

Recovery Technology LLC

Strategic Plan 2025

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 24, 2025, 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/DEI
- 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 reviewed the following information:

- Satisfaction surveys of staff, clients, and business partners/other stakeholders.
- Current financial reports comparing the 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 for each department within the company. In addition, the leadership team completed a SWOT analysis on themselves.

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: Ongoing

Responsible Staff/Department: Leadership Team

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.

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.

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.

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 and staff consistently treat clients and stakeholders 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. Recovery Technology will invest in leadership this year

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 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.

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.

Goal #3: Recovery Technology will remain financially healthy.

Priority Level: Ongoing

Responsible Staff/Department: Leadership Team

Objective #1: By the end of 2025, 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 and address any deficits immediately.

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 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.

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

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.

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