South Dakota Department of Social Services

DSS

Strong Families - South Dakota's Foundation and Our Future

To strengthen and support individuals and families by fostering independence and personal responsibility; protecting people; providing opportunities for individuals to achieve their full potential; and promoting healthy families and safe communities by ensuring quality, cost-effective and comprehensive services are provided in cooperation with our partners.

Guiding Principles

- We believe families have the right to be safe and secure.
- We believe in providing opportunities and choices that support the needs of families through available and accessible services.
- We believe in collaborative communications, teamwork, partnerships and trust for essential family services.
- We believe in respecting individual and cultural differences by treating people with dignity, fairness and respect.
- We believe in focusing on results, quality and continuous improvement, and on using state-of-the-art technology to be more efficient and effective.
- We believe in professional and well-trained staff who are competent, accountable and empowered.
- We believe in providing quality, timely customer service through the "no wrong door" approach.

Increase access to quality services for our customers.

❖Older South Dakotans and adults with certain disabilities who choose to live independently will receive necessary services and supports.
❖Individuals and families who are eligible for benefits will have the knowledge and resources to easily enroll.
❖Health disparities of Native American children and families will be reduced.

Reduce abuse, neglect, and exploitation of vulnerable people.

❖Provide appropriate preventative services and supports for families to remain safely at home.
❖Provide needed services to individuals who have been abused, neglected, or exploited.

Continually improve customer service.

❖Ensure timely, responsive, and effective service to our customers.
❖Customers will be treated with dignity and respect.

Manage internal processes and procedures to achieve our mission.

❖Ensure the appropriate regulatory and procedural frameworks are in place for services.
❖Use technology to create process efficiencies and improve services.
❖Ensure quality assurance processes are in place that promote continuous improvement.

Ensure employees possess necessary competencies.

❖Ensure recruitment and selection process results in hiring employees who demonstrate the guiding principles of DSS.
❖Develop and implement consistent training for staff.
❖Provide effective ongoing employee performance management.

Increase access to quality services for our customers.

❖Older South Dakotans and adults with certain disabilities who choose to live independently will receive necessary services and supports.

-People will access long-term care services through Aging and Disability Resource Centers (ADRCs).

-Explore options to eliminate barriers to allow individuals to remain in their homes.

❖Individuals and families who are eligible for benefits will have the knowledge and resources to easily enroll.

-Develop and implement defined and sustainable outreach efforts.

-Ensure application processes are convenient for customers.

-Build upon efforts of the Homeless Consortium.

-Implement recommendations of the Medicaid/CHIP Benefits Enrollment Outreach Group.

❖Health disparities of Native American children and families will be reduced.

-Increase partnerships and formal consultation process with tribal leadership.

Reduce abuse, neglect, and exploitation of vulnerable people.

❖Provide appropriate preventative services and supports for families to remain safely at home.

-Expand family-focused services.

-Align Department resources to prevent abuse, neglect, and exploitation.

-Raise community awareness of abuse, neglect, and exploitation.

❖Provide needed services to individuals who have been abused, neglected, or exploited.

-Support families to become safe.

-Provide enhanced transitional services for youth aging out of Department custody.

-Support tribal efforts to independently administer services.

-Increase placement resources for youth who have been abused, neglected, or exploited.

Continually improve customer service.

❖Ensure timely, responsive, and effective service to our customers.

-Enhance education and awareness regarding Department services.

-Address language and cultural barriers to services.

-Actively measure the quality of our customer service.

❖Customers will be treated with dignity and respect.

-Ensure customers feel welcome.

-Customers will have privacy when interacting with the Department.

-Ensure customer concerns are addressed in a consistent and timely manner.

Manage internal processes and procedures to achieve our mission.

❖Ensure appropriate regulatory and procedural frameworks are in place for services.

-Ensure state laws and rules meet programmatic needs.

-Ensure policies and procedures meet regulatory requirements and programmatic needs.

❖Use technology to create process efficiencies and improve services.

-Implement effective management information systems with current industry technology.

-Increase employee access to information.

-Enhance technology to increase access to services.

❖Ensure quality assurance processes are in place that promote continuous improvement.

-Conduct comprehensive review to assess need for quality assurance processes.

Ensure employees possess necessary competencies.

❖Ensure recruitment and selection process results in hiring employees who demonstrate the guiding principles of DSS.

-Develop training to recruit, screen, and interview applicants.

❖Develop and implement consistent training for staff.

-Develop and implement uniform core Department training for new employees.

-Develop and implement ongoing training for employees and supervisors.

❖Provide effective ongoing employee performance management.

-Conduct evaluations for positions developed with ACES and PPARs.

-Develop and maintain ACES evaluation documents for positions.

-Develop performance management guidelines for supervisors.