Reaching Recovery Support

**Clinical Implementation**

**Site Visit to the Mental Health Center of Denver**—Key executive leaders from the organization attend a 1.5-day site visit.

**Implementation Team**—Local team will map out the timeframe and steps needed to train/support staff’s use of the tools.

**Train-the-Trainer**—Reaching Recovery provides training to a core set of your organization's staff.

**Staff Training**—Staff receive 2 hours of initial training for the CRM and RMI.

**Technical Implementation**

**Load required EHR updates**

**Configure cloud connectivity**

**EHR setup (if applicable)**

**Client Training and Acceptance Testing**

**Replicate steps above for LIVE environment**

Most of the “go-live” prep can occur in parallel with configuration/testing in BLD.

**GO-LIVE**

**On-Going Support**

**Learning Collaborative**—Quarterly web meeting addressing key areas for systems change as organizations learn more about recovery and recovery data.

**Well-Being Consultation**—Such consultation is designed to meet the specific needs of your organization.

**Technical Support**—On-going technical support for the tools provided within the annual licensing fee through Netsmart.