

The banner features a wide landscape of South Dakota's Badlands. The top half shows a vast, flat plain under a clear blue sky, with distant, low hills. The middle section is a solid teal bar containing the event title. The bottom half shows a close-up of rugged, light-colored rock formations with several green evergreen trees in the foreground.

South Dakota DHS

May FS360 Town Hall

May 29, 2025

Welcome & Introductions

We are glad you are here. We are looking forward to sharing information and answering as many questions as we can.



Our goal is to work with people with intellectual and developmental disabilities and their families, providing stable and reliable services that meet people's assessed needs.

Thank you for coming! Today, we plan to:

1. Introduce the **new Family Support Manager**
2. Share updates about the **Family Support 360 waiver amendment**
3. Hear **your questions and ideas**
4. Get feedback on an upcoming **Meet and Greet Tour**
5. Highlight **new resources**



We are grateful for your partnership. Your questions, feedback, and ideas help us learn how to better serve people and families in South Dakota.

New Family Support Manager – Carrie Geppert

Carrie Geppert has stepped into the role of Family Support Manager!

Get to Know Carrie!



Name: Carrie Geppert

My “why” for this work:

Serving others has been on my heart from a young age. I have a passion for people, share in lived experiences, and am honored to serve individuals with disabilities and their families.

Something I am loving right now: Sunshine and fresh air!



If you are comfortable, **please take a moment to share your first name, town, and role in the chat.** You can also add something you’re loving right now!

Example: Kate, Sioux Falls, Mom

New Family Support Manager – Carrie Geppert

Carrie Geppert has stepped into the role of Family Support Manager!



As DDD's Family Support Manager, Carrie will help guide the direction of the Family Support programs. This includes the FS360 waiver and Strengthening Families. Carrie will also continue supporting South Dakota's Community of Practice.



- Carrie has worked with DDD for 7 years. She also has a daughter that participates in the FS360 waiver



- Carrie is now the lead for FS360. Reach out to her at Carrie.Geppert@state.sd.us. You can also connect with DDD at DDD.Update@state.sd.us.



- Thank you for your patience as we coordinate and transition responsibilities!

Family Support 360 Waiver Amendment

Due to federal uncertainty, we are not moving forward with an amendment to FS360 at this time. Current services that people on FS360 are receiving will stay the same.

Current Situation

- **Federal Uncertainty:** We don't know what changes might happen with federal policies.
- **Community Mindset:** Right now, over 150 families are waiting for FS360. If we change the FS360 waiver, it could cost more. We want to use taxpayer dollars thoughtfully and be able to help as many new families as we can.
- **Feedback Collected:** You have shared great ideas for the waiver amendment. We are still tracking your feedback and open to more questions and suggestions.

Pause on Waiver Amendment

- We planned to finish the FS360 waiver amendment this spring.
- Now, we are waiting to see what happens at the federal level before moving forward. This pause could last a few months or more.

Thank you for your patience and understanding. As we think about how to best serve people who are already on FS360 and people on the waiting list, we welcome your ideas!

Family Support 360 Meet and Greet Tour

DDD will host a meet and greet tour this summer. People, families, and community members can meet the DDD team in-person, ask questions, and provide feedback.

We want to see you! What month would work best for you to attend an in-person meet and greet near you?

- Late June
- July
- August
- September

Exact locations and dates to be announced!

National Core Indicators (NCI) Survey

Help us meet our goal of 190 responses to complete the Child Family Survey!

Child Family Survey Progress

- We have received 114 responses so far.
- Our goal is 190 responses to have our results published by NCI.

Child Family Survey Importance

- Having our data published will allow us to understand outcomes for people using FS360 and compare South Dakota's performance to other states!
- Most, if not all, people under the age of 18 using FS360 should have received a Child Family Survey.

Reminders

- **Please watch for the survey in the mail and share your feedback!** We would love to hear back from as many people as possible!
- The deadline to respond is June 30th.

Help Us Build the CDSD Provider Directory!

CONSUMER DIRECT CARE NETWORK

Provider Directory

Want a New
Caregiving Job?

We can help! The CDCN Provider Directory helps you find caregiving work.

The Directory connects you with people nearby who need a caregiver like you.

You can make a free profile online to share your experience and when you can work. People in your area can search for caregivers on this website. If someone needs help like what you offer, they will send you an email.

Start finding new clients today!

Scan the QR code and make your free profile on the CDCN Provider Directory!

Providers.ConsumerDirectCare.com

EVERY LIFE. EVERY MOMENT. EVERY DAY.

Please help us spread the word to providers: CDSD has created a Provider Directory to help families find providers for FS360 services! **This portal is not yet open to families.**

- Do you know any providers who want to help more people? **Tell them to create a profile on the CDSD Provider Directory!** This way, people and families can see who is available and what services they offer.
- You can share the brochure with interested providers. The brochure is available through DDD.Update@state.sd.us, your FSC, or through InfoCDSD@consumerdirectcare.com.

Right now, only providers have access to the portal. **Once more providers are registered, people and families will be able to access the portal too!**

Family-Friendly Resources

We’ve heard that families want to understand FS360 and DDD processes more. We are working with people and families to make more family-friendly resources.

Recently, DDD worked with the Family Support Council to create an **FAQ to help families understand administrative hearings** with the Department of Human Services. You can access this FAQ on the [DDD website](#).

DDD is also writing **short guides about FS360 services and supports with the help of the Family Workgroup**. We are working on making these easy to understand.

Administrative Hearings Frequently Asked Questions

Home | Administrative Hearings Frequently Asked Questions

Department of Human Services' Administrative Hearings Frequently Asked Questions

This guide is to help you understand administrative hearings with the Department of Human Services. If you have questions about appeals with the Department of Social Services, information is available on the [Department of Social Services Fair Hearings web page](#). Neither document is intended to give legal advice.

You should speak with a lawyer if you have any questions about your case or the administrative hearing process. The Department will not provide you with an attorney or give you legal advice.

This guide has examples of what happens with an administrative hearing. It does not include everything you may experience. Your administrative hearing may be different from these examples.

What Is an Administrative Hearing?	▼
How Do I Get an Administrative Hearing?	▼
Can I Change My Mind?	▼
Do I Have to Use an Attorney (Lawyer)?	▼
What Can I Expect at the Hearing?	▼

Respite Care Overview

DRAFT

What is Respite Care?

Respite Care is used when:

- A participant's **caregivers need a break.** 
- The **participant can't be left unsupervised.** 

When Respite Care is used, **providers offer care that participants need to stay safe and healthy.** 

Where is Respite Care provided?

Respite Care is provided in an approved location based on the participant's plan of care. For example, it can be provided in the participant's home. 

When is Respite Care provided?

Respite Care can be provided any time of day, including overnight.

Respite Care should not be used often or for a long time. Respite Care is used to give short-term and irregular breaks to families. 

What are examples of Respite Care Activities?

Ask DDD Questions or Provide Feedback at Any Time

- To ask DDD questions or provide feedback, you can email DDD.Update@state.sd.us.
- If you feel more comfortable giving feedback anonymously, you can use our new anonymous survey.
- You can access this survey by:
 1. Using this link:
<https://www.surveymonkey.com/r/FS360Feedback>
 2. Scanning the QR code to the right



Opportunities to Connect

1. Sign up for Emails

- If you're not receiving emails from DDD, sign up now by scanning the QR code to the right!
- You can also sign up for DDD emails using this link:
<https://state.us7.list-manage.com/subscribe?u=3a4bb110bc1a8b2594346b1cc&id=17ff84c9a8>



2. Upcoming Family Support Council Meeting

- There will be a Family Support Council Meeting in Chamberlain on June 6th at 6pm CT and June 7th at 8:30am CT.
- You are welcome to join in person or on Zoom.
- More information will be posted to this site soon:
<https://boardsandcommissions.sd.gov/Meetings.aspx?BoardID=40>



