

Summary of Benefits Specialists Contract for SFY 2026

Contract Summary

The Division of Rehabilitation Services contracts annually with the Black Hills Special Services Cooperative for Benefits Specialist Services. The current contract cycle is from June 1, 2025 to May 31, 2026. The contract funds 5.6 FTE Benefits Specialists and .10 FTE of a Program Director. The Benefits Specialists are located in our Yankton, Rapid City, Sioux Falls and Brookings Offices. One Benefits Specialist is located in the BHSSC Pierre office and a Rapid City Benefits Specialist was located in the Rapid City BHSSC office.

Work Incentives Trainings

The contract includes 5 Work Incentive trainings during the year. A total of 7 sessions were provided during this contract period with 131 individuals attending.

Location	Attended	Registered
Yankton	22	23
Aberdeen	14	17
Brookings	14	16
Pierre	4	8
Rapid City	27	33
Mitchell	19	20
Sioux Falls	31	36
TOTAL	131	153

The survey responses from the trainings were mostly knowledge based questions except for the following 2 questions.

Q13. The training materials and topics covered at the Work Incentives training were beneficial to me.

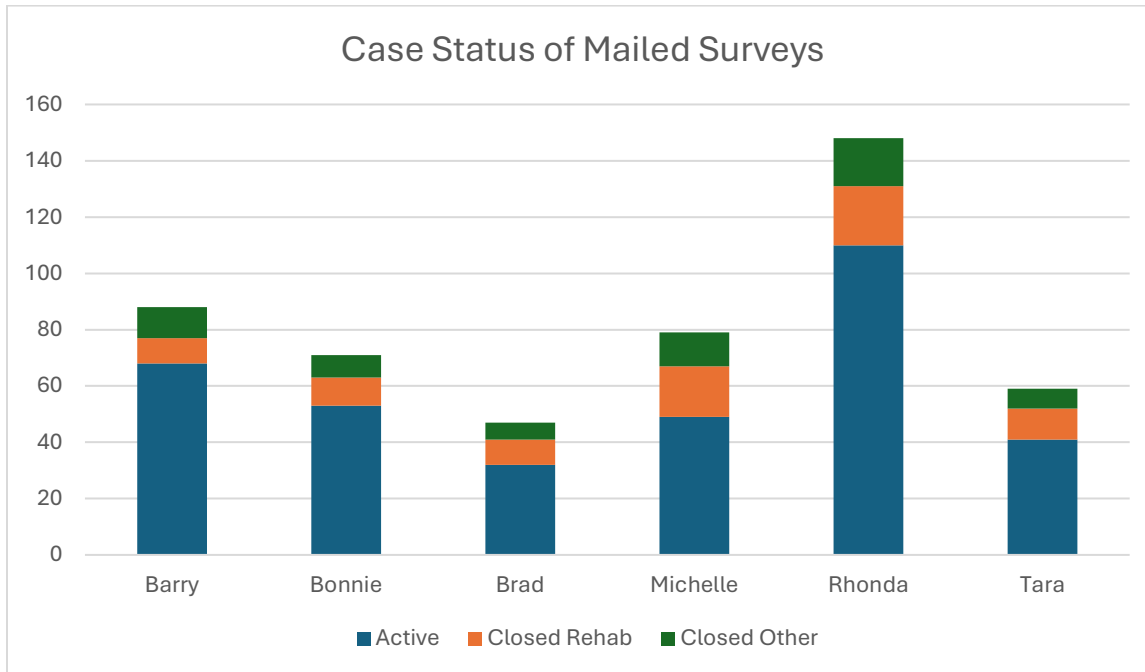
Answer Choices	Responses
Strongly agree	63.16%
Agree	35.09%
Neither agree nor disagree	0.00%
Disagree	1.75%
Strongly disagree	0.00%

Q14. I would recommend the Work Incentives training to others in my career field.

Answer Choices	Responses
Strongly Agree	68.42%
Agree	29.82%
Neither agree or disagree	1.75%
Disagree	0.00%
Strongly disagree	0.00%

Mailing of Satisfaction Surveys

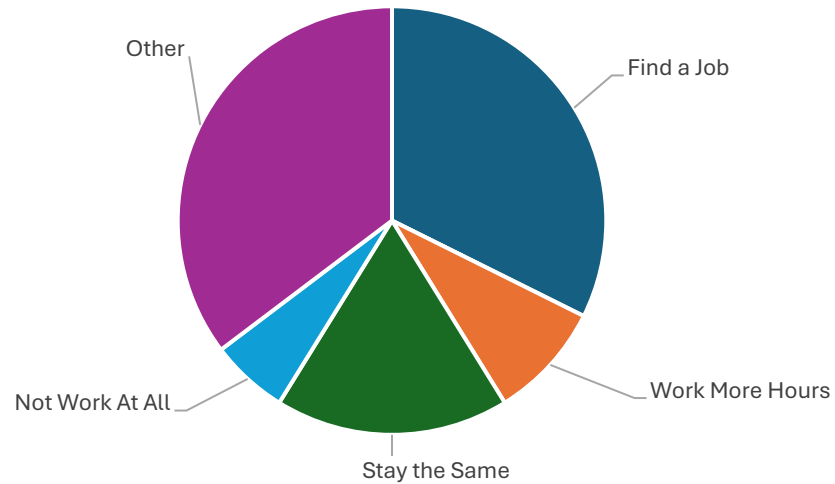
The 3rd quarter Benefits Specialist reports were used to generate a mail survey. 492 Surveys were mailed on April 13, 2026. The survey data was matched with the VR FACES to include the client address, District Office, VR Counselor name, case status and case status date. The contract requires individuals who receive benefits specialist services are active clients or were closed within the past 3 years after receiving services (had Individual Plan for Employment developed).



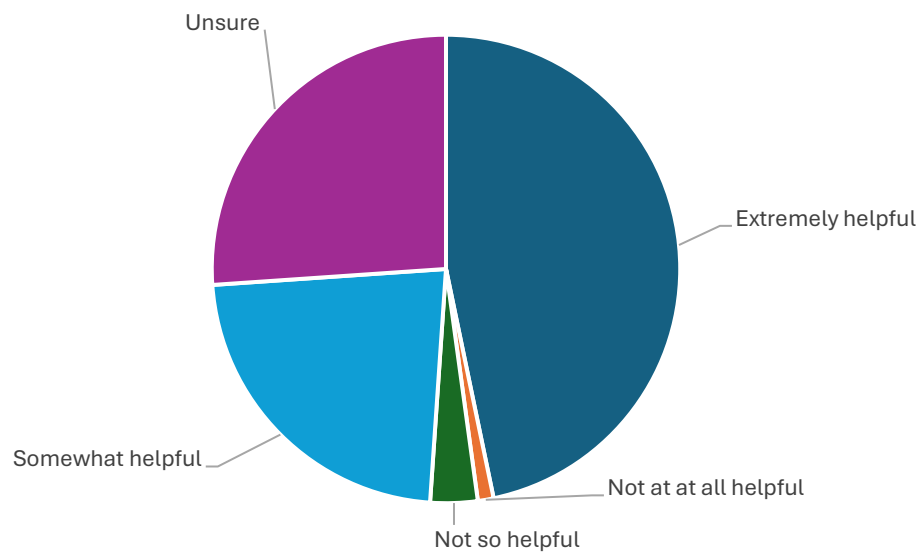
Satisfaction Survey Responses

92 satisfaction survey responses were received by June 9, 2026. This was a 18.7% response rate. Some survey respondents were called to clarify their answers. The number of responses were too low to analyze the results for the individual Benefits Specialists.

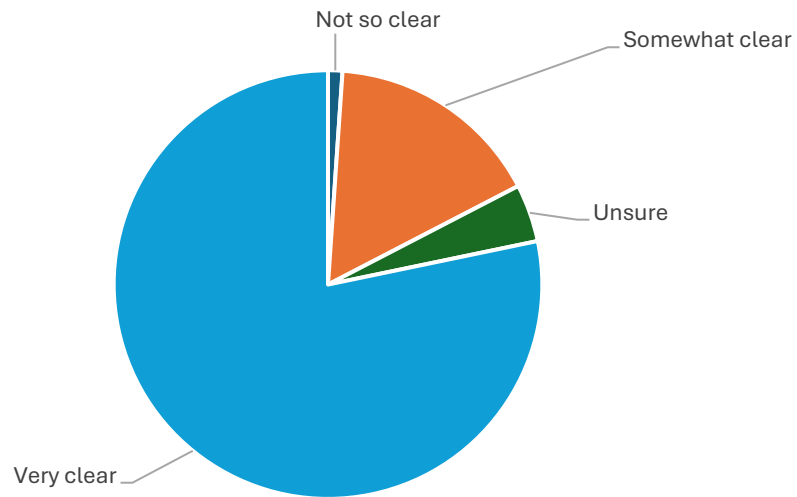
After receiving benefits specialist services, did you decide to:



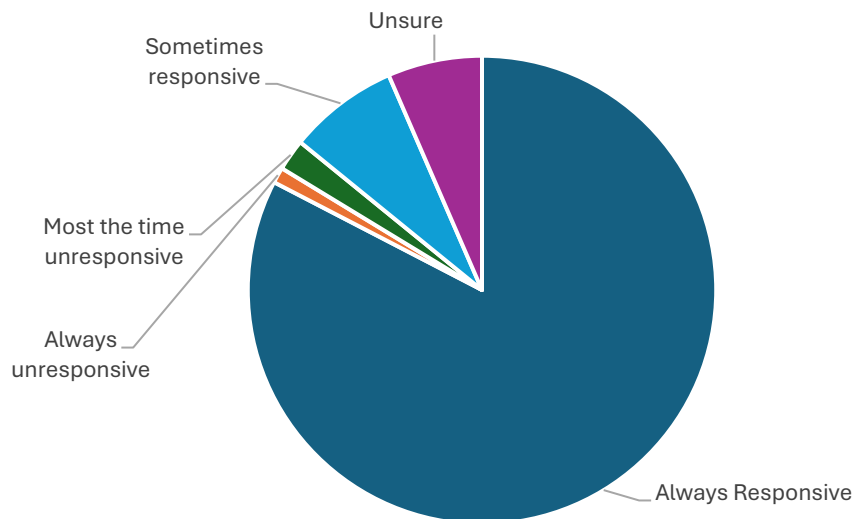
If you received a benefits summary was it helpful?



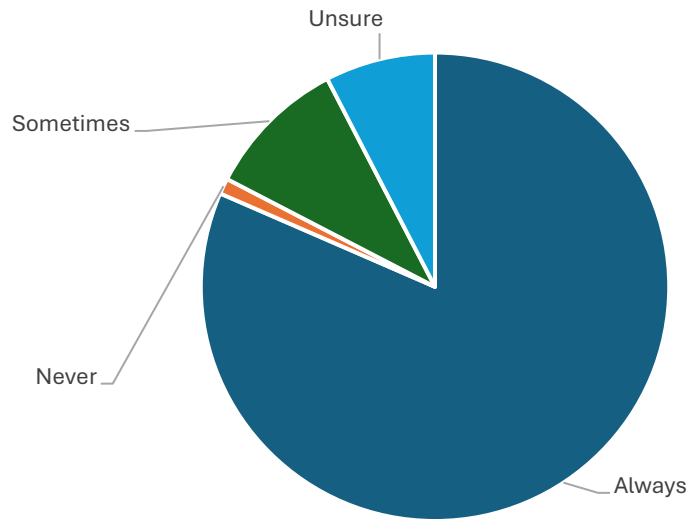
Did the benefits specialist explain the information in an easy-to-understand way?



How responsive was the benefits specialist for you?



Did the benefits specialist answer your questions?



Do you have a better understanding of your benefits and how work may affect them after meeting with the benefits specialist

