



DIVISION OF DEVELOPMENTAL DISABILITIES

Hillsview Plaza, 3800 East Highway 34
c/o 500 East Capitol Avenue
Pierre, South Dakota 57501-5070
Phone: (605) 773-3438 | TTY: 605) 773-6412
FAX: (605) 773-7562
Website: dhs.sd.gov

9/10/2026

Dear Family Member or Guardian,

The South Dakota Department of Human Services- Division of Developmental Disabilities is taking part in the National Core Indicators® (NCI) Adult Family Survey. This survey helps us to learn how to make services better for people with intellectual and developmental disabilities. DHS would like to hear from families and guardians of people who receive services through SD-DHS programs. This year, DHS is working with Qlarant Quality Solutions to help with the survey.

We encourage you to complete the survey online, as it is the fastest and easiest option.

You can use a cell phone, laptop, or tablet- whatever is most convenient for you. Instructions for accessing and completing the online survey are provided on **PAGE 3** of this packet.

If you prefer not to complete the survey online, you may fill it out by hand instead. Your packet includes a self-addressed, pre-paid envelope. Once you finish the survey, simply place it in the envelope and mail it back to us. **Please complete surveys, either online or by mail, as soon as you can, but no later than November 20th, 2026.**

It is very important to DHS that you share your thoughts about the services your family member receives. Your answers are private. Please do not write your name, your family member's name, or the names of any service providers in your responses. If you mail back the paper survey, Qlarant staff who are not connected to any service providers will enter your answers into the NCI system. DHS and NCI only look at the total number of responses. This helps them see patterns and learn how families feel about services in South Dakota compared to other states.

If you have any questions regarding the survey, please contact Kathleen Boyer at boyerk@qlarant.com or 224-659-6103.

Sincerely,

Carol Anderson, M.S.
NCI State Lead
Division of Developmental Disabilities