



Annual Report 2018



NOVEMBER 2018

Board of Directors

Chairperson.....Robert Arend
Vice-Chair.....Kurt Johnson
Past ChairEric Olson

Board Members

Dan Ahlers.....Business Owner & State Legislator
Capt. Jason Gearman.....Minnehaha County Sheriffs Dept.
Danielle Hamann, MBADirector of Public Policy
Avera Health
Laura Hensley.....Attorney at Law
Dick KellyFormer Minnehaha County
Commissioner
Sgt. Jason LeachSRO Sergeant/Honor Guard
Sioux Falls Police Dept.
Doug Nelson.....Keller Williams Realty
Robert RuedebuschSenior Pastor
First United Methodist Church
Jon SoderholmRetired Health Care Executive
Avera Heart Hospital
Gib SudbeckRetired DSS Director/Manager
Pam TiedeMinnehaha County States Attorney
Office, Retired

Executive Director

2018 was a very active, challenging and productive year. Our programs and services continued to show a sincere commitment to the more than 1,700 clients we served. All programs enjoyed success both programmatically and financially! Staying focused on growth, Carroll Institute played a key role in responding to the continued emerging demand for meth addiction services. By collaborating with the South Dakota Department of Social Services, expanded services and increased access were made available in 2018. In looking ahead, Carroll Institute will actively pursue the development of a satellite clinic in southeast Sioux Falls providing access to insurance supported care. By using a financial case manager, insurance billing will be streamlined to ensure individuals get the maximum benefit available.

Carroll Institute is extremely fortunate to have a talented, resourceful and dedicated staff to ensure service excellence in all areas of program delivery! It is my pleasure to work with them every day. I want to thank them and the Board of Directors, for all that they have done and continue to do in changing and often times saving the lives of those we serve! Freedom from Addiction is Possible.

Gary Tuschen



Director of Operations

Management

- Strategic Plan development
- Continued partnership with Minnehaha County and the Triage Center
- Continued partnership with the South Dakota Board of Addiction and Prevention Professionals and the South Dakota Board of Examiners for Counselors and Marriage and Family Therapists to address reciprocity and supervision.
- Partnership with Center for Family Medicine to allow resident doctors to shadow clinical staff through assessments and services in hopes of exposing them to what we do and how we can be partners.
- Partnership with USD nursing students to allow experience in the residential setting through their clinical requirements.
- Accreditation review score 90.4%, renewal for 3 additional years
- Added two positions for Case Management services
- Human Resources consulting services added
- Bonuses and salary increases awarded to eligible employees

Outpatient

- Doug Anderson, PsyD, Licensed Psychologist, Licensed Marriage and Family Therapist and Director of Clinical Services at Sioux Falls Psychological Services, provided 6 months of CEU eligible trainings for clinical staff. This was a great jumpstart to our staff development plan moving forward. Since then, we have continued these efforts on a bimonthly schedule to process through clinical needs and opportunities for growth.
- Partnership with LSS emerged into tele-psych services.

Residential

- Remodel of New Horizons basement and ongoing water issues
- Evaluation of programming offered at the Arch and adjustments made. Incorporated Slip Slot programming to take place in the Arch for ease of participation and to open space at the outpatient location for more referrals.
- Increase in bed capacity for DOC females at New Horizons
- Receipt of the contract for IMT-E services for over \$211,000.00. Staff training in Matrix and DBT

Prevention

- Partnership with JDC through the Tobacco grant
- Barb Devos trained in Threat Assessments and able to provide to school districts

Tiffany Butler

Human Resources

Carroll Institute entered into an agreement with Alternative HRD in April of 2018 to assist the management team in not only the Department of Labor Wage and Hour requirements, but also ongoing workforce development activities.

6+ Month Summary of HR Projects & Progress from April-October 2018:

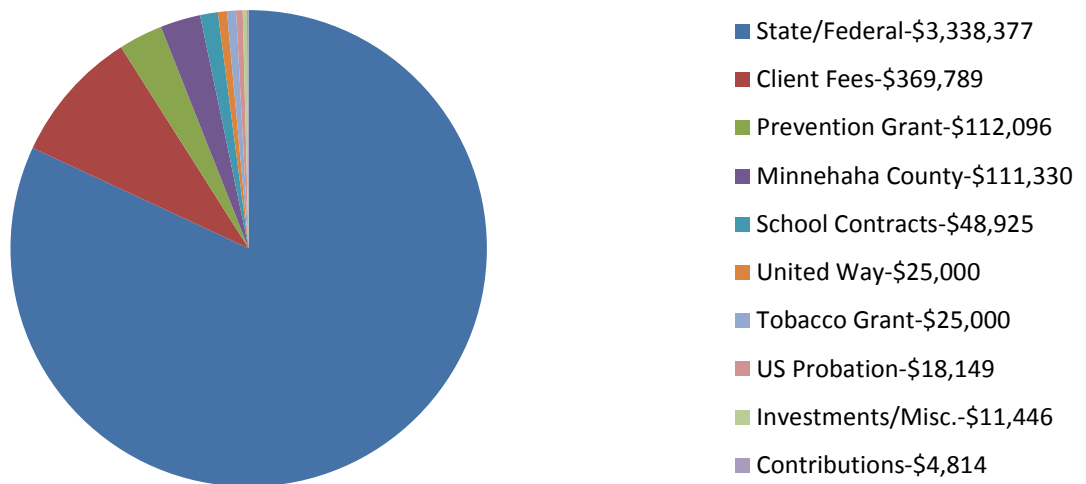
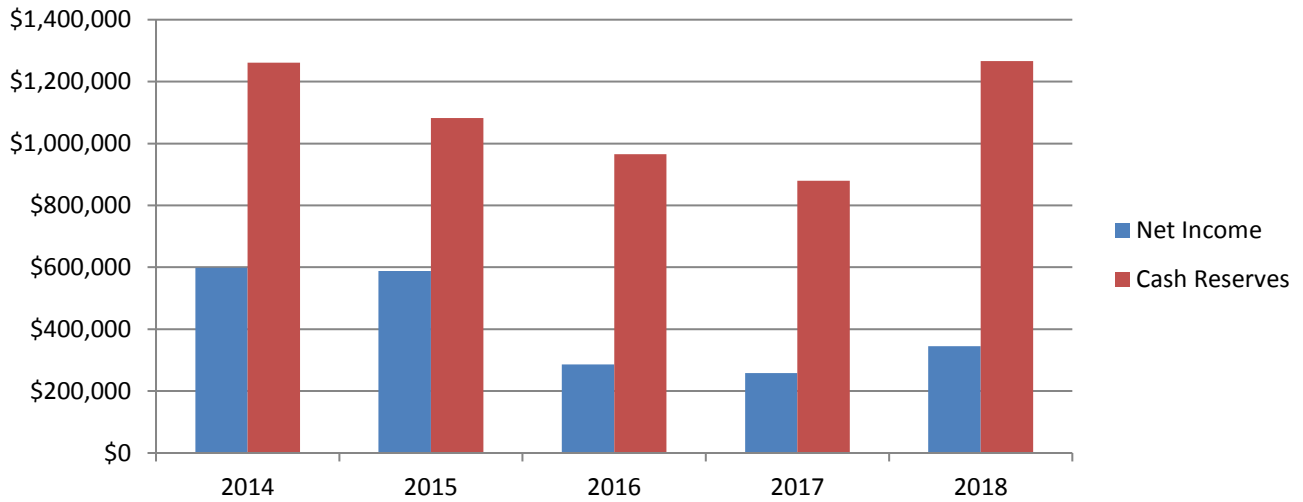
- Organized personnel files and completed I-9 audit for compliance.
- Employee Relations/HR Coaching: Provided HR support for managers and staff.
- Recruitment/Hiring/Onboarding Process: Updated employment application and job descriptions; implemented BirdDogHR for recruiting open positions online and trained hiring managers. Implemented written job offer letter for new hires.
- Drug Screen/TB: Implemented drug screening upon hire with Sanford.
- Added Facebook Job tab to recruit through social media (social recruiting). HR conducts General Orientation Day 1 for new hires vs hiring manager or Dir of Finance. New Payroll Change Notice to update Director of Finance/Payroll. New Hire Checklist and 3 Month Onboarding Checklist for hiring managers.
- ACA quarterly report to keep updated through the year based on Wellmark report (compliance).
- Conducted Training: "Respect in the Workplace" harassment and discrimination in 2018.
- Strategic Plan reviewed by HR and Employee Handbook reviewed for changes.
- Leadership/Management training: Topics: Interviewing (phone screens, interview questions, references), conduct investigations, documentation, supervisor training, work comp, FMLA, new forms/streamline processes; documentation for coach/counsels with staff; trained managers on mediation with staff to resolve conflicts.
- Exit Checklist for voluntary and involuntary termination process.
-

Future Projects:

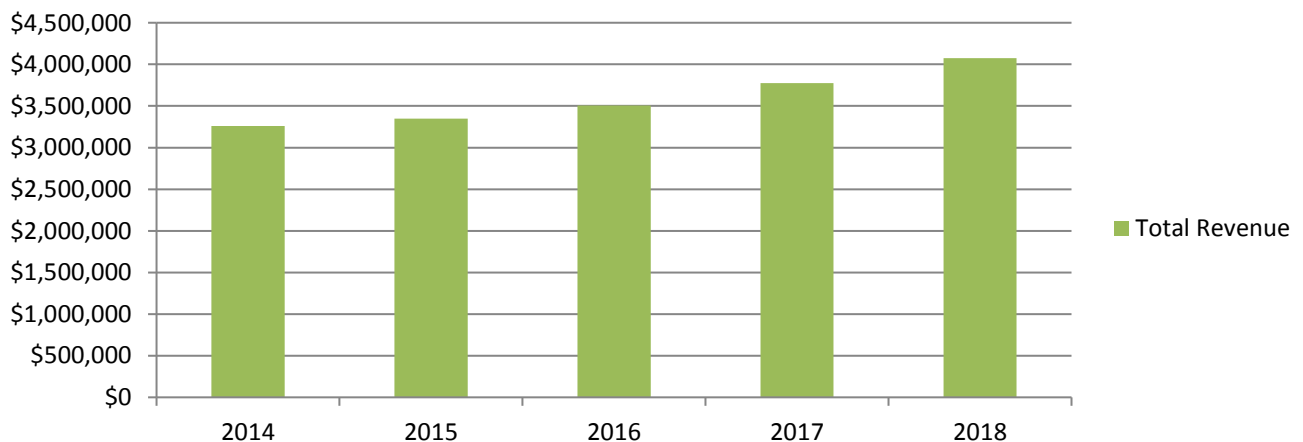
- Careers page: goes live in December 2018
- January 2019: Employee Engagement Survey with Survey Monkey.
- Applicant Tracking System: Potential for online ATS such as Applicant Pro or Applicant Stack.
- Learning Management System and Performance Management System.
- Formalize Intern Program (ex. USD students).
- Pre-Employment Testing/Assessments for Counselors and Residential Technicians-option.
- Compensation review in 2019 to stay competitive with market
- Payroll/Timekeeping System: Research options, check with Great Plains for software.
- Review and/or update current Performance Evaluation Review form
- Turnover: Calculate annual turnover for 2018 in January, compare to turnover for 2017.
- Leadership/Management training: Topics: Ditch the Drama/Reality Based Leadership (Conflict Resolution training/Ditch the Drama Triangle tool).

Melissa Moerike

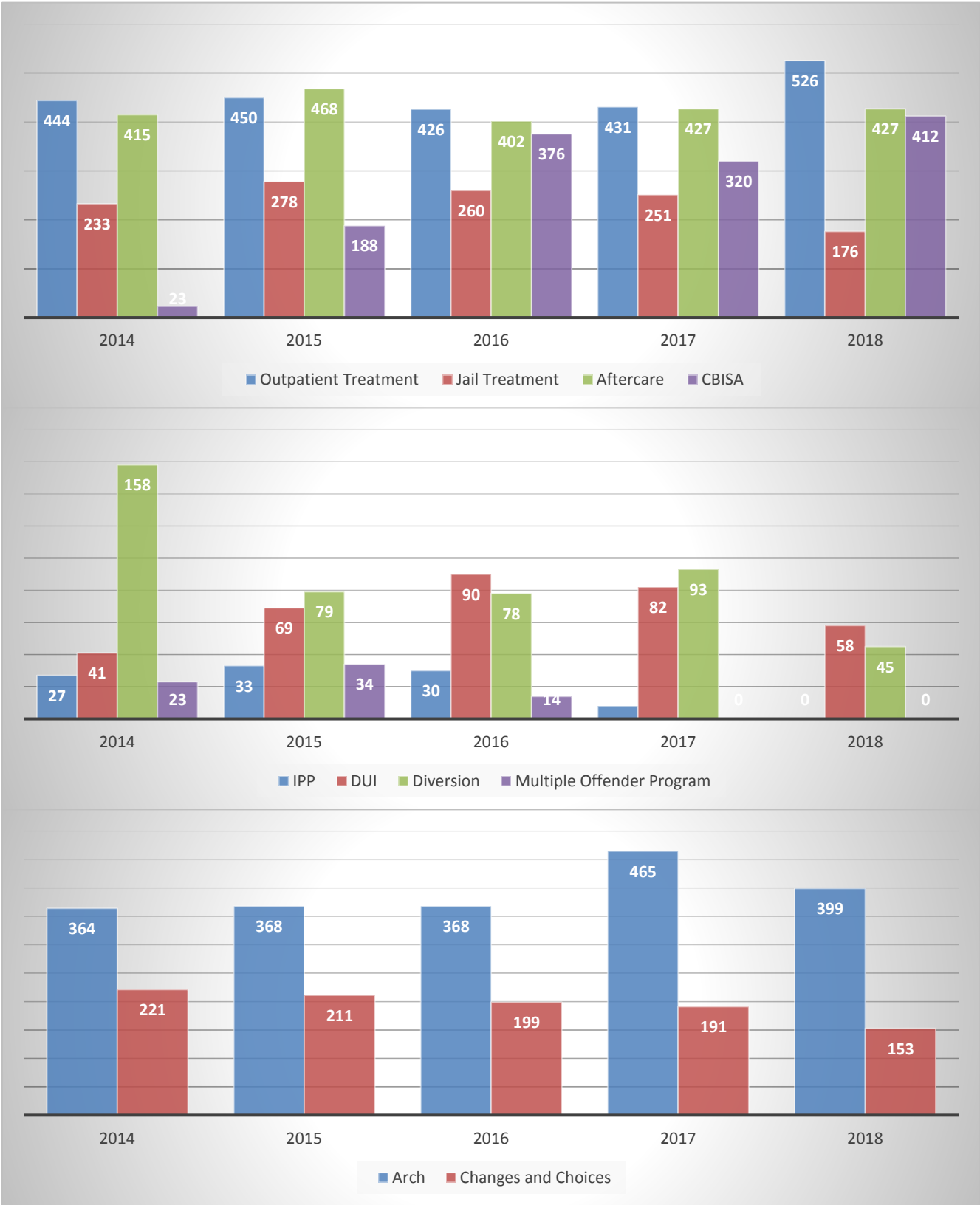
Financial Summary



Total Revenue

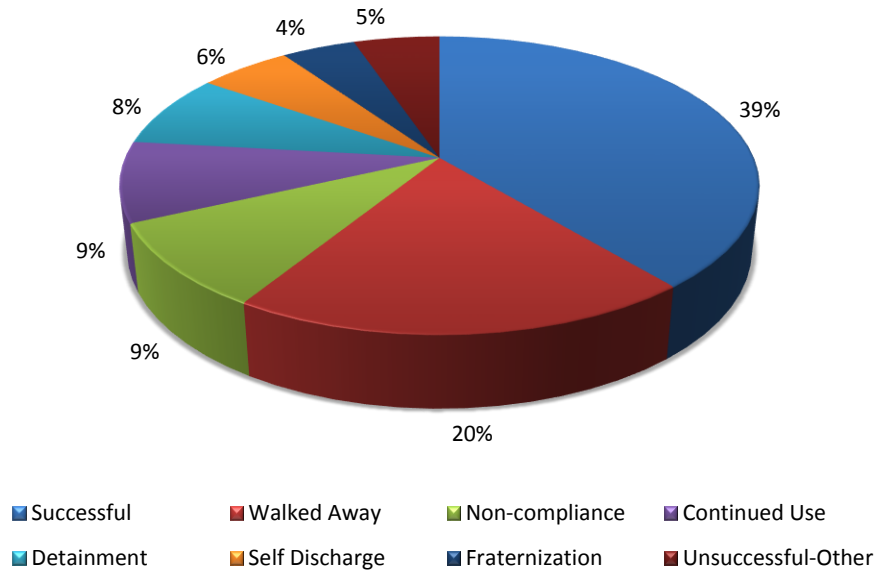


Clients Served

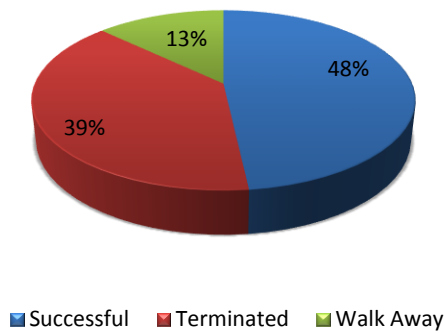


Residential Discharges

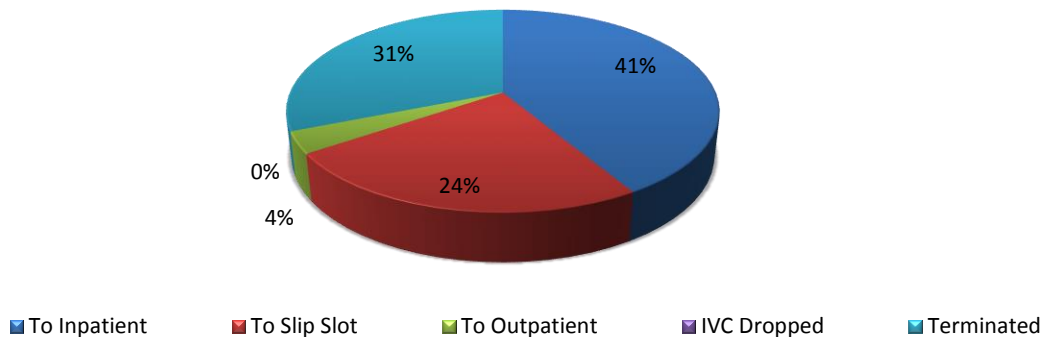
Arch Discharge Breakdown FY18



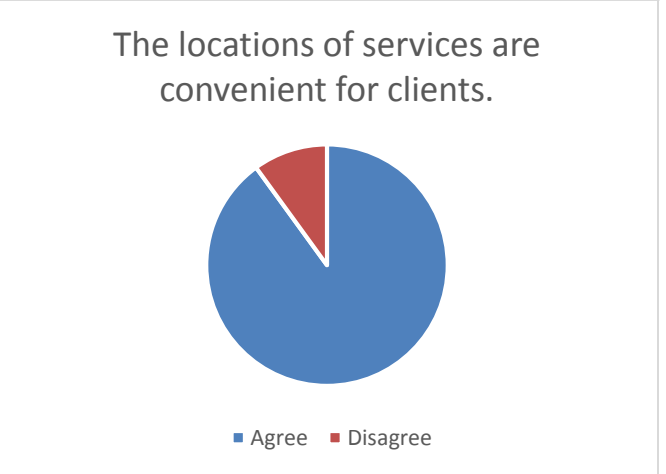
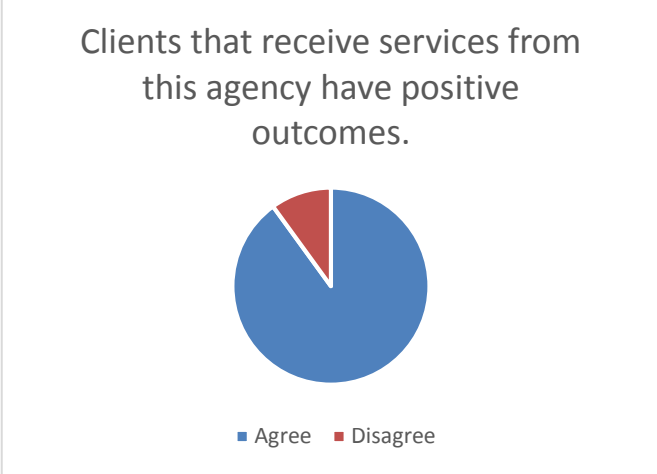
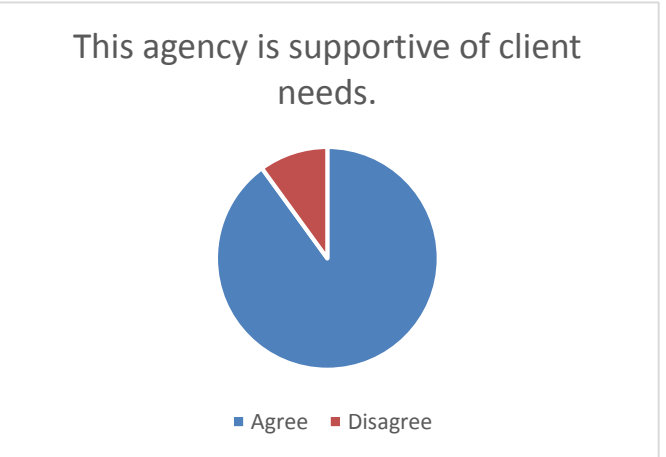
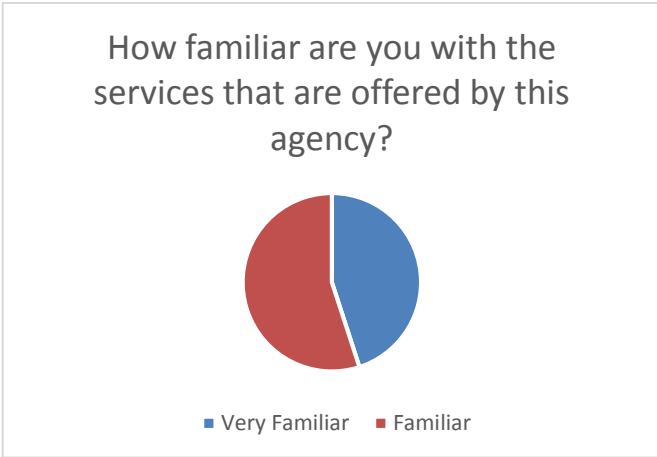
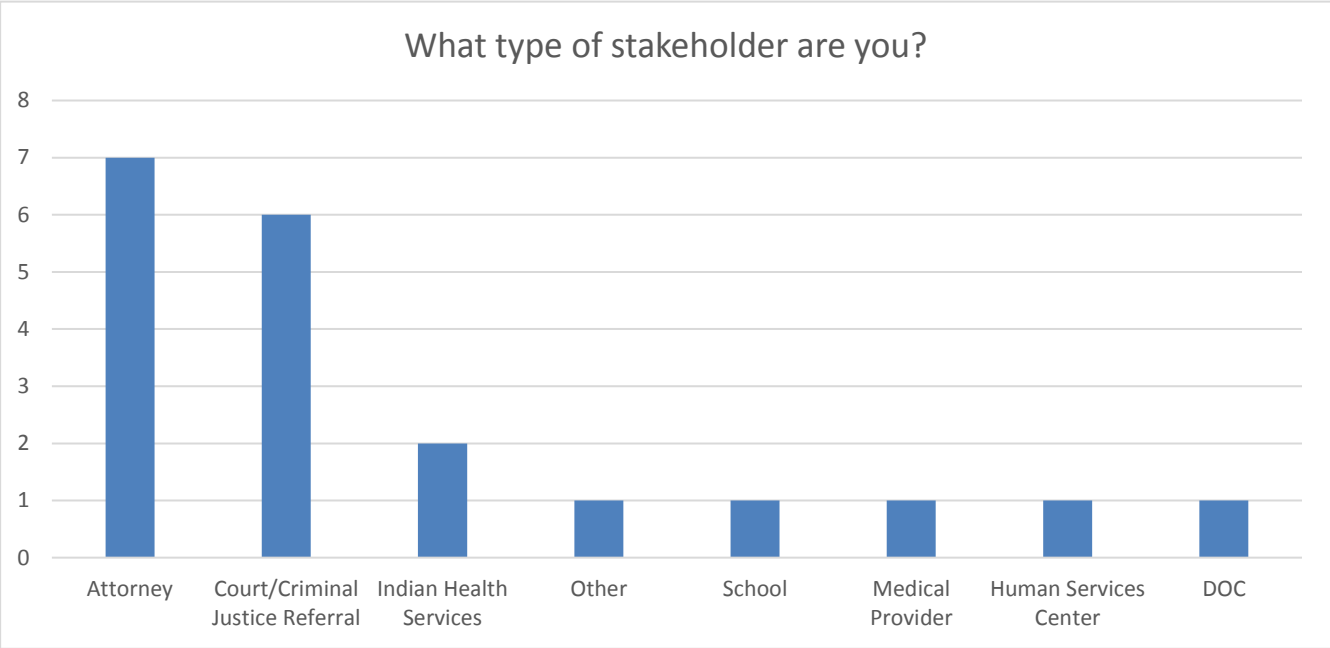
New Horizons DOC Discharge



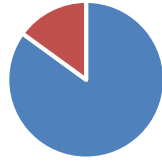
New Horizons IVC Discharge



Stakeholder Survey

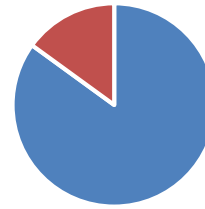


The services are available at times that are convenient for clients



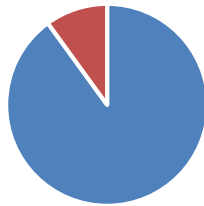
■ Agree ■ Disagree

Staff at this agency are well trained.



■ Agree ■ Disagree

Staff at this agency are respectful.



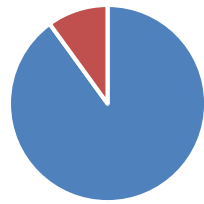
■ Agree ■ Disagree

Staff at this agency are competent to deliver treatment services.



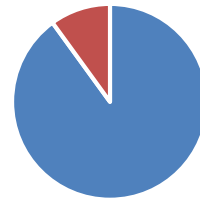
■ Agree ■ Disagree

Staff actively communicate regarding the clients treatment.



■ Agree ■ Disagree

This agency provides quality services.



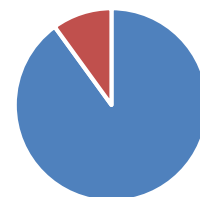
■ Agree ■ Disagree

This agency utilizes Evidence Based Practices or Emergent/Promising Practice.



■ Agree ■ Disagree ■ Undecided

This agency is responsive to the needs within the community.



■ Agree ■ Disagree