

REACH for Tomorrow

Technology and Systems Plan

This Technology and Systems Plan is developed to meet CARF recommendations. It is based on REACH for Tomorrow's current use of technology, identifies gaps, and outlines goals, priorities, resources, and timeframes. The plan supports business processes, protection of sensitive data, efficient operations, effective service delivery, access to services, and performance improvement. It aligns with the organization's strategic plan and will be reviewed annually.

1. Current State and Gap Analysis

- Current Use: Electronic health record (EHR), client scheduling systems, financial/accounting software, email/communications, data reporting tools.
- Strengths: Core business functions supported, HIPAA-compliant EHR in place, routine data collection.
- Gaps: Limited integration across platforms, inconsistent staff training on secure data use, outdated hardware, no formal replacement cycle, limited analytics.
- Opportunities: Expanded telehealth, cloud-based collaboration, enhanced cybersecurity, data dashboards.

2. Goals and Priorities

Goal	Priority	Resources Needed	Timeframe
Ensure reliable, secure technology systems	Immediate (0-12 months)	IT vendor, cybersecurity tools, staff training	Year 1
Expand telehealth services	Mid-term (12-24 months)	Telehealth platform, hardware upgrades, training	Year 2
Deploy performance dashboards	Long-term (24+ months)	Data analyst, reporting software	Year 3

3. Technology Acquisition, Maintenance, and Replacement

- Acquisition: Laptops/workstations (4-year cycle), cloud collaboration software, enhanced security systems.
- Maintenance: Quarterly updates, annual security testing, routine backups.

- Replacement: Computers (4 years), servers/networking (5 years), software licenses reviewed annually.

4. Resources Needed

- Human Resources: IT manager/consultant, data analyst, staff trainers.
- Financial: Budget allocation for hardware, licensing, cybersecurity, training.
- Partnerships: Cloud vendors, cybersecurity consultants, EHR vendor support.

5. Data Protection & Compliance

- HIPAA compliance for all systems.
- Encryption at rest and in transit.
- Annual privacy/security staff training.
- Business Associate Agreements with all technology vendors.

6. Annual Review & Updates

This plan will be reviewed annually by leadership and IT staff for relevance, updated as needed for technology changes or CARF standards, and progress will be reported to leadership.

7. Integration with Strategic Plan

- Expand access to services through telehealth.
- Improve operational efficiency through integration.
- Strengthen accountability with analytics.
- Ensure quality and compliance with secure, reliable technology.