- Cleanliness of the property is a priority
- Smoking must be done outside and with proper disposal
- Neighbors are provided with the responsible person's contact information when requested



MASH Code of Ethics



1. Be dedicated to recognizing the dignity and worth of all those we serve. At all times managers or other staff shall treat each resident with respect and dignity.
2. Maintain an alcohol and drug free environment
3. Maintain quality housing that is consistent with the quality of the neighborhood. Demonstrate activities that benefit the immediate neighbors.
4. Staff members who are alcoholic and/or chemically dependent must be clean and sober at least 1 year and remain abstinent and actively involved in a Twelve Step program of recovery. Staff members who are not alcoholics or chemically dependent remain alcohol free during performance hours and be free from chemical use problems.
5. No physical violence or threats of violence are ever tolerated in the home.



MASH Code of Ethics



6. Managers or other staff shall never become romantically or sexually involved with a resident or anyone the sober living home is assisting .
7. Managers or other staff shall never become involved with a resident's financial or business affairs. This covers borrowing or lending money, buying or selling property, or other financial transactions.
8. Managers or other staff -- Respect the privacy and personal rights of all residents.
9. Assure that no weapons are allowed on sober living premises.
10. Adhere to the Management, Health, Safety, and Staff standards set forth in our standards.



Complainant's Roles and Responsibilities



MASH Certified Providers must follow the MASH standards for complaints/grievances.

MASH Standards include:

- Documentation of complaints
- Timeframes for follow up on complaints
- Written notification of results of complaint investigation
- Communicating complaint process to participants and families



Complainant's Roles and Responsibilities



Complainant:

- Notifies provider of concern/issue
- Works with provider to resolve complaint through discussion/mediation
- Continues to work with provider as provider takes action
- If complainant is not satisfied with results, they may then file a complaint with MASH



MASH Member's Roles and Responsibilities



MASH Member:

- Works with complainant to resolve the complaint through discussion/mediation
- Documents complaint, action steps and complaint resolution
- Shares documentation with MASH case manager and complainant



MASH's Complaint Process: Step 1

Questions MASH asks when receiving a complaint:

- Does complaint identify ethical or health & safety concerns?
- Has complainant worked with provider to resolve the complaint?

If the complainant is not satisfied with the provider's resolution MASH will request that the member submit action steps and written documentation of resolution of complaint to MASH





MASH's Complaint Process: Step 2

MASH notifies the parties involved

- Complainant receives notice within 5 business days
- Provider is notified and MASH's *Complaint Review Team* gathers information on complaint
- MASH completes unannounced on-site visit if there are significant concerns with health, safety or rights





MASH's Complaint Process: Step 3

MASH begins investigation which usually includes one of the following:

- On-site visit
- Request for documentation
- Interviews
- Review of provider's files, policies or procedures





MASH's Complaint Process: Step 4

Investigation completed – parties are notified of results

- Provider is notified in writing of results of investigation
 - If complaint is substantiated, provider is required to address concerns
- Complainant is notified of findings



The Complaint Process: Step 5

- MASH monitors the operator to assure corrective action is completed
- MASH may follow up during next provider recertification