Survey of South Dakota Waiver Services – Providers

Recently the Department of Human Services contracted with Align by Benchmark to complete an assessment of the continuum of services for individuals living with an intellectual or developmental disability. A large part of this assessment is obtaining feedback from individuals currently receiving services, their families, guardians, and providers. We are requesting you take a few minutes to complete the following survey by **March 20, 2020**. Thank you for your time and assistance!

1. In what Regions do you provide services (choose all that apply)?
   - [ ] West
   - [ ] East
   - [ ] Central
   - [ ] Northeast
   - [ ] Southeast

2. If you had the ability to create a brand new waiver service, what would it be?  
   Are there non-Waiver services that need to be explored?

   __________________________________________________________
   __________________________________________________________

3. What do you see as the top 3 barriers keeping your agency from serving more individuals?

   __________________________________________________________
   __________________________________________________________
   __________________________________________________________

4. What are some of the limitations of the CHOICES Waiver?

   __________________________________________________________
   __________________________________________________________

5. What are some limitations of the Family Support 360 Waiver?

   __________________________________________________________
   __________________________________________________________
6. If you could choose for a resource to come in and train your staff on two challenging areas for your agency, what would those two topics be?

__________________________________________________________________________

7. In order from most to least, please identify what problems your agency has with securing housing for those you serve: Safe/Affordable/Accessible/Geographical

__________________________________________________________________________

8. Considering the current Medicaid waivers being utilized, who is being left out or underserved?

__________________________________________________________________________

9. Where do you see opportunities within the current system to give individuals more choice?

__________________________________________________________________________

10. What challenges do Federal initiatives (ex: HCBS rule, EVV) pose to the service model in SD?

__________________________________________________________________________

11. How difficult is it for an individual to become approved for services?

__________________________________________________________________________

12. There has been a nation-wide push for years to transition individuals to less restrictive environments. When looking at the current continuum of care in South Dakota, what waiver service options do you believe need to be made available for individuals to have that opportunity while still receiving services that are safe and appropriate?

__________________________________________________________________________
13. If you could request that one service in the existing waiver remain unchanged, what service would that be? Why

14. What other service delivery models do you believe could be introduced in South Dakota to assist the waiver in providing a safe and appropriate continuum of care for all eligible individuals?

15. Is there a component or service within the current system that you feel is a poor value for individuals, providers, or tax payers that could be reallocated for more beneficial services?

16. When reviewing a referral packet, what are some things you see as “deal breakers” for saying you are willing to provide services?

17. Are there alternative transportation options that the individuals you serve could benefit from if funding were available?

18. What are the barriers to your agency serving a larger geographical area?
19. When you need assistance with managing a consumer crisis, do you feel that the assistance you receive is: Timely? Effective?

20. What age group do you feel could benefit the most from changes to the services array?

21. Are there common co-occurring medical conditions that make individuals more difficult to serve without additional support?

22. What % of the individuals you serve could benefit from utilizing technology to meet their needs to supplement direct care staffing?

23. Other than pay, what are the most common factors that negatively impact your recruitment and retention of staff?

24. Are there requirements within the current waiver design that you feel are operationally burdensome and take away resources that should be directed towards individuals served?

25. From a CSP perspective, are there obvious inefficiencies within the current State system or waiver design that could be corrected to benefit all stakeholders involved?