

**Recovery Technology LLC Performance Improvement Plan  
Outcome Report 2025**

The following Goals were set in Recovery Technology's Quality Management/Performance Improvement Plan for 2025. The outcome of each goal is explained:

**Goal #1: Recovery Technology will use the DLA-20 to measure functional improvement.**

**Objective #1: Outpatient Therapy will achieve at least 6% improvement in DLA-20**

**scores:** The Outpatient therapy department did not complete enough DLAs to be statistically significant in scoring. The goal for 2026 will be a better monitoring mechanism in this department to assure an adequate sample and refresher trainings.

**Objective #2: Case Management will achieve at least 4% improvement in DLA-20**

**scores:** The Case Management department achieved a 17% improvement in DLA scores. There were 234 completed DLAs. This objective has been met.

**Objective #3: ACT/IDDT will achieve at least 3% improvement in DLA-20 scores:**

The ACT/IDDT department achieved a 3% improvement in DLA scores. There were 70 completed DLAs. This objective has been met.

**Goal #2: Recovery Technology will receive an average rating of 95% or better on all business satisfaction surveys.**

**Objective #1: Recovery Technology Case Management will receive an average rating of 95% or better on all business satisfaction surveys.** See below.

**Objective #2: Recovery Technology Outpatient Therapy will receive an average rating of 95% or better on all business satisfaction surveys.** See below.

**Objective #3: Recovery Technology ACT/IDDT program will receive an average rating of 95% or better on all business satisfaction surveys.** See below.

Recovery Technology only received 4 business satisfaction surveys in 2025. All four were 100% satisfaction. In addition, the only additional comment made was "They are very good already." All of the above objectives have been met. However, Recovery Technology will attempt to receive a better sample of business satisfaction surveys in 2026. Below is a breakdown of the questions, scores and responses from the surveys.

**Question 1:** Overall, how satisfied are you with the timeliness in which Recovery Technology responds to you and/or your organization: 100%

**Question 2:** How would you rate the services provided by Recovery Technology: 100%

**Question 3:** How well do you think Recovery Technology adheres to Person-Centered Planning: 100%

**Question 4:** How hospitable and helpful is the Recovery Technology staff: 100%

**Question 5:** Overall, how convenient are Recovery Technology's business hours: 100%

**Question 6:** Would you recommend Recovery Technology to a friend: 100%

**Question 7:** If your answer to the above is no, would you like additional information: N/A

**Question 8:** Are you aware of all the services Recovery Technology has to offer: 100%

**Question 9:** Did you know that your input about Recovery Technology is welcomed at any time: 100%

**Question 10:** Do you know who you can contact if you are dissatisfied: 100%

**Goal #3: Recovery Technology will receive a rating of 95% or better on all employee satisfaction surveys.**

**Objective #1: Recovery Technology Case Management Department will receive an average rating of 95% or better on all employee satisfaction surveys.**

**Objective #2: Recovery Technology Outpatient Therapy Department will receive an average rating of 95% or better on all employee satisfaction surveys.**

**Objective #3: Recovery Technology ACT/IDDT Department will receive an average of 95% or better on all employee satisfaction surveys.**

Recovery Technology had an average score of 98% on Employee Satisfaction Surveys. There were 33 surveys completed, so a little better than 50% of staff responded. Below are the responses to the individual questions. The percentage in parenthesis is the score from the previous year (2024). See attached for comments from employees.

**Question 1:** I have the materials and the equipment I need to do my work right: 94% (100%)

**Question 2:** At work, I have the opportunity to do what I do best everyday: 100% (100%)

**Question 3:** In the last 30 days, I have received recognition or praise for doing good work: 94% (100%)

**Question 4:** My supervisor or someone at work seems to care about me as a person: 100% (100%)

**Question 5:** I have a friend at work: 100% (95%)

**Question 6:** I am familiar with the mission statement of Recovery Technology: 100% (95%)

**Question 7:** I agree with the mission statement of Recovery Technology: 100% (89%)

**Question 8:** I am involved in decision making that affects my job: 97% (89%)

**Question 9:** Management has created an open and comfortable environment: 94% (95%)

**Question 10:** I know my job requirements and what is expected of me on a daily basis: 97% (100%)

**Question 11:** I have received training I need to do my job efficiently and effectively: 97% (100%)

**Question 12:** Training is provided to enable me to do my job well: 100% (100%)

**Question 13:** Management recognizes and makes use of my abilities and skills: 97% (100%)

**Question 14:** I am treated with respect by management: 100% (97%)

**Question 15:** I am treated with respect by the people that I work with: 100% (89%)

**Question 16:** I am encouraged to develop new and more efficient ways to do my work: 91% (89%)

**Question 17:** Employees work well together to solve problems and get the job done: 100% (84%)

**Question 18:** Management is flexible and understands the importance of balancing my work and personal life: 100% (95%)

**Question 19:** I would recommend others to work for this company: 100% (95%)

**Goal #4: Recovery Technology will receive a rating of 95% or better on all client satisfaction surveys.**

**Objective #1: Recovery Technology Case Management Department will receive an average rating of 95% or better on all client satisfaction surveys.** The Case Management Department Client Satisfaction Surveys achieved a 98% satisfaction rate. There were 65 surveys completed. This objective has been met.

**Objective #2: Recovery Technology Outpatient Therapy Department will receive an average rating of 95% or better on all client satisfaction surveys.** The Outpatient Therapy Department Client Satisfaction Surveys achieved a 92% satisfaction rate. There were 10 surveys completed. This is a low return considering that this department has the largest number of clients in a year. Management will continue to work with this department to increase compliance in this area.

**Objective #3: Recovery Technology ACT/IDDT Department will receive an average rating of 95% or better on all client satisfaction surveys.** The ACT/IDDT Department Client Satisfaction Surveys achieved a 96% satisfaction rate. There were 10 surveys returned. While this is the same number of surveys as the Outpatient therapy department, the number of ACT clients much lower and as a result be a better sample. This objective has been met.

Recovery Technology received a total 105 client satisfaction surveys in 2026 with an average score of 98%. This goal and its objectives have been met. See below for detailed scores. The score in parentheses is the score from the previous year.

**Question 1:** I like the services that I received: 98% (96%)

**Question 2:** I was able to get the services that I thought I needed: 96% (95%)

**Question 3:** Staff helped me obtain the information that I needed so that I could take charge of managing my mental health disability: 100% (96%)

**Question 4:** I, not staff, decided my treatment goals: 100% (95%)

**Question 5:** Staff believed that I could grow, change, and recover: 97% (95%)

**Question 6:** Recovery Technology staff are friendly and helpful: 100% (96%)

**Question 7:** As a direct result of the services I received, I am better able to take care of my needs: 92% (96%)

**Question 8:** Recovery Technology's staff were sensitive to my cultural/ethnic background: 97% (96%)

**Question 9:** Recovery Technology staff explained my rights to me in a clear and understandable way: 97% (97%)

**Question 10:** The services Recovery Technology delivered assisted you in managing your life/illness: 97% (97%)

**Goal #5: Recovery Technology will continue to strengthen the work environment and staff morale.**

**Objective #1: The “Fun and Shenanigans” team will continue to plan and coordinate events throughout the year to help boost morale and address staff burnout and compassion fatigue.**

**The Fun and Shenanigans Team planned the following activities throughout 2025:**

- Happiness, Healing, and Health Competition
- Monthly potlucks with drawings to win a basket or gift cards
- Valentine’s Cards and Candy for employees
- Happy Hour Hot Chocolate Bar
- March Madness
- Social Worker Appreciation-Bagels, Coffee, and juice
- Administrative Professionals Day Lunch
- Penny Wars raised money for Tunnel for Towers
- Monthly “You’ve been Snacked” drawings, 2 staff picked per month
- Nurses Week flower baskets
- National Pet Week, post a picture of your pet and staff vote on the cutest, best dressed, most photogenic and funniest
- Celebrate Talk like Yoda day
- Celebrate National Smile Day, facts about summer sent out to staff
- Trivia Potluck celebrating Juneteenth
- Guess who the baby is, staff guess which employee is on the baby picture
- Retro back to school, who were you in middle school, pictures and questionnaire posted
- Employee shout out board
- IT Professionals Day
- Happy Hour-Coffee Day

-National Office Chocolate Day, staff signed up and sent around to offices to get chocolate and chat with coworkers

-Bosses Day

-Halloween Door Décor Contest

-Observance of World Mental Health Day, self-care ideas emailed to everyone

-ALL CAPS DAY

-Happy Hour-Thankful Pancake breakfast

-Canned Food Drive-Jackson Community Pantry

-Annual Christmas Party

Holiday Annual Door Décor contest

-Happy Hour, have a cola day

-Happy Hour, hamburger day

-Happy Hour, Ice Cream float day

National Case Managers Week, breakfast provided

This objective has been met.

**Objective #2: Recovery Technology will improve training and support in all areas from onboarding new staff to ongoing training that helps staff perform their jobs efficiently and effectively.**

Recovery Technology staff completed all required trainings in 2025. In addition, staff were offered training in DBT and Motivational Interviewing as well as CPR, First Aid and Safety Care. Staff received training through Relias Learning, Improving MI practices and live trainings during staff meetings. This objective has been met.

**Goal #6: On an annual basis, regulatory audits will demonstrate superior organization performance by receiving a score of 95% or better.**

**Objective #1: Recovery Technology's Case Management Department will receive a score of 95% or better on all audits performed.**

**Objective #2: Recovery Technology Outpatient Therapy Department will receive a score of 95% or better on all audits performed.**

**Objective #3: Recovery Technology ACT/IDDT Department will receive a score of 95% or better on all audits performed.**

Recovery Technology performed self-audits throughout 2025. We also received several MVE Audits through LifeWays/Mid-State Health Network. None of these multiple audits resulted in the need for a plan of correction. Recovery Technology runs reports monthly on productivity, clients not seen, expired authorizations and other relevant reports that help us maintain our efficiency. This objective has been met.

**Goal #7: Recovery Technology will maintain profitability in each of its departments.**

**Objective #1: Recovery Technology's Case Management Department will hit its financial benchmark by 12/31/25.**

**Objective #2: Recovery Technology's Outpatient Therapy Department will hit its financial benchmark by 12/31/25.**

**Objective #3: Recovery Technology's ACT/IDDT Department will hit its financial benchmark by 12/31/2025.**

**Objective #4: Recovery Technology's Psychiatric Department will hit its financial benchmark by 12/31/25.**

Recovery Technology hit its financial benchmark in all departments except psychiatric. This department is the most difficult to maintain profitability due to the high cost of paying medical staff, reimbursement rates and no-show rates. However, the loss was minimal for this department. All objectives have been met except #4 which will continue to be worked on to improve financial viability.

**Goal #8: Recovery Technology will see post-hospital clients within 3 days of their discharge from the hospital.**

**Objective #1: Recovery Technology Case Management will see post-hospital clients within 5 days of their discharge from the hospital.**

Case management clients were seen within 3 days 77% of the time. Training will continue to focus around the importance of seeing post-hospital clients in a timely manner.

**Objective #2: Recovery Technology Outpatient therapy will see post-hospital clients within 5 days of their discharge from the hospital.**

Outpatient Therapy clients were seen within 3 days 75% of the time. Training will continue to focus around the importance of seeing post-hospital clients in a timely manner.

**Objective #3: Recovery Technology ACT/IDDT will see post-hospital clients within 5 days of their discharge from the hospital.**

ACT/IDDT clients were seen within 3 days, 97% of the time. This objective has been met.