South Dakota Department of Social Services
Strategic Goals and Outcomes

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

- Administration
  - Finance
  - Legal Services & Administrative Hearings
- Economic Assistance
- Medicaid
- Behavioral Health
  - Community Behavioral Health
  - Correctional Behavioral Health
  - Human Services Center
- Children’s Services
  - Child Care
  - Child Protection
  - Child Support
# Programs and Numbers Served

<table>
<thead>
<tr>
<th>DSS Program</th>
<th>DSS Division</th>
<th>Number Served in FY 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicaid</td>
<td>Medicaid</td>
<td>37,461 adults and 81,213 children</td>
</tr>
<tr>
<td>Community Mental Health Centers</td>
<td>Behavioral Health</td>
<td>19,825 people</td>
</tr>
<tr>
<td>Substance Abuse Treatment Centers</td>
<td></td>
<td>12,297 people</td>
</tr>
<tr>
<td>Human Services Center</td>
<td>Behavioral Health</td>
<td>1,742 admissions (88% were involuntary)</td>
</tr>
<tr>
<td>Correctional Behavioral Health</td>
<td></td>
<td>3,987 psychiatric visits</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1,357 inmates entering substance use disorder treatment</td>
</tr>
<tr>
<td>Criminal Justice Initiative (CJI)</td>
<td>Behavioral Health</td>
<td>2,129 people</td>
</tr>
<tr>
<td>Juvenile Justice Reinvestment Initiative (JJRI)</td>
<td>Behavioral Health</td>
<td>223 people</td>
</tr>
</tbody>
</table>

*Numbers shown are annual totals unless otherwise noted.*
## DSS Economic Assistance and Children’s Programs

<table>
<thead>
<tr>
<th>DSS Program</th>
<th>DSS Division</th>
<th>Number Served in FY 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supplemental Nutrition Assistance Program (SNAP)</td>
<td>Economic Assistance</td>
<td>96,913 people per month</td>
</tr>
<tr>
<td>Temporary Assistance for Needy Families (TANF)</td>
<td></td>
<td>3,032 families per month</td>
</tr>
<tr>
<td>Low-Income Energy Assistance</td>
<td></td>
<td>22,175 households</td>
</tr>
<tr>
<td>Home Weatherization</td>
<td></td>
<td>186 homes</td>
</tr>
<tr>
<td>Child Care Subsidies</td>
<td>Child Care</td>
<td>2,132 families</td>
</tr>
<tr>
<td>Child Support Collections</td>
<td>Child Support</td>
<td>60,418 cases</td>
</tr>
<tr>
<td>Child Protective Services</td>
<td>Child Protection</td>
<td>17,806 cases</td>
</tr>
</tbody>
</table>

*Numbers shown are annual totals unless otherwise noted.*
DSS’s Strategic Goals for 2016-2021

- 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
Goal 1: Ensure access to services for our customers

- There are 57 DSS local and itinerant offices.
- Continue to leverage technology through on-line applications, kiosks, and expanded tele-health

- 2015 National Survey for Medicaid
  - SD Rates exceed the national average
Goal 2: Promote and support the health, wellbeing and safety of our customers

**Medicaid**

<table>
<thead>
<tr>
<th>Eligibility Category</th>
<th>Actual Enrollment</th>
<th>Actual Expenditures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children</td>
<td>68%</td>
<td>$892 M</td>
</tr>
<tr>
<td>Adults</td>
<td>35%</td>
<td></td>
</tr>
<tr>
<td>Low Income Parents/Pregnant Women</td>
<td>20%</td>
<td></td>
</tr>
<tr>
<td>Aged/Blind/Disabled</td>
<td>53%</td>
<td></td>
</tr>
</tbody>
</table>

FY 2016 eligible for Medicaid

- Children: 37,461
- Adults: 81,213

Medicaid participation by eligibility category, SFY 2016

- Pregnant Women: 1,210
- Elderly/Blind: 6,919
- Low Income Adults: 13,136
- CHIP: 13,533
- Disabled Adults: 16,196
- Title XIX Medicaid Children: 67,680
Goal 2: Promote and support the health, wellbeing and safety of our customers

Medicaid Enrollment

- 14% of South Dakotans were enrolled in Medicaid in FY 2016
- This map shows the percentage of each county’s population enrolled in Medicaid
Goal 2: Promote and support the health, wellbeing and safety of our customers

- **17,806** requests for services
- **93.8%** were due to abuse or neglect
- **96%** of required monthly visits occurred in child’s home/residence:
  - National average **50%**

![Chart showing CPS Visits Occurring in the Child's Home/Residence in South Dakota and National Average]
Goal 2: Promote and support the health, wellbeing and safety of our customers

**Behavioral Health**

- “Meth Changes Everything” awareness campaign launched in September 2016
- Prevention providers have done over 240 school/community presentations with over 10,000 individuals to share the video and talk about the dangers of meth (http://methchangeseverything.com)

- Implemented evidence based treatment services for justice involved populations
- Clinicians from the SD Human Services Center provided review and consultation services to nursing homes – allowing 21 individuals to remain in their community setting
Goal 3: Foster partnerships to maximize resources for our customers

- Collaborate with sheriffs, jail administrators, and mental health providers to develop a process to connect people with possible mental health issues who are released from jail to mental health services.

- Partner with law enforcement and community agencies to provide Mental Health Crisis Response training in communities.

- Partner with Department of Labor to assist Supplemental Nutrition Assistance Program and Temporary Assistance for Needy Families recipients obtain employment and job training skills.

- Partner with Tribes to administer their own programs (child welfare, child support, energy assistance, etc.) and to increase capacity to provide Medicaid funded services.
Goal 4: Support customers in achieving meaningful outcomes

### Connections to Work and Community

<table>
<thead>
<tr>
<th>Outcomes Measure</th>
<th>Measure Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>SNAP - Percentage of recipients still employed after 30 days</td>
<td>96%</td>
</tr>
<tr>
<td>TANF- Percentage of recipients still employed after 30 days</td>
<td>81%</td>
</tr>
<tr>
<td>Child Care – Percentage of recipients able to maintain full time employment</td>
<td>96%</td>
</tr>
<tr>
<td>Clients reporting employment- CARE/IMPACT</td>
<td>Prior to services - 19.7%</td>
</tr>
<tr>
<td></td>
<td>After services - 25.9%</td>
</tr>
<tr>
<td>Clients who visited the emergency room for a psychiatric or emotional problem – CARE/IMPACT</td>
<td>Prior to services – 12.3%</td>
</tr>
<tr>
<td></td>
<td>After services – 2.9%</td>
</tr>
<tr>
<td>Percentage of clients with inpatient hospital stay CARE/IMPACT</td>
<td>Prior to services - 20.1%</td>
</tr>
<tr>
<td></td>
<td>After services 6%</td>
</tr>
<tr>
<td>Percentage of clients employed after 6 months (Cognitive Behavioral Intervention – CJI)</td>
<td>85%</td>
</tr>
<tr>
<td>Employment Rate at Discharge from Community Substance Use Disorder Treatment Services</td>
<td>37%</td>
</tr>
<tr>
<td></td>
<td>National Average: 23%</td>
</tr>
</tbody>
</table>
Goal 4: Support customers in achieving meaningful outcomes

**Medicaid Health Home Program** – reducing cost of uncoordinated care for over 6,000 recipients with chronic conditions.

**Inpatient Costs Down 2013 – 2016**
- The number of inpatient visits dropped by almost 20%
- For the top 5%, inpatient visits dropped by 9%

**Emergency Department Costs 2013 – 2016**
- ED visits decreased by over 25% for the entire HH population

**Primary Care in the Past Year**
- 6% increase in people visiting primary care provider in last 6 months

**Cost avoidance of $4 - $5.6 million in expenditures prevented by the Health Home program - reducing the rate of growth in costs for the Health Home population**

**Child Protection – Family Reunification** - Goal is to reunite families whenever possible:
- 77% of children are returned home within 12 months of removal
Goal 5: Strengthen and align our team to accomplish our mission

Accountability and Core Competency developed for each DSS position.

Core Competency Training implemented for all DSS employees.

Engagement surveys HSC
- 2016 Survey
- Workplan developed
- 2017 Survey
- Increase in percentage of employees fully engaged from 19% to 24%
- Satisfaction ratings for 9 of the 11 drivers of engagement increased

Enhanced Recruitment and Retention Strategies
- Develop coordinated hiring process for like positions across divisions
- Implement mentoring programs

Strengthen and align our team to accomplish our mission
Medicaid – Exempt from recovery audit contractor requirement due to low payment error rates – only state in the nation to receive continuous exemption since 2010.

Cost Avoidance/Fraud Prevention and Detection - FY2016 $8.7 million in collections related to third party liability (TPL), estate recoveries, and other fraud prevention and detection. Less than 5% of collections are fraud related. Additional $425,315 in cost avoidance realized through fraud prevention and detection activities.

SNAP #1 in the Nation in 2015 for case and procedure errors and a 99.25% payment accuracy rate earning $591,637 in performance payments. Over 30 years of performance earnings used to offset the cost to administer the program.

Child Support – FY2016 #2 in the nation earning $2 million in incentive payments used to offset cost to administer the program. Top 3 in the Nation for last 15 years.

Child Care – 99.6% payment accuracy compared to national average of 94%