



Government Operations and Audit Committee

September 8, 2026





Our Vision and Mission

Strong families – South Dakota's foundation and our future

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

Our Guiding Principles





DSS Performance Measures



Increased Access to Crisis Services Through Partnerships

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

98%

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

76%

988

SUICIDE & CRISIS
LIFELINE

Increased Suicide Prevention Trainings Through Partnerships and Collaboration



404

Trainings in Suicide Prevention

9,600

People Trained in Suicide Prevention

Enhance Licensing, Training, and Supports for Prospective and Current Foster Parents.



Implement Digital foster adoptive family training statewide to improve access for prospective foster adoptive parents.

- DSS ended FY26 with **360** newly licensed foster families. A significant increase from 195 in FY25.

Invest in continuous
improvement
efficiencies,
effectiveness and
technology

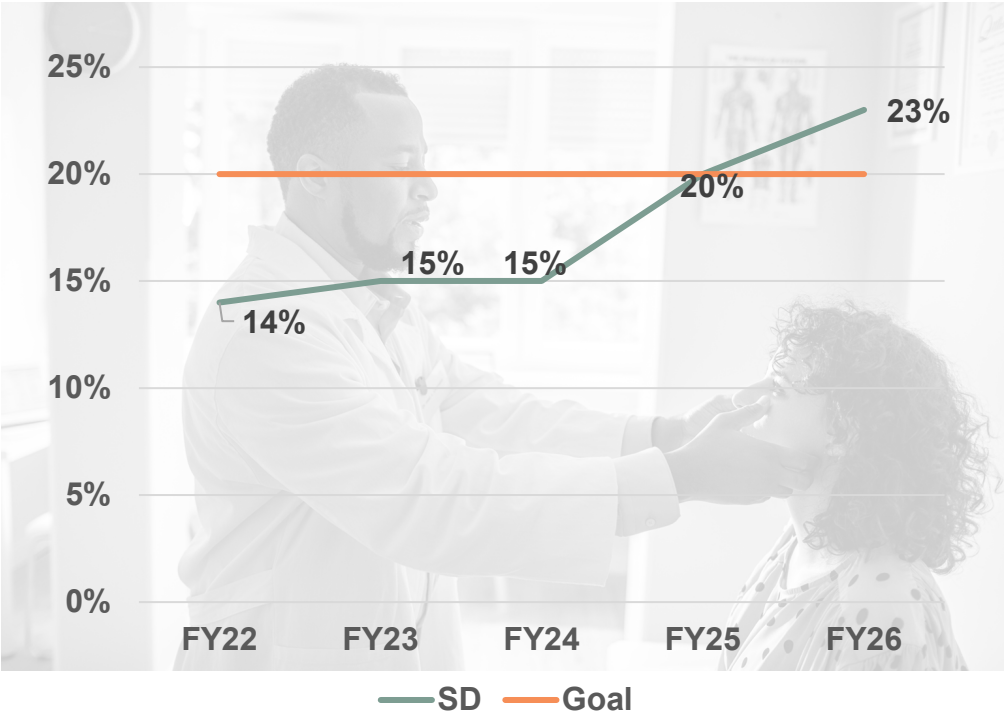
Consumer Assessment of Healthcare Providers Survey - CAHPS

	South Dakota	National Avg.
Getting Needed Care -	86%	83%
Getting Care Quickly –	87%	85%

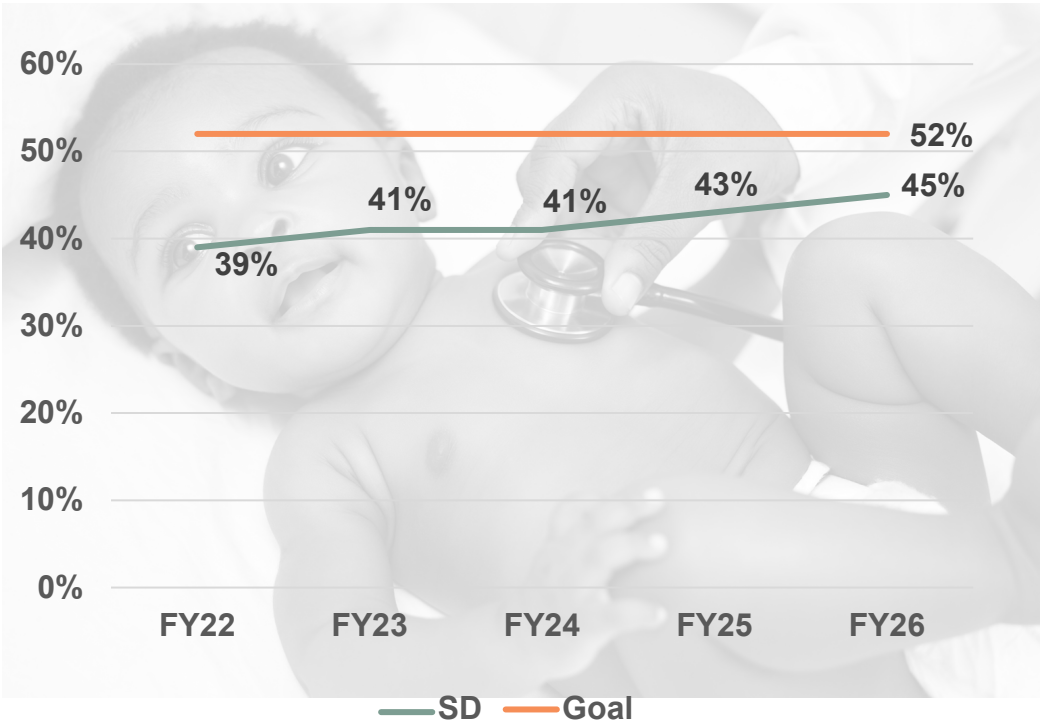


Centers for Medicare & Medicaid Services - Child and Adult Core Sets Published to Improve Quality of Health Care

Adult Preventative Visits



Well Child Visits (6+ Visits in the First Fifteen Months of Life)



Health Home

Your Care Connection



- An estimated **13,000** recipients of Medicaid who have high-cost chronic conditions and risk factors participate in the Health Home program
- **\$15.3** million in estimated cost avoidance in FY26, \$17.5 million in FY25



Human Services Center: Transparency of Outcomes

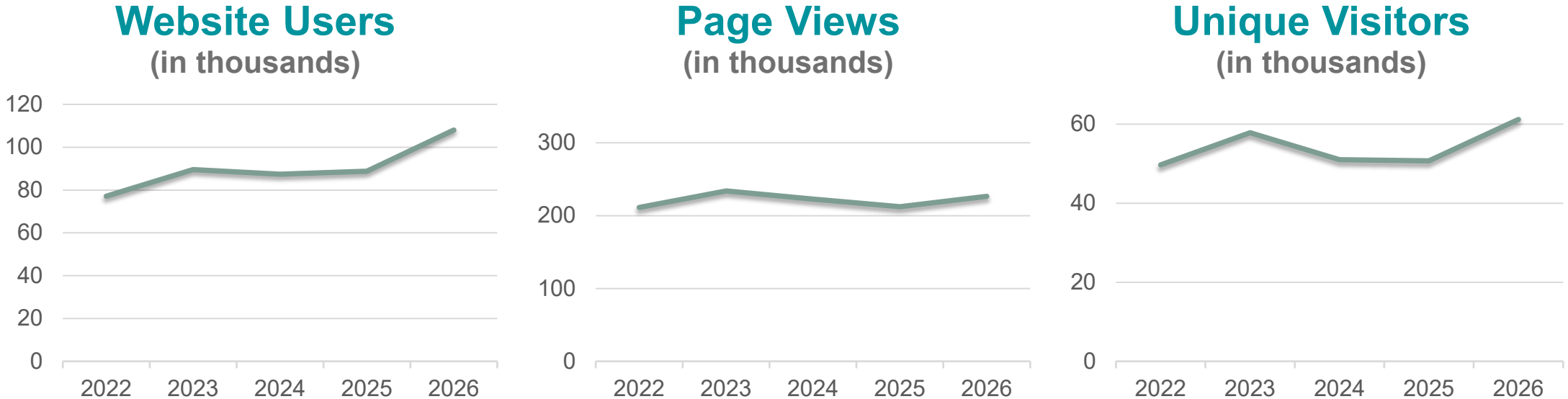
HSC patient survey after hospitalization

	FY26	Goal
I am better able to deal with a crisis.	83%	76%
My symptoms are not bothering me as much.	73%	75%
I do better in social situations.	62%	64%
I deal more effectively with daily problems.	70%	70%



Streamline
the Customer
Experience

Enhance the Department’s website and develop relevant decision support tools that better assist customers in accessing appropriate services



Modernize Medicaid Transactions

Decrease the number received by paper

FY26 - **4%** Goal - 3%

Increase percent of recipients using the online selection tool to choose their care management provider

FY26 - **58%** Goal - 60%



Identify and implement strategies to inform program recipients about wellness/prevention tips.

57% of participants in SNAP-Ed activities report an increase in fruit and vegetable consumption, up from 44% in FY25



53% of participants in SNAP-ED activities report an increase in their physical activity, up from 51% in FY25.



Child Protection Services - Permanency

Out of the children who achieved reunification within the fiscal year, **72.6%** achieved reunification within 12 months of entering custody, a significant increase from 58.2% in FY25.

Out of children who achieved a finalized adoption within the fiscal year, **32.5%** achieved adoption within 24 months of placement, a slight increase from 32.3% in FY25.



Child Protection Services - Placement

33.9% of children are placed in a kinship in FY26, an increase from 32.3% in FY25.

87.1% are placed in a family setting in FY26, an increase from 86.4% in FY25.





Program Integrity

Nationally recognized for program quality

- **Medicaid – 100%** accuracy in payments (0% error rate in FY25)
 - Processed over **9.3 million** claims in FY26.
 - Average number to process claim **5.6** days. Industry Standard is 30 days or less.
- **Child Support – \$107 million** in collections in SFY 2026 for **45,524** cases. 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
- **Child Care – 99%** payment accuracy compared to national average of **95%**
- **SNAP Program Integrity** – Highest accuracy rate **97.53%** in the country for FY25 at (**2.47% error rate**). The national average was 89.38% accuracy (**10.62% error rate**).

Enhance Recruitment and Retention Efforts

Employee engagement survey results

- **70%** of DSS employees are engaged compared to the statewide average of **75%**

DSS turnover compared to statewide average

- DSS turnover is **15.6%** compared to the statewide turnover of **13.4%**

Number of interns

- In FY26 DSS had **97** interns across **6** divisions





Thank You

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