DSS
Strong Families - South Dakota's Foundation and Our Future

Mission:

Strengthening and supporting individuals and families by promoting cost effective and comprehensive services in connection with our partners that foster independent and healthy families.

Strategic Plan Goals:

- Ensure access to services for our customers
- Promote and support the health, wellbeing and safety of our customers
- Foster partnerships to maximize resources for our customers
- Support customers in achieving meaningful outcomes
- Strengthen and align our team to accomplish our mission

2018 Strategic Plan Outcomes:

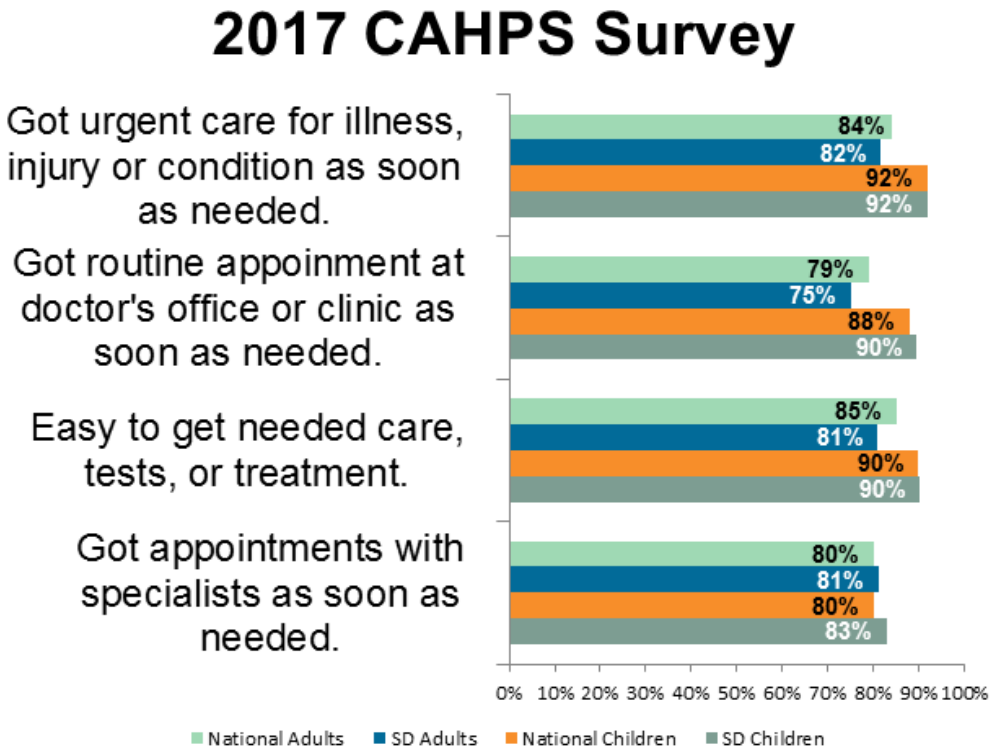
Connections to Work

- For participants that must meet work requirements for Supplemental Nutrition Assistance (SNAP) and Temporary Assistance for Needy Families (TANF) – Percentage employed 30 days after starting job- majority full time:
- Community Based Mental Health and Substance Use Disorder Services – As a result of these services:
  - Mental Health: 24% of clients reported employment compared to national average of 21%.
  - Substance Use Treatment: Employment rate at discharge 7% higher than the national average.

	Outcome	Target
Connections to Work - SNAP	93%	94%
Connections to Work - TANF	88%	89%
Community Based Mental Health	24%	21%
Community Based Substance Use Disorder Treatment Services	32%	25%

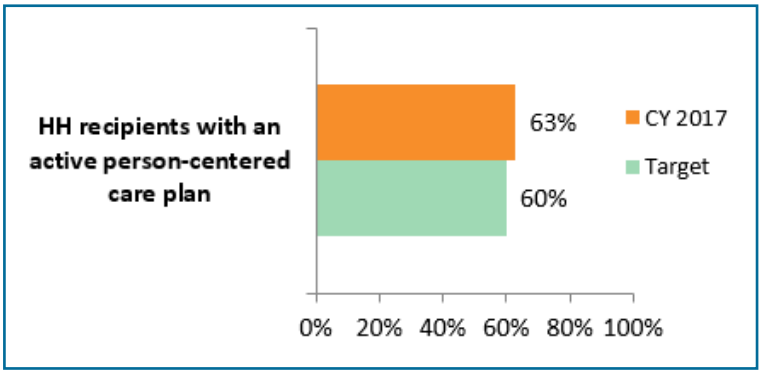
Access to Healthcare

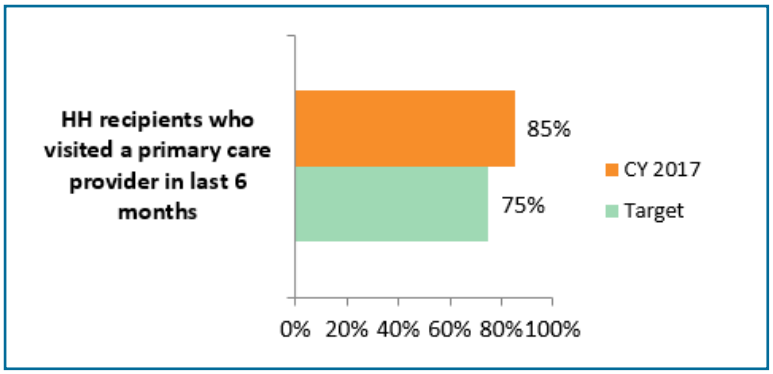
- The Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey by the Centers for Medicare and Medicaid Services indicates SD meets or exceeds national average for children across four key measures of access. Adults were surveyed for the first time in 2017.



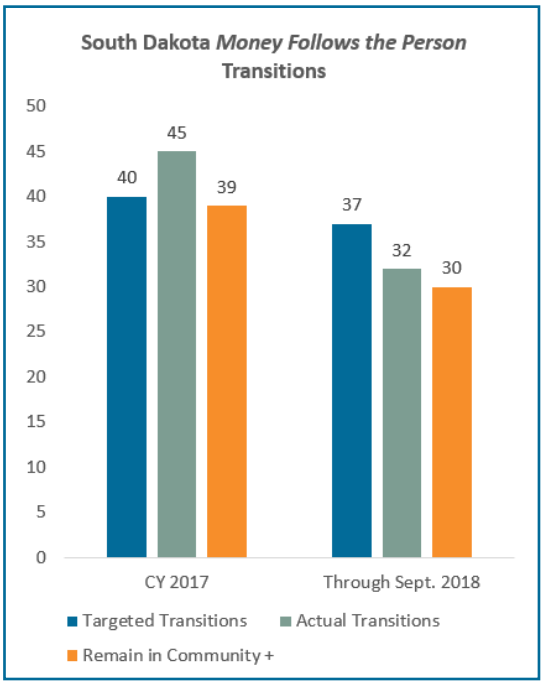
Caring for People in the Most Cost Effective Manner

- About 6,000 Medicaid recipients with high-cost chronic conditions and risk factors participate in the Health Home program. Goal is to improve health outcomes and avoid high-cost care. Most recent results exceed the target for participants with a person-centered care plan, and for participants who visited a primary care provider (PCP) in the last six months. Overall, the program led to $7.7 million in avoided costs in CY 2017, primarily due to a reduction in avoidable inpatient admissions and emergency department visits.
    - Results: 8% reduction in Emergency room visits from 60.62 visits per 1,000 members in CY 2016 to 55.89 visits per 1,000 members in CY 2017.





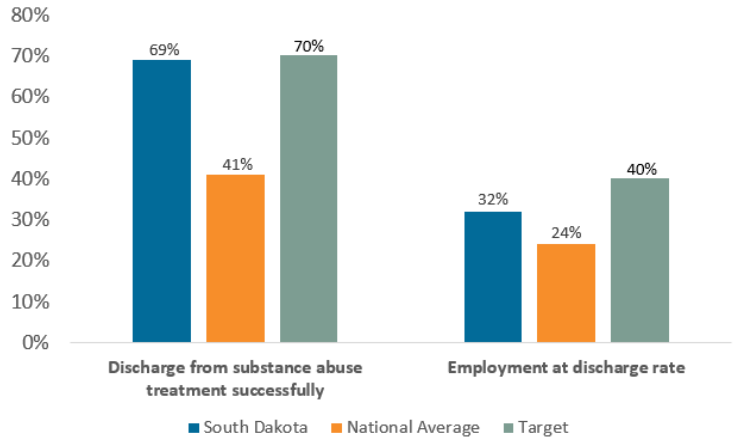
- Money Follows the Person – Implemented in 2014. Provides funding and supports to transition individuals from nursing home or other institutional settings back to their homes and communities.
    - Results: Transitioned 32 individuals through September 2018 with 30 partial transitions completed.
- Geriatric Psychiatric Treatment – Clinicians from the Human Services Center provided psychiatric review and consultation services for 22 individuals. Of those individuals, 82% were diverted from admission to HSC. The target for diversions is 74% of cases reviewed.
- Community Based Adult Mental Health Services – Provide counseling, psychiatric treatment and case management services to 7,292 individuals to decrease the reliance on publicly funded services.
    - Results: 15% reduction in the number of ER visits and 17% reduction in the number of hospital admission. 15% reduction in the number of individuals who reported spending a night in jail and 5% reduction in the number of individuals who reported an arrest.



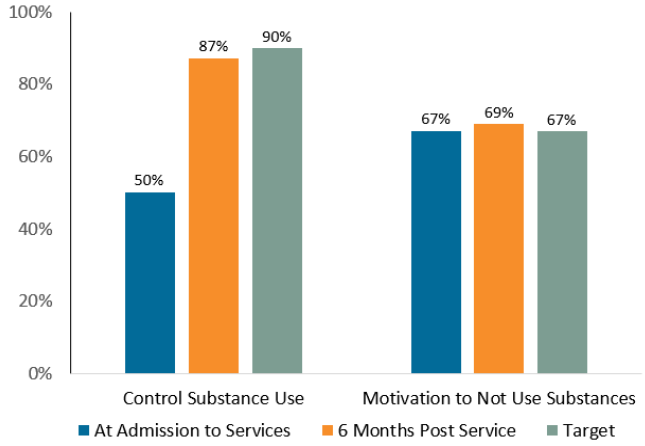
Outcome Measures CARE and IMPACT	Prior to Services	6 months After Start of Services	Percent Difference	Target
Clients who visited an ER for a psychiatric or emotional problem	24%	9%	15%	12%
% of Clients who spent night in hospital	25%	8%	17%	13%
% of Clients who reported spending at least one night in Jail	21%	6%	15%	11%
% of Clients reported one or more arrests in the past 30 days	9%	4%	5%	5%

- **Community Based Substance Use Disorder Treatment Services** – Providing outpatient, inpatient and low-intensity residential treatment services as well as cognitive behavioral intervention for justice involved populations.

Successful discharge from treatment – 28% higher than the national average, employment 8% higher than national average.

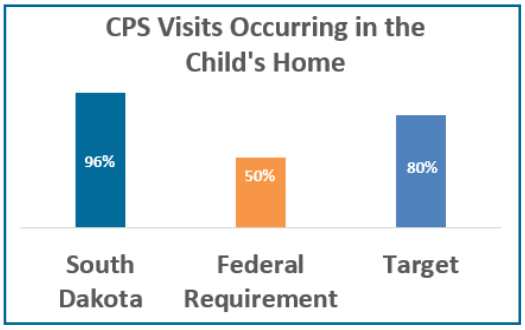


Justice Involved Population – 87% report ability to control substance use six months after completing services compared to 50% at admission. 69% report they had motivation to not use substances six months after completing services.



Permanency and Safety for Children

- Child Protection Services goal is to reunify families whenever possible.
  - Results: Of children reunited, 74% were reunited within 12 months of removal during SFY 2018.
  - When that is not possible, we work to establish guardianship or adoption to divert from foster care placement.
- During SFY 2017, 96% of caseworker visits happened where the child resides – exceeding the federal requirement by 46%.



Program Integrity – National Awards

- Nationally recognized for program quality:
  - Medicaid – Only state in the nation to receive continuous exemption since 2010 from recovery audit contractor requirements. Collected $8.7 million in third party liability, estate recovery and fraud collections. Less than 1% of collections are fraud related.
  - Supplemental Nutrition Program – Ranked #1 in the nation in FFY 2017. Over 30 years of continuous financial program awards for high performance related to accuracy in determining eligibility, denials or suspensions of benefits, and timeliness of approval.
  - Child Support – $115 million in collections in 2018 for 60,266 cases. Ranked in the top 6 nationally for the last 15 years. As a result, the program earned financial program awards for top performance each year.
  - Child Care – 99% payment accuracy compared to national average of 96%.

Medicaid	Outcome	Target
Collections	$8.7 million	$8.96 million
SNAP	**Outcome**	**Target**
Payment Accuracy	98.79%	98%
Case/Procedural Accuracy	98.38%	98%
Child Support	**Outcome**	**Target**
Percent of Cases with Collections	64%	64%
Administrative Costs	$10.42/$1	$10.42/$1
Child Care	**Outcome**	**Target**
Payment Accuracy	99%	94%