

VISIT:

[www.dss.sd.gov/
constituentliaison/index.asp](http://www.dss.sd.gov/constituentliaison/index.asp)

CALL:

1-800-597-1603

OR EMAIL:

[DSSConstituentLiaison@
state.sd.us](mailto:DSSConstituentLiaison@state.sd.us)

**SOUTH DAKOTA
DEPARTMENT
OF
SOCIAL SERVICES**

**CONSTITUENT
LIAISON
SERVICES**

1-800-597-1603

DSSConstituentLiaison@state.sd.us

KEY RESPONSIBILITIES

SERVES AS AN INDEPENDENT SOURCE OF INFORMATION AND EXPLANATION FOR THE PUBLIC ABOUT SERVICES PROVIDED BY DSS.

RECEIVES COMPLAINTS FROM THE PUBLIC ABOUT SERVICES PROVIDED BY THE DEPARTMENT, AND REFERS THE COMPLAINTS TO RELEVANT MANAGEMENT FOR RESPONSE OR CONDUCTS AN INDEPENDENT INVESTIGATION, AS THE SITUATION WARRANTS.

MONITORS ALL RESPONSES TO ANY COMPLAINTS TO ENSURE THEY ARE RECEIVED IN A COMPREHENSIVE AND TIMELY MANNER.

CONSTITUENT LIAISON CAN...

ANSWER QUESTIONS ABOUT SERVICES PROVIDED BY DSS.

RECEIVE COMPLAINTS ABOUT SERVICES PROVIDED BY DSS AND ENSURE COMPLAINTS RECEIVE A TIMELY RESPONSE.

CONSTITUENT LIAISON CANNOT...

PROVIDE INFORMATION ABOUT OTHER STATE AGENCIES, ALTHOUGH REFERRALS CAN BE MADE IF NECESSARY.

RESOLVE COMPLAINTS ABOUT OTHER STATE AGENCIES, FEDERAL AGENCIES, THE JUDICIAL SYSTEM, OR OTHER PRIVATE SECTORS, BUT CAN REFER THE PERSON TO THE APPROPRIATE RESOURCE.

REVIEW ISSUES ALREADY IN THE APPEALS PROCESS.

PROVIDE LEGAL ADVICE.

REPORTING WITHIN DSS

THE CONSTITUENT LIAISON REPORTS RESULTS OF KEY RESPONSIBILITIES TO THE SECRETARY OF THE DEPARTMENT.

CONTACT THE CONSTITUENT LIAISON BY:

PHONE: 1-800-597-1603

EMAIL: DSSConstituentLiaison@state.sd.us

MAIL: Constituent Liaison, Department of Social Services, 700 Governors Drive, Pierre, South Dakota, 57501

OR VISIT:

www.dss.sd.gov/constituentliaison/index.asp

Please contact during regular business hours: 8 a.m.– 5 p.m. (CST)

CONFIDENTIAL INFORMATION

THE CONSTITUENT LIAISON WILL HAVE ACCESS TO CONFIDENTIAL INFORMATION IN POSSESSION OF DSS AND WILL MAINTAIN THE CONFIDENTIALITY OF THE INFORMATION AS REQUIRED BY STATE AND FEDERAL LAWS. HOWEVER, IT MAY BE NECESSARY FOR INDIVIDUALS TO SIGN A RELEASE OF INFORMATION TO PROVIDE ASSISTANCE IN PARTICULAR SITUATIONS. REFUSAL TO SIGN A RELEASE FOR INFORMATION MAY LIMIT THE ASSISTANCE THAT CAN BE PROVIDED.