

A wide-angle landscape photograph of a South Dakota prairie. In the foreground, there are several prominent, layered rock formations (buttes) with a reddish-brown hue. The background shows a vast, flat expanse of land stretching to a distant horizon under a clear, pale blue sky.

South Dakota DHS

Family Support Council | Agency with Choice

September 13, 2024

A close-up photograph of a rocky, light-colored hillside. The rock face is textured and shows signs of weathering. Several dark green evergreen trees are scattered across the slope, some growing in crevices and others on the surface. The lighting suggests a bright, sunny day.



Agenda

- I. AWC Transition Wave 1
- II. Enrollment Next Steps
- III. FS 360 Waiver Amendments
- IV. Q&A

AWC Transition Wave 1

Recap | What is Changing

Agency with Choice (AWC) is one way that people receiving Family Support 360 services manage their supports. The AWC program is changing in 2024.

Does This Apply to My Family?

- **It applies if you are enrolled in the Family Support 360 waiver and you receive AWC services through LifeQuest, Dakota Milestones, Volunteers of America, LifeScape or Center for Independence**

What is the Change?

- All five providers that offer AWC services have told DHS that they will stop providing these services
- These providers are planning to stop their CO-EMPLOYER services, not other services that they might deliver, like Family Support Coordination

What is the State Doing?

- Executing a new contract with a new AWC vendor, Consumer Direct Care Network South Dakota (CDSD)
- Transitioning people and providers from their previous AWC vendors to CDSD
- Sharing information as we have it

When Will My Agency Stop AWC?

- LifeQuest: 8/24/2024
- Dakota Milestones: 12/1/2024
- Volunteers of America: 12/31/2024
- LifeScape: 12/31/2024
- Center for Independence:
 - 12/31/2024 for 9 employees
 - 5/31/2025 for 52 employees



Family & Self-Advocate Workgroup | Partnering with People and Families

So far, DDD has hosted 6 family and self-advocate workgroup meetings. This family workgroup began May 22nd. In this workgroup, we have worked together to solve a variety of problems and to elevate the family perspective.

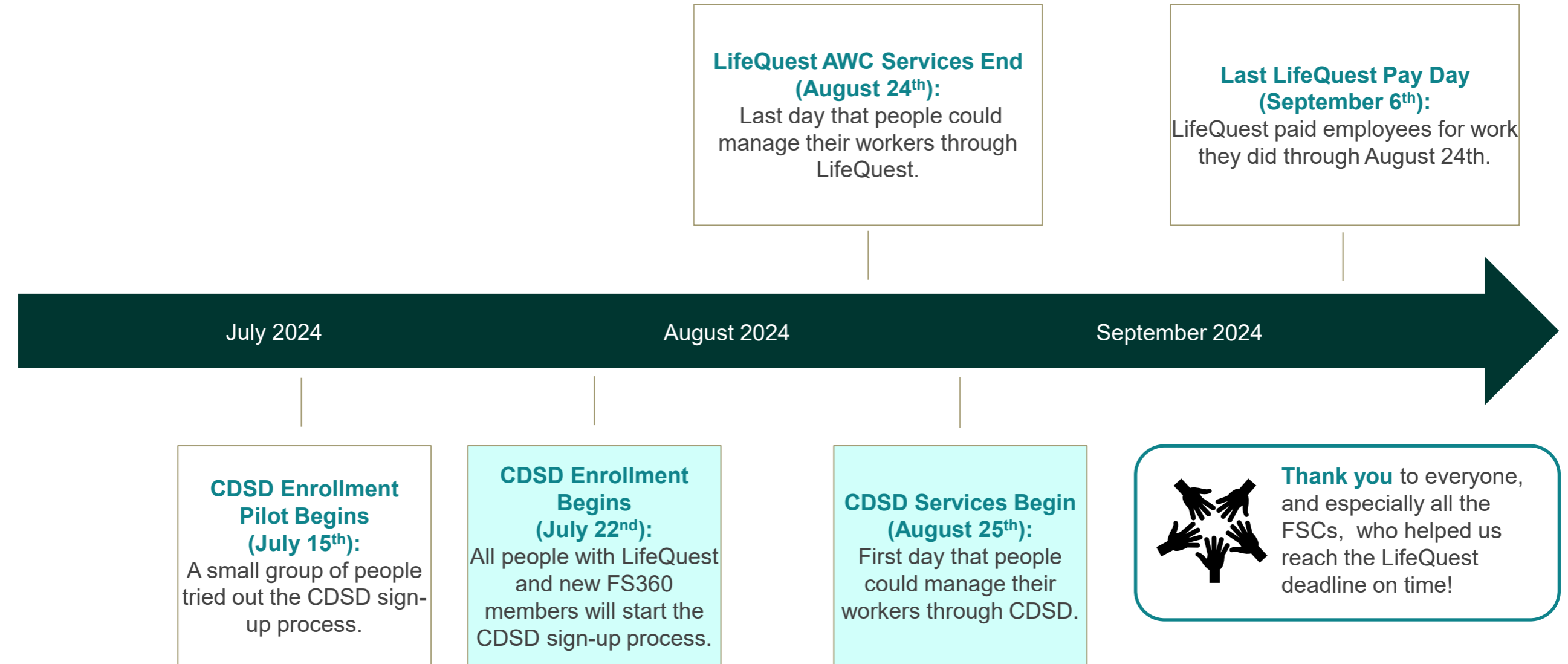
The Family and Self Advocate Workgroup Has Worked on:

- Solutions for Agency with Choice
 - Consolidating a list of what worked well in Agency with Choice
 - Brainstorming ways to improve Agency with Choice
- Improving Communications
 - Shaping communications for people and families so that they are easier to understand/read
 - Providing feedback on a base for a Participant Self-Direction Guide
 - Improving the website and making it easier to read
 - Providing feedback on budget guidance sent to people and families
 - Providing feedback on the Statewide Agency with Choice tour
- Facilitating the Transition to Consumer Direct
 - Brainstorming what people want to know about Consumer Direct and transitioning to the new vendor
 - Refining the Participant and Employee packets needed to enroll with Consumer Direct
 - Editing a “Who to Call” document that people can use to find the right resources for questions on Consumer Direct
 - Providing feedback on the Consumer Direct enrollment process

Soon, we will reset and re-open our family workgroup for new members. They will help DDD modernize and transform the FS 360 program, the FS 360 Waiver, and the Agency with Choice program.

First Wave Enrollment Timeline | LifeQuest

People with LifeQuest were prioritized to sign-up with CDS D first due to their AWC services ending earliest. Their employees also signed-up with CDS D first.



First Wave Enrollment Statistics

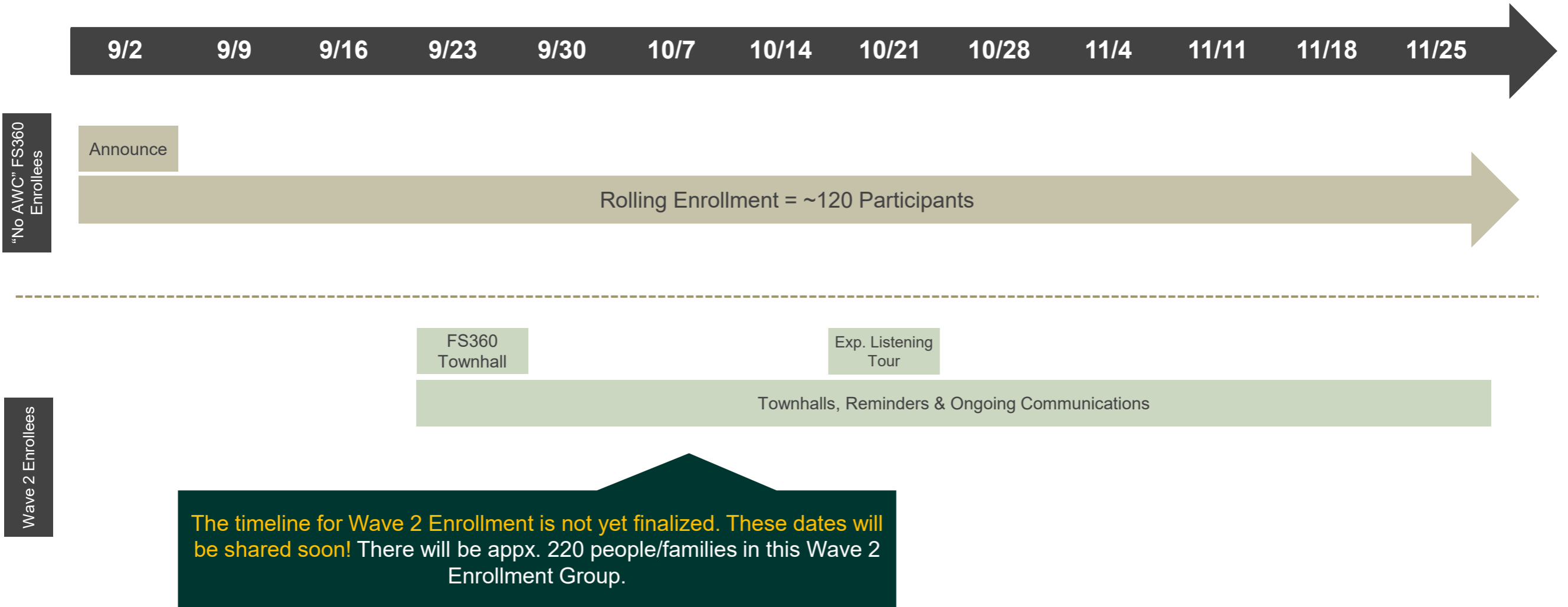
DDD and CSDS identified 632 people that (1) used LifeQuest for AWC or (2) did not have an AWC vendor but wanted one. DDD prioritized transitioning people with LifeQuest first.

	Status as of 9/11	Out of
Participant Packets Sent	568	627
Participant Packets Completed	484	627
Employee Packets Sent	813	<i>Unknown</i>
Employee Packets Completed	557	<i>Unknown</i>
“Okay to Work” Packets Completed	425	<i>Unknow</i>

**DDD started by enrolling people who were with LifeQuest to avoid service disruption.
Now, people who have been waiting for an AWC are able to enroll whenever they are ready.**

Potential Enrollment Wave 2 Timeline

Enrollment for people without an AWC vendor will continue throughout Wave 2 on a rolling basis. There will be no hard deadline for people without an AWC vendor to enroll with CDS.



20-Hour Cap Budget Guidance

With the transition to CDSO the 20-hour weekly cap has been lifted for providers. This means that providers can work more than 20 hours in a week.

- **For most people, lifting the cap should not result in a change in authorized hours.** This is because FS 360 already works now to fill in the gaps that informal supports do not cover.
- **If a person / family needs additional hours from a provider, they should follow these steps:**

See if your budget allows you to increase service hours as needed. If so, utilize your budget appropriately.



If you do not have the necessary funds, meet with your FSC to discuss options. They will use the Charting the LifeCourse Integrated Supports Star to explore options and plan with you.



If you and your FSC determine that you need additional support hours, they will review funding availability to support your increased needs. If there is available funding, the FSC can request an increase.

- Formal guidance was shared with FSCs and people and families in mid-August.
- If you need additional support using the Integrated Support Star, please message Carrie Geppert (Carrie.Geppert@state.sd.us).



Lessons Learned and Feedback | CDSD Enrollment

What feedback do you have for DDD or CDSD that we should keep in mind for Group 2? What can we improve for the second transition wave? What should stay the same?

Themes of What We Heard So Far

- **People, Family and Employee Communication**

- Explain the role of the Designated Representative more clearly
- Publicize more broadly that people can receive in-person help from CDSD in their own homes
- The statewide tour is an effective way for people to have their questions answered and to enroll
- Send fewer emails to people and families. Too much communication can be confusing.

- **Family Support Coordinator Communication**

- Share provider and participant enrollment data with FSCs more frequently.
- Continue to work side-by-side with FSCs to problem-solve and uncover issues.

Waiver Amendments

Waiver Amendment #1 | Progress

- Key
- ✓ Completed
 - In progress
 - Not yet started

Bringing on a new Agency with Choice vendor means that the Division of Developmental Disabilities (DDD) must amend the Family Support 360 waiver.

- ✓ When you amend a waiver, the Centers for Medicare and Medicaid Services (CMS) requires public comment.
 - ✓ First, the state must publish notice and the amendment. The Division of Developmental Disabilities (DDD) published the amendment and notice on May 28th
 - ✓ Next, there is at least a 30-day comment period. **The public comment period was open from May 28th to June 26th.**
 - ✓ Finally, the state must summarize and respond to comments in the waiver.
- ✓ Once that is done, the state can submit the amendment to CMS for review.
- ➔ Next CMS asks the state questions. We are here, in round 2 of questions.
 - After the review, CMS can approve the waiver amendment. We expect this approval in late September/early October

We want to hear from you!



In addition to the CMS requirements, DDD:

- ✓ Shared information about the waiver amendment by email and on our website
- ✓ Hosted townhall meetings to share information about the changes and take public comment live

Waiver Amendment #1 | Public Comment

Public comment means that people can share their thoughts and questions with DDD. Our public comment period ended on June 26th.

- We received over 30 comments and questions. We added all of these to the waiver and made some changes based upon people's feedback.
- You can find the public comment and our responses in the waiver amendment and on our website at: <https://dhs.sd.gov/content/dam/digital/united-states/south-dakota/sdo/pdf/division-of-developmental-disabilities/proposed-waiver-amendments/Public-Comments-and-Responses.pdf>

DDD received comments on the following areas:

- Wage Range
- Respite Care
- Group Services | General
- Organized Health Care Delivery System
- Supports to Self-Direct
- Agency with Choice | Provider Type
- Eligibility / Front Door to Services
- Additional Suggestions
- Public Comment Process

Waiver Amendment #2 | Partnering with People, Families, Advocates, & Providers

The Agency with Choice transition and the first Waiver Amendment are just the start of partnering with you on AWC. **In the coming months, we will work with the community to modernize and transform AWC and FS 360 by completing a second Waiver Amendment.**

Step One (2024): Find a **stable and sustainable solution** for Agency with Choice.

- **Partnering with You**

- We appreciate **your feedback** on what has been working and not working on Agency with Choice and Common Law. We used your feedback to guide our contract with our new AWC vendor.
- We will continue **townhalls** to share information
- We conducted a **listening tour** to learn more about your experiences and ideas
- We have hosted six **family workgroup** meetings to learn more and help plan for implementation
- People were able to share **feedback on the first waiver amendment**

Step Two (2025): Work with families to **modernize and transform** Agency with Choice.

- **Partnering with You**

- Continuing **townhalls** to share information
- **Listening tour** to hear about your experiences with the new vendor
- We will reset and re-open our **family workgroup** for new members
- There will need to be a new **waiver amendment** to implement changes. You will be able to share feedback on that
- **How else would you like to engage with us?** For example, we could do surveys. Please let us know out loud or through the chat!

