



Need help understanding the services provided by the Department of Social Services?

Look No Further.

Contact our **Constituent Liaison:**
1-800-597-1603

DSSConstituentLiaison@state.sd.us



The Constituent Liaison Can...

- Answer questions about services provided by DSS.
- Receive complaints from the public about services provided by the Department, and refer the complaints to relevant management for response or conduct an independent investigation, as the situation warrants.
- Monitor responses to any complaints to ensure responses are comprehensive and timely.

The Constituent Liaison Cannot...

- Provide information about other state agencies, although a referral will be made to the relevant state agency if possible.
- Resolve complaints about other state agencies, federal agencies, the judicial system, or private sectors, but can refer the individual to the appropriate resource.
- Review issues that are already in the appeals process.
- Provide legal advice.

Confidentiality...

-The Constituent Liaison will have access to confidential information in the Department's possession 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 of information may limit the assistance that can be provided.