



# OPERATING POLICIES

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## I. MISSION AND VISION

The Arizona Recovery Housing Association (AZRHA) is a statewide association of addiction recovery, reentry, other supportive housing providers, and associated service providers that promote well-being. AZRHA promotes the development and quality operation of community residential services (e.g. recovery homes, halfway houses, sober living housing, transitional housing, and recovery-facilitative housing).

AzRHA (1) Provides education and training; (2) exchanges knowledge and experience; (3) defines and promotes ethics and standards; (4) defines and promotes safety and quality of care service standards through annual inspection of member programs, and (5) increases community awareness of the value, need, and success of supportive housing programs in our communities.

AzRHA believes in the importance of its members and values them equally, regardless of the size and/or scope of a member's program. AzRHA promotes cooperation, respect, and ethical intent in all member interactions.

### **Mission Statement:**

Setting and maintaining the standard for quality and safety in recovery housing in Arizona.

### **Vision Statement:**

The Arizona Recovery Housing Association (AzRHA) will be widely recognized as the bridge between communities, government, and recovery housing providers building unity and trust for the benefit of recovering individuals.

## II. GUIDING PRINCIPLES

### **Code of Ethics**

Arizona Recovery Housing Association (AzRHA) Members:

- 1) Are dedicated to the belief in the dignity and worth of all human beings.
- 2) Pledge to provide services for the welfare and betterment of individuals in recovery and their families.
- 3) Maintain ethical relationships with individuals served.
- 4) Respect the privacy and confidentiality of individuals served.
- 5) Respect the diversity of member organizations.
- 6) Emphasize the professional development and accountability of its members.

### **Standards**

Arizona Recovery Housing Association (AzRHA) Members:

- 1) Will not threaten or commit any act of physical or emotional violence.
- 2) Will not become personally financially involved with individuals served.
- 3) Will adhere strictly to established rules of confidentiality of records, materials, and knowledge regarding individuals served in accordance with government and program regulations.
- 4) Will consistently respect management, colleagues, organizational policies and procedures, and other agencies with which we come into contact within daily work.
- 5) Will regularly evaluate his or her personal skills and strengths, striving always for self-improvement, personal growth, and increased knowledge through further education and training.
- 6) Will strive to meet AzRHA requirements and attendance commitments.
- 7) Will remain clean and sober in recovery.
- 8) Will not become romantically or sexually involved with individuals they currently serve or have served within the last two years.

## III. GOALS

1. To act as liaison to the community for supportive housing program operation.

Objectives:

- a. Increase community awareness and support for supportive housing programs by providing community education and outreach.

- b. Provide a forum for communication, education, and information sharing among those involved in supportive housing and related services.
  - c. Provide the expertise necessary to support the improvement of supportive housing programs.
  - d. Sustain quality of care standards for the purpose of providing quality supportive housing services.
2. Provide leadership and education to local, state, and federal bodies regarding issues that impact providing supportive housing services to vulnerable populations, especially those who are not supported with state or private paid treatment.

Objectives:

- a. Develop and sustain relationships with stakeholders and be a conduit to promote the betterment of supportive housing programs.
- b. Develop training workshops that bring together probation, parole, social service organizations, other stakeholders, and supportive housing program operators to share information and exchange knowledge.

#### **IV. MEMBERSHIP (Voting Members and Associate Members)**

##### **Voting Member:**

A voting member is a housing provider that has full voting rights while all membership criteria is met and maintained. A voting member is granted full membership benefits, is required to pay annual AzRHA dues, and is required to pass an annual AzRHA inspection.

Steps to becoming a voting member and maintaining voting membership status are:

- To become a voting member, an organization must agree to abide by AzRHA policies, complete a membership application and submit a \$50 application fee, have a named representative present at two consecutive AzRHA general meetings, be mentored by an existing AzRHA member during two attended meetings, and pass AzRHA inspection of all properties
  - All beds for which a program collects fees must be disclosed to AzRHA on the Membership Application. This information is for internal use only and will not be made public without program consent.
  - It is recommended that a new member address questions he/she may have with the assigned mentor outside of AzRHA meetings. An active AzRHA member acting as a mentor will be able to answer all background and procedural questions.
- A. Voting members must actively participate in at least one standing committee. Active participation includes meeting the attendance requirement and completion of assigned tasks and/or other committee responsibilities. The committee chair determines if activities meet participation requirements.
  - B. Voting rights will commence at the beginning of the third association meeting upon final membership approval by the Executive Committee.
  - C. The Membership Committee will inform the association when a new member is eligible for voting status during the designated time at the start of the meeting.
  - D. Each organization with voting member status will have only one vote. This vote may be transferred to any individual designated by the organization to be their representative, at any given time. However, one individual cannot represent two organizations at the same time.
  - E. Voting members are required to attend a minimum of 3 meetings per year and pass the annual inspection process in June or their membership may be revoked. If a member cannot attend a meeting, the member should notify the EC prior to the missed meeting and a named representative should attend in the member's place. If a representative attends the AzRHA and committee meeting, it will not be counted as an absence. One exception to this rule is that an Executive Committee member cannot have a representative attend the EC meeting in his or her place as executive business cannot be voted on by a named representative.

- F. Voting members are required to pass AzRHA inspection of all housing locations before membership is granted. AzRHA inspection must be scheduled within 30 days of the day a program submits its membership application and the inspection must be complete within 45 days of the date the application was submitted. If AzRHA inspection is not completed in the required timeline, the application will be marked dormant and a new fee and application must be submitted.

If a housing location does not pass first inspection, AzRHA will work with the member program to institute corrective action that will help ensure the program passes second inspection. It is AzRHA's intention to support programs in successfully passing inspection. If a member program cannot pass re-inspection, AzRHA membership will be not granted or will be revoked.

A new member program will be inspected only once in the first year of membership. If a new member program's initial inspection is conducted between January and June of the year membership is granted, the annual re-inspection requirement is waived for the first year.

- G. AzRHA Executive Committee will maintain attendance records and inform the organization when members have not met attendance requirements.
- H. If a member program has membership revoked, the program may reapply for AzRHA membership after a 6 month waiting period. After the waiting period, members wishing reinstatement must follow the procedure for attaining voting membership as described above beginning with completing a new membership application and submitting a \$50 non-refundable application fee.
- I. All AzRHA invoices are net 30 days and one payment reminder will be sent. Membership will be revoked 90 days from the invoice date if invoices for dues, inspection fees, or any other billing are not paid in full within 90 days. If a member program is unable to pay an invoice in full, a written request for payment arrangements must be sent to the treasurer within 30 days of the date of the invoice.

#### **Associate Member:**

AzRHA values all community entities and welcomes all members. An Associate Member is a non-voting member that benefits from networking and servicing within the recovery industry. An associate member may be a stakeholder, government/state/city/county agency, business, or other non-recovery housing provider organization that wishes to be a member of AzRHA. Associate members will be matched with a mentor who can help explore desired benefits from membership and will mentor the association member through their first three meetings to learn about the business and operating procedures of AzRHA.

#### **Mentorship:**

Each new member will be matched with a mentor and mentored through to learn about the business and operating procedures of AzRHA.

#### **New Member Packet:**

New members will receive operating policies, dues information, detailed inspection information, ethics and standards, quality of care standards, member list, website information, and other applicable information.

#### **Refusal or Revocation of AzRHA Membership:**

AzRHA's Executive Committee will present a proposed membership revocation to AzRHA membership for vote at general meetings. A revocation may be presented under the following circumstances:

- A member does not meet the attendance requirement.
- A member does not participate committee meetings or fails to complete committee assignments.
- A member consistently displays unprofessional and/or disruptive behavior.
- A member does not abide by AzRHA Policies.
- A member fails to pass inspection after two attempts.
- A member is in violation of AzRHA Ethics and Standards.
- A member displays consistently unsupportive or damaging behavior towards AzRHA, AzRHA members, and/or AzRHA member programs.
- Owners, operators, managers, and individuals that represent a recovery housing program being

- inconsistent in their sobriety.
- Other issues at the discretion of AzRHA's Executive Committee.
- A member does not pay invoices within 90 days of the invoice date or make suitable payment arrangements, as described in Section I, Voting Member section.

## **V. COMMITTEES**

AzRHA committees are formed to serve the association and all members must participate in at least one standing committee. Committee items requiring membership vote must be submitted to the Executive Committee (EC), in writing, prior to the agenda being finalized for the monthly meeting.

- AzRHA EC members and standing committee chairs are nominated by AzRHA members.
- Each committee chair is responsible for organizing the committee, assigning tasks, presenting items that require a membership vote to the Executive Committee prior to an AzRHA general meeting, and ensuring committee reports are provided at each meeting.
- All committees will contain an odd number of members including the Committee Chair.

### **Executive Committee and Committee Chair Nomination Procedures:**

- To adequately represent the size and constituency of current AzRHA voting membership, the EC consists of 3 members until such time that AzRHA's total bed count reaches 1,000 beds, at which time the size of the EC will be increased to 5 members, elected by membership vote.
- When an EC position opens, members interested in joining the EC are invited to submit their names for consideration and vote.
- Once all interested members are accounted for, each individual is provided the opportunity to address membership regarding their nomination and desire to serve on the EC during the next monthly meeting.
- After each interested party addresses membership, a current EC member will facilitate a membership vote at a monthly meeting or alternatively, conduct an e-mail vote.
- Terms for elected members run for two years. EC members may serve consecutive terms if approved by membership vote.
- Standing Committee Chairpersons are elected by vote of the respective committees. Newly elected Chairpersons will be announced at a monthly meeting during committee reports.

### **Standing Committees**

AzRHA committees work closely with one another and may have overlap of responsibilities, and as such are encouraged to communicate and meet together regularly to coordinate shared responsibilities. Each committee is expected to meet during the committee breakout session at the AzRHA meeting. Committee chairs are responsible for management, attendance records, minutes, and communicating items for vote to the EC.

### **Executive Committee Responsibilities:**

- Provide leadership and governing oversight to AzRHA.
- Manage association finances, including reporting, invoicing, and dues tracking.
- Strategic planning.
- Cultivate and maintain stakeholder relationships and community contact/public relations.
- Plan, facilitate, and record association meetings.
- Handle association issues and complaints.
- Manage staffing and space requirements.
- Document/policy changes and the right to veto any proposed document/policy changes.
- Review committee recommendations for voting and accept or deny.

- Present items approved for vote to general membership.
- Manage and organize all Committees and Ad Hoc Committees.
- Other tasks as needed.

**Marketing & Public Relations Committee Responsibilities:**

- Ensure AzRHA's message to the community is uniform and effective.
- Promote AzRHA's mission to the community.
- Develop and produce AzRHA literature.
- Develop and produce products and services.
- Website development, changes, and maintenance.
- Overall responsibility for the web based housing provider registry. Add new members and remove members from registry listing as required.
- Act as AzRHA ambassadors at community functions. Relationship development, community outreach, and community presentations.
- Create and maintain public information and common language used by association members.
- Develop and implement an annual strategic plan for recruiting and retaining new members.
- Other tasks as needed and assigned.

**Membership Committee Responsibilities:**

- Accept and review membership applications for completeness and final approval.
- Work with potential members to educate them about AzRHA and to help them complete membership applications.
- Receive membership applications/fees and processes as required.
- Act as a point of contact for organizations and individuals interested in joining AzRHA – send out potential member information and answer questions.
- Mentor new AzRHA members.
- Maintain member files.
- Plan, organize, schedule, and track inspections.
- Process inspection findings and send inspection letters.
- Create membership certificates upon final membership approval.
- Other tasks as needed and assigned.

**Subcommittees**

AzRHA recognizes the need to create subcommittees to work on special projects. Subcommittee formation, goals, and purpose must be presented to the Executive Committee by a Committee Chair. If the Executive Committee approves subcommittee formation, it will be presented to membership for vote. If approved, the committee chair will manage the subcommittee in the same manner a standing committee is managed. Subcommittees will be dissolved when the purpose and goals of the committee have been met.

**VI. SPOKESPERSON**

It is necessary that AzRHA maintain one collective voice to address radio, press, film, or any other community entities. AzRHA members should not handle media inquiries or community presentations on their own without prior approval. All members must contact the Executive Committee with regard to any media inquiries or any community presentations that will be given in regard to AzRHA.

**VII. AZRHA STAFF**

AzRHA does not have paid staff and administrative duties are handled by the Executive Committee and Standing Committees. In the event that AzRHA retains staff in the future, parameters of desired administrative assistance will be outlined.

**VIII. TREASURY**

- AzRHA is a broad-based membership and utilizes a treasurer to carry out the financial responsibilities required. The treasury consists of any funds provided through and/or raised by or donated to AzRHA.

- The Treasurer is a member of the Executive Committee. The Executive Committee and Treasurer develop an annual budget that is presented to membership for discussion and approval in January of each year. Financial reporting is provided to membership for approval on a monthly basis at general meetings.
- Expenditures of funds up to \$150 can be decided upon at the discretion of two Executive Committee members. Request for expenditures of over \$150 must be approved by the AzRHA voting membership.

## IX. MEETINGS

A general membership/open meeting shall take place monthly for 2-3 hours unless otherwise stated in the agenda. General meetings may be cancelled only by the voting membership or additional meetings may be called by the Executive Committee. Notice of the time, place, and purpose of the meeting shall be e-mailed to each member at least five days prior to the meeting.

Recognizing that there may be discussion and or decision items that should be handled by voting AzRHA members only that may come up, a closed meeting, open only to voting AzRHA members, can be called by the EC at any time.

### Quorum:

A quorum shall consist of 66% of the voting membership.

### Meeting Guidelines:

1. Each member is expected to be a full participant and take responsibility to attend meetings (both general and committee), to be prepared, clarify and deal with issues openly and honestly.
2. New members will be mentored by an existing AzRHA member during the first two attended meetings. It is recommended that a new member address any questions he or she may have with the assigned mentor and not during the regularly scheduled meeting. An active AzRHA member acting as a mentor should be able to answer all AzRHA background and procedural questions.
3. Anything agreed upon, or assigned, shall be documented.
4. At the end of each meeting, decisions will be reviewed and assignments clarified.
5. Agenda items shall be submitted in writing to the Executive Committee prior to the AzRHA general meeting, identify who is responsible for presentations or leading discussions on that item.
6. An AzRHA Executive Committee member will be the meeting facilitator.
7. Minutes of the meeting will be recorded by the Executive Committee and published to membership.
8. The Executive Committee will develop the meeting agenda (including information items) and send the agenda in advance of the association meetings to all membership, along with any action items.
9. The agenda shall be uniform and include:
  - a. Defined length of time for the meeting and agenda items.
  - b. Agenda items for review, discussion, and decision.
  - c. First agenda item is to review agenda to allow for additions, deletions, prioritization, etc.
  - d. A block of time for discretionary items that include:
    - i. Items that are time sensitive.
    - ii. Agency announcements will be brief and to the point. Any detailed information may be distributed to the membership via email, flyers, etc. These materials must be left at the designated table before the meeting starts.

### Decision Making Process:

- AzRHA members will strive to reach consensus.
- Any voting member may call for a ballot vote.
- Robert's Rules of Order will be followed with a 66% majority of present members to pass a motion
- Executive Committee may decide to table any issue with a specific time frame to put it back on the agenda.

### E-Mail Voting:

Items may be presented for vote via e-mail as deemed appropriate. There is a 24 hour maximum response time for e-mail votes. If a member does not vote within the 24 hour timeframe, the vote will be counted as an abstaining vote.

## X. POLICY/PROCEDURE REVISIONS AND COMMITTEE RECOMMENDATIONS FOR MEMBERSHIP VOTE

### Policy/Procedure Revisions:



- Each August, AzRHA conducts an annual review of policies and procedures at the general meeting. Revisions are approved or denied by membership vote. Amendments will be voted on by the membership to reflect current issues addressed by the association.
- Approved changes to AzRHA Quality of Care Standards may not be retroactively applied to programs that have undergone and passed annual inspection for the year of the change. Each program will have to comply with all changes during the next annual inspection.
- If an individual believes a policy should be reviewed prior to the annual review, a Formal Grievance may be filed with the Executive Committee for consideration.

**Committee Recommendations for Vote other than Policy Changes:**

All committee recommendations for vote must be submitted to the Executive Committee for review and approval before being presented to AzRHA membership for vote at general meetings. The Executive Committee will review the recommendations for vote, ensure that recommendations are not in conflict with AzRHA Policy, and work with committee members to institute changes, if required, before being presented for vote.

**XI. GRIEVANCES**

AzRHA members, stakeholders, or potential members who are aggrieved by the actions of AzRHA as an association or an individual member must utilize the Formal Grievance Procedure outlined below. AzRHA does not condone the airing of grievances at general meetings or via e-mails. The Formal Grievance Procedure is in place to ensure that grievances are handled respectfully, appropriately, and professionally and may be utilized to resolve interpersonal conflict between individuals and to report issues with existing AzRHA policy that a member believes should be examined prior to the next scheduled annual policy review meeting that takes place each August.

**Formal Grievance Procedure:**

A Formal Grievance should be filed within 30 days of when the grievant knew or should have reasonably known of the alleged conduct using the **AzRHA Formal Concern/Complaint Documentation Form**. The form should be submitted AzRHA's Executive Committee for processing. If a member of the Executive Committee is a party in a grievance or involved in any way, he or she will be excused from the grievance proceedings.

Grievant will be notified by e-mail or telephone within 14 business days of Executive Committee receipt of the grievance. Within 30 days of receiving the written complaint, the Executive Committee will complete an objective investigation of the matter and record findings in writing. If a grievance pertain to a member program's physical facility is received, the EC reserves the right to conduct an unannounced, on-site visit at any time. The EC also reserves the right to interview current residents and staff, as deemed appropriate, to ensure proper and fair grievance resolution.

After the investigation is complete, the Committee will present the complaint, the investigation summary including an objective account of everything that transpired to result in the grievance, and the recommended resolution to the general membership for vote at the next general meeting.

A report of findings, the voting results, and corrective actions will be provided to the grievant via e-mail within 14 business days after the general meeting. Proceedings are recorded in general meeting minutes to keep official record.

An extension of no more than 30 days may be granted for investigations that take longer than the initial 30 day timeframe. No grievant or member of the Executive Committee shall intentionally try to stall, prolong, or delay proceedings. The Executive Committee may require the grievant to appear in front of the committee. Written notice of the time and date will be sent to the grievant and the respondent at least 10 days prior to the hearing.

**Important Notes:**

- It is always the desire of the Executive Committee that a grievant attempt to work out conflicts on their own, as adults, prior to submitting a formal grievance.
- Verbal grievances will not be acted on.
- A grievance must be presented in writing using the "Formal Concern Complaint Form" to the Executive Committee for it to be discussed and acted upon.



**XII: Acknowledgement of Receipt and Understanding**

I hereby acknowledge receipt and understanding of the Arizona Recovery Housing Association (AzRHA) Operating Policies Manual and I pledge my full support of the spirit and letter of the requirements contained therein.

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Printed Name and Signature

Date

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Organization Name

**Release of Liability Statement**

I unconditionally waive and release the Arizona Recovery Housing Association (AzRHA) its members, officers, agents, stakeholders, representatives, volunteers, and employees, and agree to hold said persons harmless from any and all claims, rights, or causes of action which may be asserted against AzRHA, its members, officers, agents, stakeholders, representatives, volunteers, and employees by any person as the result of any injuries, denial/revocation of membership, expenses, loss of compensation, or loss of experience as a direct or indirect result of the use of the services, endorsement, membership, and instruction of AzRHA, including any act or failure to act.

I hereby acknowledge receipt and understanding of the Arizona Recovery Housing Association (AzRHA) Limitation of Liability Statement and agree to such statement.

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Printed Name and Signature

Date

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Organization Name

**AzRHA Membership Interest**

I am interested in pursuing membership in AzRHA:    Yes                       No

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Phone Number

E-Mail Address

Please sign and return this document to an AzRHA representative. If you have indicated an interest in pursuing AzRHA members, an AzRHA representative will contact you.