

Recovery Technology LLC

Strategic Plan 2021

Mission Statement: The Mission of Recovery Technology is making a positive difference in the quality of lives for the people we support.

Vision Statement: Recovery Technology is committed to helping people achieve their passions.

Core Values:

-Treat people the way we want our loved ones to be treated

-Practice the skills we advocate

-Above all else do no harm

-Always take the high road

-Accountability

-Compassion

-Credibility

-Honesty

Recovery Technology's Leadership Team met on January 22, 2021 to develop this strategic plan. During this annual meeting, the Leadership Team takes a comprehensive look at the previous year through the following outcome reports:

- Accessibility
- Corporate Compliance
- Cultural Diversity
- Health and Safety
- Information Technology
- Performance Improvement
- Recipient Rights/Critical Incidents
- Risk Management
- Seclusion and Restraints
- Staffing
- Strategic Plan Outcomes

In addition to reviewing the goals related to each of these plans, Leadership reviews satisfaction surveys from staff, clients and business partners/other stakeholders, Advisory board recommendations, current financial reports comparing past year with previous years as well as current financial standing to determine the feasibility of new strategic goals and budgets.

The following goals were developed during this Strategic Planning Day:

Goal #1: Continue to strengthen our work force: Recovery Technology's workforce consists of various professionals and paraprofessional who work in Case Management, Outpatient therapy, ACT, IDDT and Psychiatric Services. Leadership, billers, receptionists and financial staff all support each department. The majority of Recovery Technology's staff are employees, with some contractors working in Outpatient therapy and Psychiatric services. Recovery Technology hires staff with degrees in Social Work, Counseling, Psychology, Medicine and other similar backgrounds (Medium Priority/Ongoing).

Objective #1: All Recovery Technology staff will practice the skills we teach clients on each other and all stakeholders. We believe that we can improve outcomes by using these skills with

everyone that we come in contact with. This is a “top down” philosophy where leadership role-models the desired behavior for staff, clients and other stakeholders.

Objective #2: Recovery Technology staff and management will stay focused on our Mission Statement, Vision statement and Core Values with a continued emphasis on accountability.

Objective #3: Recovery Technology leadership will recruit and retain necessary personnel to ensure the quality and effectiveness of services and programs.

Objective #4: Recovery Technology leadership will provide a positive and flexible work environment that fosters self-development and learning.

Objective #5: Recovery Technology leadership will develop strategies to maintain competitive benefits.

Goal #2: Recovery Technology will continue to provide quality training to all staff (Medium Priority/Ongoing)

Objective #1: Continue to strive for 100% compliance for all staff in all required trainings.

Objective #2: Offer relevant trainings internally to our staff on subjects that will benefit staff in their work with clients.

Objective #3: Recovery Technology will continue to use Relias Training and other resources for required annual trainings.

Objective #4: Recovery Technology leadership will maintain a workforce of knowledgeable, skilled and culturally respectful staff.

Goal #3: On an annual basis, regulatory audits (LifeWays, MDHHS, CARF, etc.) will demonstrate superior organization performance. Superior organizational performance is defined as 95% or better on all audits (Medium Priority/Ongoing).

Objective #1: Recovery Technology will continue to perform internal audits on staff training, billing, clinical record reviews and performance evaluations.

Objective #2: Recovery Technology will score at 95% or better on external audits. If a score is below that, Quality Improvement Team and Leadership will immediately take action to quickly resolve.

Goal #4: Recovery Technology will improve its financial outlook (High Priority/Ongoing).

Objective #1: By the end of 2021, Recovery Technology will have 3 months of operating expenses in reserve.

Objective #2: Recovery Technology will continue to look for ways to diversify funding sources to mitigate the effect of shrinking Medicaid dollars and state budget cuts. This will include Court-ordered programs, Spravato Clinic, expanding Physician Services and Therapy for non-CMH clients or other newer areas within the mental health arena.

Objective #3: All Recovery Technology departments will remain financially stable.

Goal #5: Beginning with the 2020 CARF Behavioral Health Standards Manual, the ongoing strategic planning of the organization considers social determinants of health. The World Health Organization describes social determinants of health as the conditions in which people are born, grow, live, work and age. These conditions can affect a wide range of health, functioning and quality of life outcomes and risks. Through consideration of the demographics of the service area, an organization may identify social determinants of health that can impact results for the persons served and the durability of outcomes they achieve. Strategic planning may include efforts to improve these conditions and reduce barriers for the persons served. Many residents in low-income neighborhoods face barriers to accessing health and social services. Social Determinants of Health such as housing instability, socioeconomic status, food access and transportation were contributing to poor health outcomes for our clients. Traditional approaches to service delivery can fail to meet the needs of our clients. In addition, social isolation is a factor impacting wellbeing and physical health outcomes. As a result of the Covid-19 Pandemic, Recovery Technology has realized the potential of utilizing Telehealth. By improving our ability to use telehealth services, Recovery Technology can have an impact on many of the Social Determinants of Health that affect our clients (High Priority/Ongoing).

Objective #1: Recovery Technology will upgrade computers with speakers and webcams that will support telecommunication solutions.

Objective #2: Recovery Technology will advocate of the expanded use of telehealth technology to continue to support ease of client access with all payers and health providers.

Objective #3: Recovery Technology will implement software solutions enabling clients and other stakeholders to sign documents remotely.