








South Dakota Department of

Social Services

Strong Families - South Dakota's Foundation and Our Future

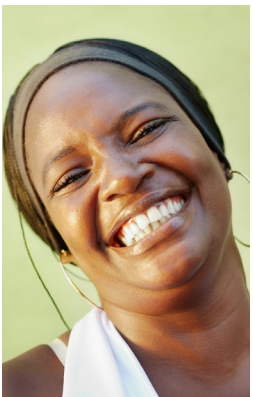
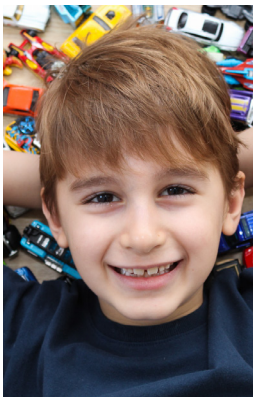





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Our Mission

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

The Division of Behavioral Health contracts with accredited providers across the state to provide mental health and substance use disorder treatment services. In addition, the Division supports prevention, recovery support, and crisis care services for children, youth and adults.

Human Services Center

The Human Services Center is a licensed specialty hospital and the state's only publicly funded psychiatric hospital which provides psychiatric services to youth and adults, substance use disorder services to adults, and nursing home care to individuals who are unable to be served in a less restrictive setting.

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 healthcare coverage to those who qualify for Medicaid or the Children's Health Insurance Program (CHIP). These programs pay for medical necessary services including doctors' visits, preventative services, immunizations, dental check-ups, behavioral health services, hospitalizations, and many other healthcare services.

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, youth, and adults with behavioral health needs through prevention and early intervention services, community-based substance use disorder and mental health services, crisis care services and recovery support services and psychiatric hospitalization. dss.sd.gov/behavioralhealth/services

Mental Health Services

Community Mental Health Centers provide services to children, youth and adults. Services may include screenings and assessments, case management, individual therapy, group therapy, crisis intervention, psychiatric evaluation and medication management.



Substance Use Disorder Services

Contracted substance use disorder treatment agencies provide services to youth and adults. Services may include screenings and assessments, early intervention, detoxification, outpatient and inpatient treatment services.

Recovery Support Services

Recovery support service provide individuals a path to recovery that are intended to compliment or be an option to traditional treatment services.

Prevention and Crisis Care Services

Prevention services focus on working with individuals, communities and schools to prevent the on-set of a behavioral health disorder. Prevention providers tailor their prevention efforts around the needs of their community, using effective community-based, school-based and/or individual evidence-based programming to reduce the impact of substance use and mental health challenges in South Dakota. Prevention Resource Centers provide technical

assistance and training to promote wellness within the communities of their region.

For more information, please contact:

Division of Behavioral Health
605.367.5236
Email: DSSBH@state.sd.us

Human Services Center

The Human Services Center provides individuals with a mental health or substance use disorder or both with effective, individualized professional treatment enabling them to achieve their highest level of personal independence in the most therapeutic environment.
Programs and services:

- Adult Acute Psychiatric Program
- Psychiatric Rehabilitation Program
- Adult Substance Use Disorder Program
- Adolescent Psychiatric Program
- Geriatric Program
- Geriatric Clinical Review Services
- Competency Restoration Services

For more information, please contact:
Human Services Center
605.668.3100
Email: InfoHSC@state.sd.us

Children and Family Service

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.

Receiver of Support Information
The receiver of support is the person who has primary care, custody and control of a minor child.

Payor of Support Information
The payor of support 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
The receiver of support 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 payor of support'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

For more information, please contact:
Division of Child Support
605.773.3641
Email: DCS@state.sd.us

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.
dss.sd.gov/childprotection

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 StrongerFamiliesTogether.sd.gov or contact a local DSS office in your area.

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 StrongerFamiliesTogether.sd.gov or contact a DSS local office in your area.

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.

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

For more information, please contact:
Division of Child Protection
605.773.3227
Email: CPS@state.sd.us



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/.

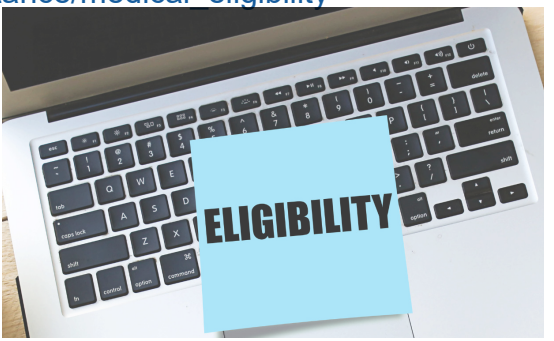


Temporary Assistance For Needy Families (TANF) is a needs-based program for families with children under age 18 (or under age 19 if the child is in high school) who need financial support because of the absence of at least one parent, incapacity of at least one parent, or unemployment of both parents. Parents receiving TANF have the opportunity to develop a plan and pathway forward to address barriers to employment, increase skills, gain work experience and vocational training, and assistance to get and keep a job. To learn more about the program, please visit dss.sd.gov/economicassistance/tanf/.

Medical Eligibility
South Dakota Medicaid and the Children's Health Insurance Program (CHIP) help low-income adults, children, and families. Medical assistance programs are available for

children under age 19, newborns, pregnant women, low-income families with children, persons with disabilities, and seniors. Effective July 1, 2023, Medicaid expanded to include adults age 19 or older and undr age 65.

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/economicassistance/medical_eligibility



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/economicassistance/medical_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 the Child Safety Seat Distribution program.

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 in eligibility determinations made by DSS economic assistance programs.

For more information, please contact:
Division of Economic Assistance
605.773.4678
Email: EconomicAssistance@state.sd.us

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

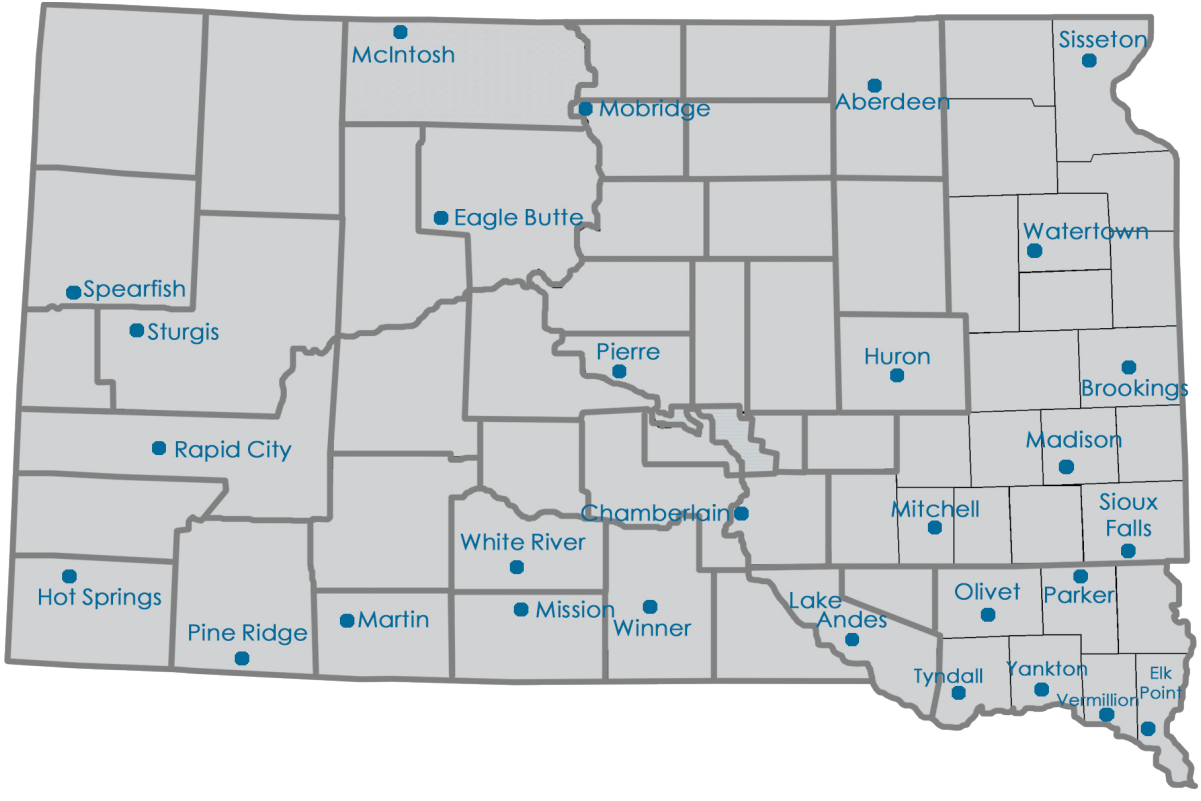
Participants may have to pay a small portion of their medical bill and Medicaid will pay the rest – this is called cost-sharing. Providers are able to disclose the amount of the cost-share for the services provided. Cost sharing is limited to 5 percent of a household's income. Participants at least 21 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.

For more information, please contact:
Division of Medical Services
605.773.3495
Email: Medical@state.sd.us

DSS Local Offices



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 - Wagner: 605.384.3883
- 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: 605.773.4694

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

South Dakota Department of Social Services

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