

Recovery Technology Risk Management Annual Report

2025

Recovery Technology began developing its Risk Management Program in the fall of 2008 and was fully implemented beginning in 2009. The purpose of Risk Management is to identify any risk potential that needs to be addressed and report on the progress of mitigation efforts. Recovery Technology Leadership Team make up the membership of the Risk Management Committee.

From January 1, 2025, through December 31, 2025, Recovery Technology completed the following Risk Management actions:

1. Worked with each department within Recovery Technology to make it an efficient and profitable department.
2. Addressed cash flow issues to limit unnecessary expenditures and strengthen reserve fund position.
3. Maintained bi-monthly monitoring mechanisms to mitigate inaccurate billing issues.
4. Maintained at least the minimum expectation of contacts with clients in all departments to improve the quality and the financial standing of each department.
5. Pursued avenues to diversify funding.

In addition, Recovery Technology has taken the following steps:

- Worked to maintain and improve relationships with Contract Managers and LifeWays staff.
- Maintained Staffing Levels throughout 2025 despite state-wide staffing shortages.
- Had a complete internal audit by a CPA with no issues found during this audit.
- Maintained all required training for staff, plus additional training that would educate staff and create the “culture” that Recovery Technology hopes to maintain.
- Maintain the processes that allow Recovery Technology to continue to have a “rapid response” to crises.
- Continued to provide clear directions to staff, clients, and other stakeholders on current safety issues.
- Maintained PPE for every employee to maintain the highest safety measures possible.

Recommendations/Goals

1. Continue current training and internal auditing and monitoring of procedures to improve quality, improve efficiency and effectiveness, and maintain audit scores at current levels.

2. Continue to diversify funding sources. Recovery Technology made the decision to become a DCO for the CCBHC.

3. Continue to strengthen all departments by improving efficiencies and maintaining appropriate budgets for each department, improving training and assistance for staff who struggle.

4. Continue to have an annual review of insurance coverage to ensure adequate coverage as we expand.

5. Maintain a positive and supportive culture, increase employee benefits, and provide excellent training to help obtain and retain quality staff.

6. Continue to research other opportunities that are needed for the community and expand revenue sources.

All goals are run and monitored by the Leadership Team. All goals are high priority.