

Goal 1: Long Term Services and Supports are available to people in their home communities:

Strategies:

1. Educate public on available services through Dakota at Home:
  - a. Develop website and media campaign to raise awareness of Dakota at Home by June 2018;
  - b. Provide highlights and share success stories via DHS website and social media on a quarterly basis;
  - c. Provide updates on initiatives and services through public comment, tribal consultation meetings or presentations at professional conferences on a quarterly basis.
  
2. Reduce gaps in provider coverage:
  - a. Survey providers regarding suggested regions and definition of core services:
    - i. Send survey by January, 2018.
    - ii. Compile results by March, 2018 and present at March 14<sup>th</sup>, 2018 meeting.
  - b. Increase the number of existing providers who serve additional programs:
    - i. Outreach to providers by February 2018.
    - ii. Track the number of existing providers who serve additional programs quarterly.
  
3. Revitalize Senior Centers:
  - a. Encourage and support integration in the community; “Community” vs “Senior” Center:
    - i. Develop updated list of active centers by January 2018.
  - b. Share best practices among existing centers:
    - i. Include centers and their services in Dakota at Home directory by January 2018.

- c. LTSS staff will engage with senior centers in their area:
    - i. Offer presentations at senior centers four times per year.
    - ii. Provide information on senior centers to LTSS participants via Dakota at Home.
    - iii. LTSS will develop a plan to provide office hours at Senior Centers by June 2018.
- 4. Combine ADLS and HOPE waiver to reduce paperwork, ease process for consumers and providers:
  - a. Update waivers to offer consistent services by 2021;
  - b. Combine waivers into one at such time as consistency is achieved.
- 5. Implement Community living models/Utilize local residents in rural areas to provide supports in their community:
  - a. Implement Structured Family Caregiving Homes and Community Living Homes by April, 2018.

Goal 2: Family Caregivers receive the help they need to support people at home:

Strategies:

1. Develop a respite care provider directory to support families:
  - a. Recognize credentialing for respite care providers by 2020;
  - b. Implement use of Charting the LifeCourse Tools for Respite, developed by the Access to Respite Care and Help (ARCH) National Respite Network and Resource Center by 2020.
2. Review and make recommendations to simplify requirements for facility-based respite providers by June, 2018.
3. Implement a statewide Respite Care Needs Assessment by June, 2018.
4. Expand use of paid family caregivers:
  - a. Survey providers regarding barriers in hiring family by January 2018;
  - b. Educate public and providers about opportunities for paid family caregiving through Dakota at Home by June 2018.
5. Implement person-centered care plans for 100% of participants by the end of fiscal year 2020.
  - a. Evaluate adequacy of participant back-up care plans to ensure families have the support they need;
  - b. Incorporate one page, person centered descriptions of people receiving services.
6. Authorize nursing visits to educate caregivers about specific needs of the care recipient at home; especially post hospital discharge.
  - a. Email to hospital/nursing home discharge planners by December 2018.
  - b. Include as a waiver “tip of the month” via email to LTSS Staff by December 2018.

Goal 3: The State will utilize best practices to address needs and develop services:

Strategies:

1. Review regulations and administrative rules:
  - a. Include access to Advocacy program for LTSS consumers (Reference DD 43:11:03) by April, 2018;
  - b. Update rules to clarify waiver services in Assisted Living by July, 2018.
2. Incorporate National Core Indicator quality indicators to LTSS by July, 2018:
3. Implement best practices from other waivers by August, 2018:
  - a. Add Conflict Free Case Management;
  - b. Add Person centered practices tools;
  - c. Add self-direction to HOPE waiver.
4. Increase availability and awareness of Durable Medical Equipment (DME) recycling programs by utilizing Dakota at Home, DHS website and social media by August, 2018.

## Goal 4: Expand the Long Term Services and Support Workforce:

### Strategies:

1. Optimize choice in hiring support employees through implementation of self-direction by August, 2018:
2. Encourage supported employment programs for people interested in providing direct support:
  - a. Link to Ability for Hire website within Dakota at Home by June, 2018.
3. Improve perception of work positions:
  - a. Recognize certification or credentialing of direct care providers and family caregivers on the respite care website by 2020;
  - b. Link direct care providers and family caregivers to supports available through ADRC (Dakota at Home) website. (Information, education and support articles) by June, 2018.
4. Encourage existing providers to expand service models by March 2018:
  - a. Publish information about Provider survey results (from Goal 1, strategy 2);
  - b. Distribute brochures about waiver services to all providers;
  - c. Add Unmet Service Needs as an agenda item to the quarterly Internal Waiver Review Committee meeting;
  - d. Collaborate within the Department to address needs of communities.
5. Share information about DOH programs for medical and allied health with professionals during annual onsite reviews by August, 2018.