Exhibit 7

MASH corrective action plan update to BSAS

Source

DPH public records production, request BSAS-2025-35, first production, pages 115 to 122.

Redactions

Redactions made by the producing agency are preserved as produced. In addition to those, the Vanderburgh Foundation has redacted email addresses and telephone numbers. Our redactions are solid black boxes. Nothing else has been altered; pages appear in their original order.

MA ALLIANCE FOR SOBER HOUSING CORRECTIVE ACTION PLAN UPDATE- 5/31/2018

Submitted by Marie Graves, Executive Director

OVERVIEW

The MA Alliance for Sober Housing (MASH) intends to correct items highlighted in the Contract Compliance Document provided by the Bureau of Substance Addiction Services (BSAS) provided to MASH on March 20, 2018.

Objective

- Improve MASH response time of BSAS requests.
- Create accurate sober home accrual and data reports.
- Maintain and communicate a professional working relationship with BSAS and the MA Department of Public Health (DPH).

Execution Strategy

With the assistance of the MASH Board of Directors, MASH intends to create strategic timelines for items which are due each quarter of the fiscal year, utilize the many MASH committees, volunteers, and supporters to assist with executing tasks, and seek guidance and clarity from BSAS when questions arise.

Technical Assistance

MASH will seek technical assistance from BSAS when there are questions regarding the scope of services. MASH intends to communicate with BSAS and RHC when changes and updates are recommended to the MASH standards. Contact NARR for updates and clarification of national standards.

Resources

MASH will collect and share resources with it's membership that will further expand education and training for certified and uncertified sober homes. MASH will be a resource for local, state, and national inquiries regarding MA Certified Sober Homes.

Corrective Action Deliverables

Following is a complete list of deliverables:

Responsibility	Corrective Action	Timeline	Update as of 6/1/18
Maintain affiliate status with the National Alliance of Recovery Residences (NARR)	MASH will participate in monthly affiliate calls and attend the annual NARR Best Practices Conference.	Immediate Monthly	MASH is currently maintaining affiliate status and attends monthly affiliate calls.
Conduct outreach to sober homes interested in seeking certification using MASH standards	Create an annual list of dates and locations of MASH outreach events. Host minimum of 4 outreach events quarterly throughout MA by region, outreach through electronic communication at a minimum of 2 times per quarter, Report outreach efforts quarterly to BSAS.	First event is scheduled for April 24, Falmouth Second event is scheduled in Gardner (space is being confirmed) Complete list of annual outreach events by 5/18. Completed tenant/landlord education event on 3/28/18. Next event topic will be on Drug Screening. Other topics include Building Codes and MAT.	MASH completed the 4/24/18 outreach event. Space in Gardner was no longer available. Fall River, First Baptist Church 6/26/18-6: 30 pm Bourne, Cataumet United Methodist Church 9/18/18-6pm East Boston, East Boston Social Center 1/15/19-6pm Springfield, Sacred Heart 4/18/19-6: 30 pm
Provide informational and technical assistance regarding the certification process to sober homes seeking certification.	Continue to answer telephone, email, and in-person inquiries about the certification standards and process. Continue to maintain thorough knowledge of certification standards. Create database of uncertified sober homes obtained through outreach events.	Immediate Continuous	MASH continues to answer calls, emails and inquiries about certification and standards. MASH has created a database of suspected uncertified homes.
Receive applications for sober home certification and review applications for compliance with the Massachusetts standards.	Process MASH certification applications and review them for accuracy and eligibility,	Immediate Continuous	MASH processes Certification Applications and creates a file.

	using the Massachusetts standards.		
Using the MASH Management System (MMS), communicate with inspection vendor about houses ready for inspection.	Provide RHC with an inspection request once completed paperwork is entered into the MMS. Request information from RHC regarding inspections which appear to be outstanding or incomplete. Document the results of the inquiry in the MMS for RHC to review.	Immediate Continuous	MASH sends RHC with an inspection request. MASH requests updates for outstanding inspection requests if they are not completed within two weeks. MASH is reviewing sober homes which are appropriate for early recertification and compiling a list. MASH will have a completed list by 6/30/18
Receive and keep records of information from inspection vendor about sober homes' inspection status.	Continue to maintain RHC's access to the MMS.	Immediate Continuous	MASH works with RHC on MMS updates or system requests.
Arrange with sober homes inspection vendor to inspect and certify homes which are affiliated with the vendor organization.	Continue to notify RHC when a MASH member home completed an application for certification or recertification. Continue to provide RHC with all application documents. Receive RHC determination of eligibility of certification and issue written certification determination to sober home as well as the certificate.	Immediate Continuous	MASH uploads certification applications and corresponding documentation into the MMS so RHC may review for accuracy. MASH awaits RCH recommendations to the eligibility of the sober homes certification. MASH sends sober home certification to operator once their status has been determined. MASH notes the certification being sent in the MMS and their file. All of the sober homes have certification dates.
Issue certification for sober homes determined to be in compliance with standards.	Continue to certify sober homes who met all of the certification standards and have passed a physical inspection, then add them to the MASH certified list.	Immediate Continuous	MASH certifies sober homes who have met standards and pass inspections, then adds the sober home to the MASH public website.

	Continue to maintain and update all MASH records of sober homes. Review all homes for eligibility prior to adding them to the MASH website. Continue to update and edit sober home contact information so information is sent to the proper address.		MASH continuously updates sober home records in the MMS and file. MASH continues to update operator and sober home manager contact information at least every other month. MASH also updates the contact info when speaking to an operator or house manager.
Annually re-certify sober homes.	Inform sober homes of their recertification date at least 30 days prior to certification expiration date. In the event of no response to the prompt, MASH will place a phone call to the operator regarding their certification approx. two weeks prior to expiration. If there is still no response, MASH will send a letter to the operator of their expiration date one week prior and notify RHC.	Immediate Continuous	MASH now informs sober homes by email, and letter of their upcoming certification 3 months ahead of the expiration as opposed to 2 months. MASH will send another email/letter prompt 30 days prior to their expiration. MASH calls operators regarding their expired certification two weeks prior to their expiration. MASH will send letters to operators one week prior to expiration and notify RHC.
Communicate concerns regarding certified sober homes that may require a grievance investigation to the sober home impaction vendor, as needed.	Continue to forward any grievance regarding sober homes to RHC.	Immediate Continuous	MASH forwards phone or electronic grievances to RHC, especially when no formal grievance is filed through the MASH website. MASH also provides individuals with resources if a grievance concern is from an uncertified sober home. MASH attempts to get as much information about the home as possible and places them on the uncertified outreach list.
Track and record all grievances/complaints submitted via telephone or	Continue to inform the MASH Ethics Committee of the RHC findings. The	Immediate Continuous	MASH continues to track and record grievance and Ethics

website, record resolution and/or disposition for certified sober homes.	Ethics Committee will determine their findings at which time MASH will send a letter to the operator of its outcome. The Ethics Committee findings will be submitted into the MASH Board Meeting Minutes.		Committee Findings in a Google Doc. MASH also sends and electronic and hard copy to the operator and complainant (when available) with the grievance outcome. The letters are filed and recorded. There is 1 grievance findings awaiting EC decision, and grievance awaiting findings. The oldest recorded grievance filing date is 8/18/2016.
De-certify sober homes which have been determined ineligible.	Continue to inform sober home operator, in writing, the reason for de-certification. Continue to remove homes that are decertified.	Immediate Continuous	MASH decertifies home which are ineligible and sends the operator in writing of the decision. MASH removes the decertified home from the site.
Notify BSAS of decision to de-certify a sober home and provide information to de-certify.	Continue to inform BSAS of decision to de-certify sober homes and provide supporting information.	Immediate Continuous	MASH continues to send BSAS a list of decertified homes with supporting information.
Propose annual revisions to the certification standards for BSAS's review and approval.	Work with BSAS and RHC to schedule a annual meeting to review the standards.	Scheduled for 5/8/18 Annual	Annual Standard Review has been completed.
Develop a protocol for notifying MASH and RHC staff and certified homes of changes to standards	Inform MASH members of new MASH standard updates and changes through newsletter, membership emails, and other communication methods.	48 hours after standard is approved.	MASH will notify the membership once the Standards Review is complete. Membership will be notified via email, letter, and newsletter.
Participate in programs and information-sharing opportunities at state and national level.	Participate in monthly NARR affiliate membership call	Immediate Attended March call Continuous	MASH participates in monthly affiliate calls. MASH attended call on 4/2 and 5/2.
Provide technical assistance and information to municipalities and local government bodies about	Continue to inform municipalities about the benefits of certified sober housing in their community.	Immediate Continuous	MASH provides technical assistance to municipalities when requested

sober housing certification, as requested.	Provide technical assistance when requested.		
Remain informed of current research and best practices regarding sober housing at both the local, state and national level.	Continue to attend NARR Affiliate calls Continue to attend NARR National Conference.	Immediate Monthly Annual	MASH intends to attend the NARR National Conference
Organize, publicize, and host quarterly information-sharing opportunities for certified sober home owner/operators in Massachusetts vial telephone or webinar.	Host information sharing events throughout the quarter, each quarter. Continue to host monthly MASH conference calls.	Immediate Monthly Quarterly	MASH will create and distribute 1 newsletter per quarter with new content each time and coordinate 1 Membership conference call per quarter on the first Tuesday of the quarter at 4pm.
Respond to external requests for information about sober homes and sober housing certification.	Continue to respond to external requests for information about sober homes.	Immediate Continuous	MASH continues to respond to external requests for sober home vacancies, how to certify a home, neighbor and community sober home concerns.
Provide training and support for certified sober homes an sober homes seeking certification on bet practices.	Create and propose a supplemental training schedule for sober home operators. Provide additional 4 trainings per fiscal year.	Create training schedule by 5/18 for fiscal year. Update annually	MASH will add a two supplemental trainings first half of fiscal year. July-tenant/landlord laws, Attorney [redacted] webinar October-sober home insurance [redacted] Risk Strategies-webinar January- sober home manager best practices-Framingham, MASH sober home trainer April-sober home fiscal management, Max Bauer, CPA-webinar
This includes at least three annual sessions of the two-day "Sober Housing 101" training required for certification.	Provide updated or edited versions the MASH training by the date provided by BSAS or one month prior to the training.	Immediate Continuous	MASH provided BSAS with the updated SH101 Training. Proposed training dates and locations: West Springfield-Sept

			Bourne-Dec Dorchester-March Lynn/Salem-June
Submit monthly invoices to BSAS	Submit accurate invoices to BSAS on a monthly basis.	Immediate Monthly	MASH will submit accurate monthly invoice
Work with the Massachusetts Substance Abuse Helpline to maintain an up-to-date list of certified sober homes.	To be determined	5/18	Contacted Helpline prior to notification that MASH no longer needed to do anything.
Maintain website that is accessible to the general public and contains at least an application for with instructions, certification standards, a grievance form and instructions, the MA Sober Home Law, and an updated list of certified sober homes.	Continue to collaborate with BSAS to share important messages with sober homes via the MASH website. Maintain up-to-date, accurate list of certified sober homes.	Immediate Regularly review the MASH website for accuracy. Continuous	MASH regularly reviews the website for accuracy and works with MMS vendor to provide updates when needed
The certified sober home list will be searchable by location and contain full contact information for each sober home, including address, phone number, manager or operator name, and website.	Maintain all certified sober home addresses, phone number, email address, manager or operator name, and website.	Immediate Continuous	MASH regularly maintains and updates sober home contact info for the public site
Generate a weekly report to include at least the number of certified homes, the number of certified homes by region, the number of beds in those homes, the number of pending homes, the number of de-certified homes, and the number of inspections scheduled and completed. Send report to BSAS weekly.	Continue to generate an accurate, weekly report, with the specifications listed in the requirements.	Immediate Continuous	MASH has continued to generate an accurate, weekly report, with the specifications listed in the requirements.
Meet regularly, at least monthly, with BSAS to provide updates on the progress and challenges of sober home certification.	Meet with BSAS monthly in a professional, respectful manner.	Immediate Continuous	MASH meets with BSAS in a respectful, professional manner
Maintain records and report to BSAS on a quarterly basis on contract activities, including trainings, certifications, technical assistance, grievances, and outreach.	Provide an accurate, timely, and all encompassing quarterly report.	Immediate Quarterly Continuous	MASH strives to provide an accurate, timely quarterly report with the information provided via the MMS and RHC. MASH will review information for quarterly report with

			RHC and MASH Board.