

Advisory Council on Aging Meeting Tuesday, April 12, 2022

1:00-3:00pm CDT

**Department of Human Services 3800 E. Hwy 34
Hillsview Plaza – Microsoft Team Meetings**

The Advisory Council on Aging meeting was held via Microsoft Teams and in person on April 12, 2022.

Members Present - Erik Gaikowski, Jean Person, Tammy Hatting, James Severson, Gavin Van De Walle, Cheryl Anagnopoulos, and Brett Hoffman.

Members Absent – Gale Walker, Dick Palmer, Gerald Beninga and Carol Cameron. Carol Cameron has requested to discontinue participation on the board.

Public Participant- N/A

Staff present from the Department of Human Services - Misty Black Bear, Leslie Lowe, Tom Martinec and Jennifer Gant.

Chairman Cheryl Anagnopoulos called the meeting to order at 1:04 pm CST.

Approval of Agenda (Cheryl Anagnopoulos)- The agenda was reviewed. Motion for approval by Tammy Hatting, Gavin Van De Walle second. Motion passed.

Approval of Last Meeting Minutes (Cheryl Anagnopoulos)- Motion for approval of the minutes from February 15, 2022, by James Severson, Jean Person second. Motion passed.

Service Coordinator Updates (Leslie Lowe LTSS)- Over the last several years, LTSS Specialist staff have been moving into specific roles within the Division. They have been separated into different groups, such as Ombudsman, APS Specialists, and Dakota at Home Intake Specialists. With the remaining staff, their title has been changed to “LTSS Service Coordinators” because they go out into the community and homes of those requesting services and work with our contracted providers to coordinate the services LTSS consumers need.

During COVID, Amendment K with the waiver program allowed some flexibility with how we completed assessments and care planning. That included allowing the Service Coordinators to complete assessments via phone, FaceTime, Team Meetings, or any other way that would allow those requesting services to meet with our staff. Staff are now able to do home visits again, which allows us to see inside the homes and meet with the people face to face. Monthly reports are showing an average of 100+ consumers on each Service Coordinator’s caseload. Caseloads for those in small or rural towns are lower than that, and these numbers fluctuate regularly.

Recently, approval was received to purchase Surface Pro tablets for all Service Coordinators. This allows Service Coordinators to complete the Home Care Assessment in the consumers home and gather an electronic signature from the consumer much more easily than they could with their laptops. Instead of sitting and bending down to type on a laptop, they can stand, walk around, and complete their documentation as they are assessing the individual. We are also updating Policy and Procedures and making changes in our IT system to have a better workflow for the Service Coordinator staff members.

LTSS is also working on changing our care plan to an electronic version. A paper care plan has been used in the past and, to be more efficient and to reduce the amount of paper, the Division is working on having the care plan be within our IT system. This would allow everyone to access the individual’s care plan in the same system. Paper care plans are currently uploaded into Document Storage within Therap, but this would no longer be necessary once we implement the electronic care plan (Individual Service

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Plan in Therap). This will allow a smooth process starting from intake through the implementation of services.

LTSS is currently planning for an all staff meeting at Casey Tibbs in Fort Pierre this May 2022. (*Misty – 2016 was our last all staff meeting. Staff have been hoping for an all- staff, one was in the process of being planned, then COVID hit. LTSS is finally able to do this and have new staff meet and network. There will be team building, networking, and this will allow all of us to meet and interact more than LTSS do daily*). Day 1 will involve just the Service Coordinators and Supervisors. We will be providing training on the Individual Service Plan (ISP) in Therap, along with a training on Charting the Lifecourse (person centered thinking tool) from Brenda Smith. On day 2, the rest of the LTSS department will join, and there will be a national speaker who will talk about work life balance and keeping our energy up. On day 3, the focus will be a Choices refresher, which is an intake screening tool to determine which program a person might be eligible for. The Choices is less comprehensive than our full interRAI Home Care assessment. All LTSS staff will attend the Choices training. In addition, on the agenda for service coordinators, will be a training on personal safety (DCI or law enforcement officer) specific to how to protect themselves when going into homes, how to be always aware of surroundings, and how to park as to not block themselves from being able to leave, to mention a few.

Additionally, LTSS wants to make sure that staff that want to be involved will have a voice to participate and work on updating policy and procedures and/or have a say in changes to our IT system, Therap. Recently, a survey was sent to all Service Coordinators asking about their interest in participating on various workgroups. Changes to workgroup members will be based on the survey results received.

LTSS is also gearing up to move into version 10 of interRAI Home Care Assessment. Currently, LTSS uses version 9.1. interRAI is a national organization and the interRAI assessments are used for multiple reasons in a variety of settings. LTSS is currently working with the HCA training team to update training materials to version 10, but are waiting on coding from interRAI to provide to the staff with our IT system, Therap. Once that is available, there will be a move to using the updated version of the assessment. LTSS is hoping to have the new version in place by the end of 2022, but this all depends on interRAI and when they get the coding information to our IT system staff.

Finally, two of the LTSS Regional Supervisors have been certified as trainers for Nonviolent Crisis Intervention. They will begin providing this training to Service Coordinators as well as other LTSS staff. Staff will learn how to match the level of the response to the risk of the crisis, focusing on the least-restrictive response to ensure the care, welfare, safety, and security of the individual and the staff. This includes recognizing the stages of an escalating crisis and learning evidence-based techniques to appropriately de-escalate.

Requests for Proposals (RFPs)

Nursing Home Rate Methodology Review (Misty Black Bear)- As mentioned in the last meeting, LTSS is working to contract with a vendor for 2nd round of review for the Nursing Home Rate Methodology. This RFP has been released and is closing soon. As indicated last meeting, this group is not directly for funding but to make sure that the state's reimbursement rate for nursing home is fair and correct.

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SHIINE Regional Offices (Misty Black Bear)- SHIINE provides education for Medicare Part D and Medicare fraud. There is a contract with entities to manage the volunteers and open enrollment so there are 3 separate RFPs related to that. SHIINE works with all 3 regional contracts, which are all due this year and will be awarded around May 13th.

The next three RFPs on the agenda are currently topics of discussion and are not currently approved to be released.

IT/Case Management System (Misty Black Bear)- LTSS has had Therap for four years now and the contract ends May 2023, so this would be an RFP to see if LTSS will replace Therap or keep it.

Caregiver Campaign (Misty Black Bear)- There is still some covid related funding, which was discussed by Brandon at our last meeting. This RFP would be for a caregiver public awareness campaign to let people know what services are available, along with education on caregiving and how to prevent caregiver burn out.

Caregiver Conferences (Misty Black Bear)- LTSS is also considering a RFP for a group to organize and facilitate multiple caregiver conferences. The conferences would be for caregivers, but there would also be respite care available for the care receivers. Caregivers would participate in the training and education opportunity and could also bring the person they are caring for so they can interact with others as well at this conference.

HCBS Settings Final Rule (Misty Black Bear)- This rule came out in 2014 and applies to all people on the HOPE Waiver, which is Medicaid program that allows South Dakota to utilize Medicaid dollars to provide services to individuals in their home and communities. The rule primarily affects South Dakota's provider owned and operated settings. Assisted Living settings are the biggest group that would fall into the provider owned and operated group. The intention of the Rule is for people residing in these settings to have the atmosphere of a home like setting versus and institutional setting. A lot of work has already been done in this area. The final deadline to assure that all providers comply by the deadline is March 2023. Several of LTSS staff participated in the National Conference this year and there is no plan to change the deadline date at this time. It's been a few years since providers submitted assessments and since LTSS is required to assess these facilities, LTSS will need to make sure LTSS providers are compliant by 2023. LTSS would like contract with an entity or get RFP out to reassess settings. If a provider doesn't comply with the Rule they will have the opportunity to correct any noncompliance issues. LTSS and/or the contracted entity would go out to the setting and observe the setting and do an assessment. The assessment is a two-part process, a policy review, and an observation piece. Corrective actions are usually easy things for the providers to update or fix but can also be significant and will need to be corrected to be compliant. LTSS has provided education and webinars to assisted living providers early on. If a provider has a lot of issues and remains non-compliant, then the provider will not be allowed to be a provider or HOPE waiver assisted living services. LTSS wants to work with the providers as much as possible, because of course, LTSS want everyone to be able to stay where they are.

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Public Awareness Campaigns

Dakota at Home (Jennifer Gant)- Dakota at Home has a new public awareness campaign. In June 2021 LTSS released an RFP that was accepted and awarded to Insight Marketing in Sioux falls. In December, LTSS worked with Insight to conduct some market research to determine if the current characters resonated with people or if we needed to explore other options. We used an email survey to individuals who had contacted Dakota at Home. The feedback was good and showed that the characters have high recall levels and resonate with the targeted demographic groups. The decision was made to keep the characters, but have their storylines evolve. The characters for advertising represent an aging individual, a caregiver, and an individual with disabilities. Red has been added to the characters to draw more attention. There are new billboards out, some will be digital and the other will be static. There are static billboards in Pierre and Huron and digital billboards in Aberdeen, Sioux Falls and Rapid City. Along with the billboards, LTSS will have advertising online and newspaper ads. There is one new commercial ready, and there will be a total of three 30 second commercials with each character. The other two commercials are still being created.

Erik Gaikowski – Q: Are those marketing directed or targeted to a certain demographic of people?

A: The majority seems be directed towards females. They provide us with monthly statistics because LTSS want to see what resonates with people and how LTSS are doing once new commercials come out.

Gavin Van De Walle – Q: Is LTSS able to find out how they heard about us?

A: LTSS already ask that question of how they found out about us during the intake process, and LTSS can possibly use those statistics at the next meeting.

Ombudsman (Misty Black Bear)- The primary focus of this campaign is on public awareness of the Ombudsman Program. Covid related funds were utilized to obtain a contract to provide ongoing education and awareness of the Ombudsman program. There are not a lot of updates since Ombudsman program as the contract was just recently finalized and signed, so LTSS is in the initial phases of this campaign. The program’s focus is to advocate for residents in nursing facilities and assisted living facilities. Donna and her staff also provide education on resident rights in those settings. The goal of the public awareness campaign is for people to know how to know what the program is about and know that the role of the Ombudsman is advocacy for residents.

APS (Misty Black Bear)- LTSS is getting close to releasing commercials and advertisements related to Adult Protective Service; These focus on when to call with concerns, what to look for and to reach the public with education.

Approved Budget FY23 Rates and One-time payments (Steven Kohler)

For FY23, the Legislature approved the Governors recommended 6% increase to provider rates. This allowed them to catch up on things they needed to buy or things they have been needing to do. One time money had a significant amount offered. It was originally decided to give 10 million to nursing homes on a tier basis. The initial proposal was for facilities that were more reliant on Medicaid, to get a higher per bed amount vs. those not dependent on Medicaid. On the last day of Legislation, it was discussed to do another 10 million for methodology and an additional federal funds of 20 million, so

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there was a 23% increase for FY22 rate so a total of 30 million was approved. The letter of intent is on the joint committee on appropriations website. For example, If the average rate of 176 dollars, the new rate would be 222 dollars on all claims for 2022 and 2023 they would get a 6% increase on top of the base 2022 rate. DHS staff are going to meet with nursing homes to go over the letter of intent they got and to see how they will plan to use the funding.

Home and community-based services – through the AARPA funding the Federal government said they would increase their FMAP by 10% and the state would reinvest that 10% into the providers- as a whole South Dakota had 23 million in savings and was able to leverage 77 million in Federal dollars to home and community-based providers; assisted livings and in home care providers. That funding went out at the end of March. DHS has been working with providers to make sure they are using that up and doing things correctly. A lot of funding has been going to LTSS.

Nutrition Grant Applications (Misty Black Bear)- This year, LTSS implemented a new process for nutrition grant application. There is now an application process for nutrition providers and adult day providers. LTSS didn't do this in the past and it caused issues for budgeting if a new provider wanted to apply to be a nutrition site. So, this way the application is online, and they will need complete to be a provider for nutrition. Adult day has their own application and will be treated in the same way.

James Severson – Q: Has the application provided more providers wanting to join?

A: There was 1 new provider that expressed interest. It's a matter of making sure everyone that is a current provider completes this and follow-up if they haven't since it's new to make sure they all comply with online application.

Input from Council Members (All)- One area that comes up is the adult day programs. LTSS used to have several, but LTSS now only has 4 adult day providers that contract with the state to provide these services. It has always been an area to figure out why they are not flourishing more. How can LTSS get the service amped up or is there even a need for these services?

Tammy Hatting- adult day program has suffered under COVID and now they are financially having a hard time, and many are closing due to this. I think it's an extremely important program and trying to find a way to get funding to them to make them more viable is important as well.

Brett Hoffman Q: Is everyone using them or are some areas not using them as much?

A: Program Specialist, Sam Dewell, has been participating in numerous calls. It's nationally a challenge and states, including South Dakota, are looking at adult day rates to determine if that's the underlying issue. Some adult days were part of a nursing home or assisted living; however, the HCBS Settings Rule would consider as institutional if adjacent or on the same grounds as a nursing home. About 7 years ago LTSS had quite a few that were part of assisted living or nursing home who were active, but these were analyzed when the HCBS Settings Rule was released and many of them ended up choosing to close.

Gavin Van De Walle – Q: Is there an option for homecare to be a part of adult day?

A: Some adult days do provide some personal care services. Generally, LTSS Service Coordinator encourages individuals to access adult day where available because it is more of a social setting. Instead of the person being at home without interaction, it's just not available everywhere.

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James Severson - smaller communities are within nursing home and assisted livings with the adult day center. A lot of the providers are the same as adult day and Title III B Day services, so providers haven't really expanded.

Erik Gaikowski – Recommended LTSS have Gerald assist or staff for that program to give ideas/suggestions for rates. Misty stated that LTSS does have plans to get with Active Generations and have some of these conversations.

Public Comment (Cheryl Anagnopoulos)- No Public comment

Discuss Next Meeting Date (Misty Black Bear)- Next meeting is Tuesday, July 12, 2022.

Adjourn (Cheryl Anagnopoulos) – Erik Gaikowski made the motion to adjourn the meeting. James Severson seconded the motion. Meeting was adjourned at 2:12pm.