



Cheat Sheet for Treatment Leaders: 5 Proven Levers to Boost Retention & Referrals

Running a treatment program is tough. Cost per acquisition is high, alumni referrals are low, and client retention is harder than ever. Staff feel the weight, and burnout is real. Here are 5 simple levers that top programs use to keep alumni engaged and programs thriving.



The 5 Levers



Retention

Stay connected past discharge with scheduled alumni check-ins.



Community

Create spaces (events, online, in-app) where alumni belong.



Staff Support

Reduce burnout by equipping your team with tools, not just tasks



Data

Measure engagement, referrals, and readmissions so you can improve every quarter.



Referrals

Increase alumni referrals by making your program more attractive & helping clients feel seen & supported even post discharge.



How Programs Are Making It Work Today

- ✓ 125+ treatment programs nationwide are already applying these levers.

- ✓ Alumni check in, refer, engage—and staff see real-time dashboards.

- ✓ The Team Recovery app is the #1 way programs collect alumni engagement data through gamification.

- ✓ We also help programs collect outcomes data and are fully integrated with most systems, including EHR/EMR platforms and NAATP.

- ✓ Use our [Growth Calculator](#) to uncover the economic potential of alumni referrals. Our average client using our strategies, coaching, and app is seeing a 9–12% increase in year one in alumni referrals and readmissions

Ready to See This in Action?

In 15 minutes, we'll show you how treatment centers are boosting referrals and retention by up to 12%—while lowering acquisition costs.

[Book Your Call Here](#)