

South Dakota Division of Developmental Disabilities
Family Support 360 Waiver
Keeping Families Connected Quality Initiative Action Plan

Objective	Action/Activity	Target dates	Status
1. Improve accessibility of Family Support 360 waiver			
1.1 Eliminate waiting list within Statewide Family Support Program	<ol style="list-style-type: none"> 1. Recruit additional providers 2. Create funding request process 3. Connecting families on Statewide with local programs 4. Communicate to providers that the waiting list is eliminated 	<ol style="list-style-type: none"> 1. December 31, 2018 2. July 1, 2018 3. May 31, 2019 4. May 31, 2019 	<ol style="list-style-type: none"> 1. Enrolled Benchmark's 5 local programs 1. Received request from LifeScape for one additional local program 2. Developed 799 & 780 forms for additional funding and program expansion requests 3. Trained DD staff to contact Statewide families; families asked if needs are being met, if not referred to local program 4. Mass email communication, discuss during bi-weekly call, discuss during CSP Association
1.2 Develop educational materials	<ol style="list-style-type: none"> 1. Create DDD handbook <ol style="list-style-type: none"> a. Distribute to regions not operating a waiting list b. Distribute statewide 2. Edit and redistribute current brochures 3. Update Statewide application 	<ol style="list-style-type: none"> 1. March 1, 2019 <ol style="list-style-type: none"> a. March 15, 2019 b. May 31, 2019 2. February 28, 2019 3. December 31, 2018 	<ol style="list-style-type: none"> 1. DD staff meeting on reoccurring basis to develop handbook (CoP review) 2. DD staff are meeting on reoccurring basis to update brochures 3. Updated version posted to DDD website
1.3 Clarify eligibility criteria and access to FS 360	<ol style="list-style-type: none"> 1. Provide training to CFCM and Family Support Coordinators regarding eligibility and accessing FS 360 2. Share participant consent form example to CFCM and Family Support Coordinators 	<ol style="list-style-type: none"> 1. January 31, 2019 2. January 31, 2019 	<ol style="list-style-type: none"> 1. Discuss communication with CFCM program specialist; discuss during FS360 bi-weekly call 2. Develop example (check with Guardianship Program)
1.4 Budget for growth in eligibles	<ol style="list-style-type: none"> 1. Develop ongoing budget request beginning in FY20 	<ol style="list-style-type: none"> 1. September 30, 2018 	<ol style="list-style-type: none"> 1. Included in Governor's recommended FY20 budget; pending legislative approval

2. Improve quality of service delivery			
2.1 Increased coordination and communication between State and CSP	<ol style="list-style-type: none"> 1. Set up bi-weekly calls with FS 360 providers 2. Discuss FS 360 during CSP association meetings 	<ol style="list-style-type: none"> 1. August 29, 2018 2. Ongoing 	<ol style="list-style-type: none"> 1. Bi-weekly calls have been set up to discuss topics, provide information, and receive feedback 2. DD Director discusses FS 360 with Dan Cross and provider association during calls and association meetings
2.2 PCT & LifeCourse	<ol style="list-style-type: none"> 1. Initial training on PCT and the use of LifeCourse tools in service planning <ol style="list-style-type: none"> a. 4-6 months of coaching webinars; coaches to incorporate tools/ knowledge within their organizations 2. Training in goal writing 3. Training on the utilization of natural supports and community resources <ol style="list-style-type: none"> a. LifeCourse tools/integrated star b Dakota at Home c. Guided Documents d. LifeSpan Folders and training e. Supports to stay in community 4. Updates to FOCoS and internal policies to reflect an Individualized Service Plan with goals and preferences 	<ol style="list-style-type: none"> 1. April 26, 2019 <ol style="list-style-type: none"> a. December 31, 2019 2. May 31, 2019 3. May 31, 2019 4. May 31, 2019 	<ol style="list-style-type: none"> 1. Statewide regional training on LifeCourse <ol style="list-style-type: none"> a. Select coordinators will gain confidence and competence in PCT and LifeCourse and share information with organization 2. In-person training 3. Regional trainings about South Dakota resources 4. Develop forms and expectations regarding minimal documentation of a participant's goals and preferences
2.3 Set standards for allowable and non-allowable services	<ol style="list-style-type: none"> 1. Update financial assistance guidelines in partnership with Family Support Council 2. Training for FS Providers 3. Update financial assistance guidelines to clearly define services that are not covered 4. Financial assistance guidelines will be updated on an 	<ol style="list-style-type: none"> 1. October 20, 2018 2. October 24, 2018 3. April 1, 2019 4. Ongoing 	<ol style="list-style-type: none"> 1. Made revisions to clarify allowable and non-allowable expenses, presented to and endorsed by Family Support Council 2. Provided training on guidelines revisions during bi-weekly call, distributed updated guidelines to all coordinators 3. Review financial assistance guidelines to provide additional clarity and examples of non-covered services 3. Review financial assistance guidelines and specify non-

	ongoing basis as needed		allowable services in each category, get service coordinator feedback 4. Continue to evaluate compliance with and the effectiveness of the financial assistance guidelines
2.4 Provide CSP/Service coordinators with resources to better manage participant's individualized budget	1. Develop Local Program Budget Tracking Tool 2. Send resource to FOCoS for system integration 3. Develop Local Program Budget Tracking Tool guidelines	1. October 31, 2018 2. October 31, 2018 3. March 12, 2019	1. Created budgeting spreadsheet to better track individualized budgets throughout plan year and fiscal year 2. Shared spreadsheet to be integrated into FOCoS system 3. Create step by step guidelines for coordinators to use Local Program Budget Tracking Tool
2.5 Educate school officials, Transition Services Liaison Project and service coordinators regarding transition age service options	1. Communicate that FS is a viable option vs CHOICES a. Present at Special Ed Conference b. Participate in special education calls 2. Distribute DD handbook along with information on how to utilize the handbook 3. Enhance processes to guide conversation about adult services (K-21 Survey) a. Learn from best practices in transitions to adult services (LifeScape K-21 process)] 4. Discuss with state officials incorporating LifeCourse into special education curriculums and school board meetings	1. March 31, 2019 a. March 19, 2019 b. May 31, 2019 2. May 31, 2019 3. January 31, 2019 4. May 31, 2019	1. Reach out to Dan Rounds to schedule a meeting to discuss changes to Family Support a. Submit proposal to present at the Special Education in March b. Monthly special education call 2. Share DD handbook with school officials and provide information on additional resources 3. Design survey to 4. Develop relationships with college professors to bring LifeCourse framework into education course curriculum
3. Support CSPs to renovate their Family Support infrastructure			
3.1 Train CFCM on available and appropriate service options (all DD programs)	1. Bring together CFCM directors and supervisors for train the trainer model	1. May 31, 2019	1. Train CFCM program specialist to provide ongoing guidance 1. Deliver in person training
3.2 Modernize CSP admissions process	1. Discuss during bi-weekly calls with FS 360 providers 2. Discuss FS 360 during CSP association meetings	1. Ongoing 2. Ongoing	1. Bi-weekly used to discuss topics, provide information, and receive feedback 2. DD Director discusses FS 360 with Dan Cross and provider association during calls and association meetings
3.3 Assessment of caseload sizes	1. Current average caseload size	1. October 31, 2019	1. Review first quarter FY 20 SMART data in correlation

that promote efficiency and quality	of 40 will be assessed by monitoring SMART data in correlation with action plan objective 2	and ongoing	with action plan objective 2
3.4 Breakdown cultural reliance on DDD	1. Discuss role of service coordinators, DD, and CSP during bi-weekly calls with FS 360 providers 2. Discuss role of CSP vs DD during CSP association meetings	1. Ongoing 2. Ongoing	1. Bi-weekly used to discuss topics, provide information, and receive feedback 2. DD Director discusses FS 360 with Dan Cross and provider association during calls and association meetings
3.5 Enhance CSP Leadership's involvement/understand of FS 360	1. CSP association communication a. Benefit of Family Support services 2. Attempt to engage CSPs representation on CoP	1. Ongoing 2. January 31, 2019	1. DD Director discusses FS 360 with Dan Cross and provider association during calls and association meetings 2. Reach out to Dan Cross to explain to CoP and recruit CSP involvement
3.6 Update CSP contract attachments	1. Clarify role of Family Support Coordinator a. Recruitment of staff 2. Describe expectations as described in action plan objective 2	1. May 31, 2019 2. May 31, 2019	1. Review current attachments 1. Update contract attachment to describe role of coordinator 2. Update contract attachments to include action plan objective 2.2
Objective	Action/Activity	Target dates	Status
4. Keep participants and families informed of program changes and best practices			
4.1 Website/social media development	1. One-page guide for families on budgeting 2. Record skype trainings and save on website 3. Family-friendly definitions of services a. LifeCourse guide to services 4. Guide for how to prepare for ISP/IEP a. Questions to ask, facilitate meeting direction, allowable services 5. Family Network System	1. May 31, 2019 2. Ongoing 3. May 31, 2019 4. May 31, 2019 5. December 31, 2019	1. Engage family support council on ideas on how to provide helpful information to families to self-direct services 2. Provide important information to families on applicable topics 3. Engage Brenda Smith as part of sustaining PCT efforts to create family friendly guide incorporating LifeCourse 4. Provide information for families on how to be engaged in the ISP/IEP process 5. Continue to collaborate with CoP to establish a system that best meets the needs of South Dakota families

5. Updates to DDD infrastructure			
5.1 Staff restructuring	<ol style="list-style-type: none"> 1. Identify staff roles 2. Update desk manual and create internal procedure documents 3. Update systems to reflect of staff roles <ol style="list-style-type: none"> a. FOCoS permissions b. SMART permissions 4. Train staff on respective roles 5. Implement new DD staff structure <ol style="list-style-type: none"> a. Inform CSP staff of new structure 	<ol style="list-style-type: none"> 1. January 31, 2019 2. March 31, 2019 3. January 31, 2019 4. May 31, 2019 5. June 1, 2019 	<ol style="list-style-type: none"> 1. Identifying program specialists' tasks and CSP assignments 2. Include FS 360 policies and procedures in desk manual 3. Update program specialist/ CSP assignment document to reflect FS 360 providers and distribute; update systems permissions 4. Training on use of FOCoS system, file reviews, financial assistance guidelines, FS 360 philosophy 5. Send information to CSPs about new staff structure
5.2 Development of a data analytics process to ensure continuous quality improvement	<ol style="list-style-type: none"> 1. Under further consideration, drafting action steps will be done by the target date 	<ol style="list-style-type: none"> 1. April 1, 2019 	<ol style="list-style-type: none"> 1. DDD staff will meet to see how data currently available can be used to support program integrity
6. Make needed revisions to program regulations to ensure sustainable quality improvement			
6.1 Updates to Administrative Rule	<ol style="list-style-type: none"> 1. Implementation of EVV 2. Incontinence supplies 3. Capping wages and setting group rates 4. Any other necessary changes to sustain quality 	<ol style="list-style-type: none"> 1. November 31, 2019 2. November 31, 2019 3. November 31, 2019 4. November 31, 2019 	<ol style="list-style-type: none"> 1. Using FOCoS to implement EVV system 2. Work with DSS to implement incontinence supplies covered by the State plan 3. Department of Labor wage statistics, consider range or tiered approach, research other states 4. Continue to gather feedback and review quality data to find areas for improvement
6.2 Updates to waiver	<ol style="list-style-type: none"> 1. Implementation of EVV 2. Incontinence supplies 3. Capping wages and setting group rates 4. Any other necessary changes to sustain quality 	<ol style="list-style-type: none"> 1. February 28, 2020 2. February 28, 2020 3. February 28, 2020 4. February 28, 2020 	<ol style="list-style-type: none"> 1. Using FOCoS to implement EVV system 2. Work with DSS to implement incontinence supplies covered by the State plan 3. Department of Labor wage statistics, consider range or tiered approach, research other states 4. Continue to gather feedback and review quality data to find areas for improvement