

Recovery Technology LLC

Strategic Plan Outcome Report

2025

Outcomes on Goals from Recovery Technology Strategic Plan 2025

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

Objective #1: Recovery Technology will provide quality training for staff from onboarding new staff to refreshers and competency-based training for current staff. Recovery Technology will continue to utilize in-house trainers for CPR/First Aid, Seeking Safety and DLA-20. Recovery Technology will also send staff to training that will help bring improvements to our current practices and improve our culture.

Recovery Technology was able to provide quality training for all new staff and quality refreshers for existing staff. We were able to get a new staff member (Kristen Wright, HR) to become a trainer in CPR/First Aid and Safety Care. We continue to provide training during staff meetings, as well as using Improving MI practices. Recovery Technology also began to use Relias Learning again as we move toward becoming a DCO. This objective has been met.

Objective #2: Recovery Technology will promote a positive workplace culture. This will be accomplished by Leadership role-modeling the behaviors we expect from staff. Leadership will celebrate our staff's accomplishments, special times such as Social Worker's Month, Nurse's Week, Administrative Assistants Day and other notable days. The Fun and Shenanigans Team will continue to plan activities throughout the year.

Recovery Technology Leadership along with the Fun and Shenanigans Team were able to create a positive workplace through many events throughout the year (see Performance Improvement Plan) and the observance of days that are important to staff. Leadership was able to hold each other accountable and have made good strides in the cohesiveness of the team. There is still work to do in this area, but this objective has been met.

Objective #3: Recovery Technology will promote a culture of safety for staff and clients. Clients and staff need to feel safe and supported in order to grow. All staff will be trained in Safety Care. Safety protocols will be discussed in staff meetings. Staff who exhibit inappropriate behaviors will be dealt with immediately.

Recovery Technology provides a safe working environment for all staff. This is evident in our low turnover rate and measured in our employee satisfaction survey. Staff have learned safety protocols and are excellent during drills as well as real-life events. Leadership has room to improve when dealing with difficult staff but are determined to improve in this area and respond quickly to events in real time.

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.

This year we began to focus on our Mission and Core Values. A deep dive into the meaning of our core values will be taking place in 2026. This objective has been met.

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. Recovery Technology will invest in leadership this year.

Recovery Technology Leadership Team has made progress this year in transparency and leading by example. All members have been challenged this year to address areas of weakness and have been encouraged and supported by the team. Leadership has invested a great deal of time and effort in improving the team and developing trusting relationships with each other. This objective has been met.

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

Objective #1: Recovery Technology will continue to perform clinical record reviews. Each department has developed a process in which the appropriate number of files will be audited for each department. The Performance Improvement Team will look for any trends and develop a strategy to address any issues. Clinical Record reviews will also be used in Staff annual evaluations to ensure that staff exhibit competency in their documentation and treatment of clients.

Each department was able to complete the appropriate number of chart audits. A section was added to the annual performance appraisal to evaluate this area for all clinical staff. The Performance Improvement Team reviewed these chart audits at the monthly meeting to evaluate for trends. This objective has been met.

Objective #2: Recovery Technology will score 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 by identifying trends, addressing issues with individual staff and departments as needed.

Recovery Technology performed self-audits throughout 2025. We also received several MVE Audits through LifeWays/Mid-State Health Network. None of these audits resulted in a plan of correction. We continue to run monthly reports on productivity, clients not seen,

expired authorizations and other relevant reports that help us maintain our efficiency and assure that clients don't "fall between the cracks." This objective has been met.

Goal #3: Recovery Technology will remain financially healthy.

Objective #1: By the end of 2025, Recovery Technology will have 3 months of operating expenses in reserve.

End-of-year financial reports show that Recovery Technology ended the year with an excess of 3 months' operating expenses. This objective has been met.

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

All departments with the exception of the Psychiatric Department were financially stable. There is an expectation that the psychiatric unit will operate at a "break even" point, but not acceptable to run in a deficit. We will continue to work toward this objective.

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

Objective #1: Recovery Technology will accept interns from area universities to help train and nurture the next generation of Mental Health Workers. In addition, this becomes a resource when hiring new staff after the completion of their education.

Recovery Technology utilized 4 Master's level interns and 3 Bachelor level interns in 2025. Of these 7 interns, we were able to retain 3 after they finished their education. In addition, we were able to have 2 NP interns.

Objective #2: Recovery Technology will continue to look for ways to recognize staff for their hard work and provide positive feedback in real time.

Recovery Technology Leadership has tried to implement an improvement in acknowledging staff in real time. We have invested in small gift cards as a way of showing appreciation to someone when they have done an outstanding job. We have a "wall" in which we are able to publicly acknowledge staff for any reason. We will continue to look for ways that we can reward staff for exemplary behavior. This objective has been met.

Objective #3: 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.

Recovery Technology was able to send several staff to training courses this year that benefited them in their jobs. Efforts were made to improve training internally. Staff were encouraged to express their interest in what advancement opportunities look like to them and how we can accomplish that as a company. This objective has been met but continues to require more work.

Objective #4: Recovery Technology will explore additional benefits such as additional paid holidays, affordable insurance or other expanded benefits.

Recovery Technology was not able to make progress in this area. No additional benefits were added this year. The owner of Recovery Technology is in the process of selling the company to the Leadership Team. This will occur in 2026. At that time, we will be better able to detail a succession plan and know what opportunities will be available in the near future. We will continue to work on this objective.