

South Dakota DDD

Family Support Council Meeting

09.12.26

Agenda



- I. Call to Order and Roll Call
- II. Approval of the Agenda
- III. Opening Round-Introductions
- IV. Council Appointments
- V. DD Council Update
- VI. DDD Update
- VII. Break
- VIII. DDD Update
- IX. Family Self-Care
- X. Advisement from Council
- XI. Public Comment
- XII. Action Items
- XIII. Adjourn

Council Appointments

DD Council Update

Quality Team Update

FS360 SMART Data – July 2026 to September 4, 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 99.26% with 10 reviews fully completed between July 1, 2026 and September 4, 2026. Health & Welfare – Grievance Notice was 90% correct, all other elements were 100% or NA. Service Plan – All elements were 100% or NA	• Due to the improved rate of compliance for Waiver Year (WY) 26, the required number of SMART file reviews significantly decreased. • WY26 – 138 reviews required • WY27 – 61 reviews required	<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>

FS360 Critical Incident Reports – July 2026 – September 4, 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.



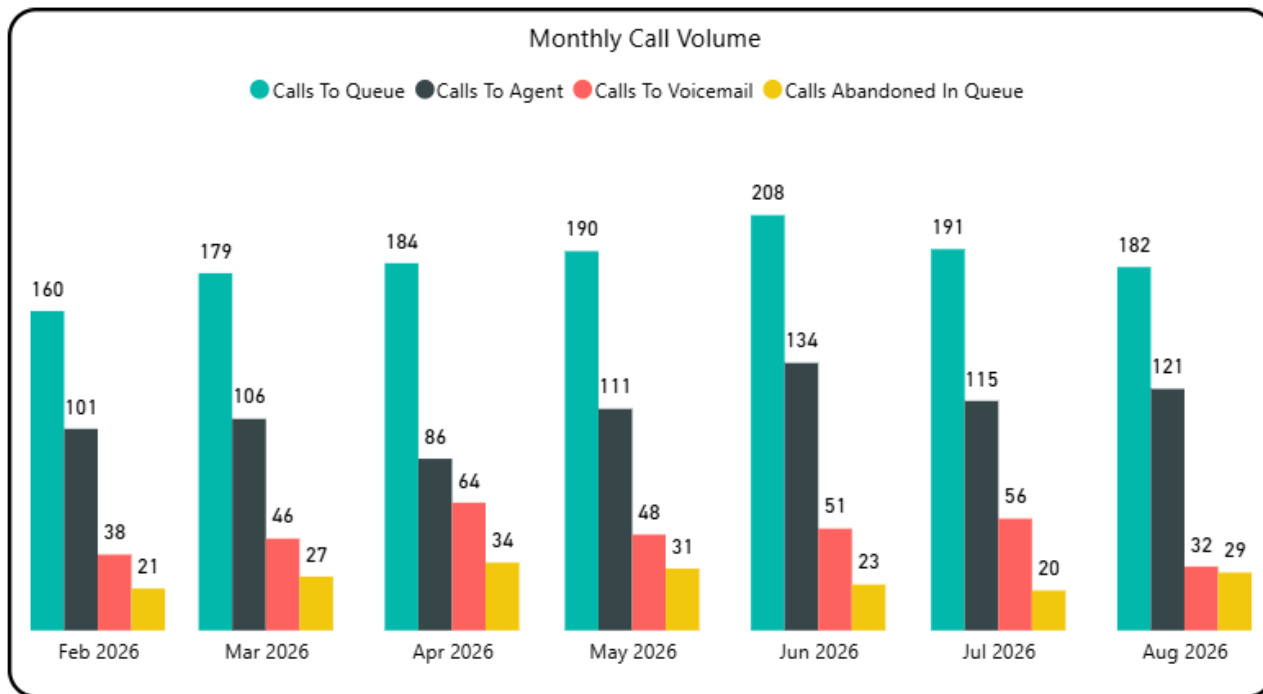
- What else would you want to know about crisis reports?
- We will add notes here when you give feedback or ideas for change.
- **Please Note:** DDD will be implementing the new CIR Guide and Reporting Form soon!

Trends/Information to note:

- The total number of CIRs decreased from 47 last year to 28 this year, a 40.4% reduction.
- There have been no deaths reported.
- Not included in the data above:
 - 2 reports of Abuse, Neglect, or Exploitation (ANE), referred appropriately.
 - 2 recent reports where we are waiting on information regarding the incident type.

Eligibility Team Updates

Eligibility Team Updates



Total Calls Received: 1,294

Speed of Answer: 1:44

Average Wait Time: 2:52

- **Total Calls to Agent:** number of calls that were answered by the Eligibility Specialist when the call was received
- **Total Calls to Voicemail:** voicemails are transcribed and sent to the DDD Intake email inbox. Eligibility Specialists follow up on emails and voicemails the same day.
- **Total Calls Abandoned in Queue:** the caller hung up

Participants on Family Support Waitlist

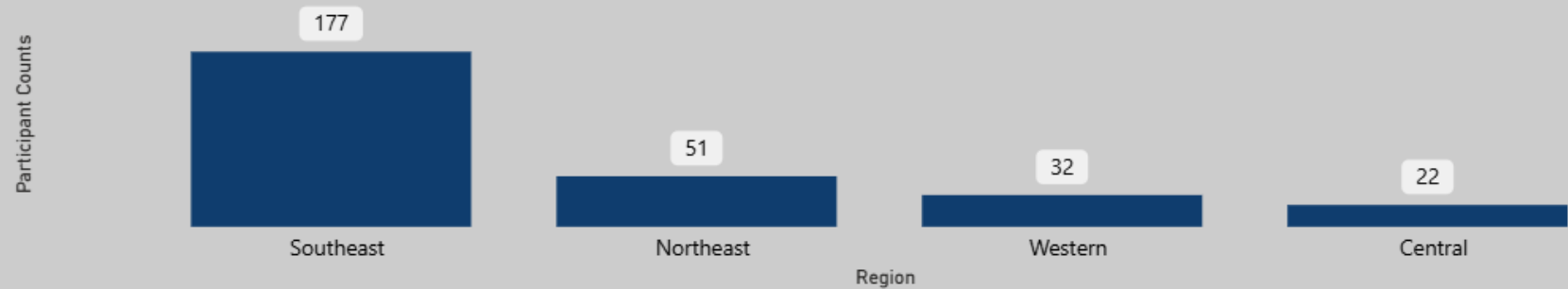
Region

All

Date Filter

All

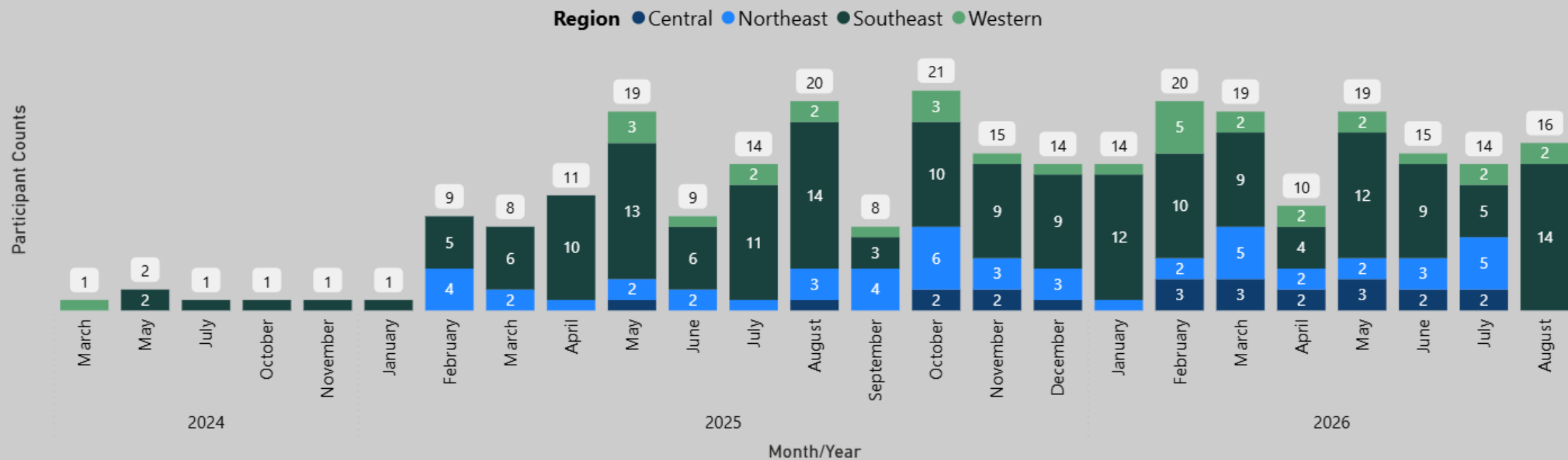
Waitlist Participants by Region



282

Participants on Waitlist

Participants Added to Waitlist by Region and Month



Break

Invoiced Services

Self-Directed Services Accessed through Consumer Direct or Acumen

Personal Care Services

Respite Care Services

Companion Care Services

Supported Employment

Services Accessed through your Support Coordinator

Service Coordination

**Specialized Medical and Adaptive
Equipment and Supplies**

Nutritional Supplements

Specialized Therapies

Home Modifications

Vehicle Modifications

Qualified Provider for Family Support 360

Qualified provider," one that enters into an agreement with the division to provide personal care 1, personal care 2, respite care, companion care, or supported employment services to a participant;
<https://sdlegislature.gov/Rules/Administrative/46:11:09:01>

Who can be a Qualified Provider for Companion Care

- Childcare Home- Licensed by Department of Social Services pursuant to ARSD 67:42:04
- Childcare Center-Licensed by Department of Social Services pursuant to ARSD 67:42:10
- Before and After School Care Center-Licensed by Department of Social Services pursuant to 67:42:14
- Adult Day Services Agency-Designated by Division of Developmental Disabilities as a qualified provider of Companion Care.
- University Center of Excellence in Developmental Disabilities (UCEDD)-Designated by Administration on Developmental Disabilities

Companion Care Definition

- Non-medical services focused on supervised integrated socialization, role modeling, and independent living skills.
- Includes support with meal prep, laundry, shopping, transit use, self-help, socialization, adaptive skills.
- Provided through hands-on assistance or cuing.
- Must align with an ISP goal.
- Service formats: Individual or group (1:2–3 or 1:4–5).
- Group staff hourly rate is split; cannot receive full rate per participant.

Qualifications

- Signed provider agreement with DDD.
- Signed provider agreement with DSS.
- Direct care employees must be at least 18 (or 16 if 18+ unavailable).
- Must pass criminal background check.
- Must follow participant/guardian instructions.
- Must have skills necessary to meet participant ISP needs.

Required Agency Policies

- Confidentiality
- Drug-free workplace
- Grievance procedures
- Emergency and back-up plans
- Sexual harassment
- Abuse, neglect, exploitation
- Safety procedures
- Universal precautions
- Termination and notice requirements
- Payment and billing

Waiver Renewal

FS360 Waiver Renewal

The process to renew a waiver requires multiple steps.

Public Notice of Renewal and 30-Day Public Comment Period

DDD publishes the waiver renewal. People have 30 days to review the renewal and provide feedback.

DDD Resolves Public Comments and Submits Renewal to Medicaid (CMS)

DDD incorporates public comments into the renewal. DDD and South Dakota Medicaid submit renewal to Medicaid (CMS).

CMS Reviews Waiver Renewal

CMS has 90 days to review. If CMS needs more information, the review may take more time. Changes start when CMS approves the renewal.

DDD Announces Approved Waiver Renewal

DDD tells people, families, and other partners about the approved FS360 waiver renewal.

Family Self-Care

Advisement from Council

Public Comment

Action Items