

South Dakota DDD

Family Support Council Meeting

06/27/2026

Agenda



- I. Call to Order and Roll Call
- II. Approval of the Agenda
- III. Opening Round-Introductions
- IV. DD Council Update
- V. DDD Update
- VI. Break
- VII. Roles and Responsibilities
- VIII. Advisement from Council
- IX. Public Comment
- X. Adjourn

DD Council Update

DD Council Update

The DD Council is currently working on the State Plan for years 2027-2031. In our April Meeting, the Council came up with draft goals and objectives:

DRAFT Goal 1 – Community Supports and Services – By 2031, the Council will use a wide range of communication tools/platforms to increase awareness of resources and improve access to information and services for people with intellectual and developmental disabilities, their families, community leaders and professionals including rural and underserved communities.

Objective 1 - By 2031, 100 South Dakotans with developmental disabilities, their families, community leaders and other professionals will be trained and educated on best practices.

Objective 2 - Each year of the state plan, the Council will share resources and information through multimedia formats weekly throughout the year.

Objective 3 – Annually, the Council will increase the number of training, education, and outreach opportunities for family members and caregivers that improve access to services, supports, and community resources.

Objective 4 - If needed, each year of the state plan, the Council will support activities related to emerging needs for people with IDD impacted by a public health emergency or natural disaster.

DRAFT Goal 2 – Advocacy & Leadership – Each year of the state plan, the Council will increase access to training on advocacy and leadership for South Dakotans with intellectual and developmental disabilities, their family members, and other key stakeholders including those in rural and underserved communities.

Objective 1 - Each year of the state plan, the Council will work to increase the capacity of self-advocates to organize at the state and local levels to share information and resources, train other self-advocates, and participate in cross-disability initiatives.

Objective 2 – Each year of the state plan, the Council will work to increase the number of people with intellectual and developmental disabilities and their family members to share information and resources, develop policy skills and support independence and engagement within communities on issues that are important to self-advocates and their families.

The 45-day public comment period ended on June 15, and we received some good feedback about the goals. The Council is meeting on 6/26/26 and will discuss the feedback.

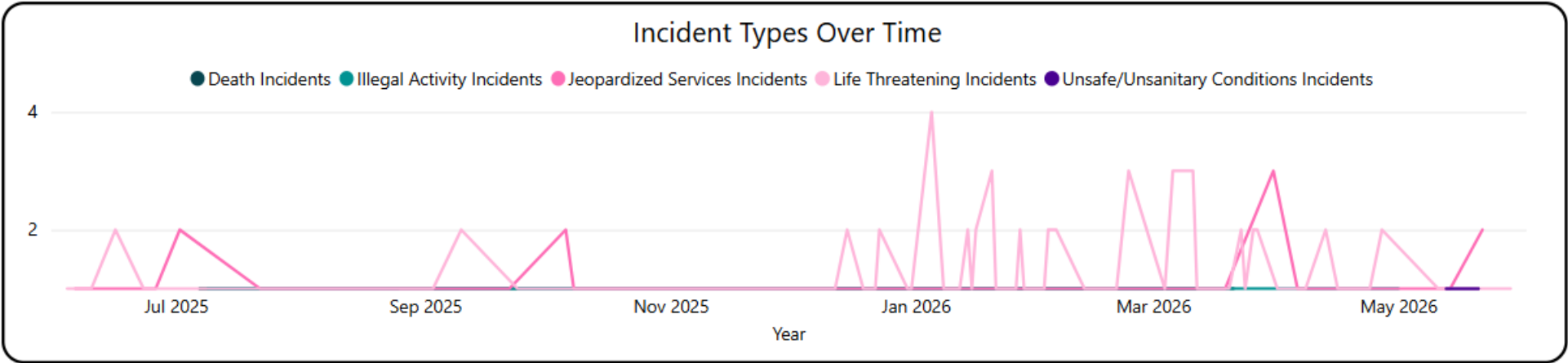
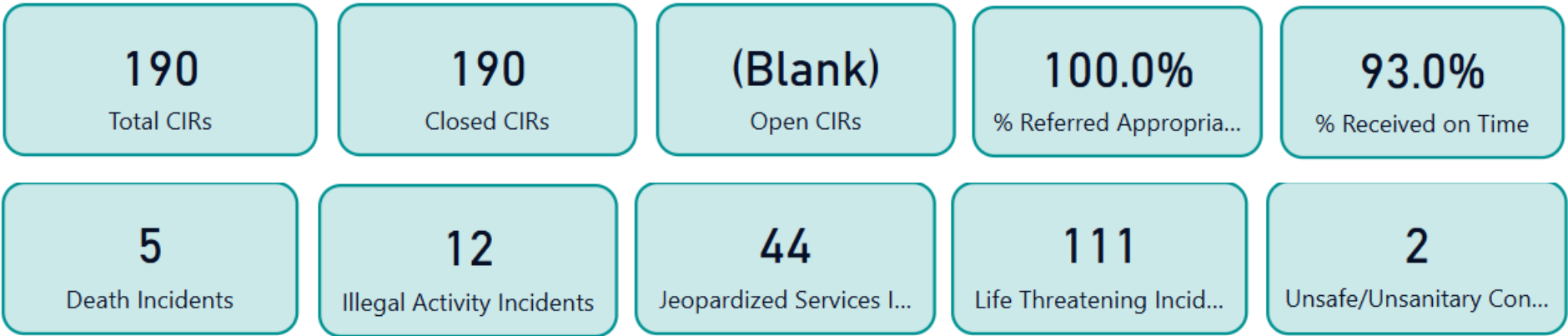
The Council is also hiring a Supporting Families Coordinator and is in the middle of that hiring process. The SFC will be in charge of reigniting the Supporting Families Community of Practice in South Dakota. We are excited to move to the interview phase, as we've gotten some good candidates.

Note: Keeping an eye on the recent DOJ interpretation of the Olmstead decision and the negative impacts that could come to people with disabilities.

DDD Update

FS360 Critical Incident Reports – Waiver Year 2026: June 2025 to May 2026

The State must identify, address, and seek to prevent instances of abuse, neglect and exploitation (ANE) and unexplained death. DDD has developed a dashboard to track these reports. We will share this with you now.



FS360 SMART Data – Waiver Year 2026: June 2025 to May 2026

The Family Support Council reviews and analyzes data gathered for the waiver and discuss issues and items that seek to progress our efforts in achieving our mission. Below is data for the last three months

What We're Seeing	Insights & Trends	Council Recommendations
Overall accuracy for SMART reviews is 98.79% with 139 reviews fully completed between 06/01/2025 and 05/31/2026. Health & Welfare – Service Record was the lowest with 97.4% correct. Service Plan – ISP Monitoring was the lowest with 95.7% Level of Care – 100% of LOCs were completed according to the approved process and were found correct. The only deficiency was for an individual who was found to not be living independently or with family.	• SMART file review results demonstrated significant improvement in Waiver Year (WY) 26. • In WY25, the Individualized Service Plan (ISP) element had the highest rate of deficiency, with a compliance rate of 88.7%. • In WY26, ISP compliance increased to 98.6%, reflecting substantial improvement. • ISP Monitoring was the lowest-performing element in WY26; however, it still achieved a compliance rate of 95.7%	<i>What else would you want to know about SMART data?</i> <i>We will add notes here when you give feedback or ideas for change.</i>

NCI Surveys

South Dakota National Core Indicators

Amy Riedesel
Vice President of Operations

Our Mission: To deliver quality, clarity, and opportunity.



Best People. Best Solutions. Best Results.®

Who Is Qlarant?

- Qlarant brings more than **50 years** of proven expertise in advancing health care quality and improvement.
- Qlarant has centered our work on **improving organizations** and the **quality of life** of the people they serve.
- Qlarant evaluates services across populations, including **older adults** and **people with physical disabilities** and **developmental disabilities**.
- Qlarant leads **statewide quality reviews** in Florida; Georgia; South Carolina; Virginia; and Washington, D.C.

HSRI and National Core Indicators Surveys

- **Who is the Human Services Research Institute (HSRI)?**
- **HSRI** is a nonprofit organization focused on improving services and supports for people across populations.
- HSRI partners with states and organizations to support quality.



(Cont.)

- **What is the National Core Indicators® (NCI)?**
- **NCI** is a national program of surveys through HSRI used by states to obtain feedback from people who use services to measure the quality of the services.
- Surveys **capture** satisfaction, inclusion, rights, and quality of life.



<https://www.nationalcoreindicators.org/about/>

Results from the NCI Data Help the State

Assess	Peoples' satisfaction and experience with support
Track	Key outcomes across multiple years
Compare	South Dakota NCI results to other states' results
Develop	Opportunities to improve services for people in the state

NCI Survey Process in South Dakota

Qlarant's Work in South Dakota (SD)

- Qlarant is working with **SD Division of Developmental Disabilities** and **SD Division of Long-term Services and Supports**.
- Qlarant will complete NCI Surveys, including:
 - NCI-Intellectual and Developmental Disabilities (NCI-IDD)**
 - NCI-Aging and Disabilities (NCI-AD)**
 - NCI-National Family (NCI-NF)**
- Survey work is scheduled to begin September 1, 2026, and run through June 30, 2027, for year 1.
- Note—subject to HSRI opening of the NCI Survey portal called ODESA.

NCI Participant Selection Process

- Qlarant uses a randomized sample and oversample process to select participants from information provided by the state.
- If a person declines to participate in the survey or is no longer in receiving services, the surveyor will replace the individual with a person from the oversample list who is receiving services in the same region.
- This process helps preserve regional sample balance and keeps our data representative of the entire state.

NCI-IDD Survey



On average, the survey takes on average 60 minutes to complete. It can be completed independently or with the support of a proxy.



Data is collected during the survey using either a laptop or paper copy (based on the persons preference).



The survey is confidential and voluntary.



Only the person or their court-appointed Legal Guardian can decline to participate in the survey.

NCI-AD Survey



On average, the survey takes on average 30-45 minutes to complete. It can be completed independently or with the support of a proxy.



Data is collected during the survey using either a laptop or paper copy (based on the person's preference).



The survey is confidential and voluntary.



Only the person or their court-appointed Legal Guardian can decline to participate in the survey.

NCI-NF Survey



On average, the survey takes on average 25-45 minutes to complete.



Data is collected on the paper survey and then sent back via mail (self-addressed, prepaid envelope), or the data can be directly entered into ODESA using a unique survey code.



The survey is confidential and voluntary.



Only the person or their court-appointed Legal Guardian can decline to participate in the survey.



The NCI Survey team includes 15 staff.



All surveyors have been trained by HSRI and Qlarant on the NCI process and protocols.



Surveyors have experience working with the different populations being interviewed.



Surveyors live throughout the state.

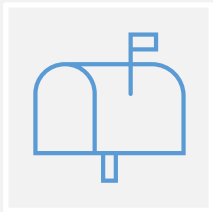


Surveyors typically complete about 10-12 surveys per month, with flexible schedules.

Qlarant NCI Communication Strategies



To set up surveys, Qlarant surveyors will call participants and/or family members using the contact numbers provided by the state to set up the survey.



Prior to surveyors calling, participants from the original sample will receive a postcard mailed to the address provided by the state that let's them know they have been selected.



YOU'VE BEEN SELECTED TO SHARE YOUR STORY!

You were randomly picked to take a survey because you get services from South Dakota's Department of Human Services (DHS). The survey is called the **National Core Indicators (NCI) —Intellectual and Developmental Disabilities (IDD) Survey**.

The survey helps the state learn how to make services better for older adults and people with disabilities. Taking the survey is **your choice**, it is **private**, and it will **NOT** change your current services.

You will get a phone call from a surveyor who works for Qlarant. Qlarant is the group that South Dakota DHS hired to do the surveys. Your Qlarant surveyor will call you before June 30, 2027, to set up a time to do the survey. You can do the survey on the phone or through a video call on a laptop or smartphone.

Thank you in advance for participating in the survey!

 **QUESTIONS:** send and email to info@qlarant.com
Learn More: www.qlarant.com/nci

NCI-AD Participant Postcard



YOU'VE BEEN SELECTED TO SHARE YOUR STORY!

You were randomly picked to take a survey because you get services from South Dakota's Department of Human Services (DHS). The survey is called the **National Core Indicators (NCI)—Aging and Disabilities (AD) Survey**.

The survey helps the state learn how to make services better for older adults and people with disabilities. Taking the survey is **your choice**, it is **private**, and it will **NOT change your current services**. You will get a phone call from a surveyor who works for Qlarant. Qlarant is the group that South Dakota DHS hired to do the surveys. Your Qlarant surveyor will call you before June 30, 2027, to set up a time to do the survey. You can do the survey on the phone or through a video call on a laptop or smartphone.

*Thank you in
advance for
participating
in the survey!*



QUESTIONS: send and email to info@qlarant.com

Learn More: www.qlarant.com/nci

Ways to Help Support People Participating



Let the person know they have been selected to participate in the NCI this year.



Share how the survey provides them with an opportunity to share their opinion and feedback to the state.



Assist a participant, as needed, to set up a survey time and location of their choosing.

NCI Example Data Findings

What NCI Can Tell You About Your State



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NCI—Community Living Example



70% can do things in the community as much as they want to.



81% can do things in the community with the people they want to do them with.



24% take part in groups, organizations, or communities.



82% like how they usually spend their time during the day.



82% are able to get places when they want to do something outside their home.



96% have a way to get places they need to go (like work, appointments).

RELATIONSHIPS

83%

Have friends who are not staff or family.

70%

Can meet with their friends in person when they want.

43%

Want help making new friends or keep in contact with friends.

13%

Often feel lonely.

NCI—Service Coordination and Staffing

Example



88%

Can you talk with case manager/service coordinator when they want to?



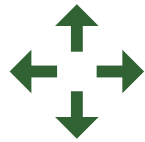
86%

At your service planning meeting, did you know what was being



82%

Did you help make your service plan?



85%

If you want to change something about your services, do you know who to talk to?



82%

Is there a goal to increase independence or improve skill performance in ADLS?



98%

Do staff do things the way person wants them done?



95%

Do staff treat you with respect?



23%

Do staff change too often?
(includes “yes” and “sometimes” or “some staff”)

NCI—Health and Safety Reporting Example



98% Had a routine physical exam in the past year



26% Went to the emergency room in the past year



17% Describes their health as fair or poor



16% Have fallen and hurt themselves



~~NCI—IDD Resources~~

- What is NCI IDD? You Tube Video
- [link to Youtube video on NCI IDD](#)
- National Core Indicators – IDD Website
- <https://idd.nationalcoreindicators.org/>
- NCI IDD – One Page Flyer
- https://legacy.nationalcoreindicators.org/upload/core-indicators/NCI_Flyer_Final_200211.pdf

~~NCI—AD Resources~~

- What is NCI AD? You Tube Video
- [Link to video on NCI AD](#)
- National Core Indicators – AD Website
- <https://nci-ad.org/>

Qlarant Contact Information

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Qlarant Web Address

<https://www.qlarant.com/nci>



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Eligibility Team Updates

Eligibility Team Updates

Dakota at Home- Phone Calls

Month	Calls To Queue	Calls To Agent	Calls To Voicemail	Total Calls	Average Wait Time
February	160	101	38	299	0:02:52
March	179	106	46	331	0:01:39
April	184	86	64	334	0:02:14
May	190	111	48	349	0:03:01
TOTAL	713	404	196	1,313	0:02:26

Participants on Family Support Waitlist

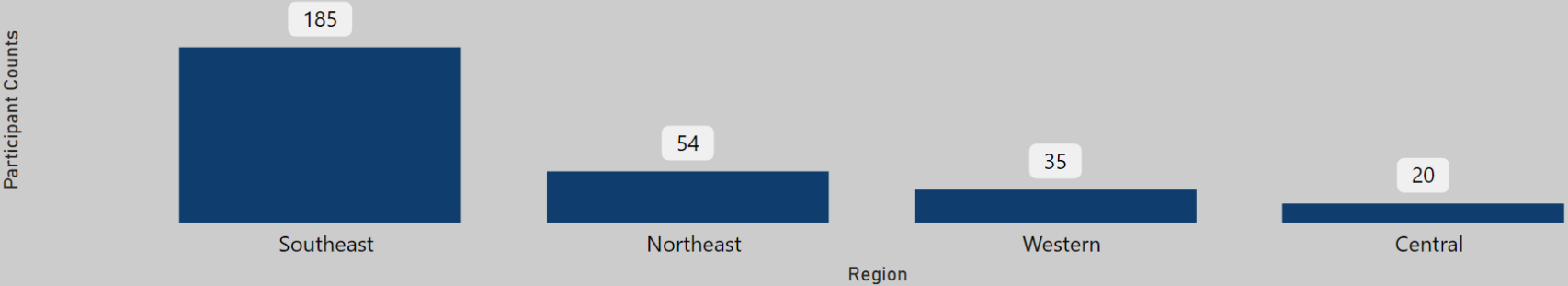
Region

All

Date Filter

All

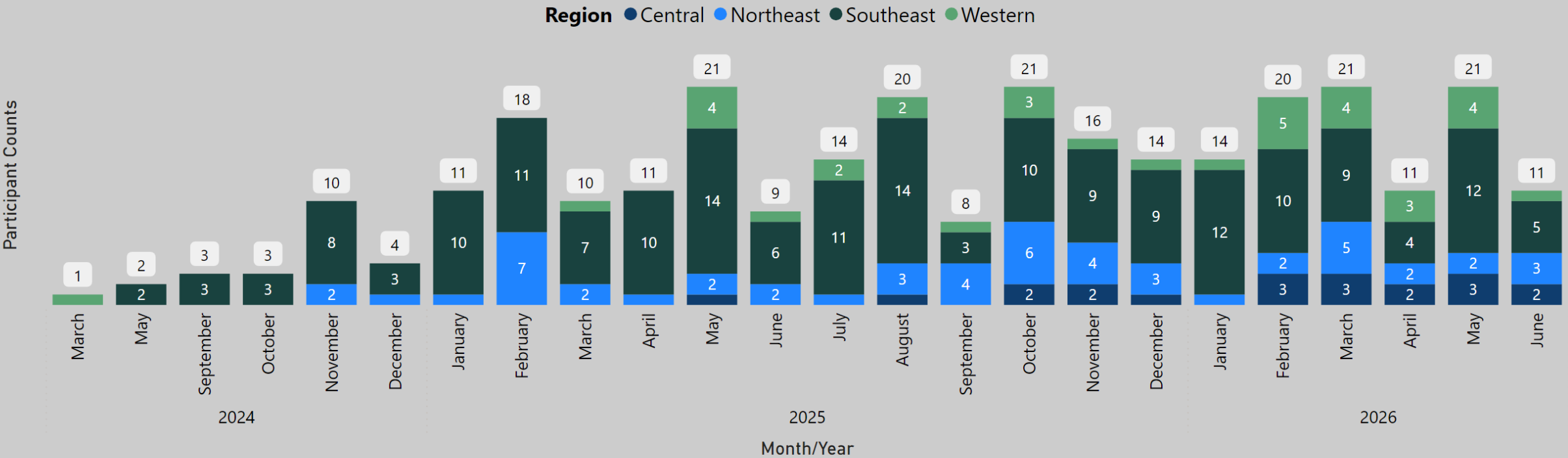
Waitlist Participants by Region



293

Participants on Waitlist

Participants Added to Waitlist by Region and Month



Respite Care

The banner features a wide landscape of South Dakota's Badlands. The top half shows a vast, flat plain under a clear blue sky, with distant, low hills. The middle section is a solid teal bar containing the event title. The bottom half shows a close-up of a rugged, light-colored rock formation with several dark green evergreen trees in the foreground.

South Dakota DHS

Provider Agency Respite Townhall

June 24, 2026

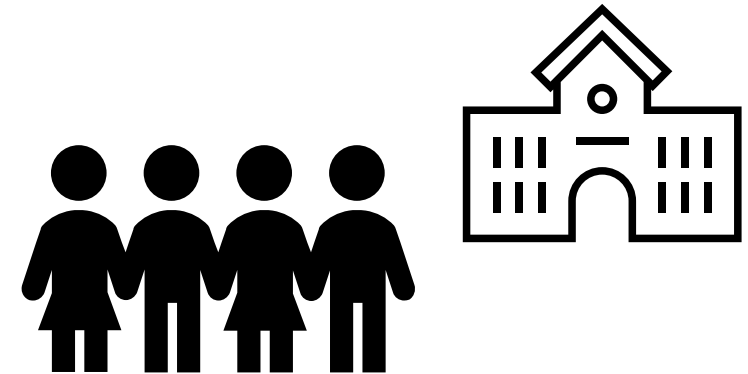
What is Respite Care?

These are respite services that are provided by a provider agency, not through a hired employee:

Self-Directed Respite Care: Sally hires her sister through Acumen or Consumer Direct to provide respite care. Her sister comes to her house to take care of her.

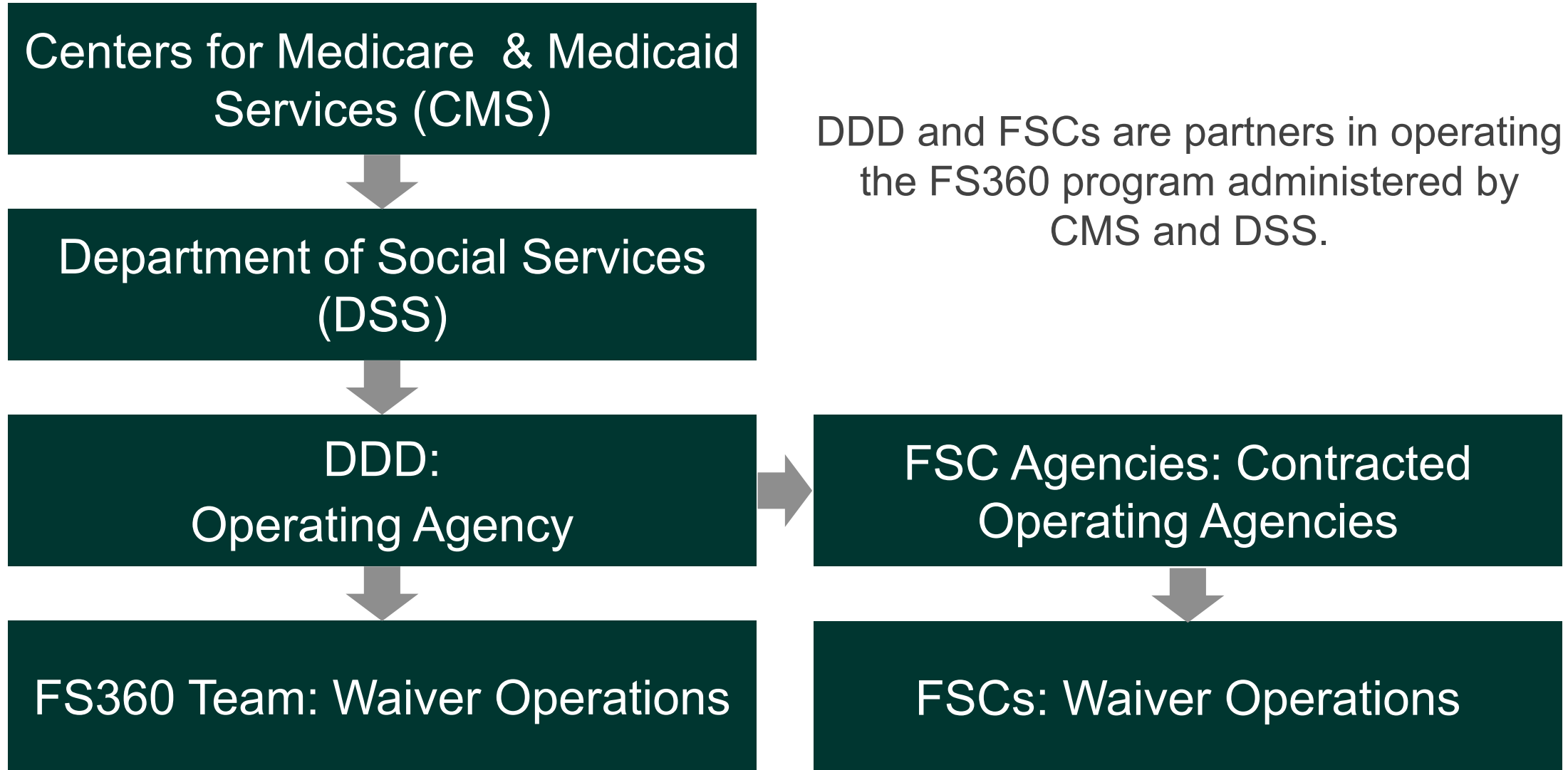


Respite Care Through a Provider Agency: Sally selects ABC Respite Company to provide respite care; she goes to a facility where there might be other people who are receiving respite at the same time as her



How are you using Respite Care through a Provider Agency today?

DDD Partners



Family Support 360 Waiver

Waivers are special permission Medicaid gives to states which allows people with significant health needs to get services and supports in their own homes or in a community setting. **Family Support 360 is a Waiver program.**

- A waiver is an agreement between the state and the federal government. It describes:
 - The services covered by the waiver
 - Who will provide the services
 - Who will receive services
 - And more
- Both the state and federal government pay for waiver services, **but only if services meet waiver requirements**



What's written in the waiver?

The waiver says:

- Respite care is meant to be used intermittently on a temporary basis to provide relief to the person's regular caregiver
 - Intermittently means every once in a while
 - It should not be regularly scheduled to be used as childcare
- Respite Care can be provided:
 - One person at a time
 - To multiple people at a time only if they live in the same household

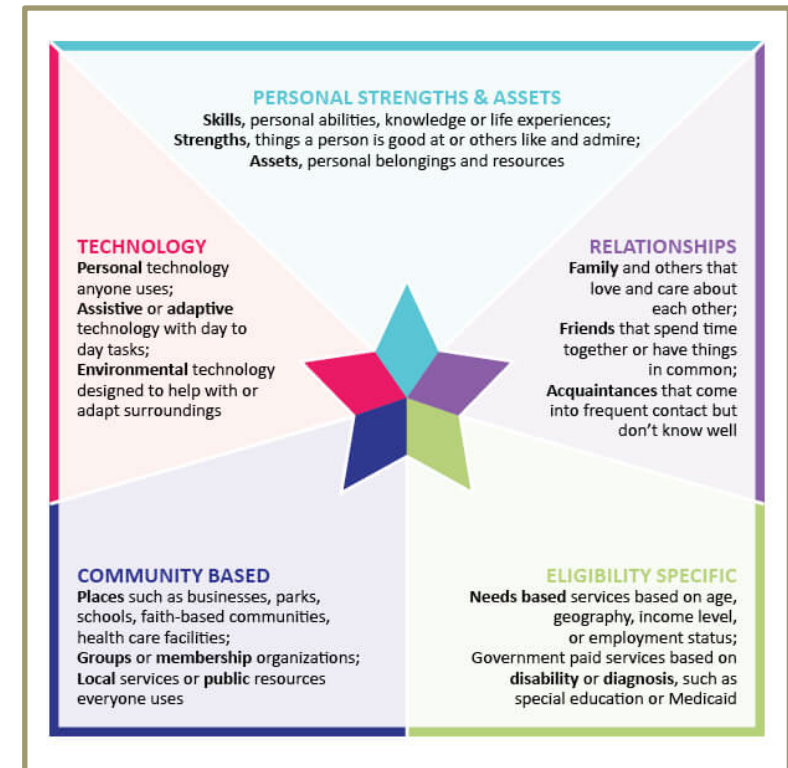
Respite care services are provided to assist participants unable to care for themselves, furnished on a frequency as determined in the service plan because of the absence or need for relief of those persons normally providing the care. Respite will be provided intermittently on a temporary basis. A participant may receive respite care services individually or as a group with other participants who live in their home with them. FFP will not be claimed for the cost of room and board except when provided as part of respite care furnished in a facility approved by the State that is not a private residence. Respite care can be provided in the following locations:

- 1) Participants home or place of residence;
- 2) Foster Home;
- 3) Medicaid certified hospital;
- 4) Medicaid certified ICF/IID;
- 5) Group home;
- 6) A home approved in the plan of care, which may be a private residence; or
- 7) Other community care residential facility approved by the State that is not a private residence, such as a licensed day care.

What comes next?

Our goal is to avoid service disruption for people and families, especially as we approach the summer break.

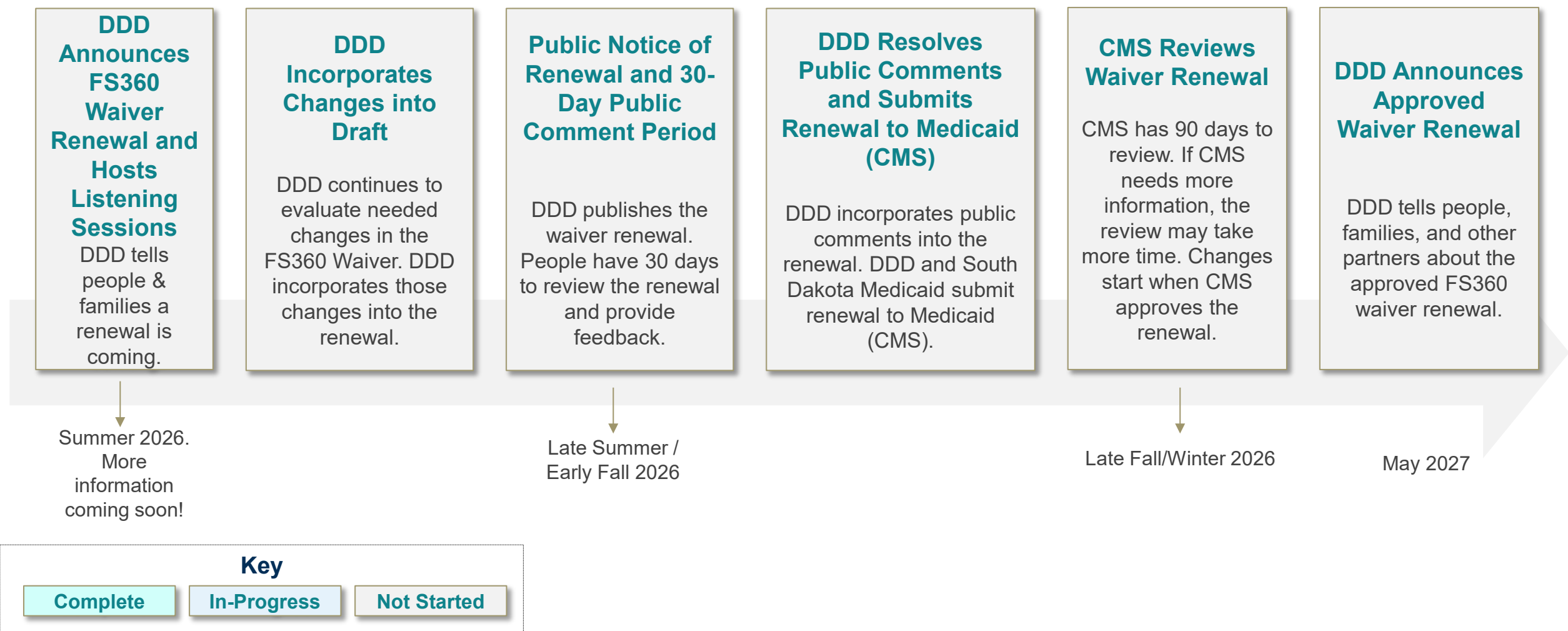
- We will continue to provide Invoice Respite Care through this summer for people and families who are already using this service.
- However, these services can no longer be paid with federal funds since the service may not meet the waiver today.
 - Your support coordinator will work with you to re-authorize the service for the summer using non-waiver funds and explore other options that could meet your needs
- In the meantime, DDD is continuing to work on a solution, and will plan to hold another town hall next month to continue the conversation.
- Next Townhall:
 - Afternoon: July 30th from 12:30 – 1:30pm Central Time / 11:30 – 12:30pm Mountain Time
 - Evening: July 30th from 6:30 – 7:30pm Central Time / 5:30 – 6:30pm Mountain Time



Waiver Renewal

FS360 Waiver Renewal | Tentative Timeline

The process to renew a waiver requires multiple steps.



Break

Roles and Responsibilities

Advisement from Council

Public Comment

Action Items