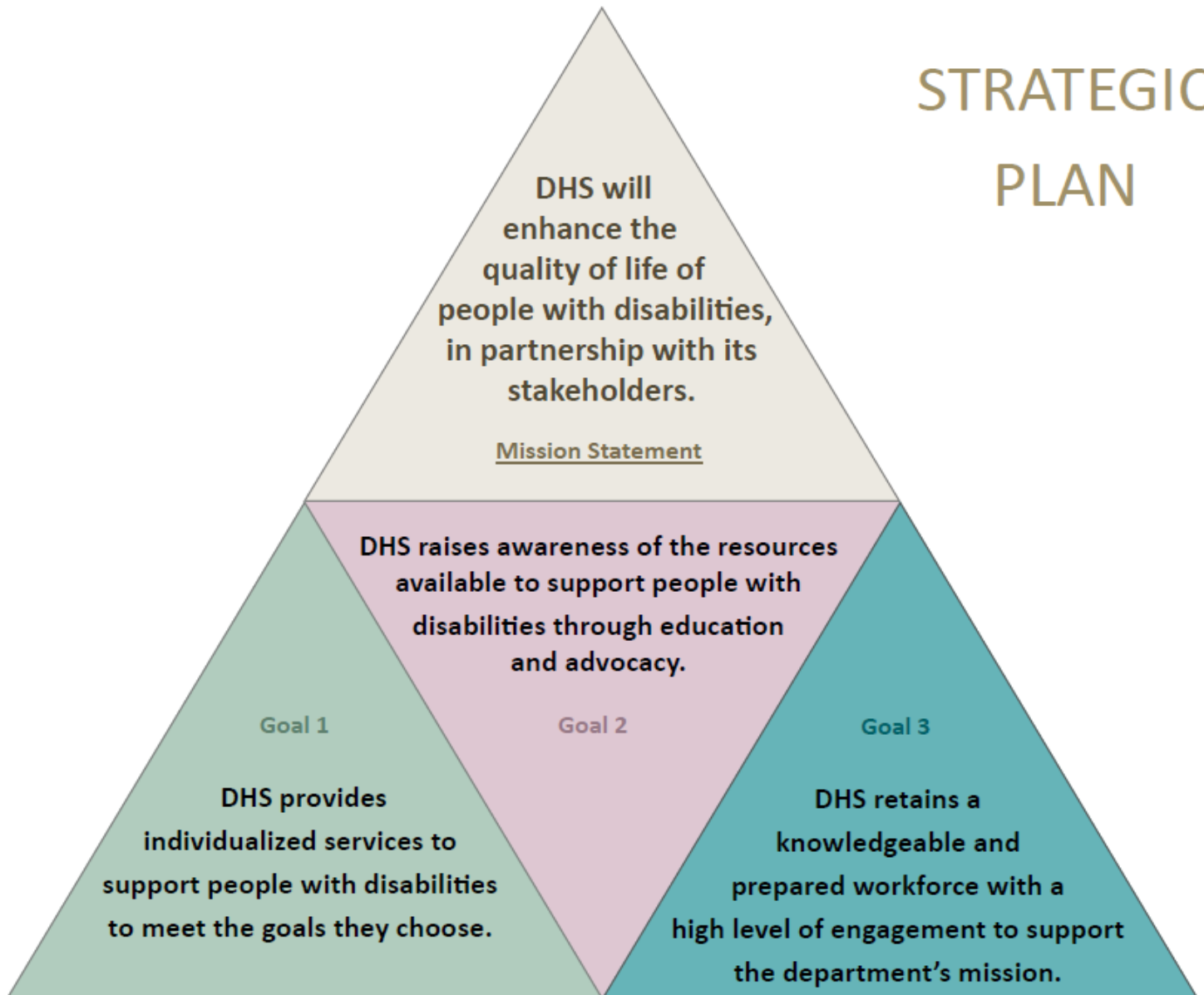


# South Dakota Department of Human Services

## STRATEGIC PLAN



# 1

The South Dakota Department of Human Services provides individualized services to support people with disabilities to meet the goals they choose.

Assessing & Increasing Self Direction Opportunities

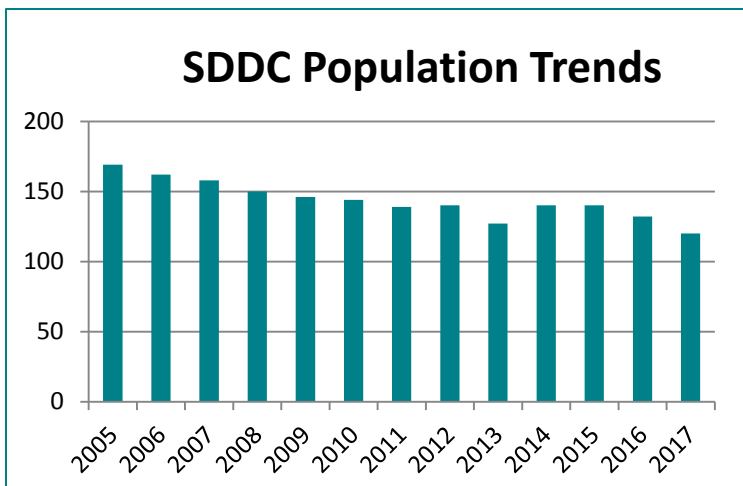
- Right Sizing SDDC-120
- Conflict Free Case Management
- Stakeholder Input

Communicate Performance Indicators to Public & Stakeholders

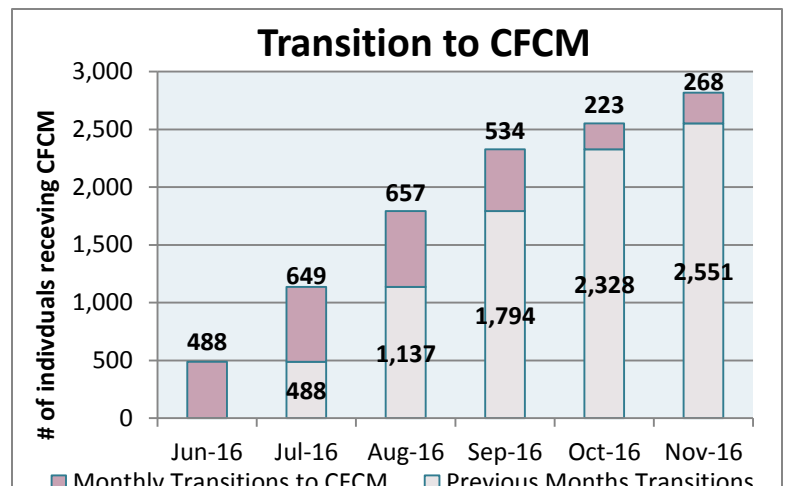
- Shares Review Results
- Satisfaction Surveys
- DHS Website

Becoming a Person Centered Organization (PCT)

- Development of:
- Leaders-27
  - Coaches-57
  - Trainers-5
  - Certified Providers-105



One way to measure our success is the right sizing initiative at the South Dakota Developmental Center in Redfield to continue to find options for the least restrictive environment for the individuals we serve.  
**\*Current Census-120**



The chart above shows the implementation of conflict free case management (CFCM) to meet new regulations from the Centers for Medicare and Medicaid Services (CMS). New conflict free case managers serve as the front line for information and assistance – helping individuals and families navigate the system while truly advocating for the person’s needs and their preferences.



## THE BEST, THE BOTTOM, AND FACTS ABOUT THE TOP 10 PERFORMING STATES



**State’s Support for People with Developmental Disabilities Ranked Top Ten Nationally**

# 2

The South Dakota Department of Human Services raises awareness of the resources available to support people with disabilities through education and advocacy.

Partnerships

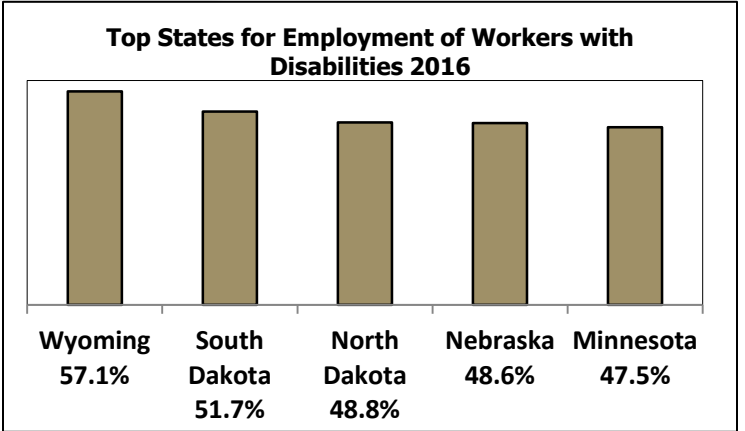
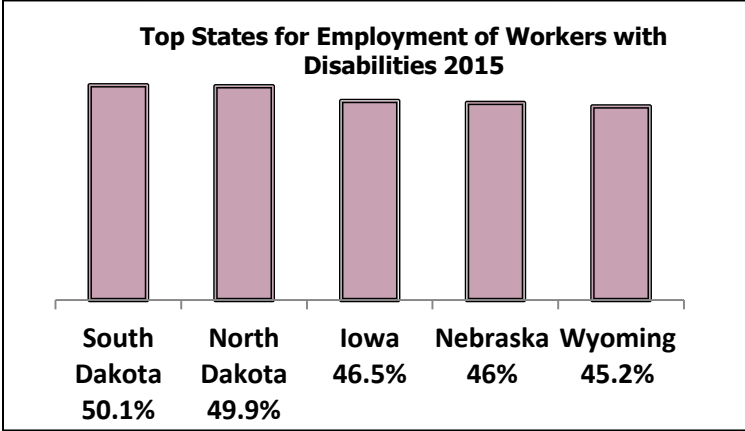
Boards & Councils  
Business/Employers  
SD Retailers  
Society of HR Managers

Employer Resources

Governor's Awards  
Business Resources  
Disability Employment Awareness  
State as Model Employer

Outreach Campaign

Ability for Hire  
Social Media  
No Wrong Door  
Web Resources



*\*South Dakota is consistently one of the top states in the nation for employment of workers with disabilities.*

# 3

The South Dakota Department of Human Services retains knowledgeable and prepared workforce with a high level of engagement to support the department's mission.

Further Develop Positive & Encouraging Work Environment Through PCT

Professional Development

Connect Staff with Community & Stakeholders

