



South Dakota Department of Social Services

**Presented to the Joint Appropriations Committee
January 16, 2009**

Vision and Mission Statements

VISION

Strong Families – South Dakota’s Foundation and Our Future

MISSION

Strengthen and support individuals and families by fostering independence and personal responsibility; protecting people; providing opportunities for individuals to achieve their full potential; and promoting healthy families and safe communities by ensuring quality, cost-effective and comprehensive services are provided in cooperation with our partners.

Guiding Principles

- We believe families have the right to be safe and secure.
- We believe in providing opportunities and choices that support the needs of families through available and accessible services.
- We believe in collaborative communications, teamwork, partnerships and trust for essential family services.
- We believe in respecting individual and cultural differences by treating people with dignity, fairness and respect.

Guiding Principles

- We believe in focusing on results, quality and continuous improvement, and on using state-of-the-art technology to be more efficient and effective.
- We believe in professional and well-trained staff who are competent, accountable and empowered.
- We believe in a “no wrong door” approach.

Department Goals

Increase access to quality services for our customers.

The system of care will meet the changing needs of elders.

Health care services funded through Title XIX will be responsive to customers' needs and South Dakota taxpayers.

Improve the system of care available to children.

Meet the needs of Native Americans through increased partnerships with tribes.

Increase the quality of services provided or funded by the Department.

Reduce abuse, neglect and exploitation of vulnerable people.

Use internal and external resources to protect vulnerable people.

Provide needed services to individuals who have been abused, neglected, or exploited.

Department Goals

Improve internal and external customer service.

Treat external customers with dignity and respect.

Department employees will provide excellent customer service.

Provide the public with information and knowledge about Department programs and services.

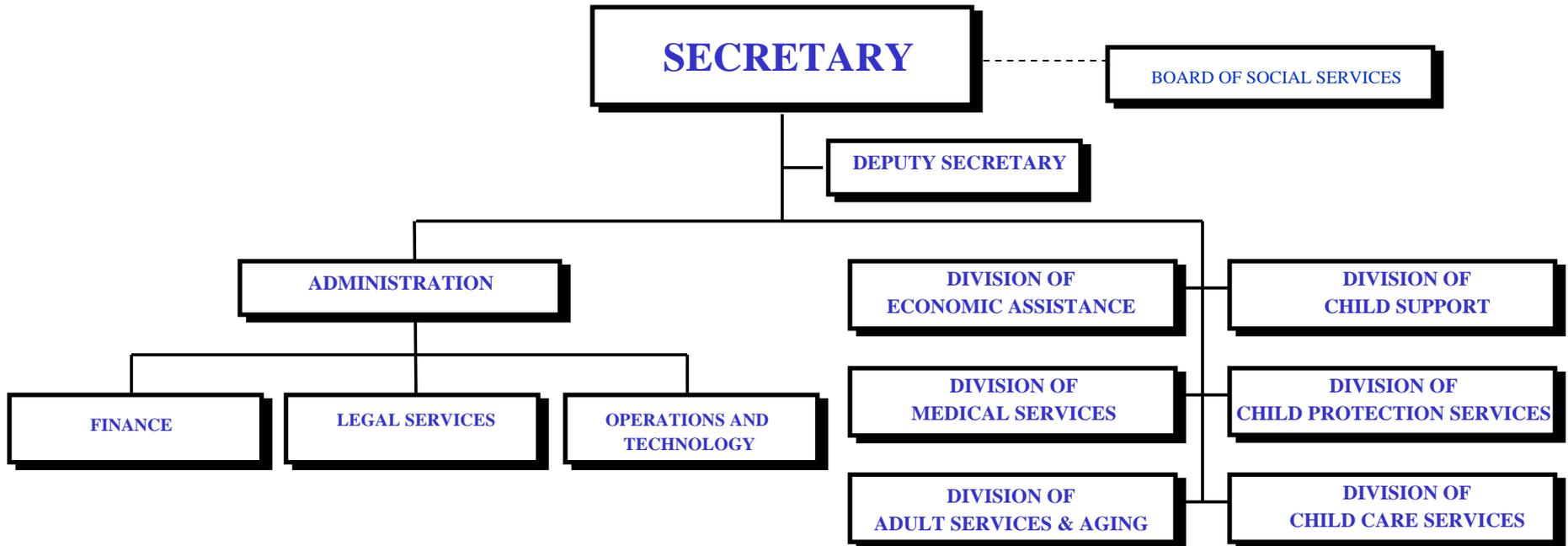
Strengthen the processes important to achieving our vision.

Align provider reimbursement strategies to support access to services.

Ensure an appropriate regulatory framework for services.

Use technology to create process efficiencies.

Organizational Structure



Office of the Secretary

Provides administration and direction to all areas of the Department.

- 1001.5 budgeted FTE

Includes the following:

Finance:

Provides support services to oversee and manage the department's budget and financial operations. This office also includes: Accounting and Financial Reporting, Electronic Benefits Transfer, along with Provider Reimbursements and Audits.

Legal Services:

Provides legal service to all programs and divisions within the Department, especially the Division of Child Protection Services. This division also handles discrimination complaints and HIPAA.

Operations and Technology:

Provides support responsibilities for Department offices in the following ways: logistical administrative functions and operations; identifying and addressing Department technology needs; and providing centralized procurement support services.

Office of the Secretary

Administrative Hearings:

Holds hearings and determines issues if persons are affected by the Department's actions concerning Food Stamps, Medical Assistance, Temporary Assistance for Needy Families, Child Care Services, Central Registry for Child Abuse and Neglect matters within Child Protection Services, Low Income Energy Assistance, and Child Support Enforcement.

Constituent Liaison Services:

Provides information to the public about services in our department. This individual receives and investigates complaints and ensures that they are responded to in a comprehensive and timely manner. The Constituent Liaison also answers a toll-free number designed to assist Medicaid recipients.

Information and Statistical Services:

Provides statistical information and data analysis for the Department.

Recoveries and Fraud Investigations:

Provides benefit fraud investigations, recovers Medicaid expenses from third party resources, administers the Medicaid Estate Recovery Program, and is responsible for recovery of all debt owed to the Department.

Division of Economic Assistance (EA)

Provides the following services:

Eligibility determination for programs including:

Medicaid (Title XIX and CHIP)

SFY09 projections: 131,700 unduplicated individuals annually

Food Stamps

Original SFY09 projections: 27,932 average monthly households

Actual Dec. 2008 data: 28,317 households

Sales Tax on Food Refund Program

Original SFY09 projections: 38,849 total households

Revised projections: 40,520 total households

Division of Economic Assistance (EA)

Eligibility determination for programs including (continued):

Energy Assistance

SFY09 projections: 18,736 households
1,004 homes weatherized

Temporary Assistance for Needy Families

SFY09 projections: 2,876 average monthly cases

Other services provided:

Referrals to other providers

Education assistance for youth at risk

SFY09 projection: 552 youth

Community Action Programs

Division of Economic Assistance (EA)

Provides services for:

Low income families, children and individuals

Elderly

People with disabilities

Service delivery:

Benefits specialists serve 37 communities throughout the state on a full-time basis, and 27 locations itinerantly, for a total of 64 communities.

Analyzed office operations in select communities in 2008 and adjusted number of full-time vs. itinerant locations to maximize efficiency while preserving customer service.

Division of Economic Assistance (EA)

Temporary Assistance for Needy Families (TANF)

TANF funds used to provide assistance to needy families so children may be cared for in their own homes, or in the homes of relatives.

TANF is a work program that emphasizes ending dependence on government benefits by promoting job preparation and work.

Benefits are limited to lifetime total of 60 months, unless recipient is an adult living on a reservation with unemployment rate of 50% or higher.

TANF funds used for:

- Cash grants to families

- Work programs

- Child welfare – emergency assistance

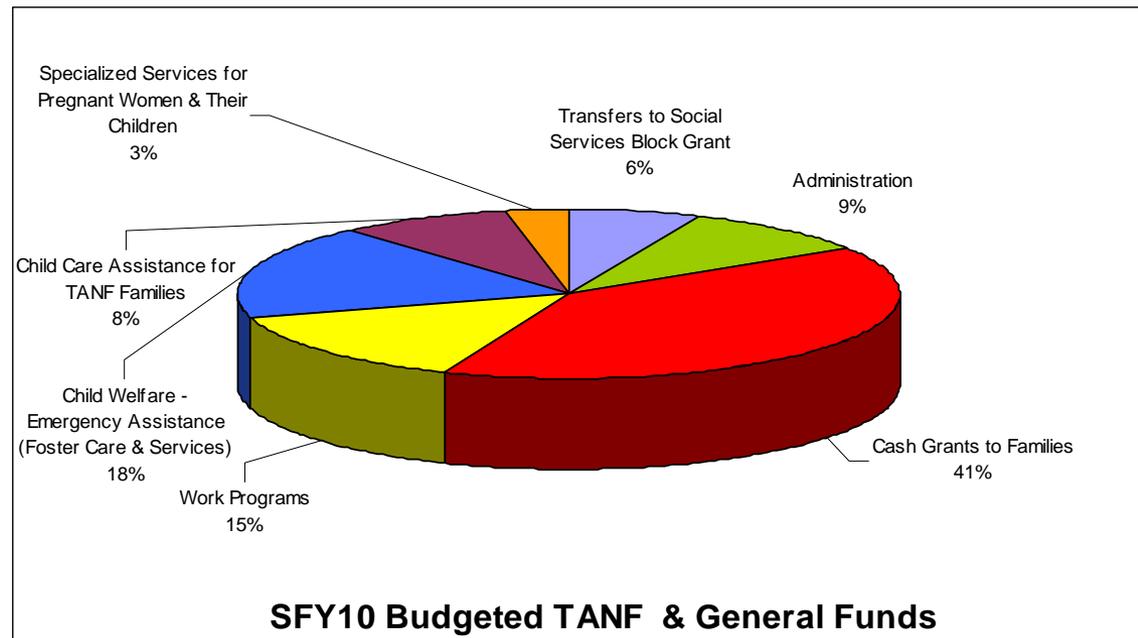
- Child care for TANF families

- Specialized services for pregnant women and their children

Division of Economic Assistance (EA)

Annual TANF award:

Annual federal award is \$21,279,651. State is required to match with general funds \$8,540,000 as our required maintenance of effort (MOE) for a total of \$29,819,615. No anticipated increase to federal award.



Division of Economic Assistance (EA)

Sales Tax on Food Refund Program:

Puts money back in pockets of low-income families.

Benefits paid quarterly using Dakota EBT cards.

Average quarterly benefit is \$24.98.

Benefit amounts based on number of people per household and the Thrifty Food Plan, the national standard for a nutritious diet at a minimal cost, maintained by the U.S. Dept. of Agriculture.

Division of Medical Services

Provides the following services:

- Must be medically necessary and physician ordered
- Inpatient and outpatient hospital
- Physician, clinic, lab and x-ray services, and prescription drugs
- Home health, hospice, personal care, and transportation services
- Medical equipment and prosthetic devices
- Dental, orthodontic, and optometric services
- Chiropractic

Provides services for:

- Elderly and disabled
- Low income children, pregnant women, adults and families
- Foster care children

Service delivery:

Through a health care delivery system of over 11,000 Medicaid providers.

Division of Medical Services

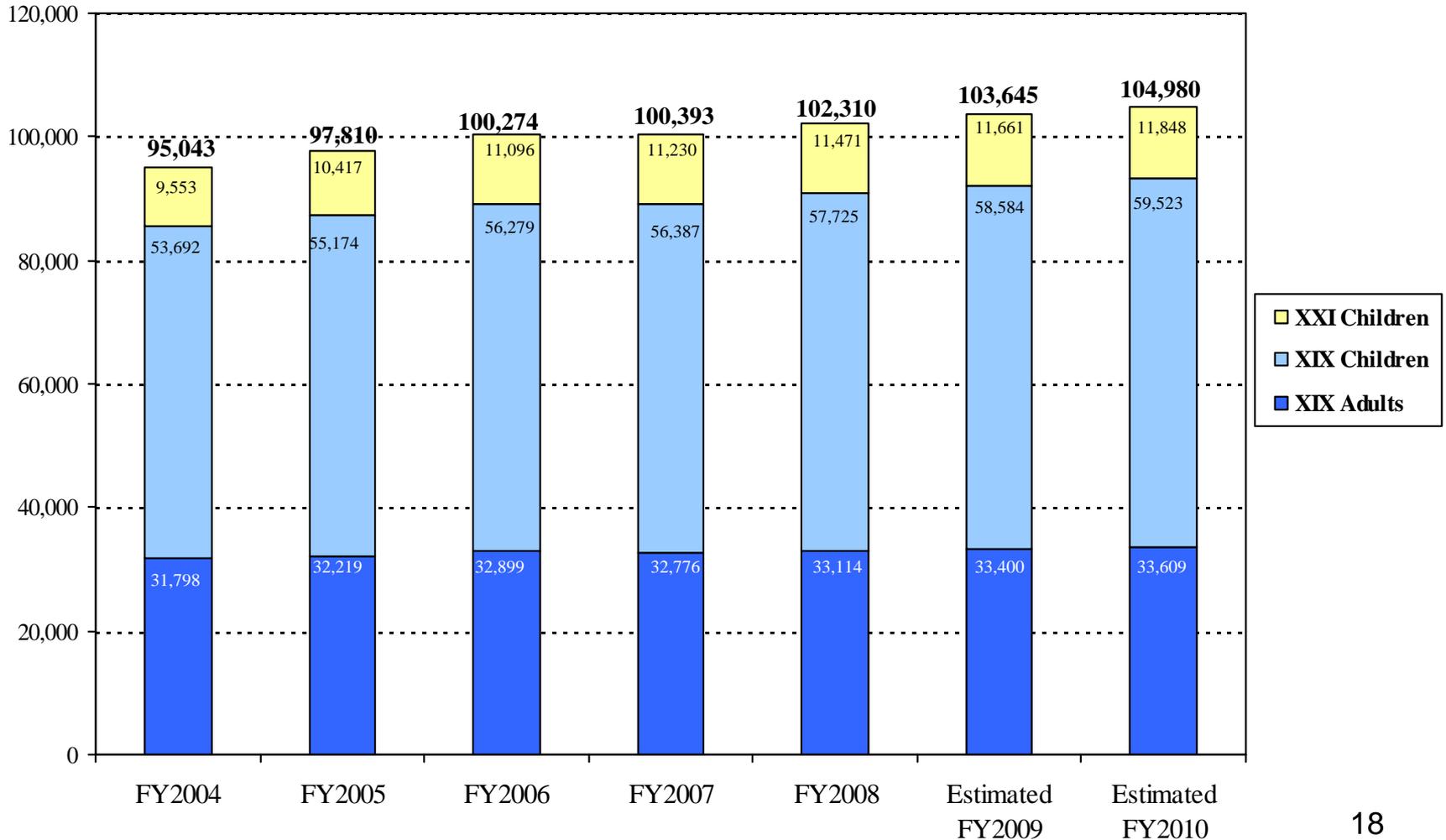
Nearly **1 of every 8** persons in South Dakota in any given month have health coverage through Medicaid or CHIP, this includes adults and children.

1 of every 3 children under the age of 19 in South Dakota has health coverage through Medicaid or CHIP.

Fifty percent of the children born in South Dakota have health coverage through Medicaid or CHIP during the first year of their life.

Division of Medical Services

Average Monthly Medicaid Eligible Totals



Division of Medical Services

Medicaid Management Information System:

Current Medicaid Management Information System (MMIS) developed in 1979

Technology and system architecture outdated

90 percent federally funded

Benefits of new system:

Manage healthcare populations

Reduce program costs

Improve the lives of individuals covered by Medicaid

- Disease Management
- Outcomes management
- Cost containment and utilization management
- Budgeting and forecasting
- Online access for recipients to check eligibility and benefits
- Online access for providers to track claim and payment information

Division of Medical Services

Medicaid Management Information System:

FourThought Group Inc.: Project Management and Independent Verification and Validation (PM/IV&V) contract.

CNSI: Design, Development, and Implementation (DDI) contract

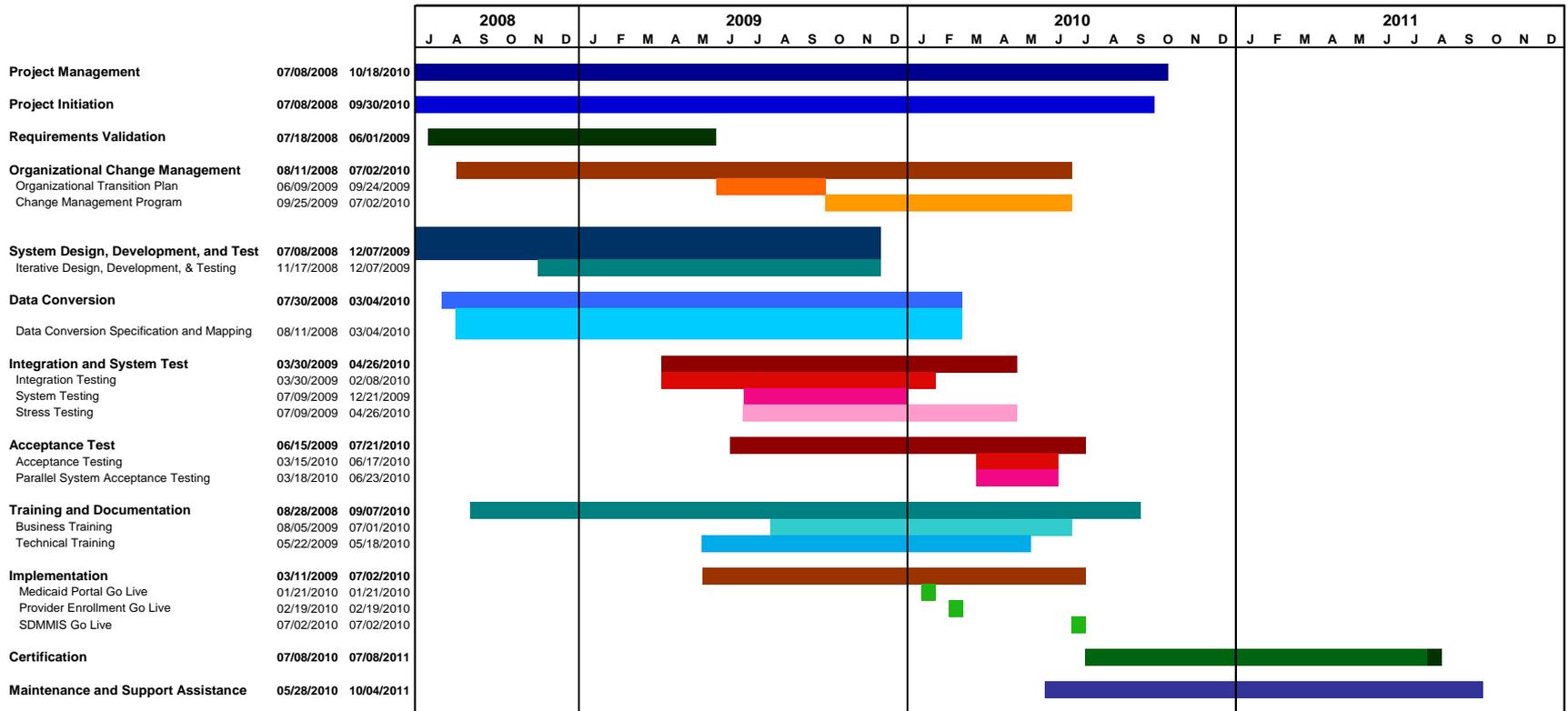
Implementation team working with stakeholders including:

- DSS Staff
- Governors Office
- Bureau of Finance and Management
- Bureau of Information and Telecommunication
- Department of Health
- Department of Human Services
- Department of Corrections
- Department of Legislative Audit
- Bureau of Personnel
- Provider clinical and financial staff

On schedule with more than 3,000 system requirements.

Division of Medical Services

Medicaid Management Information System (MMIS) Project Schedule



Division of Adult Services and Aging (ASA)

Provides the following services, primarily through contracts with private providers:

Community-Based Services

In-home services

- 38 agencies throughout SD provide services to 5,800 individuals

Congregate and home-delivered meals

- Provide total of 1.5 million meals to 6,250 individuals daily

Transportation

- 26 programs provide services in 203 communities
- Provide transportation to 10,500 individuals

Caregiver support services

Adult Day

Adult protective services

Prescription assistance

Division of Adult Services and Aging (ASA)

Additional Services:

Long-term care

- Projected SFY09: 3,647 clients

Assisted living care

- Projected SFY09: 695 clients

Shelter, counseling and support for crime victims

Provides services for:

Individuals age 60 and older

Adults with disabilities

Victims of domestic violence and violent crimes

Service delivery:

ASA Specialists located in 25 communities provide statewide coverage

Meeting the Continuum of Care Needs of the Elderly Task Force

Development:

- Abt Study completed in 2007

Key Findings:

- Growth in elderly population will fuel rising demand for services
 - Rebalance and replace nursing facility capacity
 - Target assisted living capacity toward growing regions
 - Expand home health care services
 - Expand home and community-based services
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- Based on study results, the Department convened the Continuum of Care Needs of the Elderly in South Dakota Task Force in March 2008.
 - 100+ members, including legislators, providers, advocacy groups and state agencies
 - Final report issued November 7, 2008

Meeting the Continuum of Care Needs of the Elderly Task Force

Recommendations:

1. Develop single-point-of-entry system for long-term care services to give clients easier access to services.
2. Expand existing home and community-based services to allow people to stay in their own home and communities as long as possible.
3. Enhance existing home and community-based services to ensure they are comprehensive and meet the needs of the elderly.
4. Implement an access critical nursing facility model to ensure access to care within a reasonable distance to their communities.
5. Right-size the nursing facility industry by realigning moratorium bed levels to reflect projected demand for nursing facility services.
6. Expand nursing facilities through an RFP process developed by state agencies for areas of the state that will need additional nursing facility services.
7. Maintain a sustainable financial infrastructure for the current and future system of long-term care.
8. Collect data and analyze the need for additional assisted living facilities in certain areas of the state.

Division of Child Support (DCS)

Provides the following services:

Locate non-custodial parent addresses, income sources and/or assets

Establish paternity for children born out of wedlock

Establish and enforce child support orders

Enforce health insurance coverage

Process modification of support order requests

Collect and distribute child support payments

- In 2008 the Division of Child Support received the country's top performance ranking based on federal incentive payment calculation measures. This is the 8th consecutive year DCS has achieved a #1 ranking.

Provides services for:

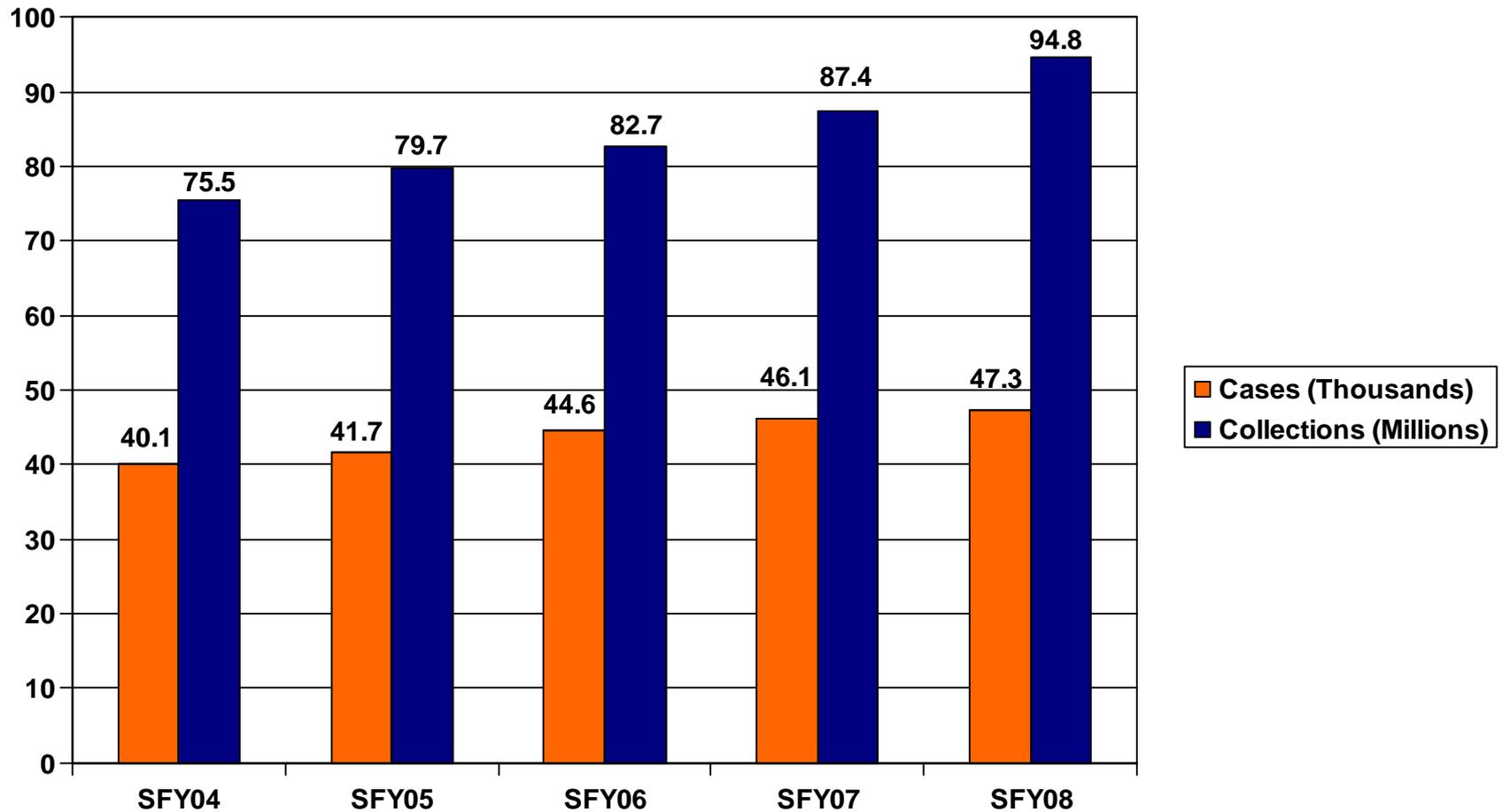
47,500 families who need help to collect child support.

Service delivery:

Staff located in 8 communities throughout the state.

Division of Child Support (DCS)

Caseloads and Collections:



Division of Child Protection Services (CPS)

Provides the following services:

Process reports of child abuse and neglect

- 14,300 reports

Family assessments

- Assessments involving 6,971 children

Direct and referral services

Services to prevent removal or reunite families

Services to children in custody and their families

- Average of 1,235 children in paid placement per month
- Average of 230 children in kinship care per month
- Average of 145 children in trial reunification per month

Subsidized Guardianship

- 170 children per month

Division of Child Protection Services (CPS)

Services (Continued):

Adoption and Post-Adoption

- 170 projected adoption placements in FY09
- 1,414 children per month projected to receive adoption assistance in FY09

Licensing

- 720 licensed foster homes as of December 2008

Independent living skills for teens

Provides services for:

Families referred due to safety concerns of children relating to neglect, physical abuse, sexual abuse and emotional abuse

Kinship, foster and adoptive families

Service Delivery:

Staff located in 22 communities throughout the state

Division of Child Care Services (CCS)

Provides the following services:

Subsidies to assist eligible working families with child care costs

Licensing and registration of child care programs

Professional development and training opportunities for providers

Project 8: The Governor's Child Seat program

Provides services for:

Low-income families with children

- Serve 3,011 families, impacting 5,119 children

Child care providers

- 920 registered family child care providers
- 439 licensed child care centers

Parents seeking information on child care and proper safety seat installation

Division of Child Care Services (CCS)

Service Delivery:

Centralized eligibility determinations for child care assistance

Regional child care licensing and registration services located in 8 communities

Contracts with service providers for regional Early Childhood Enrichment and After School program development and support in 5 communities

Recent Strategic Plan Accomplishments

Convened a task force on **Meeting the Continuum of Care Needs of the Elderly** in South Dakota and issued a report with recommendations for the future of the state's long-term care system.

Collected a record amount of **child support** in 2008.

Completed 188 **adoptions** – a record high for the Department.

Successfully completed **federal review** of the child welfare system.

Began development of a new **Medicaid Management Information System (MMIS)** to better serve DSS clients.

Worked with 62 community partners in 38 communities to **install and distribute child safety seats** to low-income families, as part of Project 8: Governor's Safety Seat Program.

Recent Strategic Plan Accomplishments

Established a **1-800 number** to assist Medicaid recipients.

Implemented Medicaid coverage of **inpatient hospice facilities** as a lower-cost alternative to nursing home care.

Received an **emergency room diversion grant** to test innovative ways to deliver health care.

Developed services for people with **traumatic brain injuries** in Irene, SD.

Worked with several groups of providers to analyze **reimbursement methodologies**.

Increased emphasis on the **Premium Assistance Program** within Medical Services, resulting in additional dollars for taxpayers and providers.

Future Strategies

Implement recommendations from the long-term care task force report that are budget neutral, including facilitating easier access to services for the elderly through a single point of entry information system, and coordinating the hospital discharge process.

Replace monthly reporting within the Food Stamp program with a six-month reporting requirement.

Simplify the Food Stamp application process for elderly and disabled persons receiving SSI.

Increase efforts to recruit and retain quality foster families for children in custody of the Department.

Future Strategies

Improve services for children transitioning out of foster care.

Explore opportunities to expand family group decision making in Child Protection Services.

Increase collaboration with courts to ensure timely outcomes for children in custody of the Department.

Continue implementation of a new Medicaid Management Information System (MMIS).

Expand outreach on Medicaid's Well-Child Care to targeted parents and providers.

Future Strategies

Explore options for serving citizens with special needs, such as ventilator-dependent patients.

Continue to increase the efficiency and effectiveness of the Department through the use of technology.

Implement Department-wide training for new staff and new supervisors to continue improving customer service.

Expand quality assurance within the Department.

2008 Federal Poverty Guidelines

Annual Amount at Various Percentage Levels							
Family Size	100%	130%	133%	140%	160%	185%	200%
1	\$10,400	\$13,520	\$13,832	\$14,560	\$16,640	\$19,240	\$20,800
2	\$14,000	\$18,200	\$18,620	\$19,600	\$22,400	\$25,900	\$28,000
3	\$17,600	\$22,880	\$23,408	\$24,640	\$28,160	\$32,560	\$35,200
4	\$21,200	\$27,560	\$28,196	\$29,680	\$33,920	\$39,220	\$42,400
5	\$24,800	\$32,240	\$32,984	\$34,720	\$39,680	\$45,880	\$49,600
6	\$28,400	\$36,920	\$37,772	\$39,760	\$45,440	\$52,540	\$56,800
7	\$32,000	\$41,600	\$42,560	\$44,800	\$51,200	\$59,200	\$64,000
8	\$35,600	\$46,280	\$47,348	\$49,840	\$56,960	\$65,860	\$71,200
Each Additional (approx.)	\$3,600	\$4,680	\$4,788	\$5,040	\$5,760	\$6,660	\$7,200

Program Eligibility:

Medicaid
(Pregnant Women)
133%

Medicaid
140%

CHIP
200%

Energy Assistance
160%

Food Stamps
130%

Child Care
200%

**Note the Federal Poverty Guidelines will be revised January 2009.*



South Dakota Department of Social Services

Thank you!