Mission:
Strengthening and supporting individuals and families by promoting cost effective and comprehensive services in connection with our partners that foster independent and healthy families.

Strategic Plan Goals:
- Ensure access to services for our customers
- Promote and support the health, wellbeing and safety of our customers
- Foster partnerships to maximize resources for our customers
- Support customers in achieving meaningful outcomes
- Strengthen and align our team to accomplish our mission

Strategic Plan Outcomes:

Connections to Work
- For participants that must meet work requirements for Supplemental Nutrition Assistance (SNAP) and Temporary Assistance for Needy Families (TANF) - Percentage employed 30 days after starting job- majority full time:
  - Connections to Work - SNAP: 96% (Target: 97%)
  - Connections to Work - TANF: 81% (Target: 83%)
  - Child Care Subsidy: 96% (Target: 97%)

- Child Care Subsidy – Supporting over 2100 families so they can work or attend school. 57% of families are at or below 100% FPL
  - Results: 96% of families reported ability to maintain full time employment.

Access to Healthcare
- Survey by Centers for Medicare and Medicaid Services indicates SD exceeds national average across four key measures of access.

2015 CAHPS Survey

In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?
- National: 70%
- South Dakota: 87%
- Target: 85%

In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?
- National: 60%
- South Dakota: 87%
- Target: 75%

In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor’s office or clinic, how often did you get an appointment as soon as your child needed?
- National: 60%
- South Dakota: 88%
- Target: 75%

In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?
- National: 72%
- South Dakota: 90%
- Target: 87%

Aug. 2017
Caring for People in the Most Cost Effective Manner

- Health Homes program implemented in July 2013. Over 6,000 participants each month with high cost chronic or behavioral health conditions. Goal to improve care coordination, increase primary care and reduce emergency department usage. Improved health outcomes and net cost avoidance of $4 - 5.6 million. 25% reduction in ED visits and 20% reduction in inpatient admissions. 6% increase in primary care.

<table>
<thead>
<tr>
<th>Outcomes Measure</th>
<th>Prior to Health Home</th>
<th>After Health Home</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED Visits per 1,000/ Percent reduction in utilization</td>
<td>499</td>
<td>375/25%</td>
<td>360/28%</td>
</tr>
<tr>
<td>Inpatient Admissions per 1,000/ Percent reduction in utilization</td>
<td>325</td>
<td>264/20%</td>
<td>251/23%</td>
</tr>
<tr>
<td>Increase in Primary Care Visits</td>
<td>------</td>
<td>6%</td>
<td>9%</td>
</tr>
<tr>
<td>Net Cost Avoidance</td>
<td>------</td>
<td>$4 – 5.6 million</td>
<td>$2.5 – 3 million</td>
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</table>

- Money Follows the Person implemented in 2014. Provides funding and supports to transition individuals from nursing home or other institutional settings back to their homes/communities.
  
  o Results: Transitioned 29 individuals with 18 partial transitions completed.

- Geriatric Psychiatric Treatment- Clinicians from the Human Services Center provided psychiatric review and consultation services for 29 individuals. There were 21 individuals (72%) diverted from admission to HSC. The target for diversions is 73% of cases reviewed.

DSS utilized a stakeholder workgroup to develop outcome measures. The 2016 data is the baseline and the workgroup will be developing targets for each measure in fall 2017.

- Correctional Behavioral Health Services – Mental Health and Substance Use treatment services to individuals in custody of the Department of Corrections.
  
  o Results: 3,987 psychiatric contacts and 1,357 entered substance use treatment.

- Community Based Mental Health Services – Providing counseling, psychiatric treatment and wrap around services to over 7,000 recipients to prevent inpatient admissions and improving community involvement.
  
  o Results: 6.2% increase in employment outcomes, 9.4% reduction in ER visits and 14% reduction in inpatient admissions.

<table>
<thead>
<tr>
<th>Outcomes Measure</th>
<th>Prior to CARE and IMPACT</th>
<th>After CARE and IMPACT</th>
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<tbody>
<tr>
<td>Clients reporting employment</td>
<td>19.7%</td>
<td>25.9%</td>
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<tr>
<td>Clients who visited an ER for a psychiatric or emotional problem</td>
<td>12.3%</td>
<td>2.9%</td>
</tr>
<tr>
<td>% of Clients who spent night in hospital</td>
<td>20.1%</td>
<td>6%</td>
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</tbody>
</table>
• Community Based Substance Use Treatment Services – Providing counseling, inpatient treatment and halfway house services and Cognitive Behavioral Intervention for justice involved populations.

Successful discharge from treatment – 26% higher than the national average, employment 14% higher than national average

Justice involved population 96% report ability to control drugs or alcohol at discharge compared to national averages of 51% (alcohol) and 48% (drugs). 85% reported employment at discharge.

Permanency and Safety for Children
• Child Protection Services goal is to reunify families whenever possible.
  o Results: 77% of children return home within 12 months of removal.
  o When that is not possible, we work to establish guardianship or adoption to divert from foster care placement.
    • 96% of caseworker visits happen where the child resides – exceeding the national average by 46%.

Program Integrity – National Awards
• Nationally recognized for program quality:
  o Medicaid – only state in the nation to receive continuous exemption since 2010 from recovery audit contractor requirements. Collected $8.7 million in third party liability, estate recovery and fraud collections. Less than 5% of collections are fraud related.
  o Supplemental Nutrition Program ranked #1 in the nation in 2015. Over 30 years of continuous financial program awards for high performance related to accuracy in determining eligibility, denials or suspensions of benefits, and timeliness of approval.
  o Child Support – Over $115 million in collections in 2016 for over 60,000 cases. Ranked #2 in the nation in 2016 earning $2 million in incentive payments. Ranked in the top 3 nationally for the last 15 years.
  o Child Care – 96% payment accuracy compared to national average of 94%.

CPS Visits Occurring in the Child’s Home

<table>
<thead>
<tr>
<th>South Dakota</th>
<th>National Average</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>96%</td>
<td>50%</td>
<td>80%</td>
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Aug. 2017