

## CAREDFOR CUSTOMER SUCCESS STORY

# Harmony Recovery Builds a Thriving Alumni Community with CaredFor

How seven years of partnership transformed post-discharge engagement, strengthened the Therapeutic Alliance, and empowered alumni in their recovery journey.

**7 Years**

CaredFor Partnership

**24/7**

Alumni Connection

**Daily**

Active Engagement

**ORGANIZATION:**

Harmony Recovery

**FOCUS:**Behavioral Health  
& SUD Treatment**WEBSITE:**[www.harmonyrecovery.org](http://www.harmonyrecovery.org)**FEATURES USED:**Daily Summary Automation,  
Wellness Tracker, Contingency  
Management, Peer Community,  
Messaging

## About Harmony Recovery

Harmony Recovery is a respected behavioral health and addiction treatment organization dedicated to helping individuals find lasting recovery. With a warm, community-centered approach to care, Harmony provides residential and outpatient programs that address the full spectrum of substance use disorders.

Harmony's leadership recognized early on that sustained recovery requires sustained connection—and in 2019, they turned to CaredFor to power that connection. Seven years later, the CaredFor platform has become an indispensable part of how Harmony serves its alumni community.

# The Challenge

Like many treatment organizations, Harmony Recovery faced a common but critical challenge: how to maintain meaningful, ongoing connections with alumni after discharge. Keeping alumni engaged, informed, and supported at scale—while demonstrating the lasting impact of treatment—required more than spreadsheets and phone calls.

Harmony needed a centralized platform that could serve as the hub for alumni communication, community building, and programming—one that alumni would actually use and come back to day after day.

# The Solution: CaredFor’s Full-Lifecycle Patient Engagement and Outcomes Application

In 2019, Harmony Recovery adopted CaredFor as their patient engagement and alumni application. Since then, the partnership has grown into a model of what sustained IOP and post-discharge engagement looks like when powered by the right technology.

## Key CaredFor Features Driving Harmony’s Success:

<b>Daily Summary</b>	CaredFor is designed with triggers and automations to greatly reduce administrative burden on facility staff. “CaredFor is the One Stop Shop for running the Alumni Program”.
<b>Peer Support Community</b>	A 24/7 monitored environment where alumni share milestones, encourage one another, and stay connected to Harmony’s recovery community.
<b>Wellness Tracker</b>	Heavy use and monitoring of Wellness Tracker’s Mood Tracker helps understand alumni vulnerability in IOP and help get back into treatment if needed.
<b>Contingency Management</b>	Gamified rewards and recognition that incentivize ongoing engagement—alumni earn rewards for meaningful app interactions and share their achievements with the community.
<b>Announcements</b>	Instant, organization-wide communications that keep alumni informed and engaged with programming, events, and important updates.
<b>Private Messaging</b>	HIPAA-compliant direct messaging that keeps lines of communication open between alumni and staff—enabling alumni to reach out when they need support most.
<b>White-Labeled App</b>	Harmony’s branded “Harmony Hub” app in the app store reinforces the organization’s identity and relationship with its alumni.

# The Impact

## Staff Perspective: An Indispensable Tool

Tabitha Miller, Director of Alumni and Recovery Support Services at Harmony Recovery, has worked with CaredFor for seven years. For Tabitha, the platform isn't just a nice-to-have—it's the backbone of her alumni programming.

“

I couldn't do my job without the CaredFor app. It has made alumni programming so easy. Everything is in one spot. People know where to go to know what is going on.”

**Tabitha Miller, Director of Alumni & Recovery Support Services**

## Contingency Management: A Game Changer

CaredFor's Contingency Management features have proven to be a powerful driver of sustained engagement at Harmony. By rewarding meaningful interactions within the app, the platform creates a virtuous cycle: alumni participate, earn rewards, share their achievements, and inspire even more community engagement.

“

Contingency management has been a game changer. Alumni post pictures of what they get! Where they share those posts, it encourages others to participate more.”

**Tabitha Miller, Director of Alumni & Recovery Support Services**

## Organization-Wide Impact

CaredFor's impact at Harmony extends far beyond the alumni team. The platform has become a bridge between post-discharge programming and the rest of the clinical organization—giving campus staff visibility into the lasting impact of their work.

“

The CaredFor app has impacted alumni's presence within the whole organization. Every Friday I send out an all staff email that includes posts from the CaredFor app and the campus staff get to see that the work they do, matters.”

**Tabitha Miller, Director of Alumni & Recovery Support Services**

## Executive Leadership Buy-In

CaredFor's value is recognized at every level of Harmony's organization—including the C-suite. The platform's ability to maintain connection with alumni while demonstrating ongoing program impact has made it an easy investment to champion.

“

My CEO sees the value for what it does for the alumni and what it does for the organization. The app helps me connect with the alumni that need connection the most.”

**Tabitha Miller, Director of Alumni & Recovery Support Services**

## In Their Own Words: Alumni Voices

The most powerful measure of CaredFor's impact isn't in the data—it's in the voices of the alumni whose recovery journeys have been transformed by sustained connection and community support.



"The CaredFor app was and is a tremendous tool for my recovery. It allowed me to connect immediately with the Harmony alumni and the Harmony community! When I left Harmony, I felt like a fish out of water and not sure of what exactly to do. The app kept me connected to Harmony which helped me be more confident outside the bubble."

"I participate on the app every day. Day and night. As much as I can. I've been able to attain 6-month goals in 3 months and a 1-year goal in 6 months! The app is priceless for me."

**Roland**, Harmony Recovery Alum



"The Harmony Hub app powered by CaredFor has given me a chance to see that I am not alone in my recovery. It allows for me to share my experience with others and for fellow alumni to do the same. Seeing people blossom in their own recovery has helped me stay solution focused."

**Corey**, Harmony Recovery Alum



"The CaredFor app has helped me stay connected with my sober community! It's helped me to see such inspirational people and stories every step of the way."

**Sara**, Harmony Recovery Alum

## Always-On Support

One of the most meaningful outcomes of CaredFor at Harmony is the way the platform keeps the door open for alumni who need help. The combination of peer community, private messaging, and announcements creates multiple touchpoints for alumni to seek and receive support—on their own terms, whenever they need it.

“

The announcement feature is amazing! It gets information out that I need to get out right away and I get responses quickly. The app runs itself! The alumni feel empowered in the app.”

**Tabitha Miller, Director of Alumni & Recovery Support Services**

“

The app keeps the communication line open with our program. It helps them to feel supported and they will reach out to us in private messages, or making a post saying they need help.”

**Tabitha Miller, Director of Alumni & Recovery Support Services**



## Why CaredFor Works for Harmony Recovery

Harmony Recovery's seven-year partnership with CaredFor demonstrates what's possible when a treatment organization commits to sustained patient engagement beyond discharge. The results speak for themselves:



1-stop shop Centralized alumni programming, saves an hour a day



Organization-wide visibility into alumni success



Daily active alumni engagement



Executive leadership buy-in and support



Self-sustaining peer community



Alumni empowerment and ownership



Proactive outreach to at-risk alumni



7-year trusted technology partnership

CaredFor's full-lifecycle platform—spanning pre-admission, through clinical treatment, and into post-discharge recovery—is purpose-built for behavioral health organizations like Harmony Recovery. With a 10-year track record of innovation and a commitment to Therapeutic Alliance, CaredFor helps treatment organizations maintain the connections that matter most: the ones that keep patients engaged, supported, and moving forward in their recovery.



## Ready to Transform Your Alumni Engagement?

See how CaredFor can help your organization build sustained engagement, improve clinical outcomes, and demonstrate measurable value to payers.

[Learn More](#)

[Book Demo](#)



# CaredFor



CaredFor is the standard for Patient Engagement and Outcomes for Treatment Centers.



CaredFor has the leading solutions for pre-admission and clinical use cases.



CaredFor has an AI solution, an MBC solution, and a Patient Journey solution.



CaredFor is a ContinuumCloud product, backed by Battery Ventures.



Trusted by Summit Behavioral Health, Hazelden Betty Ford, American Addiction Centers, and more.