South Dakota Department of Social Services

Accreditation Report – Human Services Center
Date of Review: February 15-16, 2023
Accreditation Outcome: Three Year Accreditation

REVIEW PROCESS:
The Human Services Center was reviewed by The Department of Social Services, Office of Licensing and Accreditation for adherence to the Administrative Rules of South Dakota (ARSD) on February 15-16, 2023. This report contains the following:

- Agency Summary
- Interview Results
- Areas Requiring a Plan of Correction
- Prior Areas Addressed in Previous Review

The accreditation results are derived from an administrative score which includes the scoring of policies and procedures, personnel files, the client case record scores, and an overall cumulative score.

AGENCY SUMMARY:

The Human Services Center (HSC) is South Dakota's only state run, publicly funded psychiatric hospital located in Yankton, South Dakota. In operation since 1892, HSC offers adult substance use disorder treatment, psychiatric rehabilitation, geriatric nursing home services, and adult and adolescent acute psychiatric programming. HSC also provides court ordered competency evaluations and competency restoration services.

Jeremy Johnson is the director of HSC. Kent Folkers is the director of the SUD program and Austin Welker is the supervisor of the SUD program. The mission of HSC is to provide individuals who are mentally ill or chemically dependent with effective, individualized professional treatment enabling them to achieve their highest level of personal independence in the most therapeutic environment. HSC is seeking re-accreditation for Medically Monitored Intensive Inpatient Treatment.

INTERVIEW RESULTS:

Description: The Department of Social Services, Office of Licensing and Accreditation completes confidential interviews with consenting clients and staff of the agency as part of the accreditation process. The interviews are not a scored component of the accreditation review. However, the information obtained in the interviews is used for quality improvement of the agency.

The Office of Licensing and Accreditation interviewed two staff. Staff spoke positively of HSC. Staff stated that a strength of the program is individualizing treatment for each client. Staff stated that HSC has many extra amenities that can be helpful to people in recovery, such as a large outdoor courtyard and extracurricular activities such as yoga.

The Office of Licensing and Accreditation interviewed two clients. Both clients shared that staff are "great". They listen and treat clients with respect. One client also stated that the groups and classes are very helpful, especially once a person is willing to open up and participate. One of the clients directly referenced lessons from Dialectical Behavioral Therapy, which shows that the treatment modalities HSC is using are having an impact.

AREAS REQUIRED FOR PLANS OF CORRECTION FOR SUBSTANCE USE DISORDER SERVICES:

Description: The following areas will require a plan of correction to address the rule of non-compliance which shall include an updated policy and/or procedure, a time frame for implementation of this procedure, the staff position or title responsible for implementation and the staff position or title responsible for ensuring continued compliance of the rule.

1. According to ARSD 67:61:06:04, each agency shall have written grievance policies and procedures for hearing, considering, and responding to client grievances. The agency shall inform the client, or the client's parent or guardian, in writing or in an accessible format of the grievance procedure during intake services. The grievance procedure shall be posted in a place accessible to a client and a copy shall be available in locations where a client can access the grievance procedure without making a request to agency staff. The grievance procedure shall be available to a former client upon request.

The procedure shall include the ability to appeal the agency's decision regarding ineligibility or termination of services to the division as provided in ARSD 67:61:06:05 and shall include the telephone number and address of the division.

HSC has a thorough grievance policy. However, their grievance policy states that clients must ask for a copy of the grievance form. The grievance form must be available to the client without having to ask staff.

PRIOR AREAS REQUIRING A PLAN OF CORRECTION FOR SUBSTANCE USE DISORDER SERVICES:

Description: The Human Services Center was last reviewed in March 2020. They did not have any plan of correction items at that time.

SUBSTANCE USE DISORDER ACCREDITATION RESULTS:

x	Three Year Accreditation
	Two Year Accreditation
	Probation