

# The Recovery Project

## Getting the Most From The Recovery Project

*A Companion for Referral Partners*

If you're a probation officer, a discharge planner, a case manager, or anyone whose job includes finding someone a real bed on a real deadline, you already know the problem this exists to solve. You don't need it explained to you. You've lived it — calling down a list of numbers, half of them disconnected or unanswered, the ones that do answer giving you information that turns out to be three weeks stale by the time your client actually shows up at the door.

This isn't a guide to your job. You know your job. This is a guide to the tool — what it actually changes for you, and how to get real use out of it rather than just another login you never open again.

## What Actually Changes

Three things, concretely:

- Real-time availability — operators update their own bed counts directly, so what you see is what's actually current, not a static directory entry from whenever it was first entered.
- Following — you can follow a specific house, and get notified when its availability changes, instead of re-searching the same facility over and over hoping something opened up.
- Direct connection — you send an inquiry straight to the operator. No brokering, no referral fees changing hands, no middleman deciding which houses you get shown.

## How to Use It Well

### Follow the houses you actually trust

Not every house in the directory. The ones you already know are well-run, or the ones you're actively trying to build a relationship with. Following isn't just a convenience for you — it's a signal. More on that below.

### Search by what actually matters for the placement

Filter by funding type, population served, and current availability before you ever pick up the phone. The goal is to arrive at a call already knowing it's a real possible fit, not to use the call itself to find that out.

### Write inquiries that respect the person on the other end

A good inquiry is brief and specific: what you need, roughly when, and anything genuinely relevant to fit. One thing worth real care — never include a client's name, date of birth, case number, or diagnosis in an inquiry. Share only what's needed to assess fit. Operators are real people managing real houses; treat their time and your client's privacy the same way you'd want both treated.

## Use reviews as context, not as the final word

Reviews come from verified former residents and go through a moderation window before they're public. They're a real, honest signal — but they're one data point among several, not a replacement for your own judgment about a specific placement.

## Know what "verified" actually means here

A claimed, active listing means an operator has taken ownership of their facility's information and is maintaining it. It's not a guarantee of quality or licensure status — those are still things worth confirming the way you always have. What claiming does guarantee is that someone is actually paying attention to that listing, which is worth something on its own.

## Setting Real Expectations

You'll get an email as soon as an operator responds to your inquiry — not a promised response time, because that's not something the platform can honestly guarantee on someone else's behalf. What it can guarantee is that you'll know the moment they do respond, instead of wondering whether your message ever landed.

This tool doesn't replace your professional judgment about a placement. It replaces the friction that used to stand between you and being able to exercise that judgment quickly.

## Why Your Use of It Matters

This is the one thing worth understanding plainly, because it changes how you might think about using the platform day to day.

Every time a referral partner follows a listing or sends an inquiry, the operator on the other end feels that. It's visible to them — someone real, doing real placement work, is paying attention to their facility. That attention is exactly what motivates an operator to keep their bed count current, respond quickly, and actually maintain the listing instead of letting it go stale.

In other words: your engagement isn't a passive use of a directory. It's the thing that makes the whole system worth using for the next case manager after you. A quiet directory nobody follows or inquires into slowly goes stale. An active one — one where operators can see real demand — stays honest, because staying honest is what gets them placements.

You don't have to think about any of this while you're just trying to find someone a bed today. But it's worth knowing that using the platform the way it's meant to be used is, itself, a quiet form of holding this whole ecosystem accountable.

## Getting Started

Create a free account, search for the area you're placing in, and follow a few houses you already trust to start. The rest builds from there — no cost, no fees, no catch. Just a faster, more honest version of work you were already doing.