

South Dakota Department of Social Services



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

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.



DSS
Strong Families - South Dakota's Foundation and Our Future
Strategic Plan 2012-2015

Ensure access to services for our customers.

- ❖ Provide opportunities to access services.
 - Identify and develop integrated opportunities to access services and supports within the Department.
 - Increase the use of technology in providing access to information and services.
- ❖ Services and programs are needs driven, customer responsive and culturally relevant.
 - Utilize customer and stakeholder input to enhance services and supports.
 - Evaluate and enhance geographic access to services.
 - Develop new service delivery models for specific populations.

Protect individuals from abuse, neglect and exploitation.

- ❖ Provide preventative services and supports for individuals to be safe.
 - Raise awareness of exploitation of elders and adults with disabilities, including financial exploitation.
 - Implement evidenced based interventions for individuals at risk of abuse.
- ❖ Provide effective services to individuals who have been abused, neglected or exploited.
 - Expand Family Group Conferences to determine permanency options for children and their families involved with CPS.
 - Increase availability of family placement resources for children who have been abused, neglected or exploited (i.e., foster care, kinship, guardianship).

Foster partnerships to leverage resources for our customers.

- ❖ Encourage and support partnerships to provide cost effective services.
 - Expand the development of local behavioral health services.
 - Collaborate with other state and community agencies to expand and enhance available services.
 - Actively measure the quality of our customer service.
- ❖ Support Tribal government efforts to administer programs and services.
 - Identify and assist Tribal government entities seeking to administer programs and services.

Improve outcomes through continuous quality improvement.

- ❖ Ensure the Department helps individuals and families achieve meaningful outcomes.
 - Identify and measure key outcomes that are stakeholder driven.
- ❖ Implement continuous quality improvements to achieve desired outcomes.
 - Develop quality improvement action plans outlining measurable changes at department, division and local levels.

Strengthen and align human resources to meet our mission.

- ❖ Enhance recruitment and retention efforts that result in a workforce that implements the Department's mission.
 - Identify and implement effective recruitment strategies.
 - Identify and implement effective retention strategies.
- ❖ Provide employees with the knowledge and resources for quality performance.
 - Develop, improve and implement effective training.
 - Increase accountability for meeting and exceeding performance management expectations.