South Dakota Department of Social Services
Mission Statement

The Department’s Mission is...

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

“Strong families - South Dakota’s foundation and our future” is the vision statement of the Department of Social Services. Keeping families strong, safe, and together is a goal the Department of Social Services strives to achieve.

We are here to help children, families, individuals, elderly citizens, and people with disabilities through some of the most difficult times in their lives with the programs and services we provide.

This handbook defines the services and programs the Department of Social Services provides throughout South Dakota.

Department Divisions

Adult Services & Aging
Provides programs and services to assist elderly individuals with daily activities; helping this age group continue to live in their homes.

Child Care Services
Provides assistance to low-income families who need help with child care costs while parents work or attend school; provides oversight, technical assistance and support in promoting safe, healthy and caring environments for children through licensing, registration and quality improvement activities.

Child Protection Services
Provides parents the assistance they need to help keep their children safe through: assessment of child safety through receipt of child abuse and neglect reports, foster and kinship care, adoption services, and child welfare agency licensing services.
Department Divisions Continued

**Child Support**
Provides help to parents wanting to establish a financial partnership to support their children when they do not live together.

**Community Behavioral Health**
Provides community-based services, supports and treatment for those with mental health and alcohol and drug abuse needs.

**Correctional Behavioral Health**
Provides mental health, chemical dependency and psychiatric services to youth and men and women in the state’s correctional institutions.

**Economic Assistance**
Provides medical, nutritional, financial, and case management services to promote the well-being of lower income families, children, people with disabilities, and elders.

**Human Services Center**
Provides inpatient mental health and substance abuse treatment services. The facility, located in Yankton, is the state’s only public mental health hospital.

**Legal Services**
Provides legal assistance to the Department Secretary and various departmental programs.

**Medical Services**
Provides assistance to those who qualify for Medicaid or the Children’s Health Insurance Program (CHIP) by providing health insurance and paying for medical services such as visits to the doctor, hospital, dentist, chiropractor and more.
Office of the Secretary

The Department Secretary and Deputy Secretaries provide administration and direction to all areas of the Department of Social Services.

Key areas within the Office of the Secretary include:

Administative Hearings
Provides fair, courteous, and timely adjudicative services. This service area also provides an efficient way of ensuring persons affected by Department of Social Services’ decisions have access to due process of law. The administrative law judge will ensure the hearing process is accessible to all persons who have business before the Office of Administrative Hearings.

Request a Hearing
Request a fair hearing orally or in writing by contacting your Benefits Specialist, Family Services Specialist or the Department of Social Services’ Office of Administrative Hearings. Call 605-773-6851 for more information.

Constituent Liaison Services
Provides information to the public about services in the department. This individual receives complaints and ensures they are responded to in a comprehensive and timely manner.

For more information, please contact:
DSS Constituent Liaison at 1-800-597-1603
Email: DSSConstituentLiaison@state.sd.us
Send concerns to:
Constituent Liaison
Department of Social Services
700 Governors Drive
Pierre, SD 57501
Finance Office
Provides support services to oversee and manage the department’s budget and financial operations, administers the agency benefit fraud investigation program and third party liability recovery, and provides operational support.

Accounting & Financial Reporting
Provides accounting services and manages agency financial reporting.

Accounts Payable
Processes all agency payments and manages agency purchasing and procurement functions.

EBT (Electronic Benefits Transfer) and Non-Emergency Medical Transportation
Provides delivery of departmental payments through electronic technology. Ensures convenient, rapid and secure transfer of both information and payments.

Provider Reimbursement & Audits
Provides auditing services for the department and is responsible for establishing reimbursement rates for services provided or purchased by the Department.

Recoveries and Fraud Investigations
Provides benefit fraud investigations, recovers Medicaid expenses from third party resources, administers the Medicaid Estate Recovery Program, and is responsible for recovery of all debts owed to the department.

For more information, please contact:
Office of Recoveries and Fraud Investigations at 605-773-3653
Email: Recoveries@state.sd.us
Office of the Secretary

Legal Services
Provides legal assistance to the Department Secretary and the various departmental programs. The division also administers the following: Abuse and Neglect appeals to the South Dakota Supreme Court, Discrimination Complaints, requests for public records from non-media sources, and Health Insurance Portability and Accountability Act (HIPAA).

Crime Victims’ Compensation
Provides monetary assistance to victims of violent crimes. The program may compensate crime victims for certain expenses incurred as a direct result of personal injury or death. There are no income requirements. Eligible expenses may include: medical expenses, mental health counseling, funeral and burial expenses, loss of earnings, dental and prosthetic devices, eyeglasses or corrective lenses, homicide cleanup expenses, and mileage. In most cases, payments can be made only when there is no other source of payment such as health insurance or other public programs.

Domestic Abuse Program
Provides shelter and support services for victims of domestic abuse and sexual assault.

Domestic Abuse Hotlines:
South Dakota Domestic Abuse Hotline: 1-800-430-SAFE
National Domestic Violence Hotline: 1-800-799-SAFE
Hearing Impaired: 1-800-787-3224
Adult Services and Aging

The Division of Adult Services and Aging provides programs and services to assist elderly individuals with daily activities; helping this age group continue to live in their homes.

Aging & Disability Resource Connections (ADRC)
South Dakota’s ADRCs provide objective information, assistance and access to long term services and support options for our consumers.

If you have questions about information and access to long term services and support options, contact your local ADRC Call Center today:

- Rapid City Area Call Center - 1-855-315-1986
- Pierre Area Call Center - 1-855-642-3055
- Watertown Area Call Center - 1-855-315-1987
- Mitchell Area Call Center - 1-855-315-1988
- Sioux Falls Area Call Center - 1-877-660-0301

Adult Protective Services
South Dakota law requires individuals in the medical and mental health professions and employees or entities that have ongoing contact with and exposure to elders and adults with disabilities, to report knowledge or reasonable suspicion of abuse or neglect of elders and adults with disabilities.

To report abuse, neglect, or exploitation of an elder or an adult with disabilities, please contact your local law enforcement agency, local state’s attorney’s office or the nearest Department of Social Services’ office, or e-mail the Division of Adult Services and Aging.
Adult Services and Aging

Caregiver Program
While caregiving is often rewarding, it can also be financially, physically and emotionally stressful. People caring for an older relative or friend do not always recognize they need assistance or time to care for themselves. The Department of Social Services’ Division of Adult Services and Aging has developed the South Dakota Caregiver Program. In appreciation of the valuable role as a caregiver and in recognition of the assistance needed, such as respite care or hiring in-home help to do the cooking or housekeeping, to also care of oneself.

Homemaker Program
Homemaker Services may delay or prevent the need for care in an institution. This service makes it possible for older individuals to live in their own homes or to return to their homes by providing assistance in completing tasks they are unable to manage without assistance. This program is not designed to replace assistance provided by family and friends. Financial eligibility is based on income and resources. A cost share may be required.

Ombudsman Program
The Long-Term Care Ombudsman Program is mandated by the U.S. Administration on Aging to advocate for and protect the rights of residents of nursing and assisted living facilities. Adult Services and Aging Specialists serve as advocates for facility residents and investigate and work towards the resolution of their complaints. Ombudsman Services are provided at no cost to the resident or facility.

The program also provides information and referral assistance, conducts educational activities to increase community awareness of elder rights and provides training to long-term care and staff. All reports and inquiries are confidential.
Senior Health Information and Insurance Education (SHIINE)

The mission of SHIINE is to advocate for, inform, educate and assist consumers on Medicare and related health information and insurance issues so consumers can make timely, informed decisions and access resources to meet their needs.

Staff and trained volunteer counselors statewide assist people, free of charge, who have problems or questions regarding their Medicare benefits. For more information, call toll free at 1-800-536-8197 or visit www.shiine.net

More services offered by the Division of Adult Services and Aging include:

- Adult Day Services
- Assisted Living
- Case Management
- Legal Services
- Nursing Facility Care
- Personal Care
- Senior Meals
- Transportation
- Adult Foster Care
- Assistive Devices
- Information and Referral
- Medication Management
- Nursing Services
- Respite Care
- Telehealth
Child Care Services

The Division of Child Care Services (CCS) provides assistance to low-income families who need help with child care costs while parents work or attend school; provides oversight, technical assistance and support in promoting safe, healthy and caring environments for children through licensing, registration and quality improvement activities.

CCS also offers programs to promote the well being of children and youth. Such programs include Bright Start, Child Safety Seat Distribution, and Reach Out and Read.

Child Care Regulation

Provides technical assistance and oversight to ensure basic health and safety standards are met in registered and licensed child care programs. Consumer information is available to anyone looking for information regarding a state registered or licensed child care provider.

Child Care Subsidy Program

Provides funds to help low-income families pay for child care as they work, attend school, or both through the Federal Child Care and Development Block Grant. Child Care Assistance is available to families who meet income guidelines and are working or working and attending school at a minimum of 20 hours per week.

The program will help pay child care costs to providers who meet Child Care Services criteria. The family may be required to make a co-payment based on the household income and family size. Eligible families can receive assistance for children up to age 13, or 19, if the child has a special need. Applications are available at any local DSS office or South Dakota Career Center. You can also obtain one by calling 1-800-227-3020 or by visiting www.dss.sd.gov/childcare.
Training and Education
An early childhood and school-age training delivery system is available for local child care providers and parents. Early Childhood Enrichment (ECE) programs provide ongoing training, education, and technical assistance to adults who are involved in the day-to-day care of children and youth. ECE programs are located in Aberdeen, Brookings, Pierre, Rapid City, and Sioux Falls. Child care provider location services are also available for parents who need help in locating child care in their area.
Child Protection Services

Child Protection Services (CPS) strengthens and supports families by responding to situations where children are alleged to be unsafe due to concerns of abuse and neglect. CPS does this through assessments of child safety through receipt of child abuse and neglect reports, parenting support services, foster and kinship care, adoption services, parenting training programs and child welfare agency licensing services.

Placement Resources

If a child is removed from their home by law enforcement or the courts to ensure their safety, CPS is responsible for locating a placement resource that can best meet the child’s need until it can be determined whether the child can be returned safely to the home or that another permanent home is in the best interest of the child. The following are the placement services available for children:

- **Kinship Care**: Kinship care is care provided for a child requiring out-of-home placement in the home of a relative until they can safely return home. Relative placements assure children maintain connections to their families and culture.
- **Foster Care**: Foster care is a protective service available to children and families who must be separated from one another because of safety concerns related to abuse or neglect. This service is provided by licensed resource families on a temporary basis until the child can safely return home or another permanent plan is developed.
- **Treatment Facilities**: Group care, residential, and intensive residential treatment are a twenty-four hour service for children experiencing emotional and behavioral issues who cannot be cared for in a family setting. These programs provide ongoing group and individual counseling in a structured program.
Adoption Services
Child Protection Services houses an adoption program for children in the Departments’ custody, when reunification with birth parents is not an option and they are need of a permanent family to provide a safe and loving home. If you are interested in learning more about becoming an adoptive parent and you are 21 years of age or older, please contact a local DSS office in your area. To locate an office in your area, call (605) 773-3165 or visit www.dss.sd.gov/fostercare/parent/

Foster Parenting
Child Protection Services recruits and licenses family foster homes that provide 24-hour care and supervision for children who have been abused and/or neglected, and who can’t be with other family members. If you are interested in learning more about becoming a foster parent, please contact a local Department of Social Services’ Division of Child Protection Services office in your area. To locate an office in your area, call (605) 773-3165 or visit www.dss.sd.gov/fostercare/parent/

Independent Living Program
Provides services to assist teens and young adults in the transition from foster care to independent living. The Independent Living Program is available to youth or young adults who are age 16 to 21 and have been or are currently in foster care. To learn more about the program visit www.dss.sd.gov/cps/independentlivingprogram/

Common Sense Parenting Program
Provides a step-by-step guide for raising responsible children and assisting families to make their home more enjoyable and safe. The state of South Dakota offers this program through a network of parenting education partners. To learn more about the program visit www.dss.sd.gov/cps/parentingprogram/
Child Support

The Division of Child Support helps parents establish a financial partnership to support their children when they do not live together.

Child Support Services are available to any adult who has legal custody of a minor child. Services are also available to fathers who need help establishing paternity.

Those who receive public assistance (TANF, Medicaid, Title IV-E foster care) and are the custodian or guardian of a minor child whose parent(s) does not live in their home are automatically referred for child support services.

Custodial Parent Information
The custodial parent is the person who has primary care, custody and control of a minor child(ren).

Non-Custodial Parent Information
The non-custodial parent is the person who does not have primary care, custody or control of the child and has an obligation to pay child support.

Child Support Obligation
The SD Legislature has established guidelines which courts must use to determine child support payments.
Child Support Payment Options
Custodial parents can have their child support payments deposited directly into their bank accounts or to an electronic debit card called ReliaCard Visa. The South Dakota Division of Child Support allows child support payments to be made with credit cards.

Driver’s, Professional, Hunting or Fishing License Restriction / Revocation
The Department of Social Services can restrict the issuance of a non-custodial parent’s driver’s, or professional, hunting or fishing licenses if they fail to pay child support. If a non-custodial parent fails to comply with a court ordered repayment agreement, the DCS can revoke a driver’s license.
Community Behavioral Health

The Division of Community Behavioral Health provides community-based services, supports and treatment for those with mental health and substance abuse needs.

Mental Health Services
There are 11 community mental health centers across the state that provide outpatient services for individuals with identified mental health needs. Services range from assessment and evaluation to group, family and individual therapy. For more information regarding specific community mental health centers you can find a list of these providers and their contact information at http://dss.sd.gov/behavioralhealthservices/community/centers.asp

Indigent Medication Program
This program assists individuals with a diagnosed mental illness, who have exhausted all other assistance options and cannot afford to purchase their much needed psychotropic medications and/or lab costs. For more information please contact the Division of Community Behavioral Health at 605-773-3123

Substance Use Services
There are 57 accredited substance use providers that offer a range of services from assessment and evaluation through in-patient levels of care for individuals with identified substance use needs. For more information about state accredited providers please see our website at http://dss.sd.gov/behavioralhealthservices/community/treatmentfacilities.asp
Prevention Program

The South Dakota Prevention Program is dedicated to promoting safe and healthy families, schools and communities. The objective of behavioral health prevention program is to promote primary prevention, early intervention, and recovery supports across South Dakota Communities. To assist in the efforts to meet this objective, South Dakota has established the following:

• Prevention Resource Centers
• Community Mobilization Projects
• School-Based Prevention Projects
• Diversion Programs
Correctional Behavioral Health

The Division of Correctional Behavioral Health is responsible for the provision of mental health, chemical dependency and psychiatric services to youth and men and women in the state’s correctional institutions.

Chemical dependency counselors and mental health professionals are located in the state’s correctional institutions and provide the following services:

- Intake screenings and assessments
- Chemical Dependency group and individual counseling
- Mental Health group and individual counseling
- Treatment planning
- Discharge planning
- Crisis management and intervention
- Consultation with Department of Corrections
- Staff training and education regarding behavioral health

In addition to the above services, Correctional Behavioral Health Transition Coordinators assist the Department of Corrections with referrals to community based behavioral health services for offenders identified as Severely Mentally Ill and offenders with an identified chemical dependency need.

The Division of Correctional Behavioral Health contracts with licensed psychiatrists to provide psychiatric consultations, diagnosis and treatment plan services.
Human Services Center

The Human Services Center (HSC), located in Yankton, is the state’s only public mental health hospital. Its purpose is to provide inpatient mental health and substance abuse treatment services. HSC serves patients whom are voluntarily or involuntarily committed.

Adult Acute Psychiatric Program
Provides acute inpatient psychiatric treatment for adults, age 18 years of age and older. The Adult Acute Program provides for initial assessment of adult psychiatric patients. During the 15-day average length of stay, the program initiates and develops treatment and discharge plans.

Adult Psychiatric Rehabilitation and Recovery Program
Provides services for adult patients who are coping with persistent mental illness and who need to remain at the hospital for longer periods of time. The goal of the program is to assist the patients in developing the skills that will help them to live in the least restrictive setting possible. Both on-unit and off-unit education, training, and vocational experiences are provided to prepare the patient for community placement.

Intensive Treatment Unit
Provides closer observation for patients who pose a high risk for harming themselves or others.

Adolescent Program
Provides inpatient treatment for adolescents with mental illness or severe emotional disturbance.

Geriatric Program
Provides inpatient diagnostic and therapeutic services for individuals who, in addition to psychiatric treatment needs, have medical and/or physical care needs that require the level of care provided by a nursing home.
The Division of Economic Assistance provides medical, nutritional, financial, and case management services to promote the well-being of lower income families, children, people with disabilities, and elders.

**Supplemental Nutrition Assistance Program (SNAP)**
Provides assistance to low income families to help them buy the food they need to remain healthy.

**Medical Eligibility**
Provides medical assistance (Medicaid/Children’s Health Insurance Program (CHIP)) to eligible South Dakota families, children, and individuals. Medical assistance programs are available for children under age 19, newborns, pregnant women, low income families with children, persons with disabilities, and elders.

Medicaid and CHIP provide health insurance at little or no cost for South Dakotans who meet certain eligibility requirements. Covered services include doctor appointments, hospital stays, dental and vision services, prescription drugs, mental health care, and other medical services. There are also medical assistance programs to help pay Medicare premiums, assisted living, in-home services, and nursing home costs.
Temporary Assistance for Needy Families (TANF)
Provides temporary monthly cash to assist families in need. Families with serious financial needs may qualify for TANF monthly cash payments. TANF payments are based on who lives with your family, available income, and assets.

Community Action Assistance Programs
South Dakota’s Community Action Agencies provide programs and services to low-income South Dakotans. Services vary by agency and may include weatherization, community transportation, food pantries, and emergency services.

Energy and Weatherization Assistance
Provides assistance to low income families to help them pay for their heating bills and weatherize their homes.

Quality Control
Provides assurance that government dollars are properly spent when determining eligibility for the different programs and services provided by the Department of Social Services.
Medical Services

The Division of Medical Services provides assistance to those who qualify for Medicaid or the Children’s Health Insurance Program (CHIP) by providing health insurance and paying for medical services such as visits to the doctor, hospital, dentist, chiropractor and more.

Eligibility for Medicaid/CHIP
Eligibility for Medicaid and CHIP is determined by the Division of Economic Assistance and is based upon the household’s income and circumstances. For more information, please contact your local Department of Social Services office or visit the website at http://dss.sd.gov/medicaleligibility.

Managed Care
The Managed Care program, operated by the Division of Medical Services, is designed to improve access to medical care for Medicaid/CHIP recipients as well as improve the quality of care they receive. The majority of recipients who qualify for Medicaid/CHIP are required to participate in the Managed Care program. Recipients either choose or are assigned a Primary Care Provider. This allows the recipient and their physician to develop a relationship in which the best medical care can be provided.

Medical Benefits Card
South Dakota residents who are eligible for state-sponsored medical benefits (Medicaid or CHIP) are issued a Medical Benefits Card. This card must be presented each time a patient receives medical care and is used to verify their eligibility. If this card happens to get misplaced, please contact your local Department of Social Services office for a new one.
Covered Services
Medical Services provides care for people who are disabled, children, pregnant women, along with adults and families who are eligible and covers the following services when medically necessary and physician ordered:

- Inpatient and outpatient hospital visits
- Physician, clinic, lab and x-ray services
- Prescription drugs
- Home health, hospice, and personal care services
- Transportation services
- Medical equipment and prosthetic devices
- Dental, orthodontic, and optometric services
- Chiropractic services

Cost-Sharing
Participants may have to pay a small portion of their medical bill and Medical Assistance will pay the rest; this is called cost-sharing. Providers are able to disclose the amount of the cost-share for the services provided. Participants at least 21 years old, whom are not living in a long-term care facility or a recipient of home and community-based services, must contribute toward cost-sharing. There is no cost share for children up to age 21.

There is no cost-share for pregnancy related services, family planning, or emergency hospital services for a “true emergency.” If a participant is enrolled in the Managed Care Program and they see their PCP or a provider selected to cover their PCP in the same clinic as the PCP, the Medical Assistance Program will pay the cost-share. If a participant sees a specialist in the same clinic as their PCP, they will be responsible for the cost share amount.
Important Phone Numbers

Department of Social Services State Office
(605) 773-3165

Division of Adult Services and Aging
(605) 773-3656
-Senior Health Information and Insurance (SHIINE)
  1-800-536-8197
- ADRC Call Centers: Rapid City - 1-855-315-1986
  Pierre - 1-855-642-3055
  Watertown - 1-855-315-1987
  Mitchell - 1-855-315-1988
  Sioux Falls - 1-877-660-0301

Division of Community Behavioral Health
(605) 773-3123 or 1-855-878-6057

Division of Correctional Behavioral Health
(605) 367-5236

Division of Child Care Services
(605) 773-4766 or 1-800-227-3020

Division of Child Protection Services
(605) 773-3227

Division of Child Support
605) 773-3641
-Payment Information: 1-800-286-9145
-New Hire Reporting: 1-888-827-6078

Division of Economic Assistance
(605) 773-4678
-Community Action Agencies:
  -Western South Dakota - Rapid City: (605) 348-1460
  -Northeast South Dakota - Sisseton: (605) 698-7654
  -Inter-Lakes - Madison: (605) 256-6518
  -Rural Office - Lake Andes: (605) 487-7634
Important Phone Numbers

Division of Economic Assistance Continued
- Energy and Weatherization Assistance
  (605) 773-3766/3668 or 1-800-233-8503
- Supplemental Nutrition Assistance Program
  (605) 773-3493 or 1-877-999-5612
- Medical Assistance (CHIP or Medicaid)
  (605) 773-4678 or 1-800-305-3064
- Temporary Assistance for Needy Families (TANF)
  (605) 773-4678
- Quality Control
  (605) 578-2402

Division of Medical Services
(605) 773-3495
- Children’s Health Insurance Program (CHIP)
  1-800-305-3064
- Constituent Liaison - Claims Questions
  1-800-597-1603
- Recipient Premium Assistance
  1-888-828-0059
- Welfare Fraud Hotline
  1-800-765-7867

Other Related Numbers
- Administrative Hearings (605) 773-6851
- Benefit Fraud Hotline 1-800-765-7867
- Constituent Liaison Services 1-800-597-1603
- EBT (605) 773-3586
- Medicaid Recipient Transportation 1-866-403-1433
- Nursing Home Complaints (605) 773-3656
- South Dakota Housing Development Authority (605) 773-3181
- Crime Victims’ Compensation (605) 773-6317 or 1-866-854-5465
- South Dakota Domestic Abuse Hotline 1-800-430-SAFE
For more information on any of the programs and services mentioned in this handbook, contact DSS:

Address
700 Governors Drive
Pierre, SD 57501

Phone
(605) 773-3165

Fax
(605) 773-4855

E-mail
DSSInfo@state.sd.us

Website
www.dss.sd.gov