

**Recovery Technology LLC Performance Improvement Plan  
Outcome Report 2024**

The following Goals were set in Recovery Technology's Quality Management/Performance Improvement Plan for 2024. 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 60% improvement in DLA-20 scores.

**Outpatient Therapy received an overall 40% improvement in DLA scores for 2024. The less than desirable score is likely the result of low completion rates of DLAs. This objective was not met.**

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

**Case Management received an overall 80% improvement in DLA scores for 2024. This department also had a low completion rate of DLAs which would also account for a somewhat skewed score. This objective was met.**

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

**ACT/IDDT showed no improvement in overall DLA scores. ACT/IDDT also had a low completion rate of DLAs in 2024.**

**Recovery Technology will strive to increase the number of completed DLAs (intake/discharge/annual) and offer refresher trainings throughout the year to assure that the tool is being used consistently across all departments.**

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

**Objective #1: Recovery Technology will receive a rating of 95% or better on all business satisfaction surveys.**

Recovery Technology received a total of 18 Business Satisfaction Surveys in 2024. There were no neutral, disagree or strongly disagree responses to any of the questions. For specific comments, see attached. The following is the percentage of responses for each individual question. The percentage in parenthesis is the score from 2023:

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

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

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

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

**Question 5:** Overall, how convenient are Recovery Technology's business hours: 100% (97%)

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

**Question 9:** Did you know that your input about Recovery Technology is welcomed at any time: 100% (93%)

**Question 10:** Do you know who you can contact if you are dissatisfied: 100% (97%)

**Objective #2: Recovery Technology will receive a rating of 95% or better on all employee satisfaction surveys.**

Recovery Technology received 19 employee satisfaction surveys in 2024 for an average score of 95.26%. For specific comments, see attached. The following are the responses to each individual question. The percentage in parenthesis is the score from 2024.

**Question 1:** I have the materials and the equipment I need to do my work right: 100% (89%)

**Question 2:** At work, I have the opportunity to do what I do best everyday: 100% (89%)

**Question 3:** In the last 30 days, I have received recognition or praise for doing good work: 100% (83%)

**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: 95% (100%)

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

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

**Question 8:** I am involved in decision making that affects my job: 89% (72%)

**Question 9:** Management has created an open and comfortable environment: 95% (89%)

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

**Question 11:** I have received training I need to do my job efficiently and effectively: 100% (78%)

**Question 12:** Training is provided to enable me to do my job well: 95% (83%)

**Question 13:** Management recognizes and makes use of my abilities and skills: 100% (89%)

**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: 89% (92%)

**Question 16:** I am encouraged to develop new and more efficient ways to do my work: 89% (81%)

**Question 17:** Employees work well together to solve problems and get the job done: 84% (67%)

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

**Question 19:** I would recommend others to work for this company: 95% (89%)

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

Recovery Technology received 138 Client Satisfaction Surveys in 2024 for an average score of 96.23%. For specific comments, see attached. The following are the responses to each individual question. The percentage in parenthesis is the score from 2024.

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

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

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

**Question 4:** I, not staff, decided my treatment goals: 95% (97%)

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

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

**Question 7:** As a direct result of the services I received, I am better able to take care of my needs: 96% (95%)

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

**Question 9:** Recovery Technology staff explained my rights to me in a clear and understandable way: 97% (96%)

**Question 10:** The services Recovery Technology deliver assisted you in managing your life/illness: 97% (96%)

**Goal #3: Recovery Technology will continue to strengthen a healthy work environment and staff morale.**

**Objective #1: A "Fun and Shenanigans" team will be created to plan and coordinate events throughout the year to help boost morale and address staff burnout and compassion fatigue.**

The Fun and Shenanigans team met at least monthly throughout 2024 and planned the following events for Recovery Technology Staff:

Dr. Galecka's retirement party

Ice Cream Social

Fall potluck

Christmas Party

**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 has improved its training to include more in-depth on-boarding and initial training and assigning the new staff a mentor in addition to supervision. A 12-week course on DBT for staff was provided by our clinical director. Staff meetings included more in-depth trainings and Recovery Technology began using "Improving MI practices" website for additional trainings outside of what we could provide internally. The staff's perception of improved training and onboarding was reflected in the Employee Satisfaction Survey as well.

**Objective #3: All staff will be accountable for upholding our core values.**

Recovery Technology's Core Values, Mission Statement and Vision Statement were all emphasized numerous times throughout the year at staff meetings with discussions about how they apply to everyday work.

Hiring practices were developed to look for new staff who appeared to align with our values.

Core values were included in the required annual trainings.

Leadership led by example through our behaviors and decision making.

Core values were included in updated employee annual evaluations.

**Goal #4: On an annual basis, regulatory audits will demonstrate superior organizational performance by receiving a score of 95% or better.**

**Objective #1: Recovery Technology will perform audits on random files in each department. The Performance Improvement Team will review the results of these audits and look for patterns, trends, and areas for improvement.**

Recovery Technology did perform chart audits and looked for trends during monthly Performance Improvement Meetings. However, there was not a firm process for getting these audits completed and they were not included in Employee Annual Performance Reviews. This shortcoming was discovered during the CARF audit. Since then, each department has come up with a plan to complete the required number of chart audits, and Employee Performance Reviews were updated to include feedback on documentation and chart reviews. This objective was not met.

**Objective #2: Recovery Technology will participate in all external audits and incorporate any recommendations or plans of corrective action into practice.**

Recovery Technology participated in all external audits by LifeWays, MSHN, Department of Health and Human Services and CARF. No audits required a plan of correction, and all were within the 95% threshold. A 3-year accreditation was granted by CARF.

**Goal #5: Recovery Technology will maintain profitability in each of its departments.**

**Objective #1: On a bi-monthly basis, staff will be given data regarding their productivity. Staff who are underperforming will be assisted in increasing their productivity and organizational skills. Staff who meet their benchmarks in productivity and timeliness will be paid a bonus.**

Staff were consistently given their data regarding their productivity. Underperforming staff were given assistance to make improvements and staff who met their benchmarks were paid a bonus. Overall, Recovery Technology was able to improve its profits for the year despite a decrease in pay by the CMH.

**Objective #2: Leadership will monitor billing activity by measuring the length of time claims are entered and then paid.**

This objective was not met due to the CMH changing the way they paid us. They gradually changed our payment structure so that we would run 4 weeks behind in payments from them. This created some problems throughout the year as their decision to change the payment structure was based on poor staffing levels at the CMH level. Payments were inconsistent throughout much of the year, making it almost impossible to measure the length of time claims were entered and paid.

**Objective #3: Billing submitted versus billing paid will be compared to ensure there are no discrepancies. Any discrepancies will be evaluated for improvement.**

The Finance and Billing Departments were able to change the way Leadership reviewed monthly financials by looking at accrual rather than just cash on hand. This gave leadership the ability to accurately assess the financial strength of the company throughout the year. This has become extremely important due to the changes in payment cycles with the CMH. This objective was met.

**Goal #6: At least 60% of Recovery Technology's discharges will be described as successful discharges.**

**Objective #1: Discharges will be totaled at the end of the fiscal year. Successful discharges will be described as completion of treatment or discharged for reasons beyond our control.**

Recovery Technology discharged a total of 696 clients in 2024. Of the 696 discharges, 346 were successful discharges (56%).

**Objective #2: Discharge data will be analyzed by department and the agency totals. The following is a breakdown of all discharges completed by Recovery Technology during 2024:**

Completed/Authorization Ended: 200

Ineligible Insurance: 4

Deceased: 14

Moved: 36

Client refused treatment: 0

Jail/Incarceration: 25

Transferred/Referred: 54

No Show: 293

There was a total of 696 discharges in 2024. Factoring out the clients who never made it to their first service at Recovery Technology, there were a total of 403 clients discharged from services who received some treatment. Of these:

-56% of these discharges are "successful" discharges. This means they completed treatment or were discharged due to moving out of the service area.

-44% of discharges were "unsuccessful" discharges. This means they were discharged for "Refused Treatment," "Agency Withdrew," "Jail/Incarceration," "Ineligible Insurance," or "Deceased." Recovery Technology continues to be successful with clients who are actively engaged in treatment. New referrals are difficult to engage, but once treatment gets started, clients improve. Recovery Technology continues to strive to improve in this area.

The following is a continued breakdown of discharges by department and service:

**Case Management:**

Successful: 81%

Unsuccessful: 19%

**Assertive Community Treatment/IDDT:**

Successful: 69%

Unsuccessful: 31%

**Outpatient Therapy:**

Successful: 98%

Unsuccessful: 2%

**Psychiatric Services:**

Successful: 54%

Unsuccessful: 46%

**Batterer's Intervention Program:**

Successful: 76%

Unsuccessful: 24%

**Anger Management Program:**

Successful: 88%

Unsuccessful: 12%

**Pro-bono intern services:**

Successful: 90%

Unsuccessful: 10%

**Analysis of Data:** Successful discharges for all departments were higher than in 2023.

As always, clients who engage in services at Recovery Technology report an improvement in their lives and a decrease in symptoms regardless of the service that they are receiving.

Customer satisfaction surveys are also overwhelmingly positive (for further information see goal #3 regarding client satisfaction surveys).