South Dakota Department of Social Services
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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.
Introduction

“Strong families - South Dakota’s foundation and our future” is the vision statement of the Department of Social Services (DSS). Keeping families strong, safe and together is a goal DSS 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 DSS provides throughout South Dakota.

Department Divisions

Behavioral Health
Provides community-based services, supports and treatment for those with mental health and substance abuse needs. The division also provides mental health, substance use disorder and psychiatric services men and women in the state’s correctional institutions.

Child Care Services
Provides assistance to low-income families who need help with child care costs while parents work or attend school. This division also 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 from child abuse and neglect reports, foster and kinship care, adoption and guardianship services, parenting education and child welfare agency licensing services.

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

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

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

Legal Services
Provides legal assistance to the department secretary and all divisions of the department.

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 DSS.

Key areas within the Office of the Secretary include:

Administrative Hearings
Provides fair, courteous and timely adjudicative services. This service area also provides an efficient way of ensuring persons affected by DSS’ 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 DSS Office of Administrative Hearings. For more information, call 605.773.6851.

Constituent Liaison Services
Provides information to Medicaid recipients 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.

Electronic Benefits Transfer (EBT) and Non-Emergency Medical Travel (NEMT)
EBT provides delivery of departmental payments through electronic technology. Ensures convenient, rapid and secure transfer of both information and payments. NEMT provides assistance for non-emergency travel needs for eligible recipients.

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 1.855.522.9910
Email: Recoveries@state.sd.us
Legal Services
Provides legal assistance to the department secretary and all divisions of the department. The division also administers the following: abuse and neglect appeals to the South Dakota Supreme Court, discrimination complaints, requests for public records, and compliance with the 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 clean up 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
Behavioral Health

Strengthening and supporting children and adults with behavioral health needs through prevention services, community based outpatient services, inpatient chemical dependency, psychiatric hospitalization and services for offenders incarcerated in state correctional facilities.

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 dss.sd.gov/behavioralhealth/agencycounty.aspx.

Indigent Medication Program
The indigent medication program provides temporary financial support for psychotropic medication and/or lab costs to eligible individuals while other funding options are identified. Please contact your local community mental health center or the Division of Behavioral Health at 605.773.3123 for more information. The application can be found at dss.sd.gov/behavioralhealth/community/medicationprogram.aspx.

Substance Use Services
The Division of Behavioral Health accredits and contacts with addiction treatment agencies across the state to provide quality services to both adults and youth. Individuals who meet programmatic and financial eligibility criteria may qualify for publically funded services.

Services provided include screenings and assessments, early intervention, detoxification and outpatient and inpatient
services. Please contact a treatment agency in your region or the Division of Behavioral Health for more information at 605.773.3123. You can find a list of providers at [dss.sd.gov/behavioralhealth/agencycounty.aspx](http://dss.sd.gov/behavioralhealth/agencycounty.aspx).

**Prevention Program**
The prevention program is dedicated to promoting safe and healthy families, schools and communities. The objective of this program is to promote primary prevention, early intervention and recovery supports across South Dakota communities. To find community prevention coalitions and, or prevention resource centers in your area, visit [dss.sd.gov/behavioralhealth/community/prevention.aspx](http://dss.sd.gov/behavioralhealth/community/prevention.aspx).

**Correctional Behavioral Health**
Addiction counselors and mental health professionals are located in the state’s correctional institutions and provide the following services:

- Intake screenings and assessments
- Substance use disorder 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 resource coordinators assist the Department of Corrections with referrals to community based behavioral health services for offenders identified as severely mentally ill, and offenders with identified substance use disorder needs.

Correctional Behavioral Health contracts with licensed psychiatrists to provide psychiatric consultations, diagnosis and treatment plan 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. A searchable database to assist families looking for child care can be found on the DSS website at [apps.sd.gov/ss45provinfo/search.aspx](http://apps.sd.gov/ss45provinfo/search.aspx).

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.

The program will help pay child care costs to providers who meet CCS 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 years old if the child has a special need. Applications are available at any local DSS office or South Dakota Department of Labor and Regulations job service office. You can also obtain an application by calling 1.800.227.3020 or online at dss.sd.gov/childcare/childcareassistance/apply.aspx.

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. A list of training opportunities can be found online at dss.sd.gov/childcare/educationalopportunities/trainingcalendar.aspx.
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 and guardianship services, parenting education 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 to best meet the child’s need until it can be determined whether the child can be returned safely to the home or 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.

**Guardianhip Services**
Situations may occur where children are unable to return home and plan are developed for a family or individual to become the child’s legal guardian. Legal guardians can be relatives, foster care providers or other adults who have a connection or significant relationship with a child who are willing to accept legal responsibility. When a legal guardianship occurs, the court grants the guardian custody and DSS is no longer involved. When a family or individual is granted guardianship of a child who was in the custody of DSS, a subsidy to care for the child may be available. For more information about guardianship services, please visit [dss.sd.gov/childprotection/placement.aspx](http://dss.sd.gov/childprotection/placement.aspx).

**Adoption Services**
CPS has 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. A list of local offices can be found online at [dss.sd.gov/childprotection/offices.aspx](http://dss.sd.gov/childprotection/offices.aspx), or by calling 605.773.3165.

**Foster Parenting**
CPS recruits and licenses foster families to 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 DSS local office in your area. A list of local offices can be found online at [dss.sd.gov/childprotection/offices.aspx](dss.sd.gov/childprotection/offices.aspx), or by calling 605.773.3165.

**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 [dss.sd.gov/childprotection/independentlivingprogram/](dss.sd.gov/childprotection/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 [dss.sd.gov/childprotection/parentingprogram.aspx](dss.sd.gov/childprotection/parentingprogram.aspx).
Child Support

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

DCS 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 (Medicaid, Supplemental Nutrition Assistance Program, Temporary Assistance for Needy Families and 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 parents/guardians receiving benefits from child care services must apply for DCS services within six months of benefit approval.

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/or has an obligation to pay child support.

Child Support Obligation
The SD Legislature 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. The majority of child support payments are the result of a way withholding order issued to the non-custodial parent’s employer. At times, DCS allows child support payments to be made with credit/debit cards or e-check.

Driver’s, Professional, Hunting or Fishing License Restriction / Revocation
In addition to other enforcement actions, DCS can restrict the issuance or renewal of a non-custodial parent’s driver’s, professional and hunting or fishing licenses if they fail to pay child support. If a non-custodial parent fails to comply with a repayment agreement, DCS may revoke a driver’s license.

Services Not Provided by DCS
• Parenting time (visitation) and custody matters
• Divorce assistance
• Establishment of spousal maintenance (alimony orders)
• Legal advice or counsel
Economic Assistance

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)
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)
TANF provides a temporary monthly benefit to assist families in need. Families with serious financial needs may qualify for TANF monthly 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 DSS.
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. This 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. This program works with patients to develop skills allowing 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.

**Adult Substance Use Disorder Program**
The Human Services Center provides inpatient substance use disorder treatment for adults.

**Adolescent Psychiatric 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 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 DSS office or visit dss.sd.gov/medicaid/generalinfo/verifyeligibility/.

Primary Care Provider Program
The Primary Care Provider (PCP) 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 PCP program. Recipients either choose or are assigned a PCP. 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 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 DSS office for a replacement card.
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 Medicaid will pay the rest; this is called cost-sharing. Provider 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 PCP program and they see their PCP or a provider selected to cover their PCP in the same clinic as the PCP, Medicaid 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

**DSS State Office** | 605.773.3165

**Behavioral Health** | 605.773.3123
- Community: 605.773.3123 or 1.855.878.6057
- Correctional: 605.367.5236

**Child Care Services** | 605.773.4766 or 1.800.227.3020

**Child Protection Services** | 605.773.3227

**Child Support** | 605.773.3641
- Payment Information: 1.800.286.9145
- New Hire Reporting: 1.888.827.6078

**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
- Energy and Weatherization Assistance: 605.773.3766/3668 or 1.800.233.8503
- Supplemental Nutrition Assistance Program (SNAP): 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
Medical Services | 605.773.3495

- 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: 605.773.6527
- Medicaid Non-Emergency Medical Travel: 1.866.403.1433
- Nursing Home Complaints: 605.773.3656
- SD Housing Development Authority: 605.773.3181
- Crime Victims’ Compensation: 1.866.854.5465
- SD Domestic Abuse Hotline: 1.800.430.SAFE
Contact Us

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

**Email**
DSSInfo@state.sd.us

**Website**
dss.sd.gov