

Recovery Technology LLC

Strategic Plan 2024

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 26, 2024, to develop this strategic plan. During this annual meeting, the Leadership Team took 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

During this meeting, the team reviews the following information:

- Satisfaction surveys of staff, clients, and business partners/other stakeholders.
- Current financial reports comparing past year with previous years.
- Social Determinants of Health and the demographics of our service area.
- The competitive environment.
- Agency capabilities.
- Regulatory and legislative environments.
- The use of technology to support efficient operations, effective service delivery and performance analysis of performance.
- A SWOT analysis was completed on each department within the company.

The following goals were developed during this Strategic Planning Day. All goals are intended to increase Recovery Technology's effectiveness, efficiencies and access:

Goal #1: Recovery Technology will become the desired agency in the community to work for and to receive services from.

Priority Level: On-going

Responsible Staff/Department: Leadership Team

Objective #1: Recovery Technology will enhance training in all areas from onboarding new staff to the latest innovations in Mental Health Treatments.

Objective #2: Recovery Technology will create a positive culture.

Objective #3: Recovery Technology will promote a culture of safety for staff and clients.

Objective #4: Recovery Technology will encourage staff to play an active role in cultivating an environment where our core values are embraced and coworkers consistently treat each other with respect.

Objective #5: Management will support each other by being transparent, honest, and understanding of boundaries to allow each other to grow and become better leaders, always leading by example.

Goal #2: On an annual basis, regulatory audits (LifeWays, MDHHS, CARF, etc.) will demonstrate superior organizational performance. Superior organizational performance is defined as 95% or better on all audits (Medium Priority/Ongoing).

Priority Level: Low

Responsible Staff/Department: All Department Directors

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, the Performance Improvement Team and Leadership will immediately act to resolve the issue.

Goal #3: Recovery Technology will remain financially healthy.

Priority Level: Ongoing

Responsible Staff/Department: Leadership Team

Objective #1: By the end of 2024, Recovery Technology will have 3 months of operating expenses in reserve.

Objective #2: All Recovery Technology departments (CSM, OPT, ACT, Psychiatric) will remain financially stable. Departmental budgets will be reviewed by the Leadership Team every month, to ensure that staff and departments are reaching their monthly budgeted goals.

Goal #4: Recovery Technology will take steps to attract and retain quality staff.

Priority Level: Ongoing

Responsible Staff/Department: All Staff, Leadership Team

Objective #1: 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.

Objective #2: Recovery Technology will continue to utilize interns from area universities to help train and nurture the next generation of Mental Health workers as well as an added resource to hire new staff after the completion of their education.

Objective #3: Recovery Technology will continue to look for ways to recognize staff for their hard work and provide positive feedback in real-time.

Objective #4: 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.

Objective #6: Recovery Technology will explore adding additional benefits such as additional paid holidays, affordable insurance or other expanded benefits.