

# Family Support Council Meeting Minutes

Saturday, March 14 8:30AM-2PM

**Present In-Person:** Ruth Conway, Jennifer Walker, Valerie Husby, Valerie Husby, Carolee Little,

**Present On Zoom:** Julie Flowers, Toni Feist, Joshua Jones, Janet Whiting,

Absent: Haley Coss, Lindsey Hansen, Tina Two Crow-Slow Bear, Peggy Waltner, Brittany Norin, Krista Johnson, Melissa Rickett

**DHS Staff & Guests:** Carrie Geppert (Family Support Waiver Manager), Kevin Dunn (Director for the Department of Disabilities) Megan Schnieder (Quality Manager for DD) Shavani ( Kathleen ( Ella C (Family Support Specialist) Jessica S. (Family Support Team from SF) Lindsey D (Family Support Team) Stephanie B. (DDD Eligibility Manager)

**1. Call to Order and Roll Call**

Janet Called the meeting to order at 8:54 CT

**2. Approval of Agenda**

Tori made a motion to approve the agenda and Julie seconded. Motion passed with a voice vote.

**3. Approval of Minutes**

Toni made a motion to approve the minutes and Julie seconded. Motion passed with a voice vote.

**4. Opening Round - Introductions**

Introductions were made by State staff and the Council members.

**5. DD Council Update – Jessica Lamb unavailable today.**

Valarie H. is on the Council DD and gave a brief report.

Call for initiatives for IDD Mental Health Grant – asking 1 group for a full proposal.

State Planning – document on the boards and commission website

Jessica Lamb can be emailed for further info: [jessica.lamb@state.sd.us](mailto:jessica.lamb@state.sd.us)

Link to Boards and Commissions website:

<https://boardsandcommissions.sd.gov/Meetings.aspx?BoardID=28>

## 6. **DDD – Updates**

- DDD Director Updates: Kevin Dunn
- About to begin “Spring Forward” community engagement sessions
  - See slides for dates and places
    - Constituents made aware by: Email, Facebook (Family Support360 page), Coordinators send out, Case managers, Listserve
- Senate Bill 15 – Delivery Network Update
  - Bill related to DDD to give updates to a group of legislators.
  - <https://mylrc.sdlegislature.gov/api/Documents/306426.pdf>
  - <https://sdlegislature.gov/Session/Bill/26429>
    - Updates on Rate Setting
    - Updates on Renewal of waivers upcoming
  - Reorganization ~7 months ago. About 35 excellent staff members roles changed in ways to re-align and specialize. Continue to change as needed.
  - Shivani shared a map DDD organizational structure document (**include link?**)
  - Staff feels good about this, each person is less “jack of all trades, master of none”.
- Valerie asked about Legislature and which (other than SB15) was impactful to our group. Cole from Disability Rights South Dakota will be in later to expand.
- **Meet the Family Support Team**
  - Katleen Leanord – Financial Reimbursement Specialist in RC
  - Ella Connot – Program Specialist in Winner
  - Lindsay Dummer – Family Support Team
  - Jessica Solberg - Program Specialist
  - Family support processes funds for 8 Providers
    - Compliance
    - 1,290 families supported– need contracts with Providers to do so.
    - Assessing the need for the service, and that it fits within rules
- **Quality Assurance Review – Stephanie B gave update(Data on Slides)**
  - Appeals and Grievance Report, Critical Incident Reports & SMART Data – Megan & newish team
  - FS360 SMART Data
  - IRIS Database System
    - Councilmember requests average age of participants.

- Councilmember wondered if lack of availability leads to people moving to another waiver while on the waitlist.
  - DDD office now has an in house psychologist.
- **Eligibility Team Update**
  - Councilmember question - does a physical disability alone qualify one for service.
    - No, must meet ICAP requirements in at least 3 areas.
    - Recommend people to Call/Visit Site/Email Dakota At Home on DHS Website
      - New phone system software getting started.
      - Council requested data collection for wait time, call volume, etc.
    - Recommend people to call 211 or visit <https://www.helplinecenter.org/> for further connection to resources when DHS does not have programming for the person.

(Agenda Change made to accommodate technology – **insert #7 BREAK**)

- **30 day no response letter**
    - Ideas: Texting (not possible yet), send it in a red envelope
    - Cases can be re-opened
    - Similar letter going out when Coordinators can't reach families for monthly contacts.
    - Really, 30 day notice is sent after 30 days, then people have another 30 days to reply. Many contact methods attempted.
  - **Waitlist processes**
    - Reaching out to be sure people still want to be on the wait list.
    - Council members suggested getting people connected to a provider, even if not in their region, then transfer to their region when possible. Some service would be better than none, and location makes the wait long for some.
- Family Friendly Documents were delayed a bit. DSS Must approve
  - Website Content Accessibility Guidelines – from the Federal Government
  - Documents need to be updated for accessibility.

(Change to Agenda to accommodate Guest: Cole Ueker - **Skip Item #8 for now -go to #9**)

## **9. Legislative Update, Cole Ueker, Executive Director Disability Rights of SD.**

- Extensive presentation including status of bills in state legislature affecting those with disabilities.
- Cole sent – we'll **attach** Green Yellow Red spreadsheet from his presentation.

- <https://www.facebook.com/DisabilityRightsSD> to follow and learn about relevant legislation
- Also, <https://sdlegislature.gov/> “My LRC” – option to make an account and mark bills you’d like to follow, then they email you updates. Also an App is available.

(Change in Agenda – **back to #8**)

#### **8. DDD Updates (Carrie G.)**

- Council Members Terms (see slide)
  - There will be 2 openings - share on Facebook (**insert link**)
- FS Coordinator In person Training upcoming in Pierre
  - Asked for Council feedback on goals - how are they developed, who has input, shared processes
  - Families might need reminders of what the goals are & can ask their coordinator for ISP copies anytime
  - **Request** for paperwork & ISP to be available on the Consumer Direct website
- Waiver Renewal Time Line shared
  - Councilmember requests “CMS Technical Guide” be shared/linked

(Back to original agenda, #9 was done above)

#### **10. Advisement from the Council to DDD \* Dates/Times/Locations**

- Clarify Council’s role in rule: “Annual Report to the Governors Office”
- Link to Facebook to share Council opening information and applications
- Ask Consumer Direct about placing forms on client’s portal in website

#### **11. Public Comment - none**

#### **12. Action Items**

- Follow from DRSD – links to Coles spreadsheet
- Info on FS360 Waitlist – how many switch to other waivers or programs after waiting so long
- Call volumes and wait time from new phone system
- Average Age of people on the waiver

#### **13. Adjourn**

Toni made a motion to adjourn the meeting at 1:28. Carolee seconded the motion. The motion passed with a voice vote.

<https://mylrc.sdlegislature.gov/api/Documents/305076.pdf>

<https://sdlegislature.gov/Session/Bill/26288>

<https://sdlegislature.gov/Session/Bill/26554>

<https://mylrc.sdlegislature.gov/api/Documents/305059.pdf>

<https://sdlegislature.gov/Session/Bill/26674>

<https://sdlegislature.gov/Session/Bill/26733>

<https://sdlegislature.gov/Session/Bill/26719>

<https://sdlegislature.gov/Session/Bill/26429>

<https://mylrc.sdlegislature.gov/api/Documents/306311.pdf>

<https://mylrc.sdlegislature.gov/api/Documents/299478.pdf>

<https://mylrc.sdlegislature.gov/api/Documents/295974.pdf>

<https://mylrc.sdlegislature.gov/api/Documents/293249.pdf>

<https://mylrc.sdlegislature.gov/api/Documents/306306.pdf>

A handwritten signature in black ink that reads "Ruth Conway". The signature is written in a cursive style and is placed on a white rectangular background with a light gray dotted pattern.

Ruth Conway  
3/14/25