

**REPORT OF THE
GOVERNMENT OPERATIONS AND AUDIT COMMITTEE
2021**

COMMITTEE MEMBERS

**Senator Kyle Schoenfish, Chair
Representative Randy Gross, Vice Chair**

**Representative Ernie Otten
Representative Sue Peterson
Representative Chris Karr
Representative Linda Duba**

**Senator David Wheeler
Senator Jean Hunhoff
Senator Wayne Steinhauer
Senator Reynold Nesiba**

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Committee Responsibilities

The Government Operations and Audit Committee was established by South Dakota Codified Law (SDCL) 2-6-2. The Committee is appointed at each regular session of the Legislature. The Committee consists of ten members, five members from the Senate appointed by the President Pro Tempore of the Senate, one of whom shall be a member of the Judiciary Committee and five members from the House appointed by the Speaker of the House, one of whom shall be a member of the Judiciary Committee.

The responsibilities of the Committee are:

- To inquire and review any phase of the operations and the fiscal affairs of any department, institution, board, or agency of the State.
- To examine records and vouchers, summon witnesses, examine expenditures and the general management of departments, as deemed necessary.
- Develop and implement a performance management review process to evaluate the efficiency and effectiveness of State agencies.
- Review limitations on use relating to the University Centers off-campus sites in Pierre, Rapid City, and Sioux Falls and make recommendations to the Legislature regarding these limitations.
- To make a detailed report to the Senate and House of Representatives and submit a copy of its report to the Appropriations Committee of each House of the Legislature at the next succeeding session of the Legislature or any special session of the Legislature upon request of the body.
- To review the following annual reports:
 - Single Audit Report of the State of South Dakota and separately issued agency audit reports
 - South Dakota 911 Coordination Board
 - South Dakota State Brand Board
 - South Dakota High School Activities Association
 - Obligation Recovery Center
 - Accountability report from the Technical Institutes
 - Annual reports from each Department administering funds received from the Building South Dakota program
 - Department of Corrections' semi-annual report on abuse and neglect in private placement facilities
 - Annual report from juvenile monitor

- Habitat Stamp Expenditure Report from Game, Fish and Parks
- Report of compiled authorizations to derive a direct benefit from a contract, as collected by the Bureau of Human Resources
- Report of compiled authorizations to derive a direct benefit from a State authority, board, or commission contract, as collected by the Auditor General
- Report and annual work plan of the State Board of Internal Control

Committee Activity

Performance Reports

Senate Bill 120, 2017 session, assigned the Government Operations and Audit Committee the responsibility to develop and implement a performance management review process. The process is a collaborative effort between the agencies and the Committee. When agencies appear every three years, it is an opportunity for the Committee to revise, add, delete, or accept as is existing agency performance measures. The agency has the mission or vision for the Department as well as the data to track progress and the Committee provides feedback for establishing key performance measures. House Bill 1110, 2020 session, instructed the Government Operations and Audit Committee to develop and provide to each State agency a standardized, uniform template that, beginning January 1, 2021, each agency is to use when presenting information to the Committee. The Committee completed the template and provided it to agencies for use during the 2021 interim period.

The Committee normally reviews performance measures for seven agencies each year. Due to the workloads during the 2020 interim period in dealing with COVID-19, review of performance measures for the Department of Health, Department of Labor and Regulation, Department of Revenue, and Department of Human Services were reviewed by the Committee during the 2021 interim period. Twelve agencies appeared before the Committee and with feedback from the Committee developed the following performance measures.

Bureau of Finance and Management

The Commissioner of the Bureau of Finance and Management explained their mission to ensure the efficient and responsible management of State government and advising the Governor on overall fiscal policy. The Commissioner described three goals:

1. Maintain the best public issuer credit ratings possible.
2. Implement internal controls statewide.
3. Seek additional ways to make government financial information more accessible to the public.

The Committee approved the Bureau's performance measures.

Department of Labor and Regulation

The Secretary of the Department of Labor and Regulation explained their mission is to promote economic opportunity and financial security for individuals and businesses through quality, responsive, and expert services; fair and equitable employment solutions; and safe and sound business practices. The Secretary described four goals:

1. Deliver quality, responsive, and excellent services.
2. Achieve a skilled workforce contributing to economic development by serving businesses, job seekers and community partners.
3. Ensure safe and sound business environments and practices.
4. Develop a sustainable, skilled Department of Labor and Regulation workforce.

The Committee approved the Department's performance measures.

Department of Military

The Adjutant General of the Department of Military explained the agency's mission is for the South Dakota National Guard to provide ready forces to support global and domestic requirements under the direction of civil authority. The Adjutant General described three goals:

1. Provide support for service members, families, and employers.
2. Achieve readiness and relevancy.
3. Human capital management.

The Committee approved the Department's performance measures.

Department of Health

The Secretary of the Department of Health described the Department's mission of working together to promote, protect, and improve health. She advised the Committee that their measures are tied to the Department's 2020-2025 strategic plan. To accomplish their mission the Department has five goals:

1. Enhance the accessibility, quality, and effective use of health resources.
2. Provide services to improve public health.
3. Plan, prepare, and respond to public health threats.
4. Maximize partnerships to address underlying factors that determine overall health.
5. Strengthen and support a qualified workforce.

The Committee approved the Department's performance measures.

Department of Revenue

The Secretary of the Department of Revenue explained their mission is serving South Dakota to provide fair, efficient, and reliable revenue administration with our partners to help fund public service statewide. The Department has the following three strategic goals:

1. Provide consistent service to every customer, every time. Be adaptable with our customer service methods.
2. Ensure that all Department of Revenue stakeholders understand the laws and regulations through education efforts.
3. Provide critical funding for state and local governments through compliance and efficiency.

The Committee approved the Department's performance measures.

Department of Corrections

The Deputy Secretary of the Department of Corrections explained their mission is to protect the citizens of South Dakota by providing safe and secure facilities for juvenile and adult offenders committed to our custody by the courts, to provide effective community supervision to offenders upon their release, and to utilize evidence-based practices to maximize opportunities for rehabilitation. The Department has the following three strategic goals:

1. Operate safe and secure facilities.
2. Provide effective community supervision.
3. Utilize evidenced-based practices to support rehabilitation.

The Committee approved the Department's performance measures subject to being revisited after the issuance of the comprehensive third-party review report of the Department of Corrections.

Department of Tribal Relations

The Secretary of the Department of Tribal Relations explained their mission to recognize the nine sovereign tribes who share geographical borders as distinct political entities. Support their self-governance efforts. Work with their chosen leaders in a cooperative government to government relationship in order to improve the quality of life for all South Dakota citizens. Identify, develop and/or coordinate federal, state, and local resources to increase partnerships between state and tribal agencies. Introduce and/or support any legislation that would improve the quality of life for the Native American population in the state. The Department has the following three strategic goals:

1. Enhance the Department of Tribal Relations communications.

2. Partner with tribes and other state agencies to enhance public safety to reduce substance abuse.
3. Promote South Dakota's unique American Indian culture to public school instructional staff and students.

The Committee and the agency agreed to update some of the information as presented by the agency. Contingent upon making the suggested updates, the Committee approved the Department's performance measures.

Board of Regents

The Executive Director of the South Dakota Board of Regents described their mission is to provide an excellent, efficient, accessible, equitable and affordable public university and special schools system that improves South Dakota's overall educational attainment and research productivity, while enriching the intellectual, economic, civic, social, and cultural life of the state, its residents, and its communities. The Board has the following three strategic goals:

1. Academic success, student outcomes, and educational attainment.
2. Workforce and economic development.
3. Financial health and competitiveness.

The Committee approved the Board's performance measures.

Department of Veterans Affairs

The Secretary of the Department of Veterans Affairs explained their mission is to provide comprehensive care and quality service to veterans and their families, regarding health care, education, disability benefits, long-term care, and burial honors by providing professional customer service and care. The Department has the following three strategic goals:

1. To provide veterans and their family members access to U.S. Department of Veterans Affairs and South Dakota Veterans Affairs benefits.
2. To provide high quality resident directed long term care by maintaining excellence in personal service and treatment in a setting that promotes dignity, independence, and a home-like environment.
3. The South Dakota Veterans' Cemetery lays to rest, with dignity and everlasting tribute, those who answered the call and served our nation with honor.

The Committee and the agency agreed to update some of the information as presented by the agency. Contingent upon making the suggested updates, the Committee approved the Department's performance measures.

Department of Public Safety

The Secretary of the Department of Public Safety advised their mission is to keep South Dakota a safe place in which to live, work, visit and raise a family. The Department's goal is by utilizing partnerships and innovation, our humble professionals will ensure that South Dakota is the safest State in the nation. To accomplish this goal the Department identified ten activities:

1. Homeland Security – coordinating with State and local governments to prevent acts of terrorism.
2. Highway Patrol – protecting our citizens and visitors by promoting public safety through education, enforcement, and example.
3. Highway Safety/Accident Records – providing grants and public information to increase highway safety, compiling accident records and crash data.
4. Office of Emergency Management – assist State, local and tribal governments prepare for, respond to, recover from, and mitigate natural and man-made disasters.
5. Fire Marshal – provide fire prevention services including fire reporting, training, investigation, public education, fire prevention, and code enforcement.
6. 9-1-1 Coordination – providing technical assistance, funding oversight and monitoring while partnering with local governments.
7. Driver's Licensing – issue identification cards; testing, licensing, and regulating commercial and non-commercial drivers.
8. Weights and Measures/Inspections – provide State inspections and weights and measures services for businesses and consumers.
9. Victim's Services – provide for shelter, advocacy, crisis counseling and other services as well as monetary assistance to victims of violent crimes.
10. Wildland Fire – provide protection for resources and the public from wildland fire.

Contingent on making changes to next year's report, the Committee approved the Department's performance measures.

Department of Human Services

The Secretary of the Department of Human Services (DHS) explained their mission is to enhance the quality of life of people with disabilities in partnership with its stakeholders. The Department has the following three goals:

1. DHS will enhance services and increase access.
2. DHS will communicate and fulfill our mission.
3. DHS will increase career satisfaction and employee engagement.

The Committee approved the Board's performance measures.

Bureau of Administration

The Deputy Commissioner of the Bureau of Administration (BOA) explained the mission of the BOA is to provide quality central services to their customers, necessary for the operation of State Government, at the most economical cost. The BOA has the following four goals:

1. Be a customer focused organization that delivers services in a timely and efficient manner meeting the needs of the agencies we support.
2. Ensure we have excellent facilities by providing oversight for new construction and maintenance of state-owned structures.
3. Provide efficient procurement procedures for the acquisition of quality goods and services in support of State government.
4. Provide safe, reliable fleet vehicle solutions that assist State agencies to effectively and efficiently meet their mission.

The Committee delayed action on the metrics and asked the BOA to return with metrics that incorporated Committee suggestions. Due to scheduling conflicts the BOA was unable to attend the October 2021 Committee meeting with their revised metrics.

The Committee passed a motion to authorize the Chair to create a performance measures subcommittee to work with staff to provide better guidance to Executive branch agencies in the development of acceptable performance measures.

Specific Matters Pertaining to Various State Agencies

Department of Education

The Secretary of the Department of Education updated the Committee on the education stabilization funds received to help deal with the impacts of COVID-19. She reported on three areas:

1. Total funding and timelines for spending
2. K-12 focused funds
3. American Rescue Plan priorities

The total COVID-19 federal awards to Department of Education programs have been approximately \$750 million. To put the amount in perspective, the Secretary stated the Departments annual total budget is \$820 million. She broke out the federal awards by the Congressional Acts, obligation dates, total awards and programs funded. She emphasized the COVID-19 stimulus funds were one-time money. The three Congressional Acts providing funds to the Department of Education were:

- American Rescue Plan
- Coronavirus Response and Relief Supplemental Appropriations Act

- Coronavirus Aid, Relief, and Economic Security Act

Each of these Congressional Acts has different obligation deadlines with the latest obligation deadline being the American Rescue Plan with an obligation deadline of September 2024.

The Secretary stated the programs receiving funds were library services, nutrition programs, and K-12 education services. Of the COVID-19 stimulus funds received, K-12 education services received 95% of the funds. She provided examples of how schools are considering spending the funds:

- Academic supports
- Short-term staff (ex. nurses, interventionists)
- Educational technology
- Program start-up (ex. JAG, CTE, robotics, coding)
- Buses
- Ventilation (HVAC, windows, purification)
- Remodeling and construction

She explained what they cannot spend the funds on:

- Debt service outside of the grant period
- Investments or endowments
- Payments to individuals (ex. scholarships)

She added that the State or local educational agencies must use the funds to prevent, prepare for, or respond to the COVID-19 pandemic, including its impact on the social, emotional, mental health, and academic needs of students.

She stated the federal government approved the State Plan for the use of the American Rescue Plan funds on July 7, 2021. Local educational agencies were also to submit their Local Plans by August 20, 2021, for Department of Education approval.

The Secretary also explained how the reimbursement process to school districts will work and how the Department will monitor the programs.

The Committee plans to continue to monitor the use of the COVID-19 stimulus funds through the availability period.

Auditor General

The Committee asked the Auditor General to address the compliance requirements related to COVID-19 stimulus dollars allocated to local governments. He explained that because of the significant increase in the expenditure of federal dollars, many more local governments will be

required to have Federal Single Audits. He anticipates 19 cities, 20 counties, and 18 school districts will be over the \$750,000 federal expenditure threshold and will need to have audits completed in accordance with Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance). He complimented the work completed by the Bureau of Finance and Management in developing an effective process for administering these additional federal dollars.

The Committee plans to continue monitoring the expenditures of COVID-19 stimulus dollars.

Department of Corrections

The Committee invited the Interim Secretary for the Department of Corrections in to answer questions and address concerns with the operations of the State Penitentiary. Members of the Committee had numerous questions about safety, staffing, training, equipment, overtime hours, turnover, vacant positions, and recent terminations at the State Penitentiary. The Secretary explained that he has personally interviewed many of the employees at all three prison locations to understand the issues. He explained several initiatives that have taken place. The first is a three-part financial incentives plan which includes additional staff compensation for night shifts, double-time shift coverage rate for those volunteering for an extra shift, and a retention bonus. The total cost of this incentive program is estimated to be \$3.1 million.

The Secretary also discussed the contract the Department has entered into with CGL Companies to perform a complete study of the following areas:

- Review prison operations, organizational climate, and operations of policy content and compliance systems.
- Review organizational structure, staffing, equipment protocols, ancillary operations in education and industry, and training procedures.
- Provide reports every other week on the project status, findings, and issues, and a final report with recommended strategies.

The Secretary stated that the consultant has begun their work, with on-site work to be completed in December 2021 and a final report with recommendations to follow the on-site work.

In addition, the Commissioner from the Bureau of Human Resources (BHR) described the salary study being completed by BHR, which he hopes to have completed prior to the 2022 Legislative Session.

Committee members asked the Secretary to share the final report with the Committee, to the extent possible, knowing that the report may contain confidential personnel matters. The Secretary understood the role of the Committee and agreed to report back to the Committee at a future date.

South Dakota State Brand Board

The Director of the South Dakota State Brand Board was present to provide the Committee the State Brand Board Annual Report and answer Committee questions. She reported that the State Brand Board receives no General Fund appropriations and operates entirely on brand inspection fees, brand transfers, and renewal fees.

The annual report contained information on the number of livestock inspected during the calendar year, the fees collected, the number of holds, missing or stolen livestock, recovered strays, livestock investigations, and brand registration activity. The Director reported that 1,614,384 head of livestock were inspected in calendar year 2020, as compared to 1,585,035 inspected in calendar year 2019. The Director stated that brands are renewed every five years and the amount of brand renewal fees collected in 2020 was \$2,198,844. The Director reiterated that the Brand Board strives to keep expenses to a minimum and the inspection cost for 2020 was \$1.00 per head plus mileage. The Committee will continue to review the operations of the State Brand Board.

Article 8, Section 7 of the South Dakota Constitution

The Committee asked staff to research whether Article 8, Section 7 of the South Dakota Constitution applied to educational funding provided by the federal government. After consultation with Legislative Research Council's legal staff, the Chair reported back to the Committee that Article 8, Section 7 related to School and Public Lands, not federal spending by the Department of Education.

The Building South Dakota Programs (BSD)

The Director of Administration for the Governor's Office of Economic Development (GOED), provided an overview of the programs under the GOED. The Director explained the two primary purposes of the Economic Development Partnership Program (EDPP): 1) to help local economic development programs with training needs, and 2) to help local economic development programs recapitalize local revolving loan funds. The EDPP awarded four grants during the fiscal year totaling \$368,721.

The Director provided an overview of the Local Infrastructure Improvement Program (LIIP). The program provides grants to assist in funding the construction and reconstruction of infrastructure for the purpose of serving economic development projects. The LIIP awarded seven grants during the fiscal year totaling \$2,380,875. The projected number of jobs created or retained was 1,327.

The Director provided an overview of the Reinvestment Payment Program (RPP). The program is available to assist companies in offsetting the upfront costs associated with relocating or expanding operations and/or upgrading equipment in South Dakota. This program allows for project owners to receive a reinvestment payment, not to exceed the sales and use tax paid on

project costs, for new or expanded facilities with project costs in excess of \$20 million, or for equipment upgrades with project costs in excess of \$2 million. The RPP awarded eleven grants during the fiscal year totaling \$12 million. The projected number of jobs created or retained was 410.

The Director provided an overview of the South Dakota Jobs Grant Program (JGP). The program is available to assist companies in offsetting the upfront costs associated with relocating or expanding operations and/or upgrading equipment in South Dakota. There was one JGP grant awarded during the fiscal year totaling \$18,000. The projected number of jobs created or retained was 2.

The Executive Director of the South Dakota Housing Development Authority (SDHDA) was present to address the Committee regarding the South Dakota Housing Opportunity Fund (HOF). The SDHDA distributes HOF funds geographically throughout the State with 30% of the funds targeted for cities with a population of 50,000 or more and 70% of the funds targeted for the rest of the State. From the applications received in fiscal year 2021, 22 projects and programs were funded, which will assist 162 individuals and families. In fiscal year 2021, \$3 million was awarded by SDHDA.

The Director of the Division of Career and Technical Education with the Department of Education (DOE) reviewed the Workforce Education Fund (WEF) Annual Report and provided an overview of the WEF. The 2018 Legislature passed Senate Bill 81, which limited the fund to providing grants for new and existing secondary career and technical education programs. She discussed the secondary career and technical education grants or workforce education grants, their requirements and provided a list of grants awarded, with four being awarded in 2021. The Committee asked how these projects are monitored. The Director stated that there are six regional specialists that work with the schools to monitor the projects. In response to a Committee question, the Director stated the only disappointment has been the inability to award all the dollars that have been made available. She stated, to date, they have awarded approximately \$5.5 million in grants. The Committee will continue to monitor the outcomes of these programs in the future.

State Board of Internal Control

The Commissioner of the Bureau of Finance and Management (BFM) and the State Internal Control Officer presented the annual report of the State Board of Internal Control (SBIC) and provided the Committee an update on the activity of the SBIC. They presented highlights from the reporting period, which included:

- Three subrecipient audits reviewed
- Implemented the Internal Control Framework to four agencies
- Received GFOA's Awards for Excellence

The SBIC plans to start working with the Department of Corrections and the Department of Military in fiscal year 2022. The Committee had additional questions about federal compliance findings contained in subrecipient audit reports and what efforts have been made to ensure subrecipients understand their responsibilities for federal program compliance. The Auditor General explained how subrecipient audit reports, containing federal compliance audit findings, are communicated to the State pass-through entity. The Commissioner advised that the SBIC added an additional step to meet with the State agency, if a subrecipient audit finding was issued, to review corrective actions and ensure they are being implemented.

The Committee will monitor the State Board of Internal Control's activity on an annual basis.

Board of Regents

University Centers

In accordance with South Dakota Codified Law 13-51-1.4, the Committee reviewed the annual accountability reports of Black Hills State University – Rapid City and the Community College for Sioux Falls. The Vice President for Finance and Administration with Black Hills State University described how Black Hills State University – Rapid City was self-sustaining and discussed upcoming changes they are working on. The Executive Director of the Board of Regents stated they continue to grow as a system by improving relationships with the Board of Technical Education, as well as private partners. The Committee plans to continue monitoring the financial condition of the University Centers.

Compliance with SDCL 13-51-1.3

The Executive Director of the Board of Regents advised that they are complying with the nine tenets laid out in SDCL 13-51-1.3.

The Committee will continue to monitor the Board's activities.

Appraiser Certification Program

The Committee invited the Secretary of the Department of Labor and Regulation in to provide information about the Appraiser Certification Program. The Committee received information about the various categories or levels of appraisers and the qualifications required for each level in South Dakota. These levels are not unique to South Dakota but are required by federal regulations for all states. Concerns were raised by the Committee as to whether special treatment was provided to the Governor's daughter, during her appraiser application process. The Secretary assured the Committee that the Governor's daughter received no special treatment and went through the same application review process as any other applicant. The Committee took action to request additional information relating to the Governor's daughter's application.

The Committee invited the former Director of the Appraiser Certification Program in to answer Committee questions. The former Director, through her attorney, declined to come to the meeting. The Committee took action to request additional information from the former Director, in the form of written questions.

The Committee invited the President of the Professional Appraisers Association of South Dakota in to provide their perspective on the operation of the State program and on the applicable federal regulations for the program. The President testified that she was disappointed in the lack of communication of proposed administrative rule changes from the State program. She felt the industry was not approached for their input like they had been in the past.

The Committee plans to request additional information and continue to review the Appraiser Certification Program.

Public Entity Pool for Liability Fund

The Committee invited the Director of the Office of Risk Management in to provide information about the Public Entity Pool for Liability (PEPL) Fund. The Director explained there are two types of risks covered by the PEPL Fund: 1) automobile liability, and 2) general liability. The Director explained that all State agencies participate in the PEPL and are billed premiums based upon actuarially determined amounts. The Committee asked numerous questions about the settlement paid to the former Director of the Appraiser Certification Program. The Director explained that he was presented the claim by the Bureau of Human Resources and that it is ultimately his responsibility to determine when to take a case to court and when to settle the case outside of court. The Director explained that the claim was paid from the PEPL Fund. He explained there is \$1 million per occurrence coverage. The first \$500,000 of loss is covered by the PEPL and the next \$500,000 is covered by an outside insurance company. The Committee asked questions about the use of outside council, the settlement process, and requested and received a report of paid claims over the last three years. No further action was taken by the Committee on this topic.

Department of Social Services

The Committee invited the Secretary of the Department of Social Services in to provide an update on the hiring of a person to monitor the quality of care provided to youth. Three requests for proposals have gone out with the last one closing last week. The Secretary feels the one vendor that submitted will be a good fit and they hope to have them in place by session. She reviewed the monitor's service area and advised having the monitor in place should add additional oversight, transparency, improve outcomes and provide an outside check and balance system. The Committee plans to monitor the progress and review reports when available.

South Dakota 9-1-1 Coordination Board

The Director of the Division of Criminal Justice Services for the Department of Public Safety presented the 9-1-1 Coordination Board Report, which is submitted each year. The Board primarily focused on its Next Generation 9-1-1 (NextGen 9-1-1) project implementation with the deployment of statewide Text-to-9-1-1 service for all counties. The next phase of the project is the migration to geospatial call routing, expected to be implemented in early FY2022.

The Board completed 12 onsite reviews of Public Safety Answering Points (PSAPs) and all were in compliance. The Board also reviewed and approved 74 annual financial reports submitted by counties and PSAPs.

The Committee approved the 9-1-1 Annual Report and will monitor their activity on an annual basis.

South Dakota Board of Technical Education Accountability Report

The Executive Director of the Board of Technical Education and the four Presidents from the technical colleges presented to the Committee. The Director reported on the system's enrollment, retention rate, and graduate placement. According to the system's fall 2021 enrollment report, unduplicated enrollment (full-time, part-time and dual-credit) at the four technical colleges decreased by 43 students (7,177 students to 7,134).

The Director explained that the retention rate measures the number of students who enroll in an institution one fall and return to the institution the following fall. The retention rate for fall of 2020 was 78.2%. The Presidents described some of the challenges their campuses face with differing student populations.

The system's placement rate for 2020 was 99.2% (2,085). Among those graduates who identified themselves as "employed" (1,775), 86.9% (1,544) are employed in South Dakota. Among those employed in South Dakota, 90.5% (1,398) are employed in their field.

The Director thanked the Legislature for the additional instructor salary support funding and maintenance and repair funding. He advised that proposed revisions to the administrative rule regarding the distribution model will be considered in November. The Committee accepted the annual accountability report.

Game, Fish and Parks annual report of habitat stamp revenue and expenditures

During the 2020 session, the Legislature authorized a habitat stamp fee on resident and nonresident hunting and fishing licenses. Revenue generated by the fee is to be used to enhance terrestrial habitat on public lands, provide additional access to private lands, and enhance aquatic habitat on public waters. The legislation requires the Department of Game, Fish and Parks to deliver an annual itemized expenditure report to the Committee. The

Director of Administration presented the first annual report to the Committee. He provided information on the terrestrial habitat and access projects and the aquatic habitat and access projects completed during the reporting period totaling \$1,061,262. In addition, a map of the locations of these projects throughout the State was presented. The Committee asked the Department to provide a more detailed report to fulfill the statutory requirement of providing an annual itemized expenditure report. The Department appeared a second time with a revised report containing details acceptable to the Committee. The Committee approved the revised report.

Report on the State Veterans Cemetery

The Committee invited the Deputy Secretary of the Department of Veterans Affairs to provide an update on the South Dakota Veterans Cemetery in Sioux Falls. He provided Cemetery statistics as well as a pictorial tour of the Cemetery. Committee members voiced concerns brought forward by veterans about what was envisioned for the Cemetery and the results. The Committee may revisit this topic if the concerns have not been addressed.

Conflicts of Interest

Bureau of Human Resources

The Committee reviewed the annual compilation of conflict of interest authorizations called for in House Bill (HB) 1064, passed during the 2015 Legislative Session. Under HB 1064 a governing body may authorize an officer or employee of a State agency to benefit from a contract if the contract is fair, reasonable, and not contrary to the public interest; these authorizations are required to be filed with the Commissioner of the Bureau of Human Resources and presented to the Committee annually. The Committee reviewed seven approved authorizations (waivers) for the July 1, 2020 through June 30, 2021 reporting period. The Committee approved the report and plans to review approved waivers annually.

Auditor General

The Auditor General provided information on the changes implemented in 2017 with the passage of House Bill 1170. This legislation defined what constitutes a conflict, narrowing it down to an interest in a contract or direct benefit from a contract. The Auditor General reviewed the report on compiled authorizations to derive a direct benefit from a contract and advised that there were 19 State board members who had submitted waivers. He did not see any concerns when viewing from an auditor's perspective. The Committee approved the report and plans to review approved waivers annually.

Juvenile Corrections

The Committee is charged with the responsibility to review any findings of abuse or neglect of juveniles in a juvenile correctional facility.

Since the Star Academy was closed on April 8, 2016, there were no Juvenile Corrections Monitor reports to the Committee during the 2021 interim. Senate Bill 82, 2017 Session, required the Department of Corrections to compile a confidential report of all allegations of abuse and neglect of a juvenile under the jurisdiction of the Department of Corrections within private contracted facilities. The Director of Juvenile Services presented the report for the time period from July 1, 2020 through June 30, 2021. Nineteen cases were reported to the Committee during the period. The Committee will continue to review these types of findings.

Audit Reports

South Dakota Single Audit Report for FY20

The Committee reviewed the South Dakota Single Audit Report and other separately issued audit reports for the fiscal year ended June 30, 2020.

Financial and compliance audits involve testing financial transactions of the State to determine that money is properly accounted for and expended in accordance with state and federal laws and regulations. All audits conducted of State agencies were consolidated and reported in the Single Audit Report. The Single Audit Report includes the Comprehensive Annual Financial Report for the State of South Dakota prepared by the Bureau of Finance and Management, a schedule showing the federal awards administered by the State and related expenditures, and audit findings and recommendations issued by the Department of Legislative Audit.

The Single Audit Report was issued in accordance with auditing standards generally accepted in the United States of America, Government Auditing Standards issued by Comptroller General of the United States, U.S. Office of Management and Budget (OMB) Uniform Guidance, and South Dakota Codified Laws. A copy of this report may be obtained from the Department of Legislative Audit.

The Committee reviewed financial reporting, internal control and compliance deficiencies written on seven State organizations, containing ten recommendations for corrective action. Two recommendations related to compliance and/or internal control findings relating to federal laws and regulations; and eight recommendations related to inadequate internal control procedures over receipts, revenue collections, expenditures, and financial reporting. The following represents the State agencies with audit findings and recommendations from fiscal years 2020 and 2019 and the implementation of fiscal year 2019 audit recommendations:

<u>State Agency</u>	Recommendations		
	Fiscal Year <u>2020</u>	Fiscal Year <u>2019</u>	Fiscal Year 2019 <u>Implemented</u>
Department of Revenue	2	3	1
Soybean Research & Promotion Council	1	3	2
South Dakota Corn Utilization Council	1	2	1
Bureau of Finance and Management	2	0	N/A
Department of Human Services	0	1	1
Department of Labor and Regulation	2	0	N/A
Department of Transportation	1	0	N/A
Board of Economic Development	1	0	N/A

N/A This agency did not have any FY2019 audit recommendations.

The Committee had additional questions regarding the Statewide Financial Reporting audit findings relating to ineffective internal controls over financial reporting and the preparation of the Schedule of Expenditures of Federal Awards. The Director of Accounting Analysis and Financial Reporting for the Bureau of Finance and Management appeared before the Committee and explained the corrective action plans the Bureau is implementing. The Department of Legislative Audit will follow-up on the audit findings and report back to the Committee regarding the implementation of the corrective action.

South Dakota High School Activities Association

The Executive Director of the South Dakota High School Activities Association (SDHSAA) reviewed the FY20 audit report with the Committee. The Director advised the Committee that COVID-19 had a significant negative impact on revenues toward the end of fiscal year 2020. Due to COVID-19, SDHSAA cancelled spring 2020 state events resulting in a loss of net revenue in the amount of approximately \$322,000. He reported that there were no audit findings, and a clean opinion was issued by the auditors.











Senator Kyle Schoenfish, Chair
Government Operations and Audit Committee

Bureau of Finance and Management

Agency's Mission Statement: Ensuring the efficient and responsible management of State government, and advising the Governor on overall fiscal policy.



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).

Goal 1: Maintain the best public issuer credit ratings possible (AAA/Aaa).

	Performance Measures				Historical Data Section				
	Trend	Status	Actual	Target	FY16	FY17	FY18	FY19	FY20
Activity A. Maintain a structurally balanced budget.									
i. Governor recommends a budget with ongoing receipts equal to or greater than ongoing expenses.			Yes	Yes	Yes	Yes	Yes	Yes	Yes
ii. Legislature adopts a budget with ongoing receipts equal to or greater than ongoing expenses.			Yes	Yes	Yes	Yes	Yes	Yes	Yes
Activity B. Maintain budget reserve at ten percent of general fund spending.									
i. Combined balance of the budget reserve fund and the general revenue replacement fund as a percentage of general fund spending.			12.4%	10.0%	11.1%	10.6%	10.8%	11.1%	12.4%
Activity C. Issue the Comprehensive Annual Financial Report within six months.									
i. Number of months to issuance after the close of the fiscal year.			5.99	6.00	5.97	5.93	5.90	5.64	5.99



Agency comments regarding the accomplishment of Goal 1: South Dakota has had the best possible ratings from Standard & Poor's, Moody's, and Fitch since 2016. Higher ratings typically allow issued bonds to carry a lower interest rate, providing interest savings to issuers that translate through to the State of South Dakota.

Goal 2. Implement internal controls statewide.

	Performance Measures				Historical Data Section				
	Trend	Status	Actual	Target	FY16	FY17	FY18	FY19	FY20
Activity A. Implement internal controls for two state agencies annually.									
i. Number of state agencies implemented.			0	2	N/A	N/A	N/A	2	0




Agency comments regarding the accomplishment of Goal 2: The State Board of Internal Control adopted the Statewide Internal Control Framework in January of 2019. A software solution to help manage the administrative work of the framework was selected and implemented in Spring 2020. The framework has been implemented at the Bureau of Finance and Management, the Department of Revenue, the Department of Agriculture, the Department of Game, Fish and Parks, the Department of Tourism, and the Department of Tribal Relations.

Goal 3. Seek additional ways to make government financial information more accessible to the public.

	Performance Measures				Historical Data Section				
	Trend	Status	Actual	Target	FY16	FY17	FY18	FY19	FY20
Activity A. Complete two new transparency initiatives annually.									
i. Number of transparency initiatives completed.			4	2	2	1	2	3	4

Agency comments regarding the accomplishment of Goal 3: In FY2020, Open Budget functionality was added to OpenSD, as well as functionality showing coronavirus stimulus spending. In addition, historical budget webpages were reorganized in an easier-to-use format, and budget narrative and performance indicator data was made directly available to the Legislative Research Council.

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.

Department of Labor and Regulation

MISSION

To promote economic opportunity and financial security for individuals and businesses through quality, responsive, and expert services; fair and equitable employment solutions; and safe and sound business practices.

GOALS

1. Deliver quality, responsive, and excellent services.
2. Achieve a skilled workforce contributing to economic development by serving businesses, job seekers, and community partners.
3. Ensure safe and sound business environments and practices.
4. Develop a sustainable, skilled Department of Labor and Regulation workforce.

ACTIVITIES AND PERFORMANCE MEASURES

Goal 1: Deliver quality, responsive, and excellent services.

Activity A: Delivery services efficiently.

- i. Percentage of reemployment assistance first benefit payments made in 28 days

Activity B: Delivery services satisfactorily.

- i. Overall Workforce Innovation and Opportunity Act (WIOA) participant satisfaction rate
- ii. Overall Workforce Innovation and Opportunity Act (WIOA) business satisfaction rate

Goal 2: Achieve a skilled workforce contributing to economic development by serving businesses, job seekers, and community partners.

Activity A: Partner with the Department of Education to implement a regional model of career advising and work-based learning opportunities for students.

- i. Number of school districts served
- ii. Number of schools served
- iii. Number of students served
- iv. Number of work-based learning experiences
- v. Number of students engaged in soft skills development training

Activity B: Build the skillset of South Dakota residents to meet business' workforce needs.

- i. Registered Apprenticeship programs in South Dakota
- ii. Program participants receiving workforce training opportunities
- iii. Individuals served by Job Service offices

Activity C: Connect businesses to untapped labor pools.

- i. Recruitment of out-of-state workforce
- ii. Job placement of individuals with significant barriers to employment
- iii. Job openings advertised to assist businesses
- iv. Employment of Wagner-Peyser participants 2nd quarter after exit

Goal 3: Ensure safe and sound business environments and practices.

Activity A: Provide regulatory and supervision oversight.

- i. Examinations of banks, trust companies, insurance companies, broker/dealers, investment advisors and licensed entities
- ii. Consumer complaints received and processed

Activity B: Ensure compliance with federal and state regulations and laws.

- i. One-Stop certifications completed
- ii. Human Rights charges received/resolved
- iii. Wage and Hour complaints received/resolved
- iv. Division of Banking accreditation for safety and soundness required every five years
- v. Division of Banking accreditation for mortgage lenders in the next five years
- vi. Division of Insurance accreditation every five years

Goal 4: Develop a sustainable, skilled Department of Labor and Regulation workforce.

Activity A: Recruit and retain qualified candidates.

- i. Average time to fill staff vacancies (days)
- ii. Percent of annual employee turnover
- iii. Longevity comparing statewide average to DLR

Activity B: Maintain employee competency.

- i. Monthly percent of staff using learning management system (to be implemented Fall 2021)
- ii. Average employee competency level (to be measured by learning management system)
- iii. Continuous Performance Review Process average ratings















Department of the Military

Agency's Mission Statement: The South Dakota National Guard provides ready forces to support global and domestic requirements under the direction of civil authority.









Vision: The most professional, competent and reliable state National Guard organization in the United States of America.

Adjutant General's Priorities: Taking excellent care of our Soldiers, Airmen and families and Readiness!









Goal 1: Provide Support for Service Members, Families, and Employers

	Performance Measures				Historical Data Section				
	Trend	Status	Actual	Target	FY16	FY17	FY18	FY19	FY20
Activity A. Individual Soldier Readiness (Medically ready MRC 1/2, trained strength) South Dakota Army Guard (SDARNG)			87%	90%	90%	89%	93%	93%	87%
Activity A. Individual Airman Readiness – (Individual Medical Readiness –IMR) South Dakota Air National Guard (SDANG)			80%	80%	85%	77%	76%	75%	80%
Activity B. Develop and Maintain Family Readiness (% units with appointed and trained FRG Lead Vol) SDARNG			95%	92%	90%	93%	82%	88%	95%
Activity B. Develop and Maintain Family Readiness (% units with Appointed and trained FRG Active Key Volunteers) SDANG			78%	80%	67%	67%	78%	78%	78%
Activity C. (1)Develop and Maintain Employer Relationships ESGR Concerns - USERRA Inquiries			59	NA	NA	NA	NA	13	59
Activity C. (1 a)Develop and Maintain Employer Relationships ESGR Concerns - USERRA Cases			4	NA	NA	NA	NA	4	4
Activity C. (2)Develop and Maintain Employer Relationships Employer Engagement			1309	NA	NA	318	1483	794	1309
Agency comments regarding the accomplishment of Goal 1: The South Dakota National Guard considers this goal as very important that is why it is my number one priority. We are trending in the right direction for all of these measures. We know if we have ready Airmen and Soldiers, a strong family readiness group, and well informed employers we are going to be well prepared to serve the Citizens of South Dakota and our Country.									


Goal 2. Achieve Readiness and Relevancy


	Performance Measures				Historical Data Section				
	Trend	Status	Actual	Target	FY16	FY17	FY18	FY19	FY20
Activity A. Achieve Personnel Readiness (DMOSQ Trained Strength) SDARNG			92%	95%	94%	94%	93%	94%	92%
Activity A. Achieve Personnel Readiness (Task Qualified Training (TQT)) SDANG			98%	95%	92%	94%	90%	99%	98%
Activity B. Achieve Training Readiness SDARNG			22	23	NA	NA	NA	NA	22
Activity C. Achieve Sustainment Readiness (Equipment Readiness) SDARNG			98%	95%	98%	96%	96%	99%	98%
Agency comments regarding the accomplishment of Goal 2: This goal show that we are well prepared to conduct our state and federal mission when called upon.									


Goal 3. Human Capital Management

	Performance Measures				Historical Data Section				
	Trend	Status	Actual	Target	FY16	FY17	FY18	FY19	FY20
Activity A. Acquire and Recruit (End Strength %) SDANG			100%	100%	100%	102%	100%	100%	100%
Activity A. Acquire and Recruit (End Strength %) SDARNG			105%	100%	101%	102%	105%	106%	105%
Activity B. Retention (Total Reenlistment Success Rate) SDARNG			81%	85%	82%	83%	80%	81%	81%
Activity B. Retention (Total Reenlistment Success Rate) SDANG			94%	92%	95%	95%	100%	89%	94%
Agency comments regarding the accomplishment of Goal 3: The South Dakota National Guard continues to maintain their required strength.									

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.

Department of Health

Agency's Mission Statement: Working together to promote, protect, and improve health

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).

Goal 1: Enhance the accessibility, quality, and effective use of health resources

	Performance Measures				Historical Data Section				
	Trend	Status	Actual	Target	CY16	CY17	CY18	CY19	CY20
Activity A. Depression Screening of New Mothers									
i. Increase the percentage of mothers on the South Dakota WIC program who are screened for depression using a validated tool within 3 months of child's birth from 98% to 100% by 2025.			98%	100%	0%	0%	0%	0%	98%
Activity B. Testing for Blood Sugar or Diabetes									
i. Increase the percentage of those without diabetes who have had a test for blood sugar or diabetes within the past 3 years			55.3%	59%	56.4	52.8	55.8	51.4	55.3
Activity C. Telehealth									
i. Increase access to telehealth or mobile health options in five additional community health offices by 2025.			7	12	0	0	0	0	7

Agency comments regarding the accomplishment of Goal 1: Activity A: New tool implemented; no prior year data.

Goal 2: Provide services to improve public health

	Performance Measures				Historical Data Section				
	Trend	Status	Actual	Target	CY16	CY17	CY18	CY19	CY20
Activity A. High School Tobacco Use									
i. Reduce high school tobacco use (cigarettes, cigars, smokeless, and electronic) from 30.3% in 2015 to 20% by 2025			29.7%	20.0%	30.3%	30.3%	30.3%	29.7%	29.7%
Activity B. Obesity in Children									
i. Reduce the percentage of WIC participants aged 2 through 4 with obesity from 15.6% in 2019 to 14% by 2025			16.9%	14.0%	14.9%	15.1%	15.7%	15.6%	16.9%
Activity C. Overweight/Obesity in School-aged Children									
i. Reduce the percentage of school-aged children who are overweight or obese from 32.7% during the 2017-2018 school year to 30.5% by the 2023-2024 school year.			32.7%	30.5%	32.1%	31.7%	32.7%	32.7%	
Activity D. Influenza Vaccination									
i. Increase influenza vaccination among individuals aged 6 months and older from 47.7% during the 2017-2018 flu season to 60% by the 2022-2023 flu season.			58.7%	60.0%	56.6%	53.9%	47.7%	54.4%	58.7%

Department of Health

Activity E. Infant Mortality

i. Reduce infant mortality from 6.3 infant deaths per 1,000 live birth (2014-2018) to 5.8 per 1,000 live births (2020-2024).



6.5

5.8

6.6

6.5

6.3

6.5

6.5

Agency comments regarding the accomplishment of Goal 2: Activity C - Survey conducted every two year; due to COVID, data not collected in CY20. **Activity E** - Data is 5-year rate (CY16 - 2012-16; CY17 - 2013-17; CY18 - 2014-18; CY19 - 2015-19; CY20-2016-20); 2020 data is provisional.

Goal 3. Plan, prepare, and respond to public health threats

Activity A. Emergency Operations Plan Exercises

i. Conduct or participate in three Department of Health Emergency Operation Plan exercises to prepare for all potential public health threats by 2025.



1

3

0

0

0

0

1

Activity B. Statewide Emergency Capability Plans

i. In collaboration with the SD Health Care Coalition, develop statewide emergency capability plans addressing pediatric, burns, infectious disease, chemical, and radiological public health emergencies by 2025.



2

5

0

0

0

0

2

Activity C. Training of Department of Health Staff

i. Train 100% of identified Department of Health Staff on emergency response plans by 2025.



2%

100.0%

0%

0%

0%

0%

2%

Agency comments regarding the accomplishment of Goal 3:

Goal 4. Maximize partnerships to address underlying factors that determine overall health

Activity A. Suicide

i. Reduce suicide attempts with severe injury resulting in hospitalization from 100.1 per 100,000 in 2014-2018 to 90.1 per 100,000 by 2025.



91.5

90.1

110.8

107.4

100.1

91.5

Activity B. Opioid Deaths

i. Reduce the drug-related death rate due to opioids for South Dakota from 3.6 per 100,000 in 2014-2018 to 3.1 per 100,000 by 2025.



4.1

3.1

3.5

3.8

3.6

3.7

4.1

Activity C. Motor Vehicle Deaths in Children and Adolescents

i. Decrease the mortality rate from motor vehicles collisions in children and adolescents under the age of 18 from 7.3 per 100,000 in 2014-2018 to 6.9 per 100,000 by 2025.



7.7

6.9

6.2

6.7

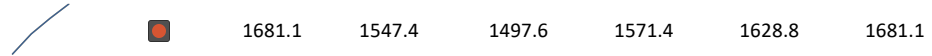
7.3

7.7

Department of Health

Activity D. Hospitalizations Due to Falls

i. Reduce the rate of hospitalizations due to falls in individuals age 65 and older from 1628.8 per 100,000 in 2014-2018 to 1547.4 per 100,000 by 2025.



Agency comments regarding the accomplishment of Goal 4: Activity A, C and D: Data is 5-year rate (CY16 - 2012-16; CY17 - 2013-17; CY18 - 2014-18; CY19 - 2015-19); CY20 is not yet available **Activity B:** Data is 5-year rate (CY16 - 2012-16; CY17 - 2013-17; CY18 - 2014-18; CY19 - 2015-19; CY20-2016-20); CY20 is provisional.

Goal 5. Strengthen and support a qualified workforce

Activity A. Competency Training

i. Increase the percent of Department of Health employees completing training on at least three department competencies to 80% by 2025.

Performance Measures				Historical Data Section				
Trend	Status	Actual	Target	CY16	CY17	CY18	CY19	CY20
		0	80.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Activity B. Centralized Training Platform

i. Increase the number of DOH staff that utilize a centralized training platform to 100% by 2025.

Trend	Status	Actual	Target	CY16	CY17	CY18	CY19	CY20
		65.9%	100.0%	0.0%	0.0%	0.0%	0.0%	65.9%

Activity C. Community Health Worker Core Competency Training

i. Increase the number of academic and/or other institutions offering Community Health Worker Core Competency Training from 1 to 4 by 2025.

Trend	Status	Actual	Target	CY16	CY17	CY18	CY19	CY20
		2	4	0	0	0	1	2

Agency comments regarding the accomplishment of Goal 5: Activity A: New measure; no prior year data. Activity B: 2020 was the first year of implementation; progress was slowed by COVID-19 response.

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Department of Revenue











Agency's Mission Statement: Serving South Dakota to provide fair, efficient, and reliable revenue administration with our partners to help fund public service statewide.

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).

Goal 1: Provide consistent service to every customer, every time. Be adaptable with our customer service methods.									
	Performance Measures				Historical Data Section				
	Trend	Status	Actual FY21	FY22 Target	FY16	FY17	FY18	FY19	FY20
Activity A. Provide Timely Service and Response to Customer									
i. Motor Vehicle Title Turnaround in calendar days			18.3	<= 15	12.2	14.1	13.2	16.5	16.7
ii. Business Tax and Motor Vehicles Abandoned Call Rate									
iia. Business Tax Abandoned Call Rate			2.8%	< 3%	9.7%	5.6%	4.0%	2.8%	4.2%
iib. Motor Vehicles Abandoned Call Rate			3.5%	< 3%	11.0%	4.3%	7.2%	3.8%	4.5%
iii. Business Tax and Motor Vehicles Abandoned Chat Rate									
iia. Business Tax Abandoned Chat Rate			0.9%	< 3%					2.4%
iib. Motor Vehicles Abandoned Chat Rate			1.6%	< 3%					0.7%
Activity B. Employ, train, and retain qualified staff									
i. BHR Bi-Annual Employee Survey Response Rate			79%*	80%		87%		79%	
ii. % of Engaged DOR Employees from BHR Bi-Annual Survey			72%*	80%		84%		72%	
iii. Courses Completed by Employees in the Learning Management System (3% Annual Increase)			1384	1426				514	2044
iv. Employee Turnover Percentage			8%	< 10%	11.4%	10.9%	15.9%	14.6%	12.7%
Activity C. Provide Service Channel Options to Meet Customer Needs									
i. Business Tax Returns filed electronically			80%	>= 82%	59%	66%	69%	73%	77%
ii. Business Tax Revenue collected electronically			95%	>= 96%	88%	91%	92%	93%	95%
iii. Motor Vehicle Registrations Renewed via SST or SD Cars			16%	>= 20%	8%	8%	10%	11%	16%
iv. Property Tax Forms Submitted Electronically to DOR and Counties			4,770	4,913				1	2,678
Agency comments regarding the accomplishment of Goal 1: A-ii. Previous goal was 5%. Goal was reset to 3% after attaining previous benchmark. A-iii. DOR implemented Chat system for call centers in FY20. B-i and B-ii. Results are from the BHR facilitated survey. Since BHR did not do the FY21 employee engagement survey, the FY21 numbers are the FY19 numbers. B-iii. DOR implemented new LMS system in FY19 to increase employee engagement. Many Department projects will result in new course offerings for employees. C-i. DOR met FY21 goal of 80% electronic filing and has decided to set a push goal of 82% for FY22. C-ii. 80% of the returns filed electronically make up 95% of the Business Tax revenue collected. C-iii. Implementing Self-Service Terminals has helped to increase electronic registration renewals. With the upcoming release of the new SD Cars system, the Department will look to significantly increase electronic renewals. C-iv. DOR uses electronic submission for forms submitted centrally and offers the technology to the counties and taxpayers to utilize at their own discretion and preference.									

Department of Revenue

Goal 2. Ensure that all DOR stakeholders understand the laws and regulations through education efforts.

	Performance Measures				Historical Data Section				
	Trend	Status	Actual	FY22 Target	FY16	FY17	FY18	FY19	FY20
Activity A. Business Partner Outreach and Education									
i. Number of DOR Provided Seminars and Classes (Increase 5% Annually)			41	>= 90	64	101	104	73	33
ii. Attendees of DOR Provided Seminars and Classes (Increase 5% Annually)			1045	>= 1,547	1206	1960	2104	1005	954
iii. Routine License Reviews									
iiia. Business Tax License Reviews			155	>= 250	262	217	336	251	217
iiib. Motor Fuel License Reviews				100					
iiic. Tobacco Inspections/License Reviews			190	600	749	980	776	710	472
v. Property Tax Division Hours Spent on Education (Increase 5% Annually)			136	143				56	86

Agency comments regarding the accomplishment of Goal 2:

A-i. Due to COVID-19 and fewer requests for education from businesses and organizations, the number of course offerings was smaller in FY20 and FY21. DOR offered more online educational opportunities than we have in the past and the class sizes for these online events was higher than average in-person events. DOR will move forward with a variety of in-person and online.

A-iii-a. Reviews decreased in FY21 due to COVID-19.










A-iii-b. DOR identified Motor Fuel license reviews as a metric to track going forward. Initial target of 100 will be re-evaluated after the first year of tracking.

A-iii-c. Tobacco Inspections are completed in accordance with the Master Settlement Agreement. Decreased inspections in FY20 due to not visiting business as frequently during COVID-19.

A-v. New metric identified to track going forward. Goal will be re-evaluated at the end of FY22. FY20 was higher than previous years due to extra education hours for agriculture adjustment protocols.

Department of Revenue

Goal 3. Provide critical funding for state and local governments through compliance and efficiency.

	Performance Measures				Historical Data Section				
	Trend	Status	Actual	FY22 Target	FY16	FY17	FY18	FY19	FY20
Activity A. Compliance Efforts.									
i. Percentage of Audit Hours Spent on Zero Audits			14%	<= 10%	9.07	9.75	12.98	11.78	12.67
ii. Percentage of Quality Distinct Audits			72%	>= 75%	56%	57%	63%	69%	71%
iii. Business Tax Return Delinquency Rate			9.2%	<= 10%		9.4%	9.8%	10.1%	10.2%
iv. Motor Fuel Tax Return Delinquency Rate				TBD					
v. Tax Discovery Leads Closed			29,843	30,000	25,358	26,103	35,133	25,818	22,688
vi. Property Tax Division - Form Turnaround Time (County Levy) in Calendar Days (Target: Decrease 3% Annually)			35	34					43

Activity B. Funding Improvement or Measurement

i. Increased General Fund Revenues through Lottery Sales									
ia. Instant Ticket Net Proceeds (Target: Increase 5% Annually)			\$6,561,288	\$6,889,352	\$5,517,739	\$5,240,567	\$6,399,685	\$6,896,813	\$5,053,476
ib. On-line Net Proceeds (Target: Increase 5% Annually)			\$7,416,974	\$7,787,823	\$9,137,710	\$7,044,532	\$8,395,339	\$8,256,004	\$6,894,061

Agency comments regarding the accomplishment of Goal 3:

A-i. DOR Audit Division acquired software and created an audit selection position to decrease the zero audit percentage.

A-iv. Motor Fuel delinquency is a new metric identified. DOR will begin tracking in FY22 and set the target once a baseline is established.

A-vi. County Levy Form turnaround time is a new metric for DOR. The Department will work to decreased until the new system is launched. After launch in FY24, the target will approach 15 days.

B-i. The decrease from FY19 to FY20 in Instant Tickets net proceeds was due to system upgrades.

B-ib. On-line Net Proceeds are driven by jackpots. This revenue can be unpredictable.

Department of Corrections

Agency's Mission Statement: To protect the citizens of South Dakota by providing safe and secure facilities for juvenile and adult offenders committed to our custody by the courts, to provide effective community supervision to offenders upon their release, and to utilize evidence-based practices to maximize opportunities for rehabilitation

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).

Goal 1: Operate safe and secure facilities

	Performance Measures								
	Trend	Status	Actual	Target	FY17	FY18	FY19	FY20	FY21
Activity A. Protect inmates and staff from injury and assault									
i. Inmate on inmate assaults with serious injuries/100,000 inmate days			1.7	1.1	1.5	1.2	1.9	1.4	1.7
ii. Inmate fights/100,000 inmate days			14.9	11.9	11.7	10.9	12.7	14.7	14.9
iii. Staff assaults/100,000 inmate days			2.3	1.9	3.0	1.9	2.9	2.9	2.3

Activity B. Minimize the use of restrictive housing

i. Percentage of inmates held in restrictive housing			2.5%	2.3%	2.5%	1.5%	1.9%	1.8%	2.5%
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Agency comments regarding the accomplishment of Goal 1: Rate increases may be due to decreased inmate population.

Goal 2: Provide effective community supervision

	Performance Measures								
	Trend	Status	Actual	Target	FY17	FY18	FY19	FY20	FY21
Activity A. Provide community supervision consistent with									
i. Parole Agent caseloads are within 5% of budgeted.			68	60	61	65	67	68	68
ii. Percentage of cases where Parole Agents meet contact standards			95%	100%	98%	99%	98%	97%	95%
iii. Percentage of cases where Juvenile Corrections Agents meet contact standards			100%	100%	100%	100%	100%	100%	100%

Activity B. Community supervision minimizes use of revocations

i. Percent of parole cases with revocation reports			20%	15%	18%	20%	21%	22%	20%
ii. Percentage of juvenile cases with revocations			4%	5%	5%	3%	6%	7%	4%

Agency comments regarding the accomplishment of Goal 2: Contact standards within 3% of target are considered compliant.

Goal 3: Utilize evidenced-based practices to support rehabilitation

	Performance Measures								
	Trend	Status	Actual	Target	2013	2014	2015	2016	2017
Activity A. Measure recidivism to monitor system impacts									
i. Adult three-year recidivism rate			44.7%	37.8%	40.6%	39.6%	43.1%	44.0%	44.7%
ii. Juvenile three-year recidivism rate			24.5%	37.7%	41.8%	38.9%	28.2%	33.3%	24.5%
					FY17	FY18	FY19	FY20	FY21
Activity B. Minimize out-of-home placement lengths of stay									
i. In-state Group Care average length of stay			4	5	4	4	4	4	4
ii. In-state Residential/Intensive Residential Treatment average length of stay			10	13	15	17	15	12	10
iii. Out-of-State Placement average length of stay			6	7	7	8	7	5	6

Agency comments regarding the accomplishment of Goal 3: Three-year recidivism rate. 2017 is the most recent year where all releases have been out for three years.

Status Indicator:

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Department of Tribal Relations

Agency's Mission Statement: Recognize the nine sovereign tribes who share our geographical borders as distinct political entities. Support their self-governance efforts. Work with their chosen leaders in a cooperative government to government relationship in order to improve the quality of life for all South Dakota citizens. Identify, develop and/or coordinate federal state and local resources to increase partnerships between state and tribal agencies. Introduce and/or support any legislation that would improve the quality of life for the Native American population in the state.



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).

		No Data Available								
Goal 1: Enhance the Department of Tribal Relations communications.										
		Performance Measures				Historical Data Section				
		Trend	Status	Actual	Target	FY16	FY17	FY18	FY19	FY20
Activity A. •Consistently send information to tribes										
i. Number of emails sent containing important information from state and federal agencies to Tribal Chairmen from Department Secretary		/		76	52				30	76
ii. Number of emails sent via SD Tribal Leader ListServ				45	52					45
iii. Increase social media utilization to acquire more followers										
	Facebook followers	/		18%	10%			2597	3348	3940
	Twitter followers	/		10%	10%	900	1095	1236	1367	1503
	Instagram followers	/		32%	10%				145	192
iv. Send Department newsletter to tribal leaders		/		4	4	12	12	12	8	4
Activity B. •Employ and train pro-active Tribal Constituent Service Representative to provide excellent customer service										
i. Number of staff training hours				344	300					344
ii. Percentage of resolved incoming calls				100%	100%					100%
iii. Categories of incoming constituent calls to frontline staff										
See chart below for visual representation of data.										
	Contact/Information Request			14%	-					14%
	DOT/Tourism			14%	-					14%
	Education/History			7%	-					7%
	Event Inquiry/Media Request			15%	-					15%
	Call for Executive Management			14%	-					14%
	Law Enforcement/Corrections			5%	-					5%
	Policy/Legislative Question			4%	-					4%
	Revenue/Labor			4%	-					4%
	Social Services/Child Welfare/Health			6%	-					6%
	Tribal Enrollment/ID			14%	-					14%
	Veteran Affairs			1%	-					1%
Activity C. •Participate in inter-department workgroups to provide information, consultation, and communication to tribes and urban Indian populations										
i. Number of workgroups participated in										
	Ongoing			35	25					35
	One-Time			20	10					20
ii. Strategic Communication Facilitation										
				14	12					14

Department of Tribal Relations











Communication, staffing changes, and improvements have resulted in better government to government engagement, agency interaction, and overall mission success. In previous years, communications data had not been collected; in FY20 control activities have been put in place to gauge mission progress and implement continual improvement policies. Activity A, iv., Changed monthly newsletter to quarterly newsletter with higher quality information. Activity B, ii., It is the expectation of all staff receiving constituent phone calls that calls are followed through until the constituent is satisfied with the solution to their question or concern. Following up with constituents to ensure this is also an expectation. Activity B, iii., Data from a sampling of calls logged March 11, 2021 to July 1, 2021. These are constituent calls to frontline staff and not a complete reflection of all incoming calls to the department.

Goal 2. Partner with Tribes and other state agencies to Enhance Public Safety to Reduce Substance Abuse

	Performance Measures				Historical Data Section				
	Trend	Status	Actual	Target	FY16	FY17	FY18	FY19	FY20
Activity A. Continue to create partnerships to combat illegal drugs and support treatment opportunities									
i. Registration/attendance of state-tribal meth summits	↘		64	100			92	84	64
ii. Collaborate with law enforcement agencies to create targeted training opportunities	↘		2	1				1	2




The Department continues to encourage tribes to consider partnerships to combat illegal drugs and support treatment opportunities. Activity A, i.- Low attendance numbers for Meth Summit III could be attributed to pandemic related interruptions in both planning and execution. Activity A, ii., In 2020, the department created a Cultural Awareness Video in collaboration with the SD Highway Patrol and assisted with an informational video offering tribal officers training that the LET. DTR continues to have conversations with tribes and promotes and solicits agreements such as MOU's and JPA's to partner with tribes.

Goal 3: Promote South Dakota's unique American Indian culture to public school instructional staff and students.

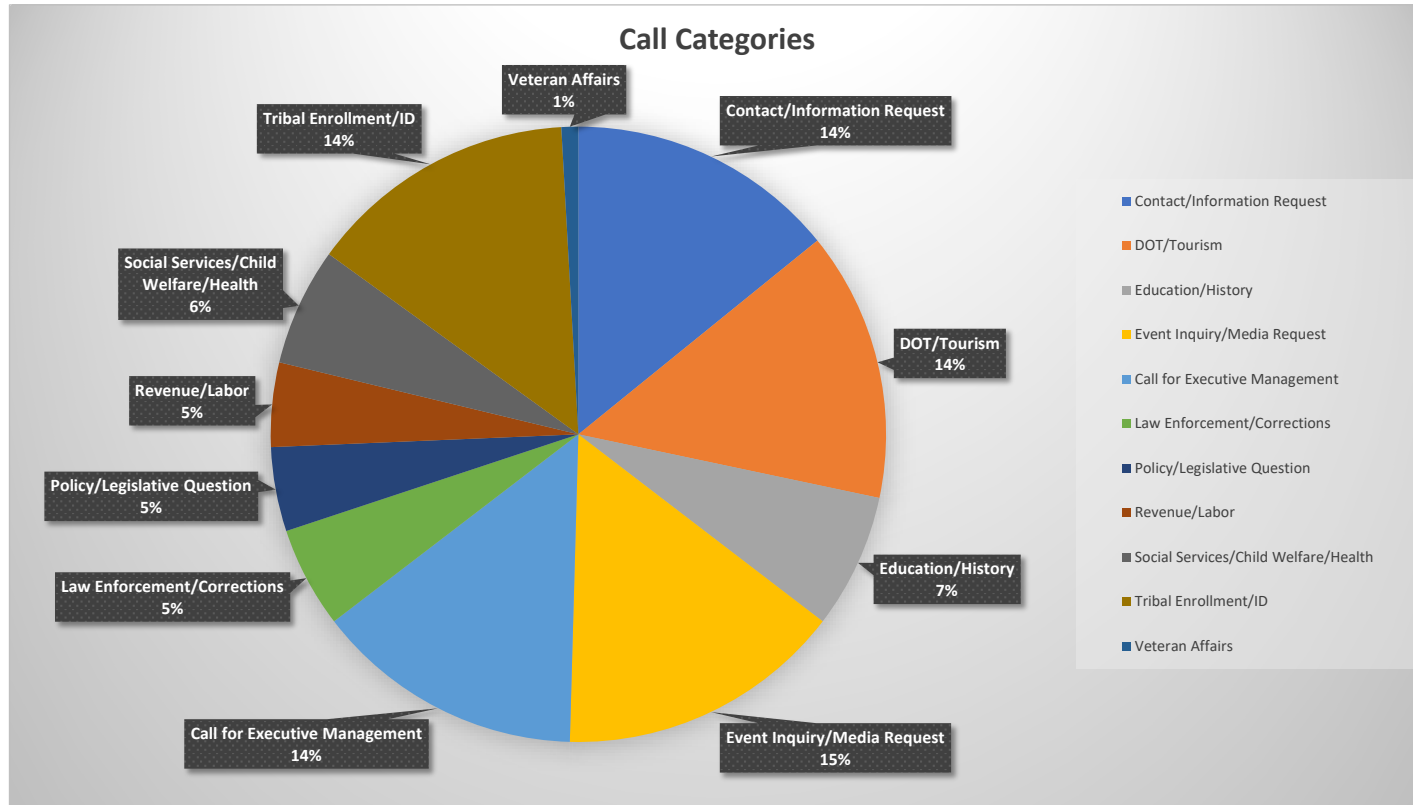
	Performance Measures				Historical Data Section				
	Trend	Status	Actual	Target	FY16	FY17	FY18	FY19	FY20
Activity A. •Number of Interactions with schools to provide information or educational materials									
i. Number of schools engaged by Office of Indian Education (includes distributing OSEU materials, Elder videos, and online resources)			51	65					51
Activity B. •Continuing administration of Wóokiye Project									
i. Add schools to project	↘		2	1				3	2
ii. Add teachers to project	↘		10	5				20	10
iii. Teachers that have participated in local tribal activities	↘		71%	80%				0%	71%
iv. Teachers that have explained OSEUs to colleagues	↘		100%	80%				0%	100%
v. Teachers that have created own lessons based on OSEU	↘		100%	80%				0%	100%
vi. Teacher that have used Oceti Sakowin historical documentation and materials			43%	80%				0%	43%
vii. Teachers that have collaborated with Local Elder/Culture Bearer	↘		43%	80%				0%	43%
viii. Teachers that are confident teaching OSEU	↘		86%	80%				0%	86%
ix. Teachers that provide opportunities for students to express cultural identity	↘		86%	80%				0%	86%

The Department continues to promote South Dakota's unique American Indian culture to public school instructional staff and students. Activity A, New OIE director/staff started in February 2021; target and goal is recently created. Such materials are distributed on a rolling basis as requests are made. Activity B, Achieved goals in FY19 in terms of pilot schools and total teachers. FY20 exceeded growth goals. Activity C & D, sampling of teachers surveyed are Wóokiye teachers. OSEU's were adopted as standards in 2018.

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Department of Tribal Relations



SOUTH DAKOTA BOARD OF REGENTS

Agency's Mission Statement: The Board of Regents' mission is to provide an excellent, efficient, accessible, equitable and affordable public university and special schools system that improves South Dakota's overall educational attainment and research productivity, while enriching the intellectual, economic, civic, social, and cultural life of the state, its residents, and its communities.

The performance measures will be separate and distinct from the strategic plan but will directly reflect success for public post-secondary education.

Goal: Academic Success, Student Outcomes, and Educational Attainment

	Performance Measures				Historical Data Section				
	Trend	Status	Actual	Target	FY21	FY22	FY23	FY24	FY25
Activity A: The Board of Regents is committed to offering the highest quality academic programs that provide students with the skills and knowledge to thrive as members of South Dakota's future workforce. BOR will have student outcomes, academic curriculum, and assessments aligned to nationally recognized standards that facilitate successful student outcomes.									
Academic Completion at Cohort Institution									
i. Undergraduate 4-Year Completion Rate			35.6%	40.6%					
i. Undergraduate 6-Year Completion Rate			55.4%	60.4%					
Academic Completion in BOR System									
i. Undergraduate 4-Year Completion Rate (Measures Transferability)			37.0%	42.0%					
ii. Undergraduate 6-Year Completion Rate (Measures Transferability)			59.0%	64.0%					
Second Year Retention									
i. Retained at Cohort Institution			75.5%	85.5%					
ii. Retained in BOR System (Measures Transferability)			78.2%	83.5%					
Academic Programming									
i. Percent of new programs with High Impacts Practices			0.0%	70.0%					
ii. Nursing UG Licensure (NCLEX-RN) Passage Rate			96.6%	> 96.6%					

Comments

Goal: Workforce & Economic Development

	Performance Measures				Historical Data Section				
	Trend	Status	Actual	Target	FY21	FY22	FY23	FY24	FY25
Activity A: South Dakota public universities shall align program growth to the educational and workforce skills needed to meet the demands through 2030; ensure engagement designed to enhance the state's long-term economy.									
i. STEM Graduates (% of total grads)			17.9%	20.9%					
ii. Teacher Education Graduates (% of total grads)			9.7%	11.2%					
iii. Nursing Graduates (% of total grads)			9.8%	11%					
iv. Healthcare (Excluding Nursing) Graduates (% of total grads)			7.1%	8.6%					

Comments




Financial Health & Competitiveness

	Performance Measures				Historical Data Section				
	Trend	Status	Actual	Target	FY21	FY22	FY23	FY24	FY25
Activity A. Financial Health									
i. Regional Rank of Average Net Price (Weighted by 12 month Enrollment FTE)			7	5					
ii. All 6 campuses have an Auxiliary Systems Coverage Ratio > 1.2			Yes	Yes					
iii. Default Rate on Federal Loans (Employability)			5.2%	< 5.2%					

Comments

SOUTH DAKOTA BOARD OF REGENTS

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South Dakota Department of Veterans Affairs												
Agency's Mission Statement: To provide comprehensive care and quality service to veterans and their families, regarding health care, education, disability benefits, long-term care, and burial honors by providing professional customer service and care.												
Veterans in South Dakota					FY17	FY18	FY19	FY20	FY21			
					65,335	64,733	64,119	65,014	72,030			
Goal 1: To provide veterans and their family members access to U.S. Department of Veterans Affairs and South Dakota Veterans Affairs Benefits.												
	Performance Measures				Historical Data Section							
	Trend	Status	Actual	Target	FY17	FY18	FY19	FY20	FY21			
Activity A. State Benefits												
Bonus Claims Paid out					\$ 149,940	\$ 115,970	\$ 100,780	\$ 72,410	\$ 71,660			
Headstone Setting Fees					\$ 42,800	\$ 36,700	\$ 40,100	\$ 25,900	\$ 27,600			
Funeral Honor Reimbursements Processed Quarterly					\$ 45,800	\$ 45,000	\$ 42,200	\$ 33,550	\$ 41,650	Claims to Auditor 1-7 days	Claims to Auditor 8-14 days	Claims to Auditor 15 days +
										9	17	1
Activity B. Processing of State Claims for Benefits										19	3	
Headstone Setting Fees												
Bonus Claims												2
Activity C. Federal Benefits (based on Federal FY which runs from October - September)												
Education					\$ 29,311,000	\$ 25,109,000	\$ 28,275,000	\$ 27,602,000	No Data Available			
Compensation and Pension					\$ 253,310,000	\$ 242,117,000	\$ 291,448,000	\$ 314,178,000	No Data Available			
Healthcare					\$ 370,960,000	\$ 378,855,000	\$ 404,807,000	\$ 474,762,000	No Data Available			
One time Retroactive Awards					\$ 7,792,329.08	\$ 8,755,388.00	\$ 10,752,826.00	\$ 11,842,977.00	\$ 11,131,751.00			
Running Awards					\$ 179,432,079.05	\$ 197,245,638.00	\$ 227,704,994.00	\$ 253,971,986.00	\$ 272,834,534.00	1 to 2 work days	3 to 4 work days	5 plus work days
Activity D. Processing of Federal Claims for Benefits										1,333	6	2
Activity E. VA Joint Peer Review Group Education Review					Satisfactory	Satisfactory	Satisfactory	Satisfactory				
Agency comments regarding the accomplishment of Goal 1: Our goal is to ensure that every veteran that applies for the bonus or military funeral honors, and meets the respective criteria, is provided that benefit in a timely manner. The measureable is the processing time. Our goals is to have state benefits claims processed internally within a week and our goal to have federal benefits filed within one-two working days.												
Goal 2: To provide high quality resident directed long term care by maintaining excellence in personal services and treatment in a setting that promotes dignity, independence, and a home-like environment.												
	Performance Measures				Historical Data Section							
	Trend	Status	Actual	Target	FY17	FY18	FY19	FY20	FY21			
Activity A. Census												
Average Daily Census			95	102	94	94	96	98	95			
Average number of Veteran Residents			75	75%	70	72	78	80	75			
Average number of Non-Veteran Residents			19	25%	24	22	18	16	19			
Admissions					42	38	38	29	32			
Deaths					17	27	29	20	29			
Discharges					24	10	7	11	10			
Activity B. Licensing, Surveys and Inspections				Deficiencies								
VA Annual Survey (three-day reiev of property)			1	0					1			
Department of Health (three-day reiev of property)			4	0					4			
Activity C. Resident Forums												
Resident forums are held monthly to determine needs and concerns of residents.												
Agency comments regarding the accomplishment of Goal 2: The Veterans Home resident population must be at least 75% Veterans. Surveys conducted by DOH and VA reviews over 270 items. Expectation is to have all deficiencies corrected prior to the exit interview. Those that require review and development of training and standard are handled as quickly as possible and notification is sent to DOH and/or VA to achieve compliance.												
Goal 3: The South Dakota Veterans' Cemetery lays to rest, with dignity and everlasting tribute, those who answered the call and served our nation with honor.												
	Performance Measures				Historical Data Section							
	Trend	Status	Actual	Target	FY17	FY18	FY19	FY20	FY21			
Number of Burials - Total			62	90	0	0	0	0	62			
Number of Veteran Burials					0	0	0	0	46			
Number of Non-veteran Burials					0	0	0	0	16			
Military Funeral Honors Provided												
Agency comments regarding the accomplishment of Goal 3: The South Dakota Veterans Cemetery began normal operations and interments on June 4, 2021.												
Status Indicator:												
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DEPARTMENT OF PUBLIC SAFETY



















Agency's Mission Statement: To keep South Dakota a safe place in which to live, work, visit and raise a family.

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).











Goal: By utilizing partnerships and innovation, our humble professionals will ensure that South Dakota is the safest state in the nation.

	Performance Measures				Historical Data Section				
	Trend	Status	Actual	Target	FY17	FY18	FY19	FY20	FY21
Activity A. Homeland Security - coordinating with state and local governments to prevent acts of terrorism									
i. Number of local government agencies served			90	95	89	101	96	82	90
ii. Number of state government agencies served			7	8	7	8	5	7	7
iii. Number of local government projects funded			110	120	101	108	125	115	110
iv. Number of state government projects funded			10	10	14	11	6	8	10
Agency comments regarding the accomplishments: 1) developing a School Safety Center Program to improve security within the schools, 2) attending regional meetings to coordinate with state, local and tribal governments									

Activity B. Highway Patrol - protecting our citizens and visitors by promoting public safety through education, enforcement and example

















i. Enforcement of DWI			1,804	2,000	2,314	2,389	2,242	1,776	1,804
ii. Warning Issued			82,003	85,000	87,663	100,553	86,638	67,296	82,003
iii. Citations Issued			55,820	55,000	57,131	64,399	56,067	45,679	55,820
iv. Provided Safety Education - Hours			1,007	3,400	3,731	3,567	4,744	2,201	1,007
v. Drug Related Arrests - Felony			2,094	2,200	997	1,367	1,842	2,078	2,094
vi. Drug Related Arrests - Misdemeanor			3,641	3,700	2,780	3,738	3,710	3,634	3,641
vii. Investigated Fatal Accidents			118	75	72	95	70	72	118
viii. Investigated Injury Accident			683	800	912	860	647	769	683
ix. Investigated Non-injury Accidents			2,122	2,800	2,876	2,965	2,248	2,659	2,122
Agency comments regarding the accomplishments: HP strives to spend 65% of time on proactive law enforcement activities including stationary patrol, saturation patrols, DUI checkpoints and other traffic related operations. HP promotes public safety through education at schools, civic events, and large gatherings such as county and state fairs. HP has 8 troopers trained to work with local LE to eradicate illegal drugs along with 13 police service dogs working interdiction on both interstate and state highways.									

Activity C. Highway Safety/Accident Records - providing grants and public information to increase highway safety; compiling accident records and crash data

i. Funded Highway Safety Projects			94	87	107	108	95	95	94
ii. Offered Motorcycle Safety Courses			351	340	345	340	341	256	351
iii. Trained Motorcycle Riders			1,520	1,750	1,741	1,706	1,723	1,196	1,520
iv. Crashes Processed			15,174	17,000	17,465	17,663	16,991	18,072	15,174
v. Fatal Crashes Processed			131	100	92	127	115	99	131
Agency comments regarding the accomplishments: regional training workshops provided to stakeholders interested in reducing motor vehicle injuries and fatalities; motorcycle safety courses offered every year from April - October; training offered by qualified instructors to assist motorcycleists prepare for their license tests. Utilize fatal crash data to inform public information.									











DEPARTMENT OF PUBLIC SAFETY

Activity D. Office of Emergency Management - assist state, local and tribal governments prepare, respond, recover and mitigate natural and man-made disasters

i. Number of Disaster - Large Projects			360	250	255	63	32	111	360
ii. Total FEMA Disaster Dollars (millions)			103	150	176	163	163	198	103
iii. Number of Mitigation Projects			203	152	140	45	91	200	203
iv. Total FEMA Mitigation Dollars (millions)			27	17	20	2	12	21	27
v. Coordinated Trainings			43	55	58	43	55	30	43
vi. Number of People Trained			767	1,500	1,539	1,309	1,531	523	767
viii. Coordinated Exercises			53	30	46	26	22	47	53
ix. Number of Exercise Participants			1,452	1,235	1,252	1,372	1,125	1,403	1,452







Agency comments regarding the accomplishments: OEM Public Assistance team works with applicants to complete disaster related projects, validates and verifies expenses and processes reimbursements. The OEM Mitigation staff manages all of the mitigation projects to prevent similar damage from occurring again. OEM coordinates training and exercises with county emergency managers to enhance emergency management preparedness and response efforts to comply with FEMA requirements.

Activity E. Fire Marshal - provide fire prevention services including fire reporting, training, investigation, public education, fire prevention, and code enforcement

i. Investigated Fires			63	60	71	69	61	53	63
ii. Inspected Schools			189	200	234	212	181	101	189
iii. Boiler Inspections/Insurance			2,229	2,400	2,566	2,294	2,227	1,684	2,229
iv. Boiler Inspections/State			2,991	2,400	2,099	2,477	2,522	2,053	2,991
v. Certified Firefighters			191	200	258	206	219	94	191







Agency comments regarding the accomplishments: IAAI training and certification, partnerships with BATF and SD DCI. Fire Marshal's office works closely with the state inspection program to monitor and coordinate inspections. Boiler inspections by insurance companies and SFMO vary based on one and two year inspection intervals, insurance pickups and drops, new boilers, boilers taken off line. New firefighters are those completing the SD Certified Firefighter Course.

Activity F. 9-1-1 Coordination providing technical assistance, funding oversight and monitoring while partnering with local governments

i. Average number of lines per month			808,642	815,883	806,727	813,917	819,242	817,645	808,642
ii. % of PSAP's compliant with ARSD			100%	100%	100%	100%	100%	100%	100%
iii. Total # of PSAPs cut over to ESInet			28	28	0	4	0	28	28









Agency comments regarding the accomplishments: Complete implementation of transition to NextGen 9-1-1 and enhanced system with Text to 9-1-1; completed compliance reviews as scheduled; completed annual review of financial reports; and provided ongoing technical assistance to all 28 PSAPs.

Activity G. Driver's Licensing - issue identification cards; testing, licensing and regulating commercial and non-commercial drivers

i. Issued Identification Cards			16,176	17,000	17,474	18,017	18,204	15,056	16,176
ii. Issued Licenses			214,420	203,000	196,780	196,733	163,658	169,997	214,420
iii. Online Renewals			62,500	35,000	15,402	25,147	18,753	34,191	62,500

Agency comments regarding the accomplishments: COVID significantly impacted Driver's Licensing operations. DL implemented a public campaign promoting online renewals - "Renew2020". Driver's licenses were allowed to expire during COVID, by Executive Order, thus driving a significant backlog. Exam stations are open and are serving citizens with online renewals, scheduled appointments and walk-ins.




Activity H. Weights & Measures/Inspections - provide state inspections and weights and measures services for businesses and consumers

i. Inspected Heavy Scales			852	2,105	1,172	2,136	1,387	2,128	852
ii. Inspected Retail Scales, Pumps, Meters			5,783	7,400	8,133	6,012	4,781	12,208	5,783
iii. Completed Callibrations - Metrology Lab			3,479	4,000	3,615	3,998	3,594	4,103	3,479
iv. Inspected facilities/equipment for other State Agencies			27,740	22,718	29,181	21,953	23,950	21,094	27,740

Agency comments regarding the accomplishments: Maintained heavy scales inspections to the extent possible with COVID and two vacancies; focused on continual education for inspectors; and assisted in new endeavors for WMI including metrology lab and DOH inspections.







DEPARTMENT OF PUBLIC SAFETY

Activity I. Victims' Services - provide for shelter, advocacy, crisis counseling and toher services as well as monetary assistance to victims of violent crimes

i. Number of Victims Served		14,916	15,583	12,662	11,956	14,430	15,279	14,916
ii. Number of Victims Sheltered		2,734	2,664	3,307	3,149	2,799	2,664	2,734
iii. Victims Compensation Claims Approved		151	200	255	158	106	54	151




Agency comments regarding the accomplishments: COVID contributed to an initial drop in shelter services but the VS program providing COVID funding to support shelter services and promoted awareness and availability of services. VS also implemented a new online application system which facilitated claims submission and processing for more timely payment.

Activity J. Wildland Fire - provide protection for resources and the public from wildland fire

i. Number of Wildland Fires		963	0	0	0	259	324	963
ii. Acres of Wildland Fires		27,088	0	0	0	4,413	3,404	27,088
iii. Issued Burn Permits		3,164	2,000	0	0	2,535	2,358	3,164
iv. Conducted Hazard Fuel Mitigation - Projects		74	70	0	0	35	58	74
vi. Conducted Hazard Fuel Mitigation - Acres		1,068	700	0	0	682	1,000	1,068
vii. Trained Fire Personnel		740	1,800	0	0	884	351	740

Agency comments regarding the accomplishments: SD WLF boosted training numbers (class sessions and personnel) after COVID by enahncing interagency relationships which provide instructors and enhanced the diversity of course offerings. Successes were achieved in hazardous fuel mitigation by providing education regarding the risks related to fire within the Wildland Urban Interface and the benefits to landowners and the entire community.

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Department of Human Services

Agency's Mission Statement: Enhance the quality of life of people with disabilities in partnership with its stakeholders.

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).

Goal 1. DHS will enhance services and increase access.									
	Performance Measures				Historical Data Section				
	Trend	Status	Actual	Target	Baseline	FY22	FY23	FY24	FY25
Activity A. Supporting People Through Technology									
i. Number of waiver participants utilizing technology that promotes independence and reduces reliance on paid supports.				864	839				
Activity B. Vocational Rehabilitation									
i. Increase the employment rate of individuals with disabilities in SD.				54.1%	52.10%				
Activity C. Rebalance Medicaid									
i. Increase the percentage of Medicaid expenditures going to Home & Community Based Services for individuals with disabilities.				53%	52.0%				
Agency comments regarding the accomplishment of Goal 1:									
Goal 2. DHS will communicate and fulfill our mission.									
	Performance Measures				Historical Data Section				
	Trend	Status	Actual	Target	Baseline	FY22	FY23	FY24	FY25
Activity A. Develop and implement a strategic media plan.									
i. Increase the number of social media interactions (posts, follows, likes, shares, comments)				TBD	TBD				
Activity B. Aging and Disability Resource Center Contacts									
i. Increase the number of options counseling sessions through Dakota At Home (ADRC).				14,972	14,679				
Agency comments regarding the accomplishment of Goal 2:									
Goal 3. DHS will increase career satisfaction and employee engagement.									
	Performance Measures				Historical Data Section				
	Trend	Status	Actual	Target	Baseline	FY22	FY23	FY24	FY25
Activity A. Professional Development									
i. Increase professional development training hours.				TBD	TBD				
Activity B. On-boarding and re-boarding									
i. New employees will complete DHS 101 on-boarding training.				100%	0				

Department of Human Services

ii. Existing DHS employees will complete the DHS 101 on-boarding training.				100%	0				
Activity D. Retention									
i. Decrease turnover rate.				14.00%	14.50%				
Agency comments regarding the accomplishment of Goal 3:									

Status Indicator:



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SOUTH DAKOTA BUREAU OF ADMINISTRATION

MISSION

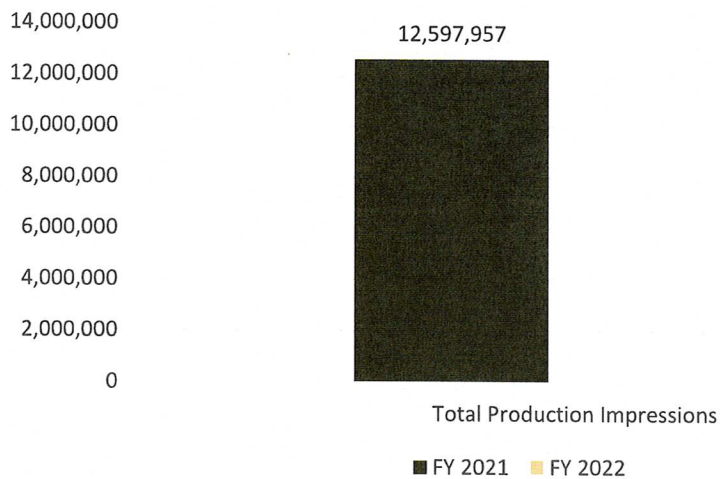
The mission of the South Dakota Bureau of Administration is to provide quality central services to our customers, necessary for the operation of State Government, at the most economical cost.

1)

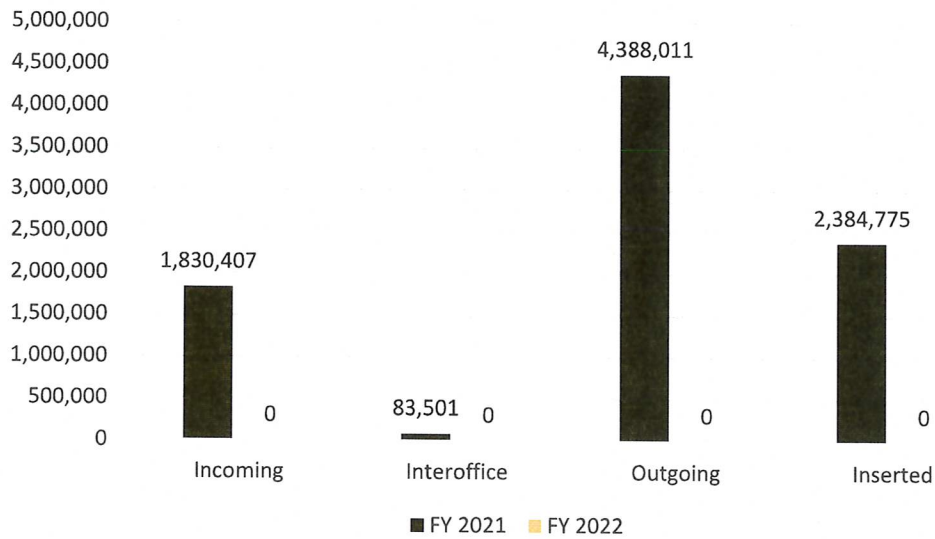
Be a **Customer Focused** organization that delivers services in a timely and efficient manner meeting the needs of the agencies we support.

Complete work orders and requests in a timely and accurate manner.

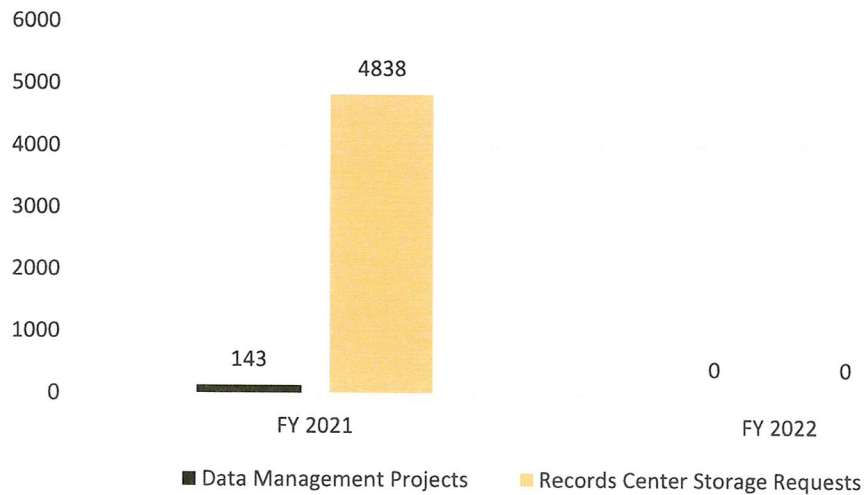
Central Duplicating Total Production Impressions

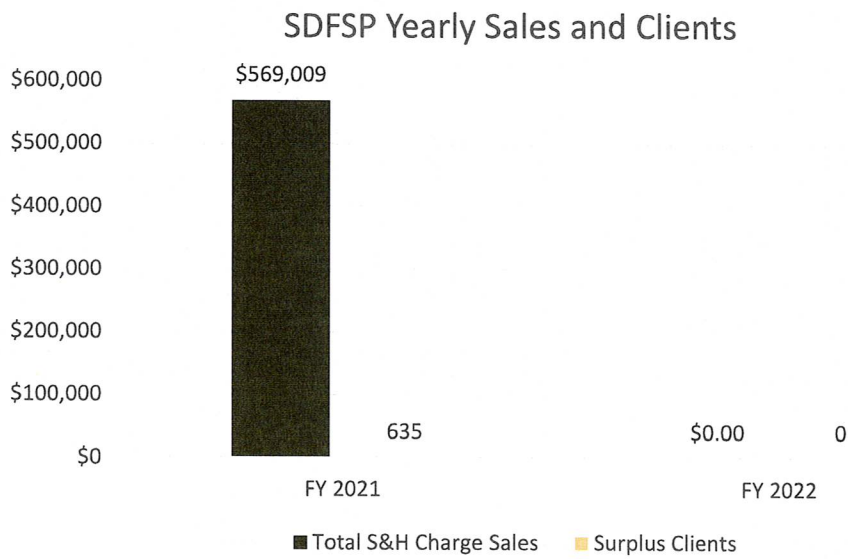


Central Mail Yearly Volume



Records Management Yearly Requests & Projects

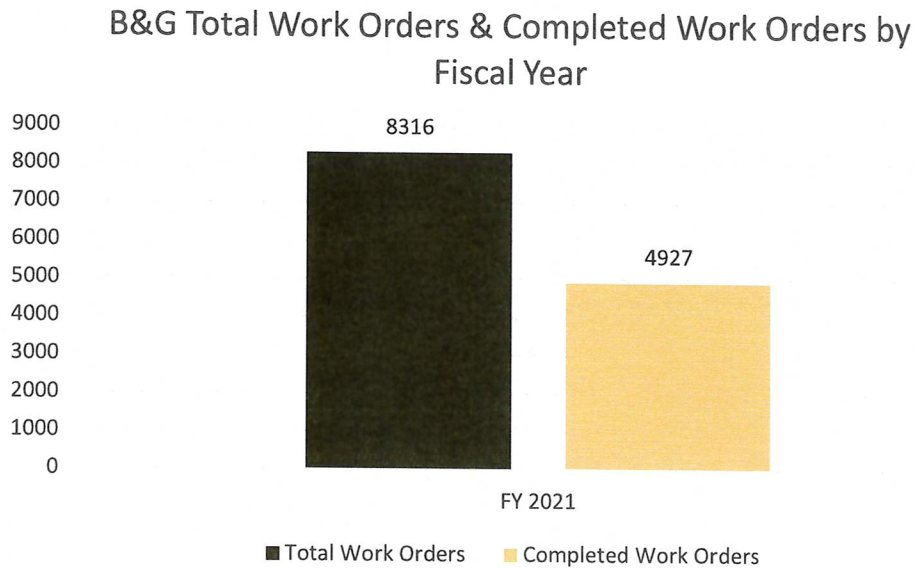




2)

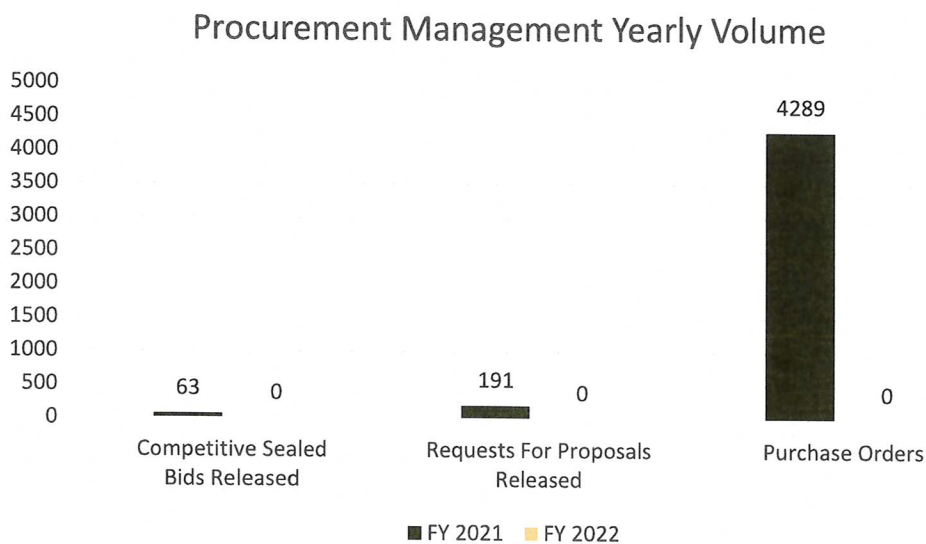
Ensure we have excellent facilities by providing oversight for **New Construction and Maintenance** of state-owned structures.

Certify buildings are constructed and maintained efficiently.



3)

Provide **Efficient Procurement Procedures** for the acquisition of quality goods and services in support of State Government agencies.



4)

Provide safe, reliable **Fleet Vehicle Solutions** that assist state agencies to effectively and efficiently meet their mission.

