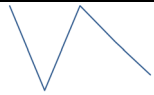
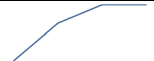
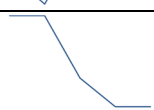
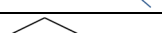


	2026 Department of Social Services										
	The South Dakota Department of Social Services is dedicated to strengthening families to foster health, wellbeing, and independence.			Green -the historical trend line indicates improved performance and the target has been met.							
				Status Indicator:	 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).						
	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).										
		Performance Measures									
		Trend		Actual	Target	FY22	FY23	FY24	FY25	FY26	
	Identify and implement innovative solutions through enhanced partnerships to create better outcomes for our customers and stakeholders										
	Economic Assistance: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 opporutnities 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	20	
2	ii. Number of succuessful completions.			6	20				6	6	
	Human Services Center: Geriatric Psychiatric Treatment - Clinicians from the HSC provide psychiatric review and consultation services for residents of community nursing home and assisted living facilities with behavioral health challenges.										
3	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.			94%	93%	100%	93%	100%	97%	94%	
	Behavioral Health and Human Services Center: Increase access to crisis services through enhanced partnerships and collaboration around implementation of the Crisis Now model.										
4	i. The number of individuals in 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%	98%	
5	ii. The number of individuals in crisis who need “Someone to Respond” who receive a virtual crisis response and who then no longer need further intervention is maintained or increased.			76%	65%	75%	69%	81%	77%	76%	
6	iii. Reduction in the percentage of 5 days or less stays at HSC due to the number of individuals in crisis who need “Somewhere to Go” and are served in appropriate regional facilities instead.			10%	20%	31%	31%	17%	10%	10%	
	Behavioral Health: Maintain or increase the impact of suicide prevention trainings through enhanced partnerships and collaboration with stakeholders.										
7	i. Maintain or increase the number of suicide prevention trainings.			404	159	105	159	256	329	404	
8	ii. Maintain or increase the number of people trained in suicide prevention.			9,600	4,552	3,572	4,552	5,833	8,424	9,600	

		Performance Measures								
		Trend		Actual	Target	FY22	FY23	FY24	FY25	FY26
9	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.			93%	90%	92%	89%	88%	90%	93%
	Behavioral Health and Human Services Center: Increase or maintain the staffing capacity of funded providers and at HSC through enhanced partnerships and collaboration with stakeholders, including treatment and support agencies and institutions of higher learning.									
10	i. Increase or maintain the number of student nursing internship / perceptorship experiences at HSC.			11	8	2	4	6	7	11
11	ii. Increase or maintain the number of total student experiences on Human Services Center campus.			361	400				397	361
12	iii. Reduction of vacancy rates with publicly funded providers per Access to Service Survey. (Mental Health)			12%	15%	14%	19%	20%	11%	12%
13	iv. Reduction of vacancy rates with publicly funded providers per Access to Service.(Substance Use Disorder)			14%	15%	15%	11%	11%	12%	14%
	Invest in continuous improvement efficiencies, effectiveness and technology									
	Medical Services: South Dakota exceeds the national average for both measures below, according to the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey by the Centers for Medicare and Medicaid Services for Medicaid Adults, Children, and CHIP.									
14	i. Getting Needed Care			86%	83%	85%	83%	85%	83%	86%
15	ii. Getting Care Quickly			87%	85%	88%	86%	90%	89%	87%
	Medical Services: 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			23%	20%	14%	15%	15%	20%	23%
17	ii. Well Child Visits (6+ Visits in the First Fifteen Months of Life)			45%	52%	39%	41%	41%	43%	45%
	Medical Services: 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.									
18	i. Health Home Program - Net cost avoidance in millions primarily due to a reduction in avoidable inpatient admissions and emergency department visits.			\$15.3	\$7.5	\$11.2	\$8.1	\$8.5	\$17.5	\$15.3
	Human Services Center: Increase or maintain data transparency of outcomes to customers and the agency.									
19	i. Maintain or increase the percentage of positive responses to survey question: "I am better able to deal with crisis" after hospitalization at HSC. Patient experience domain.			83%	76%	79%	76%	77%	76%	83%
20	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%	78%	75%	71%	73%	73%
21	iii. Maintain or increase the percentage of positive responses to survey question: "I do better in social situations" after hospitalization at HSC.			62%	64%	63%	64%	60%	63%	62%
22	iv. Maintain or increase the percentage of positive responses to survey question: "I deal more effectively with daily problems" after hospitalization at HSC.			70%	70%	69%	70%	69%	72%	70%
	Streamline the customer experience by reducing touchpoints and improving response times									
	Communications: Enhance the Department's website and develop relevant decision support tools that better assist customers in accessing appropriate services.									
23	i. Increased number of DSS website users.			108,003	75,000	77,095	89,538	87,367	86,740	108,003

		Performance Measures								
		Trend		Actual	Target	FY22	FY23	FY24	FY25	FY26
24	ii. Increased number of page views.			226,557	214,000	211,201	233,866	222,623	212,264	226,557
25	iii. Increased number of unique visitors.			61,179	47,000	49,689	57,838	51,000	50,686	61,179
Office of Licensing & Accreditation:Enhance licensing, training, and supports for prospective and current foster parents.										
26	i. Increase number of newly licensed foster families.			360	220	302	210	208	195	360
Medical Services: Modernize Medicaid Transactions										
27	i. Decrease percent of claims received by paper.			4%	3%	5%	6%	6%	4%	4%
28	ii. Increase percent of recipients using the online selection tool to choose their care management provider			58%	60%	41%	39%	33%	53%	58%
Behavioral Health: Ensure clients experience timely and convenient access to services.										
29	i. Maintain or decrease wait times in days reported by mental health agencies in the quarterly Access to Services Survey.			12	14	17	16	15	15	12
30	ii. Maintain or decrease wait times in days reported by substance use disorder treatment agencies in the quarterly Access to Services Survey.			5	14	7	8	7	7	5
Reduce risk factors and enhance protective capacities										
Economic Assitance: Identify and implement strategies to inform program recipients of Medicaid, SNAP and TANF about wellness/prevention tips.										
31	ii. A pilot program provides families with activities and materials to engage in wellness activities. Increase number of families from Cheyenne River Reservation who are participating in the pilot program. (The pilot program required Tribal approval and began August 21, 2021.)			34	60	9	17	17	34	-
32	Participants in SNAP-Ed activities reporting an increase in fruit and vegetable consumption. <i>New for SFY24</i>			57%	25%			39%	44%	57%
33	Participants in SNAP-ED activities reporting an increase in their physical activity. <i>New for SFY24</i>			53%	25%			49%	51%	53%
Child Protection Services: Reunify families whenever possible.										
In Home Services										
34	i. Increase percentage of Present Danger Plans present in homes.			58.7%	55%	53.90%	56.60%	60.7%	59.1%	58.7%
35	ii. Percentage of families receiving ongoing services (in home safety plans) in home.			7.3%	9%	8.1%	8.9%	7.6%	7.2%	7.3%
Permanency										
36	i. Out of the children who achieved reunification within the fiscal year,72.6% achieved reunification within 12 months of entering custody.			72.6%	65%	64.4%	64.5%	66.3%	58.2%	72.6%
37	ii. Out of children who achieved a finalized adoption within the fiscal year, 32.5% achieved adoption within 24 months of placement.			32.5%	30%	19.7%	33.1%	27.0%	32.3%	32.5%
38	iii. Out of children who achieved a guardianship within the fiscal year, % of children who achieve guardianship within 18 months of placement.			53.3%	55%	52.6%	65.8%	43.2%	38.9%	53.3%
Placement										

		Performance Measures								
		Trend		Actual	Target	FY22	FY23	FY24	FY25	FY26
39	i. Out of children who have a goal of adoption within the fiscal year, percentage of children with an identified resource.			75%	66%	68%	70%	66%	74%	75%
40	ii. Percentage of children in a kinship (this includes fictive kinship)			33.9%	30%	29.9%	28.2%	29.4%	32.3%	33.9%
41	iii. Percentage of children in custody in a family setting			87.1%	85%	84.0%	83.9%	85.1%	86.4%	87.1%
	Caseworker Visit									
42	i. Out of all caseworker visits that were expected, % that occurred			97.4%	95%	97.5%	97.2%	95.8%	96.2%	97.4%
	Increase use of continuous improvement models to improve efficiencies and measure effectiveness									
43	i. Increase percentage employed 30 days after starting job (majority full time) for participants who must meet work requirements for Supplemental Nutrition Assistance (SNAP).			56%	94%	82%	65%	74%	53%	56%
44	ii. Increase percentage employed 30 days after starting job (majority full time) for participants who must meet work requirements for Temporary Assistance for Needy Families (TANF).			78%	89%	84%	85%	83%	80%	78%
	Medical Services/Child Support: Program Integrity - National Awards - Nationally Recognized for Program Quality. The Payment Error Rate Measurement (PERM) review occurs every three years.									
45	i. Fee-for-Service PERM: CHIP			1.20%	4.7%	-	-		1.2%	-
46	ii. Fee-For-Service PERM: Medicaid			0.0%	4.8%	-	-		0.0%	-
47	iii. Medicaid Claims Processing: The program processed over 9.3 million claims in FY 2026. Average number of days to process claim. Industry standard is 30 days or less.			5.6	3.0	6.3	7.1	5.5	4.9	5.6
48	iii. Child Support: Ranked in the top 15 nationally for the last 17 years. As a result, the program earned financial program awards for top performance each year. Percent of current child support collected.			63%	63%	63%	63%	64%	64%	63%
49	iv. Child Support: Collections in millions.			\$107	\$108	\$117	\$113	\$111	\$110	\$107
50	Full Service			\$93.96	\$94.50	\$103.50	\$99.40	\$97.20	\$96.29	\$93.96
51	Payment Processing Only			\$13.80	\$13.50	\$13.50	\$13.60	\$13.90	\$13.50	\$13.80
52	v. Child Support: Number of child support cases.			45,524	48,400	53,469	52,311	51,415	48,585	45,524
53	Full Service Cases			31,636	34,400	38,943	37,993	37,231	34,427	31,636
54	Non-Jurisdictional Cases			2,146	2,000	1,874	1,780	2,127	2,067	2,146
55	Payment Processing Only Cases			11,742	12,000	12,652	12,538	12,057	12,091	11,742
56	vi. Child Support: Percentage of Cases Paying									
57	Full Service			72.7%	68.0%				68.2%	72.7%
58	Payment Processing Only			16.5%	16.0%				16.8%	16.5%
59	vii. SNAP Program Integrity: Lowest SNAP Error rate in the country with for FFY25 at 2.47%. The national average was 10.62%.				95%	96.93%	96.73%	96.72%	97.53%	
60	viii. Child Care: Percent of payment accuracy compared to national average of 95%.			99%	95%	99%	99%	99%	99%	99%
	Program Impacts									

		Performance Measures								
		<u>Trend</u>		<u>Actual</u>	<u>Target</u>	<u>FY22</u>	<u>FY23</u>	<u>FY24</u>	<u>FY25</u>	<u>FY26</u>
61	i. Medicaid recipients report having improved their ability to receive preventative care.			87%	90%	-	96%	95%	95%	87%
62	ii. Energy Assistance recipients report having learned more about energy conservation.			72%	90%	-	78%	83%	81%	72%
63	iii. SNAP recipients report having learned more about nutrition and food budgeting.			72%	90%	-	83%	84%	78%	72%
64	iv. Child Care Assistance recipients report being better able to access childcare.			100%	90%	-	100%	100%	100%	100%
65	v. TANF recipients report being better able to address barriers to employment.			100%	90%	-	75%	88%	100%	100%
	Recruit, develop and retain our quality staff									
	Employee engagement survey results.									
66	i. Percent of DSS employees engaged compared to the statewide average of 75.3%.			70.0%	75.3%	77.0%	-	78.1%	-	70.0%
	DSS turnover is less than statewide average.									
67	i. DSS turnover compared to the statewide turnover of 13.4%.			15.6%	13.4%	18.1%	14.9%	12.3%	15.4%	15.6%
	Interns at DSS									
68	i. Number of Interns			97	40	23	23	40	43	97
69	ii. Number of divisions that supported interns			6	6	1	2	5	6	6