

A wide-angle landscape photograph of South Dakota, showing a vast, flat plain under a clear blue sky. In the foreground, several prominent, layered rock buttes rise from the plain. The text "South Dakota DDD" is overlaid in white on the left side of the image.

# South Dakota DDD

A solid teal horizontal banner that serves as a background for the text.

## Family Support Council Meeting

A close-up photograph of a rugged, light-colored rock cliff face. The rock has a textured, layered appearance. In the foreground, there are several dark green evergreen trees, some of which are partially obscuring the base of the cliff.

March 2026



## Agenda

- Introductions & Approval of Minutes
  - DD Council Updates
  - DDD Updates
  - Legislative Update (Disability Rights South Dakota)
  - Advisement from the Council to DDD
  - Public Comment
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# DD Council Updates

# DDD Updates

## Director Updates - Spring Forward Events!

The DDD team looks forward to hosting events for people receiving services and families! Come meet the DDD team, self-advocates, and families. Ask questions, share ideas, or just enjoy the company!

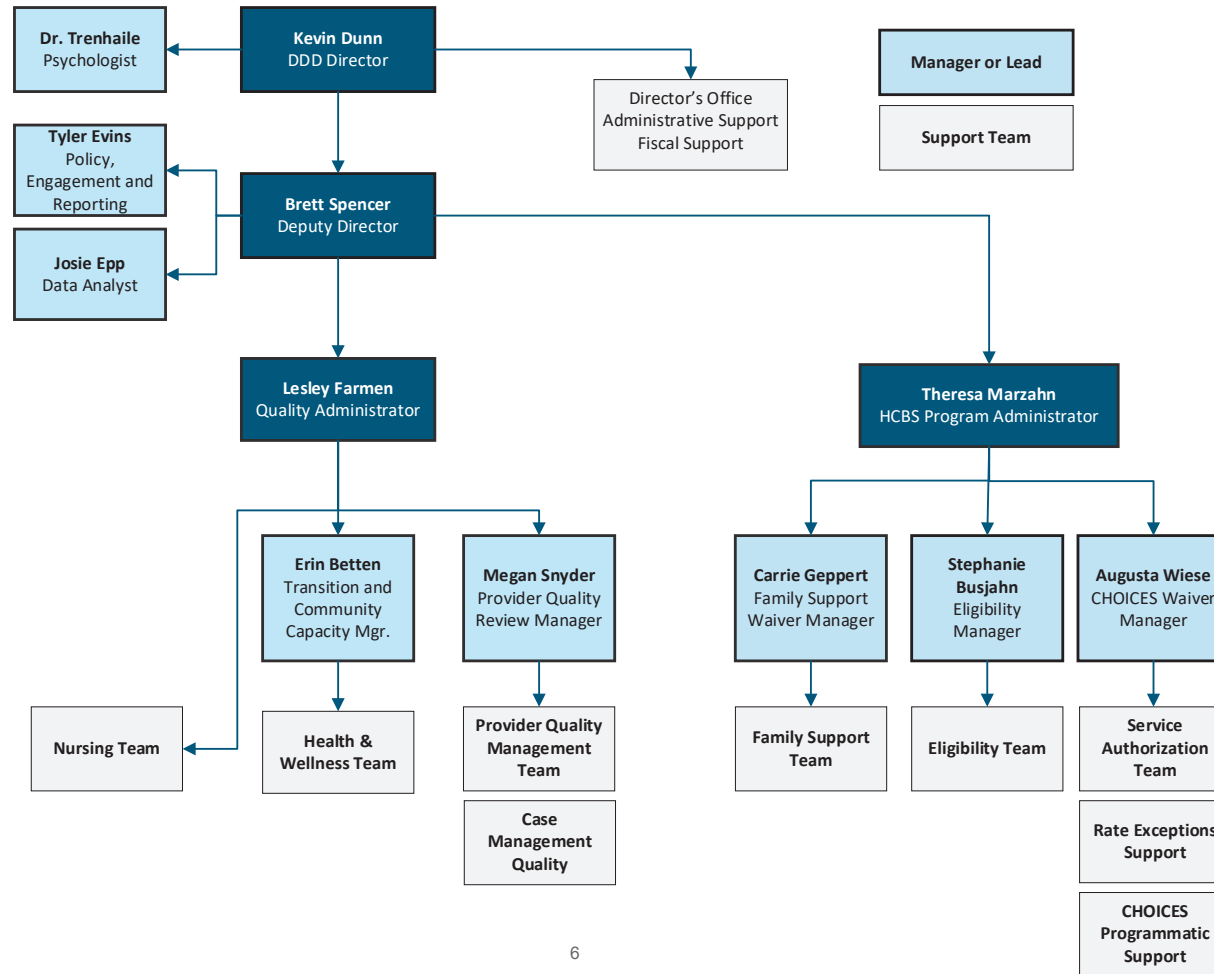
**A flyer with more details will be shared soon:**

- Tuesday, April 14<sup>th</sup>: Sioux Falls
  - Co-Hosted by: DakotAbilities
  - Address: 116 S 4<sup>th</sup> Avenue, Sioux Falls, SD 57105
- Wednesday, April 15<sup>th</sup>: Watertown
  - Co-Hosted by: New Horizons
  - 123 19<sup>th</sup> St NE, Watertown, SD 57201
- Thursday, April 16<sup>th</sup>: Spearfish
  - Co-Hosted by Northern Hills Training Center
  - 625 Harvard St, Spearfish, SD 57783



Photo from DDD's *Harvest Hangouts* last Fall!

# DDD Org Structure as of Mar 2026



# Meet the Family Support Team!

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## Kathleen Leonard - Family Support Team

Financial Reimbursement Specialist in Rapid City

### Get to Know Kathleen!



#### About Me

- Born and raised in the Philippines.
- Currently living in Rapid City with my husband, Jake, and 17-year-old son, Sean.
- Proud pet parent to Buddy.
- We enjoy staying home and binge-watching old movies.

#### Professional Background

- Bachelor's Degree in Sociology, with a Minor in History
- Began my career in Mortgage Servicing
- Transitioned to Hospital Reimbursement and Medicare Claims, working for Black Hills Surgical and Sanford
- Three years of experience with the State

## Kathleen Leonard - Family Support Team

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As a part of the Family Support team, Kathleen will help manage the financial and budgetary aspects of the Family Support programs. This includes the FS360 waiver and Strengthening Families.



- Kathleen has worked with DDD for 18 months.
- Kathleen is now the financial lead for FS360. You can reach out to her at [Kathleen.Leonard@state.sd.us](mailto:Kathleen.Leonard@state.sd.us). You can also connect with DDD at [DDD.Update@state.sd.us](mailto:DDD.Update@state.sd.us).



- Thank you for your patience as we coordinate and transition responsibilities!

## Ella Connot- Family Support Team

Program Specialist in Winner

### Get to Know Ella!



#### About Me

I live in Winner with my husband, son, and our 3 dogs.

My son, Dansby, is 5 months old.

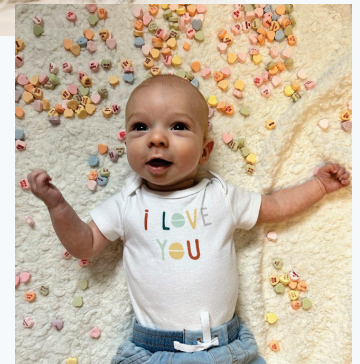
I am a huge baseball fan-My son is named after a Cubs baseball player ;)

I love to travel- near and far!

I am a third-generation SDSU alumnus- Go Jacks!

#### Professional Background

- Degree in Human Development & Family Studies with a minor in psychology
- Social worker for a year, interned for DDD during the summer of 2022
- LifeCourse Ambassador
- Driven by a passion for service & commitment to building supportive, inclusive communities



## Lindsay Dummer- Family Support Team

Program Specialist in Sioux Falls

### Get to Know Lindsay!



#### About Me

- I live in Lennox, but grew up in Scotland, SD.
- Mike & I have 3 kids – Allie (18), Matt (17) and Ashley (13).
- Pets: Snowball (cat) & Bailey (Golden Retriever)
- We love to travel and spend time together.

#### Professional Background

- Bachelor's Degree from SDSU and a Master's Degree in Public Administration.
- I started my career as a Park Ranger with the Army Corps of Engineers.
- I worked for 6 years as a special ed and title aide where I gained perspective of supporting families and providing direct support care.
- I have worked with DDD for 10 years, with a small break in between.

## Lindsay Dummer- Family Support Team

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- **My “why” for this work:** I am passionate about serving with people with I/DD. I have worked in special education at my children’s school, I have a nephew with autism, and I believe strongly in supporting person-centered outcomes.
- You can reach out to Lindsay at [Lindsay.Dummer@state.sd.us](mailto:Lindsay.Dummer@state.sd.us). You can also connect with DDD at [DDD.Update@state.sd.us](mailto:DDD.Update@state.sd.us).

# Jessica Solberg- Family Support Team

Program Specialist in Sioux Falls

## Get to Know Jessica!

### About Me

- I live in Hartford
  - Have two children-Waylon(5) & Ramsey(2)
  - Weird Fact: Ted Nugent has stayed at my house
  - I'm a "Yes" person when it comes to: country concerts, boating, reading and drinking coffee on a patio



### Professional Background

- I have a degree in Sociology and Human Services from Black Hills State University.
  - This is where I was first introduced to the field, working as a DSP at NHTC.
- I've been a DSP, service coordinator(prior to CFCM), case manager and an intake specialist within the field of DD.
- What I like most about my job: Able to provide resources and guide families and individuals to the supports and services that best fit their needs. Every intake is different!



## Family Support 360

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Family Support 360 provides participants with an individualized budget used to self-direct services and supports

Assists with identifying natural and paid supports to keep their family together and supported in their home and community. Each individual receiving FS 360 services chooses a Family Support Coordinator who assists the individual and their family make an individualized service plan



## Family Support 360 Providers

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- Benchmark
- BHSSC
- CFI
- DM
- LifeScape
- LifeQuest
- SESDAC
- VOA

*Approximately 1,300 people are supported*

## Family Support 360 Waiver Services

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Waiver Service	Overview
Support Coordination	Facilitation and development of a comprehensive person-centered individualized support plan
Respite Care	Short-term, intermittent breaks for primary caregivers
Companion Care	Include supervised integrated socialization, role modeling, and independent living skill development.
Personal Care	Provides a range of assistance to enable waiver participants to accomplish tasks including assistance with eating, bathing, personal hygiene, and activities of daily living.
Supported Employment	Supports to sustain paid employment at or above minimum wage in an integrated setting in the general workforce

## Family Support 360 Waiver Services

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### Waiver Service

### Overview

Vehicle Modification

Adaptations or alterations to an automobile or van that is the waiver participant's primary means of transportation in order to accommodate the special needs of the participant.

Specialized Medical Adaptive Equipment and Supplies

Devices, controls or appliances specified in the plan of care which enable participants to increase or maintain their ability to perform activities of daily living, or to perceive, control, or communicate with the environment in which they live

Nutritional Supplements

Products that are used to complement a participant's dietary needs

Environmental Accessibility

Include those physical adaptations to the home, which are necessary to ensure the health, welfare, and safety of the participant, or which enable the participant to function with greater independence in the home

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# DDD Quality Assurance Updates

## Reminder | FS Council – Role in Monitoring Data and Giving Ideas for Changes

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As a Council member, we will share data with you on how things are going, and you can give us ideas on how to better support people and families. **As we talk about the data, let us know if there is anything else you want to hear about in future meetings and think about ways we can improve.**

The Family Support Council meets on a quarterly basis to review and analyze data gathered for the quality improvement strategies for the waiver and discuss issues that require attention and other items that seek to progress our efforts in achieving our mission. This includes, but is not limited to:



- **Critical Incident Report data** – Data on reports of abuse, neglect, and exploitation, life threatening illness and injury, changes in health or behavior that may jeopardize services, and deaths



- **SMART data for Health & Welfare and Support Plan** – Data from DDD’s monthly file reviews of FS360 participants that cover a range of topics, including how an individual’s support plan is written and implemented and how the person’s health and welfare is supported



- **Level of Care data** – Data from DDD’s initial evaluation of a participant’s eligibility

## Grievances & Appeals

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FS360 has had one appeal and zero grievances since our last meeting on 12/13.

### Appeals

- 1 appeals related to the loss of eligibility during the annual redetermination process
  - Appeal was rescinded before fair hearing.
- 0 appeals related to the denial of service requests

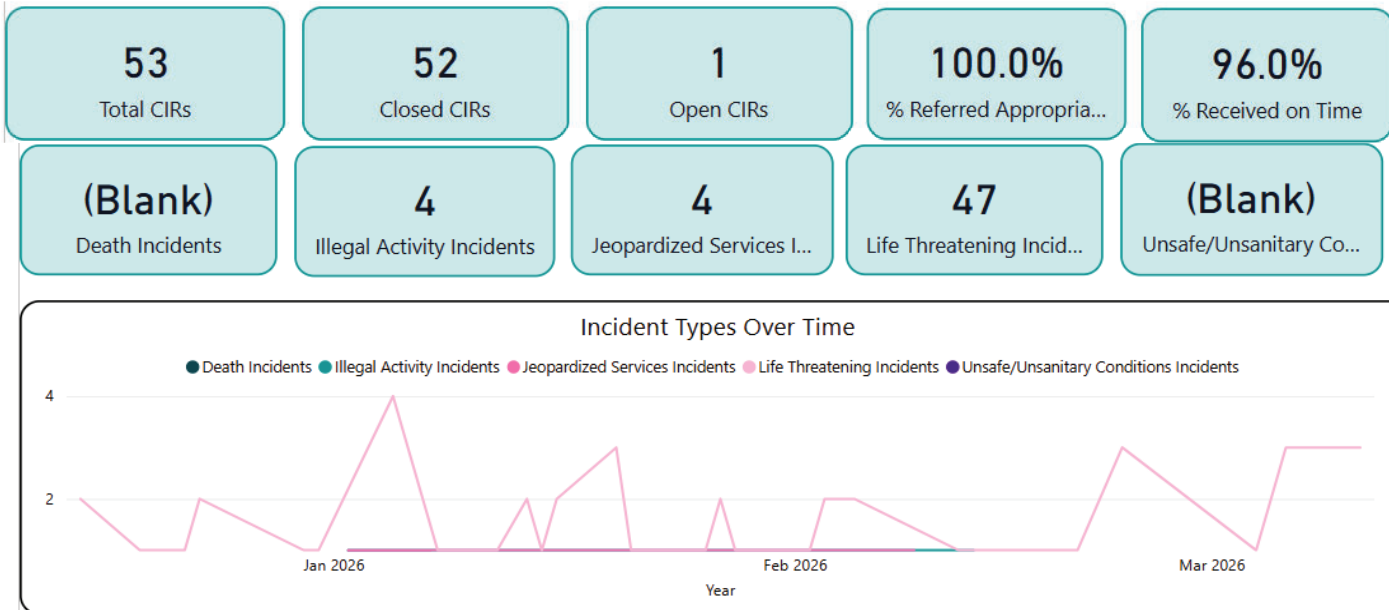
### Grievances

- 0 grievance related to Family Support 360

Starting in 2026, people and families now receive letters when a service request is denied. This letter includes their right to appeal.

## FS360 Critical Incident Reports – December 2025 to March 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. This is shown below.



- 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 is working on an updated FS360 CIR reporting form and a draft FS360 CIR guide. We will seek input from the council soon, likely at our next meeting!

## FS360 SMART Data – December 2025 to March 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

Overall accuracy for SMART reviews is 98.95% with 20 reviews fully completed between 12/12/25 and 03/12/2026.

**Health & Welfare** – All Elements were 100%.

**Service Plan** – ISP Monitoring was 90% and Preferences and Goals was 95%. All others were 100%.

**Level of Care** – *Data inconclusive for this quarter. Working with IT vendors to pull comprehensive data.*

### Insights & Trends

- Due to staff limitations, there were fewer SMART files completed during the time period; however, all necessary reviews will be completed by May 31.
- We are working on making data more consistent on how long it takes DDD to review FS360 applications and finish eligibility.

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### Council Recommendations

*What else would you want to know about SMART data?*

*We will add notes here when you give feedback or ideas for change.*

# Eligibility Updates

## Wait List Update

This data is up-to-date as of 03/1/2026. Do you have any questions?

277

People on Waitlist

266

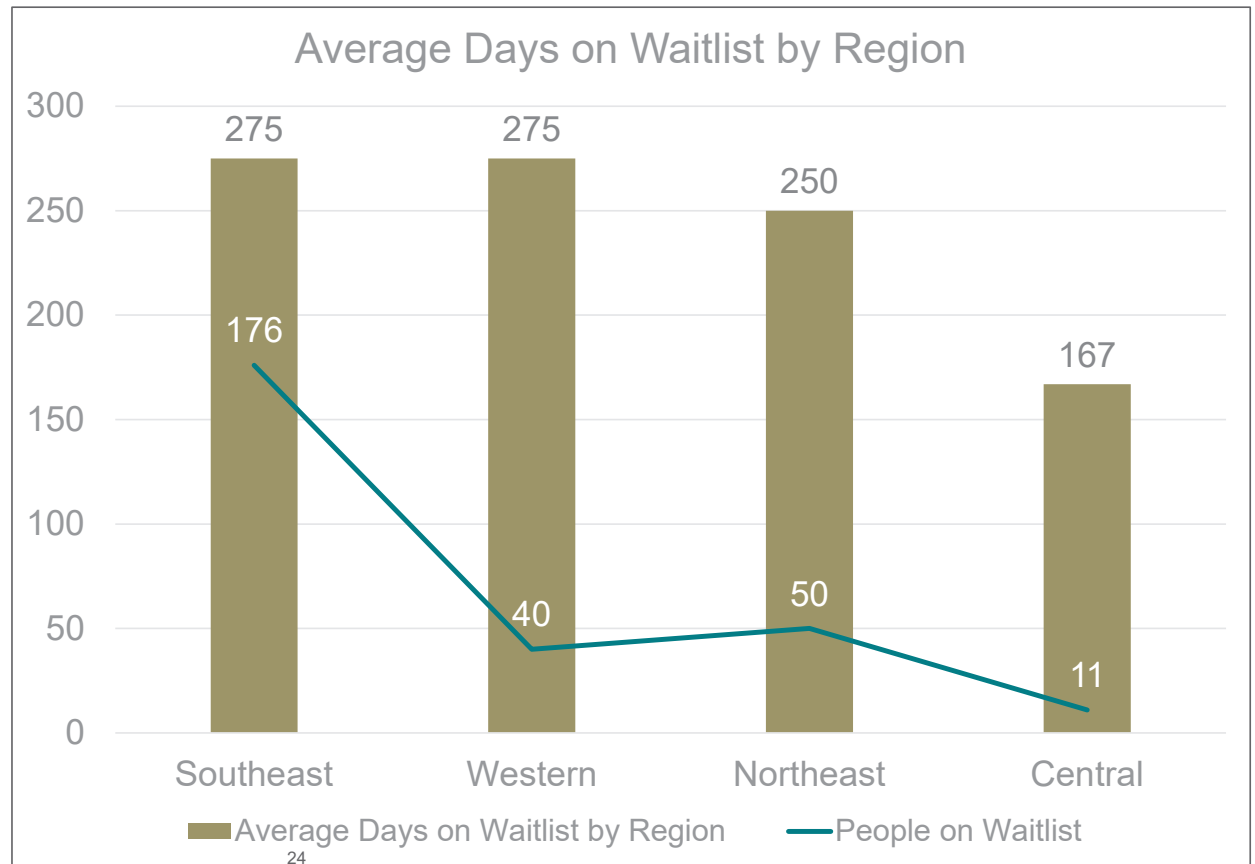
Average Days on Waitlist

85

People on the Waitlist for a Year or More

7

Average age of people on the Waitlist



## Intake Update

Data from December 1, 2025 to March 1, 2026

Measure	Data
Number of Applications for DD Waivers	Appx. 130
Number of People Who Have Been Found Ineligible	25. Reasons for ineligibility include: <ul style="list-style-type: none"><li>• Diagnosis did not meet developmental disability requirements (did not occur prior to age 22, adaptive and/or IQ scores too high)</li><li>• ICAP Eligibility was not met</li><li>• IFSP Prolonged Assistance Marked 'No'</li></ul>
Number of People Who Have Been Found Eligible and Moved to the FS360 Waiting List	49
Average Number of Days to Complete Level Of Care Evaluations	Appx 29 Days - <i>we are currently working with our IT vendor so we can better track this.</i>

# Name Update

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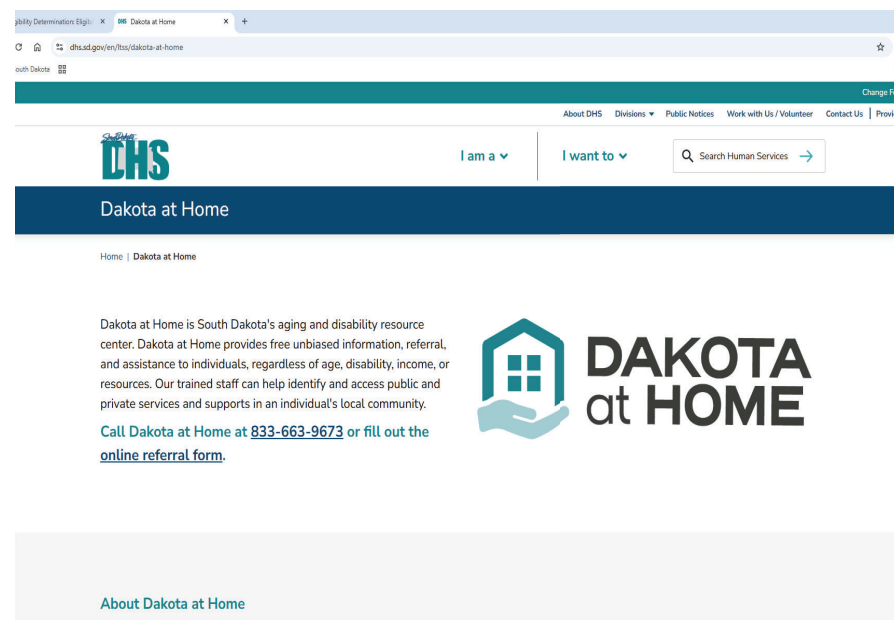
- The **Intake Team** is now called the **Eligibility Team**.
- The **Intake Specialists** are now called **Eligibility Specialists**.
  - Amber Sieveke
  - Dona Deal
  - Jennifer Keller
  - Christi Henderson
- The **Dakota at Home Manager** is now called the **Eligibility Manager**.
  - Stephanie Busjahn



# Dakota at Home was created to have a single front door to access services offered through the Department of Human Services.

## *Inquiries about and referrals for services can come from anyone.*

- there is an online referral form on the Dakota at Home website that can be completed
- call toll-free at 1-833-663-9673. Press the following options based on your needs:
  - Option 1:* Division of Long-Term Services and Supports (LTSS)
  - Option 2: Division of Developmental Disabilities (DDD)**
  - Option 3:* Division of Rehabilitation Services
- Email DDD at [DDDIntakeProcess@state.sd.us](mailto:DDDIntakeProcess@state.sd.us)



# *No Response Update*

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- **30 day No Response Letters**
  - Throughout the eligibility process, if the eligibility team does not hear from a referral or family for 30 days, the assigned Eligibility Specialist sends a letter requesting a response within 30 days of the date of the letter
  - If no response is received, the case is closed.
  - If a provider is unable to reach the referral or family, they notify DDD and the same letter process is followed.
  - Cases can be reopened at any time.



# Waiting List Process

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- When a participant is added to the Family Support 360 waiting list, the Eligibility Manager will reach out annually to confirm that the participant wants to remain on the list.
- The Eligibility Manager will review the waiting list each month and contact any participant who has reached the one-year mark. The Eligibility Manager will contact the participant using their preferred communication method.
- If no response is received within **15 calendar days**, the Eligibility Manager will send a letter.
- If no response is received from the participant within **30 calendar** days of the date of the letter, the participant will be removed from the waiting list and deactivated in IRIS.



# Division of Developmental Disabilities Eligibility Team Contact Info



- You can call toll-free at 1-833-663-9673.  
Press **Option 2** for Intellectual or Developmental Disabilities
- Email: [DDDIntakeProcess@state.sd.us](mailto:DDDIntakeProcess@state.sd.us)
- Contact Stephanie Busjahn, Eligibility Manager
  - 605-362-2747
  - [Stephanie.Busjahn@state.sd.us](mailto:Stephanie.Busjahn@state.sd.us)
- Contact Theresa Marzahn, HCBS Program Administrator
  - 605-280-0966
  - [Theresa.Marzahn@state.sd.us](mailto:Theresa.Marzahn@state.sd.us)

# DDD Updates

## Council Memberships

At least two spots will be open on 7/1/2026. Reapply if you are able, and please spread the word!

### Rules:

- Each councilmember serves a three-year term.
- Each person can serve two consecutive three-year terms. This does not include any part-time terms where a person finishes out a former councilmember's term.
- A person who has served two consecutive terms can come back after a break of at least one year.
- The Department of Human Services recommends councilmembers, and the governor appoints them.

### Please share out a link to our application and flyer:

- FS Council Facebook Post: [Facebook Post](#)
- FS Council Application: [Application](#)

Councilmember	Term End Date	Can Apply for Another Consecutive Term
Ruth Conway	6/30/2026	Yes
Haley Coss	6/30/2026	Yes
Julie Flowers	6/30/2026	Yes
Krista Johnson	6/30/2026	Yes
Melissa Rickett	6/30/2026	Yes
Toni Feist	6/30/2026	Yes
Joshua Jones	6/30/2026	Yes
Tina Two-Crow-Slow Bear	6/30/2026	Yes
Carolee Little	6/30/2027	Yes
Jennifer Walker	6/30/2027	No
Janet Whiting	6/30/2027	No
Lindsey Hansen	6/30/2027	Yes
Brittany Norin	6/30/2027	No
Valerie Husby	6/30/2027	Yes
Peggy Waltner	6/30/2028	No

## Council Memberships

At least two spots will be open on 7/1/2026. Reapply if you are able, and please spread the word!

**DHS** DEPARTMENT OF HUMAN SERVICES

# FAMILY SUPPORT COUNCIL

SEEKING DEDICATED MEMBERS!

**WHAT DOES THE COUNCIL DO?**

- ✔ Define the principles & philosophy of family support services
- ✔ Advise DHS Division of Developmental Disabilities on planning, policy, goals, implementation & evaluation of family support services
- ✔ Provide an annual report to the Governor & Legislature

**WHO CAN APPLY?**

- ✔ Individuals with a developmental disability
- ✔ Immediate family members of a person with a developmental disability

 [LINK TO APPLICATION](#)



## Family Support Coordinator In-Person Meeting Agenda

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DDD will be meeting in-person with Coordinators next week (3/17-3/18)

### Day 1:

1. Updates from the DDD Director
2. Person-centered planning and thinking with the University of Missouri, Kansas City
3. Reflections on how to integrate person-centered planning more into FS360.

### Day 2:

1. Meet DDD's new psychiatrist
2. Financial management service vendor update
3. Individualized Service Plan requirements (South Dakota and Centers for Medicaid and Medicare Services)
4. Medicaid State Plan (accessing Medicaid services for people on FS360)
5. Person-centered goal training (led by Family Support Coordinators)
6. ICAP training
7. Reflections on the training

## Family Support Coordinator In-Person Meeting | Goal Training

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At this training, DDD will partner with three FSCs to host a person-centered goal training.

### **We need your help!**

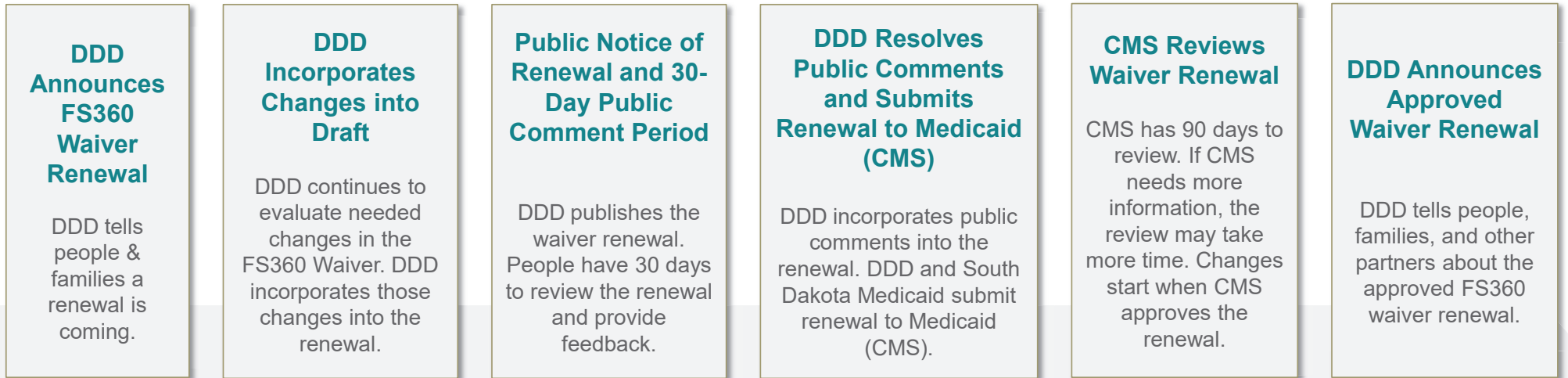
This information will help us shape our training:

- What is your experience writing out goals with FSCs?
- How do you identify goals? How do you identify the supports you need to meet these goals?
- What do you like about this process?
- What do you wish were different?



## FS360 Waiver Renewal | Tentative Timeline – Spring 2026 to Summer 2027

The process to renew a waiver requires multiple steps. More details will be shared in the coming months.



### Key

Complete

In-Progress

Not Started

## Legislative Updates – Disability Rights of South Dakota

## Advisement from Council

# Public Comment