



Strategic Planning

April 2016, Adopted July 2016

Purpose

The Houston Recovery Center was created to:

- Divert individuals from jail
- Reduce the jail population
- Preserve law enforcement resources
- Preserve medical resources
- Provide a chance for many to escape the revolving door of substance abuse and incarceration

A fully-integrated
recovery care
continuum.

To provide a safe place for
individuals to sober up
and receive recovery
assistance appropriate to
their individual needs.

Vision &

Mission

Information, screening, assessment and referral support through comprehensive case management and peer support with the goal of long-term recovery.

- Safety
- Quality
- Reliability
- Innovation
- Collaboration
- Pro-action
- Resourcefulness
- Compassion
- Effectiveness
- Efficiency
- Professionalism

Service Model & Values

Strategic Role

Masters of collaboration offering individualized care.

Goals

1. Provide a safe place for publicly intoxicated individuals to sober up
2. Optimize utilization of the center
3. Offer access to treatment for individuals with a substance use disorder appropriate to their unique needs
4. Provide appropriate access to recovery support services
5. Advocate for policy and resources that support the needs of individuals obtaining and sustaining their recovery
6. Continue to build community relationships through collaboration and partnerships
7. Document and report performance

Goal 1. Provide a safe place for publicly intoxicated individuals to sober up

- Objective 1.1 Introduce a culture of trust and safety
- Objective 1.2 Screen all incoming clients for medical, mental health and substance use instability
- Objective 1.3 Monitor client well being and behavior throughout sobering experience
- Objective 1.4 Engage with clients to establish rapport and determine individual needs
- Objective 1.5 Offer resources appropriate to their expressed needs

Goal 2. Optimize utilization of the center

- Objective 2.1 Expand services to other law enforcement agencies and criminal justice systems
- Objective 2.2 Explore extension of services to emergency rooms and Emergency Medical Services diversions
- Objective 2.3 Continue to expand outreach efforts including a van service and explore opportunities for expansion
- Objective 2.4 Continue to identify and establish working relationships with homeless and other service providers
- Objective 2.5 Expand services to include walk-in clients seeking assistance for substance use disorders
- Objective 2.6 Provide and expand recovery resources including detox services

Goal 3. Offer access to treatment for individuals with a substance use disorder appropriate to their unique needs

- Objective 3.1 Provide individual assessment and counseling
- Objective 3.2 Identify and connect client with appropriate community resources
- Objective 3.3 Engage in a “warm hand-off” for the client being referred to the community resource (“Warm hand-off” defined as contact the resource, make sure the space is available, provide transportation to the resource, immediate follow-up making sure the client reached the community resource)
- Objective 3.4 Add or purchase detox services as appropriate
- Objective 3.5 Maintain contact with the client throughout their treatment episode
- Objective 3.6 Facilitate the transition of the client to the next level of care
- Objective 3.7 Provide opportunity for all clients to be connected with a Houston Recovery Center recovery support specialist post-discharge and/or post-treatment

Goal 4. Provide appropriate access to recovery support services

- Objective 4.1 Establish a coaching relationship with client
- Objective 4.2 Assist client in developing a wellness plan
- Objective 4.3 Support client in developing a healthy social network in their community
- Objective 4.4 Follow-up with client via phone and in person
- Objective 4.5 Assist client in acquiring needed resources
- Objective 4.6 Attend recovery functions with client as requested
- Objective 4.7 Document and report on client progress

Goal 5. Advocate for policy and resources that support the needs of individuals obtaining and sustaining their recovery

- Objective 5.1 Demonstrate the need for additional resources
 - 5.1a Assess and report on the unique needs of the target population
- Objective 5.2 Educate public officials and their staff on sobering center service model and outcomes
- Objective 5.3 Implement the marketing plan to build public awareness and support of Houston Recovery Center mission
 - 5.3a Establish identity
 - 5.3b Educate the community
- Objective 5.4 Expand funding resources
 - 5.4a Identify potential funding sources
 - 5.4b Develop and submit funding requests

Goal 6. Continue to build community relationships through collaboration and partnerships

- Objective 6.1 Continue to identify and form strategic alliances with individuals and organizations that support and advance the mission of the Houston Recovery Center
- Objective 6.2 Maintain critical relationships with key influential community partners
- Objective 6.3 Strengthen the potential impact the Houston Recovery Center partnerships have in collectively responding to the needs of the community

Goal 7. Document and report performance

- Objective 7.1 Establish performance objectives
 - 7.1a Develop and monitor outcome objectives
 - 7.1b Develop and monitor process objectives
- Objective 7.2 Define measures of success
 - diversions
 - referrals
 - collaborations
 - number of clients participating in recovery support services
 - number clients successfully completing Personal Addiction Recovery Team program
 - decrease admission and readmission to criminal justice system
 - other measures as required by funding sources
- Objective 7.3 Conduct and report performance outcomes annually
 - 7.3a Utilize partnerships with universities and other select providers to design, conduct and publish performance reports



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