

# ONEHEART

a place for hope & healing

March 5, 2021

Dear OneHeart Referral Partners:

I am writing to express deep concerns and frustrations around referrals being sent to us that are not ready for the transformation process at OneHeart. On at least half a dozen occasions, we have trusted partners and invested in people who—we learn later, and in very volatile ways—are either in the throes of substance abuse, or just fresh out of treatment and not ready for the freedoms the OneHeart campus provides. We are not a treatment center and our staff are not equipped to handle these issues.

**Worse, the unready clients are harming the environment and experience of the clients who are working their plans and doing the right things.** The amount of money it takes us to onboard someone is wasted each time this happens, and it is not sustainable. It is simple: if they are *able and willing* to work their plans and have shown through your work with them that they can and do follow through, are responsible, and are adept at living a sober lifestyle, then they are a good candidate for OneHeart. Not until then.

I want to stress that OneHeart is not a hand off. “Partnership” means mutually beneficial and if we are working harder with your referral than you are, then it is not a partnership. Partnerships are predicated on trust, and if you refer people who are not ready and we waste our precious resources on them, that harms the trust which weakens the partnership. Partners must be prepared to work as hard with a referral accepted into OneHeart as we do. We aren’t saying that partners are intentionally trying to sabotage our program—we are simply wondering if they truly know the clients or are being snowed by them. This needs to stop or OneHeart runs the risk of failing before we’ve been given a fair chance.

**And it’s not only the financial burden on OneHeart, but also the emotional burden on my staff. My crew puts everything they have into these clients which ends up taking a heavy toll when the client is not a good fit and a discharge results.** Especially when people are waiting in the wings to be accepted.

We all know OneHeart has the potential to create amazing results for the clients, for our partners, and for this community. Yes, we are in the early stages. Yes, we’ll have some kinks to work out. But we are committed to creating a place of hope and healing for our clients who are ready and we cannot tolerate people whose behaviors compromise the integrity of this environment, culture, and process. I thought it would be worth all partners hearing this from me in the hopes of preventing an unready referral in the future, but if you are one of the partners who’ve referred someone who has since been discharged, please pay particular attention. We need your help in

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rectifying this situation or we may be forced into the position of not taking referrals from your agency, or particular case managers within your agency, whichever is applicable. If you have questions whether someone is a good fit, the best course of action would be to reach out and discuss with our Transformation Director before anything like this happens again.

Thank you for taking the time to ponder this dilemma and communicate it to your relevant team members. Let me know if you have any questions.

Sincerely,



Charity Doyle, OneHeart Executive Director

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