

# **Recovery Technology LLC**

## **Strategic Plan 2022**

**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 21, 2022, 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. A SWOT analysis is completed on each department within the company. Social Determinants of Health for Jackson, Michigan was explored along with community demographic changes.

The following goals were developed during this Strategic Planning Day:

**Goal #1: Continue to strengthen our work force (on-going/high priority of Leadership responsibility).**

Leadership understands the importance of a strong work force. This strength comes from knowing, practicing, and successfully implementing the skills that we teach our clients. Our actions speak louder than words. Leadership believes that we can improve client outcomes by role modeling and encouraging the use of these skills in our interactions with everyone we encounter.

**Objective #1:** All Recovery Technology staff will learn and practice the skills we teach clients on each other and all stakeholders. This will be measured by employee, client, and business satisfaction surveys, reduced number of complaints and reduced recipient rights violations.

**Objective #2:** Recovery Technology staff and management will stay focused on our Mission Statement, Vision Statement and Core Values with an emphasis on accountability. Accountability will be measured in terms of staff being timely with paperwork, annual trainings, and timely, accurate billing and other job duties.

**Goal #2: Recovery Technology will assure that staff are well trained from hire date to ongoing/annual trainings. (Medium Priority/Ongoing/Leadership responsibility)**

**Objective #1:** Recovery Technology will improve its' onboarding process with new staff so that they are well-trained and feel supported as they begin their new job.

**Objective #2:** Recovery Technology will achieve 100% compliance on all required annual trainings.

**Objective #3:** Recovery Technology 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 act to resolve the issue.

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

**Objective #1:** By the end of 2022, 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.

**Objective #3:** All Recovery Technology departments will remain financially stable. Departmental budgets will be reviewed monthly by leadership to assure that staff and departments are hitting their monthly budgeted goals.

**Goal #5: Increase Awareness of the role that Social Determinants of Health play in the outcomes of our clients.**

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 be broke down into 5 core areas: (1) Housing, (2) Food, (3) Transportation, (4) Utility assistance, (5) Personal Safety. Strategic planning efforts will include efforts to improve these conditions and reduce barriers for our clients which contribute to poor health outcomes. Our environment and our living conditions influence health more than the medical care we receive. Social isolation also impacts wellbeing and physical health outcomes. Clients with unmet social needs tend to be sicker, visit the ER more frequently and cost more to treat. It is estimated that 90% of national health expenditures are spent on medical care, which is estimated to account for only 6% of what makes us healthy. (High Priority/Ongoing).

**Objective #1:** Staff will receive training on the social determinants of health and the impact on the clients that we serve.

**Objective #2:** Recovery Technology will screen for social determinants of health on clients being treated at Recovery Technology.

**Objective #3:** Through training, education and increased awareness of the Social Determinants of Health, Recovery Technology will attempt to improve outcomes in the clients we serve.

**Goal #6: Recovery Technology will take steps to attract and retain quality staff.**

As the workplace continues to change, Recovery Technology strives to be a progressive workplace. Studies indicate that employees are looking for the following attributes in the workplace:

- Sense of responsibility.
- Work/life balance
- Recognition
- Modern workplace
- Ability to work from home.
- Perks and Benefits
- Opportunities for Growth
- Open Communication

**Objective #1:** Recovery Technology will dedicate a portion of our website to have information about employment, benefits, and advantages of being a Recovery Technology employee to help attract potential new staff.

**Objective #2:** Recovery Technology leadership will continue to learn new ways of attracting and maintaining staff by studying and sharing the latest research regarding trends related to employment and “the great resignation” that appears to be occurring across the country.

**Objective #3:** Recovery Technology will continue to expand benefits and other “perks” that potential employees are seeking such as flexible work schedules and locations.

**Objective #4:** Recovery Technology will continue to look for ways to recognize staff for their hard work and provide positive feedback in real time.

**Objective #5:** Recovery Technology will offer the chance for employees to focus on improvement, skill expansion and advancement opportunities. This will increase the likelihood that the staff will stay with Recovery Technology instead of looking for another job.