

Family Support Council Meeting
June 28-29
Ramkota Hotel & Conference Center
Aberdeen, SD
Meeting Minutes

Members present: Sarah Carlson, Valerie Ahrendt, Pat Norin, Tim Reinbold, Amber Finnesand, Darci Bible, Kristi Hale, Tina Kenser, Janet Whiting

Members absent: Dianne Baumiller, Lindsey Madsen, Elizabeth Brown, Bridget Liseth, Rhiannon Town

DHS Staff: Darryl Milner, Jaze Sollars

Amanda Lautenschlager- public comment
Tami Sederquist- public comment

Opening Round and Introductions:

Jen Carda called the meeting to order at 6:13 PM CT. The meeting started off with a welcome and introductions of each council member.

Approval of minutes:

Pat Norin motions to approve minutes from the April meeting with corrections, Amber seconds the motion. All in favor

Executive Committee Membership/Nominations

Jen nominates Sarah Carlson as chairman of the Family Support Council. Pat motions to elect Sarah as chair. Tina provided a second. Sarah was voted chairperson. Sarah motions Darci as vice chairman. Jen seconds the motion. Darci was voted vice chair. Sarah motions Amber as secretary. Pat second the motion. Amber was voted secretary.

Community of Practice for Supporting Families:

Council requests that the notes from the last Community of Practice meeting to be shared with the family support council prior to the next council meeting. Darryl provides an update on the Learning Marketplace that was held in Sioux Falls. The topics that were discussed included the role of the service coordinator, family support quality improvement updates, and innovate ideas for staffing for companion care. Pat requests that Julie Hand attend the next Partners Graduation. The council also requested the next learning marketplace to occur prior to the family support council meeting in Sioux Falls.

EVV

Jaze shared the results of the EVV survey that the Family Support Council helped to develop. Darryl explains how personal care is provided during other services explains the 20% threshold for services to be identified as persona care according to CMS and how this might impact companion and respite care as well.

Eligibility Requirements & Process of Applying for Statewide/ Local Family Support Programs

Jaze shared information regarding eligibility for both Statewide Family Support and the Family Support 360 waiver. Participants can be on Statewide while they wait for provider capacity to be established. Conversation centered on access to the two different programs and how that access can be improved.

Adjournment:

Pat motioned table meeting. Bridget seconds the motion. Pat motions to adjourn the meeting. Tim seconds the motion. All in favor 8:20 PM CT.

Saturday June 29, 2019

Sarah called the meeting to order 8:31AM CST. Sarah Carlson, Valerie Ahrendt, Pat Norin, Tim Reinbold, Amber Finnesand, Darci Bible, Kristi Hale, and Tina Kenser were present.

What can I do when I have an issue with my service coordinator:

Sarah explains situation that she dealt with while trying to get a hold of the supervisor of her coordinator. Darryl explains change in leadership, the need for all DDD staff to know more about family support, and the providers needing to know more about family support. Darryl explains the grievance process within each agency and within the division. Families should follow the providers grievance policy and allow them to fix the issue, if not resolved contact DDD and pursue that process. The role of the Family Support Council is to hold service coordinators accountable to change the culture within family support.

Incontinence supplies coverage update:

Jaze provides an update on incontinence supplies that supplies cannot be set up on auto delivery. Participants or someone on behalf of the participant must call in monthly to get the supplies. HDIS was communicating that there would be a copay and that is not the case.

Agency with Choice Model

Jaze shared how the current Agency with Choice model operates within the waiver. The council discussed some of the barriers with the model, mainly because LifeQuest tends to be at capacity. DDD will learn more about LifeQuest's model to see if it can be replicated by other providers.

Keeping Families Connected Action Plan Updates:

Darryl discusses the feedback that was received by the directors of the family support programs to understand the administrative burdens of operating the family support programs. Discussed the possibility of limiting the number of vendors within the family support program to reduce the burden, updates to the FOCoS system needed to improve efficiency, and the request for rate analysis to see if provider reimbursement is sufficient enough to operate the programs. Darryl explains the budget and analysis expenditure report and budgeting within the FOCoS system, plans crossing fiscal year makes planning very complex. The council discussed the need for music/horse therapy being covered by the waiver and how there have been barriers to accomplish that request. It was recommended that the council share research on those issues. The council went through the Family Support brochure section by section and provided feedback in each of the content areas.

Pat motions to adjourn the meeting. Amber seconds the motion. All approved at 12:16PM CT.

X

Amber Finnesand
Secretary

DRAFT