

South Dakota

Department Of Human Services

CHOICES

COMMUNITY ● HOPE ● OPPORTUNITY ● INDEPENDENCE ● CAREERS ● EMPOWERMENT ● SUCCESS



Department of Human Services

Laurie R. Gill
Secretary

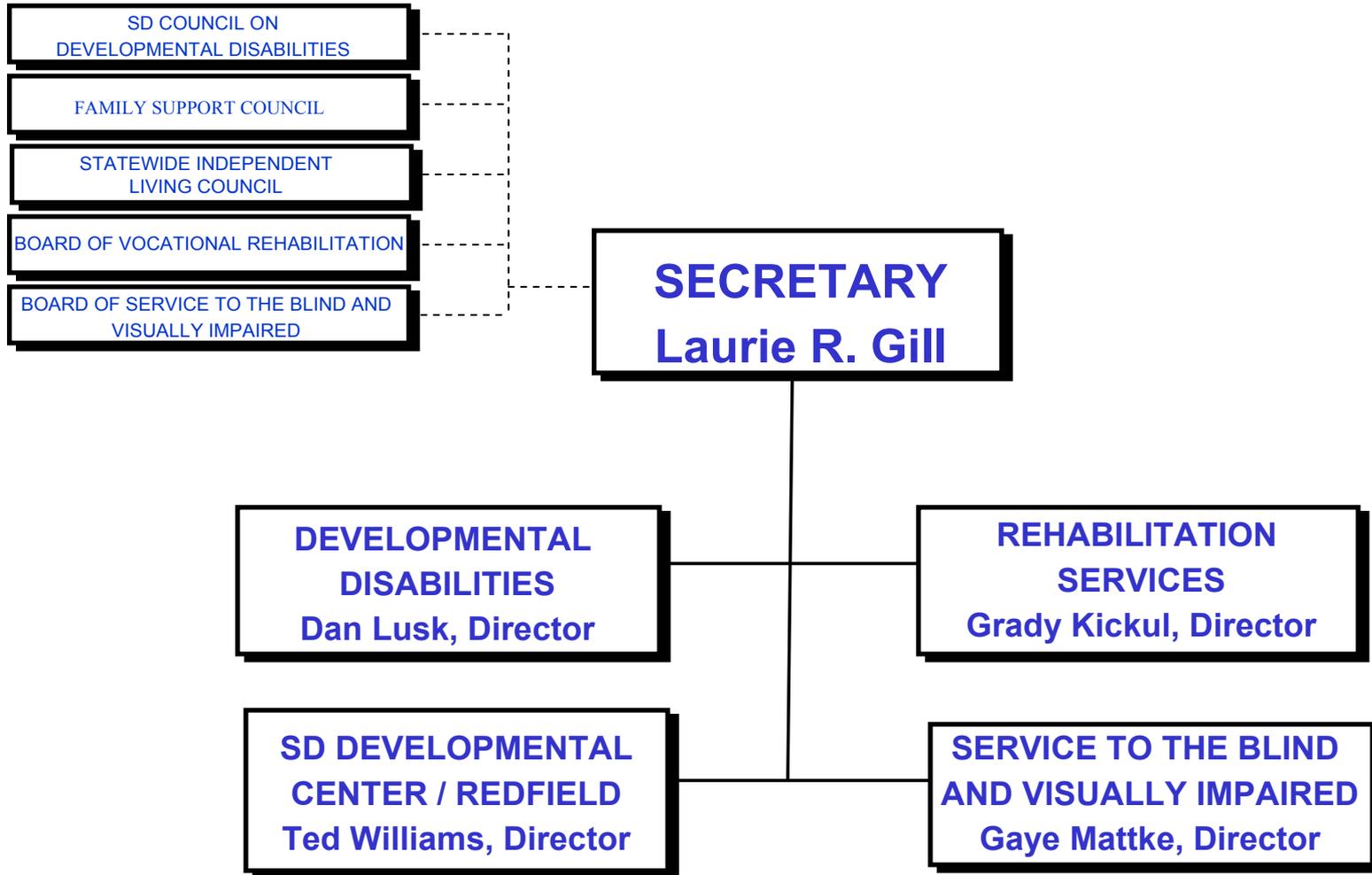
2011 DHS Agency Review

August 31, 2011

Mission:

To promote the highest level of independence for all individuals, regardless of disability or disorder

Department of Human Services



Laurie R. Gill

Secretary of Human Services

- Hometown: Born in Tyndall, SD; Raised in Rochester, MN
- Secretary of DHS since June 2011
- Previous Work: Department of Health 1997-2010
Avera Clinic Administrator 2010-2011
- BS in Commercial Economics, South Dakota State University
 - Work towards Masters in Industrial Management, SDSU
- Mayor, City of Pierre
- Duties: Responsible for overall operation of the Department, including policy and budgetary management. Provide vision, goals, and direction.
- About me: Married 25 years to Bob Gill, Computer Teacher at Riggs H.S. 4 adult children, 2 daughter-in-laws. Member of multiple boards of non-profit organizations.

John T. Hanson, Director of Budget & Finance

- Hometown: Redfield, SD
- DHS employee for 20 years (state government 26 yrs)
- Previous work: Auditor, DOT (6 yrs); Accountant, Private Company (1 yr)
- BS in Business Administration (Accounting Major) – University of SD
- Duties: Responsible for overseeing the budgetary and financial functions of the department
- About me: Married 23 yrs (wife Jackie). Children Mitchell 16 & Matthew 7. Current President of my church council. Served on Boys & Girls Club of Pierre Board of Directors for 15 years (Treasurer 13 yrs & President 2 yrs).

Dan J. Lusk, Director: Division of Developmental Disabilities

- Hometown: Highmore, SD
- DHS employee for 10 years (state government 19 yrs)
- Previous positions: Revenue/Investigative Agent, DOR (5yrs); Budget Analyst, BFM (3 yrs)
- BS in Business Administration (Management Major) – USD
- Duties: Responsible for the programmatic and financial management of South Dakota's community based developmental disabilities system.
- About me: Married 12 yrs: wife, Brooke; children, Caleb 11 & Emma 8. Current President of Capital Area United Way Board of Directors. Interests include being active member of Ss. Peter and Paul Catholic Church, running, spending time with family and coaching youth sports.

Ted Williams, Director: South Dakota Developmental Center

- Hometown: Redfield, SD
- SDDC employee for 34 years
- Previous work: Social Worker (1 year), Program Coordinator (3 years), Psychologist (20 years) – all at SDDC
- BS in Health, Physical Education, Recreation – South Dakota State University; MEd in Counseling, Guidance, Personnel Services - South Dakota State University; EdD in School Psychology -University of SD
- Duties: Administrator of Intermediate Care Facility for Persons with Mental Retardation (ICF/MR)
- About me: Married to Shannon, 4 children, 2 grandchildren. Retired as Lt. Colonel from United States Army Reserves after 24 years of service. Past President of the Association of Public & Private Developmental Disabilities Administrators

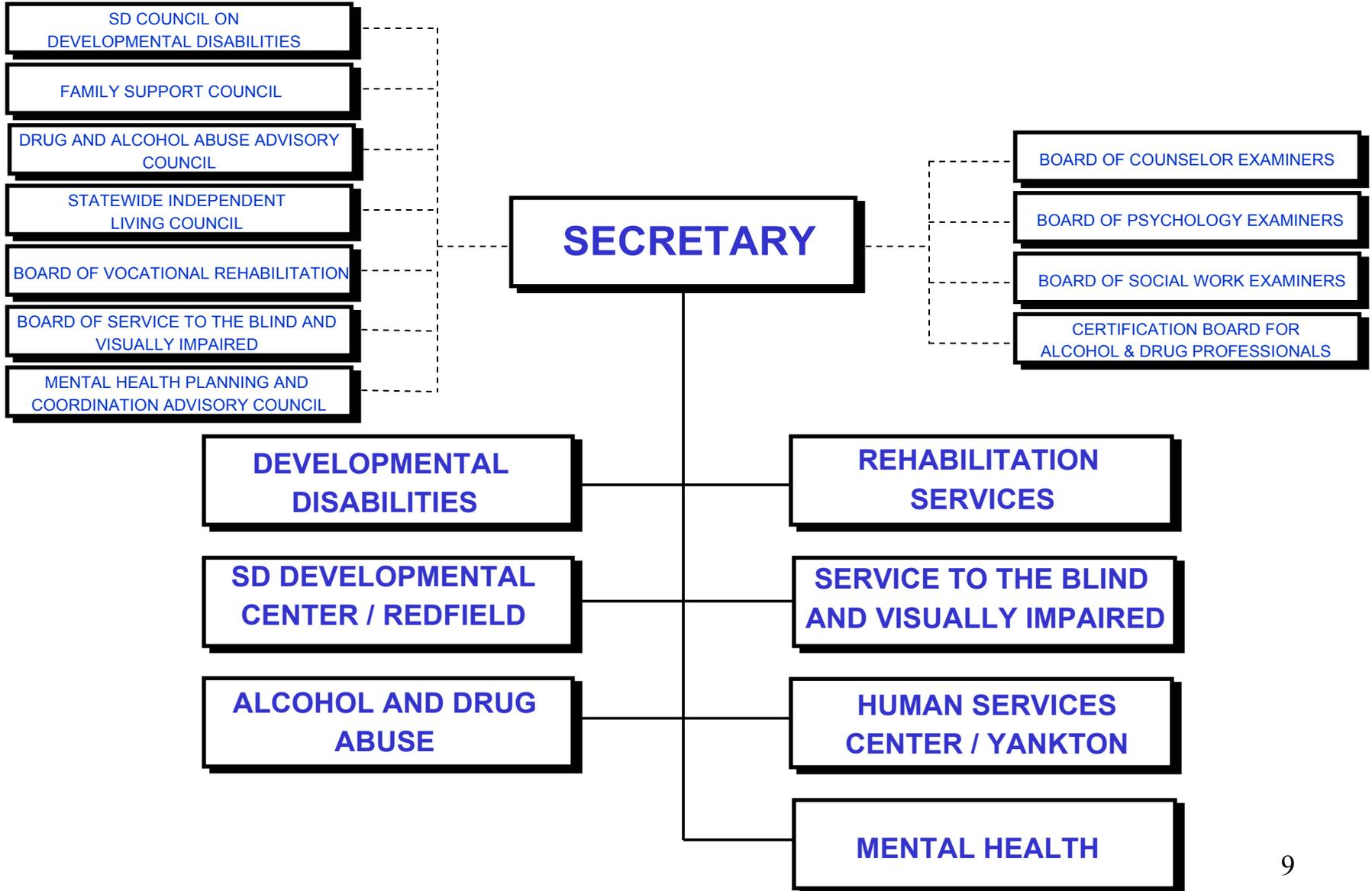
Grady Kickul, Director: Division of Rehabilitation Services

- Hometown: Redwood Falls, Minnesota
- DHS Administrator for 28 years
- Previous Experience:
 - Division Director – 21 years
 - District Supervisor – 7 years
 - Rehabilitation Counselor – 9 years
- Masters Degree in Rehabilitation Counseling
- Bachelors Degree in Psychology
- Certified Rehabilitation Counselor – 25 years
- About me: Interests include all sports, spending time with children and friends, spoiling 5 grandchildren

Gaye Mattke, Director:
Division of Service to the Blind and Visually Impaired

- Hometown: Hot Springs, SD
- DHS Employee for 21 Years
- Previous Work: Mental Health Direct Services – Managed Transitional Home for a Private Non-profit; Psychiatric Technician at Human Services Center
- BS in Sociology & Psychology from USD
- Duties: Responsible for all programs and services in SBVI
- About me: One daughter Taylor, Senior at USD (Dog Lucy; Cat Minnie)

DHS Prior to Reorganization



Guiding Principles

- Fiscal Responsibility
- Ethical Actions and Decision making
- Culturally Responsive Services
- “No Wrong Door” Approach

Goals

- Develop improved satisfaction and quality of services
- Prepare children to become successful adults
- Continually enhance access to individualized services to achieve individual’s desired quality of life
- Utilize quality assurance methods to guide services and promote improvement

Department of Human Services

Strategic Plan Goals

- Services are person-centered, developed with input and participation of consumers and other stakeholders, and result in improved satisfaction and quality of services.
- Services for children are family-centered and prepare children to become successful adults.
- People with multiple disabilities or disorders will have access to individualized, integrated services to achieve their desired quality of life.
- Quality assurance methods will guide service and promote continuous quality improvement.



C ommunity

H ope

O pportunity

I ndependence

C areers

E mpowerment

S uccess

COMMUNITY

- Not only the physical location where we live but having the relationships that are the root of community, the coming together, the sense of belonging and acceptance.



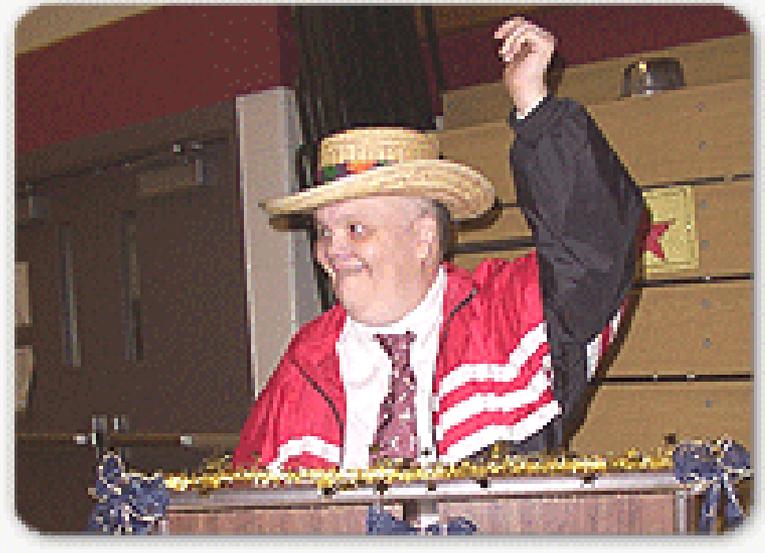
HOPE

- The expectation that tomorrow will be better, that we can overcome the challenges that confront us.



OPPORTUNITY

- Having the chance to make the best of abilities – to not be shut out on the basis of disability.



INDEPENDENCE

- To be able to exercise free will; to not be dependent on others.



CAREERS

- Beyond just a job or employment-implies choice and opportunity for advancement.
- You get a job; you choose your career.



EMPOWERMENT

- To relinquish the power, control, and authority to those we serve and their families.



SUCCESS

- Is individualized – achieving what you hoped to achieve; it's personal, grabbing the gold medal.



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Office of the Secretary

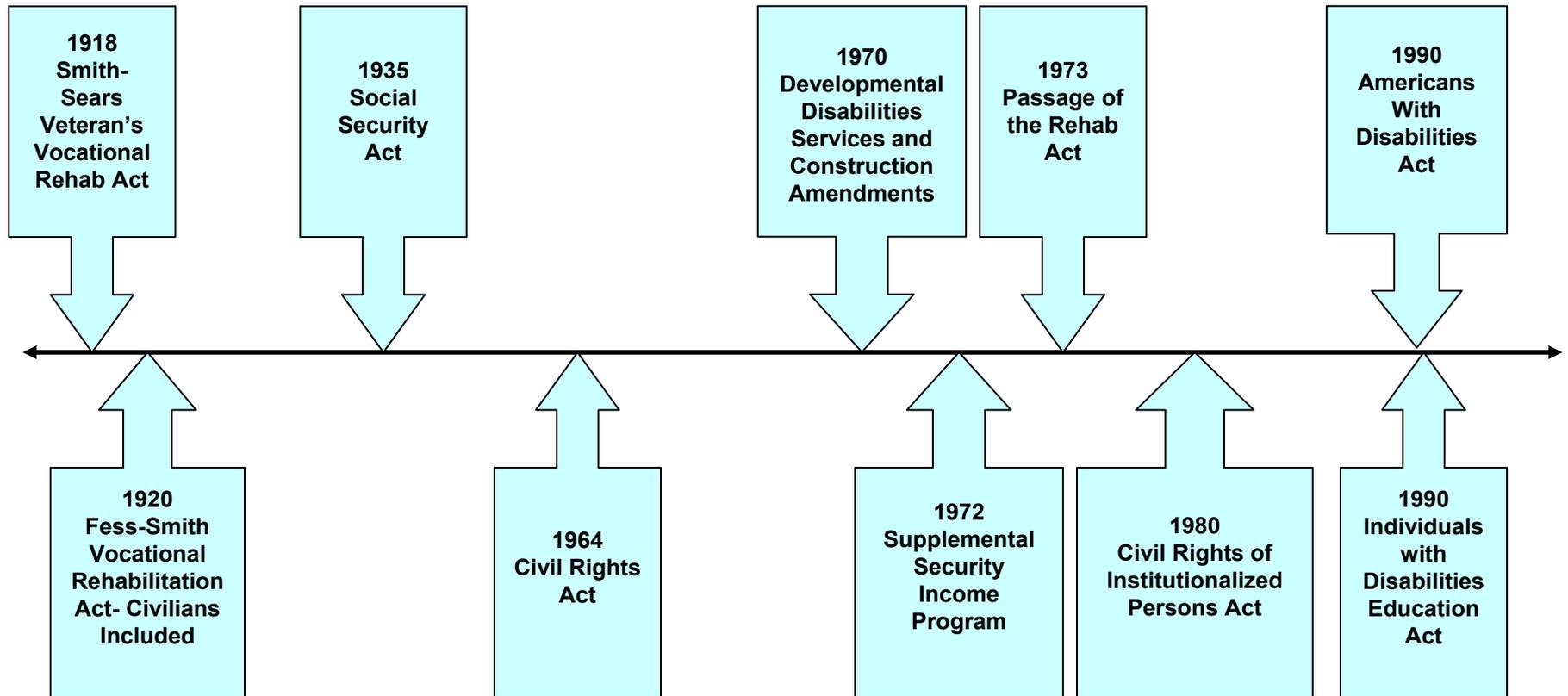
Laurie R. Gill
Secretary

Department of Human Services

Mission Statement:

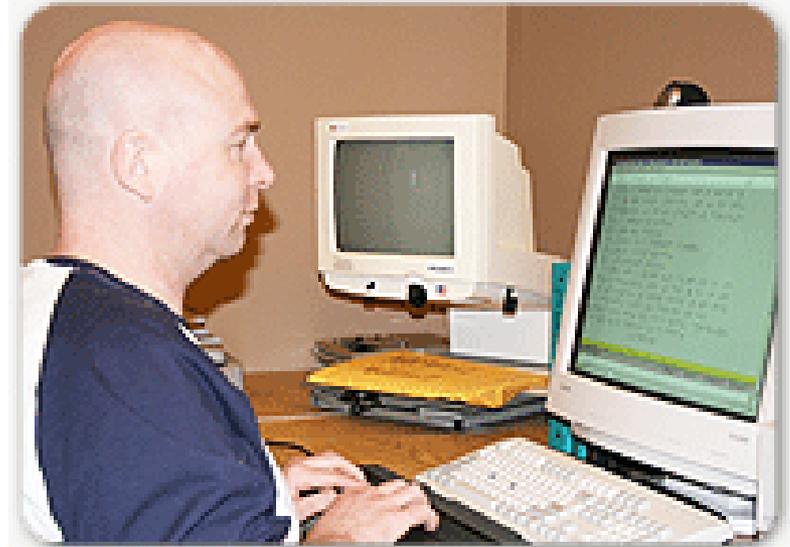
To continuously monitor and review the programs and services of the department; to ensure efficient and effective delivery of services within each division; and, to coordinate the administrative and financial services for the department through policy and budgetary management.

Landmark Disability Legislation



Who We Serve.....

- People who have a developmental disability
- People who have a disability
- People who are blind or visually impaired
- People who are deaf or hard of hearing

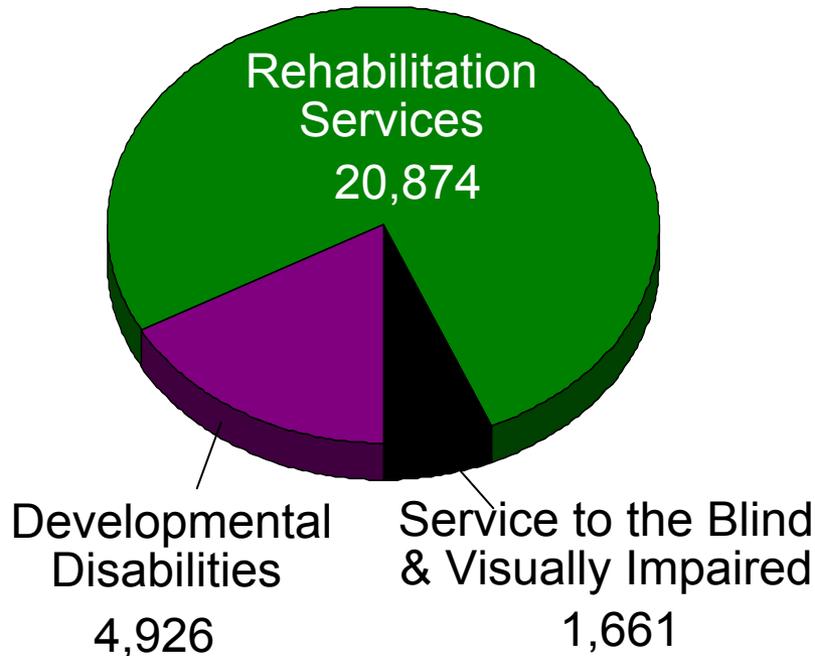


Secretariat

- Office of Budget and Finance
 - Budget, Accounting & Financial Reporting
 - Provider Reimbursements, Contracts, and Grants
- Office of Legal Services
 - Human Rights Specialist
 - Juvenile Corrections Monitor
 - Guardianship Program

FY2012 Community Based / Facility Estimated Target Population

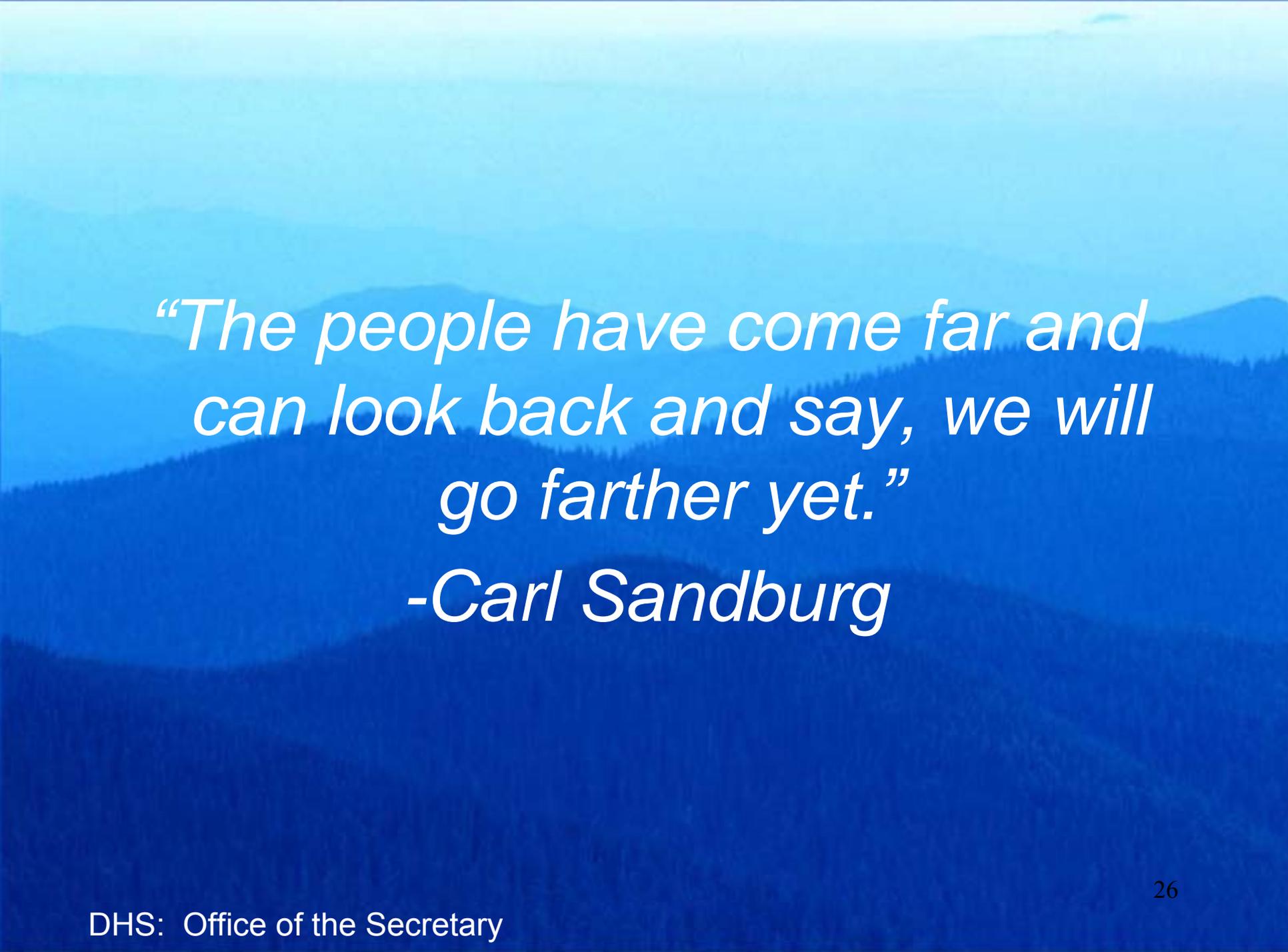
**Community Based
Total Projected Clients FY12– 27,461**



Facility Based

Projected Admissions
SDDC = 30

**Projected Average
Daily Census**
SDDC = 144



*“The people have come far and
can look back and say, we will
go farther yet.”*

-Carl Sandburg

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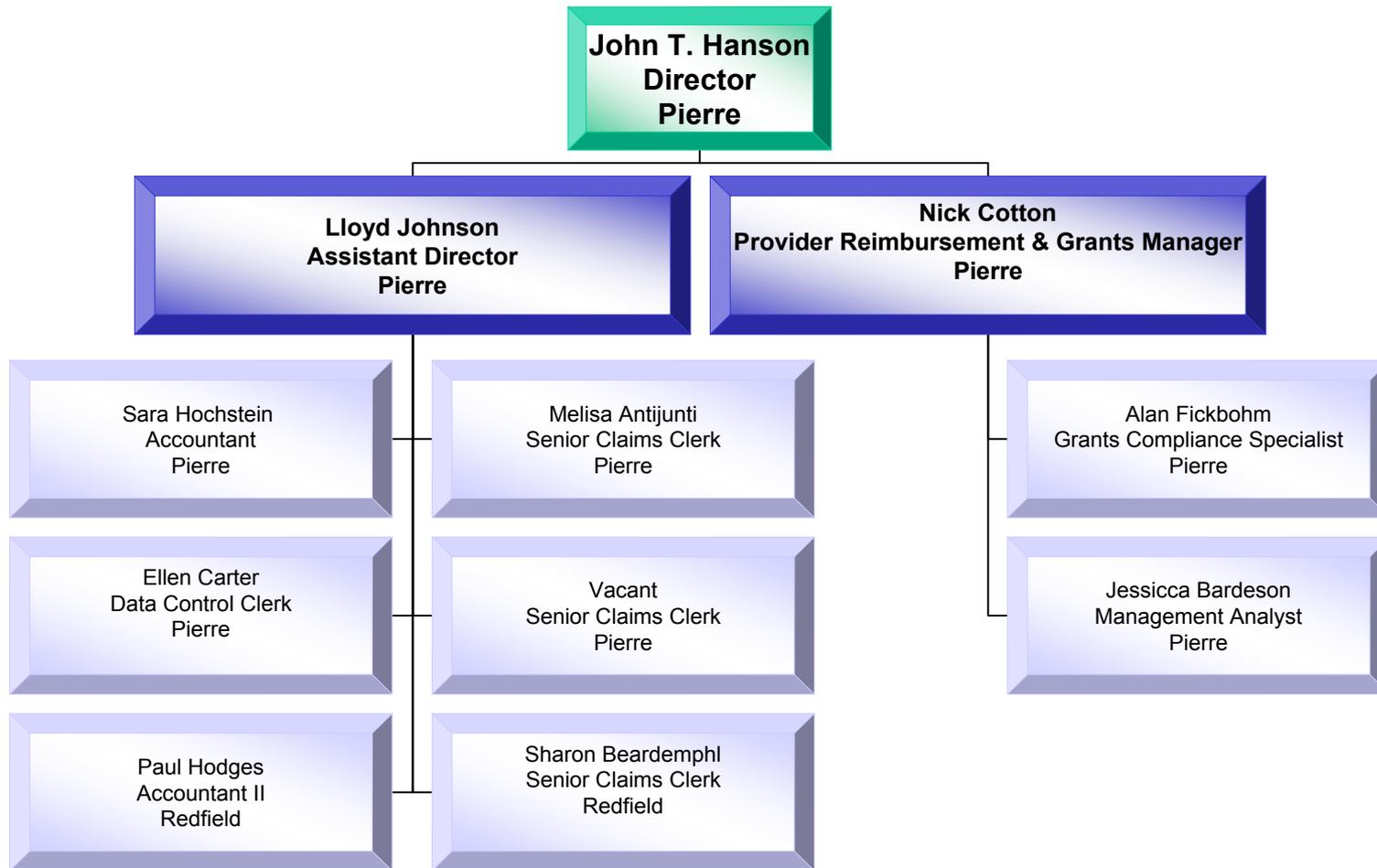


Office of Budget and Finance

John T. Hanson
Director

Office of Budget & Finance

9 FTE



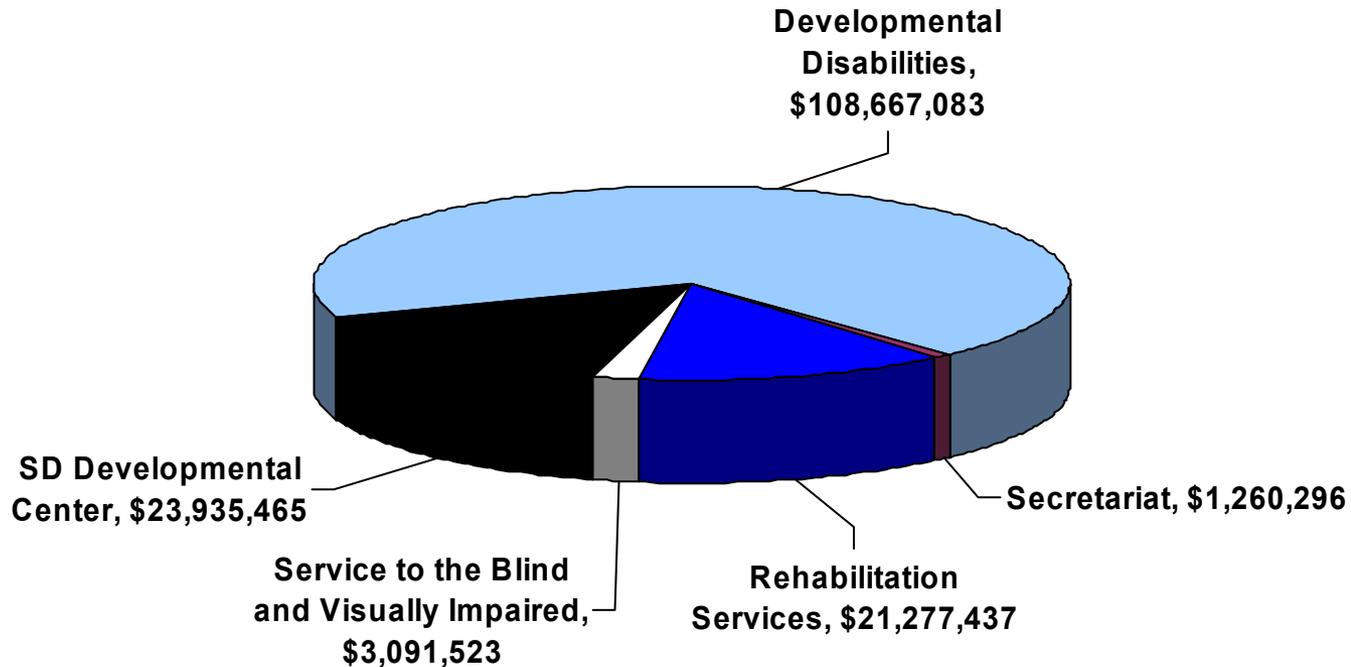
5 Year Average Turnover = 10.5%

Office of Budget & Finance

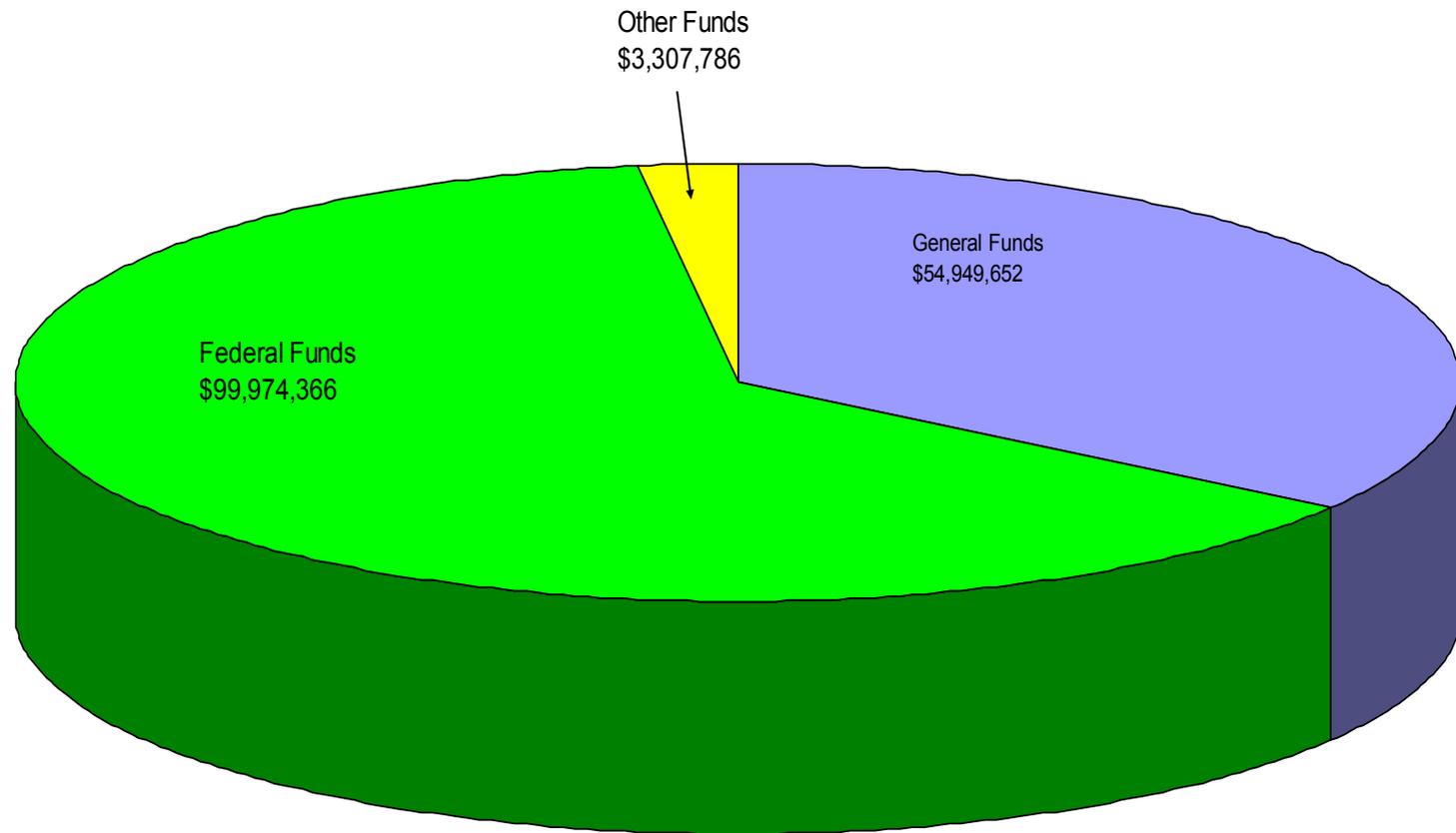
- Developing the Department's annual budget request and monitoring through analysis of expenditures and revenues throughout the fiscal year
- Oversight and managing the accounting and financial reporting, including all federal and other reports, cost allocation and preparation of the Comprehensive Annual Financial Report
- Processing of the departments accounts payable & accounts receivable and handling of the departments purchasing
- Oversight and managing of the contract management & grants management functions, including monitoring and billing reviews
- Developing reimbursement methodologies and rate setting

FY2012 Budget by Division

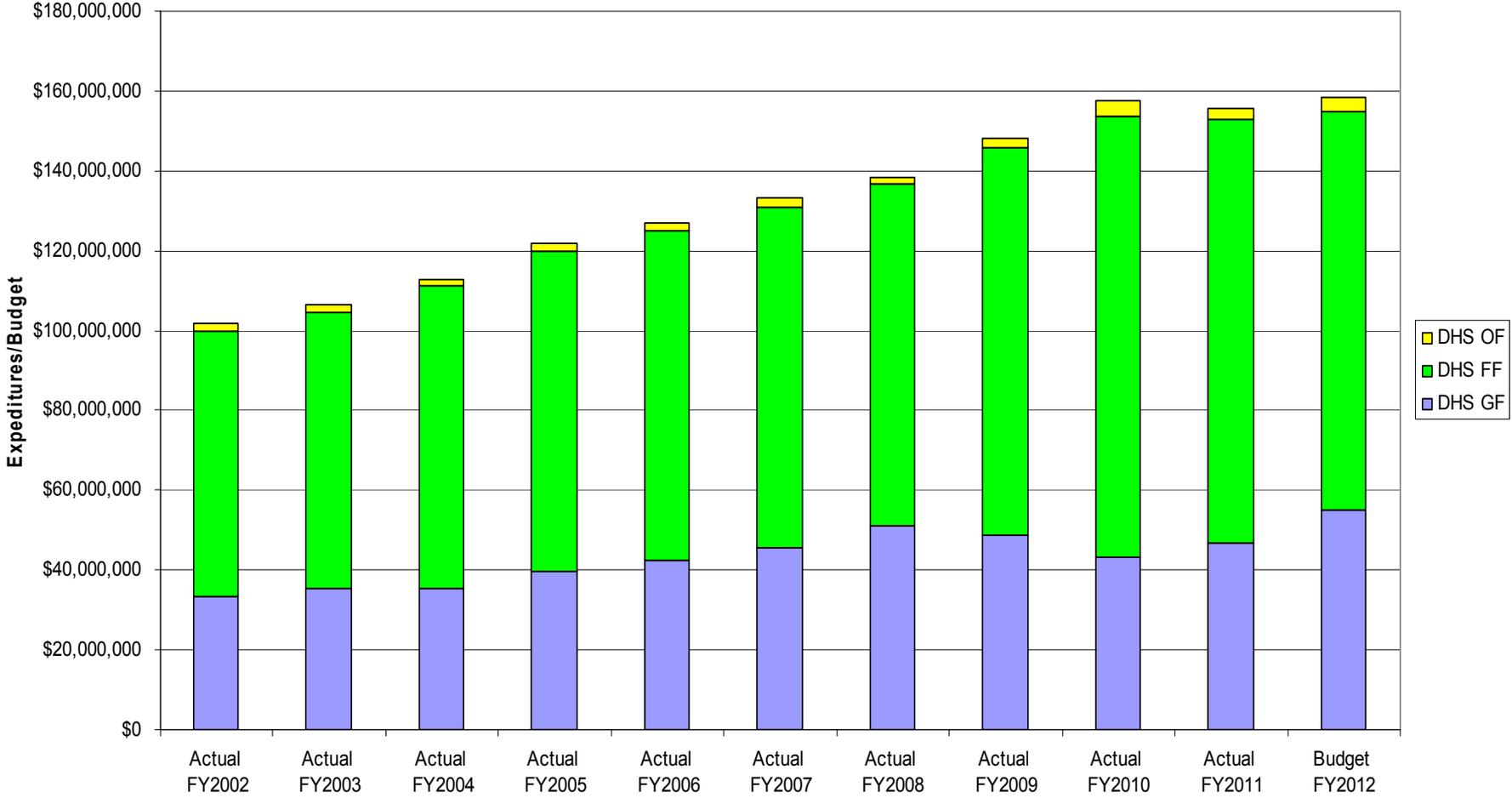
DHS Total Budget \$158,231,804



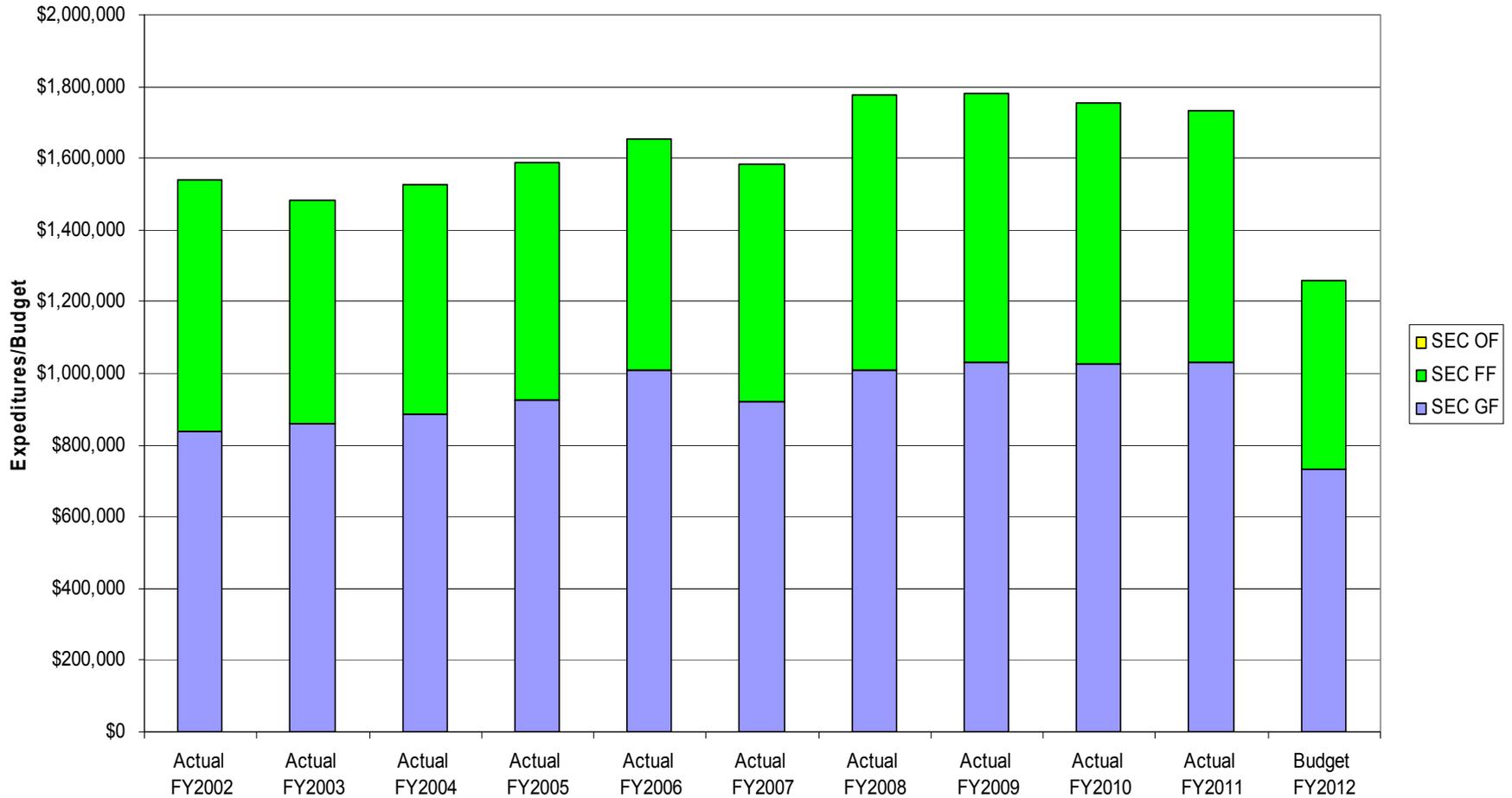
FY12 Budget by General, Federal, & Other Funds



Department of Human Services 10 Year Expenditure History

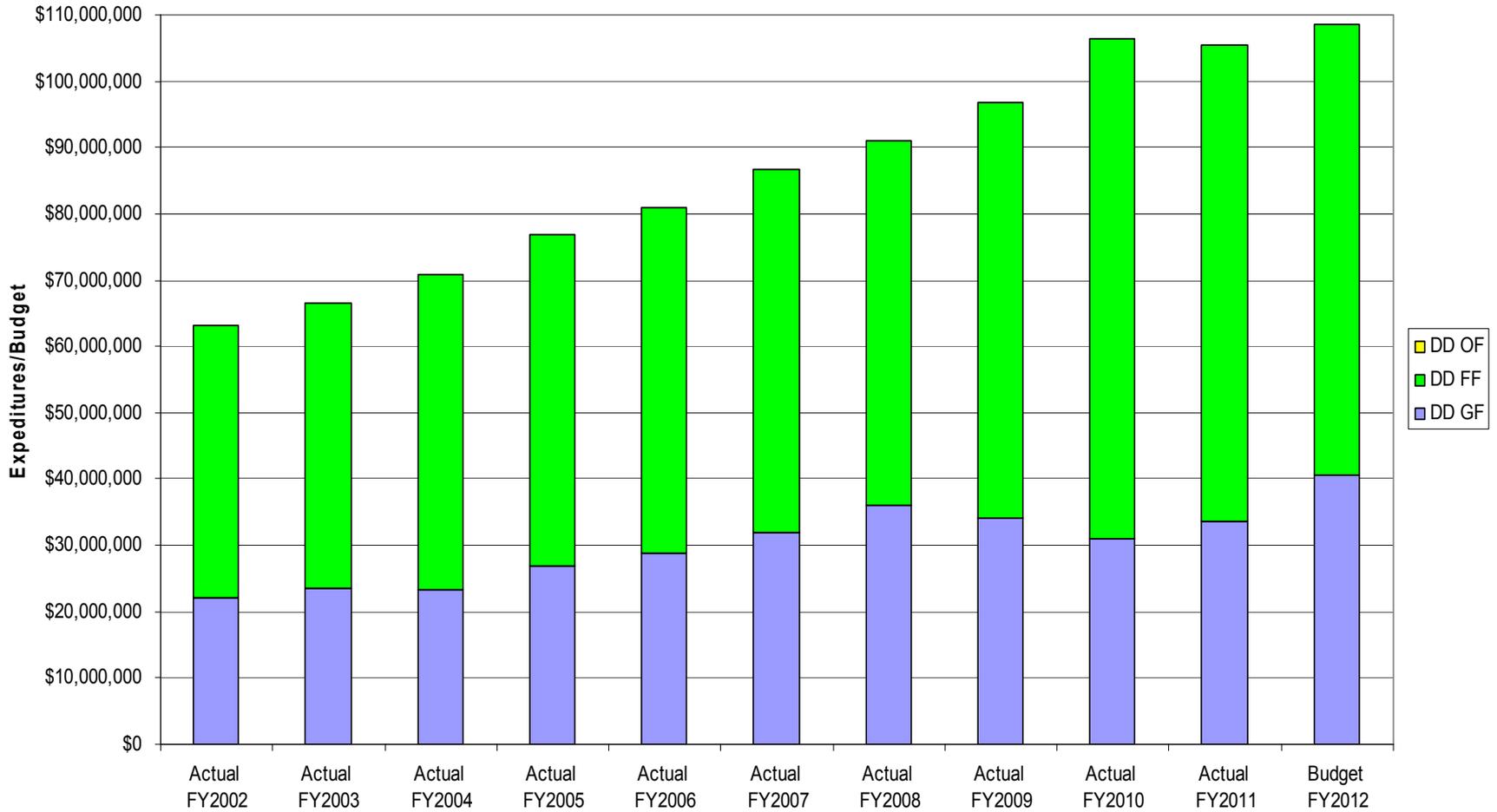


Secretariat 10 Year Expenditure History

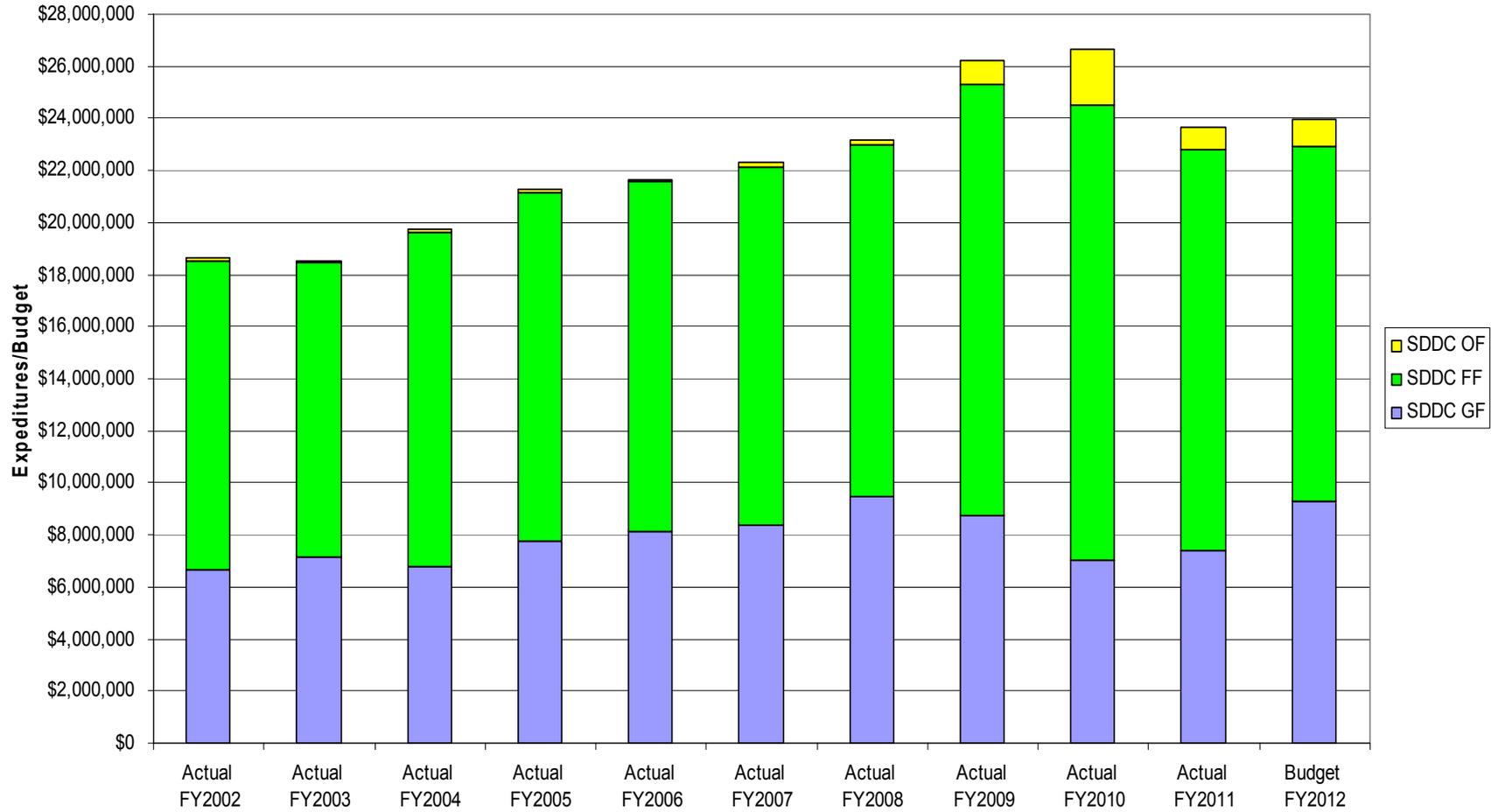


FY2012 Budget reduced due to Behavioral Health re-organization, transfer 9.0 fte and budget authority to DSS

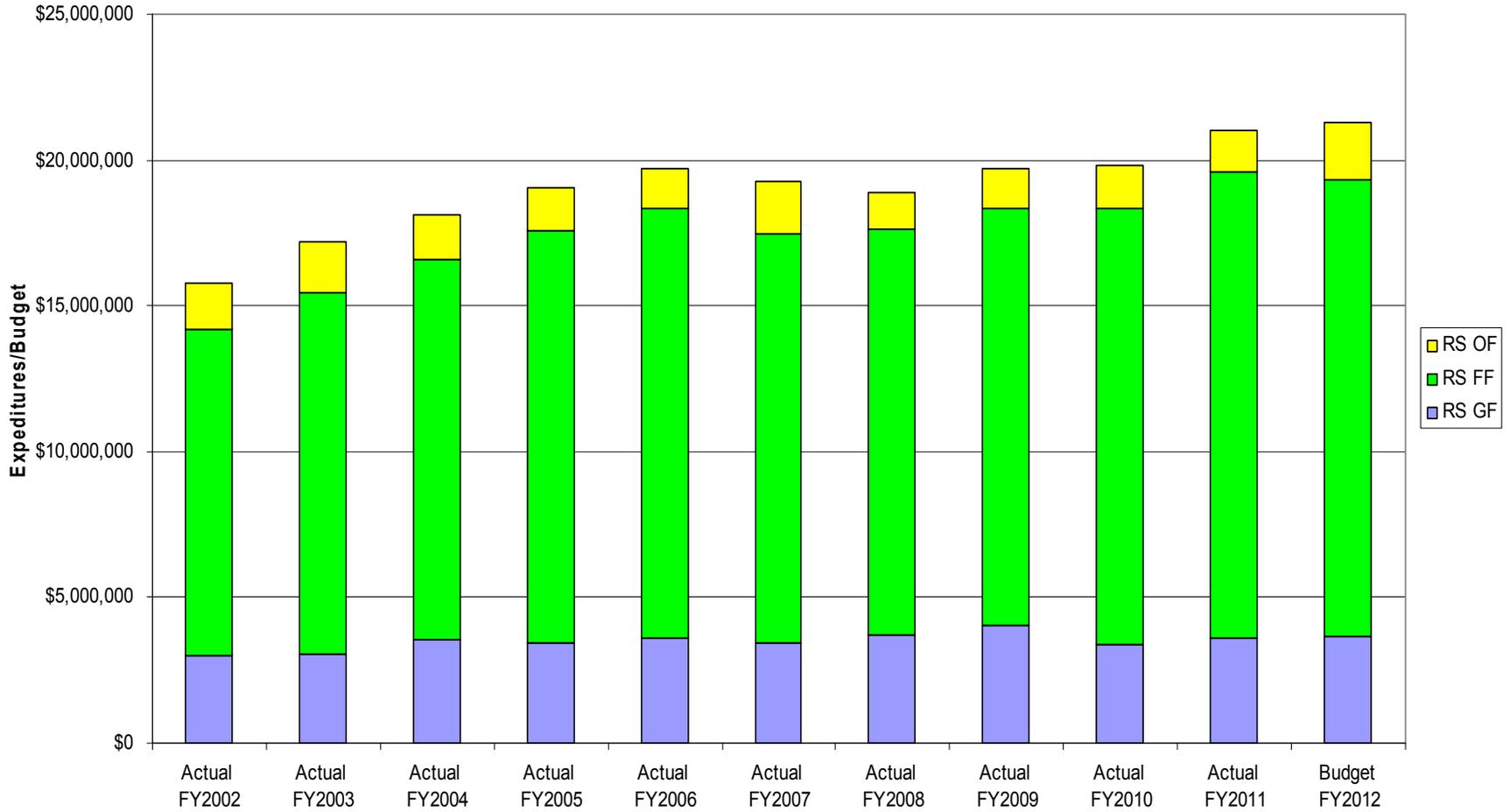
Division of Developmental Disabilities 10 Year Expenditure History



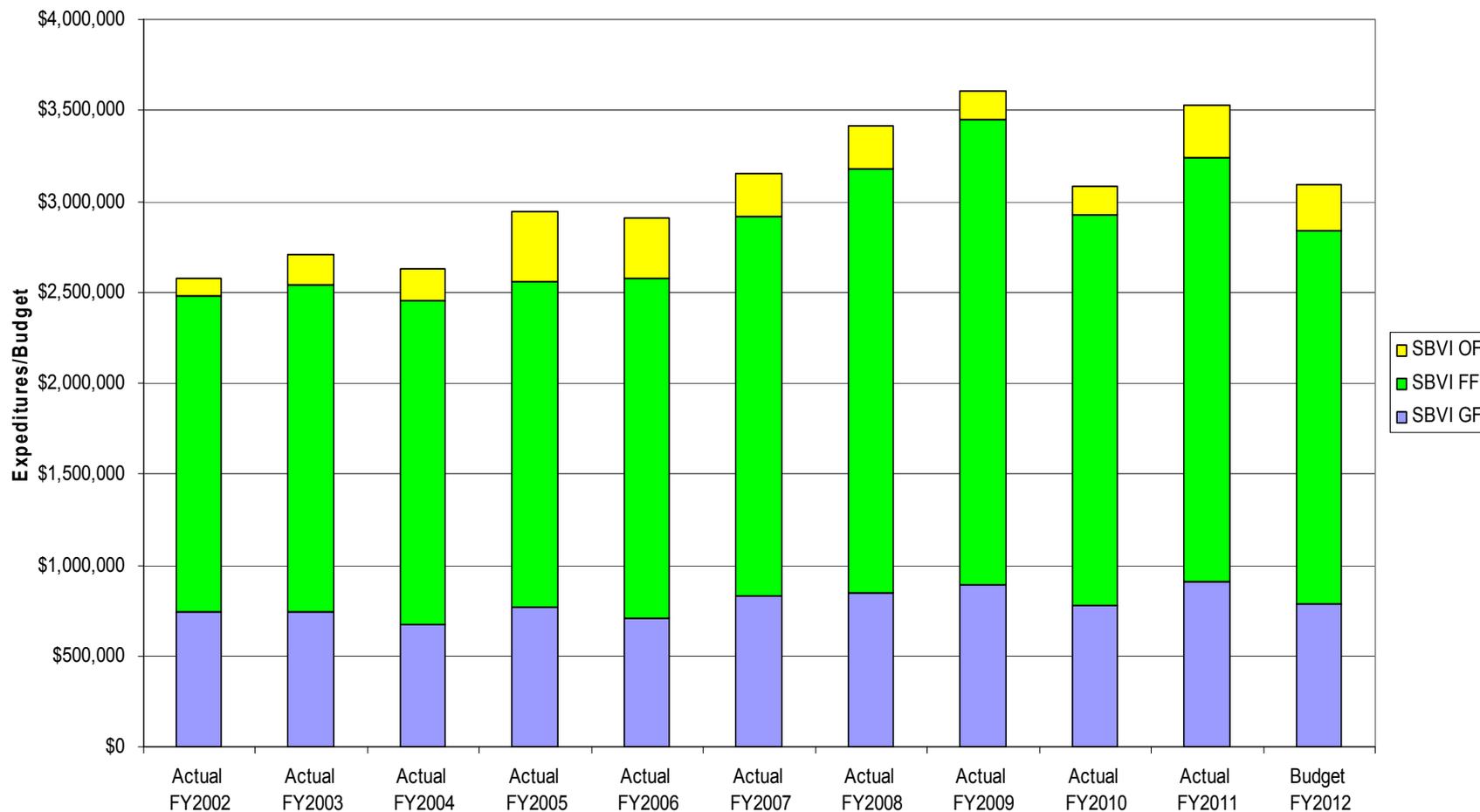
South Dakota Developmental Center 10 Year Expenditure History



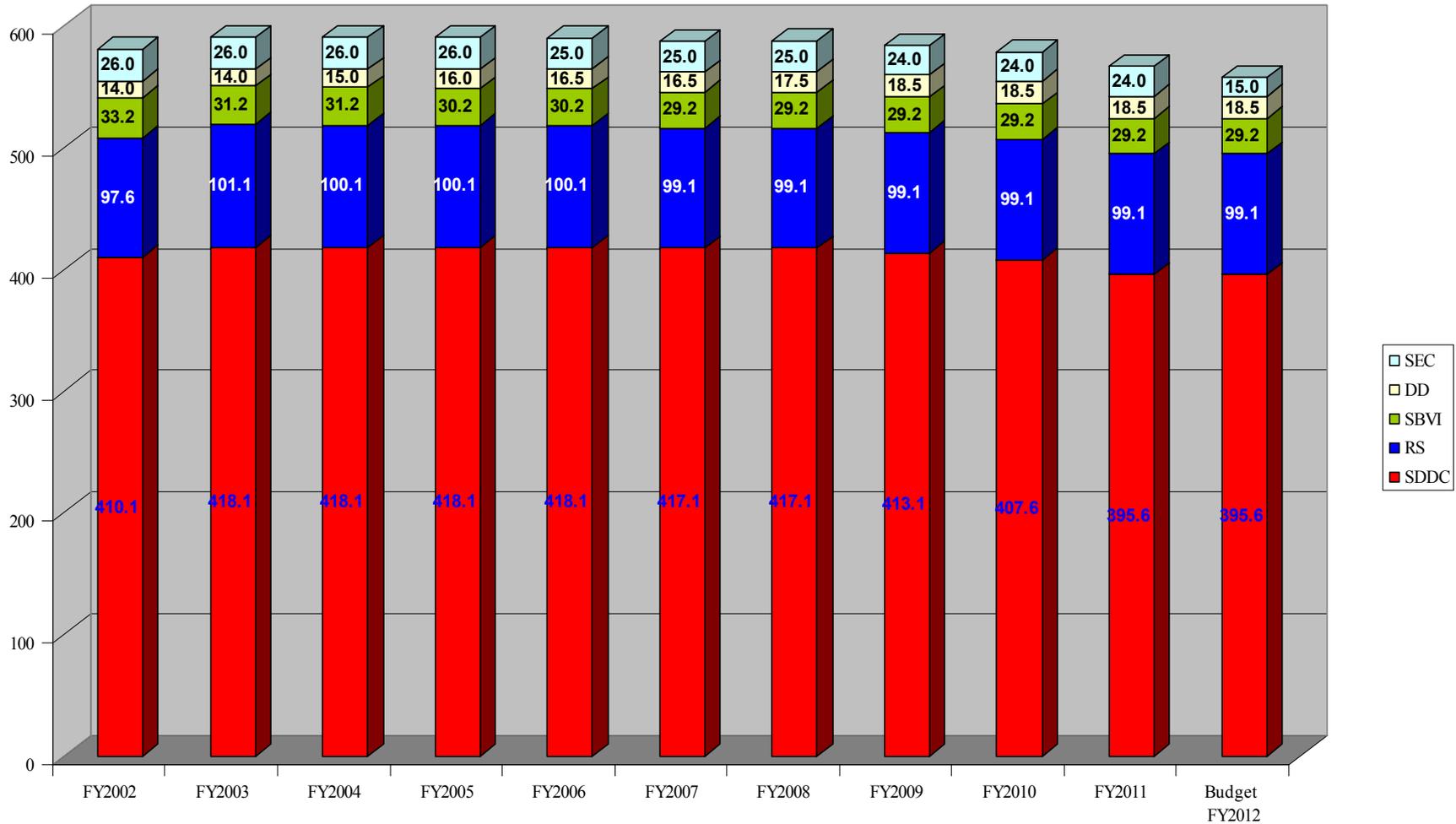
Division of Rehabilitation Services 10 Year Expenditure History



Service to the Blind & Visually Impaired 10 Year Expenditure History



FTE History



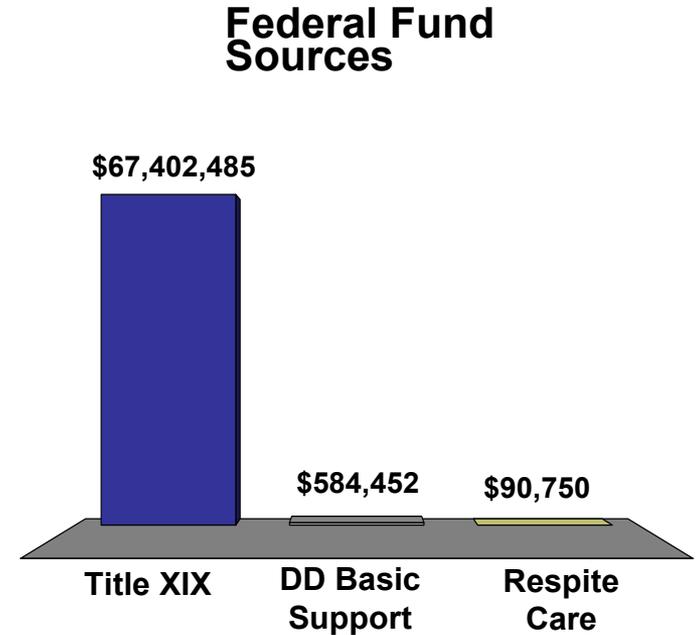
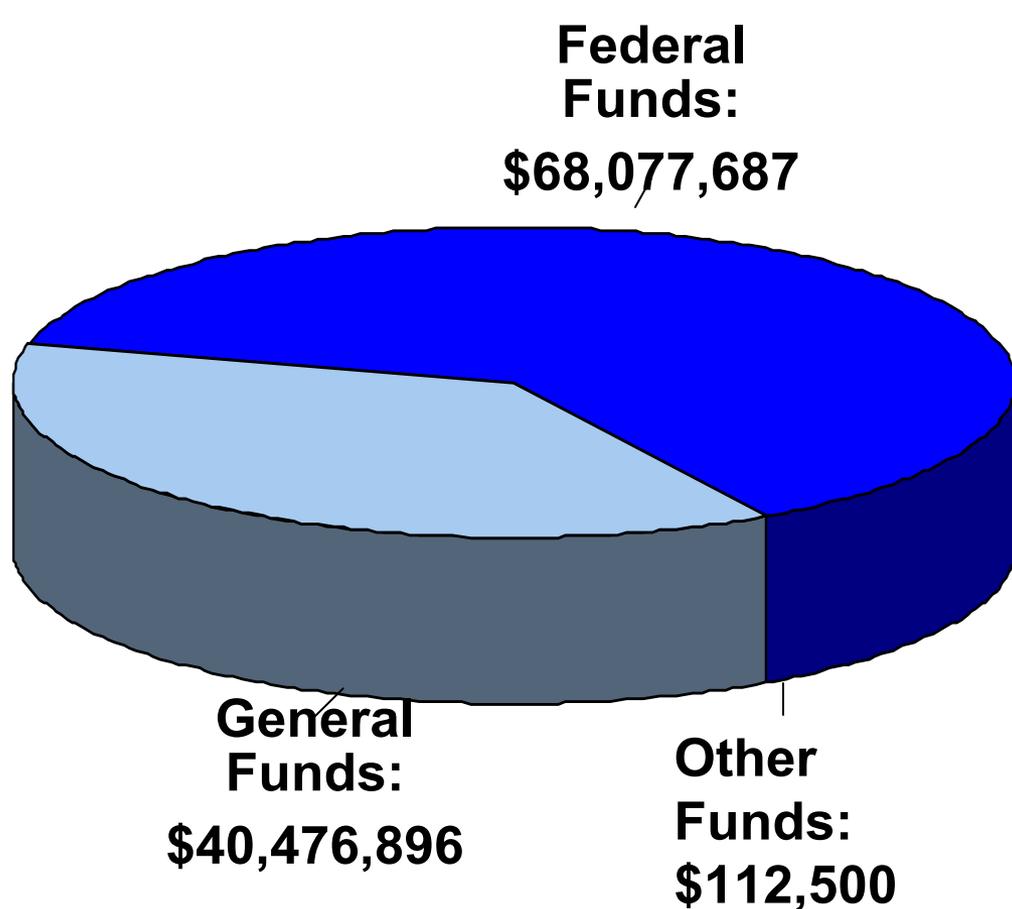
FTE Summary

Division	Actual	Actual Budget	
	FY10	FY11	FY12
Secretariat	24.0	24.0	15.0
Developmental Disabilities	18.5	18.5	18.5
Service to the Blind/Visually Impaired	29.2	29.2	29.2
Rehabilitation Services	99.1	99.1	99.1
SD Developmental Center	<u>407.6</u>	<u>395.6</u>	<u>395.6</u>
Total FTE	578.4	566.4	557.4

Developmental Disabilities

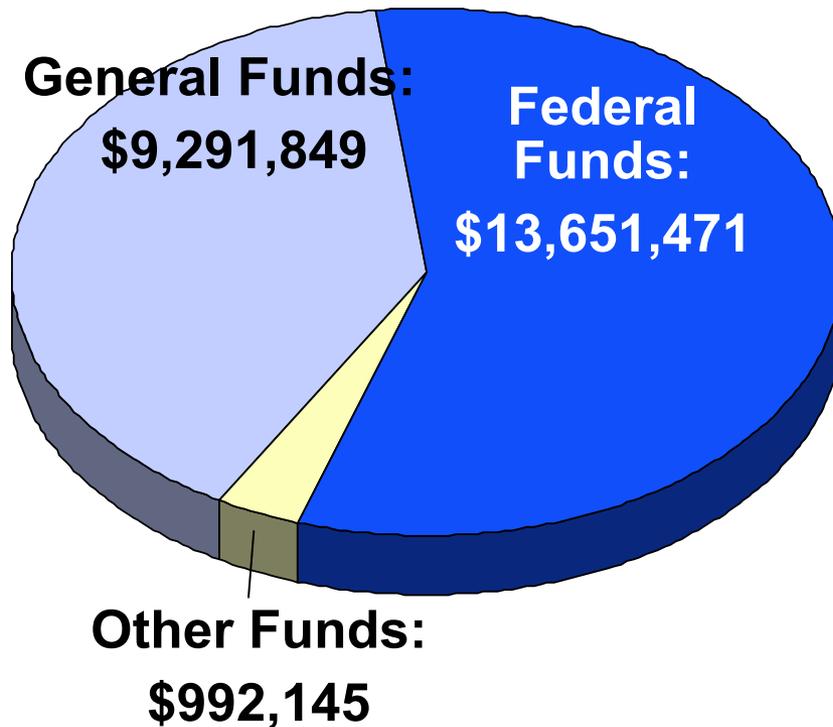
FY2012 Funding Sources

Total \$108,667,083

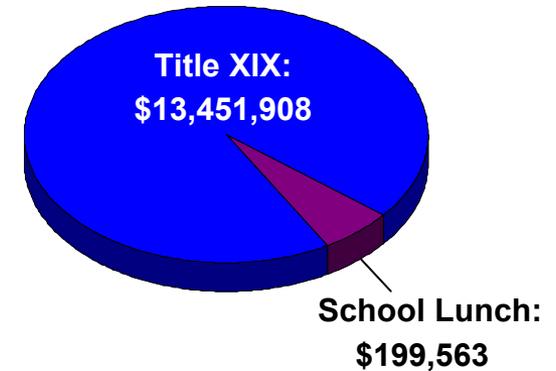


South Dakota Developmental Center FY2012 Funding Sources

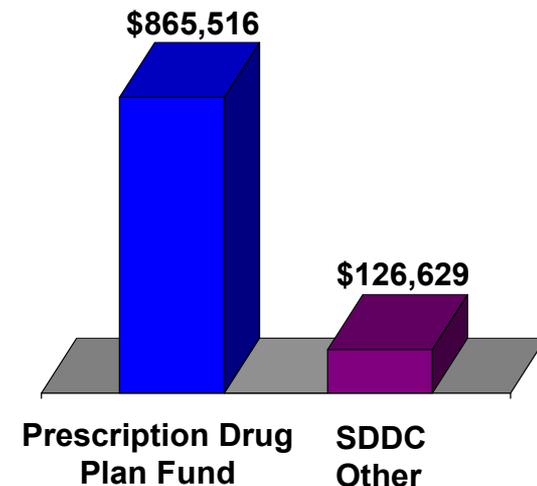
Total \$23,935,465



Federal Fund Sources

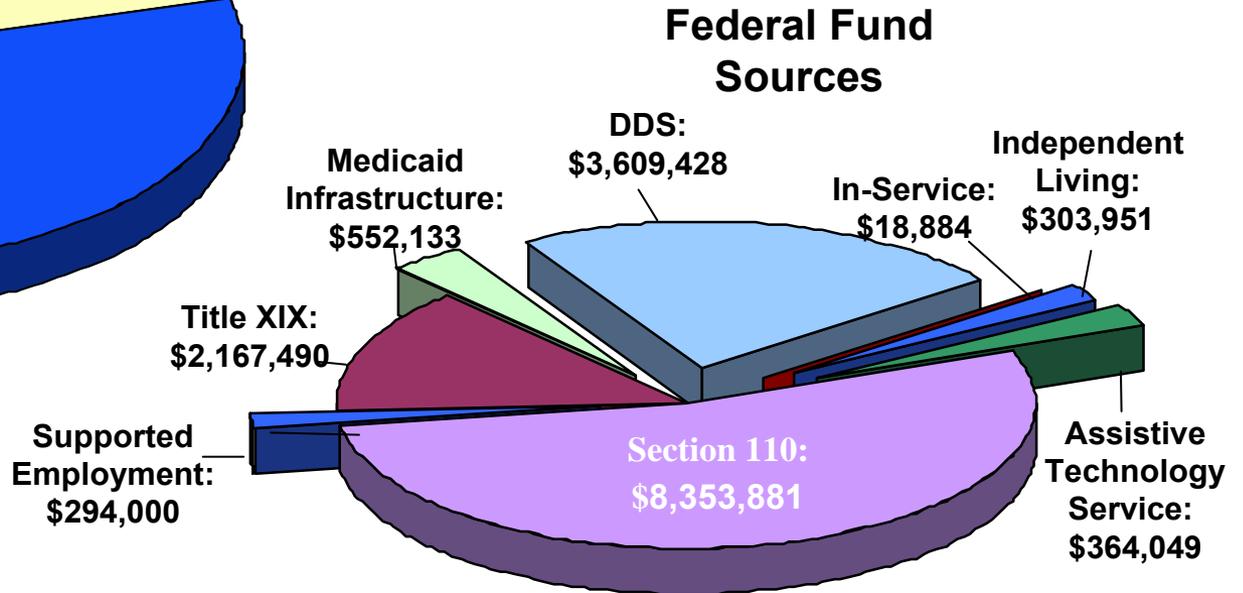
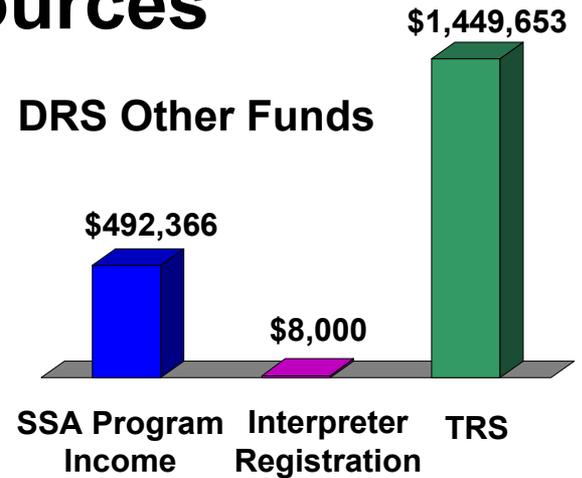
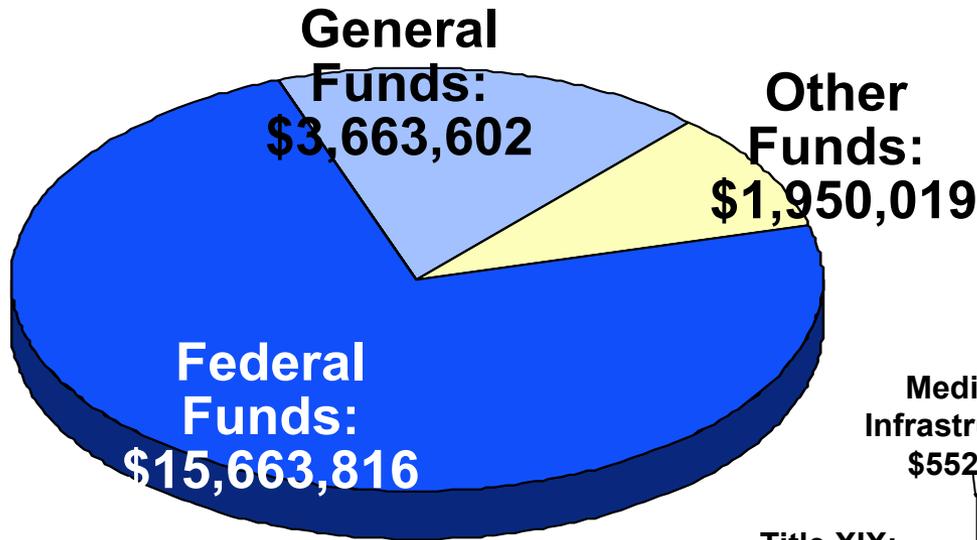


Other Fund Sources



Rehabilitation Services FY2012 Funding Sources

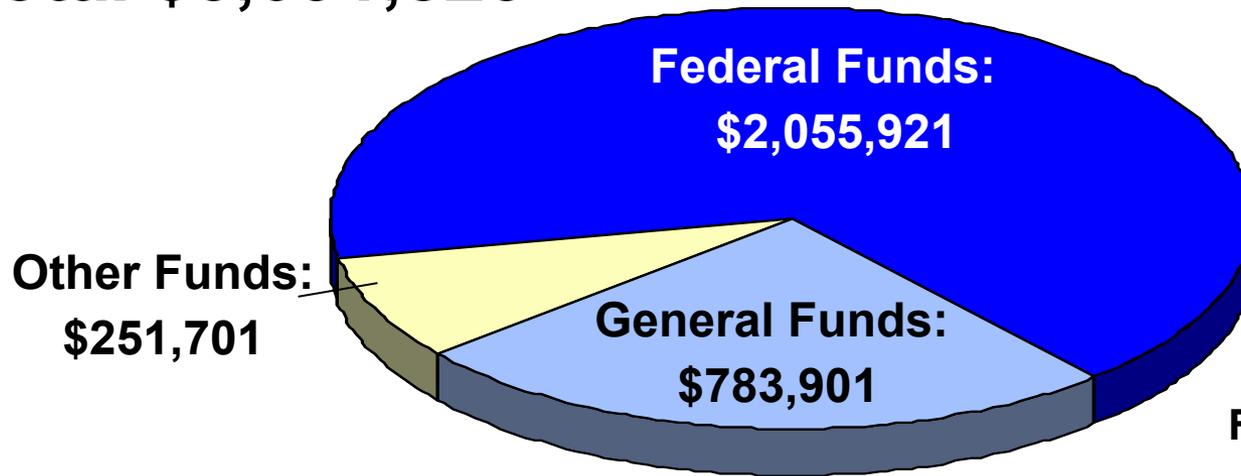
Total \$21,277,437



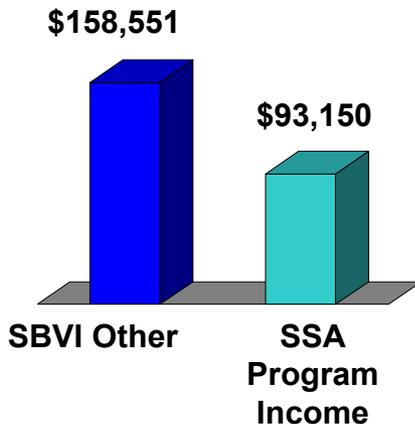
Service to the Blind & Visually Impaired

FY2012 Funding Sources

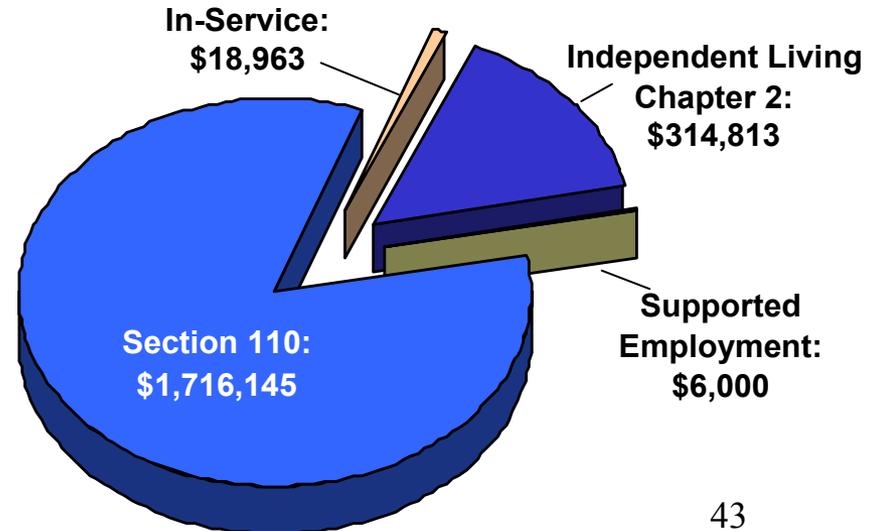
Total \$3,091,523



SBVI Other Funds



Federal Fund Sources



Professional Organizations and Partnerships:

- Human Services Finance Officers Association

South Dakota

Department Of Human Services

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Division of Developmental Disabilities

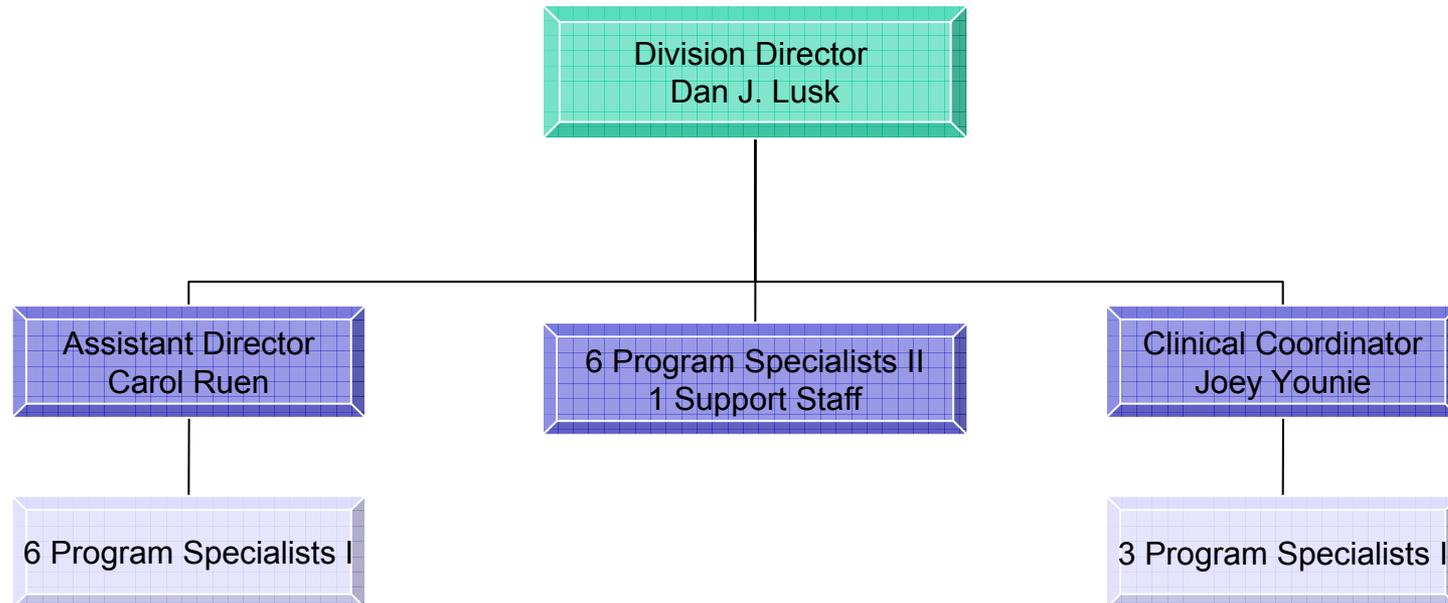
Dan J. Lusk
Director

DDD Mission

- To ensure that people with developmental disabilities have equal opportunities and receive the services and supports they need to live and work in South Dakota communities.
- Guiding Principles:
 - We will support people to participate in the life of their community.
 - We will honor the importance of relationships with family and friends.
 - We will ensure that quality services are available and accessible.
 - We will work with providers to enhance services while respecting the dignity of risk and the importance of health and safety.
 - We will respect and value cultural diversity.
 - We will be good stewards of public funds.

Division of Developmental Disabilities

18.5 FTE

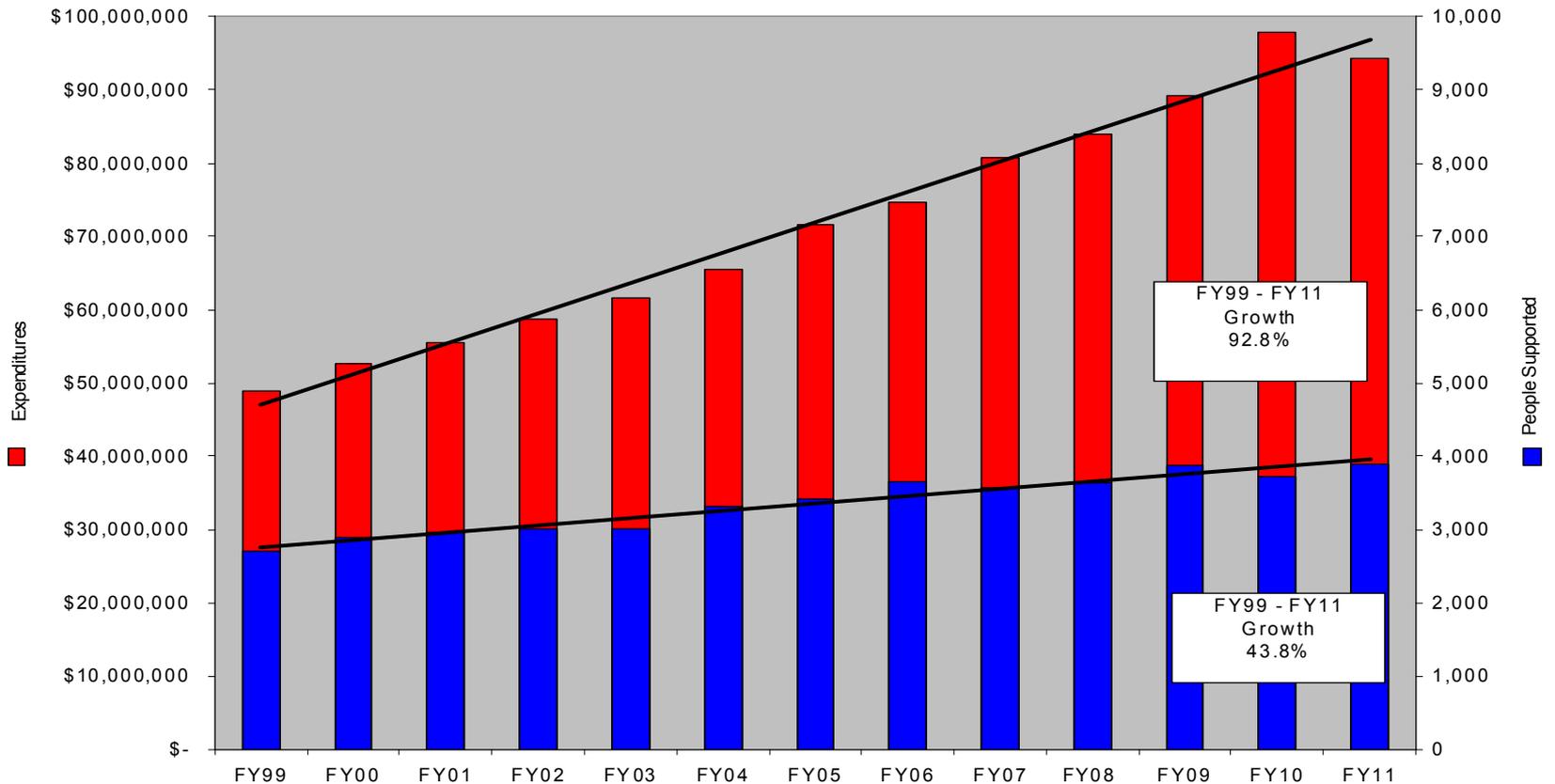


5 Year Average Turnover = 19.8%

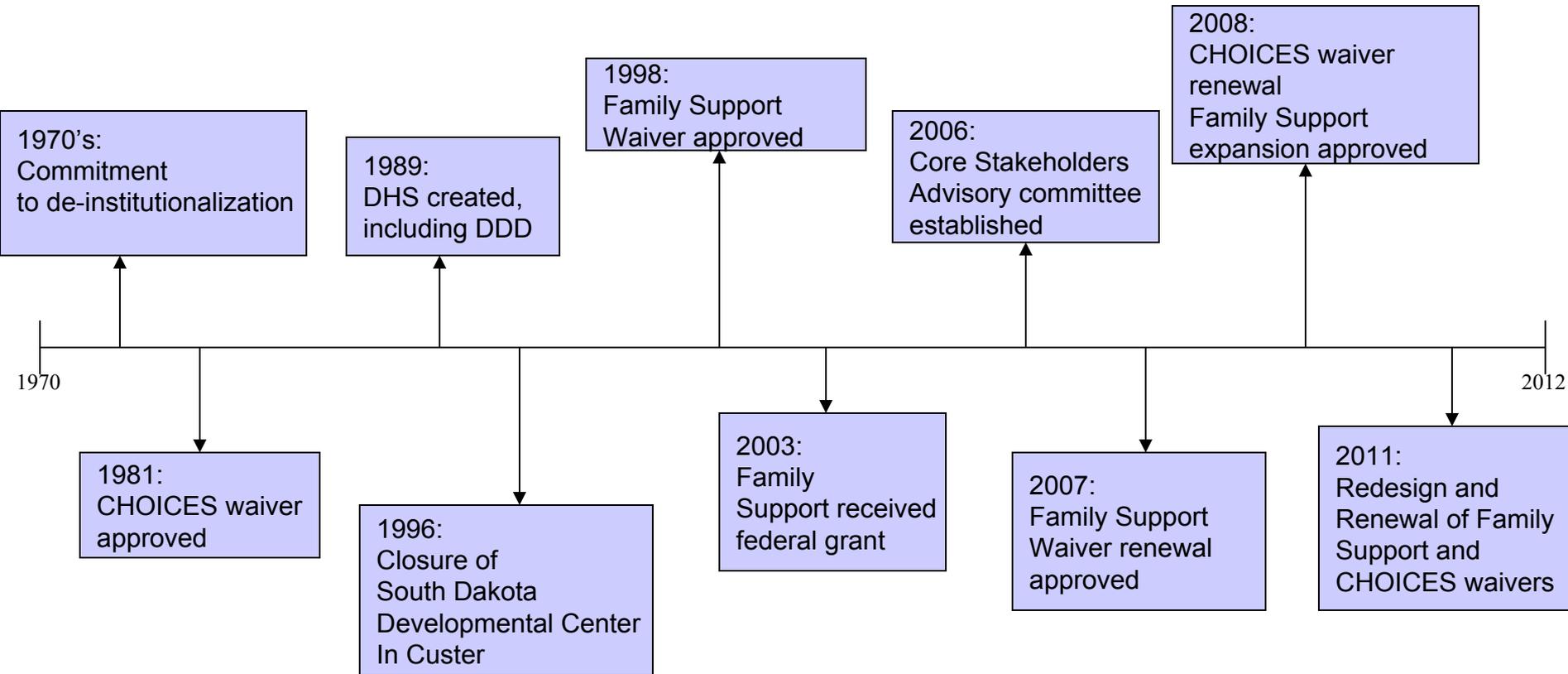
Services Provided

- Home and Community Based Waiver Services (HCBS) were provided to 2,500 people with developmental disabilities through DDD's CHOICES waiver at average cost of \$37,844 in FY11.
- Family Support 360 Waiver Services were provided to 928 people with developmental disabilities at an average cost of \$4,582 in FY11.
- Respite Care provides temporary relief for families caring for children or adults in their home. In FY11, 756 people received services at an average cost of \$400.

Growth in Funding and People Supported by Community Support Providers



Developmental Disabilities Milestones



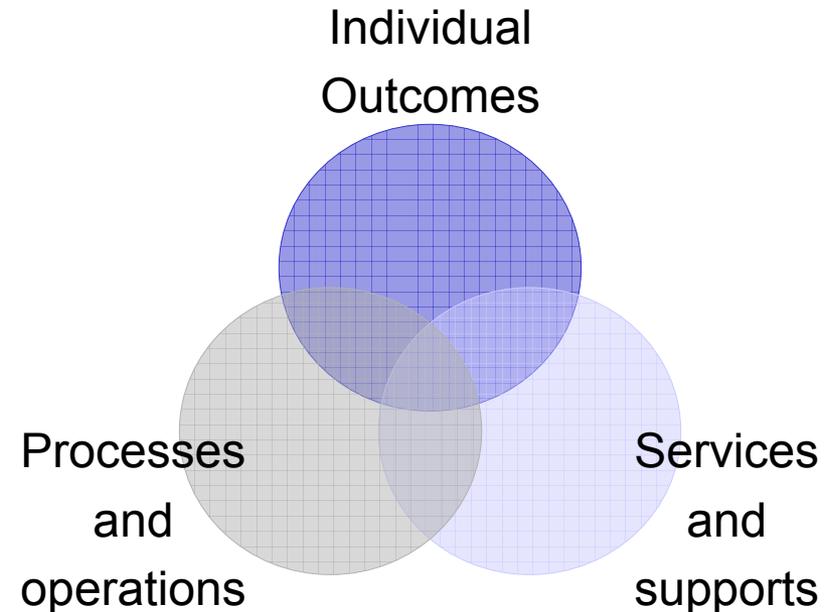
HCBS: An Overview

- DSS, as the single state Medicaid agency, maintains administrative authority of all waivers
- A state must submit and receive approval from the federal government to maintain their HCBS program
- Based on a waiver of federal Medicaid regulations
- The waiver provides an alternative to the institutional level of care provided in an Intermediate Care Facility for the Mentally Retarded (ICF/MR)
- The program also requires a non-federal match based upon the Federal Medical Assistance Percentage (FMAP) and South Dakota's match for FY12 is 40.34%
- Participants use Supplemental Security Income (SSI) for room and board costs

HCBS: Operating Authority

- The Division of Developmental Disabilities (DDD) has funding, certification, and monitoring responsibilities for nineteen non-profit community agencies serving people with developmental disabilities
- The agencies are commonly referred to as Community Support Providers (CSPs)
- The nineteen agencies provide services to over 2,500 people in a variety of settings

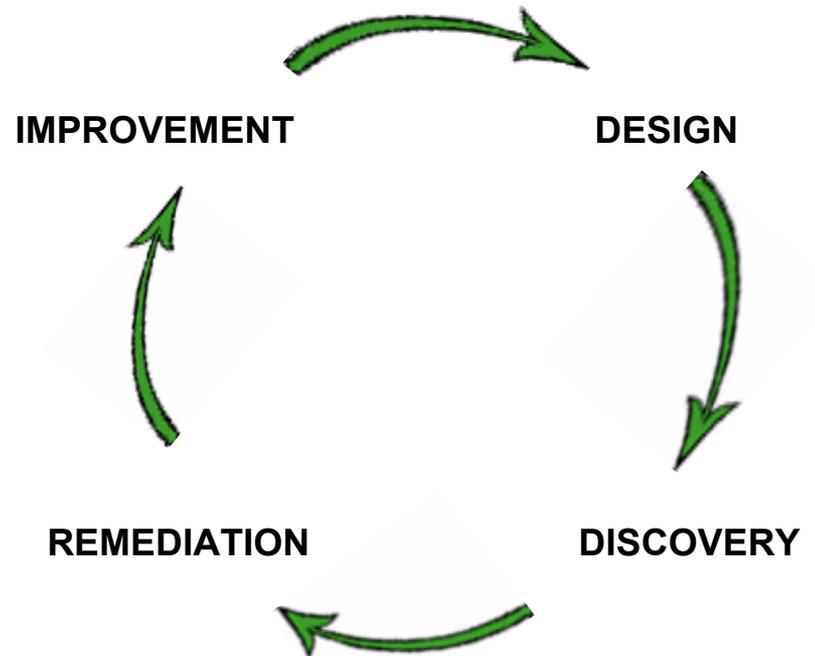
QUALITY FRAMEWORK



HCBS: Operating Authority

- Providers remain certified by undergoing review activities conducted by DDD for Administrative Rules of South Dakota
- All nineteen providers are accredited by the Council on Quality & Leadership

CONTINUOUS QUALITY IMPROVEMENT



HCBS Program Requirements

- Budget neutrality
- Protection of Health and Welfare
- Administrative authority for the operating agency
- Adequate and reasonable provider standards
- Services provided in accordance with the plan of care

HCBS Eligibility Requirements

- Medicaid eligibility
- Level of care assessment
- Member of the target group
- Plan of care established
- Waiver services identified



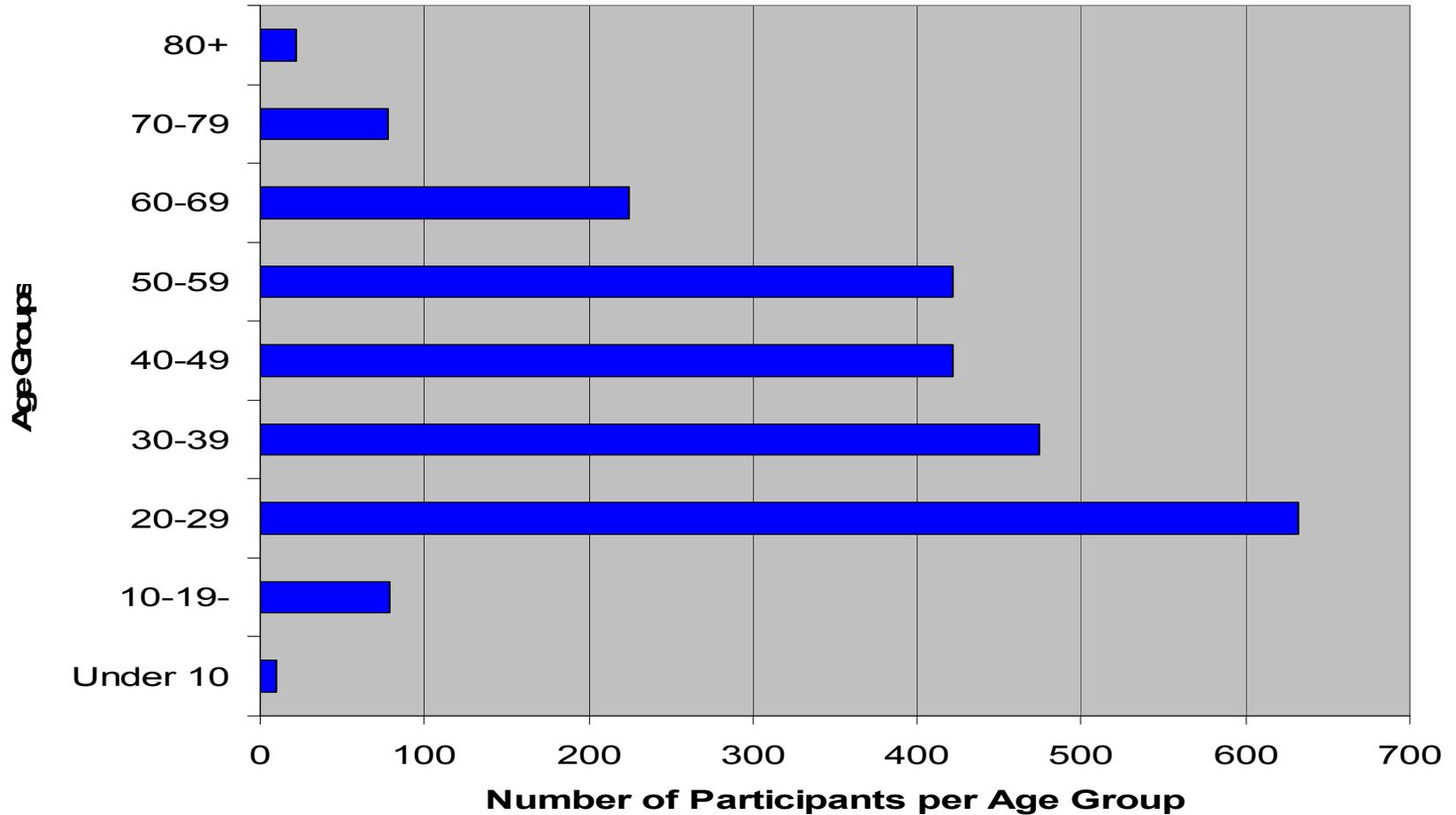
CHOICES HCBS Waiver

Services provided:

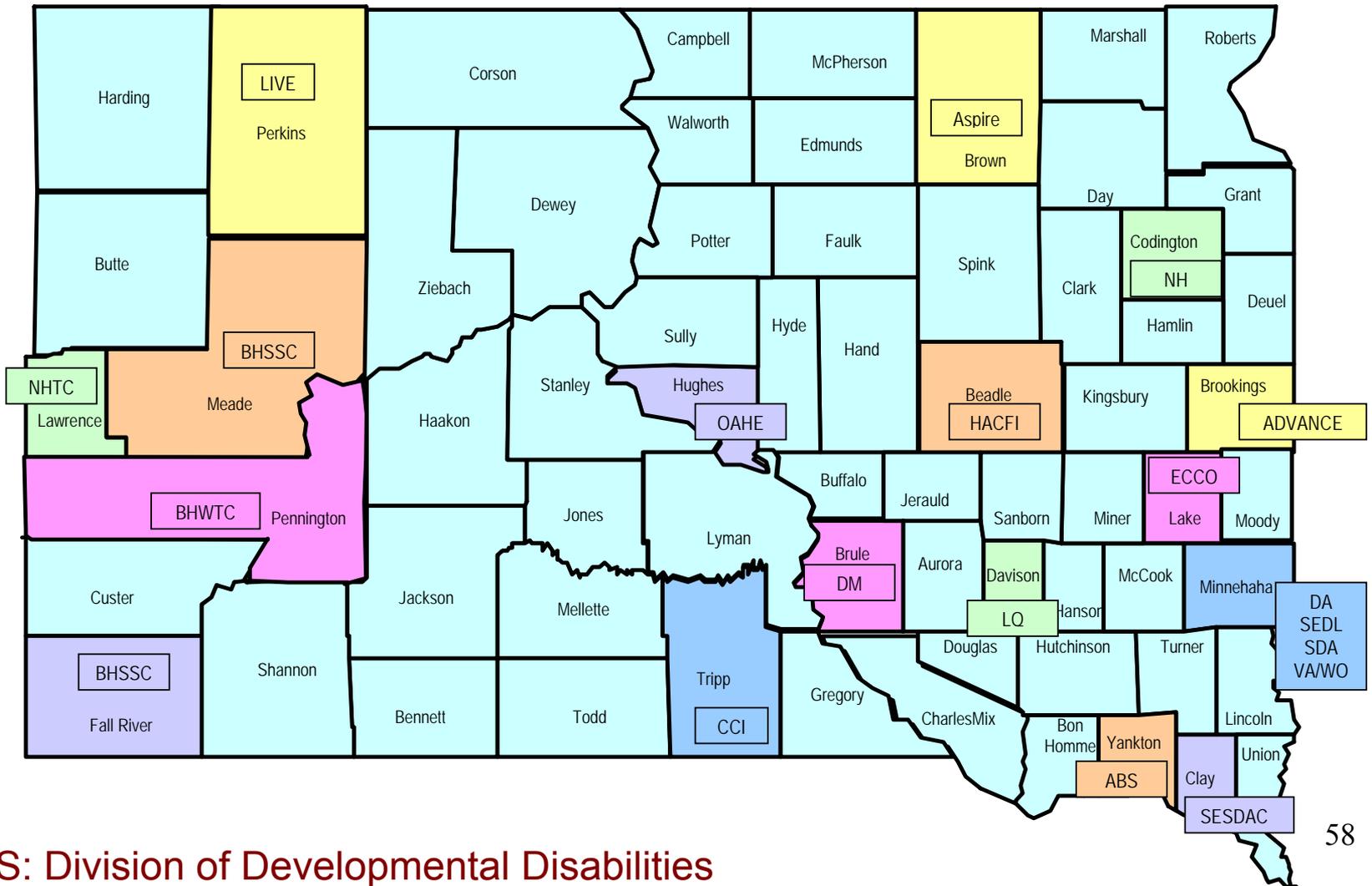
- Service Coordination
- Residential Supports
- Day Habilitation
- Pre-vocational
- Supported Employment
- Nursing
- Specialized Medical Services, Equipment and Drugs
- HCBS services do not cover the cost of room and board



CHOICES Waiver Age Groups FY11



Community Support Providers



Community Support Providers

Ability Building Services, Yankton

ASPIRE, Aberdeen

ADVANCE, Brookings

Black Hills Special Services Cooperative, Sturgis

Black Hills Workshop and Training Center, Rapid City

Center for Independence, Huron

Community Connections, Inc., Winner

DakotAbilities, Sioux Falls

Dakota Milestones, Chamberlain

Every Citizen Counts Organization, Madison

LifeQuest, Mitchell

LIVE Center, Lemmon

New Horizons, Watertown

Northern Hills Training Center, Spearfish

Oahe, Inc., Pierre

South Dakota Achieve, Sioux Falls

Southeast Directions for Life, Sioux Falls

Southeast SD Activities Center, Vermillion

Volunteers of America, Sioux Falls



Family Support 360 Waiver

- Family Support is not a single service, but rather group of flexible services and supports designed to meet the varied and changing needs of approximately 1,000 participants and their families
- A family support program recognizes and values the contribution of natural and existing supports such as extended family members, friends, neighbors, church congregations, and community organizations



Family Support 360 Waiver

Services provided:

- Service coordination
- Respite care
- Personal care
- Companion care
- Environmental accessibility
- Vehicle modification
- Specialized Medical Services and Equipment
- Nutritional Supplements
- Family Support does not cover residential services



Community Training Services

- Utilized by approximately 300 people in South Dakota
- Includes:
 - Prevocational training
 - Community living training
 - Job coaching
 - Supported living
 - Follow-along services
- CTS is utilized for participants that need less intensive services or who do not meet the financial eligibility for ICF/MR or HCBS funded services



Respite Care

- Temporary relief care designed for families of children or adults with special needs
- During SFY12, it is estimated that 800 children and adults residing at home with their families will receive respite services due to:
 - A developmental disability
 - A serious emotional disturbance
 - A developmental delay
 - A medically fragile condition
 - Residing with a family at risk
 - A severe and persistent mental illness
 - A traumatic brain injury



DDD Programs

- Extraordinary Needs Funding
 - Provides specialized assistance to participants to assist in acute and/or crisis situations
 - Funds are short term in nature
- Adult Foster Care
 - Provides general supervision and personal care services for participants who require minimal assistance in activities of daily living



Private ICF/MR Children Services

- In FY11 (May 1, 2011) the DDD began oversight of private ICF/MR services
- ICF/MR services are funded through the Medicaid state plan
- Tuition and match are paid by the local school districts making the referrals



Other DDD Initiatives

- Governor Daugaard's Medicaid Solutions Workgroup
- Family Support 360 Waiver Renewal
- CHOICES Waiver Evidence Report and Waiver Renewal
- Person Center Training – system-wide initiative
- Employment Initiative
- Core Stakeholders planning
- SMART software implementation for waivers
- National Core Indicators participation
- Council on Quality and Leadership
- Critical Incident Reporting and Monitoring
- Intensive Treatment Services development
- Autism Grant through Center for Disabilities



South Dakota Planning Council on Developmental Disabilities

- Mission: To assist people with developmental disabilities and their families in achieving the quality of life they desire
- Established by Executive Order on December 12, 1973
- Council is composed of 23 members appointed by the Governor



Professional Organizations and Partnerships

- Community Support Providers
- SD Association of Community Based Services
- Family Support Council
- Core Stakeholders
- SD Council on Developmental Disabilities
- SD Advocacy Services
- USD Center for Disabilities
- Council on Quality and Leadership
- National Association of State Directors of Developmental Disabilities Services

Statutes and Rules

- **South Dakota Codified Law**

 - SDCL 27B contains statutes pertaining to the Division of Developmental Disabilities

- **Administrative Rules of South Dakota**

 - ARSD Title 46 contains rules for the Department of Human Services

 - ARSD governing service provision for people with developmental disabilities

 - Administrative Rules of South Dakota 46:10

 - Administrative Rules of South Dakota 46:11

 - Administrative Rules of South Dakota 46:13

 - ARSD Title 67 contains rules for the Department of Social Services

 - ARSD 67:54 also governs service provision for people with developmental disabilities

 - Administrative Rules of South Dakota 67:54:03

 - Administrative Rules of South Dakota 67:54:04

 - Administrative Rules of South Dakota 67:54:09

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South Dakota Developmental Center

Ted Williams
Director

SDDC Mission

- To provide individualized treatment services and supports to people with developmental disabilities and challenging behaviors only when needed services are not available in a community setting.



SDDC Vision

SDDC will incorporate Person Centered Practices to:

- Foster a learning environment that supports a cooperative partnership resulting in people having positive control over their lives.
- Utilize practices that assist in determining what is important "to" each person served in addition to what is important "for" the person.
- Enhance, reinforce, and strengthen a person's natural supports whenever possible.
- Promote independence and instill a sense of self-determination and well-being.
- Provide high-quality standards of services which support a therapeutic environment and result in a balanced life for the person.





Balanced Life

Everyone needs a balanced life



Fun

Rights

Family



Work

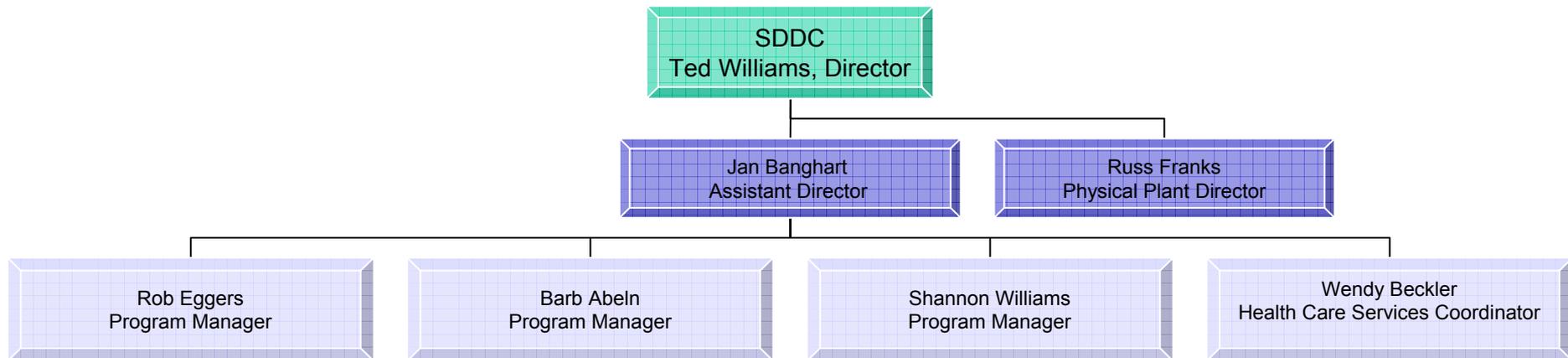
Responsibilities

Safety



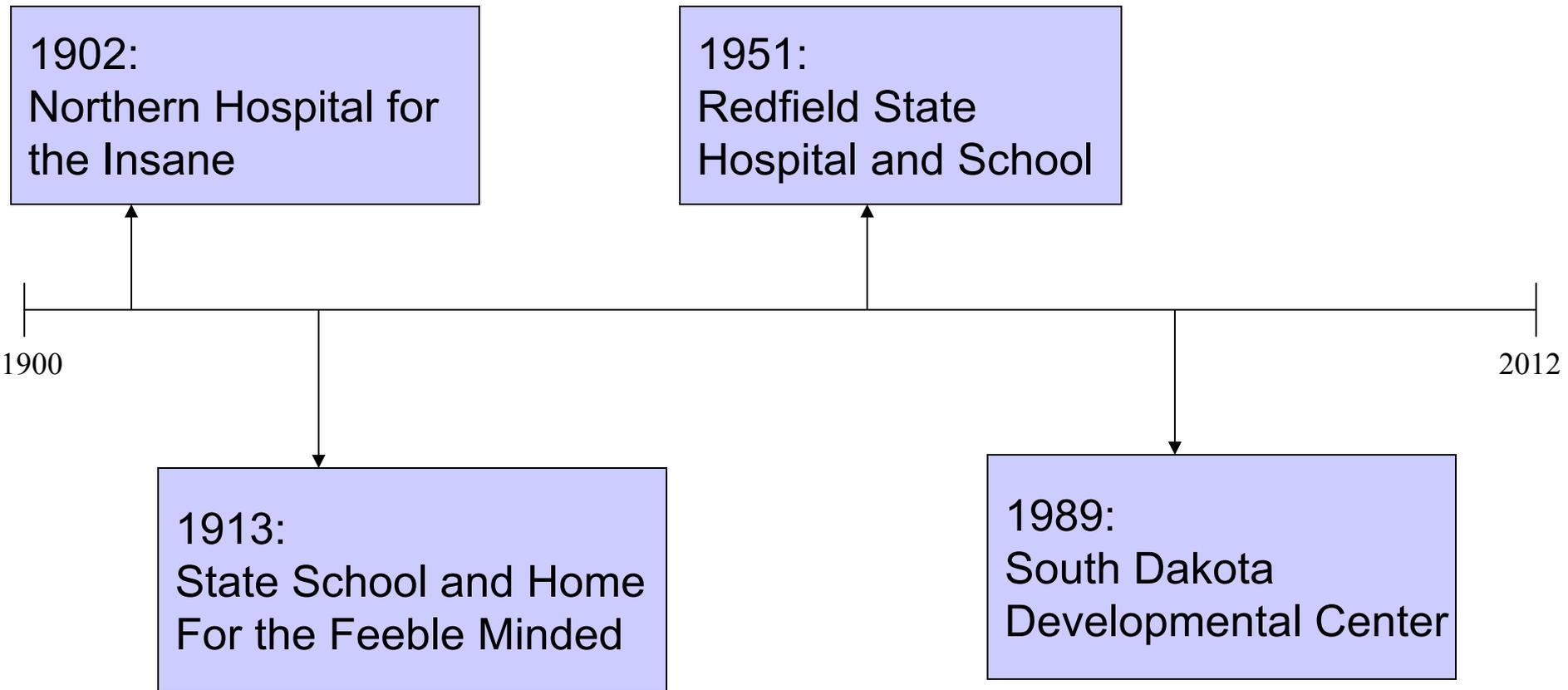
South Dakota Developmental Center

395.6 FTE



5 Year Average Turnover = 17.3%

SDDC Milestones



Population Supported

Census

- 1902: 45
- 1963: 1,199
- Current: 140



Eligibility Criteria

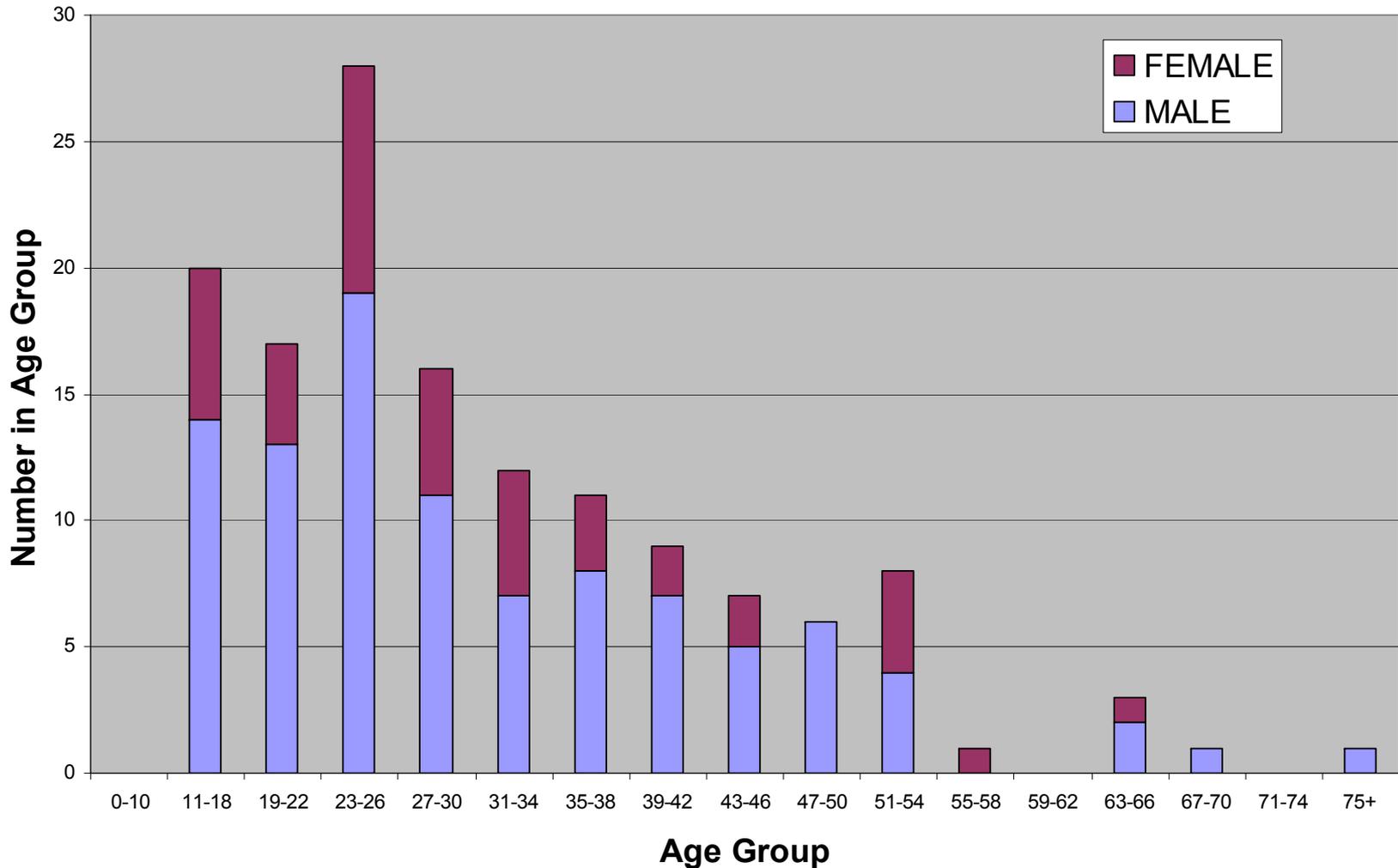
- Must have an intellectual disability or a related condition.
- Must have substantial functional limitations
- Must be in need of active treatment
- Must have unsuccessfully received support in a less restrictive setting
- Must display behavior that causes concern for safety of the individual or others

Length of Stay - FY2011

- Average Length of Stay: 7.8 years
- Most Common: 1 to 4 years (41%)
- Range: Less than 1 year to 57 years

Population by Age and Sex

FY2011



Level of Cognitive Functioning

- Borderline Intellectual = 9
- Mild Intellectual Disability = 69
- Moderate Intellectual Disability = 37
- Severe Intellectual Disability = 8
- Profound Intellectual Disability = 14
- Unspecified/No Intellectual Disability = 3

Disabilities

- Mental Illness Diagnoses = 138
- Epilepsy = 48
- Autism = 27
- Cerebral Palsy = 10
- Hearing Impairment = 12
- Visual Impairment = 5
- Semi-Ambulatory = 5
- Non-Ambulatory = 0

Race/Ethnic Group

- Caucasian = 100
- Native American = 35
- Hispanic = 3
- Native American/African American = 1
- Native American/African American/Caucasian = 1

Admissions/Discharges FY2011

Admissions

- HSC = 7
- CSP = 6
- Courts = 3
- Family Home = 1
- PRTF = 1

- TOTAL = 18 *

Discharges

- CSP = 14
- Family Home = 7
- HSC = 1
- Hospital = 1

- TOTAL = 23

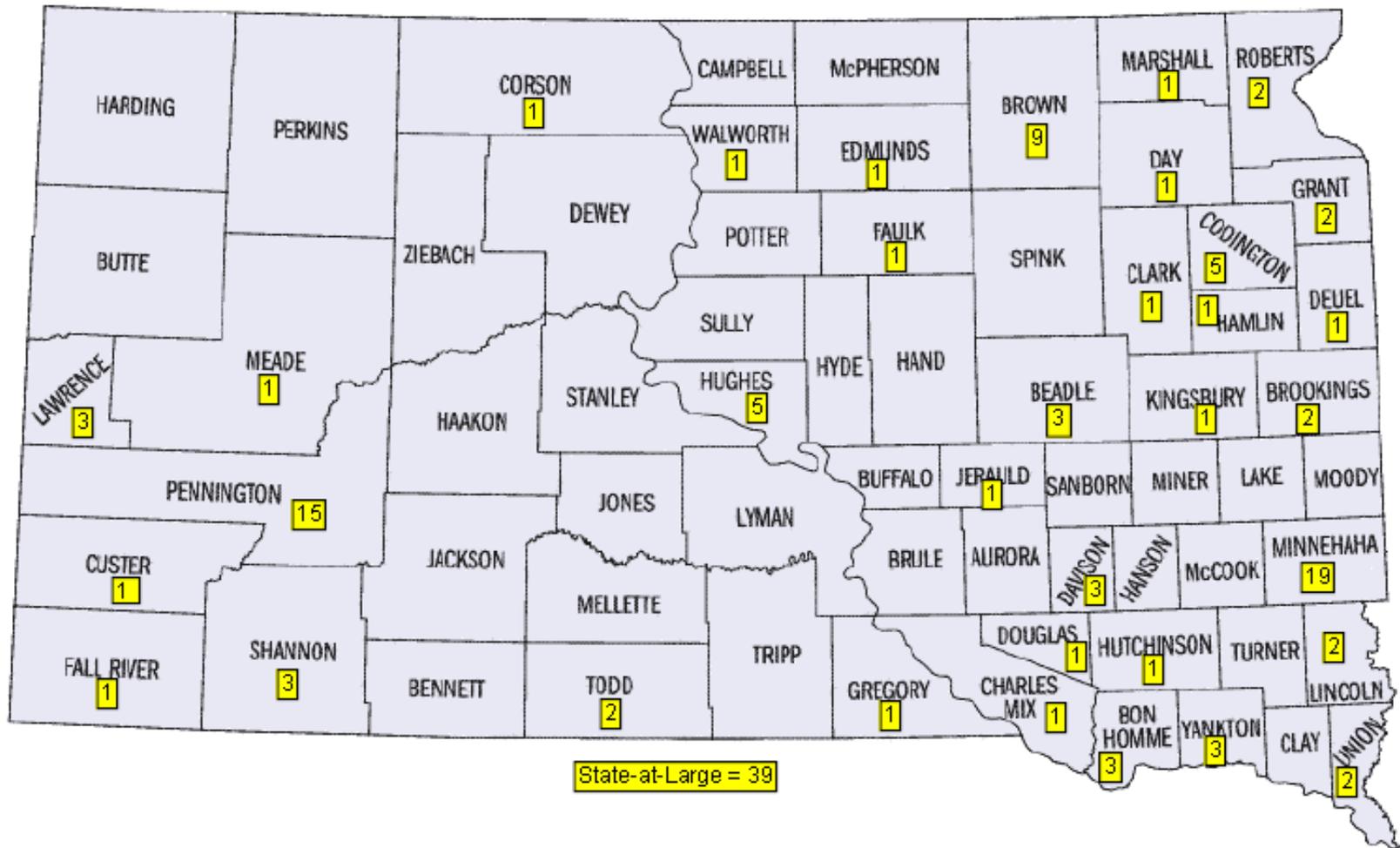
* Repeat Admissions = 5

Admission Sources

Current Population

- Community Support Provider = 52
- Human Services Center = 38
- Family Home = 18
- Court/Jail/Penitentiary = 11
- Residential Treatment Center = 8
- Hospital = 7
- Children's Care Hospital and School = 4
- Mental Health Center = 2

Admitting Counties



Levels of Support & Supervision

Low – 22.4% (31)

- ▶ More support and supervision than needed in the community
- ▶ 1:3 staff to individual ratio off-campus
- ▶ Eligible for independence or free time on campus
- ▶ Eligible for off-campus employment

Moderate – 53.7% (75)

- ▶ Moderate degree of support and supervision needed
- ▶ 1:2 staff to individual ratio off-campus
- ▶ Eligible to walk independently to specific areas of campus using call ahead procedures

Significant – 20.4% (29)

- ▶ High degree of support and supervision needed
- ▶ 1:1 staff to individual ratio off-campus

High – 3.5% (5)

- ▶ Very high degree of support and supervision needed
- ▶ At least 2:1 staff to individual ratio off-campus
- ▶ Limited access to the community

Assessed in the Following Areas:

- Aggression
- Anger
- Depression
- Eloping Potential
- Inappropriate Sexual Behavior
- Inappropriate Sexual Interest/Arousal
- Impulsive or Compulsive Behaviors
- Level of Responsibility for Current Behavior
- Mental Status
- Motivation
- Relapse Triggers
- Self-Esteem
- Self-Injurious Behaviors
- Substance Abuse
- Suicidal Ideation
- Support Network
- Target Population/Victim Interaction
- Treatment and Training Program Participation
- Work/School Adjustment

Legal Conditions

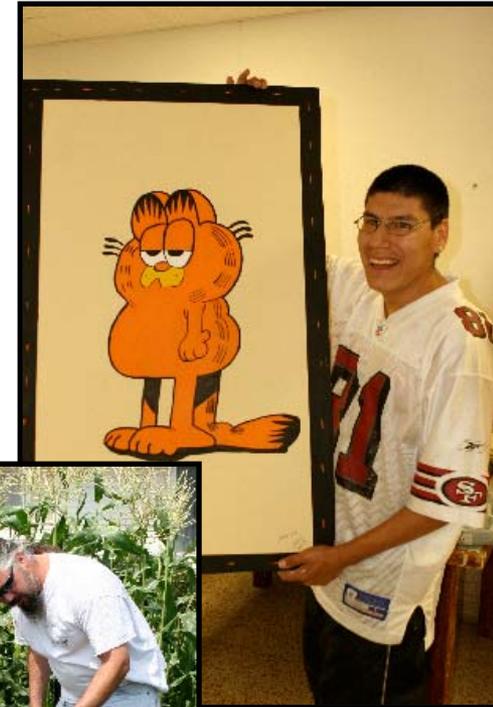
- Board Commitments = 7
- Suspended Imposition of Sentence = 5
- SDCL 23A-10 Incompetent to Proceed = 3
- Supervised Release (Federal) = 2
- Individual Justice Plan = 1

Sexual Issues

- Registered Sex Offenders = 11
 - Sexual Offending Issues = 22
- Total = 33

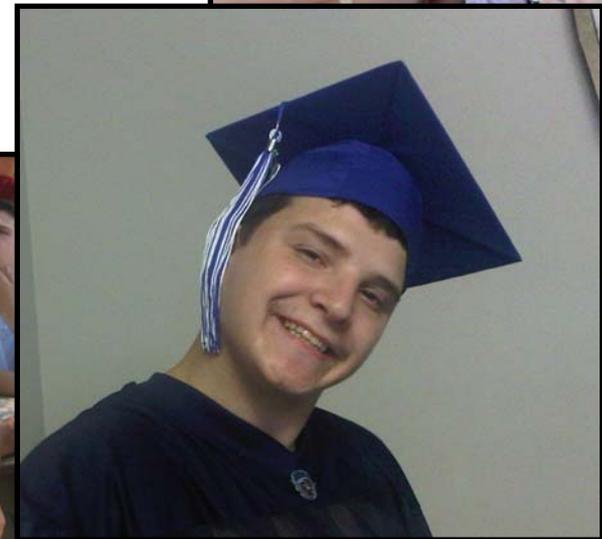
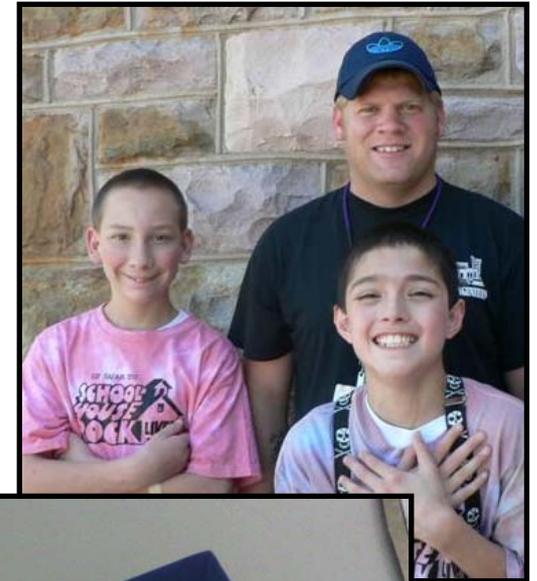
Program One

- Capacity: 60 men
- 6 structured living areas
- 1 transitional living area



Program Two

- Turtle Creek Youth Program
- Capacity: 30 male and 10 female adolescents
- 4 structured living areas
- 1 transitional living area



Program Three

- Capacity: 50 people (men or women)
- 6 structured living areas
- 1 transitional living area



Transition Services

- Transitional Living
 - Horizon Homes
 - Duplex
 - Transition Home



Mental Health Services

- Behavior Therapists
- Mental Health Counselors
- Chemical Dependency Counselor
- Consultant Psychologist
- Consultant Psychiatrists
- Outreach Services

Health Care Services

- Contracted Physician
- Physician Assistants
- Nurses
- Pharmacist/Pharmacy Technicians
- Medication Aides
- Dentist/Dental Hygienists
- Physical Therapist
- Speech & Language Pathologists
- Specialty Clinics: neurology, orthopedics, psychiatry, audiology, occupational therapy, vision
- Emergency and urgent care is provided by Community Memorial Hospital and the Redfield Clinic

Dietary Services

- A'viands Food Service



Vocational Services

- Canteen Work
- Car Detailing
- Washing Dishes
- Laundry
- Gardening
- Recycling Meters
- Recycling Paper
- Bottom Bouncers
- Janitorial
- Mail Delivery
- Outside Employment



Therapeutic Recreational Services

- Basketball
- Softball
- Volleyball
- Bowling
- Fishing
- Pool/Darts
- Swimming
- Frisbee Golf
- Spurs Horseback Riding
- Jaycees
- Clubs
- Church
- Community Plays



Relationship with the Community of Redfield

- Water sharing agreement
- Fire protection from Redfield Volunteer Fire Department
- Education provided by Redfield School
- Redfield City Recreations uses SDDC pool
- People at SDDC use community pool
- Community Memorial Hospital (CMH) provides medical director to SDDC
- CMH provides acute care to people supported at SDDC
- CMH does SDDC lab work
- CMH uses SDDC pool
- Cooperative use of equipment between SDDC and City
- Community Concerts in SDDC auditorium
- School uses SDDC grounds for practice football field
- City Recreation uses grounds for soccer
- SDDC gymnasium used by the school
- SDDC Activity Center used by youth church groups
- SDDC driving range used by the school and public
- SDDC provides CPR training to local daycare providers
- SDDC and Redfield Lions have a joint community paper recycling project
- City street crews sweep main road through SDDC
- City provides camping at Hav-a-Rest park for people supported at SDDC

Satisfaction Survey

- Family Satisfaction Survey
 - 75 respondents
- People Supported Survey
 - 99 respondents

Professional Organizations and Partnerships

- Association of Public and Private Developmental Disabilities Administrators
- South Dakota Planning Council on Developmental Disabilities
- Redfield Community Partnerships

Statutes and Rules

- CFR 483 – ICF/MR Federal Regulations
- SDCL 27-B – Developmentally Disabled Persons
- SDCL 23A-10A - Inquiry Into Defendant's Mental Competency To Proceed
- ARSD 46:17 – ICF/MR
- ARSD 67:54:03 - Intermediate Care for the Mentally Retarded or Developmentally Disabled

South Dakota

Department Of Human Services

CHOICES

COMMUNITY ● HOPE ● OPPORTUNITY ● INDEPENDENCE ● CAREERS ● EMPOWERMENT ● SUCCESS



Division of Rehabilitation Services

Grady Kickul
Director

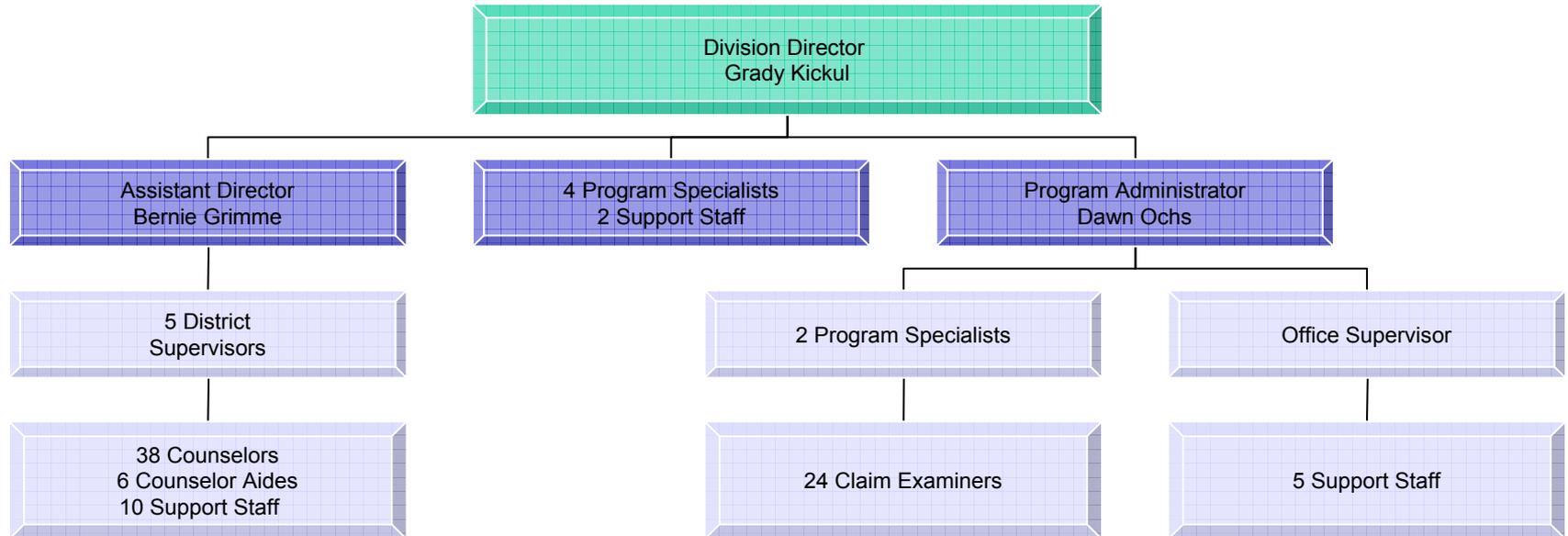
Mission Statement

To assist individuals with disabilities to obtain employment, economic self-sufficiency, personal independence and full inclusion into society.



Division of Rehabilitation Services

99.1 FTE



5 Year Average Turnover = 9.4%

Advisory Councils

Board of Vocational Rehabilitation

- 15 Members
- Majority individuals with disabilities and past Vocational Rehabilitation Consumers

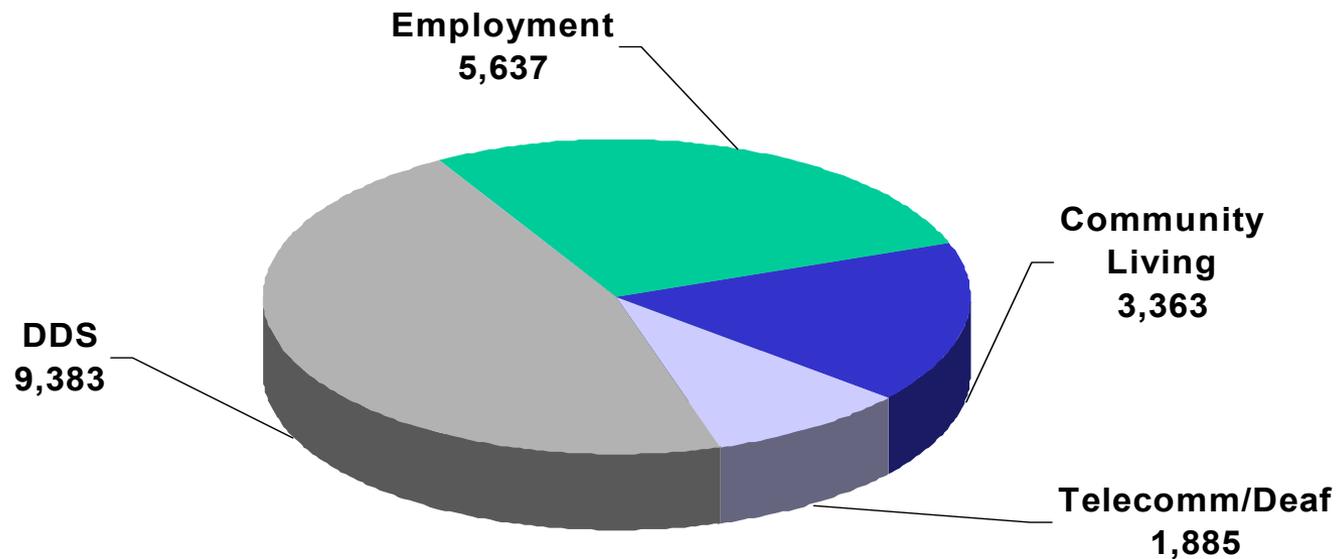
State-wide Independent Living Council

- 17 Members
- Majority individuals with disabilities



Division of Rehabilitation Services

- **South Dakotans Served FY 2011: 20,268**



Employment – Vocational Rehabilitation (VR) Program

The Vocational Rehabilitation Program provides employment services to individuals with disabilities to help them obtain or maintain employment.

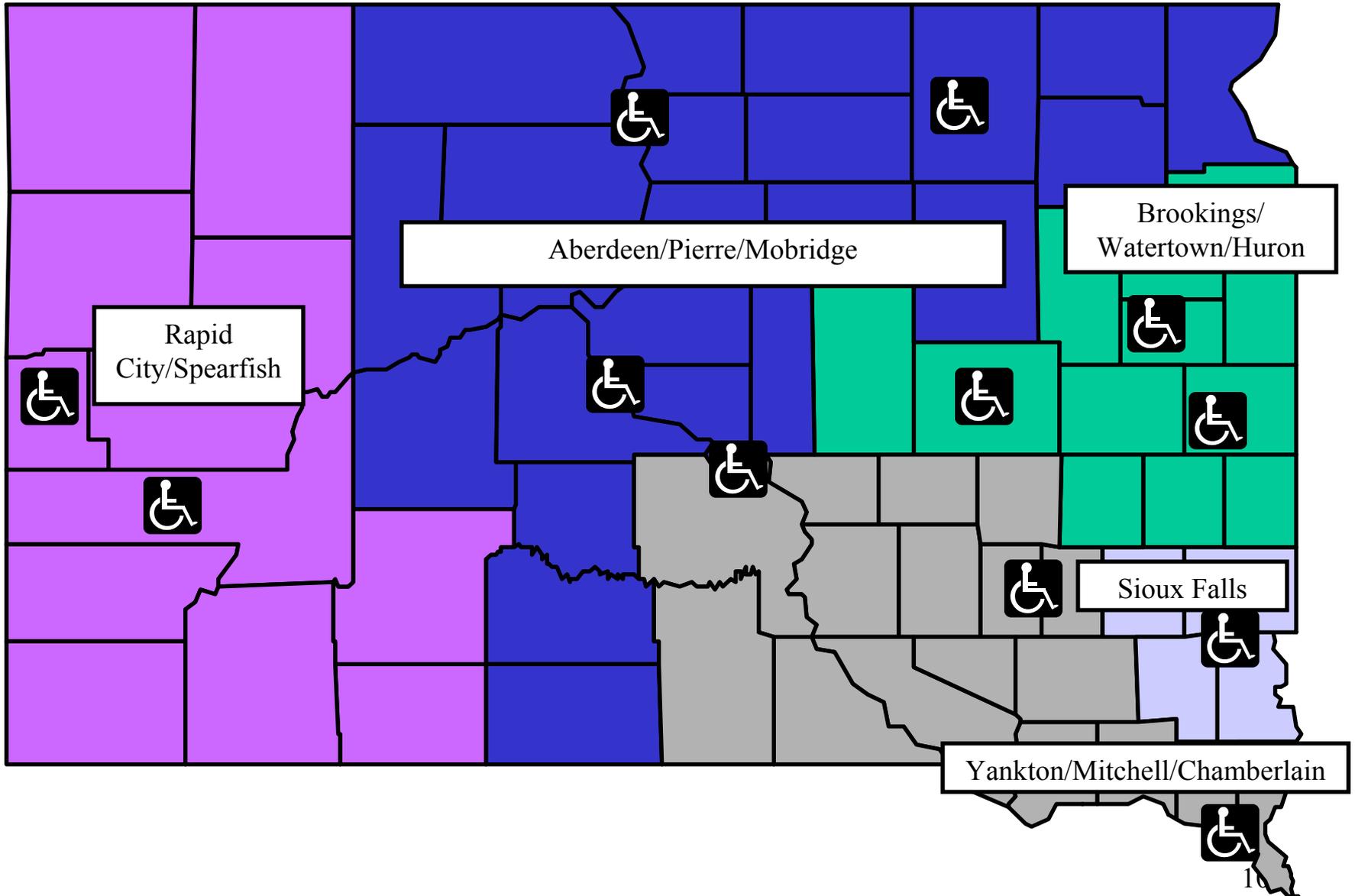
- For every \$1 the Division of Rehabilitation Services spends, employed consumers will experience an increase in earnings of \$9.24
- South Dakota rates in the top 5 states for the percentage of individuals with work disabilities who are employed and South Dakota is 15% higher than the national average
- In fiscal year 2010, the average annual income of consumers rehabilitated was \$14,094, and prior to rehabilitation, the average income was \$3,205

Vocational Rehabilitation Eligibility

- Individual has a disability that is a substantial impediment to employment
- Individual requires Vocational Rehabilitation Services to obtain or maintain employment
- Individual can benefit from Vocational Rehabilitation Services



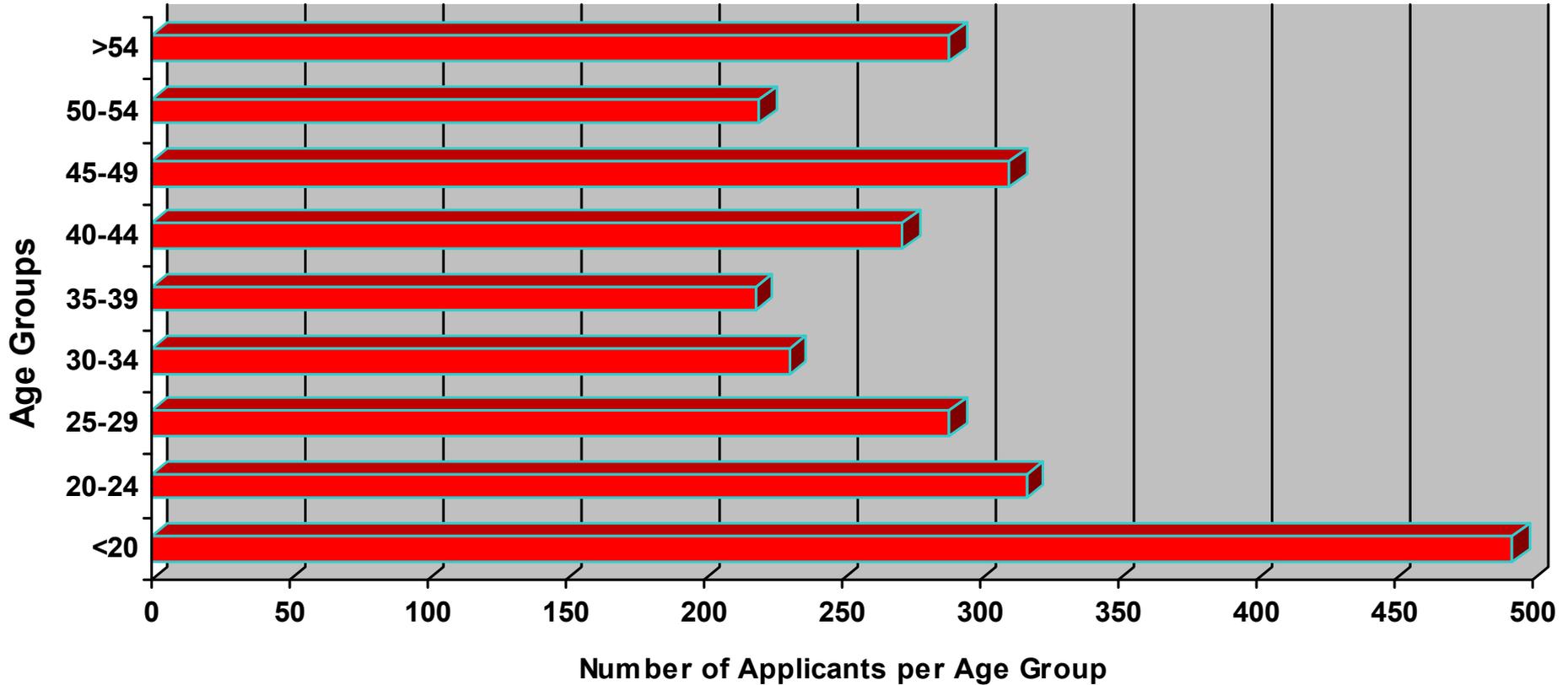
District Offices



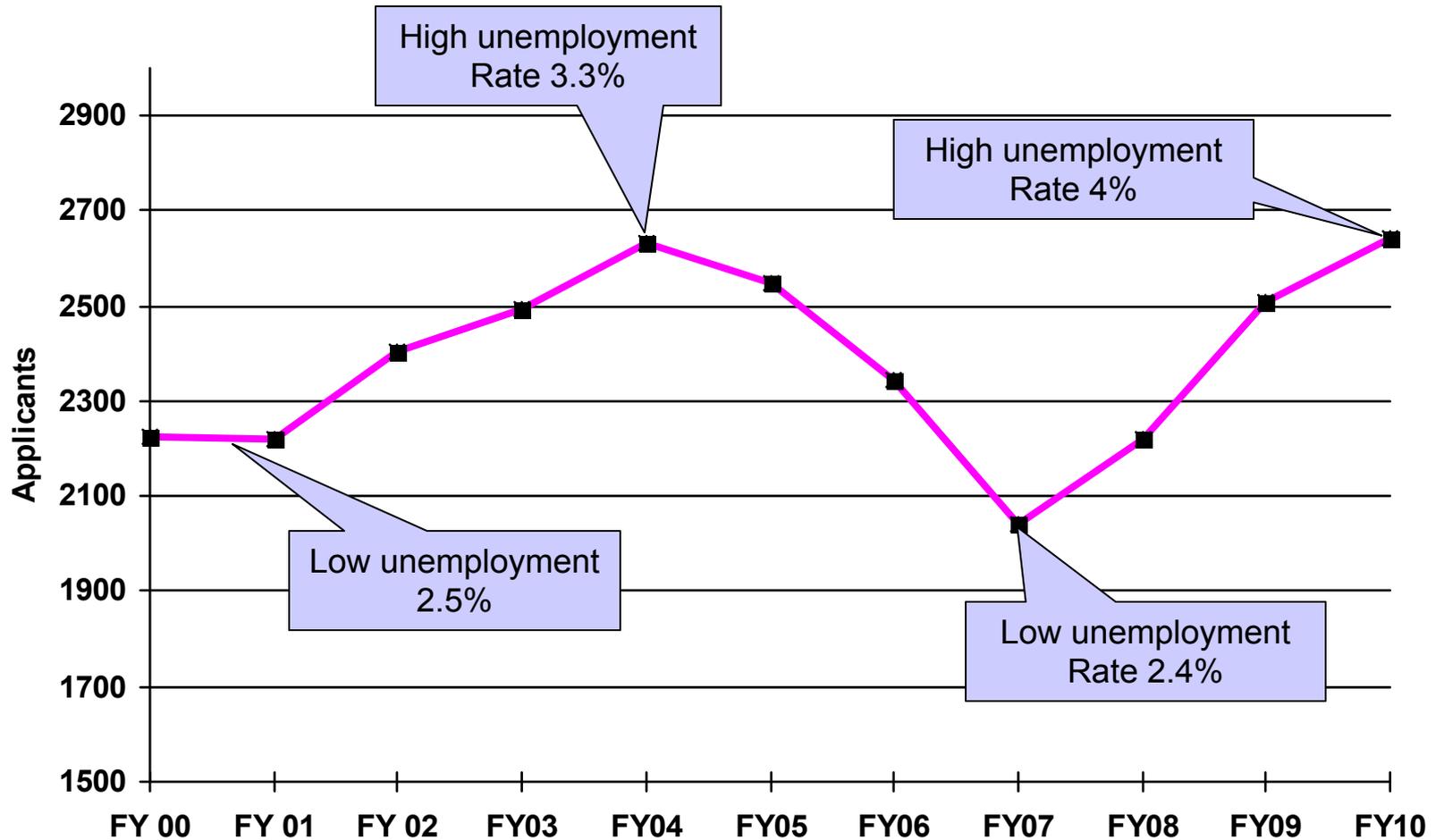
Consumer Demographics FY 2011

- 2,641 Individuals applied for VR Services
- 5,637 Total consumers served
- 690 Consumers closed successfully employed
- Average Consumer is served for 18 months at a cost of \$5,507
- 40% Consumers are Social Security recipients

Age Groups – FY 2011



Economy Influences Applications



Vocational Rehabilitation Services

- Needed to obtain or maintain employment
- Jointly agreed upon by VR Counselor and Consumer
- Must meet financial needs
- Consumer satisfaction surveys done quarterly



Assistive Technology Services

- Van Modifications
- Wheelchairs
- Computer Software
- Job Site Modifications
- Hearing Aids



Job Training

- Post Secondary
- Vocational Skills
- On the Job Training
- Job Coaching



Services for Youth



- Catch the Wave
- [Youth Leadership Forum](#)
- [Project Skills](#)
- Project SEARCH

Employer Initiatives



- Business Resource Network

- Employer Resource Network

- Think Beyond the Label



- The NET: National Employment Team

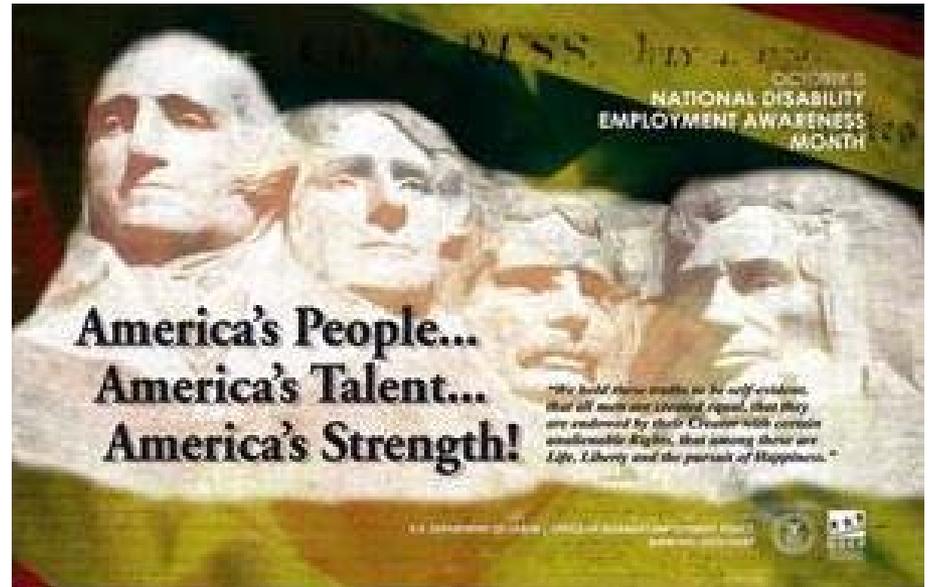
- Schedule A-Federal Jobs



Job Placement

Purchased from:

- Community Service Providers
- Mental Health Centers
- Career Learning Centers
- Private Providers

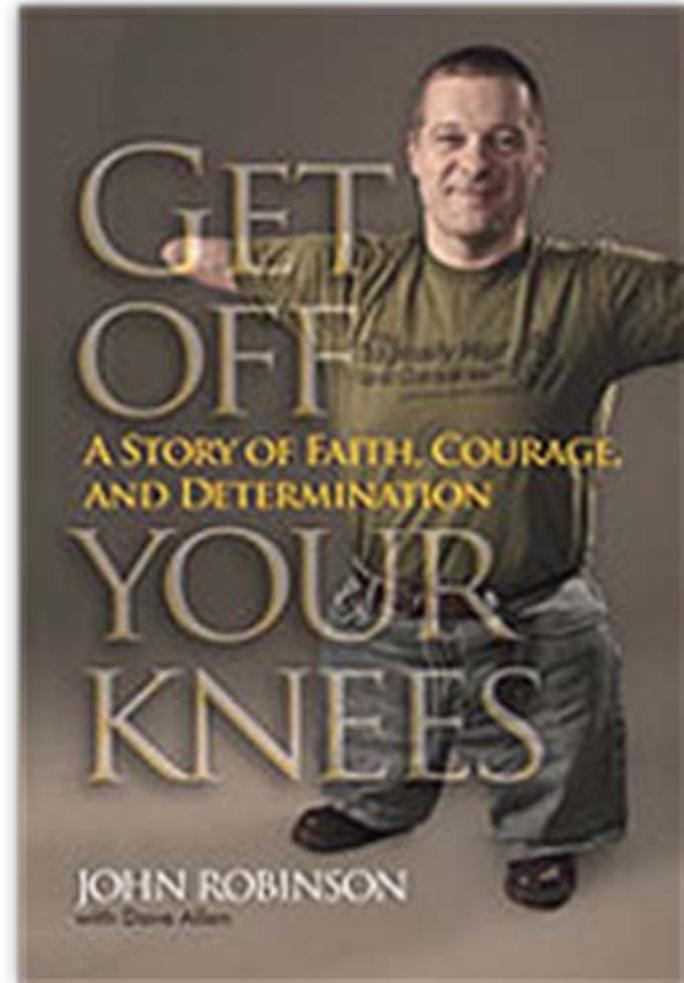


Also Utilize:

- Department of Labor and Regulation
- Vocational Rehabilitation Counselors

Other Employment Programs

- Medicaid Infrastructure Grant
- Grants/Contracts
- Medical Assistance for Workers with Disabilities
- Governor's Awards for Individuals with Disabilities
- National Disability Employment Awareness Month



Standards and Indicators – 10 Years

DRS has met 67 of the 70 Indicators

Indicator	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Employment Outcomes	X	No	No	X	X	X	X	X	No	X
Success Rate	X	X	X	X	X	X	X	X	X	X
Integrated Employment	X	X	X	X	X	X	X	X	X	X
Employed with Significant Disability	X	X	X	X	X	X	X	X	X	X
Hourly Earnings Comparison	X	X	X	X	X	X	X	X	X	X
Wage as Source of Support	X	X	X	X	X	X	X	X	X	X
Equal Access to Services	X	X	X	X	X	X	X	X	X	X

In 2010, only 40% of state agencies passed the employment outcomes standard.

RSA Report Card-FY 2009

- 1st - Percent of all employment outcomes with earnings
- 4th - New Applications per \$1 Million Dollars
- 4th - Percent of SSI/SSDI recipients with Earnings Meeting Substantial Gainful Activity (SGA)
- 5th - Counselor FTE's per \$1 Million Dollars
- 6th - Percent of all expenditures spent on services to individuals

Community Living Programs

Community Living Programs:

- Provide resources and information about alternatives to institutional care for people with disabilities.
- Supports that help people with disabilities to remain in their homes and fully participate in their communities.



Assisted Daily Living Services Waiver Program

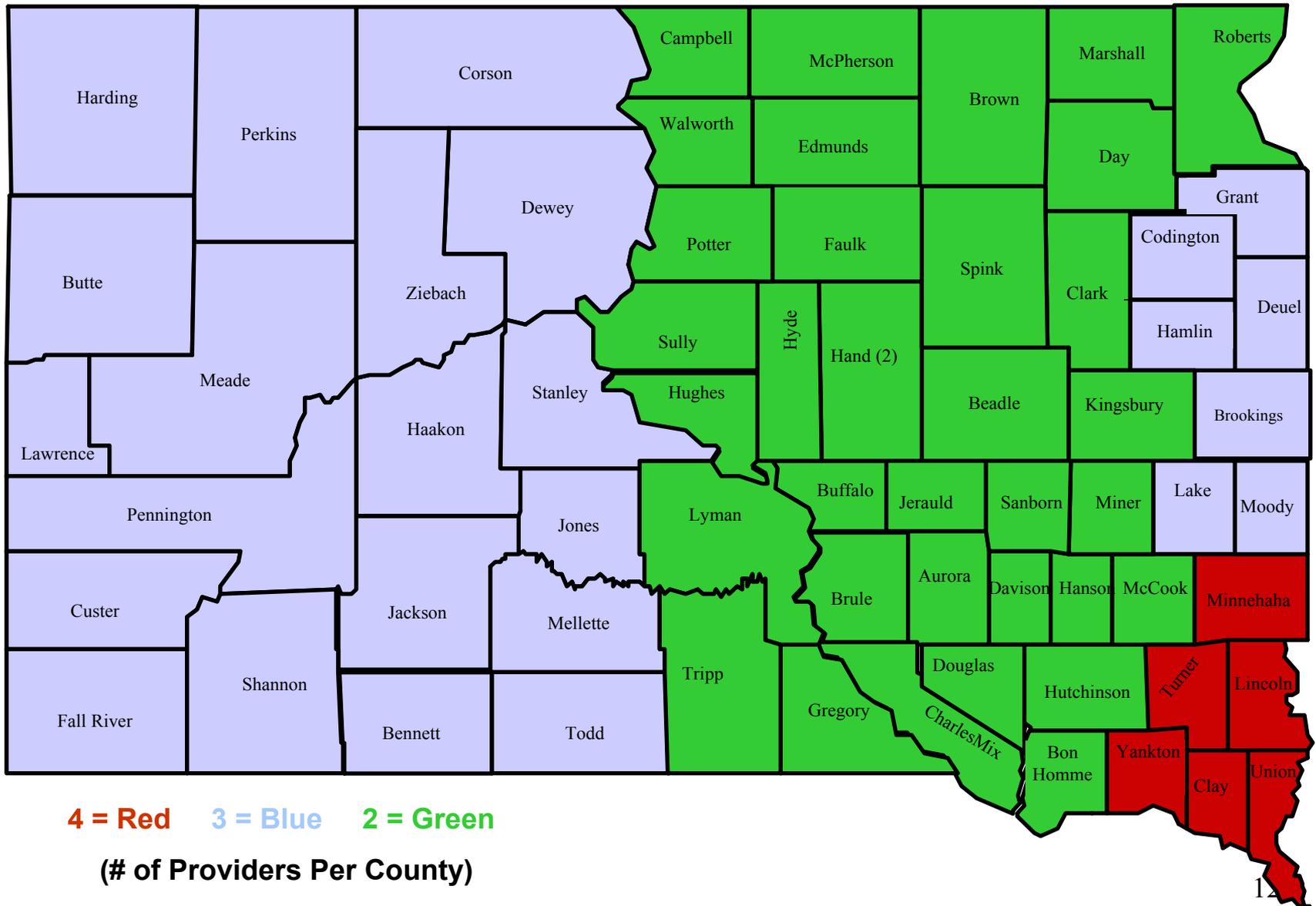
A Medicaid Waiver program that provides services and supports to qualifying individuals with quadriplegia to support them to live independently in their home, community and workplace.



Provider Network

- **INDEPENDENT LIVING CHOICES**
 - Main office – Sioux Falls
 - Statewide services
- **HEMOCARE SERVICES OF SOUTH DAKOTA**
 - Main office – Pierre
 - Statewide services
- **PREFERRED HOME HEALTH**
 - Main office – Buffalo
 - West River services
- **INNOVATIVE HOME HEALTH**
 - Main office – Sioux Falls
 - Eastern South Dakota
- **HELPING HANDS PERSONAL ASSISTANTS**
 - Main office – Sioux Falls
 - Southeastern part of the state

Choice of Providers



Attendant Care Eligibility

Must have quadriplegia, defined as a substantial functional limitation in all 4 extremities. Examples include ataxia, cerebral palsy, rheumatoid arthritis, muscular dystrophy, multiple sclerosis, traumatic brain injury, accident or injury to the spinal cord, multiple sclerosis.



Attendant Care Services

- Personal Attendant Services
- Case Management
- Consumer Preparation
- Skilled Nursing Services
- Emergency Response Services
- Incontinence Supplies



FY11: 134 Participants

Independent Living Services

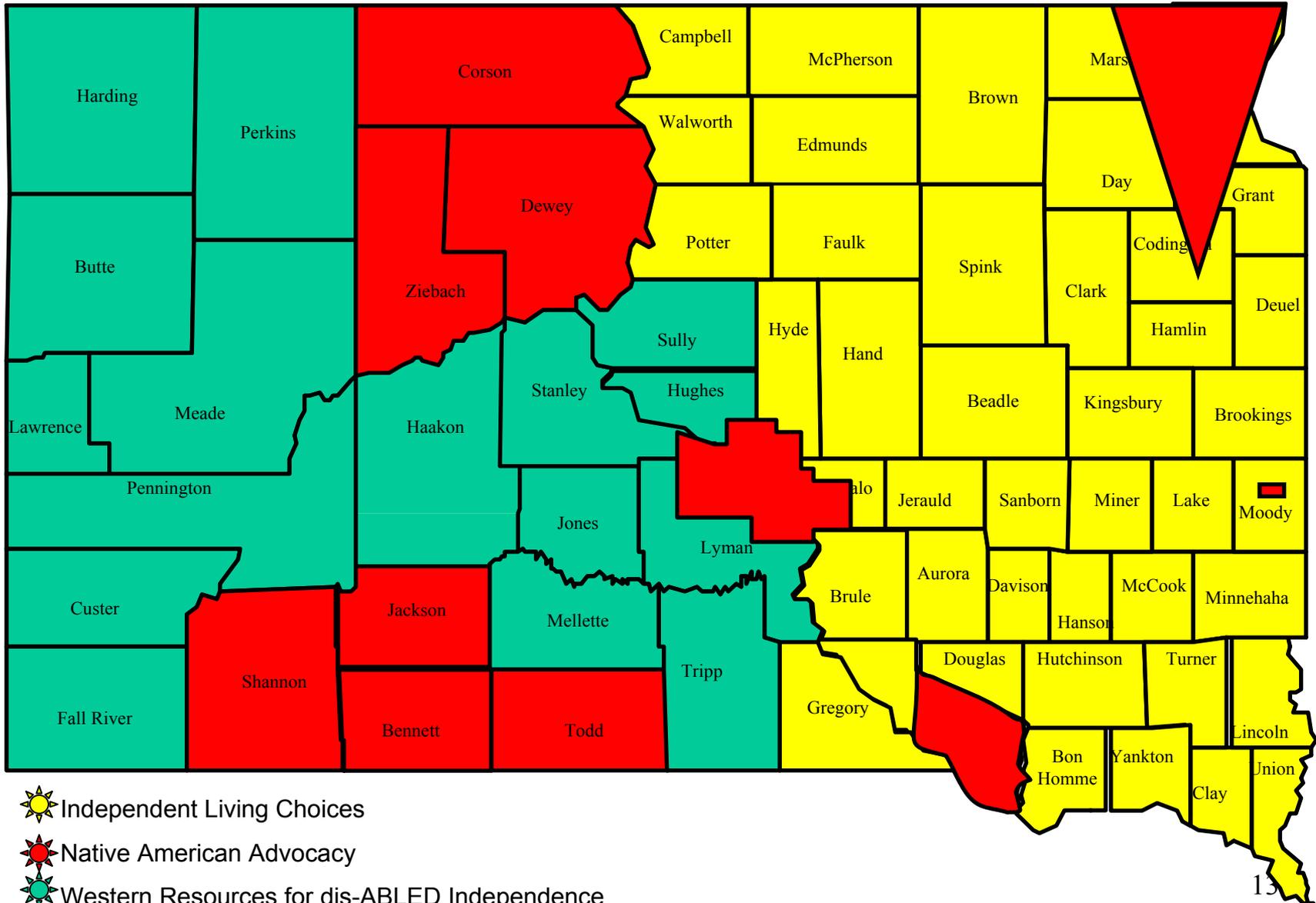
- Independent Living (IL) Services offer an array of services for individuals with significant disabilities to assist them to maintain or gain independence in their home, community or job.



Centers for Independent Living

- **INDEPENDENT LIVING CHOICES**
Sioux Falls, SD
- **NATIVE AMERICAN ADVOCACY PROJECT**
Winner, SD
- **WESTERN RESOURCES FOR DISABLED INDEPENDENCE**
Rapid City, SD

Centers for Independent Living Coverage Areas



 Independent Living Choices

 Native American Advocacy

 Western Resources for dis-ABLED Independence

DHS: Division of Rehabilitation Services

Independent Living Eligibility

To be eligible for Independent Living services an individual:

- must have a significant physical, mental, cognitive or sensory impairment
- must have substantial limitations in their ability to function independently in the family or community or whose ability to maintain, or advance in their job is limited, and
- must have potential to improve their ability to function, or continue functioning, or move towards functioning independently in the family or community or to continue employment

Independent Living Services

- Information and Referral Services
- Independent Living Skills Training
- Peer Counseling Services
- Individual and Systems Advocacy
- Housing Related Services
- Home Modifications and Adaptive Devices



Telecommunication Relay Services (TRS)

- Mandated by Americans with Disability Act
- Legislated in South Dakota in 1989
- Allows individuals with hearing or speech disabilities to communicate with hearing individuals
- Regulated by the Federal Communication Commission (FCC)
- Requires Outreach to the Public



[SD Relay](#)



Equipment Distribution Program (EDP)

Provides accessible telephone devices to enhance telecommunication.

1. Equipment Distribution Program served 847 consumers in 2011



Available Equipment

- TTY (text telephone)
- Amplified Phones
- Loud Ringers / Sonic Flashers
- Cell Phone Amplifiers
- Video Phones
- Captioned Telephones (introduced in 2008)



2. Telecommunication Adaptive Devices served 1,008 consumers in 2011 (individuals with other disabilities)

Interpreter Certification

- South Dakota requires that interpreters be certified
- Requirements include: annual registration, published registry, mentoring, continuing education maintenance and a complaint process
- South Dakota recognizes RID, NAD, EIPA and Provisional Certifications
- South Dakota has 83 certified interpreters



Disability Determination Mission Statement

We are committed to providing accurate, impartial, and timely disability decisions for South Dakota citizens.



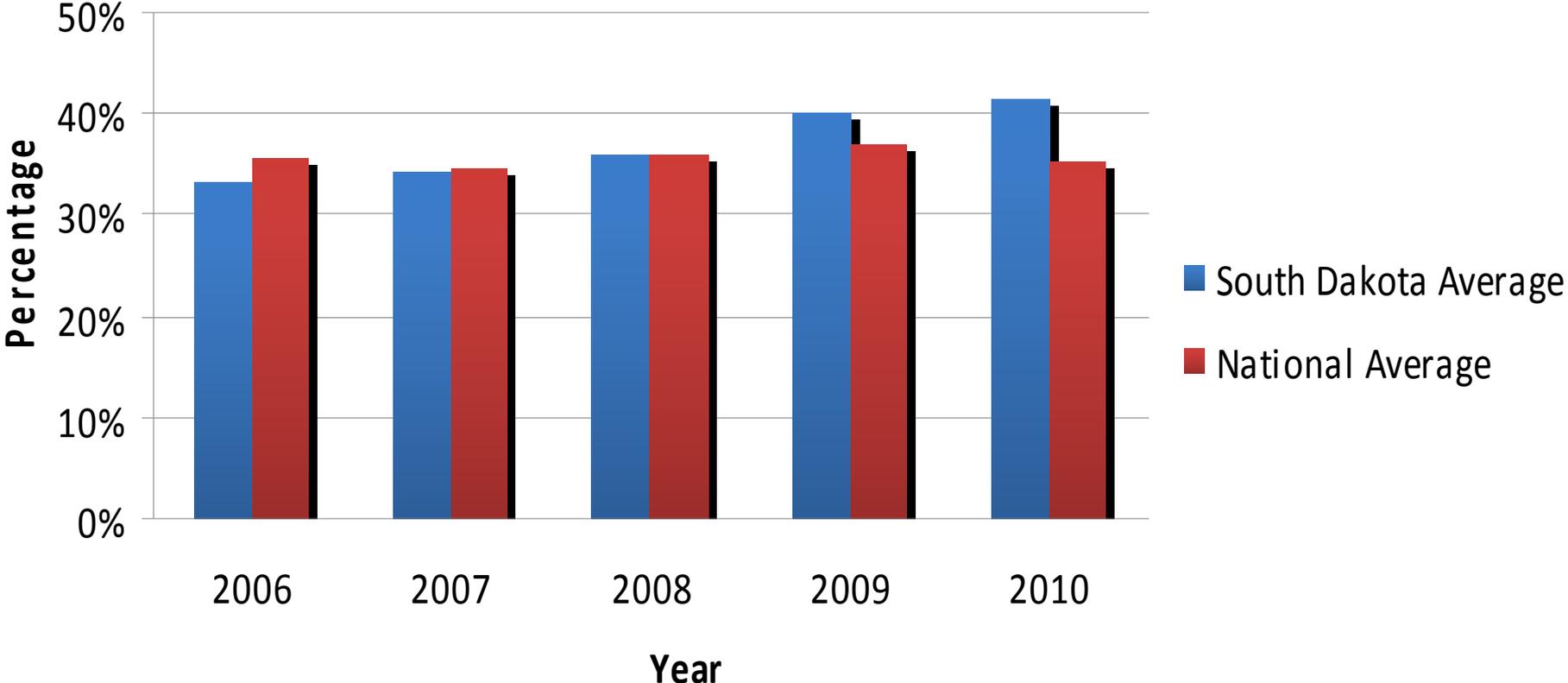


Social Security Eligibility

- Inability to engage in substantial gainful activity
- By reason of a medically determinable physical and/or mental impairment
- Expected to result in death
- Or has or can be expected to last for a continuous period of 12 months
- Is the person working and earning a substantial income?
- Does the person have a severe impairment?
- Does the impairment meet or equal a listed impairment?
- Does the impairment prevent past work?
- Does the impairment prevent other work?

Allowance Rate

South Dakota vs National



Professional Organizations and Partnerships

- **Board of Vocational Rehabilitation**
- **Chamber of Commerce**
- **Core Stakeholders**
- **Council of State Administrators of Vocational Rehabilitation**
- **Developmental Disabilities Council**
- **Freedom to Work Leadership Council**
- **Local Mayor's Committees**
- **National Association of Disability Examiners**
- **National Alliance on Mental Illness**
- **National Association for State Relay Administration**
- **Society of Human Resource Managers**
- **Workforce Development Council**
- **National Council of Disability Determination Directors, Inc.**
- **National Rehabilitation Association**
- **South Dakota Association of the Deaf**
- **South Dakota Advocacy Services**
- **South Dakota Coalition of Citizens with Disabilities**
- **South Dakota Learning Disabilities Association**
- **Special Education Advisory Council**
- **Statewide Independent Living Council**
- **South Dakota RehabACTion**
- **Mental Health Council**

Statutes and Rules



- Rehabilitation Act
- Social Security Act
- Americans with Disabilities Act
- SDCL 1-36A Department of Human Services
- SDCL 28-9 Vocational Rehabilitation
- SDCL 49-31 Telecommunication Services
- SDCL 28-6 Medical Services
- ARSD 46:30, 46:31 and 67:54

South Dakota

Department Of Human Services

CHOICES

COMMUNITY ● HOPE ● OPPORTUNITY ● INDEPENDENCE ● CAREERS ● EMPOWERMENT ● SUCCESS

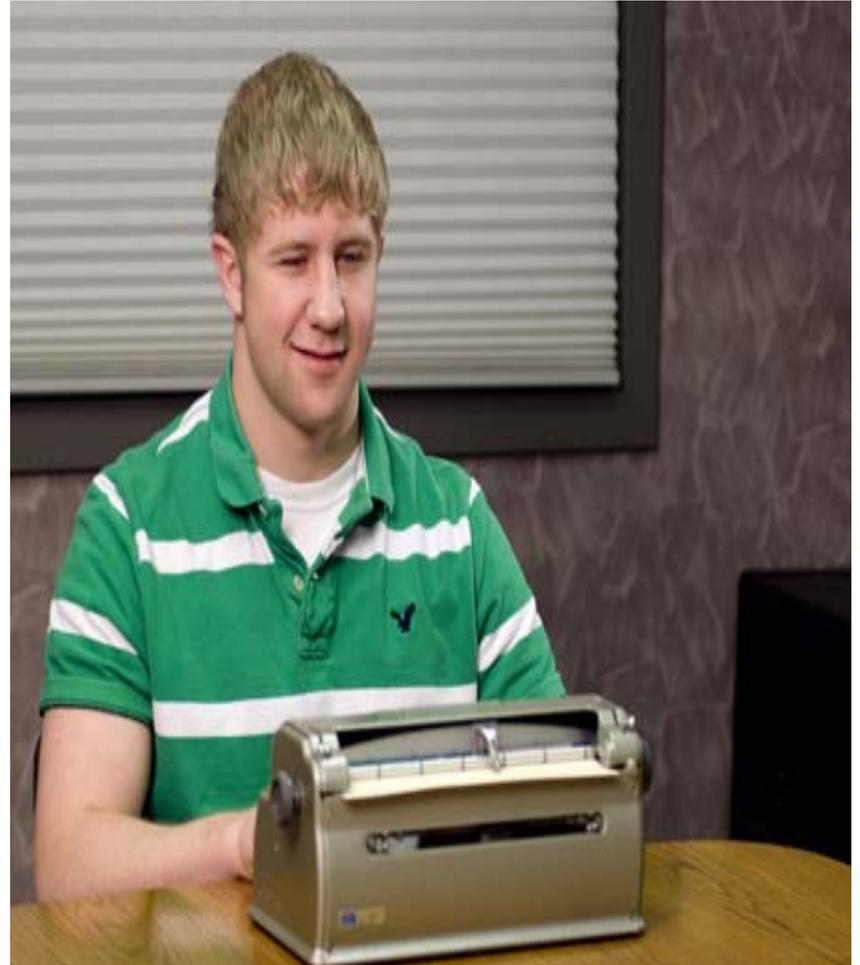


Service to the Blind & Visually Impaired

Gaye Mattke
Director

Mission Statement

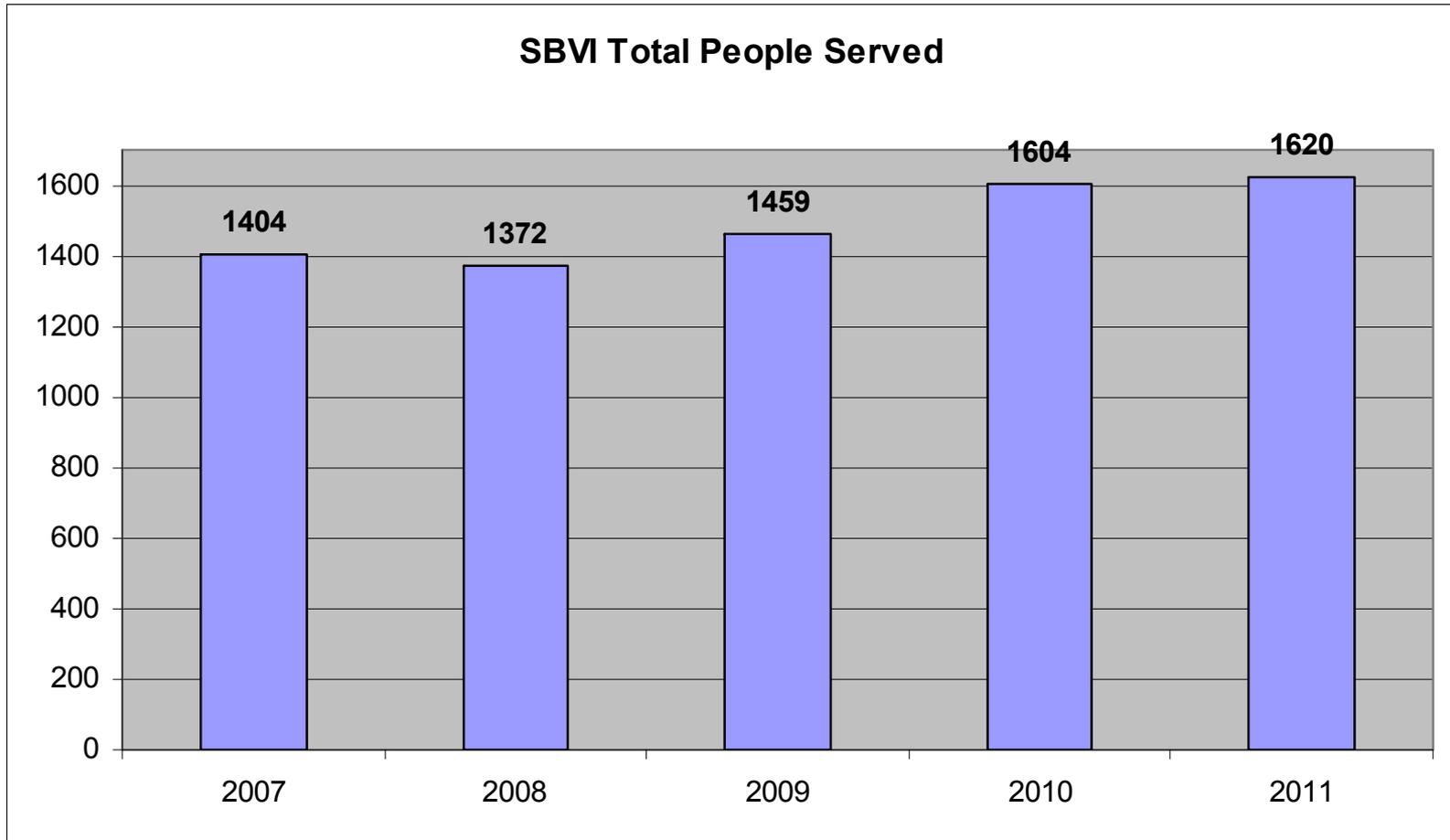
The mission of the Division of Service to the Blind and Visually Impaired (SBVI) is to provide individualized rehabilitation services that result in optimal employment and independent living outcomes for citizens who are blind or visually impaired.



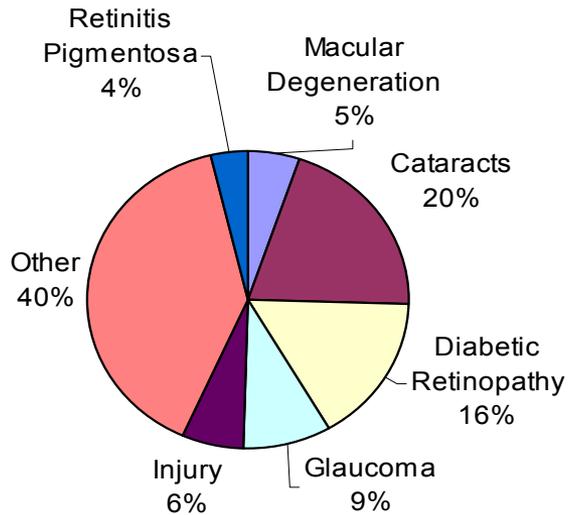
Customer Experiences



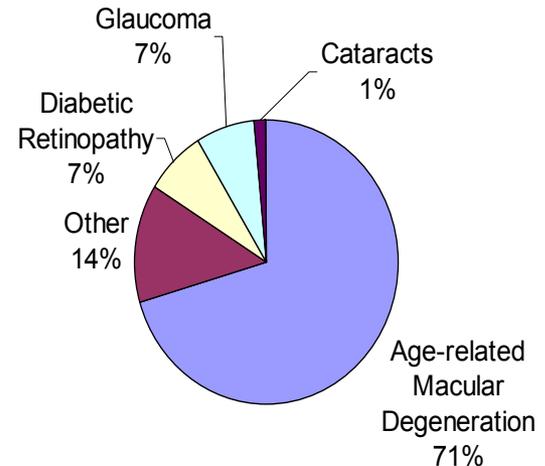
Citizens Served by SBVI



Causes of Vision Loss



Vocational Rehabilitation



Independent Living

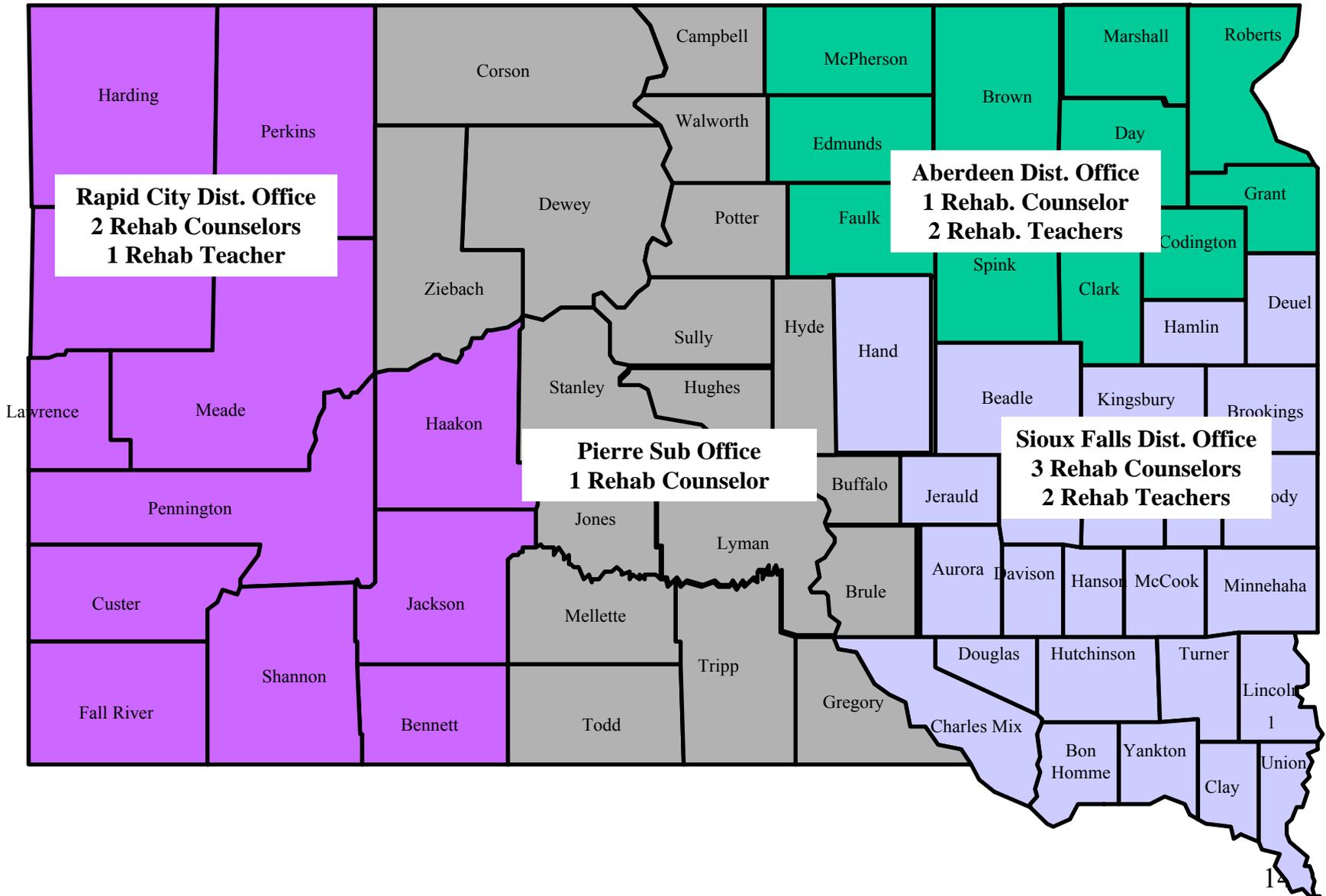
Services are Eligibility Based

Eligibility for SBVI Programs is based on

- The presence of a significant disability (Vision Loss)
- Require a vocational or independent living services to reach a mutually agreed upon goal
- A reasonable expectation that services will lead to a vocational rehabilitation or independent living outcome

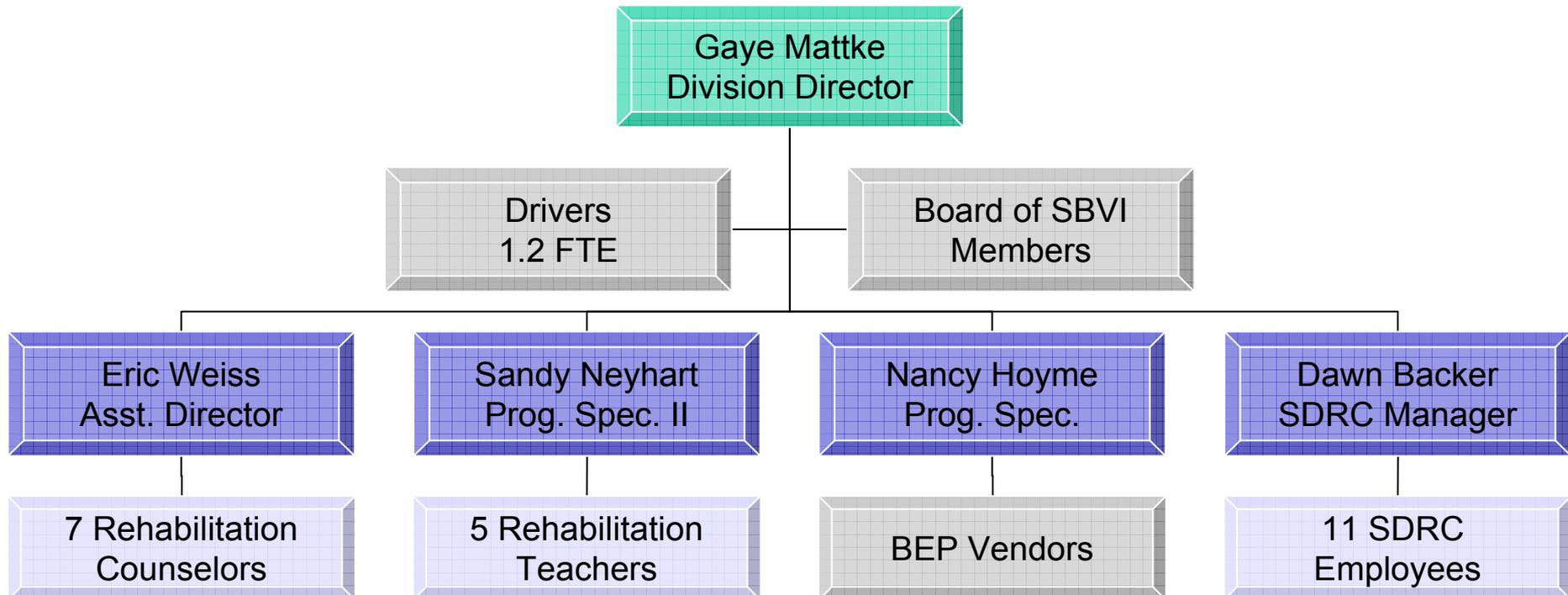


Division of SBVI District Office Coverage

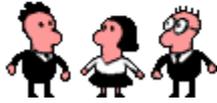


Service to the Blind & Visually Impaired

29.2 FTE



5 Year Average Turnover = 13.4%



Board of SBVI

- Board of SBVI created SDCL 28-10-25
- Based on requirements of the Rehabilitation Act - Sec. 361.17 Requirements for a state rehabilitation council.
- Advisory Council –
 - At least 15 members
 - 50% who are blind or visually impaired
 - Representation includes current and former consumers of services
 - Meets 4 times per year



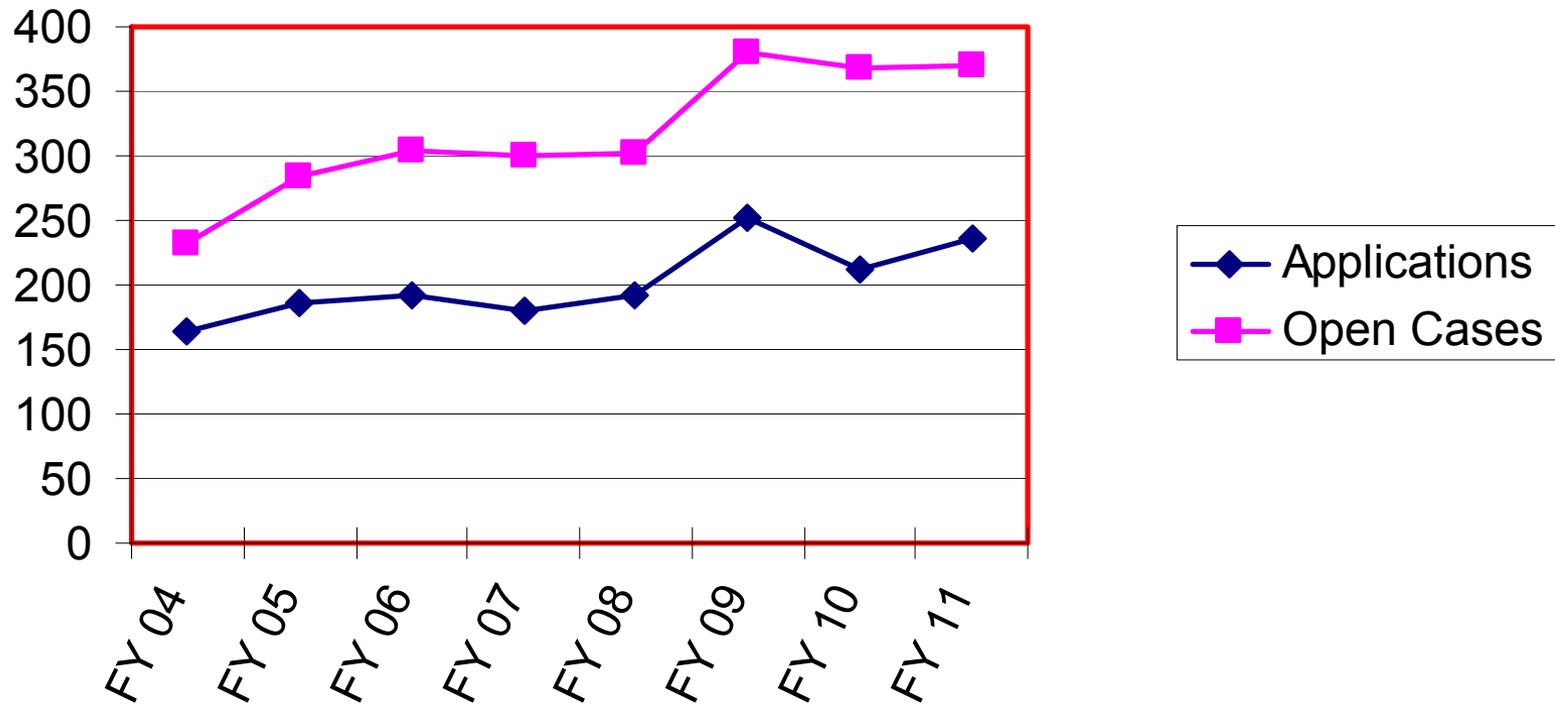
Vocational Rehabilitation Program (VR)

- The SBVI VR program provides services to citizens who are blind or visually impaired to help them to retain or regain employment.
- Vocational Rehabilitation counselors are required to participate in training to obtain certification by the Council on Rehabilitation Counselor Certification.



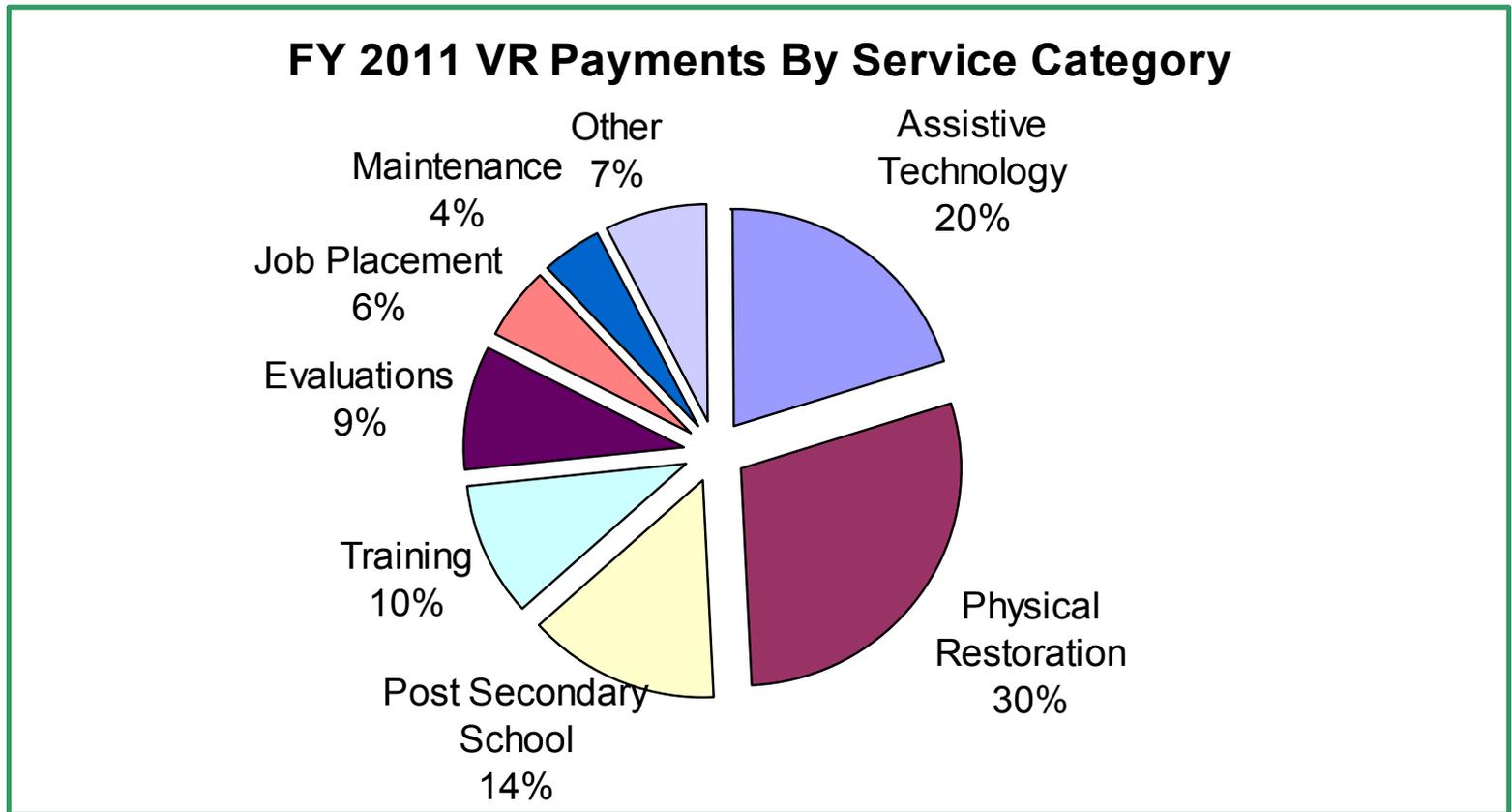
Vocational Rehabilitation Program

VR Applications & Consumers Served



Vocational Rehabilitation Program

Services Provided 2011



Vocational Rehabilitation Program

Earnings

In FY 2011, the average hourly wage for individuals who were successfully rehabilitated and placed in competitive employment through the vocational rehabilitation program was \$12.28 an hour. Their average annual income was \$20,510.

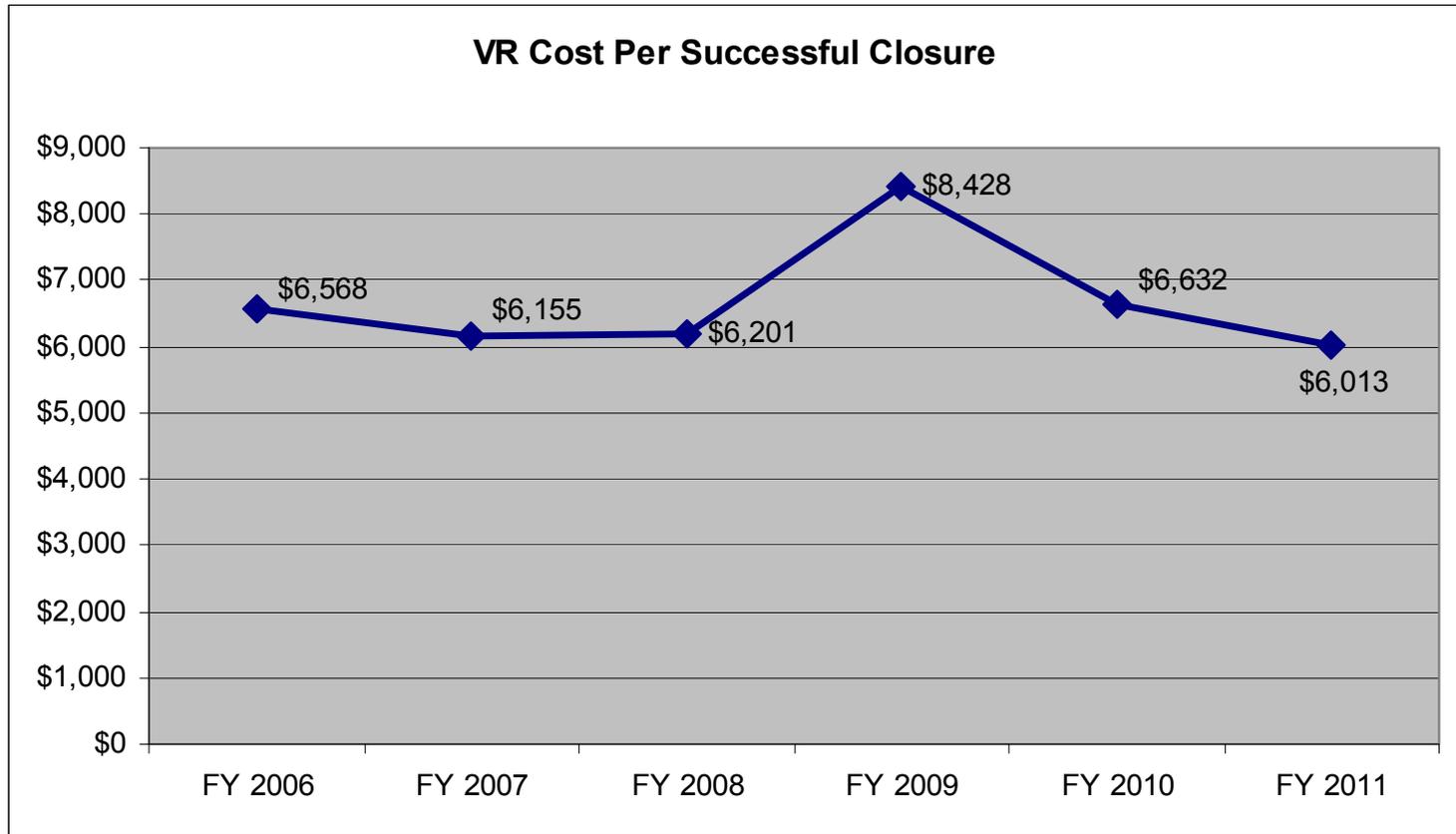
In FY 2003, the average hourly wage was \$9.58 an hour, and the average annual income was \$18,034.



Vocational Rehabilitation Program



Vocational Rehabilitation Case Service Costs



Vocational Rehabilitation Program Performance



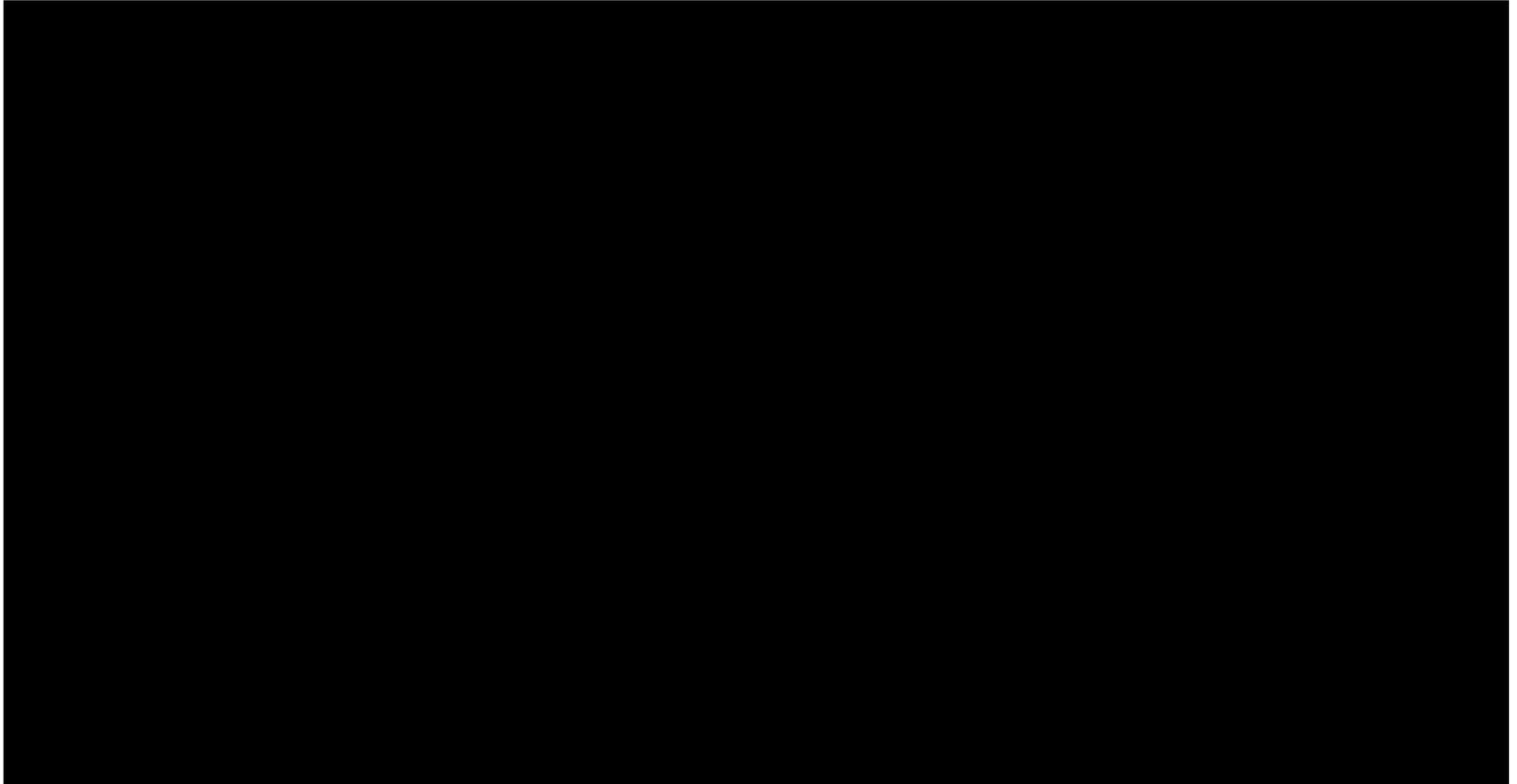
Federal Standards & Indicators

SBVI is the only state agency for the blind in the country that passed all 6 Evaluation Standard 1 performance indicators in each of the past 6 years and is one of only 2 vocational rehabilitation agencies nationwide that passed all 6 indicators for the same period.

Return on Investment

For every \$1 spent, rehabilitated consumers will experience an increase in earnings of \$3.36 and will pay back \$0.67 in taxes.

VR Success Story



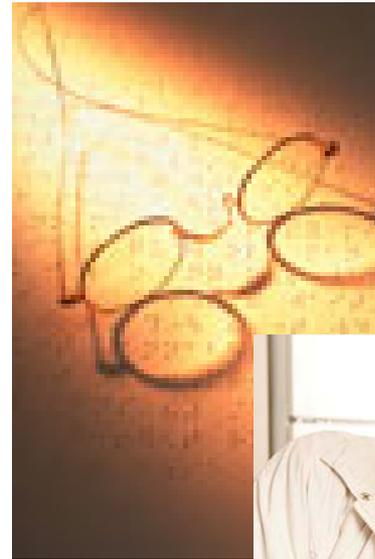
VR Consumer Satisfaction

- Measured based on professionally developed consumer satisfaction survey.
- The Board of SBVI participated in the development of the survey and results are reported to the Board.
- Surveys are sent to all consumers at time of case closure.
- Overall satisfaction is high; the most recent results reflect overall consumer satisfaction at 29.6 out of a possible 32.

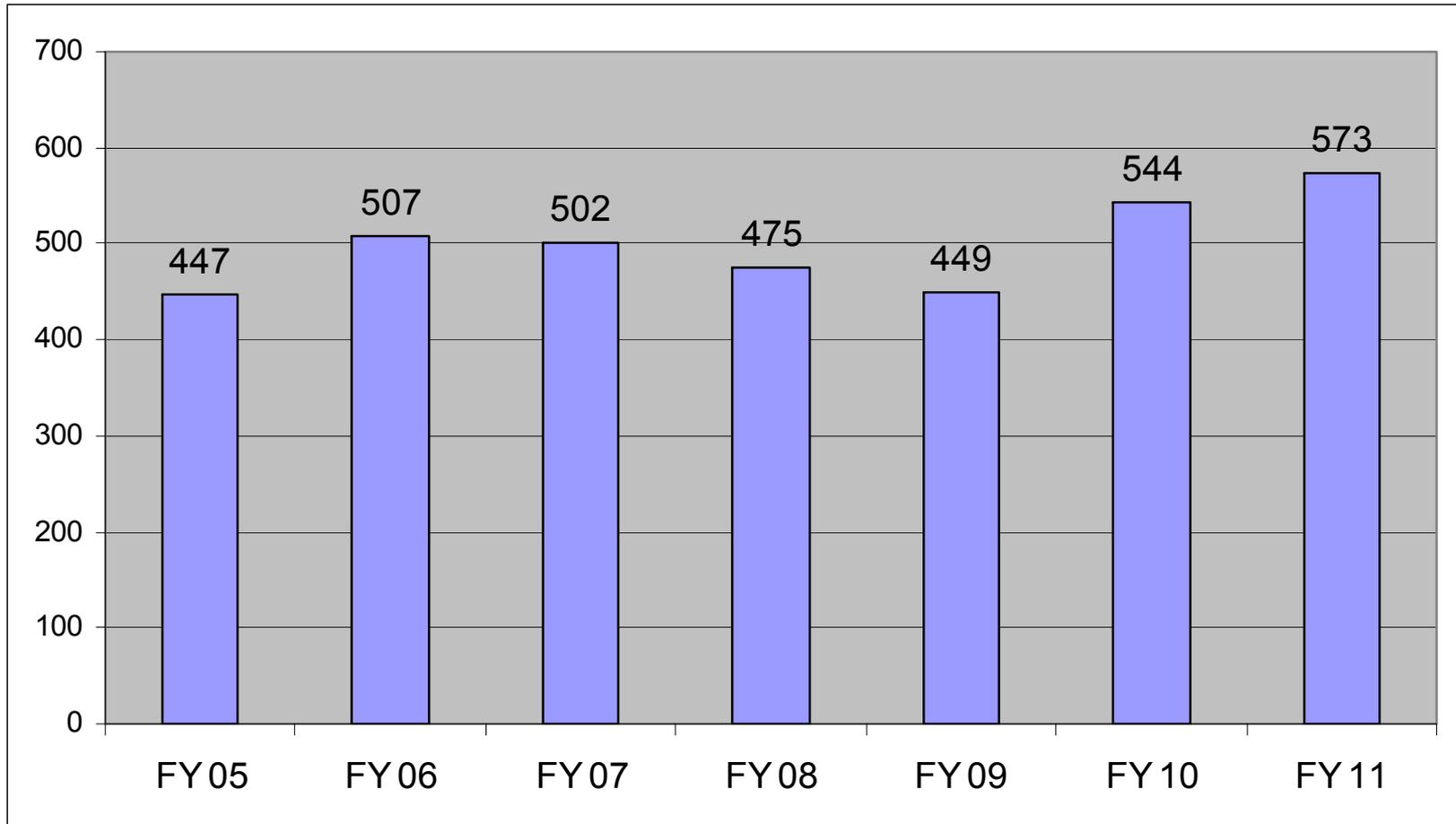


Service to the Blind & Visually Impaired Independent Living Program (IL)

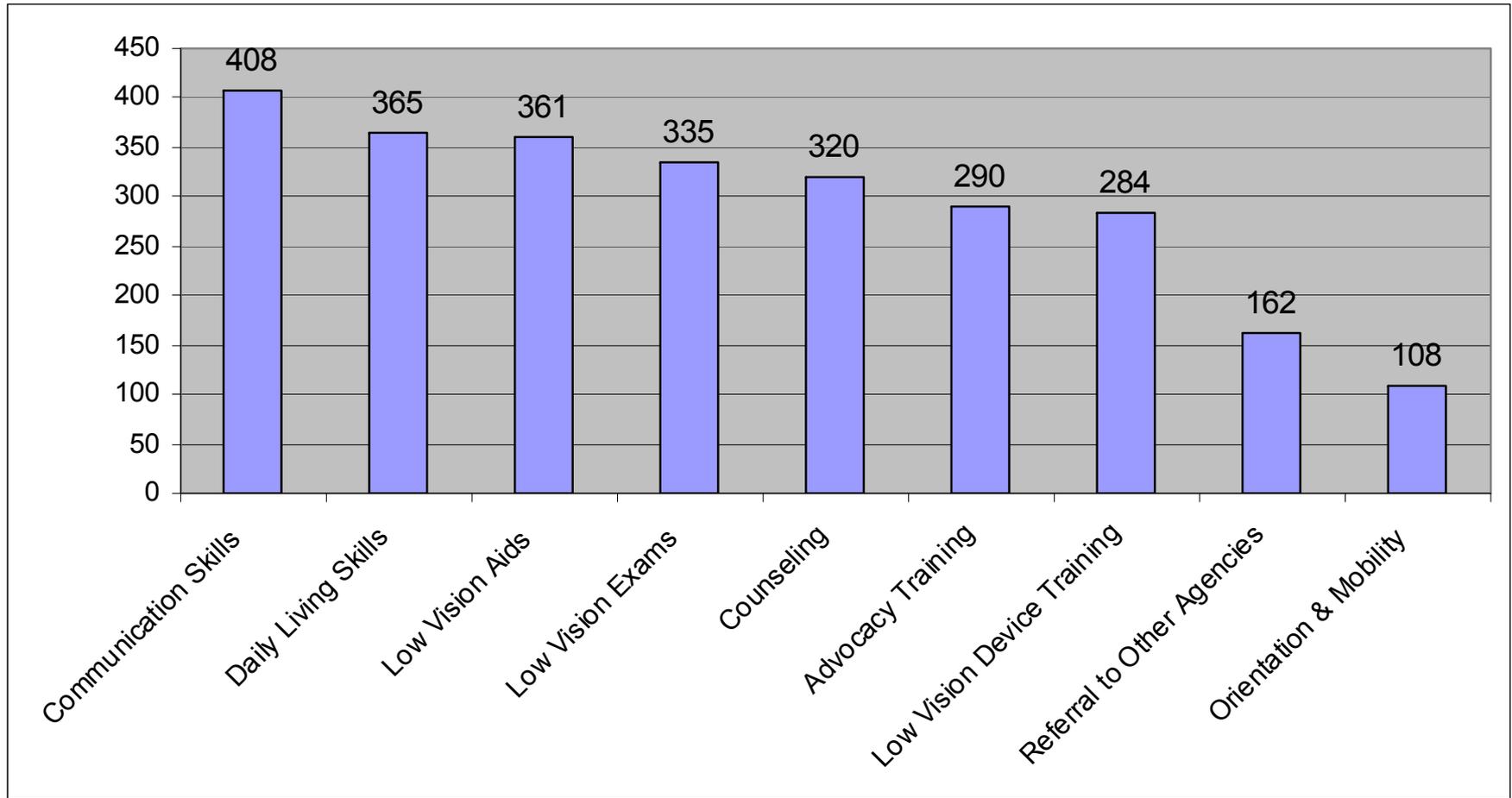
The Older Blind Program is a cost-effective, results oriented program which provides direct services to citizens who are elderly and blind or visually impaired.



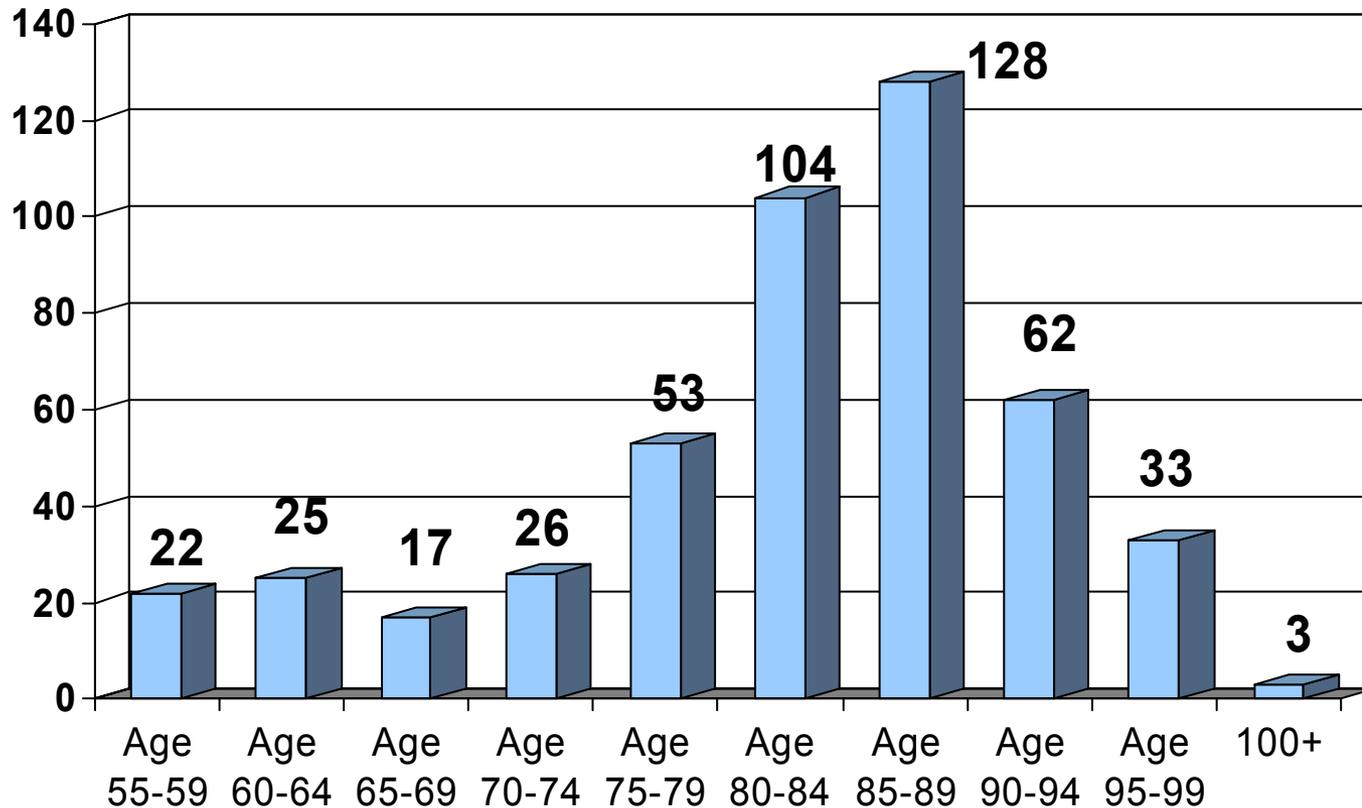
Independent Living Number of People Served



Independent Living Services Provided to Consumers In 2011



Independent Living Age Range of People Served In 2011



IL Consumer Satisfaction

- Consumer satisfaction is very high with 97% of the responses indicating they are satisfied or very satisfied with the services they received.
- 18% indicated that without the Independent Living services, they would have considered moving into nursing home care.
- Many consumer comments are received:
 - *I am VERY satisfied. Wish I had received it earlier. Publish more information so people like me can contact you.*
 - *Services are as good as or better than could be expected.*



Aids & Devices In Use



Older Blind Opportunities

Older Blind Peer Support -Staying Connected

- Currently there are 12 groups in communities around the state with 5 to 10 members per group who meet on a monthly basis and are supported by Rehabilitation Teachers.
- The groups provide an opportunity to socialize as well to discuss strategies for coping with vision loss; speakers are invited to present on a variety of topics.



Closed Circuit Television (CCTV) Program

- CCTV's are available for individuals who are eligible for the IL Older Blind Program.
- Units are loaned to individuals who meet economic need criteria; others are leased for \$30/ month. Currently 68 are leased and 96 are loaned.
- No state funds are used for the program which currently has 185 units for lease or loan.



SD Rehabilitation Center for the Blind (SDRC)

SDRC Mission: The South Dakota Rehabilitation Center for the Blind provides assessment and training to individuals with disabilities so they may enhance their independence in their home, work, and community.

Staff are trained to teach skills that help people lead full productive lives regardless of vision loss.

Most of the staff at SDRC have training and certification in specialty areas.



Services Available at SDRC

- Computer Training
- Orientation and Mobility
- Communications
- Home Management
- Manual Arts
- Low Vision Services
- Vocational Evaluation and Training



Business Enterprise Program (BEP)

- Under the authority of the Randolph Sheppard Act
- Provides support for individuals who are blind to operate vending routes, snack shops and cafeterias
- Currently there are 6 vendors in the South Dakota BEP
- Main support comes from income from highway vending on interstates 29 and 90
- No general funds in 2012 budget



Professional Organizations & Partnerships

Professional Organizations

- Council of State Administrators of Vocational Rehabilitation
- National Council of State Agencies of the Blind
- SD RehabACTion

Consumer Organizations

- National Federation of the Blind of South Dakota (NFB)
- South Dakota Association of the Blind (SDAB)
- SD Coalition of Citizens with Disabilities



Boards & Councils

- Board of Service to the Blind & Visually Impaired – Ex officio Member
- Statewide Independent Living Council – Ex officio Member
- Freedom to Work Leadership Council - Member
- SD School for the Blind and Visually Impaired Advisory Council – Assistant Director is a Member
- Mayor's Committees on Employment of People with Disabilities – Staff Representation on Committees Statewide



Statutes and Rules

- SDCL Chapter 28-10
- ARSD 46:30:05
- Federal Workforce Development Act
 - Title IV - Rehabilitation Act & Amendments
 - Title VII Chapter II – Services for Older Individuals who are Blind

DHS Contact Information

Department of Human Services

East Highway 34
c/o 500 E. Capitol
Pierre, SD 57501

Laurie R. Gill: Laurie.Gill@state.sd.us

John Hanson: John.Hanson@state.sd.us

Dan Lusk: Dan.Lusk@state.sd.us

Grady Kickul: Grady.Kickul@state.sd.us

Gaye Mattke: Gaye.Mattke@state.sd.us

South Dakota Developmental Center

17267 West 3rd Street
Redfield, SD 57469-1011

Ted Williams: Ted.Williams@state.sd.us



Thank you!

DHS Acronyms

- ADA: Americans with Disabilities Act
- ARSD: Administrative Rules of South Dakota
- BEP: Business Enterprise Program
- CCTV: Closed Circuit Television
- CFR: Code of Federal Regulations
- CMH: Community Memorial Hospital
- CRCC: Council on Rehabilitation Council Certification
- CSP: Community Support Provider
- DDD: Division of Developmental Disabilities
- DDS: Disability Determination Services
- DHS: Department of Human Services
- DRS: Division of Rehabilitation Services
- EIPA: Educational Interpreters Performance Assessment
- FMAP: Federal Medicaid Assistance Percentage
- FTE: Full-time Employee
- FY: Fiscal Year
- HCBS: Home and Community Based Services
- HSC: Human Services Center
- ICF/MR: Intermediate Care Facility for Persons with Mental Retardation
- IL: Independent Living
- NAD: National Association for the Deaf
- NFB: National Federation for the Blind
- O & M: Orientation and Mobility
- PRTF: Psychiatric Residential Treatment Facility
- RID: Registry of Interpreters for Deaf
- RSA: Rehabilitation Services Administration
- SBVI: Service to the Blind and Visually Impaired
- SDAB: South Dakota Association for the Blind
- SDCL: South Dakota Codified Law
- SDDC: South Dakota Developmental Center
- SDRC: South Dakota Rehabilitation Center for the Blind
- SSA: Social Security Administration
- SSI: Supplemental Security Income
- TCYP: Turtle Creek Youth Program
- Title XIX: Medicaid
- TRS: Telecommunication Relay Service
- VR: Vocational Rehabilitation