

SOCIAL SERVICES

08 SOCIAL SERVICES

MISSION:

To 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.

	ACTUAL FY 2010	ACTUAL FY 2011	BUDGETED FY 2012	REQUESTED FY 2013	GOVERNOR'S RECOMMENDED FY 2013	RECOMMENDED INC/(DEC) FY 2013
FUNDING SOURCE:						
General Funds	\$ 302,736,624	\$ 313,802,895	\$ 362,738,166	\$ 389,198,508	\$ 387,250,078	\$ 24,511,912
Federal Funds	733,731,542	593,688,331	661,527,114	648,336,179	644,190,304	(17,336,810)
Other Funds	10,337,779	8,754,043	9,050,460	9,490,268	9,612,842	562,382
Total	\$ 1,046,805,945	\$ 916,245,268	\$ 1,033,315,740	\$ 1,047,024,955	\$ 1,041,053,224	\$ 7,737,484
EXPENDITURE DETAIL:						
Personal Services	\$ 80,572,699	\$ 78,889,058	\$ 83,896,533	\$ 84,288,287	\$ 88,296,907	\$ 4,400,374
Operating Expenses	966,233,246	837,356,211	949,419,207	962,736,668	952,756,317	3,337,110
Total	\$ 1,046,805,945	\$ 916,245,268	\$ 1,033,315,740	\$ 1,047,024,955	\$ 1,041,053,224	\$ 7,737,484
Staffing Level FTE:	1,622.6	1,600.4	1,640.8	1,646.3	1,646.3	5.5

SOCIAL SERVICES

081 Administration

MISSION:

To provide effective delivery of social services in South Dakota by efficiently managing all offices, programs, and activities of the department in cooperation with federal, state, and local government agencies through program coordination, budgetary review, legal, statistical analysis, accounting and financial management, provider reimbursement and audits, electronic benefits management, and operations and technology services.

	ACTUAL FY 2010	ACTUAL FY 2011	BUDGETED FY 2012	REQUESTED FY 2013	GOVERNOR'S RECOMMENDED FY 2013	RECOMMENDED INC/(DEC) FY 2013
FUNDING SOURCE:						
General Funds	\$ 6,919,448	\$ 7,130,823	\$ 7,327,250	\$ 7,339,576	\$ 7,603,435	\$ 276,185
Federal Funds	9,918,012	10,014,419	19,287,312	19,274,986	19,643,816	356,504
Other Funds	64,099	33,728	16,221	16,221	17,616	1,395
Total	\$ 16,901,560	\$ 17,178,970	\$ 26,630,783	\$ 26,630,783	\$ 27,264,867	\$ 634,084
EXPENDITURE DETAIL:						
Personal Services	\$ 7,387,634	\$ 7,212,255	\$ 8,265,982	\$ 8,265,982	\$ 8,657,727	\$ 391,745
Operating Expenses	9,513,926	9,966,715	18,364,801	18,364,801	18,607,140	242,339
Total	\$ 16,901,560	\$ 17,178,970	\$ 26,630,783	\$ 26,630,783	\$ 27,264,867	\$ 634,084
Staffing Level FTE:	171.5	167.7	182.7	182.7	182.7	0.0

	ACTUAL FY 2010	ACTUAL FY 2011	ESTIMATED FY 2012	ESTIMATED FY 2013
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PERFORMANCE INDICATORS

ADMINISTRATIVE HEARINGS:

Fair Hearings Requested	403	400	400	400
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LEGAL SERVICES:

Abuse & Neglect (civil)	4	5	7	7
Admin. Appeals of Fair Hearing Decisions	4	4	6	6
Administrative Hearings	73	59	80	80
SD Supreme Court Appeals	30	41	45	45
Discrimination Complaints	5	1	5	5
Eligibility	92	100	110	115
Post-trial Proceedings	1	0	5	5
Prosecution of Child Abuse (criminal)	2	2	7	7
Records Request	177	222	240	250
Recoveries / Welfare Fraud	46	31	50	50

RECOVERIES and INVESTIGATIONS:

Fraud Investigation Activity:

Fraud Investigations Assigned	547	564	579	580
Tips Completed	352	326	345	350
Tips Substantiated	171	163	170	175
Fraud Prevention Investigations Completed	54	43	50	50
Fraud Prev. Investigations Substantiated	40	32	39	40
Total Investigations Completed	806	828	852	850

Fraud and Nonfraud Recovery Activity:

Total Dollars Recovered	\$8,000,378	\$8,860,148	\$8,900,000	\$8,900,000
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SOCIAL SERVICES

082 Economic Assistance

MISSION:

To promote the well being of families, children, individuals, elderly, and persons with disabilities by providing medical, nutritional, and financial services and through assessment and referral to other state, federal, and local resources. Programs administered by the Division of Economic Assistance include the Medicaid and the Children's Health Insurance Program (CHIP), Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), and the Low Income Energy Assistance Program (LIEAP).

	ACTUAL FY 2010	ACTUAL FY 2011	BUDGETED FY 2012	REQUESTED FY 2013	GOVERNOR'S RECOMMENDED FY 2013	RECOMMENDED INC/(DEC) FY 2013
FUNDING SOURCE:						
General Funds	\$ 21,201,421	\$ 21,869,042	\$ 20,606,365	\$ 20,842,125	\$ 21,177,808	\$ 571,443
Federal Funds	74,168,936	49,656,197	66,886,942	58,883,908	59,282,039	(7,604,903)
Other Funds	61,040	24,845	317,021	317,021	317,021	0
Total	\$ 95,431,398	\$ 71,550,084	\$ 87,810,328	\$ 80,043,054	\$ 80,776,868	(\$ 7,033,460)
EXPENDITURE DETAIL:						
Personal Services	\$ 15,089,649	\$ 14,646,606	\$ 15,891,814	\$ 15,891,814	\$ 16,550,359	\$ 658,545
Operating Expenses	80,341,748	56,903,478	71,918,514	64,151,240	64,226,509	(7,692,005)
Total	\$ 95,431,398	\$ 71,550,084	\$ 87,810,328	\$ 80,043,054	\$ 80,776,868	(\$ 7,033,460)
Staffing Level FTE:	317.3	309.1	319.5	319.5	319.5	0.0

	ACTUAL FY 2010	ACTUAL FY 2011	ESTIMATED FY 2012	ESTIMATED FY 2013
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PERFORMANCE INDICATORS

ENERGY ASSISTANCE

Weatherization:

Undup. Homes Weatherized/Avg. Cost	1,132/\$6,426	1,430/\$6,566	1,792/\$6,566	252/\$6,566
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Energy Assistance:

Households Served/Elderly Households	22,585/7,986	25,103/8,500	25,103/8,500	25,103/8,500
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Community Services Block Grant

Individuals Served	30,252	42,510	30,000	30,000
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MEDICAL ELIGIBILITY

Total Avg. Persons Eligible (XIX & XXI)	111,005	114,405	116,496	118,542
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Aged/Blind	5,486/84	5,413/83	5,337/83	5,259/83
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Disabled Adults/Disabled Children	11,755/3,008	12,020/3,010	12,233/3,119	12,423/3,228
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Low Income Family (LIF) Adults/Children	11,731/19,130	12,314/20,272	12,707/21,182	13,081/22,093
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DSS and DOC Foster Care Children	3,837	3,800	3,800	3,800
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Pregnant Women	1,998	2,034	2,071	2,102
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Medical Programs for Low Income Children:

Title XIX Funded	38,308	38,940	38,860	38,778
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Title XXI Funded <140%/140-200% of FPL	9,601/2,587	10,046/2,751	10,327/2,829	10,609/2,906
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Medicare Savings:

Qualified Medical Beneficiary (QMB)	3,480	3,722	3,948	4,180
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Special Low Income Medicare Beneficiary	1,904	2,027	2,155	2,281
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Qualified Individuals	1,013	1,133	1,227	1,331
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SUPPLEMENTAL NUTRITION ASSISTANCE

SNAP Benefits Issued	\$147,011,795	\$160,653,527	\$171,865,633	\$183,857,564
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SNAP Certified Households/Persons	38,442/91,728	43,062/101,025	46,067/108,075	49,282/115,618
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SNAP: E&T Participants (Avg./mo.)	3,376	3,652	2,440	2,440
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SNAP: Annual Job Placements	3,359	3,613	2,038	2,038
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TANF CASES (Per Mo./Avg. Pay)	3,197/\$394.88	3,266/\$395.11	3,336/\$395.11	3,408/\$402.22
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TANF Parent Cases (Average per Month)	1,082	1,108	1,120	1,120
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Annual Job Placements	1,089	1,099	1,150	1,150
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AUXILIARY PLACEMENT:

Children Served	557	526	532	532
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DOC Children/CPS & Auxiliary Children	218/339	211/315	214/318	214/318
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SOCIAL SERVICES

083 Medical and Adult Services

MISSION:

To provide medical assistance to eligible South Dakotans under Title XIX of the Social Security Act (Medicaid) and applicable state laws to enable them to have access to medical services necessary to maintain good health.

The mission of the Department of Social Services' Division of Adult Services and Aging (ASA) is to provide opportunities to enable older South Dakotans and adults who are disabled to live independent, meaningful, and dignified lives while maintaining close family and community ties by promoting in-home and community-based services to prevent or delay premature or inappropriate institutionalization. ASA also provides services to victims of domestic violence and compensation to victims of violent crimes.

	ACTUAL FY 2010	ACTUAL FY 2011	BUDGETED FY 2012	REQUESTED FY 2013	GOVERNOR'S RECOMMENDED FY 2013	RECOMMENDED INC/(DEC) FY 2013
FUNDING SOURCE:						
General Funds	\$ 187,650,278	\$ 196,023,389	\$ 247,013,216	\$ 268,741,316	\$ 264,512,820	\$ 17,499,604
Federal Funds	555,874,521	449,393,316	488,010,034	483,747,802	477,974,149	(10,035,885)
Other Funds	4,449,470	1,976,271	1,763,551	1,763,551	1,769,838	6,287
Total	\$ 747,974,269	\$ 647,392,976	\$ 736,786,801	\$ 754,252,669	\$ 744,256,807	\$ 7,470,006
EXPENDITURE DETAIL:						
Personal Services	\$ 7,001,366	\$ 6,971,359	\$ 7,993,558	\$ 7,993,558	\$ 8,367,315	\$ 373,757
Operating Expenses	740,972,903	640,421,617	728,793,243	746,259,111	735,889,492	7,096,249
Total	\$ 747,974,269	\$ 647,392,976	\$ 736,786,801	\$ 754,252,669	\$ 744,256,807	\$ 7,470,006
Staffing Level FTE:	143.7	140.2	149.0	149.0	149.0	0.0

	ACTUAL FY 2010	ACTUAL FY 2011	ESTIMATED FY 2012	ESTIMATED FY 2013
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PERFORMANCE INDICATORS

MEDICAL SERVICES:

Average Persons Eligible:

Aged/Blind	5,486/84	5,417/83	5,337/83	5,259/83
Disabled Adults/Children	11,755/3,008	12,020/3,010	12,233/3,119	12,423/3,228
Low Income Family (LIF) Adults/Children	11,731/19,130	12,314/20,272	12,707/21,182	13,081/22,093
DSS and DOC Foster Care Children	3,837	3,800	3,800	3,800
Pregnant Women	1,998	2,034	2,071	2,102
QMB	3,480	3,722	3,948	4,180

Medical Services Programs for Children:

Title XIX Funded	38,308	38,940	38,860	38,778
Title XXI Funded, Under 140% of FPL	9,601	10,046	10,327	10,609
Title XXI Funded 140%-200% of FPL	2,587	2,751	2,829	2,906
Total Title XIX Eligibles	98,817	101,608	103,340	105,027
Total Title XXI Eligibles	12,188	12,797	13,156	13,515
Total Avg. Persons Eligible (XIX & XXI)	111,005	114,405	116,496	118,542
Total Average Cost Per Title XIX Eligible	\$4,416	\$4,264	\$4,366	\$4,548
Average Cost Per Title XIX Eligible by				
Physicians	\$764	\$717	\$735	\$778
Inpatient Hospital	\$1,230	\$1,224	\$1,082	\$1,133
Outpatient Hospital	\$408	\$414	\$408	\$421
Prescription Drugs	\$342	\$275	\$296	\$313
All Other Services	\$1,672	\$1,634	\$1,845	\$1,903

Program Utilization (Avg Mo Utiliz/Cost):

Physician Services	29.35/\$207.84	29.06/\$205.18	29.51/\$203.62	29.40/\$217.12
Inpatient Hospital	1.62/\$6,409.57	1.61/\$6,336.56	1.62/\$5,540.24	1.61/\$5,744.68
Outpatient Hospital	7.04/\$478.85	7.20/\$499.11	7.29/\$466.37	7.32/\$472.08
Other Medical	3.04/\$346.65	3.16/\$375.27	3.21/\$356.11	3.21/\$364.12
Chiropractic Services	1.07/\$36.63	1.19/\$36.28	1.26/\$35.84	1.26/\$38.70
Medicare Crossover	7.92/\$199.23	7.79/\$219.42	8.12/\$216.80	8.12/\$231.74
Indian Health Services	27.14/\$642.43	23.87/\$664.66	24.96/\$803.54	24.96/\$803.54

Prescription Drugs:

Avg. Utilization/Prescriptions Per Month	23.77/2.72	24.31/2.79	24.53/2.84	24.82/2.84
Average Cost Per Prescription	\$63.17	\$61.27	\$55.12	\$55.62

	ACTUAL FY 2010	ACTUAL FY 2011	ESTIMATED FY 2012	ESTIMATED FY 2013
PERFORMANCE INDICATORS				
Adult Services:				
Average Eligible Clients	27,871	29,830	30,360	30,846
Dental Average Utilization/Cost	5.69/\$189.38	5.30/\$220.54	5.30/\$207.04	5.30/\$206.89
Optometrist Average Utilization/Cost	1.54/\$123.50	1.56/\$124.96	1.60/\$114.60	1.60/\$116.87
Children's Services (EPSDT)				
Avg. Children - LIF/Foster Care	19,130/3,837	20,272/3,800	21,182/3,800	22,093/3,800
Expanded Medical/Disabled	33,719/3,008	34,299/3,010	34,162/3,119	34,025/3,228
Avg. Monthly Utilization/Cost:				
Screening	0.93/\$86.89	0.88/\$85.21	0.88/\$78.82	0.88/\$80.27
Dental Services	8.83/\$183.98	8.83/\$199.81	8.83/\$152.95	8.83/\$153.33
Optometric Services	1.24/\$108.57	1.25/\$109.85	1.25/\$102.67	1.25/\$104.44
Treatment Services	1.51/\$1,149.30	1.72/\$1,032.81	1.72/\$960.51	1.72/\$978.32
Supplemental Medical Insurance (Buy-In):				
Part A Recipients/Premium	986/\$446.60	1,012/\$439.54	1,041/\$442.97	1,068/\$446.43
Part B Recipients/Premium	15,874/\$102.77	16,320/\$112.85	16,686/\$111.00	17,078/\$109.35
Balance Budget Act Expanded	1,034/\$103.40	1,133/\$112.97	1,227/\$111.00	1,358/\$109.35
Childrens Care Hospital:				
Avg. Residents/Per Diem Paid	55/\$557.98	50/\$542.07	0/\$0	0/\$0
Renal Disease:				
Avg. Monthly Eligibles	11	16	11	19
Avg. Monthly Cost Per Eligible	\$131.55	\$91.49	\$131.55	\$131.55
Managed Care Program Participants:				
Eligibles/Physicians in Primary Care	89,779/709	91,081/702	92,940/702	94,766/702
Claims Processing:				
Claims Processed	5,030,235	4,836,683	4,903,248	4,999,596
Claims Processed Per Eligible Person	45	42	42	42
ADULT SERVICES AND AGING:				
Average Monthly Consumers Served	5,939	5,825	5,825	5,825
Annual Unduplicated Consumers Served	8,759	8,313	8,313	8,313
Title XIX Waiver Program Consumers	1,174	1,206	1,206	1,206
In-Home Waiver - Unduplicated Consumers	138	198	198	198
Assisted Living Waiver - Unduplicated	1,036	1,008	1,008	1,008
In-Home Services (Non-Waiver)				
Nursing and Homemaker Aide Consumers	5,870	6,079	6,079	6,079
Contracted Nursing and Homemaker Aide	340,804	337,641	351,000	351,000
Respite and Caregiver Consumers	621	389	389	389
Community Support Services				
Adult Day Hours / Consumers	70,622/307	70,059/297	79,625/307	79,625/307
Transportation Trips / Consumers	435,590/9,854	402,389/9,446	405,000/9,500	405,000/9,500
Elderly Nutrition Program - Meals Served	1,393,362	1,328,821	1,440,161	1,440,161
Elderly Nutrition Program - ARRA Meals	34,249	66,986	0	0
Nutrition Consumers Served Per Day	5,665	5,539	5,539	5,539
Long Term Care Services				
Nursing Facilities - Consumers	3,591	3,501	3,501	3,501
Assisted Living Centers - Consumers	743	759	759	759
Adult Foster Care - Consumers	12	12	12	12
Victims Services				
Unduplicated Victims Served	15,631	15,226	15,226	15,226
Unduplicated Victims Sheltered	3,493	4,098	4,098	4,098
Victims Compensation Claims Approved	291	250	250	250

SOCIAL SERVICES

084 Children's Services

MISSION:

To provide services to families to ensure parents bear the primary financial responsibility of supporting their children and to minimize public assistance expenditures by locating noncustodial parents, establishing paternity and child support orders, initiating actions to enforce child support and medical support orders, and collecting and distributing child support payments to families.

To protect children by working collaboratively with families to enhance their parental protective capacities while keeping children safe through the provision of in-home and other supportive services and providing concurrent planning to establish permanency for children who cannot return to their family because of unresolved safety concerns.

To increase the availability, accessibility, and quality of child care in South Dakota; to assist low-income families with their child care costs; to provide leadership and financial assistance for quality child care; and, to work closely with the general public in the implementation of the Child Care Services' state plan.

	ACTUAL FY 2010	ACTUAL FY 2011	BUDGETED FY 2012	REQUESTED FY 2013	GOVERNOR'S RECOMMENDED FY 2013	RECOMMENDED INC/(DEC) FY 2013
FUNDING SOURCE:						
General Funds	\$ 32,193,556	\$ 35,388,764	\$ 32,045,851	\$ 34,527,791	\$ 34,906,800	\$ 2,860,949
Federal Funds	55,809,632	46,218,295	50,128,324	49,767,780	50,132,198	3,874
Other Funds	3,285,217	3,643,937	4,381,389	4,388,028	4,447,268	65,879
Total	\$ 91,288,405	\$ 85,250,996	\$ 86,555,564	\$ 88,683,599	\$ 89,486,266	\$ 2,930,702
EXPENDITURE DETAIL:						
Personal Services	\$ 17,726,429	\$ 17,510,058	\$ 18,367,129	\$ 18,367,129	\$ 19,128,765	\$ 761,636
Operating Expenses	73,561,976	67,740,938	68,188,435	70,316,470	70,357,501	2,169,066
Total	\$ 91,288,405	\$ 85,250,996	\$ 86,555,564	\$ 88,683,599	\$ 89,486,266	\$ 2,930,702
Staffing Level FTE:	353.4	347.5	350.8	350.8	350.8	0.0

	ACTUAL FY 2010	ACTUAL FY 2011	ESTIMATED FY 2012	ESTIMATED FY 2013
REVENUES				
Direct from Noncustodial Parents	17,108,342	18,329,512	19,500,000	19,500,000
Income Withholding	52,308,399	55,679,548	58,000,000	59,500,000
Non-DCS Collections	15,321,991	15,146,391	15,200,000	15,200,000
IRS Tax Refund Offsets	6,632,556	7,136,000	7,100,000	7,100,000
Received from Other States	6,454,753	6,684,884	6,700,000	6,700,000
Total	97,826,041	102,976,335	106,500,000	108,000,000

PERFORMANCE INDICATORS

CHILD SUPPORT:

Distribution of Collections:

DCS Payments to Families	\$72,298,679	\$77,097,393	\$80,500,000	\$81,900,000
Non-DCS Payments to Families	\$15,321,991	\$15,146,391	\$15,200,000	\$15,200,000
DCS Payments to Other States	\$6,922,119	\$7,360,394	\$7,400,000	\$7,400,000
State Share of TANF/IV-E Collected	\$1,117,072	\$1,246,591	\$1,258,000	\$1,295,000
Federal Share of TANF/IV-E	\$1,879,366	\$2,122,573	\$2,142,000	\$2,205,000
Federal Incentive Payments	\$2,977,116	\$1,173,652	\$1,743,652	\$1,805,000
Total Cases:	53,564	55,637	57,850	60,150
TANF/IV-E Cases	4,088	4,265	4,300	4,350
Non-TANF Cases	30,384	32,110	33,500	35,000
TANF/IV-E Arrears Only Cases	4,873	5,206	5,250	5,300
Non-DCS Cases	10,205	10,947	11,500	12,000
Non-Jurisdictional Cases	4,014	3,109	3,300	3,500
Total Payments Processed	547,632	567,130	570,000	573,000
Total Payments Disbursed	456,910	470,308	475,000	480,000
Payments Disbursed Electronically	443,391	455,216	465,000	470,000
Payors - DCS Cases	29,198	30,275	31,200	32,000
Payors - Non-DCS Cases	2,921	2,924	2,000	3,100
Paternities Established	577	631	640	650
Voluntary Paternity Acknowledgements	3,087	3,514	3,800	4,100
Support Orders Established	2,135	1,766	1,900	2,000

	ACTUAL FY 2010	ACTUAL FY 2011	ESTIMATED FY 2012	ESTIMATED FY 2013
PERFORMANCE INDICATORS				
Support Order Modifications Processed	3,087	3,073	3,100	3,100
Successful Enforcement Actions	35,668	39,847	40,500	41,000
TANF Cases Closed With Collections	1,370	1,552	1,600	1,700
Customer Service Calls to Voice Response	406,179	391,410	380,000	370,000
Internet Customer Service Queries	660,122	719,963	750,000	800,000
New Hires Reported	157,290	166,587	170,000	175,000
New Hire Matches with DCS Cases	13,643	17,004	17,500	18,000
CHILD PROTECTION SERVICES:				
All Types of Requests for Services	17,366	17,624	17,750	17,850
Abuse and Neglect (A/N) Requests for Srvs.	16,041	16,187	16,250	16,320
Assigned A/N Requests for Srvs./Children	3,898/7,248	3,910/7,282	3,925/7,310	3,945/7,330
Completed A/N Requests for Srvs./Children	3,823/6,340	3,902/6,414	3,910/6,450	3,920/6,480
Required Safety Response Requests for Children Requiring Removal from Home	1,103/2,124	1,122/2,149	1,142/2,170	1,160/2,180
Children Staying at Home Needing Services	1,486	1,458	1,465	1,465
Adoption Subsidies:	1,219	1,266	1,290	1,300
Mo. Avg. Maintenance & Med./Med. Only Annual Maintenance Cost Per Client	1,473/15 \$4,973	1,538/18 \$5,058	1,602/18 \$5,280	1,666/18 \$5,520
Subsidized Guardianships:				
Average Clients/Cost Per Year	173/\$3,996	201/\$3,810	229/\$3,694	257/\$3,636
Alternative Care Placements:				
Relative Placements Avg. Clients/Month	215	206	215	215
Avg. Out-of-Home Paid Placements/Month	1,212	1,207	1,216	1,216
Paid Placements-Mo. Avg. Clients/Avg. Cost:				
Basic Foster Care	619/\$445	620/\$441	633/\$441	633/\$449
Specialized Foster Care	46/\$755	48/\$816	54/\$816	54/\$831
Treatment Foster Care	113/\$1,966	115/\$2,090	121/\$2,106	121/\$2,144
Emergency Care	133/\$359	125/\$364	131/\$370	131/\$377
Group Care	91/\$3,272	103/\$3,420	75/\$3,496	75/\$3,559
Psychiatric Residential Facilities for Children	196/\$6,801	196/\$6,688	202/\$6,797	202/\$6,919
Outcome Measures:				
Children Returned Home/Placed for Adopt.	830/147	837/169	850/169	850/169
Children Emancipated/Guardianships	74/53	73/119	73/119	73/119
Children Discharged to Relatives/Other	59/292	59/258	60/258	60/258
CHILD CARE SERVICES:				
Child Care Assistance				
Average Monthly Families Served	3,024	3,356	2,904	2,904
Average Monthly Children Served	5,188	5,828	4,937	4,937
Average Monthly Payment Per Case	\$430	\$456	\$474	\$503
Child Care Licensing and Registration:				
Registered Family Day Care Providers	919	916	914	912
Licensed Group Family Day Care Centers	78	75	72	70
Licensed Day Care Centers	191	196	201	210
Licensed Out-of-School Time Programs	152	147	145	140

SOCIAL SERVICES

085 Behavioral Health

MISSION:

To reduce the prevalence of substance abuse and mental health disorders through prevention and treatment services and ensure that children, families and adults with mental health disorders and chemical dependence have the opportunity to choose and receive effective prevention and treatment services that enable them to achieve their highest level of personal independence while fostering resilience and recovery.

	ACTUAL FY 2010	ACTUAL FY 2011	BUDGETED FY 2012	REQUESTED FY 2013	GOVERNOR'S RECOMMENDED FY 2013	RECOMMENDED INC/(DEC) FY 2013
FUNDING SOURCE:						
General Funds	\$ 54,771,921	\$ 53,390,877	\$ 55,745,484	\$ 57,747,700	\$ 59,049,215	\$ 3,303,731
Federal Funds	37,960,440	38,406,104	37,214,502	36,661,703	37,158,102	(56,400)
Other Funds	2,130,643	2,708,449	2,180,649	2,590,183	2,642,358	461,709
Total	\$ 94,863,004	\$ 94,505,430	\$ 95,140,635	\$ 96,999,586	\$ 98,849,675	\$ 3,709,040
EXPENDITURE DETAIL:						
Personal Services	\$ 33,291,372	\$ 32,470,559	\$ 33,285,156	\$ 33,676,910	\$ 35,496,370	\$ 2,211,214
Operating Expenses	61,571,633	62,034,871	61,855,479	63,322,676	63,353,305	1,497,826
Total	\$ 94,863,004	\$ 94,505,430	\$ 95,140,635	\$ 96,999,586	\$ 98,849,675	\$ 3,709,040
Staffing Level FTE:	635.2	634.4	637.5	643.0	643.0	5.5

	ACTUAL FY 2010	ACTUAL FY 2011	ESTIMATED FY 2012	ESTIMATED FY 2013
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REVENUES

Com. Behavioral Health - Substance Abuse:

Deposits to Federal Funds:

Title XIX - Medicaid Administration	13,388	18,254	25,102	25,102
Title XIX - Medicaid Provider	2,768,030	2,340,586	3,490,993	3,466,807
Title XIX - Medicaid Provider ARRA	356,975	298,193		
Title XXI - Children's Health Ins. Prog.	505,462	313,325	306,228	307,265
Temporary Assistance to Needy Families	394,525	672,124	533,325	533,325
Highway Safety-Prevention	107,338	136,364	125,000	125,000
Highway Safety-Diversion	105,588	91,375	115,000	115,000
Highway Safety-School Based	469,850	64,986		
Drug & Alcohol Service Information System	25,684	29,368	33,566	33,566
Residential Substance Abuse Treatment		167,805	167,805	167,805
Safe & Drug-Free Schools & Communities	279,667	953		
Substance Abuse Prev. & Tx Block Grant	4,159,245	5,099,243	5,041,716	5,041,716
DOE Methamphetamine Awareness	22,090	22,090	22,090	
Strategic Prevention Framework	62,504	1,657,123	2,135,724	2,135,724
Fetal Alcohol Spectrum Disorder (FASD)	140,439	257,570	204,726	
State Outcomes Measurement Mgmt	140,862			
State Epidemiological Outcome Workgroup	75,000	1,281		
Co-Occurring State Incentive Grant	513,225	637,896	550,000	550,000

Com. Behavioral Health - Substance Abuse:

Deposits to Other Funds:

Lottery-Gambling Treatment	214,000	156,113	214,000	214,000
Gaming Commission-Gambling Treatment	30,000	30,000	30,000	30,000
Alcohol and Drug Abuse Fees	2,745	3,845	3,931	3,931
Tobacco Prevention/Enforcement	532,294	275,000	75,000	75,000

Human Services Center:

Deposits to General Funds:

Private Pay	609,999	485,915	569,482	569,482
Insurance	859,556	831,109	1,048,713	1,048,713
Insurance Participating Provider	983,711	1,425,301	1,425,000	1,425,000
Counties	761,366	858,272	758,313	758,313
Indian Health Services (IHS & PHS)	1,796,501	1,033,893	1,832,025	1,832,025

Human Services Center:

Deposits to Federal Funds:

Title XVIII - Medicare	4,917,435	5,283,369	5,051,384	5,051,384
Title XIX - Medicaid	5,792,612	6,286,192	4,990,235	4,848,236

	ACTUAL FY 2010	ACTUAL FY 2011	ESTIMATED FY 2012	ESTIMATED FY 2013
REVENUES				
Title XIX - Medicaid ARRA	781,846	770,041		
Disproportionate Share Hospital	471,215	460,171	444,243	434,777
Children's Health Insurance Program (CHIP)	255,367	582,110	404,020	398,221
Energy Conservation Measures (ECM)		450,012	344,308	
Title I - Improving America's School Act (IASA) Adolescent Grant	24,586			
School Breakfast and Lunch	84,669	89,241	89,088	89,088
Bioterrorism Hospital Preparedness	2,500	3,000		
Human Services Center: Deposits to Other Funds:				
Prescription Drug Plan	272,592	195,333	227,070	227,070
Medical Faculty Training	36,202	33,494	36,793	36,793
Other HSC Fund	27,911	22,677	20,315	20,315
Building/Rent	15,175	5,391	13,180	13,180
HSC Vending	115,850	85,394	108,510	108,510
Insurance-Roof Damage	809,529		224,122	
Human Services Center: Deposits to Special Revenue Fund:				
Land Interest	2,756	21,366	9,832	9,832
Com. Behavioral Health - Mental Health: Deposits to Federal Funds:				
Title XIX - Medicaid Administration	46,657	77,584	118,825	118,825
Title XIX - Medicaid Provider	8,877,004	8,669,238	9,303,498	9,371,926
Title XIX - Medicaid Provider ARRA	1,144,822	1,107,591		
Title XXI - Children's Health Ins. Prog.	892,061	842,665	584,845	586,826
Community Mental Health Services Block	580,046	1,010,086	866,033	866,033
MH Data Infrastructure	48,959	63,130	49,166	66,701
Projects for Assistance in Transition from Homelessness (PATH)	349,538	302,629	300,000	300,000
Suicide Prevention Grant	294,064	437,017	516,294	432,485
Transformation Transfer Initiative	110,500			
Com. Behavioral Health - Mental Health: Deposits to Other Funds:				
Adult Prison Mental Health	1,038,466	1,185,497	1,041,712	1,451,246
Qualified Mental Health Professional Endorsement Fees	1,860	1,860	1,823	1,823
Total	42,924,266	44,893,072	43,453,035	42,891,045

PERFORMANCE INDICATORS

Com. Behavioral Health - Substance Abuse: Accredited/Recognized Chemical				
Dependency Programs	59	61	63	65
Inpatient/Residential Days	26,064	26,570	26,570	26,570
Intensive Outpatient Hours	98,945	102,225	102,225	107,289
Day Treatment Days	9,620	9,734	9,734	9,734
SLIP/SLOT Outpatient Treatment Hours	10,663	11,415	11,415	11,415
Counseling Hours	55,536	56,949	56,949	60,965
Total Assessment Hours	10,409	10,810	10,810	10,810
Detoxification Days/Low Intensity Days/Dual Case Management/Recovery Support Hours	7,097/50,945	7,097/52,065	7,097/52,065	9,281/52,611
Low Intensity Care for Pregnant Women	1,595	3,082	3,082	3,082
SLIP/SLOT Low Intensity Care	5,479	5,809	5,809	5,809
Prevention Service Hours	9,056	8,580	8,580	8,580
Gambling Assessment Hours	55,924	24,871	24,871	24,871
Gambling Individual / Local Group Hours	90	111	90	90
Gambling Intensive Outpatient Hours	143/782	205/1,124	205/1,124	265/1,466
Gambling Day/Residential Treatment Day	3,143	3,722	3,722	3,722
Total Clients Served for Gambling	216/553	114/361	216/553	216/553
Outcomes/Abstinent One Year Post	203	165	203	250
A&D Treatment Outcomes--Adult/Adolescent	49.4%/45.6%	49.1%/45.6%	49.4%/45.6%	50.0%/46.0%
Gambling Treatment Outcomes	52.0%	51.5%	52.0%	52.0%
Human Services Center: Operating Bed Capacity of Each Unit:				
Acute Psychiatric Services	60	60	60	60
Psychiatric Rehabilitation	66	66	66	66
Adolescent Psych	15/20/12	15/20/12	15/20/12	15/20/12
Chemical Dependency (Adolescent/Adult)	20/32	20/32	20/32	20/32
Geriatric Psychiatric (Nursing Home)	69	69	69	69
Intensive Treatment Unit	10	10	10	10

	ACTUAL FY 2010	ACTUAL FY 2011	ESTIMATED FY 2012	ESTIMATED FY 2013
PERFORMANCE INDICATORS				
Average Daily Census for Hospital	241.0	238.0	240.0	240.0
Average Daily Census by Unit:				
Acute Psychiatric Services	50.4	49.4	50.0	50.0
Psychiatric Rehabilitation	55.1	53.8	54.0	54.0
Adolescent Psych	8.5/16.6/9.8	10.4/16.9/11.0	10.0/17.0/11.0	10.0/17.0/11.0
Chemical Dependency (Adolescent/Adult)	10.6/20.3	12.8/18.1	13.0/18.0	13.0/18.0
Geriatric Psych (Nursing Home)	62.0	58.7	59.0	59.0
Intensive Treatment Unit (Adult/Adolescent)	3.8/3.9	3.4/3.0	3.0/3.0	3.0/3.0
Admissions to / Discharges from Mickelson Center for the Neurosciences (MCN)	1,872/1,893	2,055/2,055	2,055/2,055	2,055/2,055
Direct Admissions by Unit:				
Acute Psychiatric Services	1,254	1,393	1,393	1,393
Psychiatric Rehabilitation	0	1	1	1
Adolescent Psych	212/9/2	209/6/5	209/6/5	209/6/5
Chemical Dependency (Adolescent/Adult)	50/185	45/194	45/194	45/194
Geriatric Psychiatric (Nursing Home)	1	0	0	0
Intensive Treatment Unit (Adult/Adolescent)	129/30	158/44	158/44	158/44
Average Length of Stay in Days:				
Acute Psychiatric Services	14.5	12.9	13.0	13.0
Psychiatric Rehabilitation	178.5	148.8	149.0	149.0
Adolescent Psych	12.5/73.5/157.2	15.4/80.6/170.7	15.0/81.0/171.0	15.0/81.0/171.0
Chemical Dependency (Adolescent/Adult)	69.4/31.0	61.5/26.8	62.0/27.0	62.0/27.0
Geriatric Psychiatric (Nursing Home)	436.5	546.2	546.0	546.0
Intensive Treatment Unit (Adult/Adolescent)	4.7/10.2	4.3/8.6	4.0/9.0	4.0/9.0
Average Length of Stay	34.4	31.3	31.0	31.0
Discharges by Unit:				
Acute Psychiatric Services	1,163	1,242	1,242	1,242
Psychiatric Rehabilitation	109	157	157	157
Adolescent Psych	94/94/27	107/92/29	107/92/29	107/92/29
Chemical Dependency (Adolescent/Adult)	48/237	56/244	56/244	56/244
Geriatric Psychiatric (Nursing Home)	40	52	52	52
Intensive Treatment Unit (Adult / Adolescent)	43/38	49/27	49/27	49/27
Average Direct Cost/Patient Days:				
Acute Psychiatric Services	\$267.78	\$275.34	\$271.32	\$271.32
Psychiatric Rehabilitation	\$190.06	\$184.44	\$180.10	\$180.10
Adolescent Acute	\$444.93	\$362.11	\$375.23	\$375.23
Adolescent Intermediate	\$206.63	\$209.38	\$202.28	\$202.28
Adolescent Long-Term	\$363.49	\$324.73	\$329.39	\$329.39
Adolescent Chemical Dependency	\$322.12	\$286.75	\$253.94	\$253.94
Adult Chemical Dependency	\$170.33	\$187.87	\$189.17	\$189.17
Geriatric Psychiatric (Nursing Home)	\$243.96	\$215.96	\$213.10	\$213.10
Intensive Treatment Unit	\$375.12	\$468.44	\$506.59	\$506.59
Average Direct Cost/Average Cost - Inpatient	\$247.55/\$448.88	\$240.68/\$460.48	\$237.24/\$431.89	\$237.24/\$431.89
Average Indirect Cost:				
Medical	\$74.56	\$74.44	\$78.13	\$78.13
Administrative	\$126.76	\$145.36	\$116.53	\$116.53
Direct Care Staff (Total)				
Nurses, Aides, Techs, Assistants, Counselors	391	386	386	386
Direct Care Staff Separations	88	99	99	99
% Direct Care Staff/Employee Turnover	22.5%/18.8%	25.6%/19.1%	25.6%/19.1%	25.6%/19.1%
Com. Behavioral Health - Mental Health:				
Community Mental Health Centers	11	11	11	11
Consumers Served (All Funding Sources)	17,046	18,395	18,641	18,904
Consumers Served Through DMH Funding:				
Residential (Transitional and Group)	138	132	132	132
Outpatient	2,962	3,360	3,360	3,360
Individualized & Mobile Program of Community Treatment (IMPACT)	222	226	226	230
Children's Serious Emotional Disturbance CARE (Continuous Assistance, Rehabilitation, and Education)	5,214	5,551	5,730	5,899
Indigent Medication Program	739	747	754	768
% of Adults Admitted to HSC as Readmissions within 30 days	7%	7%	7%	7%
Intensive Family Services MH Referrals	54	51	54	54
Correctional BH - Mental Health:				
Adult Psychiatric Contacts	4,438	3,928	4,021	4,103
Juvenile Psychiatric Contacts	469	520	520	520
Adults Identified with Mental Health Concerns/% of Total Admissions	790/32%	782/34%	802/34%	818/34%

PERFORMANCE INDICATORS

	ACTUAL FY 2010	ACTUAL FY 2011	ESTIMATED FY 2012	ESTIMATED FY 2013
Mental Health Groups/Client contact	270/2,959	563/4,731	575/4,800	575/4,800

SOCIAL SERVICES

0891 Board of Counselor Examiners - Info

MISSION:

To protect the South Dakota consumers of counseling and marriage and family therapy services by mandatory licensing of qualified counselor applicants.

	ACTUAL FY 2010	ACTUAL FY 2011	BUDGETED FY 2012	REQUESTED FY 2013	GOVERNOR'S RECOMMENDED FY 2013	RECOMMENDED INC/(DEC) FY 2013
FUNDING SOURCE:						
General Funds	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Federal Funds	0	0	0	0	0	0
Other Funds	76,329	81,606	84,141	84,141	84,217	76
Total	\$ 76,329	\$ 81,606	\$ 84,141	\$ 84,141	\$ 84,217	\$ 76
EXPENDITURE DETAIL:						
Personal Services	\$ 2,002	\$ 2,980	\$ 2,333	\$ 2,333	\$ 2,409	\$ 76
Operating Expenses	74,326	78,626	81,808	81,808	81,808	0
Total	\$ 76,329	\$ 81,606	\$ 84,141	\$ 84,141	\$ 84,217	\$ 76
Staffing Level FTE:	0.0	0.0	0.0	0.0	0.0	0.0

	ACTUAL FY 2010	ACTUAL FY 2011	ESTIMATED FY 2012	ESTIMATED FY 2013
REVENUES				
Deposits to Other Funds:				
Application Fees	5,300	5,800	5,000	5,500
Reexamination Fees	20	20		
New License Fees	4,350	4,825	4,500	4,600
Renewal Fees	58,000	59,475	58,000	59,400
Materials Sold	180	60	100	100
Interest Income	3,999	4,516	3,000	3,600
CEU Approval Requests	3,075	3,125	3,000	3,000
Label Requests	975	675	700	650
Late Renewal Penalty Fees	700	1,300	1,000	1,000
Total	76,599	79,796	75,300	77,850

	ACTUAL FY 2010	ACTUAL FY 2011	ESTIMATED FY 2012	ESTIMATED FY 2013
PERFORMANCE INDICATORS				
Licenses Renewed/New Practitioners	642/49	661/52	660/55	660/55
Complaints:	598	624	630	630
Received/Investigated/Resolved	8/6/5	12/12/4	10/10/5	10/10/5
Hearings Held/Pending	1/3	1/8	0/1	1/5
Licenses Reprimanded/Probationed	0	0	0	0
Licenses Suspended/Revoked	0	0	0	0
No Action Taken Against Licensee	5	4	5	5
Board Meetings Held	4	5	5	5

SOCIAL SERVICES

0892 Board of Psychology Examiners- Info

MISSION:

To protect the health and safety of the consumer public by licensure of qualified persons, enforcement of the statutes, rules and regulations governing the practice of psychology, including the appropriate resolution of complaints.

	ACTUAL FY 2010	ACTUAL FY 2011	BUDGETED FY 2012	REQUESTED FY 2013	GOVERNOR'S RECOMMENDED FY 2013	RECOMMENDED INC/(DEC) FY 2013
FUNDING SOURCE:						
General Funds	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Federal Funds	0	0	0	0	0	0
Other Funds	52,724	60,499	76,273	76,273	76,387	114
Total	\$ 52,724	\$ 60,499	\$ 76,273	\$ 76,273	\$ 76,387	\$ 114
EXPENDITURE DETAIL:						
Personal Services	\$ 1,421	\$ 1,357	\$ 3,124	\$ 3,124	\$ 3,238	\$ 114
Operating Expenses	51,303	59,142	73,149	73,149	73,149	0
Total	\$ 52,724	\$ 60,499	\$ 76,273	\$ 76,273	\$ 76,387	\$ 114
Staffing Level FTE:	0.0	0.0	0.0	0.0	0.0	0.0

	ACTUAL FY 2010	ACTUAL FY 2011	ESTIMATED FY 2012	ESTIMATED FY 2013
REVENUES				
Deposits to Other Funds:				
Application Fees	2,400	2,400	2,700	2,400
Reexamination Fees	200			
Renewal Fees	57,200	38,600	38,600	38,600
Interest Income	3,368	3,249	3,250	3,250
Partial Year License Fees	300	150	150	150
Miscellaneous:	2			
Full Year License Fee	400	600	400	400
Total	63,870	44,999	45,100	44,800

	ACTUAL FY 2010	ACTUAL FY 2011	ESTIMATED FY 2012	ESTIMATED FY 2013
PERFORMANCE INDICATORS				
Licenses Renewed/New Practitioners	286/8	193/8	193/9	193/8
State Prepared Exam (Times Given)	194	194	194	194
Applicants Examined/Passed	5	2	2	2
Applicants Reexamined/Passed	13/13	6/6	7/7	6/6
Complaints:	1/1	0/0	0/0	0/0
Received/Investigated/Resolved	3/3/2	3/4/3	3/4/3	4/5/5
Hearings Held/Pending	0/1	0/1	0/1	0/2
Licenses Suspended/Revoked	0	0	0	0
No Action Taken Against Licensee	1	2	2	3
Inquiries Received and Answered	2,750	2,750	2,750	2,750
Applicants Denied S.D. Licensure	0	0	0	0
Board Meetings Held	6	4	5	4

SOCIAL SERVICES

0893 Board of Social Work Examiners - Info

MISSION:

To protect the health and safety of the consumer public by licensure of qualified persons, enforcement of the statutes, rules and regulations governing the practice of social work, including the appropriate resolution of complaints.

	ACTUAL FY 2010	ACTUAL FY 2011	BUDGETED FY 2012	REQUESTED FY 2013	GOVERNOR'S RECOMMENDED FY 2013	RECOMMENDED INC/(DEC) FY 2013
FUNDING SOURCE:						
General Funds	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Federal Funds	0	0	0	0	0	0
Other Funds	84,095	88,216	93,209	105,209	105,298	12,089
Total	\$ 84,095	\$ 88,216	\$ 93,209	\$ 105,209	\$ 105,298	\$ 12,089
EXPENDITURE DETAIL:						
Personal Services	\$ 0	\$ 0	2,627	2,627	2,716	89
Operating Expenses	84,095	88,216	90,582	102,582	102,582	12,000
Total	\$ 84,095	\$ 88,216	\$ 93,209	\$ 105,209	\$ 105,298	\$ 12,089
Staffing Level FTE:	0.0	0.0	0.0	0.0	0.0	0.0

	ACTUAL FY 2010	ACTUAL FY 2011	ESTIMATED FY 2012	ESTIMATED FY 2013
REVENUES				
Deposits to Other Funds:				
Application Fees	21,030	15,310	15,500	16,000
Examination Fees	21,000	28,085	34,000	34,500
Reexamination Fees	1,000			
Renewal Fees	64,250	51,610	54,000	52,000
Interest Income	2,536	3,699	3,700	3,800
Duplicate License Fees	120	140	150	150
Late Fees	535	150	200	200
Upgrade to Social Worker (SW) Level				
Temporary Licenses		300	400	200
Reciprocity Private Independent Practice				
Miscellaneous	400			
Total	110,871	99,294	107,950	106,850

PERFORMANCE INDICATORS				
Licenses Renewed	409	341	360	340
New Licenses	135	99	100	110
Practitioners	851	875	880	885
Examinations:				
Nationally Prepared (Times Given)	Daily	Daily	Daily	Daily
Applicants Examined/Passed	90/69	114/81	90/78	100/82
Complaints:				
Received/Investigated/Resolved	3/3/3	6/8/4	4/8/4	4/8/6
Licenses Reprimanded/Probationed	0	0	1	1
Licenses Suspended/Revoked	1	2	1	1
No Action Taken Against Licensee	2	2	2	4
Prosecutions	0	0	0	0
Inquiries Received and Answered	8,000	8,000	8,000	8,000
Board Meetings Held	7	7	7	7
Total Applicants Denied SD Licensure	0	0	0	0

SOCIAL SERVICES

0894 Certification Board for A & D - Info

MISSION:

To provide a foundation for the continuing development of practitioners in the field as well as the credentialing of alcohol and drug professionals within the generally accepted standards of professionalism and competence using valid and reliable examinations.

	ACTUAL FY 2010	ACTUAL FY 2011	BUDGETED FY 2012	REQUESTED FY 2013	GOVERNOR'S RECOMMENDED FY 2013	RECOMMENDED INC/(DEC) FY 2013
FUNDING SOURCE:						
General Funds	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Federal Funds	0	0	0	0	0	0
Other Funds	134,161	136,492	138,006	149,641	152,839	14,833
Total	\$ 134,161	\$ 136,492	\$ 138,006	\$ 149,641	\$ 152,839	\$ 14,833
EXPENDITURE DETAIL:						
Personal Services	\$ 72,826	\$ 73,884	\$ 84,810	\$ 84,810	\$ 88,008	\$ 3,198
Operating Expenses	61,335	62,608	53,196	64,831	64,831	11,635
Total	\$ 134,161	\$ 136,492	\$ 138,006	\$ 149,641	\$ 152,839	\$ 14,833
Staffing Level FTE:	1.6	1.6	1.3	1.3	1.3	0.0

	ACTUAL FY 2010	ACTUAL FY 2011	ESTIMATED FY 2012	ESTIMATED FY 2013
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REVENUES

Deposits to Other Funds:

Application Fees	250	600	300	100
Examination Fees	13,788	8,000	6,200	10,000
Re-Examination Fees	1,200	1,600	2,000	1,600
New License Fees	10,087	10,857	10,000	10,500
Renewal Fees	90,929	82,408	90,000	83,000
Interest Income		6,951	2,000	2,000
CE Approval Requests	700	950	2,000	1,000
Label Requests	2,400	1,720	1,500	1,800
Late Renewal Penalty Fees	50	117	1,000	
National Certificates	24			
Upgrade Fees	1,525	1,350		1,500
Miscellaneous	439	480	550	560
Refund Of Overpaid Expense				
Replace Certificates and Cards	80	45		
Total	121,472	115,078	115,550	112,060

PERFORMANCE INDICATORS

Total Applications	589	600	600	600
New Certification	141	132	135	135
Practitioners	654	634	640	640
Examinations:				
Nationally Prepared (Times Given)	2	2	2	2
CD Applicants Examined - Written/Passed	40/32	38/28	40/28	40/28
CD Applicants Examined - Oral/Passed	0/0	0/0	0/0	0/0
Prevention Applicants Examined	1	0	1	1
Prevention Applicants/Re-Exams Passed	1	0	1	1
Applicants Reexamined/Passed	4/2	8/3	8/3	8/3
Complaints:				
Received/Investigated/Resolved	10/10/6	18/18/13	18/18/13	18/18/13
Licensees Suspended/Revoked	2	5	5	5
No Action Taken Against Licensee	4	8	8	8
Telephone Inquires Received and Answered	3,600	3,500	3,500	3,500
Total Applicants Denied S.D. Licensure	0	0	0	0
Board Meetings Held	4	4	4	4
Total Inquires Received Answered	4,900	4,900	4,900	4,900