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The South Dakota Department of Social Services is dedicated to strengthening families to foster health, wellbeing, and independence.
Introduction
The South Dakota Department of Social Services (DSS) believes that strong families are South Dakota’s foundation and our future. Keeping families strong, safe and together is a goal DSS strives to achieve every single day.

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

In this handbook, you will find an overview of the services and programs DSS provides in South Dakota.

Department Divisions

Behavioral Health

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

Prevention Services provides prevention and early intervention programs and supports to individuals and communities to reduce the impact of substance use and mental disorders in South Dakota communities.

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

Children and Family Services

Child Support
The Division of Child Support provides help to parents wanting to establish a financial partnership to support their children when they do not live together.
**Child Protection Services**
The Division of 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.

**Economic Assistance**
The Division of Economic Assistance provides medical, nutritional, child care, financial and case management services to promote the well-being of low-income families, children, people with disabilities and elders.

**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.

**Constituent Liaison Services**
Constituent Liaison Services provides information to recipients of Medicaid about benefits as well as receives complaints and ensures they are responded to in a comprehensive and timely manner.

**For more information, please contact:**
Phone: 800.597.1603
Email: DSSConstituentLiaison@state.sd.us
Mailing Address:
DSS Constituent Liaison
700 Governors Drive
Pierre, SD 57501
Administration
DSS is overseen by the Secretary and Deputy Secretary. The Office of the Secretary, Operations, Legal Services, and Finance Office provide management, oversight, and support to the entire Department.

Legal Services
Legal Services provides assistance to the Secretary and all divisions of the Department. Legal Services also administers 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).

Administrative Hearings
The Office of 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 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.

Operations
The Operations service area manages facility operations for DSS offices throughout the state, which includes managing lease agreements, equipment needs, and information technology needs.

Office of Licensure and Accreditation
The Office of Licensure and Accreditation provides licensing, registration and accreditation of service providers including child care programs; prevention, substance use disorder and mental health agencies; family foster homes, group care centers for minors, residential treatment centers, intensive
residential treatment centers, independent living preparation programs, and child placement agencies.

**Finance Office**
The Finance Office provides support services to oversee and manage the Department’s budget and financial operations, and administers the agency’s benefit fraud investigation program and third party liability recovery.

**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 ensuring 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 855.522.9910
Email: Recoveries@state.sd.us
Behavioral Health

Strengthening and supporting children and adults with behavioral health needs through prevention services, community-based outpatient services, inpatient substance use disorder treatment, psychiatric hospitalization and services for offenders incarcerated in state correctional facilities. The goal of the continuum of behavioral health services is to foster independent and healthy individuals and families in South Dakota.

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. To find a list of specific community mental health centers and their contact information, please visit 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 605.367.5236 for more information. The application can be found at dss.sd.gov/behavioralhealth/community/medicationprogram.aspx

Substance Use Services
The Division of Behavioral Health contracts with treatment agencies across the state to provide quality services to both adults and youth. Funding assistance for treatment services is available to individuals who meet programmatic and
financial eligibility. Treatment agencies will assist clients in applying for funding assistance.

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 605.367.5236. A list of providers is available at dss.sd.gov/behavioralhealth/agencycounty.aspx

**Prevention Services**
The Office of Prevention Services promotes primary prevention, early intervention, and wellness across South Dakota communities through delivery of evidence-based programing. To find a prevention provider in your area, visit dss.sd.gov/behavioralhealth/community/prevention.aspx

**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 who 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 and treatment of adult psychiatric patients by a multi-disciplinary team including treatment and discharge planning.

**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**
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.

**Children and Family Services**

**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.

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 South Dakota 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 wage 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
Child Protection Services

**Protective Services**
The Division of Child Protection Services (CPS) receives and responds to reports of child abuse and neglect, conducts comprehensive safety assessments with families, and provides services to assist families to enhance their capacity to provide safe care for their children.

To report child abuse or neglect, please call 877.244.0864. Intake Specialists are available from 8 a.m. to 5 p.m., Monday through Friday. If reporting an emergency before 8 a.m., after 5 p.m., on the weekends, or during a holiday, please contact your local law enforcement.

**Placement Services**
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 needs until it is determined the child can be returned safely to the home or another permanent home in the best interest of the child. The following placement services are 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.
• Group Care: Group homes are licensed facilities that have trained staff, provide 24-hour care, ongoing counseling, and provide a structured environment for youth who need this type of care. Group homes also utilize community-based resources to supplement the treatment of these youth.
• Residential Treatment: Residential and intensive residential treatment are a 24-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.

Guardianship Services
Situations may occur where children in the custody of the Department of Social Services (DSS) are unable to safely return home and a plan is developed for a family or individual to become the child’s legal guardian. Legal guardians can be relatives, foster families, or other adults who have a connection to or significant relationship with a child. When a legal guardianship occurs, the court grants the guardian legal custody and DSS is no longer involved. A guardianship subsidy to care for the child may be available. For more information about guardianship services, please visit dss.sd.gov/childprotection/placement.aspx
Adoption Services
CPS has an adoption program for children in the custody of the Department of Social Services (DSS) when reunification with birth parents is not an option, and they need 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 go to www.StrongerFamiliesTogether.sd.gov or contact a local DSS office in your area. A list of local offices can be found online at dss.sd.gov/childprotection/offices.aspx or by calling 605.773.3165.

Foster Parenting
Foster families provide children a safe place to live and grow while supporting the family’s reunification plan. CPS recruits, prepares, and licenses foster families to provide 24-hour care for children needing a safe temporary home. If you are interested in learning more about becoming a foster parent, please go to www.StrongerFamiliesTogether.sd.gov or contact a DSS local office in your area. A list of local offices can be found online at dss.sd.gov/childprotection/offices.aspx or by calling 605.773.3165.

Independent Living Program
CPS 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 14 to 21 and have been or are currently in foster care. To learn more about the program visit dss.sd.gov/childprotection/independentlivingprogram/

Parenting Program
CPS offers parenting classes through a network of parenting education partners. To learn more about the program visit dss.sd.gov/childprotection/parentingprogram.aspx
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 seniors.

Supplemental Nutrition Assistance Program (SNAP)
SNAP helps low-income South Dakotans buy the food they need to stay healthy while they work to regain financial independence. SNAP benefits are not intended to cover all of a family’s food costs but will help with purchasing the food needed for a nutritionally adequate diet. To learn more about the program, please visit dss.sd.gov/economicassistance/snap/.
**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. To learn more about the program, please visit [dss.sd.gov/economicassistance/tanf/](http://dss.sd.gov/economicassistance/tanf/).

**Medical Eligibility**
South Dakota Medicaid and the Children’s Health Insurance Program (CHIP) to help low-income families and children. Medical assistance programs are available for children under age 19, newborns, pregnant women, low-income families with children, persons with disabilities, and seniors. Eligibility for Medicaid and CHIP 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/](http://dss.sd.gov/medicaid/generalinfo/verifyeligibility/)

Medicaid and CHIP provide health insurance at little or no cost for South Dakotans who meet certain eligibility requirements. There are also medical assistance programs to help pay Medicare premiums, assisted living, in-home services and nursing home costs. Covered services include doctor appointments, hospital stays, dental and vision services, prescription drugs, mental health care and other medical services. For more information, visit [dss.sd.gov/medicaid/Eligibility/](http://dss.sd.gov/medicaid/Eligibility/)
Energy and Weatherization Assistance
Provides assistance to low income families to help them pay for their heating bills and weatherize their homes. For more information, visit dss.sd.gov/economicassistance/energyassistance/

Child Care
Child Care Services (CCS) provides assistance to low-income families who need help with child care costs while parents work or attend school or both. The program will help pay child care costs directly 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 800.227.3020 or online at dss.sd.gov/childcare/childcareassistance/apply/

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

CCS also offers programs to promote the well-being of children and youth such as Child Safety Seat Distribution and Reach Out and Read.

Community Action Assistance Programs
South Dakota’s Community Action Agencies provide programs and services to help low-income South Dakotans. Services vary by agency and may include weatherization, community transportation, food pantries and emergency services. Four Community Action Programs are located throughout the state. These private, nonprofit agencies are funded by Community Services Block Grant dollars. To find your local Community Action Program visit dss.sd.gov/economicassistance/communityassistance/

Quality Control
Provides assurance that government dollars are properly spent when determining eligibility for the different programs and services provided by DSS.
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.

Primary Care Provider Program
The Primary Care Provider (PCP) program, operated by the Division of Medical Services, is designed to improve access to and the quality of medical care for recipients of Medicaid/CHIP. 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 for 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 is misplaced, please contact your local DSS office for a replacement card.
Covered Services
Medical Services provides health care coverage 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. Providers are able to disclose the amount of the cost-share for the services provided. Cost sharing is limited to 5 percent of a household’s income. Participants at least 21 years old, who 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** | 605.367.5236 or 855.878.6057

**Child Care Services** | 605.773.4766 or 800.227.3020

**Child Protection Services** | 605.773.3227

**Child Support** | 605.773.3641
- Payment Information: 800.286.9145
- New Hire Reporting: 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 800.233.8503
- Supplemental Nutrition Assistance Program (SNAP):
  605.773.3493 or 877.999.5612
- Medical Assistance (CHIP or Medicaid):
  605.773.4678 or 800.305.3064
- Temporary Assistance for Needy Families (TANF)
  605.773.4678
- Quality Control: 605.578.2402

**Medical Services** | 605.773.3495
- Constituent Liaison: 800.597.1603
- Recipient Premium Assistance: 888.828.0059
- Welfare Fraud Hotline: 800.765.7867

**Other Related Numbers**
- Administrative Hearings: 605.773.6851
- Benefit Fraud Hotline: 800.765.7867
- EBT: 605.773.6527
- Medicaid Non-Emergency Medical Travel: 866.403.1433
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