Department of Social Services
Strategic Plan 2017 - 2021

Our Goals

1. Ensure access to services for our customers.
   - **Goal 1**
     - **Objective A:** Identify and develop integrated opportunities to access services and supports within the department.
     - **Objective B:** Services and programs are needs driven, customer responsive and culturally relevant.

2. Promote and support the health, well being and safety of our customers.
   - **Goal 2**
     - **Objective A:** Reduce risk factors and enhance protective capacities.
     - **Objective B:** Protect individuals from abuse, neglect and exploitation.
     - **Objective C:** Provide effective services to individuals who have been abused, neglected and exploited.

3. Foster partnerships to maximize resources for our customers.
   - **Goal 3**
     - **Objective A:** Encourage and support partnerships to provide cost effective services.
     - **Objective B:** Support Tribal government efforts to administer programs and services.

4. Support customers in achieving meaningful outcomes.
   - **Goal 4**
     - **Objective A:** Ensure the department helps individuals and families achieve meaningful outcomes.

5. Strengthen and align our team to accomplish our mission.
   - **Goal 5**
     - **Objective A:** Enhance recruitment and retention efforts that results in a workforce that possesses the values and competencies necessary to accomplish the department’s mission.
     - **Objective B:** Ensure employees have the knowledge and resources necessary for quality performance.

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

- 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 families have the right to be safe and secure.
- We believe in respecting individual and cultural differences by treating people with dignity, fairness and respect.
- We believe in providing quality, timely customer service through the “no wrong door” approach.
- We believe in focusing on meaningful outcomes, continuous quality improvement and using technology to be efficient and effective.
- We believe in professional and well-trained staff that is competent, accountable and empowered.

Our 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.