

Certification Overview

How does FARR certification personnel measure compliance with standards?

FARR commissioned the development of a secure cloud-hosted application accessible through web-enabled devices, including smart phones. Certification personnel have permission-based access to review and make notations regarding policy & procedures, house rules & consequences, proof of adequate general liability insurance coverage, staffing plans and job descriptions as well as other supporting documents reviewed for compliance. In similar fashion, field personnel access the certification portal to update the system with notations during onsite visits. Each standard is considered during this process. The software generates a report that chronicles the outcome of the certification examination. In most instances, organizations are provided opportunities to remedy issues that remain unsatisfied. When certification of compliance with the NARR Standard has been achieved, a Certificate of Compliance is issued to the applicant organization.

Won't some operators return to questionable practices as soon as the onsite inspection concludes?

Most applicants for certification are internally motivated to provide high quality support for residents. This group, which represents the majority of Recovery Residence operators, seeks to provide safe, dignified and peer-supportive, community-based housing that blends into the surrounding neighborhood. Unfortunately, a limited few are driven by more selfish motivations and, as a result, subsequent to certification, future non-compliance is possible. For this reason, FARR hosts a grievance form on this website to encourage stakeholders, with first-hand experience of non-compliance, to alert us of instances where a provider is no longer adhering the NARR Standard or FARR Code of Ethics. Any stakeholder is welcome to file a confidential grievance regarding non-compliance provided that stakeholder has direct knowledge and evidence to support their assertion(s). Residents, former residents, staff, former staff, family members, recovery coaches, therapists and neighbors are encouraged to communicate legitimate concerns. FARR maintains a dedicated staff trained to administer these complaints. Depending on the assertion and supporting evidence, FARR staff will address the issue directly or refer the grievant to a more appropriate authority including Department of Children & Families, Department of Health, Florida State Law Enforcement Agency, local law enforcement and zoning enforcement departments, and/or the Attorney General's Office of Consumer Protection.

**How can concerned parties
file a grievance if they believe
compliance standards are not
in evidence?**

Visit [File a Grievance](#) if you have direct knowledge of a certified residence's failure to adhere to the standard or code of ethics. To review the Standard or Code of Ethics, please visit [NARR Standard](#) or [FARR Code of Ethics](#).

**Who has access to
application information and
are applicants protected by
any form of confidentiality
agreement. – SEE ATTACHED
FARR CONFIDENTIALITY
POLICY**

All documentation submitted by applicants for certification is held in confidence by FARR personnel and accessed by certification staff for the sole purpose of determining the applicant organization's compliance with the NARR standard and FARR Code of Ethics. to learn more, please read the [FARR Confidentiality Policy](#).