2025 Department of Social Services

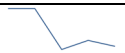
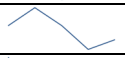
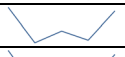
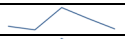
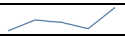
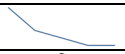
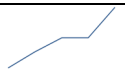
The South Dakota Department of Social Services is dedicated to strengthening families to foster health, wellbeing, and independence.

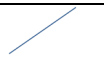
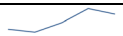
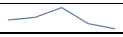
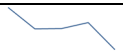
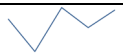
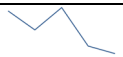
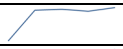
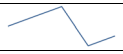
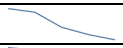
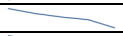
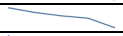
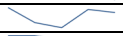
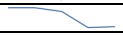
Below are the goals, activities, and measures for the agency. Goals, activities, and measures need to be developed by the agency, in consultation with the Governor's Office, and agreed to by the Legislature (Government Operations and Audit Committee).

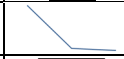
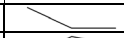
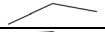
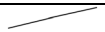
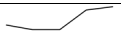
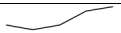
Status Indicator:

- Green -the historical trend line indicates improved performance and the target has been met.
- Yellow - the historical trend line indicates improved performance, but the target has not been met.
- Red - the historical trend line does not indicate improved performance and the target has not been met.
- \- Indicates metric not available due to implementation dates or availability of data (SFY, FFY vs CY).

		Performance Measures								
		Trend		Actual	Target	FY21	FY22	FY23	FY24	FY25
	Create a framework to purse innovate solutions and enhanced collaboration									
	Third party partnership.									
1	i. Division of Economic Assistance is partnering with third party partners to provide Employment & Training services to SNAP participants. The goal is to provide SNAP participants opportunities to gain skills, education, training, work or experience that will increase their ability to obtain gainful unsubsidized employment. Number of enrolled participants. (Began October 2024)			20	34	-	-	-	-	20
2	ii. Number of successful completions.			6	20					6
	Identify and implement innovative solutions through enhanced partnerships to create better outcomes for our customers and stakeholders									
	HSC: Focus on linking hospital patient to community resources to maintain stability and wellness.									
3	i. Maintain or reduce the annual percentage of 30-day readmissions for psychiatric care.			7%	8%	9%	6%	8%	6%	7%
	HSC: Geriatric Psychiatric Treatment - Clinicians from the Human Services Center provided psychiatric review and consultation services for residents of community nursing home and assisted living facilities with behavioral health challenges.									
4	i. Maintain or improve the percentage of individuals who are able to remain in the nursing home or assisted living level of care and avoid admission to HSC as a result of psychiatric review and consultation services provided by clinicians from the Human Services Center.			97%	93%	94%	100%	93%	100%	97%
	DBH and HSC: Through enhanced partnerships and collaboration around implementation of the Crisis Now model in South Dakota, individuals in behavioral health crisis services have increased access to crisis services.									
5	i. The percentage of individuals in a crisis who need "Someone to Talk to" and are able to be stabilized by 988 without the need for further service delivery is maintained or is increased.			98%	90%	-	-	95%	97%	98%
6	ii. The percentage of individuals in a crisis who need "Someone to Respond" who receive a virtual crisis response and who then no longer need further intervention is maintained or increased.			77%	65%	-	75%	69%	81%	77%
7	iii. Reduction in the percentage of 5 days or less stays at HSC due to the number of individuals in a crisis who need "Somewhere to Go" and are served in appropriate regional facilities instead. (From regions with appropriate regional facilities)			10%	20%	37%	31%	31%	17%	10%
	DBH: Through enhanced partnerships and collaboration with stakeholders statewide, the impact of suicide prevention trainings is maintained or increased.									
8	i. Maintain or increase the number of suicide prevention trainings supported			329	159	29	105	159	256	329
9	ii. Maintain or increase the number of people trained in suicide prevention			8,424	4,552	637	3,572	4,552	5,833	8,424
10	iii. Maintain or increase the percent of trainees that feel ready to assist or intervene with someone at risk of suicide after completing a suicide prevention training.			90%	90%	90%	92%	89%	88%	90%
	DBH and HSC: Through enhanced partnerships and collaboration with stakeholders, including treatment and support agencies and institutions of higher learning, the staffing capacity at publicly funded providers and at HSC is increased or maintained.									
11	i. Increase or maintain the number of student nursing internship / preceptorship experiences at HSC			7	8	6	2	4	6	7
12	ii. Reduction of vacancy rates at publicly funded providers per quarterly Access to Service Survey. (MH)			11%	15%	13%	14%	19%	20%	11%
13	iii. Reduction of vacancy rates at publicly funded providers per quarterly Access to Service Survey.(SUD)			12%	15%	5%	15%	11%	11%	12%
	Invest in continuous improvement efficiencies, effectiveness and technology									

		Performance Measures								
		Trend		Actual	Target	FY21	FY22	FY23	FY24	FY25
	The Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey by the Centers for Medicare and Medicaid Services for Medicaid Adults, Children, and CHIP indicates SD exceeds the national average for both composite measures below.									
14	i. Getting Needed Care			83%	83%	87%	85%	83%	85%	83%
15	ii. Getting Care Quickly			89%	85%	87%	88%	86%	90%	89%
	The purpose of the Child and Adult Core Sets published by CMS is to measure the overall national quality of care for beneficiaries, monitor performance at the state level, and improve the quality of health care									
16	i. Adult Preventative Visits			20%	18%	17%	14%	15%	15%	20%
17	ii. Well Child Visits (6+ Visits in the First Fifteen Months of Life)			48%	49%	47%	48%	44%	44%	48%
18	iii. Immunizations (MMR, DTaP, IPV, HIB, Hep B, VZV, PCV) for Children Under 2			46%	48%	-	46%	45%	46%	46%
	About 13,000 Medicaid recipients with high-cost chronic conditions and risk factors participate in the Health Home program. The goal of the program is to improve health outcomes and avoid high-cost care and includes incentive-based payments to high performing providers. Program has reached target for participants with a person-centered care plan. The program led to $17.5 million in net cost avoidance in CY 2024.									
19	i. Health Home Program - Net cost avoidance in millions primarily due to a reduction in avoidable inpatient admissions and emergency department visits.			$17.5	$7.5	$6.9	$11.2	$8.1	$8.5	$17.5
	Increase or maintain data transparency of outcomes to customers and the agency and tell our story									
20	i. Maintain or increase the percentage of positive responses to survey question: "I am better able to deal with crisis" after hospitalization at HSC.			76%	76%	79%	79%	76%	77%	76%
21	ii. Maintain or increase the percentage of positive responses to survey question: "My symptoms are not bothering me as much" after hospitalization at HSC.			73%	75%	75%	78%	75%	71%	73%
22	iii. Maintain or increase the percentage of positive responses to survey question: "I do better in social situations" after hospitalization at HSC.			63%	64%	66%	63%	64%	60%	63%
23	iv. Maintain or increase the percentage of positive responses to survey question: "I deal more effectively with daily problems" after hospitalization at HSC.			72%	70%	72%	69%	70%	69%	72%
	Streamline the customer experience by reducing touchpoints and improving response times									
	Enhance the Department's website and develop relevant decision support tools that better assist customers in accessing appropriate services.									
24	i. Increased number of DSS website users.			86,740	75,000	75,898	77,095	89,538	87,367	86,740
25	ii. Increased number of page views.			212,264	214,000	214,782	211,201	233,866	222,623	212,264
26	iii. Increased number of unique visitors.			50,686	47,000	47,940	49,689	57,838	51,000	50,686
	Enhance licensing, training, and supports for foster families									
27	i. Number of newly licensed foster families.			195	220	163	302	210	208	195
	Modernize Medicaid Transactions									
28	i. Percent of claims received by paper.			5%	3%	7%	7%	7%	7%	5%
29	ii. Percent of recipients using the online selection tool to choose their care management provider			53%	60%	31%	41%	39%	33%	53%
	Clients experience timely and convenient access to services.									
30	i. Wait times in days reported by mental health agencies in the quarterly Access to Services Survey is maintained or decreased.			15	14	20	17	16	15	15
31	ii. Wait times in days reported by substance use disorder treatment agencies in the quarterly Access to Services Survey is maintained or decreased.			7	14	4	7	8	7	7
	Reduce risk factors and enhance protective capacities									
	Identify and implement strategies to notify program recipients about nutrition and wellness.									
32	ii. A pilot program provides families with activities and materials designed to engage children and their families in wellness activities. Number of families from Cheyenne River reservation that are participating in the pilot program. (The pilot program required Tribal approval and the program began August 21, 2021.)			34	60	0	9	17	17	34

		Performance Measures								
		Trend		Actual	Target	FY21	FY22	FY23	FY24	FY25
33	Individuals participating in SNAP-Ed activities, will report an increase in fruit and vegetable consumption. *New for SFY24*			44%	25%				39%	44%
34	Individuals participating in SNAP-ED activities, will report an increase in their physical activity by 25%. *New for SFY24*			51%	25%				49%	51%
	Child Protection Services' goal is to reunify families whenever possible.									
	In Home Services									
35	i. Percentage of Present Danger Plans in home.			59.1%	55%	54.70%	53.90%	56.60%	60.7%	59.1%
36	ii. Percentage of families receiving ongoing services (in home safety plan) in home.			7.2%	9%	7.9%	8.1%	8.9%	7.6%	7.2%
	Permanency									
37	i. Out of the children who achieved reunification within the fiscal year, % achieved reunification within 12 months of entering custody.			58.2%	65%	70.8%	64.4%	64.5%	66.3%	58.2%
38	ii. Out of children who achieved a finalized adoption within the fiscal year, % achieved adoption within 24 months of placement.			32.3%	30%	29.5%	19.7%	33.1%	27.0%	32.3%
39	iii. Out of children who achieved a guardianship within the fiscal year, % of children who achieve guardianship within 18 months of placement.			38.9%	55%	63.7%	52.6%	65.8%	43.2%	38.9%
	Placement									
40	i. Out of children who have a goal of adoption within the fiscal year, percentage of children with an identified resource.			74%	66%	-	68%	70%	66%	74%
41	ii. Percentage of children in a kinship (this includes fictive kinship)			32.3%	30%	28.1%	29.9%	28.2%	29.4%	32.3%
42	iii. Percentage of children in custody in a family setting			86.4%	85%	83.8%	84.0%	83.9%	85.1%	86.4%
	Caseworker Visit									
43	i. Out of all caseworker visits that were expected, % that occurred (SFY)			96.2%	95%	97.5%	97.5%	97.2%	95.8%	96.2%
	Increase use of continuous improvement models to improve efficiencies and measure effectiveness									
44	i. For participants who must meet work requirements for Supplemental Nutrition Assistance (SNAP), percentage employed 30 days after starting job, the majority full-time.			53%	94%	90%	82%	65%	74%	53%
45	ii. For participants who much meet work requirements for Temporary Assistance for Needy Families (TANF), percentage employed 30 days after starting job, the majority full-time.			82%	89%	83%	84%	85%	81%	82%
	Program Integrity - National Awards - Nationally Recognized for Program Quality. The Payment Error Rate Measurement (PERM) review occurs every three years.									
46	i. Fee-for-Service PERM: CHIP			1.2%	4.7%	2.3%	-	-	-	1.2%
47	ii. Fee-For-Service PERM: Medicaid			0.0%	4.8%	0.4%	-	-	-	0.0%
48	iii. Medicaid Claims Processing: The program processed over 7.25 million claims in FY 2023. Average number of days to process claim.			4.9	5.00	3.7	3.68	4.8	4.8	4.9
49	iii. Child Support: Ranked in the top 15 nationally for the last 16 years. As a result, the program earned financial program awards for top performance each year. Percent of current child support collected.			64%	63%	63%	63%	63%	64%	64%
50	iv. Child Support: Collections in millions.3.2			$110	$111.20	$118	$117	$113	$111	$110
51	Full Service			$96.29	$97.70	$104.70	$103.50	$99.40	$97.20	$96.29
52	Payment Processing Only			$13.50	$13.50	$13.30	$13.50	$13.60	$13.90	$13.50
53	v. Child Support: Number of child support cases.			48,585	51,000	55,238	53,469	52,311	51,415	48,585
54	Full Service Cases			34,427	36,700	40,430	38,943	37,993	37,231	34,427
55	Non-Jurisdictional Cases			2,067	1,800	2,163	1,874	1,780	2,127	2,067
56	Payment Processing Only Cases			12,091	12,500	12,645	12,652	12,538	12,057	12,091
	vi. Child Support: Percentage of Cases Paying - *New for SFY25*									
	Full Service Cases			68.2%	67%	-	-	-	-	68.2%
	Payment Processing Only			16.8%	15%	-	-	-	-	16.8%

		Performance Measures								
		Trend		Actual	Target	FY21	FY22	FY23	FY24	FY25
57	vii. SNAP Program Integrity: Highest SNAP Accuracy rate in the country with for FFY24 at 96.72%. The national average was 89.07%.				5%	-	96.93%	96.73%	96.72%	-
58	viii. Child Care: Percent of payment accuracy compared to national average of 95%.			99%	95%	99%	99%	99%	99%	99%
	Program Impacts									
59	i. Medicaid recipients report having improved their ability to receive preventative care			95%	90%	-	-	96%	95%	95%
60	ii. Energy Assistance recipients report having learned more about energy conservation			81%	90%	-	-	78%	83%	81%
61	iii. SNAP recipients report having learned more about nutrition and food budgeting			78%	90%	-	-	83%	84%	78%
62	iv. Child Care Assistance recipients report being better able to access childcare			100%	90%	-	-	100%	100%	100%
63	v. TANF recipients report being better able to address barriers to employment			100%	90%	-	-	75%	88%	100%
	Recruit, develop and retain our quality staff									
	Employee engagement survey results.									
64	i. Percent of DSS employees engaged compared to the statewide average of 78.6%.				78.6%	-	77.0%	-	78.1%	-
	DSS turnover is less than statewide average.									
65	i. DSS turnover compared to the statewide turnover of 14%.			15.4%	14.0%	15.7%	18.1%	14.9%	12.3%	15.4%
	Interns at DSS									
66	i. Number of Interns			43	40	27	23	23	40	43
67	ii. Number of divisions that supported interns			6	6	2	1	2	5	6
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		Indicates metric not available due to implementation dates or availability of data (SFY, FFY vs CY).								