



2025-2026

STRATEGIC PLAN





MISSION

“Life Recovery Center exists to help people find freedom in recovery.”

LONG TERM GOALS

Statement of Intent:

To invite all individuals touched by mental health and SUD in Indiana to associate with the organization by providing advocacy, education, support, and treatment services.

A. Management

I. To implement agency goals and policies.

Staff Responsibility: Chief Clinical Officer, Vice President of Treatment Operations, Clinical Director

Timeline: Continually

II. To maintain appropriate accreditation and compliance with quality assurance standards and required credentials.

- a. Maintain CARF accreditation.
- b. Maintain requirements for DMHA.
- c. Maintain requirements for IPGAP.
- d. Maintain requirements for ICACV.

Staff Responsibility: Chief Clinical Officer, Executive Assistant, Vice President of Treatment Operations

Timeline: Ongoing

III. To maintain all fiscal and legal filings required of LRC.

Staff Responsibility: Chief Clinical Officer, Vice President of Treatment Operations

Timeline: Ongoing

IV. To annually conduct a financial audit through an independent auditing firm.

Staff Responsibility: Finance Department

Timeline: Ongoing

V. To develop and retain a highly trained, motivated, diverse, and culturally competent professional staff.

- a. Offer incentives to potential staff to develop and expand the existing workforce.
- b. Offer incentives to retain the current workforce.
- c. Maintain a sufficient workforce to meet the clients' needs.
- d. Verify all professional credentials as applicable.

Staff Responsibility: Chief Clinical Officer, Vice President of Treatment Operations, Clinical Director, Practice Manager

Timeline: Ongoing

VI. To provide appropriate supervision, training, support, and oversight.

- a. Staff will be trained upon hire and at least annually per HR best practices, quality assurance standards, and accreditation requirements.
- b. Staff will be provided with the opportunity to increase skills training throughout employment.

- c. Staff will be provided with ongoing supervision and oversight to ensure they are aware of employment expectations and to provide ongoing feedback.
- d. Staff will be provided with mentoring by other staff as needed.
- e. Staff have access to EAP as needed.

Staff Responsibility: Chief Clinical Officer, Vice President of Treatment Operations, Clinical Director, WorkSmart

Timeline: Ongoing

VII. To maintain personnel policies and practices consistent with the requirements of state and federal law, HR best practices, quality assurance standards, and accreditation requirements.

Staff Responsibility: Chief Clinical Officer, Vice President of Treatment Operations, Clinical Director and WorkSmart

Timeline: Ongoing

VIII. To maximize the input of consumers, individuals in recovery, and family members in the affairs of the organization.

- a. Will continue to seek input from clients through Satisfaction Surveys per the LRC policies and procedures.
- b. Will continue to seek input from referral sources through Satisfaction Surveys per the LRC policies and procedures.
- c. Will share LRC plans on the Staff Portal for input.

Staff Responsibility: Chief Clinical Officer, Vice President of Treatment Operations

Timeline: Ongoing

IX. To review the Strategic Plan annually or more often if needed.

Staff Responsibility: Chief Clinical Officer, Vice President of Treatment Operations

Timeline: Annually

X. To maintain continuity of funding and services.

- a. Create and maintain policies and procedures to protect the safety and well-being of staff, clients, and visitors based on best practices and mandates by federal, state, and local authorities.
- b. Upgrade and maintain technological options to allow staff to work off-premises as needed.
- c. Upgrade and maintain technological options to allow continuity of services while preserving all confidentiality obligations.
- d. Communicate with all current funding sources to remain updated on any changes created by the pandemic.

Staff Responsibility: Chief Clinical Officer, Vice President of Treatment Operations

Timeline: Ongoing

XI. To develop effective and efficient information data communication systems and other technology to appropriately support the organization.

- a. Update technology and policies and procedures to allow staff to communicate offsite using technology including but not limited to Zoom and Teams.

- b. Upgrade staff equipment to ensure new technology can be accessed.
- c. Acquire new programs and technology to meet intake and treatment needs, including but not limited to SimplePractice.
- d. Create policies and procedures to ensure continuity of services, including but not limited to Zoom and Teams.
- e. Work with technology vendors to ensure the most appropriate technology services to LRC.
- f. Train staff on new equipment, programs, and technology.

Staff Responsibility: Chief Clinical Officer

Timeline: Ongoing

B. Financial Development

- I. **To develop a business plan for LRC programs, fund development, and communications.**

Staff Responsibility: Chief Clinical Officer, Vice President of Treatment Operations

Timeline: Ongoing

- II. **To develop and implement long-range and annual financial plans for the operation of LRC.**

Staff Responsibility: Chief Clinical Officer, Vice President of Treatment Operations

Timeline: Annually

- III. **To diversify the funding base by taking advantage of available financial opportunities.**

Staff Responsibility: Chief Clinical Officer, Vice President of Treatment Operations

Timeline: Ongoing, and reviewed quarterly

- IV. **To ensure the financial stability of LRC by preparing for the financial threats that will present themselves.**

Staff Responsibility: Chief Clinical Officer

Timeline: Ongoing, and reviewed quarterly

C. Public Education and Awareness

- I. **To maximize LRC's visibility in the state to ensure that LRC is seen as the leading organization for addiction treatment.**

Staff Responsibility: Chief Clinical Officer

Timeline: Continually

- II. **To expand outreach to new audiences outside the traditional arena through a periodic newsletter, agency website, and social media outlets such as Facebook.**

Staff Responsibility: Chief Clinical Officer, Executive Assistant, VP of Marketing

Timeline: Ongoing, with weekly and monthly updates



III. To provide public education efforts to ameliorate the stigma associated with mental illness and addictive disorders.

Staff Responsibility: Chief Clinical Officer

Timeline: Ongoing, with emphasis on monthly training.

IV. To increase and improve communication effectiveness to LRC's constituency.

Staff Responsibility: Chief Clinical Officer, Vice President of Treatment Operations, Clinical Director

Timeline: Continually

D. Advocacy

I. To be seen as the leader of addiction advocacy in Indiana.

Staff Responsibility: Chief Clinical Officer

Timeline: Ongoing

II. To increase the effectiveness of LRC's statewide advocacy program in the state legislative, executive, and judicial branches by actively participating and collaborating with Boards and other advocate entities.

Staff Responsibility: Chief Clinical Officer

Timeline: Ongoing

E. Addiction Services

I. To provide treatment for individuals with addictive disorders.

Staff Responsibility: Chief Clinical Officer, Vice President of Treatment Operations, Clinical Director, and Staff

Timeline: Ongoing

II. To educate targeted audiences and the public regarding the success of LRC's treatment services.

Staff Responsibility: Chief Clinical Officer, Vice President of Treatment Operations, Clinical Director, and Staff

Timeline: Ongoing

III. To support socialization, connectivity, and skills-building beyond treatment.

Staff Responsibility: Chief Clinical Officer, Vice President of Treatment Operations, Clinical Director

Timeline: Ongoing