

Family Support Council Meeting

September 5, 2025

Zoom Meeting & Rapid City Best Western Ramkota Hotel & Conference Center

Members present: Haley Coss, Ruth Conway, Janet Whiting, Joshua Jones (Krista, day 2)

Virtual: Julie Flowers, Peggy Waltner, Melissa Rickett, Carolee Little, Toni Feist, Brittany Norin, Valerie Husby

Absent: Krista Johnson, Jennifer Walker, Lindsey, Tina Two Crow-Slow Bear (Brittany & Val absent, day 2)

DHS Staff: Carrie Geppert (Family Support Waiver Manager), Megan Schneider (Quality Assurance Manager), Kathleen Leonard (Fiscal Support)

A&M Staff: Erin Leveton

1. Call to Order and Roll Call

Janet called the meeting to order at 6:02 pm CT.

2. Approval of Agenda

Haley made a motion to approve the agenda and Josh seconded. Motion passed with a voice vote.

3. Approval of Minutes

Josh made a motion to approve the September minutes and Haley seconded the motion. Motion passed with a voice vote.

4. Opening Round

Introductions were made from State staff and the Council Members.

5. DD Council Update: (Jessica Lamb) SD Council on Disabilities

2027-2031 State Plans are underway – Comprehensive Review and Analysis of Surveys, looks like 10 minutes taken to complete. Asked people which 5 areas to focus on: Quality of Services, Disability Law, Availability/Access of Service, Transportation...

Haley asked about language and how it was offered to participants

Shared with CSP's throughout the state (no-one at this meeting has received it)

Devin w/ Partners of Policy Makers might help

Josh recommended incentive – drawing for gift cards, etc.

DD Conference – Every other year. Can be grant funded (up to \$300 with 25% fee match, can be Family Support funded too) for families to attend. Possibly not publicized enough. Email maybe needs to encourage families, online application process, school districts can push it out, SOAR Conference – Self Advocate national Conference

6. DDD Updates

Megan – update on how data is monitored.

Critical Incidents, SMART data Plan, Level of Care data

- Follow up – possibly define clearly what critical incidents are. How much information must the state actually have? Clarity on purpose of the information being shared.
- SMART data – accuracy 99.5%
 - Other questions – we wonder about waiting lists and reasons
 - # Applications by region, approved vs. denied with goal of removing barriers.
 - Participants served ~1300

CMS (Center for Medicaid Services) Quality Audit – Carrie gave overview with A&M assistance.

- Erin explained: 5 year waiver, 3 year check in. 32 out of 40 waiver performance measures were met, we have a goal of 87%.
 - Learnings: tracking data can be improved
 - Action plan developed – trainings, standardizing reports.
 - Coralee suggested Person Centered Planning trainings for families. She has offered to share a presentation her son and she gave about this.
 - CSSD

Transfers from FS360 to Shared Living (which is Choices?)

- What questions would be asked when someone is switching?
 - Financial changes – what will or won't be changing
 - Listening to each other's story of why we chose the way we did
 - Reasons to switch might be continuity of care
 - Might come from a group home TO shared living due to staffing concerns.
 - How does Respite and Companion care work in shared living.
 - 10 hours of care provided
 - We may continue this conversation.

Summer Socials – success and great video

Feedback – staff gets to see the people they serve as people. Participants get to meet staff & see that they are human too!

7. **Public Comment**

No public comment tonight.

8. **Recess**

Went to Recess at 8:02

9. **Day Two: Recall to Order**

Janet called the meeting back to order at 8:33 AM MT.

Krista joined in person. Tori F. from A & M joined the meeting.

Absent from yesterday: Valerie, Brittany

10. DDD Updates (Continued)

Case Notes: Fiscal Management Services – like Acumen, Consumer Direct (Ariel joining us now)

- Participants shared their experiences in both services – people were pleased with apps from both provider and participant sides.
- Choices Waiver/shared living is also app driven, includes documentation of care, goal progress
- Discussion about documenting goals, and starting October 1 more description will be required. Suggestion to add the individual's goals to the app if possible to help provider put in goal related Case/Service Notes. Suggestion for a template for providers to help with text.
Virtual Training September 9 & 16 about the change.
- Barrier to using services is that people don't know how to find the person to do the job, especially Supported Employment but also Companion and Respite.
- Carrie will send the "One Pager" for *Documenting Family Support 360 Services*
 - Possible next email with more urgent title.

Service Overviews – one page Family Friendly summary of the Billing Manual

- SMAES - Tori took notes on the working document.
 - Josh mentioned universal design, things that benefit everyone
 - Detail about WHY the item is needed, access and independence
 - Realtors for kids, other places to find funding if items aren't covered
 - Possible past denials could be approved now
 - Seems people should submit requests even if they might be denied, so that it's documented that people wanted this.
 - Subscriptions are sometimes approved. Angel Sense GPS, Med reminder, etc.
 - NOT Approving this document to allow for adjustments based on suggestions.
- Specialized Therapies – Tori made minor adjustments as suggested.
 - Rec vs. Specialized
 - Waiver Amendment Thoughts: Safe Sound Protocol to desensitize people to tolerate sounds, some alternative therapies (acupuncture), Move U
 - We can APPROVE this document.
- Supported Employment – Tori made minor adjustments
 - Vocational Rehab must be denied – payor of last resort
 - Unclear on document WHO will provide this and be paid
 - Curious – how much work is done with the schools (VR and Supported Employment)? Transitional IEP's can include this.
 - Why might VR be denied? Is there a cap?
 - We can APPROVE this document.
- Carrie Proposed a Special Meeting to continue working on these Service Overviews

Billing Manual Workgroup - Tori walked us through the Billing Manual Updates

- Retiring the Financial Assistance Guidelines due to inconsistencies (summarized).
 - Coordinators may need to share that the annual guardianship renewal can be done without an attorney!

- Our group will be updated on what was accomplished and asked for feedback, complete the Survey.
 - Provide the changed document before the December meeting so we can review.

Support Coordinator Training happening September 18 from 10-3 in person

- Topics will include Community Resources, ICAP – assessment (annually), Front Door to Supports
- Coordinators should have and share what's available and where.- Community of Practice (COP) group has recently shared resources and opportunities and could combine that with this.
- Coordinators could be reminded that the ICAP is really difficult and emotional for many families to complete.

11. Advisement to the Council to DDD

Review Service Overviews, set a date for Special Meeting

See amendments to billing manual after that Workgroup Meeting

Add an item for next meeting to discuss IEP & Transition meeting, esp in rural area

More information about what constitutes a critical incident (CIR training)

One pager on Service Notes requested to be emailed to us

Request more information (differences from Family Support) on Shared Living

Follow up on the SOAR Conference

DDD – request for update “How are things going at DDD and what are you working on?”

Good Consistency in the Agency with Choice, Continuity

Coordinator meetings – Meet with 8 organizations leaders every 2 weeks, alternating weeks with all coordinators. Goal of working in a partnership.

Staff turnover, teams are small – only 4 main people in department! Baltimore Conference (CMS, HHS) Many of our population is excluded from cuts – but we never know. Suggestion to build capacity to *share* contacts and resources outside of DDD.

Question about Onboarding (Front Door) to Services – are there common mistakes that cause delay? Requests for additional funding must explore *other* sources of funding first.

Send out a list of our dates and renewal time for our information.

12. Sharing Something You Enjoyed

Positive meeting and everyone shared thoughts. We are thankful for DDD and this opportunity.

13. Public Comment

K.H. Thanked the group, and mentioned the Service Overview feedback is appreciated.

A. from CDSD – Open provider directory (Carrie will send out the flyer related to this)

S.C. Put in chat appreciation for the council.

14. Action Items

Refer to Item 11

15. Adjourn

Josh made a motion to adjourn the meeting at , Haley seconded the motion. The motion passed with a voice vote.

X

Ruth Conway
Secretary

DRAFT