

**Family Support Council Meeting**  
**September 13<sup>th</sup> and 14<sup>th</sup>, 2024**  
**Zoom Meeting – Rapid City SD, Comfort Suites Conference Center**  
**Meeting Minutes**

Members present: In-Person: Brittany Norin, Ruth Conway, Krista Johnson, Janet Whiting, and Toni Feist  
Virtual: Peggy Waltner, Julie Flowers, Melissa Rickett, Jennifer Walker, Haley Coss, Carolee Little

Members absent: Joshua Jones, Tina Two Crow-Slow Bear, Lyndsay Hansen

DHS Staff: Kade Anderson, Carrie Geppert, Jaze Sollars

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

Haley called the meeting to order at 6:04 pm MT.

**2. Approval of Agenda**

Krista made a motion to add action items after day 2's public comment and then approve the agenda, Peggy seconded. Motion passed with a voice vote.

**3. Approval of Minutes**

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

**4. Opening Round**

Introductions were made from State staff and the Council Members as we had a new member join.

**5. Council Elections**

All positions were open.

Chairperson – Janet Whiting was nominated for chair and was elected as chair with a voice vote.

Vice Chairperson – Krista Johnson was nominated for vice chair and was elected with a voice vote.

Secretary – Ruth Conway was nominated for secretary and was elected with a voice vote.

**6. Agency with Choice**

Erin Leveton with Alvarez and Marsal gave a presentation on the Agency with Choice (AWC) process and where the Division of Developmental Disabilities (DDD) was at in that process.

AWC Needed for "Back office" functions, to get the Respite. Personal & Companion care providers paid. 5 providers would stop providing services because of Federal laws that had changed and made it difficult.

- Lifequest was the first to stop and continued through August 25
- Next is Dakota Milestones which ends on December 1<sup>st</sup>, 2024, VOA and Lifescape will also be a part of this transition group.
- Consumer Direct of SD has a physical office in Sioux Falls.

The cap is lifted beyond 20 hours, families are working with FSC to increase their hours using the Integrated Support Star. (along with Integrated Support Star)

DDD with the help of A&M having been working a lot on their communication strategy. They have been doing this by having town halls to inform people and sending many emails.

Consumer Direct (Co-Employee (AWC) the helper) it is separate from Acumen (Common Law, YOU are the employer)

- On both, you can't be the employee and the employer (Carrie & Pat/Brittany, Carolee shared their situation,)
- Some families needed a little help finding a person to be the employer since previously they had been their own. Some people receiving the service are now employers.
- Family Support Coordinators were approving time-cards, but no longer,
  - Worries that people will charge the wrong category to be sure Medicaid fraud is not happening. Workers can now select from a list of activities.

Where are we on people & employees – data was shared about how well the rollover went.

Timeline – Wave 1 (Lifequest & those waiting continue rolling schedule) is fading, and Wave 2 will begin in early November.

- New Town Halls set -October 21 in RC, Aberdeen, SF, Pierre virtual.

Needed to update the Waiver with a Waiver Amendment, we are in round 2 of questions, hoping to finalize later this month or early October. In the meantime, DHS has committed to pay the full amounts until Federal funds matching can get going.

Current information on Agency with Choice can be found here

<https://dhs.sd.gov/en/divisiondevelopmental-disabilities/Agency-With-Choice>

7. **Public Comment**

None

8. **Recess**

Went into recess at 7:34 PM.

9. **Recall to Order**

Janet called the meeting back to order at 8:36 AM.

10. **DDD Updates**

- a. **Grievances and Appeals/AJ** – Jaze reported on appeals process transparency. DDD will have Jenna Howell an attorney for the State present at our December meeting on the appeals process.

The State had 3 appeals, 2 were for SMAES items which were both upheld. One was for the Other – general funded category which is still under review. There was One appeal for eligibility which went to a fair hearing and that decision was upheld.

Krista was requesting eligibility requirements in a future meeting and what DDD's eligibility requirements are.

Tom Martinec is the current acting Director at DDD.

- b. **SMART Data** – Kade presented on SMART data for the last quarter and for the last fiscal year. Only one element fell below 86% and that was the ISP. It was at 85.7% so it was close to that 86% threshold.
- c. **Financial Assistance Guidelines** – The Department of Social Services required that all 4 waivers move into standard billing and policy manuals. Our financial assistance guidelines are now incorporated into a Billing and Policy Manual that is housed on DSS's website. The policy manual is a technical document and not family friendly. There is a need for a family friendly version. DDD is currently working on that. The original document was 21 pages long, and they are trying to determine how much of that to incorporate into the new version.

The Council suggested a booklet like the "What Parents Should Know" and also a snapshot with reference to the more technical guidelines. Also, maybe an FAQ with each part, addressing common questionable details. The Council would like to see hard copies and electronic versions available. Family Support Coordinators will review the document before it is final. Carolee, Julie, and Haley offered to review a draft document as well.

Fences are now an approvable item.

- d. **Waiting List/Front Door to Supports** – In the past providers were where families started into DDD services. In June 2023 that process changed and a front door to DDD services was opened. Now all families should begin with DDD. Now after the first year DDD has developed a waiting list for Family Support 360 that is housed at DDD. There are currently 127 individuals on the waiting list. 90 of them are in the southeast region, 15 in the northeast region, 10 in the central, and 12 in the western part of the state. The reason a waiting list developed was that there were not enough providers for those 127 individuals. The typical family support coordinator caseload is about 40 participants. 9 months is the longest someone has been on the waiting list but there are alternate services families can utilize such as the Strengthening Families and Respite Care Programs.

Future waiver amendments may help make the program easier for providers to grow their service capacity.

- e. **Unified Case Management System** – DDD issued a Request for Proposal (RFP) for a planning tool for all waivers. RSM was chosen as the vendor for that tool. The system is called IRIS. DDD is currently working on incorporating ISP's into IRIS. Family Support will not be affected any time soon. Tentative move over wouldn't be until 2026 for Family Support.

### **11. Council Trajectory**

Carrie Geppert from DDD facilitated the council in completing a Charting the Lifecourse Trajectory. It was based on where the council members wanted the council to be. Carrie made a document capturing people's ideas and comments.

### **12. DD Council Update**

Arlene advised that they have selected her replacement. It will be Jessica Lamb from the Augie Access program and she will start October 15<sup>th</sup>.

DD Council members have been selected. Still have one opening.

Partners in Policy Making is open for application – Disability Rights has the application on their website. The time commitment is one weekend a month for 6 months. It is typically all day Friday and half of Saturday. The first 5 sessions are in Pierre and the last session is in Sioux Falls.

### **13. Advisement from the Council to DDD**

Krista would appreciate an overview of different programs – Family Support vs CHOICES vs Shared Living.

Toni and Julie could possibly share at the next meeting around Shared Living as they are both on that program.

Jen suggested sharing things that are happening Statewide – a list of community and State offerings (like Partners in Policy Making)

[Partners in Policymaking – Disability Rights South Dakota \(drsdlaw.org\)](http://drsdlaw.org)

### **14. Share something you enjoyed from this meeting**

Council members shared things they enjoyed from the meeting. The trajectory was enjoyed by many and it was fun seeing new members coming together were some of the key takeaways.

### **15. Public Comment**

M.F. shared that she was on the council many years ago, and enjoys that the council continues to grow.

A.P. Thanked everyone and appreciated the kind words on her retirement, and her 31 years have been great and she will miss everyone.

### **16. Action Items**

DDD will have their attorney at the December meeting to speak on the appeals process.

Haley, Julie, and Carolee will look at the family friendly version of the financial assistance guidelines once complete.

A request was made for DDD to present on different types of waivers and services at the December meeting.

### **17. Adjourn**

Peggy made a motion to adjourn the meeting at 11:07AM MT, Brittany seconded the motion.  
The motion passed with a voice vote.

X

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Krista Johnson  
Secretary

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