Behavioral Health Advisory Council Quarterly Fiscal Report Fiscal Year 2026 Quarter 3

Community Mental Health Centers

Contract Services	FY26 Initial Contract Amount	Q1 Expended	Q2 Expended	Q3 Expended	Q4 Expended	FY26 Expended	FY26 Percentage Expended
CYF Services (SED)	$2,571,084	$570,431	$526,415	$644,820		$1,741,666	67.74%
CARE	$7,553,913	$1,823,064	$1,396,097	$1,556,810		$4,775,971	63.23%
Room and Board	$808,003	$127,975	$123,413	$133,450		$384,838	47.63%
Outpatient Services	$1,908,843	$665,734	$542,433	$602,684		$1,810,851	94.87%
IMPACT	$2,368,024	$556,246	$401,047	$439,044		$1,396,337	58.97%
MH Courts (FACT)	$159,296	$19,622	$19,277	$27,670		$66,569	41.79%
First Episode Psychosis	$165,333	$38,917	$35,253	$29,844		$104,014	62.91%
JJRI	$356,655	$74,416	$70,874	$73,185		$218,476	61.26%
SOC	$3,879,533	$781,874	$799,444	$850,398		$2,431,716	62.68%
Total	**$ 19,770,684**	**$ 4,658,278**	**$ 3,914,254**	**$ 4,357,905**	**$ -**	**$12,930,437**	**65%**

Title XIX Services	Q1 Expended	Q2 Expended	Q3 Expended	Q4 Expended	FY26 Total Expended
CYF Services (SED)	$1,644,239	$1,873,141	$1,716,498		$5,233,878
CARE	$2,891,358	$2,823,668	$2,449,312		$8,164,338
Outpatient Services	$1,088,011	$972,209	$880,215		$2,940,435
IMPACT	$1,018,687	$1,021,057	$872,095		$2,911,839
MH Courts (FACT)	$76,689	$64,417	$75,067		$216,173
JJRI	$126,196	$124,388	$114,489		$365,073
Total	**$6,845,181**	**$6,878,879**	**$6,107,675**	**$0**	**$19,831,735**

Behavioral Health Advisory Council Quarterly Fiscal Report Fiscal Year 2026 Quarter 3

Substance Use Disorder Providers

Contract Services	FY26 Initial Contract Amount	Q1 Expended	Q2 Expended	Q3 Expended	Q4 Expended	FY26 Expended	FY26 Percentage Expended
Outpatient Treatment	$5,259,085	$1,198,460	$1,030,982	$1,107,288		$3,336,730	63.45%
Clinically Managed Low Intensity	$7,331,379	$1,700,717	$1,635,095	$1,761,118		$5,096,930	69.52%
Residential (Inpatient) Treatment	$7,905,286	$2,079,792	$1,897,297	$1,458,779		$5,435,867	68.76%
Intensive Meth Treatment	$3,551,775	$798,608	$776,316	$868,362		$2,443,286	68.79%
Detoxification	$2,073,927	$695,887	$512,531	$459,241		$1,667,659	80.41%
Gambling	$259,778	$40,494	$71,399	$25,599		$137,492	52.93%
Adult SUD EBP	$2,962,983	$573,932	$414,767	$535,100		$1,523,800	51.43%
Adolescent SUD EBP	$98,000	$15,018	$13,416	$9,617		$38,050	38.83%
Total	**$29,442,213**	**$ 7,102,907**	**$6,351,804**	**$6,225,103**	**$0**	**$ 19,679,814**	**66.84%**

Title XIX Services	Q1 Expended	Q2 Expended	Q3 Expended	Q4 Expended	FY26 Expended
Adult SUD EBP	$242,677	$183,958	$219,518		$646,154
Adolescent SUD EBP	$16,118	$21,778	$18,033		$55,929
Intensive Meth Treatment	$435,383	$409,973	$416,964		$1,262,321
Outpatient Treatment	$1,263,209	$1,074,393	$1,117,280		$3,454,882
Clinically Managed Low Intensity	$534,832	$610,135	$494,534		$1,639,501
Residential (inpatient) Treatment	$2,454,368	$2,722,076	$2,339,494		$7,515,938
Residential Treatment-Pregnant Women	$84,676	$116,113	$96,062		$296,851
Residential Treatment-Adolescents	$769,462	$765,357	$509,398		$2,044,217
Total	**$5,800,725**	**$5,903,784**	**$5,211,284**	**$0**	**$16,915,793**

South Dakota Human Services Center

PATIENT HANDBOOK

South Dakota Human Services Center
P.O. Box 7600
Yankton, South Dakota 57078-7600
Phone: (605) 668-3100
Fax: (605) 668-3460

Website: www.dss.sd.gov/behavioralhealthservices/hsc

Revised: June 2021

DSS
Strong Families – South Dakota's Foundation and Our Future
South Dakota Department of Social Services

Welcome

We would like to welcome you to the South Dakota Human Services Center (HSC) and hope your stay is a comfortable one. The South Dakota Human Services Center has been providing individualized care to patients and families since 1879. Our goal is to provide the most therapeutic care possible in a safe, friendly environment in order to facilitate treatment and recovery.

This handbook contains an overview of services offered at the Human Services Center (HSC) as well as information that may benefit you during your stay. In addition to this Handbook, Chapter 27A of the South Dakota Codified Law is available in the hospital Library should you have further questions regarding legal aspects of your stay.

If you have any questions or concerns during your time at the Human Services Center, please don't hesitate to bring them to any staff member. They will be glad to assist you or find the person(s) who can.

Sincerely,

HSC Administrator

Table of Contents

Mission Statement

Our mission is to provide persons who are mentally ill, severely emotionally disturbed or chemically dependent with effective, individualized professional treatment, which enables them to achieve their highest level of personal independence in the most therapeutic environment.

Values

- We believe that each patient is our priority.
- We commit ourselves to providing individualized treatment based on the patient's specific needs maintaining their dignity, respect and confidentiality.
- We commit ourselves to family involvement, education and support, recognizing their important role in the treatment process.
- We are dedicated to teamwork recognizing it takes the combined effort of all to meet the needs of patients.
- We pledge to strive for on-going personal and professional growth by continuously evaluating our strengths, limitations, effectiveness and biases.
- We strive to meet change and challenges positively and productively.
- We believe we are the most effective in an environment of understanding, mutual respect and open communication.
- We believe that the most valuable team members are those who support the mission and values of the organization.
- We pledge to the citizens of South Dakota to wisely use the valuable resources entrusted to us.

OVERVIEW OF SERVICES

Adult Acute Psychiatric Program

The Human Services Center provides short-term, acute, inpatient psychiatric treatment for adults, age 18 and older. Adult Acute Program provides for initial assessment and stabilization of adult psychiatric patients. During the 12-15 day average length of stay, emphasis is on providing care, treatment, and stabilization services that will enable the patients to return to and function in the least restrictive environment at the earliest possible time. During a stay on an adult acute unit, treatment and discharge plans are initiated. The Acute Program is Medicare approved by the Centers for Medicare and Medicaid Services (CMS).

Adult Psychiatric Rehabilitation & Restoration Program

The Human Services Center provides adult psychiatric rehabilitation and recovery services for adults, age 18 years and older. The Psychiatric Rehabilitation Program provides individualized and person-centered services for adult patients who are coping with persistent mental illness and who need to remain at the hospital for medication management and/or skills building. The goal of the program is to assist patients through strength-based treatment, while developing the skills that will help them to live in the least restrictive setting possible. A non-linear patient centered approach to treatment is offered by professionals who empower the patient to be responsible for their education, training, and vocational experiences in preparation for community reintegration. The Psychiatric Rehabilitation Program consists of three Neuropsychiatric Rehabilitation Units.

Geriatric Program

The Human Services Center provides inpatient diagnostic and therapeutic services for individuals who, in addition to psychiatric treatment needs, have medical and/or physical care needs that require the level of care provided by a nursing home. Care and treatment are provided for patients who, because of the severity of their mental illness, cannot be served by a nursing home in the community. Care, treatment, and rehabilitation services provided by direct-care staff, are coordinated with occupational therapy, social services**,** and therapeutic recreational programming. Additional services are available on a referral basis from a registered dietician, occupational therapist, physical therapist, psychologist, speech/hearing pathologist, and audiologist.

The Geriatric Program is licensed as a “Long Term Care Facility” by the State Health Department to ensure compliance with the Centers for Medicare and Medicaid Services Standards for Long-Term-Care Facilities.

Adolescent Program

The Human Services Center provides inpatient treatment for adolescents ages 12-17 with mental illness, severe emotional disturbance and/or court ordered for behavioral disturbances in the community. The goal of the adolescent program is to develop and initiate individualized treatment and discharge plans, provide effective treatment, and to support the patient in transition to home or another appropriate placement setting. Length of hospitalization is based on the needs of the individual patient. All HSC adolescent psychiatric units are certified by the Centers for Medicare and Medicaid Services

Adult Chemical Dependency Treatment Program

Gateway Adult Chemical Dependency is designed to meet the physical, mental and social needs of each individual within a safe and therapeutic environment. Gateway is a co-occurring capable program. As such this program provides treatment to patients who have co-occurring disorders. Treatment for chemical dependency is based on the principles of Alcoholics Anonymous (AA) and Narcotics Anonymous (NA). Additionally, this program utilizes Motivational Interviewing, Cognitive Behavioral Therapy, DBT and Contingency Management to assist with recovery. The treatment program is individualized thus length of stay is not determined by number of days but by progress made towards recovery. All admissions are pre-authorized by the Division of Behavioral Health.

Treatment Program

Individuals admitted to HSC will be treated in a dignified manner within a clean, respectful environment, and can expect to have appropriate privacy and reasonable protection from harm. At no time should an individual admitted to HSC be subjected to harassment, neglect, abuse or exploitation.

Voluntary Admission

Criteria for Voluntary Admission

- The individual is deemed appropriate for inpatient treatment
- A less restrictive environment is inappropriate or unavailable
- The individual, parent or guardian is capable and willing to sign an informed consent form
- The individual needs and is likely to benefit from treatment available at HSC
- The individual does not have medical needs which are beyond the capacity of HSC

Individuals who have been voluntarily admitted to HSC may request to be released from treatment and will be given a form to document that request. If the psychiatrist agrees with the request the individual will be discharged. Should a psychiatrist determine that the individual needs further treatment and meets criteria for commitment, the psychiatrist may sign a Petition for Commitment* requesting a hearing to consider commitment to HSC by the Yankton County Board of Mental Illness. The individual will remain at HSC pending a hearing before the Mental Illness Board.

**Petition for Commitment* – A Petition for Commitment is a formal request to have a person remain at HSC for the purpose of treatment. The petition must be filed with the chairperson of a county Board of Mental Illness at the earliest possible time during waking hours. If the petition is not filed within 24 hours of apprehension, the individual must be released.

Involuntary Admission

Five-Day Emergency

A five-day emergency hold is initiated when a petition is filed by someone concerned with an individual's safety or safety of others. A qualified mental health professional must also determine that the individual requires hospitalization. Individuals admitted to HSC under a five-day emergency commitment may or may not appear in front of the Board of Mental Illness based on individual treatment needs.

Commitment

A County Board of Mental Illness may commit an individual to treatment at HSC or an individual may be brought to HSC on an emergency basis pending a mental illness hearing to be conducted by the county Board of Mental Illness. An individual will be appointed an attorney to represent him/her at the mental illness hearing or a private attorney may be hired at his or her own expense. Individuals who come to HSC by order of a county mental health board or a court order are considered involuntary patients.

Criteria for commitment

- The individual has a severe mental illness.
- The individual is in danger of harming self or others. "Danger" is defined as a reasonable expectation of inflicting serious injury on another person or themselves in the near future, or

failure to provide for basic needs due to a severe mental illness, as evidenced by treatment history and recent acts or omission.
- The individual needs and is likely to benefit from treatment.
- There is no less restrictive alternative in which to treat the individual.

Individuals admitted to the Geriatric Program must meet the same criteria as an Adult admission. Additional Criteria for Direct Geriatric Admission:

- Person has medical and/or physical care needs, which require the level of care provided by a nursing facility.
- The person's medical and/or physical care needs cannot, because of the severity of mental illness, be served by a nursing facility in the community.

Mental Illness Hearing

A mental illness hearing is held to determine if an individual meets commitment criteria. Unless a mental illness hearing occurred prior to a person arriving at HSC, individuals who are brought to HSC on a hold or have a Petition for Commitment pending will have a hearing within five to seven days, depending on weekends and holidays. Yankton County's Board of Mental Illness conducts the hearings at HSC. This Board will determine, after hearing testimony based on an independent evaluation and/or other testimony, whether the individual meets the criteria set by law to commit the individual to HSC for treatment. Individuals have the opportunity to meet with a qualified mental health professional (QMHP) and an attorney prior to the MI hearing. Individuals have the right to appeal the decision to commit by the Board. Individuals have the right to attend the hearings and have any person they wish also attend.

Individuals committed to HSC who feel they no longer meet commitment criteria and desire to be released may petition a circuit court judge to review their commitment to HSC by filing a "Writ of Habeas Corpus." Individuals who file a writ may hire their own attorney to represent them or may ask the court to appoint counsel if they are indigent. Individuals may request assistance in obtaining an attorney from Human Rights Specialist or Disability Rights South Dakota.

Review of Commitment

An individual committed to HSC will have periodic reviews of his/her commitment by the Board of Mental Illness to determine the need for further treatment. After the initial hearing, commitment is reviewed at 90 days for adults and then at 6 months. After two 6-month commitments, the commitment is reviewed annually. For adolescents' commitments are reviewed every 45 days. The commitment may be reviewed more often as determined by the Board of Mental Illness.

Individuals who have been committed for treatment at HSC will be discharged when the individual's treating psychiatrist and treatment team decides that the individual no longer requires treatment and does not meet the criteria to remain at HSC. Such a decision may be reached at any time following admission. If an individual remains in treatment and needs continued treatment past the commitment period, the individual will have another hearing to review the need for continued treatment prior to the end of the commitment period.

TREATMENT

Informed Consent

Upon admission, individuals will be informed both orally and in writing about the types of care and treatment available, diagnostic testing, financial responsibility and restrictions that may be placed on them. An individual will be informed in a way, which he/she can understand.

Participation in Treatment

Individuals being treated at HSC have the right to treatment and are encouraged to participate in their treatment-planning process to the greatest extent possible. The treatment team, which includes the individual, will develop an individualized treatment plan shortly after admission to HSC. This plan will identify specific problems and treatment goals. The plan will also identify methods to help the individual attain her/his treatment goals. The treatment plan will be evaluated on a regular basis by the individual and their treatment team.

Treatment Team

Members of the treatment team include the individual, the psychiatrist, psychologist, PA-C, CNP, nurse, social worker, and other professionals as needed.

Role of the Patient
Participate in programming and treatment planning.

Role of the Psychiatry Team
A psychiatrist is a medical doctor who specializes in the area of psychiatry. In addition to the psychiatrists, the Psychiatry Team includes Certified Nurse Practitioners focused on psychiatric care. Psychiatry deals with the study, treatment, and prevention of mental illness. The psychiatry team prescribes medication and monitors treatment.

Role of the Psychologist
The psychologist functions as a member of the treatment team to plan and implement the individual's treatment. Services include psychological assessment to aid in diagnosis, individual therapy, and group therapy. All services are provided only by order of the physician.

Role of the Nurse
The nurse's main role in the treatment team is to monitor and assess the condition of the individual, report any changes in the individual's mental or physical condition to the appropriate person, and follow through on orders as they're received. The nurse is also involved in planning and implementing care of the individual and often acts as the individual's advocate or liaison in their interactions with the psychiatrist and the rest of the team.

Role of PA-C/Nurse Practitioner
The role of the physician assistant / nurse practitioner is to work collaboratively with the psychiatrist to assess and treat chronic and acute physical health problems. The PA-C/CNP also provides education and referrals for health promotion and treatment following discharge.

Role of the Psychiatric Social Worker
The psychiatric social worker will help you develop and guide your individualized treatment. They are responsible for overseeing and co-leading therapeutic groups. With your help, they will create a treatment plan to fit your specific needs and areas you wish to improve on. The psychiatric social worker may also provide individual therapy if deemed a beneficial part of your treatment. Social workers provide supportive counseling and education to the individual and their families.

Role of the Human Services Social Worker
The human services social worker's primary role is planning the individual's discharge and serving as a liaison between the individual, family, hospital and community. Appointments, for outpatient treatment following discharge, may be scheduled for case management, counseling and medication management. Social workers maintain contact with the individual's family, guardian and agencies that serve or will serve the individual in the community. Social workers are aware of a variety of resources that can assist with finances, employment, housing, social support programs, and more. Social workers complete psychosocial assessments to determine the individual's strengths and needs from which treatment interventions and discharge plans are formulated. In their absence, Psychiatric Social Worker may perform the duties of the Human Services Social Worker.

Role of the Mental Health Clinician
Mental Health Clinicians provide individual, group, and family therapy services. They are part of the clinical team that drives your treatment

Role of the Mental Health Associate
Mental Health Associates provide skills-based group curriculum, provide day to day interventions to help patients cope with daily stressors, and can direct patients to available services within HSC.

Role of the Occupational Therapist
Occupational therapists provide services to individuals of all ages who have physical, developmental, emotional and social deficits and because of these conditions, need specialized assistance in learning skills to enable them to lead independent, productive and satisfying lives. OT practitioners work as an interdisciplinary team member that provides evaluations, groups and 1:1's in the areas of work, play, leisure and self-care.

Role of the Therapeutic Recreation Specialist
Therapeutic recreation services are provided to all individuals at HSC. Therapeutic recreation uses recreation services and leisure experiences as modalities for facilitating change to meet the treatment goals for each individual. Each unit has an assigned Therapeutic Recreation Specialist. Therapeutic recreation may include: 1) therapy to improve functional abilities, 2) leisure education to teach or enhance recreational skills, and 3) recreation participation to promote health and growth. The activities within each of these programs may include physical, intellectual, emotional, expressive, social and/or spiritual activities to meet each individual's needs.

Confidential Treatment

Information about an individual's treatment at HSC will be kept confidential and released only upon written consent of the individual or guardian, as applicable, or where authorized or required by law.

Refusal of Treatment

An individual receiving treatment at HSC has the right to refuse treatment should he/she choose. This right is subject to certain exceptions.

Treatment Unit Guidelines

Each treatment program at HSC has written guidelines that provide specific information related to their service. These will be given to you as part of your orientation to the treatment unit.

Advanced Directives

Some individuals being treated at HSC may have Advanced Directives for healthcare/mental health treatment. An Advanced Directive is a document that sets out guidelines for future care in the event that the individual becomes incapable of making decisions for him/herself. An Advanced Directive would take effect only after the individual is unable to make informed decisions. As long as the individual can make informed decisions on his/her own behalf, healthcare providers will rely on the individual, not the Advanced Directive. Individuals are encouraged to seek legal advice before completing any Advanced Directives.

A Living Will is a document that directs the withholding or withdrawal of life-sustaining treatment in the event of a terminal condition where the individual is no longer able to make decisions regarding the administration of life-sustaining treatment.

DISCHARGE

Planning for discharge will begin shortly after admission to HSC. Individuals are asked to participate in discharge planning so appropriate aftercare and treatment can be provided upon discharge. The individual, the individual's treatment team, and the social worker on the treatment unit, will be active in developing a suitable discharge plan. Questions and concerns about discharge should be directed to the psychiatrist, social worker, or treatment team.

SERVICES AVAILABLE AT HSC

There are several services available to individuals being treated at HSC. HSC provides a number of other services, such as a beauty shop, dentist, and a clinic to address physical needs. If there is a need for a specific service that is not listed in this booklet, please ask the staff for assistance.

Religious/Spiritual/Cultural Services

For individuals who want to attend religious or spiritual services, HSC will work with you to meet those needs. HSC does provide time and space for church services. Some restrictions may limit an individual's access to worship services off the units. You may ask for staff assistance on your unit to initiate this process.

For individuals interested in Native American spirituality and activities or for individuals who have other cultural needs, SDHSC has a Support Services Coordinator who can be reached by dialing internal ext. 710-3375. You may also ask for staff assistance in contacting the Support Services Coordinator.

Patient Bank

HSC has a bank in which you may deposit and withdraw your money. The bank has regular office hours from 9:00am – 12:00pm, and 2:30pm – 3:30pm, Monday through Friday, excluding holidays. Individuals treated at HSC are encouraged to limit the amount of cash they carry.

Post Office

HSC has a post office where you may mail items and purchase stamps. Mail sent to individuals at HSC will be sent to the individual's treatment unit. HSC will provide you with two stamps per week, writing paper, pens/pencil, and envelopes. Mail may be sent from the units.

Activities Center

To facilitate recreation and exercise, HSC has an Activities Center, which includes a gym, swimming pool, weight room, pool tables and more. The Activities Center hosts a number of social events throughout the year. The Activities Center hours and schedule for special events are posted on the units and throughout the hospital.

Interpreter Services

If possible, interpreter services will be arranged prior to the patient's arrival so that interpreter services are available for the admission process. Upon arrival of a patient who is deaf/hard of hearing, staff admitting the patient should assess the need for an interpreter and/or other assistive devices required for effective communication.

Financial Information

Under South Dakota Codified Law any person admitted to the South Dakota Human Services Center (HSC) may be responsible for the cost of care, support, maintenance, and treatment that they receive while at the facility *. Liability for these costs extends to any legally responsible person. When a county pays for the individual's cost of care at the facility, a lien may be placed on that individual's property at the discretion of the county.

An individual being treated at HSC will be presented with a *financial worksheet* at the time of admission. The individual will be asked to fill this worksheet out to determine an applicable rate for cost of care at the HSC. Until a completed financial worksheet is returned for review, the individual will be billed at the top per-diem rate. Once the applicable cost of care is determined it will be billed from the date of admission. If there are any questions concerning preparation or submission of the financial worksheet or questions regarding rate for cost of care, please contact the Business Office at (605) 668-3103 ext. 710-3148 or (605) 668-3103 ext. 710-3110. If there are insurance related questions surrounding a patient's stay, contact the Utilization Review Office at (605) 668-3430.

HSC strives to ensure that a high level of quality of care is given at our facility, as well as meeting all the financial needs of the individuals we treat. For example, the HSC Business Office will assist you in setting up a meeting with a local Social Security representative to fill out an application for assistance. An important part of ensuring the best level of financial assistance is ensuring that the HSC has all pertinent information available related to a patient's stay. Therefore, if you have a representative payee or insurance, we ask that you please inform your social worker or the Business Office as soon as possible.

*If an individual is involuntarily brought to HSC on an emergency basis, the individual will not be responsible for the cost of care prior to the pending mental illness hearing.

Valuables

It is recommended that valuables be left in Patient Services for safekeeping. The hospital is not responsible for valuables or other personal items retained in the individual's possession. The treatment units have different guidelines regarding what is allowable to have on the unit, please inquire on the unit before bringing items to HSC. Due to limited storage space, HSC is only able to store a limited number of items.

Check Cashing Policy

While at HSC, patients may deposit checks (personal, payroll, two-party, etc.) in the Patients Bank. The following are the patient bank guidelines:

- Patients depositing money through a personal check or second party check may not access those funds until verification is received that the check has cleared the bank. This includes checks from representative payees. This will generally be five (5) working days for in-state checks and seven (7) working days for out-of-state checks. If a patient desires immediate access to funds it is recommended that all deposits be made via money order, certified check or cash. Monies deposited from checks originating from Local, State or Federal Governmental entities shall be available immediately.
- A one-time withdrawal of a small amount will be allowed from the check(s) that was deposited until the check(s) has completed the holding period. Following the holding period, the remainder of the funds will be available for withdrawals. However, HSC reserves the right to forgo this policy when circumstances indicate sufficient funds may not be available to cover the check. HSC also reserves the right to restrict access to the full amount of the check until the holding period has passed.
- Application of this policy will remain in effect at the time of discharge. Funds subject to the holding period WILL NOT be released until the holding period has lapsed. Keep this in mind when discharge planning is taking place**.**

- Please make out checks for deposit to the "South Dakota Human Services Center for (patients name)".

If you have any questions regarding this policy, please discuss them with your Social Worker or call the Patients Bank at (605) 668-3103 Ext. 710-3160.

Telephones

Phones at the units' desks may be used to receive incoming calls or to make local calls or long-distance calls (limited). Individuals using these phones are asked to limit the time they spend on these phones. Calling cards may be used and are encouraged.

Complaints and Grievances

Although HSC makes every effort to provide its services in the best possible manner, there may be an occasional problem. Patients are encouraged and assisted to exercise their rights as a patient, and they may voice grievances. If a patient, the legal guardian or a person acting on behalf of a patient has concerns, it is the responsibility of that person to promptly share them with any HSC staff member. The Human Rights Specialist may also be contacted at (605) 668-3141. Staff and/or the Human Rights Specialist will promptly inform and assist the individual with HSC's complaint and grievance procedure. Disability Rights South Dakota may also be contacted for assistance at 1-800-658-4782.

Reporting of Abuse

The South Dakota Human Services Center is a mandatory reporter of abuse. Confidentiality may not apply.

Visitors

Individuals at HSC may have visitors. Visitors over the age of 18 are asked to present a photo ID upon arrival. Individuals under the age of 18 are not allowed to visit without a parent or guardian. Visiting hours vary by programs. Staff on the individual's unit will provide information of the allowable visitation times. If the scheduled times do not work, please notify the staff on the unit to make other arrangements. Visitors are not permitted to take photographs, make recordings or videos while at HSC. The treatment team and physician may restrict visitation. Visitors may be asked to visit in a designated area. See Visitation Guidelines for more information.

Visitation Guidelines

The following are guidelines that have been established to ensure a safe and therapeutic environment for individuals receiving treatment at the Human Services Center and their visitors. Please follow these guidelines when visiting. If you have questions, please ask a staff member. Thank you for your consideration.

Visiting hours may vary by treatment units and are posted at the front entrance of the hospital. If these designated hours do not work for you, please make other arrangements with the individual's treatment team prior to your visit.

- Prior to visits, a 24-hour notice must be given for treatment team approval of visit.
- Individuals under the age of 18 are not allowed to visit without a parent or guardian.
- Children must be supervised at all times and any children under the age of 10 must be escorted to and from the treatment units by staff.
- Wear visitor badge at all times during visit.
- Return visitor badge when leaving HSC.
- Immediately report loss of visitation badge to staff.
- Upon leaving, return visitor badge to the operator at the Communication's desk at the front entrance to the hospital.
- Items <u>not</u> allowed to be brought in by visitors:
    - Cameras and audiovisual equipment
    - Cell phones (law enforcement and other professionals may be excluded)
    - Weapons of any kind or anything that could be used as a weapon
    - Alcoholic beverages or illegal substances
    - Any tobacco products including Vapes and e-cigarettes.
- The only program that allows storage of food is the Geriatric Program.
- All items brought into HSC <u>must</u> go through Patient Services before going to the unit. New clothing can be tried on then returned to Patient Services for marking.
- In order to maximize the treatment environment and for safety reasons, please do not give any item to an individual without staff approval.
- Prepared food (fast food, pizza, etc.) can be brought in if approved by the treatment unit. Visitors to Psych Rehab and Adult Acute are not allowed to bring in outside food or beverage items.
- A visit may be terminated at any time, if it is determined to be in the best interest of the patient.

**Certain treatment units may have other restrictions. For safety reasons, please check with the unit staff before bringing any items to the unit.

PATIENT RIGHTS

As an individual receiving treatment at the Human Services Center (HSC), it is important that you be informed and understand your rights. If you need help in understanding your rights, please ask for assistance. Law requires that help be provided.

- You have a right to treatment and services without regard to race, color, religion, sex, sexual orientation, age, national origin, disability or source of payment.
- You have a right to an environment that will grant you appropriate privacy, maintain individual dignity and provide reasonable protection from harm.
- You have a right to be fully informed of your rights, both verbally and in writing.
- You have a right to be informed about treatment, including medications, therapy, procedures, and discharge plans in a manner that can be understood.
- You have a right to a comprehensive treatment plan.
- You have a right to participate in the planning, revision, and periodic review of your treatment plan.
- You have a right to participate in the development of a discharge plan that provides appropriate aftercare and treatment.
- You have a right to know the identity of HSC personnel and the physician responsible for your care.
- You have a right to confidential care and treatment – unless otherwise required by law; unless you consent to the release of this information; or, unless and to the extent disclosure is required to assure continuity of care for you.
- You have a right to refuse treatment. This right is subject to certain exceptions.
- You have a right to a written explanation of unit rules or procedures that affect you.
- You have a right to an interpreter or other communication device if you do not speak or understand English, or have a disability affecting communication.
- You have a right to file a complaint or grievance and receive a response without fear of retaliation.
- You have a right to communicate with your attorney, an advocate, or your private physician.
- You have a right to be free from any form of abuse.
- You have a right to see your medical record [Subject to review and possible limitations].

- You have a right to file a Writ of Habeas Corpus asking a judge to review your commitment at HSC.

- You have a right to be free from seclusion or restraint imposed as a means of coercion, discipline, convenience or retaliation by staff [Seclusion or restraint may be used only in an emergency to prevent a person from harming self or others].

- You have the right to be treated considerately and respectfully regardless of the patient and/or family's race, religion, sex, sexual orientation, gender identity/expression**,** cultural background, economic status, education or illness.

SDCL 27 A-12-3.1 lists the following rights:

- You have the right to refuse to be photographed or fingerprinted.

- You have the right to remain silent and fully clothed.

- You have the right to be allowed access to toilet facilities upon request.

- You have the right to have limited access to money unless a conservator has been appointed.

- You have the right to purchase personal articles.

- You have the right to at least 2 hours of exercise each day.

- You have the right to receive visitors during visiting hours.

- You have the right to communicate with individuals outside the facility.

- You have the right to send and receive uncensored and unopened mail.

- You have the right to access adequate writing paper, pencils, envelopes and stamps [HSC policy allows you to send two free letters a week].

- You have the right to have access to a telephone [Local calls can be made without charge. You can make long distance phone calls provided you are able to pay for them or call collect].

- You have the right to wear your own clothing and to keep own toilet articles and have adequate space to store such items.

- You have the right to talk with others in private.

- You have the right to prompt medical treatment for illness.

- You have the right to participate in religious services on a voluntary basis and to be allowed freedom of religion.

Limitations on Rights Found in SDCL 27A-12-3.1

SDCL 27A-12-3.1 provides that reasonable limitations may be placed on the above on an individual basis if each limitation is needed in order to prevent a person from violating a law or to prevent a person from harming self or others. Such limitations require that the individual's attending physician, as designee of HSC's Administrator, write an order for the limitation and give the reasons for the limitation and the length of time the limitations are imposed.

The Right to Education

Individuals being treated on the Adolescent Program will be provided continued education to meet federal and state laws.

Geriatrics

Individuals on the Geriatric units have specific rights as delineated by the Medicaid regulations for long-term care, additional information will be provided to you on the Geriatric unit.

Patient Responsibilities

At the Human Services Center, it is important that you are aware of your responsibilities as a patient. Knowing your responsibilities can help you and your treatment team work more efficiently and effectively together.

Your Responsibilities:

- Provide accurate and complete medical information about yourself including present illness, past hospitalizations, medications, advanced directives and other pertinent information.
- Provide input for treatment and aftercare plan.
- Follow recommended treatment plan as developed by you and your treatment team.
- Ask questions if you have doubts, concerns, or don't understand what you are expected to do regarding your treatment.
- Follow SDHSC policies.
- Respect others.
- Respect the property of others.
- Respect confidentiality of others.

If you have any questions or concerns about your rights and responsibilities, you may contact the Human Rights Specialist at (605) 668-3141 or Disability Rights South Dakota at 1-800-658-4782.

NOTICE OF NONDISCRIMINATION

As a recipient of Federal financial assistance and a State or local governmental agency, the Department of Social Services does not exclude, deny benefits to, or otherwise discriminate against any person on the ground of race, color, or national origin, or on the basis of disability or age in admission or access to, or treatment or employment in, its programs, activities, or services, whether carried out by the Department of Social Services directly or through a contractor or any other entity with which the Department of Social Services arranges to carry out its programs and activities; or on the basis of actual or perceived race, color, religion, national origin, sex, gender identity, sexual orientation or disability in admission or access to, or treatment or employment in, its programs, activities, or services when carried out by the Department of Social Services directly or when carried out by sub-recipients of grants issued by the United States Department of Justice, Office on Violence against Women.

The Department of Social Services:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
    - Qualified sign language interpreters
    - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
    - Qualified interpreters
    - Information written in other languages

If you need these services, contact your local DSS office.

If you believe that DSS has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a discrimination complaint or grievance with: Discrimination Coordinator, Director of DSS Division of Legal Services, 700 Governors Drive, Pierre, SD 57501. Phone: (605) 773-3305, Fax: (605) 773-7223, DSSInfo@state.sd.us . You can file a discrimination complaint or grievance in person or by mail, fax, or email. If you need help filing a discrimination complaint or grievance, the Discrimination Coordinator, Director of DSS Division of Legal Services is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at: U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 1-800-368-1019, 800-537-7697 (TDD) Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Title II of the Americans with Disabilities Act of 1990, the Age Discrimination Act of 1975, and the Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations (CFR) Parts 80, 84, and 91, and 28 CFR Part 35, the Omnibus Crime Control and Safe Streets Act of 1968, Title IX of the Education Amendments of 1972, Equal Treatment for Faith-based Religions at 28 CFR Part 38, the Violence Against Women Reauthorization Act of 2013, and Section 1557 of the Affordable Care Act.

Language Assistance

1. **Español (Spanish) -** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-305-9673 (TTY: 711).

2. **Deutsch (German) -** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-305-9673 (TTY: 711).

3. **繁體中文 (Chinese) -** 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-305-9673（TTY：711）

4. **unD (Karen) -** ဟ်သူဉ်ဟ်သး–နမ့်ကတိၤ ကညီကျိာ်အဃိ, နမၤနှ်ၤ ကျိာ်အတၢ်မၤစၢၤလၢ တလၢာ်ဘူဉ်လၢာ်စုၤ နီတမံၤဘဉ်သ့နှဉ်လီၤ. ကိး1-800-305-9673 (TTY: 711).

5. **Tiếng Việt (Vietnamese) -** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-305-9673 (TTY: 711).

6. **नेपाली (Nepali) -** ध्यान □दनुहोस:् तपाइ□ले नेपाल□ बोल्नहन्छ भन तपाइ□को □निम्त भाषा सहायता सवाहरू □नःशल्क रूपमा उपलब्ध छ । फोन गनुहोसर् ्1-800-305-9673 (□ट□टवाइ: 711)

7. **Srpsko-hrvatski (Serbo-Croatian) -** OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-800-305-9673 (TTY-Telefon za osobe sa oštećenim govorom ili sluhom: 711).

8. **አማርኛ (Amharic) -** ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጀተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1-800-305-9673 (መስማት ለተሳናቸው: 711).

9. Sudanic **Adamawa (Fulfulde)** MAANDO: To a waawi [Adamawa], e woodi ballooji-ma to ekkitaaki wolde caahu. Noddu 1-**800-305-9673** (TTY: 711).

10. **Tagalog (Tagalog – Filipino) -** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-305-9673 (TTY: 711).

11. **한국어 (Korean) -** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-305-9673 (TTY: 711)번으로 전화해 주십시오.

12. **Русский (Russian) -** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-305-9673 (телетайп: 711).

13. **Cushite Oroomiffa (Oromo) -** XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-800-305-9673 (TTY: 711).

14. Український (Ukrainian) - УВАГА: Якщо ви говорити українською мовою, перекладацькі послуги, безкоштовно, доступні для вас. Телефонуйте. Телефонуйте 1-800-305-9643 (TTY: 711).

15. **Français (French) -** ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-305-9673 (ATS : 711).

DSS

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