

Family Support Council Meeting Minutes

Saturday, September 12, 2026 8:30 AM - 2:00 PM

Location: Zoom Meeting

Present In-Person: None Virtual Meeting

Present On-Zoom: Brittany Norin, Julie Flowers, Ruth Conway, Lindsey Hansen, Haley Coss, Joshua Jones, Carolee Little, Jennifer Walker, Valerie Husby, Janet Whiting, Michelle Baartman, Peggy Waltner, Bobby

Absent: Tina Two Crow-Slow Bear

DHS Staff & Guests:

Carrie Geppert (Family Support Waiver Manager),
Megan Snyder (Quality Manager for DD)

1. Call to Order and Roll Call

Ruth called the meeting to order at 8:43 CT

2. Approval of Agenda

Haley made the motion to approve the agenda, Lindsey seconded the motion.
Motion passed with a voice vote.

3. Approval of Minutes

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

4. Opening Round

Introductions were made by Council members and State staff.

5. Council Appointments

Voting was done anonymously via Mentimeter.

Nominations for:

Chair: Janet,

Vice Chair: Ruth and Michelle

Secretary: Michelle and Haley

Final Vote:

Chair: Janet

Vice Chair: Ruth

Secretary: Michelle

Motion made and passed for new council appointments

6. DD Council Update

The Council was made aware of the passing of Jesica Lamb. Val shared some of her memories of working with Jesica.

Obituary for Jesica can be found here:

7. DDD Update

Megan Snyder gave a summary of the Quality Team Update

- FS360 Smart Data
 - 99.26% SMART Review Accuracy
 - 10 Review July and August
 - 90% Health and Welfare Grievance Notice
 - 100% All elements Service Plan
- Insight and Trends: Improvement rates of compliance waiver year 2026
 - The number of SMART file reviews have significantly decreased
 - Waiver Year 2026 138 reviews
 - Waiver Year 2027 61 Reviews
- Critical Incident Report - July 2026 - Sept. 4, 2026
 - 47 Critical Incidents last year
 - 28 Critical Incidents this year (down 40.4%)
 - 27 Closed Incidents
 - 1 Open Incident
 - 0 deaths
 - 2 reports of abuse, neglect or exploitation referred appropriately
 - Waiting on information regarding the incident type for 2 reports

Hope to be implement the new Critical Incident Guide and Reporting form soon

- Eligibility Team Updates: Carrie gave update
 - 1,294 calls received
 - 1:44 speed calls were answered
 - 2:52 average wait time

Waitlist: 282

177 - SE

51 - NE

32 - W

22 - Central

8. Break - 7 minutes

Bobby joined the meeting and gave an introduction of himself.

9. DDD Update

Given by Carrie

Invoiced Services

- Waiver Renewal: Respite care- written in waiver that you have to either provide it individually or within a group of other people that live in the same household.
 - 4 main services under the waiver
 - Personal Care
 - Respite Care
 - Companion Care
 - Supported Employment
- Qualified Provider
 - Enters into an agreement with the division to provide those 4 services.
 - There is respite care that was being provided at some agencies but were not a qualified provider.
 - These agencies can continue services if they go through the qualified provider process
 - Coordinators and families have been visited with about these things.

Concern was raised by council members about Family Support services information getting out to families.

- Families are unaware of services
- Forms for Medicaid are confusing to fill out. What portion needs to be filled out.
- What do other states do?
- How do we get the word out?

10. Family Self Care - What do we do for self care

Council members shared what they are doing for self care.

11. Advisement From Council

- Suggestions for future meetings
 - Guest speakers
 - Jen
 - Carol Lee
 - Cole
 - Coordinator from the center of the state

Discussion of putting together a report to present to legislators in the governor's office.
Report being put together by Haley, Ruthie, Janet and Jen

12. Public Comment - None

13. Action Items

- Guide for Medicaid form
- Carrie to send the council the letter from DHS regarding Olmstead, yearly comparison for other states.
- Survey from council to families to hear what families think
- Self care being added to introduction

14. Adjourn

Ruth made a motion to adjourn at 12:00. Peggy seconded the motion. Motion was passed by voice vote.