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# South Dakota State Plan on Aging

Department of Human Services, Division of Long-Term Services and Supports

October 1, 2021 – September 30, 2025

## Verification of Intent

### **South Dakota State Plan on Aging October 1, 2021 – September 30, 2025**

The State Plan on Aging for the period of October 1, 2021 to September 30, 2025 is hereby submitted for the State of South Dakota by the South Dakota Department of Human Services' Division of Long-Term Services and Supports.

The Governor of South Dakota has designated the Division of Long-Term Services and Supports within the Department of Human Services as the sole state agency authorized to develop and administer the State Plan on Aging in accordance with all the requirements of the Older Americans Act, as amended. As the State Unit on Aging, the Division of Long-Term Services and Supports is tasked with the responsibility for the coordination of all State activities related to and administration of funds under the Older Americans Act.

The State Plan on Aging puts forth the State's primary obligation for coordinating all State activities related to the Older Americans Act for the next four years, including the development of comprehensive and coordinated systems for the delivery of supportive services such as supportive and nutrition services, along with effective preventive health services.

Furthermore, the Division of Long-Term Services and Supports will serve as an effective and visible advocate for the elderly in South Dakota.

The South Dakota State Plan on Aging has been developed in accordance with all federal statutory and regulatory requirements and is hereby approved by the State Unit On Aging Director and the Department of Human Services Cabinet Secretary.


  
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Yvette Thomas, Director

Division of Long-Term Services and Supports


  
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Date

  
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Shawnie Rechtenbaugh, Cabinet Secretary

South Dakota Department of Human Services

  
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Date



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**Attachments:**

- A – State Plan Assurances and Required Activities**
- B – State Plan Guidance Information Requirements**
- C – Intrastate Funding Formula**
- D – Organizational Charts**
- E – State Plan Survey and Responses**

## Executive Summary

As the designated State Unit on Aging, the South Dakota Division of Long-Term Services and Supports within the Department of Human Services is responsible to develop, implement, and administer a State Plan on Aging in accordance with all federal statutory and regulatory requirements, including the Older Americans Act. The Division of Long-Term Services and Supports is responsible for coordinating and carrying out all state activities related to the Older Americans Act, as amended and reauthorized in 2020, and serving as an effective and visible advocate for older citizens. This State Plan on Aging is effective October 1, 2021 through September 30, 2025 and reflects South Dakota's plan for responding to the continuum of care needs of older citizens and adults with disabilities.

As was true four years ago, demographic changes continue to shape the needs of South Dakota and its citizens. As of July 1, 2019, South Dakota was home to 884,659 residents, with 17.2% being 65 and older. It is projected that this population will increase to 20% by 2035. According to the World Population Review, South Dakota enjoys a 1.17% population growth rate, which ranks 11<sup>th</sup> in the United States. The need and demand for long-term services and supports is expected to increase along with the population growth and rate of aging in South Dakota.

To better understand the needs of South Dakota's citizens, the Division of Long-Term Services and Supports staff sought input through public outreach and the statewide distribution of a consumer survey (see attachment E). The consumer survey administered in the winter of 2020 revealed that access to healthcare and long-term supportive services was very important to survey respondents as they plan for the future. The Division of Long-Term Services and Supports was pleased that the survey results indicated more than 50% of respondents are aware of services available in South Dakota.

### *Awareness – Aging and Disability Resource Center*

In an effort to enhance awareness and improve response to callers, South Dakota's Aging and Disability Resource Center was centralized to one virtual call center. The call center was rebranded as "Dakota at Home" and utilizes one statewide toll-free phone number. Intake Specialists are dedicated solely to answering all phone calls and inquiries made to Dakota at Home, which allows for consistency and ease of access to information and services for those contacting Dakota at Home.

The Aging and Disability Resources Center website was also rebranded to Dakota at Home. The website offers additional information, including frequently asked questions and the option to make an online referral. Additionally, access to various services and resources across South Dakota are available through a public-facing Resource Directory as part of [dakotaathome.org](http://dakotaathome.org).

The rebranding campaign that was undertaken included a multi-year advertising campaign to enhance awareness of Dakota at Home and the services and supports available to South Dakotans. Dakota at Home, as South Dakota's Aging and Disability Resource Center, is featured in television, radio and print advertising, social media, and billboards across the State of South Dakota. The advertisements invite older individuals, adults with disabilities, and the people who care about them to call Dakota at Home for information, referral, and options planning for the future. Planning for enhanced awareness of service availability will continue throughout this State Plan time period.

Along with the rebranding initiative, the intake role was specialized and the requirement of Intake Specialists to complete the Alliance of Information and Referral Systems Certification was implemented. This certification program is a professional credentialing program for individuals

working within the Information and Referral sector of the human services field and is a measure of knowledge, skill, and technical proficiency. The Certification Program is operated in alignment with national standards for credentialing organizations and adds professional recognition to the work of Intake Specialists. Currently, five of the seven Intake Specialists and the Intake Supervisor have completed the certification. The two most recently hired Intake Specialists are working towards their certification.

As a result of these combined efforts to enhance South Dakota's Aging and Disability Resource Center, South Dakota was recognized as one of the most improved states. According to the 2020 AARP Long-Term Care Scorecard, South Dakota's percentage point increase by 27%. Key factors highlighted in the improved score included Person-Centered Thinking Training for all staff, enhanced training on information and referral, use of standardized screening and assessment tools, and the ability to view existing Medicaid eligibility.

In order to ensure the Dakota at Home media campaign continues to enhance the public's awareness of Dakota at Home and the services available to South Dakotans, the Division of Long-Term Services and Supports issued a Request for Proposals for the ongoing media campaign for Dakota at Home in April of 2021. Updated requests for Proposals ensure the best possible media campaign for South Dakota's Dakota at Home.

### *Caregivers*

The consumer survey (Attachment E) responses indicated that 35% of respondents were unpaid caregivers to children and grandchildren, adults with disabilities, or older adults. Their responses indicated that Caregiver support was important for South Dakotans.

In 2018, the Division of Long-Term Services and Supports amended the Home and Community Based Options and Person-Centered Excellence (HOPE) Waiver to include an alternative residential living service that provides an additional layer of support for caregivers of eligible HOPE Waiver participants. The new service, Structured Family Caregiving, was made available to participants of the HOPE waiver. Utilizing this service, a participant may move into the home of a family member, or have the family member move into their home and provide for their daily supportive care in exchange for a tax-free stipend from the Medicaid-enrolled Structured Family Caregiving provider. Along with the ability for a family member to be paid to provide the daily supportive care necessary to keep their loved one at home, there is also an additional benefit of enhanced case management from both the waiver case manager and the Structured Family Caregiving provider agency. The HOPE Waiver case manager focuses on the needs of the consumer, while the Structured Family Caregiving provider agency ensures the needs of the caregiver are met. The Structured Family Caregiving provider agency provides regular check-ins, counseling, and support to the primary caregiver to help avoid caregiver burnout. The Structured Family Caregiving service has been very successful since its implementation and the Division of Long-Term Service and Supports continues to work to expand this service.

The development of a Respite Care Coalition and a database of Respite Care Providers are additional supports for family caregivers in South Dakota. These efforts were made possible by the Administration for Community Living Lifespan Respite grant awarded in 2017. In January of 2021, a Long-Term Services and Supports employee was designated as the State Dementia Care Services Coordinator. The Dementia Care Services Coordinator works closely with the South Dakota Alzheimer's Association and the South Dakota Respite Care Coalition to enhance services and awareness to South Dakotans. In addition, the Division of Long-Term Services and Supports contracts with a state-wide provider who offers information and classes for Caregivers such as Stress Busters.

## *Access to Services*

Access to health services of all forms is challenging in a rural state such as South Dakota. The Department of Human Services routinely works in collaboration with other South Dakota Departments to overcome these challenges and meet the needs of South Dakota's citizens. The Department of Human Services partners with the Department of Social Services to administer the 1915 (c) HOPE waiver. Additionally, the Department of Human Services, Division of Long-Term Services and Supports works closely with the Department of Social Services, Division of Economic Assistance to determine eligibility for South Dakota's 1915 (c) waivers and long-term care services. The Division of Long-Term Services and Supports participated in a project sponsored by the Association of State and Territorial Health Officers to work with the Department of Health, the Alzheimer's Association of South Dakota, South Dakota State University Extension, and South Dakota AARP on the Healthy Brain Initiative in 2019. This collaborative project provided an opportunity for states to learn from and with other states about approaches and opportunities for promoting brain health.

The Division of Long-Term Services and Supports continues to work on increasing home and community-based service options for South Dakota citizens. In addition to the Structured Family Caregiving Service mentioned earlier, a Community Living Home service was also added under the HOPE waiver. This service allows up to four individuals to reside and receive care in a provider-owned setting that is smaller and more home-like. Additionally, Community Transitions Services and Supports was added as an available services option for HOPE waiver participants. This service provides transition support to individuals moving to a less restrictive level of care setting, for example from a nursing facility to an assisted living or to an assisted living center to their own home.

Recognizing that more individuals could remain in the community in an assisted living setting for a longer period of time if the reimbursement was correlated to the level of assistance a resident requires, the Division of Long-Term Services and Supports, with full support of the Governor, worked alongside stakeholders to develop a tiered rate of reimbursement for assisted living center care. Following the approval of a HOPE Waiver amendment to adjust the rate methodology for the HOPE waiver assisted living service, a three-tiered system of reimbursement was implemented in October 2020. The higher rate of reimbursement allows individuals with higher needs to stay in the community-based setting for a longer period of time.

Nursing facility care is an option when deemed the most appropriate setting to meet the needs of the individual. During the 2021 South Dakota legislative session, the Division of Long-Term Services and Supports introduced a bill to expand the Access Critical Nursing Home Program. Under this program, nursing facilities meeting specific criteria are designated as access critical and receive enhanced reimbursement under the Medicaid program. The Access Critical Nursing Home Program will assure access to care in all geographic areas in this rural state. The bill was passed into law with support from both houses of the legislature and signed by Governor Noem on February 17, 2021.

## Context

The Department of Human Services Division of Long-Term Services and Supports is designated as the State Unit on Aging. As such, the Division of Long-Term Services and Supports has created a plan to guide the operation of the organization over the course of the next four years. The plan addresses the areas of focus for the Administration of Community Living and will support South Dakotans aging population. The areas focus include information about available resources and supports, support for caregivers, access to services, and services and supports that are delivered in a person-centered way by well-trained and dedicated staff. The Division of Long-Term Services and Supports' vision, goals, and plan strategies illustrate our commitment to the aging population throughout South Dakota.

## Our Vision

The Division of Long-Term Services and Supports' vision is to maximize the health, well-being, and quality of life for South Dakotans who are aging or disabled and are in need of services and supports through a person-centered system which encourages and empowers them to live independently with dignity, make their own choices, and participate fully in society.

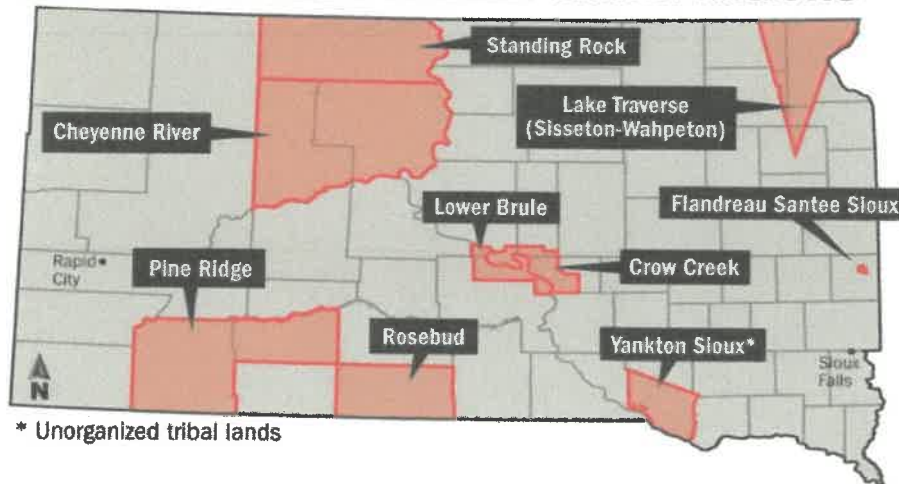
## History and Current Status

### As a State: South Dakota

South Dakota is designated as a frontier state by the Affordable Care Act. On the continuum of population measurement, frontier refers to the most remote of populations. The most recent data from the World Population Review indicates 42.1% of South Dakotans live in frontier areas. More than 65% of South Dakota counties are considered frontier counties. Frontier counties are best described as sparsely populated rural areas that are geographically isolated from population centers and services. The frontier designation is important as it recognizes the unique challenges related to service accessibility and service delivery.

South Dakota has nine federally recognized Native American tribes within its boundaries, which have independent, sovereign relationships with the federal government. Most of South Dakota's reservations are geographically isolated in frontier locations as indicated in the map below.

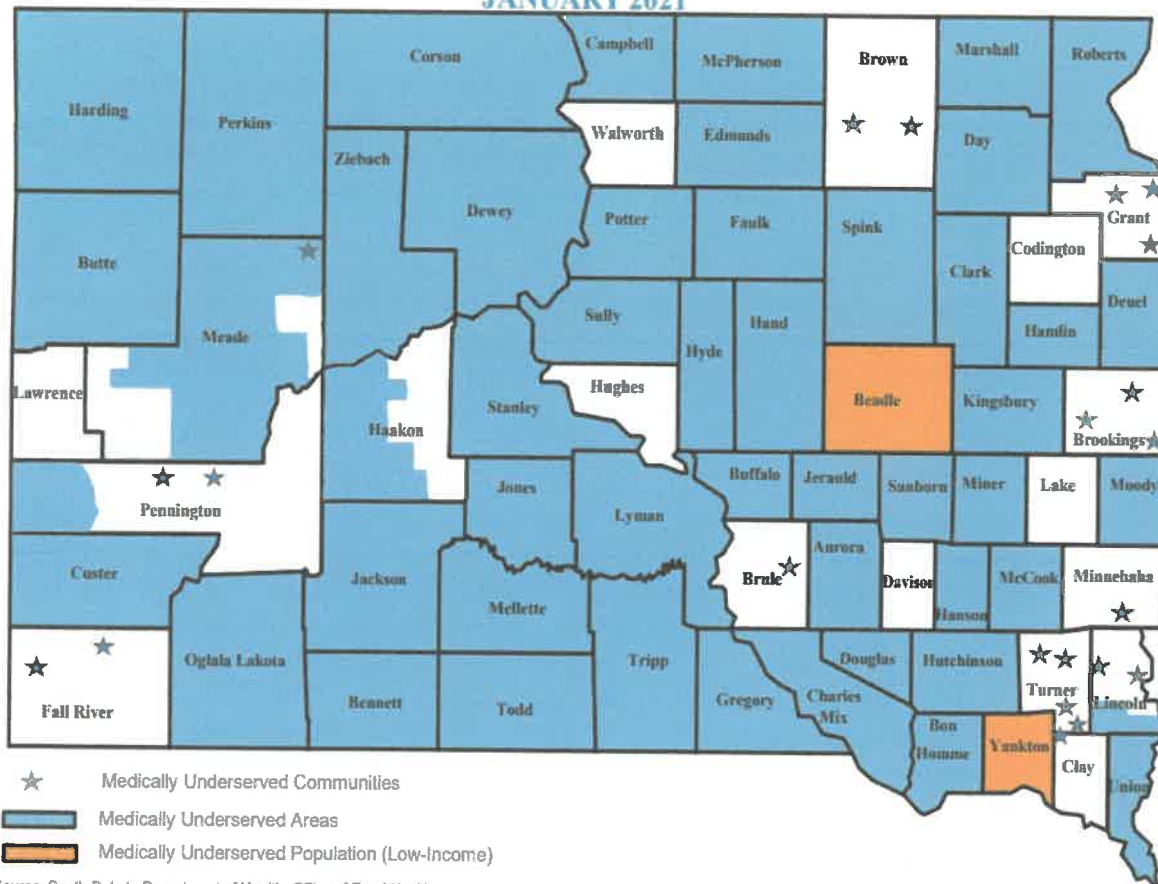
## South Dakota's Indian Reservations





South Dakota is home to 884,659 residents and ranks 46th for population in the United States. As a result of the low population density, healthcare and long-term services and supports face challenges. As shown in the map below, there are 50 medically underserved areas and 2 medically underserved populations across the state of South Dakota as of January 2021. In an effort to meet these challenges, South Dakota has embraced telehealth.

**SOUTH DAKOTA  
MEDICALLY UNDERSERVED AREAS/POPULATIONS  
JANUARY 2021**



The Division of Long-Term Services and Supports continues to endeavor to provide necessary and appropriate services and supports to older adults and adults with disabilities despite the challenges of an aging population.

## As a Department: The Department of Human Services

The Department of Human Services serves a wide variety of South Dakotans through an array of services housed and administered through six Department of Human Services Divisions including the Division of Rehabilitation Services, the Division of Developmental Disabilities, the Division of Service to the Blind and Visually Impaired, the Office of the Secretary, the South Dakota Developmental Center, and the Division of Long-Term Services and Supports.

## Rehabilitation Services

The Division of Rehabilitation Services administers a variety of disability programs in South Dakota including Vocational Rehabilitation, Assistive Daily Living Services Waiver, Independent Living Services, Telecommunication Relay Services, and Disability Determination Services.

The Vocational Rehabilitation program provides services to assist individuals with disabilities to secure and keep jobs in line with their abilities and interests. A person's self-esteem, self-worth, confidence, and sense of purpose is increased when they are employed. The value of employment is multi-faceted and cannot be understated.

The Assistive Daily Living Services waiver is a Medicaid waiver that supports individuals with functional limitation in all four limbs to live independently in their homes. This waiver program promotes independence while ensuring health and safety.

Independent Living Services offer an array of services for individuals with significant disabilities to assist them to maintain or gain independence in their home and community.

Telecommunication Relay Services are available to people who are deaf, hard of hearing, or have speech impediments. Included with this program is the availability of telecommunication equipment programs and other services that ensure the ability of people with disabilities to communicate with others.

Each state has a Disability Determination Services unit that makes the disability decisions for people who have applied for Social Security Disability Insurance or Supplemental Security Income. In South Dakota, this service is housed within Division of Rehabilitation Services.

The Division of Rehabilitation Services also partners with centers for independent living to provide valuable services such as skills training, adaptive devices, and peer support.

## Developmental Disabilities

The Division of Developmental Disabilities works to ensure that individuals with intellectual/developmental disabilities have equal opportunities and receive the services and supports they need to live and work in South Dakota communities. The Division of Developmental Disabilities administers two Medicaid waivers which allows South Dakota to serve about 5,000 individuals each year through partnerships with 20 Community Service Providers who provide residential and community supports to individuals with intellectual/developmental disabilities; four Case Management Providers who provide ongoing monitoring of the participant provision of services, health and welfare; and the implementation of the participant's individualized support plan; and eight Family Support 360 Providers who provide supports to the participant and their family to identify and access services to meet their assessed needs as identified in an individualized service plan which strengthens the family's ability to provide care at home.

The Division of Developmental Disabilities also offers additional services including:

- Respite Care, which provides temporary relief care for families of children or adults with special needs.
- The Strengthening Families Program, which is designed for individuals not eligible for Family Support 360 and offers eligible families repayment for the purchase of eligible

goods and services to avoid undue hardship on families.

- Community Training Services, which provide services to a person who needs minimal supports to live and work in their communities.
- The Division of Developmental Disabilities also has available an Intermediate Care Facility for Children with Intellectual Disabilities, which provides active treatment, including education services for children in an institutional setting.

## Services to the Blind and Visually Impaired

The Older Blind Independent Living program within the Division of Service to the Blind and Visually Impaired provides training to assist older citizens who are experiencing vision impairment. People who have impaired vision are often less able to perform their activities of daily living, tend to be less mobile, and often experience isolation.

Training for the Older Blind Independent Living program is provided by six rehabilitation teachers located across the state. The rehabilitation teachers are trained to understand eye conditions and recognize which devices and services match the unique needs of consumers. The type of aids and devices provided to consumers are based on the specific obstacles the person with low vision is experiencing. Rehabilitation teachers also provide critical training in the use of low vision devices which helps the person develop skills to use their remaining vision and education on how to cope with fluctuating vision changes.

Ongoing encouragement and training to use these skills can increase the person's level of confidence and independence, leading to improvement in their quality of life.

In order to increase collaboration between the rehabilitation teachers and specialists with the Division of Long-Term Services and Supports, staff members are encouraged to participate in community activities such as council or network meetings where program information is discussed and strategies to increase referral capacity are created in order to benefit the clients. The Division of Long-Term Services and Supports Specialists and rehabilitation teachers also participate in numerous health fair events or senior nutrition site activities which has increased referrals for both programs.

## South Dakota Developmental Center

When needed services are not available in sufficient scope in a community setting to meet the needs of an individual with an intellectual or developmental disability, the South Dakota Developmental Center provides short-term individualized treatment services to promote skill development and self-management so people can transition to living successfully in the community. In addition, the South Dakota Developmental Center serves as a state-wide resource providing supports and services to stakeholders and providers through consultations, training, evaluations, and other services with the goal to assist people to live in the least restrictive environment. In addition, the South Dakota Developmental Center sustains a positive and therapeutic residential treatment environment providing high quality services through a knowledgeable workforce.

## As a Division: Long-Term Services and Supports

The Division of Long-Term Services and Supports within the South Dakota Department of Human Services is the designated single State Unit on Aging, providing long-term services and support options for the elderly and adults with disabilities.

Within the Division of Long-Term Services and Supports, the state is divided into six regions which includes 23 fully staffed local field offices, seven dedicated Aging and Disability Resource Connections Call (Intake) Specialists, six Medical Review Team nurses, six certified and designated Local Long-Term Care Ombudsmen, and six certified Adult Protective Services Specialists. In order to staff this statewide operation, there is a Division Director, Deputy Division Director, Field Operations Manager, Nurse Program Manager, 10 Program Specialists, one Program Assistant, and one support staff located in the State Office who manage the various programs listed in the Focus Areas of the State Plan. Additionally, local field offices house 51 Specialists, seven Supervisors, and two designated support staff who provide information, assistance and referral services, options planning, needs assessments, case management, and care plan development.

### Advisory Council on Aging

The first South Dakota Advisory Council on Aging was established in 1968. The Advisory Council is a board of members appointed by the Governor who provides geographical representation throughout the state. The Advisory Council on Aging reviews and evaluates programs and services available in South Dakota and makes recommendations for improving or integrating such activities to benefit older South Dakotans. The Council addresses ways to meet the continuum of care needs and ensures comprehensive representation of South Dakota citizens. By Executive Order of Governor Kristi Noem, the South Dakota Advisory Council on Aging was reaffirmed and authorized under the Department of Human Services in June 2019.

The South Dakota Advisory Council on Aging remains active, meeting at least twice annually. During the COVID-19 pandemic, the council took advantage of electronic options to meet virtually and observe social distancing recommendations.

### Access to information

South Dakota's Aging and Disability Resource Center has experienced significant changes since 2017. In an effort to enhance awareness and improve response to callers, South Dakota's Aging and Disability Resource Center was centralized to one virtual call center. The new call center was rebranded as "Dakota at Home" and utilizes one statewide toll-free phone number. Intake Specialists are dedicated solely to answering all phone calls and inquiries made to Dakota at Home, which allows for consistency and ease of access to information and services for those contacting Dakota at Home.

Dakota at Home provides free and confidential information and options counseling to callers, their friends, and families, regardless of income level. The resources shared include both information about State and Federally supported programs and private resources. Private agencies are invited to participate in the Resource database by including their business name and offerings.

Alliance of Information and Referral Systems (AIRS) Certification is a professional credentialing program for individuals working within the Information and Referral sector of the human services field. This certification is a measure of knowledge, skill, and technical proficiency. Intake Specialists must complete a certification exam to receive the credentialing of Certified Community Resource Specialist- Aging and Disabilities.

The AIRS Certification Program is operated in alignment with national standards for credentialing organizations and adds professional recognition to the work of information and referral specialists. Currently five of the seven Intake Specialists plus the Supervisor have completed AIRS certification. The two most recently hired Intake Specialists are currently working towards certification.

## Access to additional home and community-based services

The Division of Long-Term Services and Supports has worked to expand services and choice for elderly individuals and adults with disabilities. Accomplishments within the last State Plan period include:

- Success in establishing a provider for home-based services and an adult nutrition site on the Pine Ridge Indian Reservation. Supporting the providers of these services in Indian County is of utmost importance to the Division of Long-Term Services and Supports.
- Implementation of alternative residential living services including Structured Family Caregiving and Community Living Homes for HOPE Waiver participants.
- Implementation of additional HOPE Waiver services including Community Transition and Supports.
- Support for caregivers through development of the Respite Care Website and Database along with implementation of Structured Family Caregiving Services.
- Promotion of additional training and educational opportunities for caregivers through the CAREgivers program which provides outreach, information, and education.
- To facilitate individuals remaining in a home and community-based setting for as long as possible the Division of Long-Term Services and Supports implemented an Assisted Living tiered reimbursement methodology.
- Promotion of access to home and community-based services through rate increases to in-home care providers of homemaking, personal care, and nursing services.
- Ensuring reasonable access to nursing facility services, even in remote areas of South Dakota, through expansion of the Access Critical Nursing Facility Program.
- Ensuring the best outcomes possible for Adult Protective Services cases by pursuing and passing legislation which allows for sharing of information when it would be of benefit to the individual and the case outcome.

## Specialization of Adult Protective Services

Prior to April of 2019, South Dakota's Adult Protective Services Program was managed by one Program Specialist, and investigations were conducted by more than 60 Long-Term Services and Supports Specialists located in offices across the state. Since Adult Protective Services investigations were only one of their many job duties, each Long-Term Services and Supports Specialist may have only been responsible for a few Adult Protective Services referrals per year. To streamline the response to elder abuse in South Dakota, Adult Protective Services was restructured

to include one Elder Rights and Older Americans Act Program Manager, one Adult Protective Services Program Supervisor, and six Adult Protective Services Specialists. The reorganization of the Adult Protective Services Program allowed for the certification of Adult Protective Services staff under the National Adult Protective Services Association Certification Program, providing for a better educated, trained, and confident response to elder abuse. Additionally, this changed the role of the Adult Protective Services Specialist from social worker to investigator. Enhanced focus on elder abuse with the specialization of Adult Protective Services has improved South Dakota's person-centered approach to serving victims and families.

In 2020, The Division of Long-Term Services and Supports contracted with JUMP Technologies to implement their Adult Protective Services data management system, LEAPS, in South Dakota. The implementation of LEAPS has greatly enhanced the effectiveness of the Adult Protective Services program. In addition to strengthened reporting capabilities to the National Adult Maltreatment Reporting System, LEAPS provides an online reporting component which allows the public and mandatory reporters to share their concerns about elder abuse twenty-four hours per day.

The State Unit on Aging will, in accordance with the Older Americans Act, continue to focus on meeting the needs of individuals targeted in the Older Americans Act: individuals with low incomes, individuals with greatest economic need, individuals from minority populations, individuals living in rural areas, individuals with limited English proficiency, and individuals at risk of institutional care.

## Collaboration with Other State Programs

The Department of Human Services collaborates with the Departments of Social Services, Labor and Regulation, Health, Tribal Relations, and the Office of the Attorney General to ensure the health, safety, and well-being of South Dakota residents. By collaborating with these state agencies, South Dakota enhances the ability of older adults, adults with disabilities, and their families who have the greatest social and economic need, limited English proficiency, living in rural areas, and minorities to have access to the services and supports they may need to remain living in their homes and communities.

The Division of Long-Term Services and Supports staff work with the Department of Social Services on a daily basis on eligibility for various State programs for lower-income individuals. In addition, the Division of Long-Term Services and Supports and the Department of Social Services share resources and referrals for individuals and families who could benefit from program participation.

Adult Protective Services refers cases to the South Dakota Attorney General when reports involve potential illegal activity. Consultations regularly occur with the Division of Consumer Protection located within the Attorney General's office.

The Department of Labor and Regulation administers the Senior Community Service Employment Program. The Department of Labor and Regulation develops partnerships with non-profits and government agencies to provide individuals, age 55 or older, the opportunity for a valuable part-time work experience and other training activities to become competitive in today's workforce. Individuals from the Division of Long-Term Services and Supports participate in meetings with Department of Labor and Regulation regarding Senior Community Service Employment Program and will continue in the coming years.

Staff from the Division of Long-Term Services and Supports is in contact with the Department of Tribal Relations to ensure the lines of communication remain open with tribal entities and receives a copy of their quarterly newsletter.

In 2019 and 2020, the Division of Long-Term Services and Supports worked with the Department of Health and the South Dakota Association of Healthcare Organizations to ensure legislation positively impacts affecting people living in long-term care facilities. Efforts include the enactment of State law regarding video monitoring of residents in long-term care settings; guidelines for appropriate visitation precautions with suggestions for unique approaches and guidelines for re-opening during the COVID-19 pandemic; and Legislation to expand the Access Critical Nursing Facility program.

## Other Division Efforts

The Division of Long-Term Services and Supports contracts with three interpreter service agencies across the state to ensure people whose primary language is not English are able to access resources and services.

On an annual basis, the Division of Long-Term Services and Supports collects information from providers about the projected meals served, number of rides, and hours/units of service provided, and uses that information, along with historical trend data, to distribute the funding to providers via contract.

The business acumen of our aging network partners is a vital aspect of our collaborations to improve and enhance the lives of elders in South Dakota. The Division of Long-Term Services and Supports works to assure partnerships are strong and builds on the strengths of our independent entities.

As part of the periodic rate reviews, the Department of Human Services Office of Budget and Finance provide information and education on the cost reporting process to provider groups. The Office of Budget and Finance has made themselves available to providers for technical assistance and education on cost reporting on an on-going basis. Additionally, the Department conducts periodic site reviews and financial audits of providers in the various programs to ensure record keeping is in line with standards.

## COVID-19

The COVID-19 pandemic brought forth many challenges around the world, including South Dakota. The Division of Long-Term Services and Supports staff and contracting agencies quickly developed alternative ways to deliver services and supports to maintain best practices under difficult circumstances. While the COVID-19 pandemic was a challenge, it provided opportunities to develop new ways of meeting the needs of older adults and adults with disabilities in South Dakota. In the first phase of the pandemic when emphasis was on social distancing, Division of Long-Term Services and Supports staff pivoted to primarily virtual and telephone contact to avoid unnecessary exposure to vulnerable populations. The nutrition program swiftly adjusted to home delivery of meals whenever a congregate site was too large to accommodate social distancing and made it possible for meals to be picked up directly from kitchen locations. The Division of Long-Term Services and Supports worked with providers of home and community-based services to ensure they had access to personal protective equipment to continue providing services.

Adult Protective Services and Ombudsman staff underwent fit testing, then utilized personal protective equipment to ensure their safety and that of residents/victims and families while conducting investigations and providing services during the pandemic. The ability of Adult Protective Services Specialists and Ombudsman representatives to continue to investigate elder abuse allegations and provide services to victims and families during even the most trying of circumstances was necessary to ensure the health, welfare, and safety of elders and adults with disabilities who may be victims of abuse, neglect, or exploitation.

## FOCUS AREAS AND PROGRAMS

The South Dakota State Unit on Aging has created a plan to guide the operation of the organization over the course of the next four years. The Division of Long-Term Services and Supports' vision, goals, and plan strategies illustrate our commitment to the aging population throughout South Dakota.

### Focus Area A: Older Americans Act (OAA) Core Programs

#### Supportive Services (Title III-B)

##### Transportation

The Division of Long-Term Services and Supports works collaboratively with 16 transportation projects either directly or through an inter-agency agreement with the South Dakota Department of Transportation. This agreement continues to be a cost-effective and valuable service in South Dakota. South Dakota Transportation Services have provided on average, 310,868 trips in each of the last four years. The average number of trips decreased from the previous plan due to the significant impact of the COVID-19 pandemic and decreased travel by the senior population.

##### Adult Day

The Division of Long-Term Services and Supports contracts with four Adult Day programs across the state providing an average of 505 hours of service per consumer. A special services adult day center is operated in the largest city in South Dakota, focusing on adult day services for people with dementia and memory loss. The center operates in a smaller-scale, home-like fashion with a reduced employee to care recipient ratio. The quieter environment has been proven to be beneficial for those individuals suffering from dementia and memory loss as opposed to the busy environment of their main center. The State of South Dakota recognizes the value of adult day services and is committed to working with providers across the state to offer this service statewide.

##### Nutrition Services (Title III-C)

The Division of Long-Term Services and Supports administers the Older Americans Act Title III-C Nutrition Program for the state, distributing funds provided by the Administration on Aging to contracted nutrition providers. These funds continue to be supplemented by state general funds, program income, and required cash match.

To better understand the needs of adult nutrition participants, the Division of Long-Term Services and Supports periodically collects data via a nutrition program satisfaction survey of participants. The information gathered from these surveys is used to inform the Division of Long-Term Services and Supports on potential programmatic enhancements and improvements.

The Division of Long-Term Services and Supports contracts with 16 Nutrition Providers operating 200+ meal sites across the state, including sites in counties with some of the lowest income per capita in the nation and sites located on Native American Reservations. These providers offer both congregate and home-delivered meals within their service area. Individuals over 60 who are homebound, and their spouse or caregiver, are eligible for home-delivered meals.



Nutrition providers are required to give priority to individuals living in rural areas and individuals with greatest economic and social need. During the COVID-19 pandemic, many nutrition services pivoted to home-delivered and pickup meals in recognition of the social distancing requirements of the pandemic. The Division of Long-Term Services and Supports contracts with a Registered Dietician to prepare menus in compliance with the Dietary Guidelines for Americans set by the U.S. Department of Agriculture and U.S. Department of Health and Human Services. Providers may either utilize the State contracted Registered Dietician, or contract independently with a Registered Dietician to ensure the requirements are being met.

The South Dakota Adult Nutrition Program Specialist ensures that contracted nutrition providers offer a minimum of one-third of the recommended daily allowance per meal and serve at least five meals in a calendar week. Providers also offer nutrition counseling and education on improvement of health and nutritional well-being is offered routinely to participants.

Currently, the number of meals being provided statewide is trending upward. The COVID-19 pandemic has contributed to the need for additional meals statewide as people who didn't participate in the program before are now doing so and programs are serving additional meals for weekend coverage. South Dakota expects the need and demand for adult nutrition meals to remain higher than previous years and continue to trend upward. The South Dakota Adult Nutrition Program provided a grant opportunity to Nutrition Providers to replace or upgrade equipment necessary to prepare, store, and/or deliver meals; this unique opportunity made possible through COVID-19 funding has allowed the State to make an investment in necessary infrastructure for the Nutrition program in South Dakota which will last for years to come.

### Native American Programs (Title VI)

Tribal governments within South Dakota receive Title VI funding directly from the Administration for Community Living to provide meals at sites throughout South Dakota's tribal areas. Additionally, the Division of Long-Term Services and Supports provides Title III funding to nutrition programs operated by Cheyenne River, Rosebud, Sisseton-Wahpeton, Pine Ridge, and Standing Rock Elderly Nutrition programs to supplement access to meals for individuals living within tribal areas.

The Division of Long-Term Services and Supports staff are currently working with the Yankton Sioux Tribe to implement a contract for services through Title III Nutrition Program to compliment Title VI funding already in place.

The Division of Long-Term Services and Supports funded programs work collaboratively with tribal programs to provide meals at locations across the state. In many instances, both Tribal and State administered programs are operating within the same reservation boundaries, but at different community locations in order to increase the availability of meals to residents of reservation lands. The Division of Long-Term Services and Supports support the tribal operated programs by listing their meal sites and contact information on the Department of Human Services' website along with the adult nutrition meal programs operated by contracted nutrition programs. The Division of Long-Term Services and Supports coordinates with Administration for Community Living as necessary regarding guidance about Title VI funded programs and continues to seek opportunities to improve coordination and collaboration as evidenced by the addition of Pine Ridge to the Title III Nutrition Program. The Division of Long-Term Services and Supports representatives have accompanied Administration for Community Living staff on site visits to Title VI funded sites to answer questions and provide information on other services provided by the Division Long-Term Services and Supports; a practice that will continue in future years.

Throughout this four-year State Plan, staff from the Division of Long-Term Services and Supports will

continue to complete outreach activities across the state, including meeting with law enforcement, tribal entities, and the Bureau of Indian Affairs. In addition, the Division of Long-Term Services and Supports will continue to host a booth at the State Fair, which has been a successful outreach opportunity during the previous State Plan on Aging. Staff from the Division of Long-Term Services and Supports will continue to attend interagency tribal meetings and share information on services, supports, and initiatives to enhance awareness and collaborate with partners.

The state statute in place prior to July 2021 did not allow for the release of any information from the Adult Protective Services Program to anyone other than law enforcement. This barrier made it challenging to provide all the necessary services, referrals, and resources to victims and families. As a result, the Division of Long-Term Services and Supports drafted a bill that would allow for the permissive disclosure of information to specific entities necessary to assist victims of elder abuse and prevent further harm. The bill was passed by both houses of the Legislature and signed into law by Governor Noem on March 8, 2021. This change allows for sharing of information on a permissive basis when found to be in the best interest of the individual alleged to need protection and assures the best outcomes possible. The Division of Long-Term Services and Supports and Adult Protective Services is looking forward to an enhanced working relationship with tribal entities on elder abuse issues in the future.

### **Disease Prevention/Health Promotion (Title III-D)**

The impact on chronic disease in South Dakota continues to be a primary focus for the Division of Long-Term Services and Supports. Chronic disease impacts a person's quality of life, and increases the need for healthcare services, and a substantial impact on the economy. The Division of Long-Term Services and Supports contracts with the South Dakota State University Extension to support Better Choices, Better Health®, a community-led evidence-based program modeled after Stanford University's chronic disease self-management program. The program is supported by the South Dakota Department of Human Services, the South Dakota Department of Health, and South Dakota State University Extension.

The chronic disease self-management education programs administered by Better Choices, Better Health® include Chronic Disease Self-Management Program Diabetes Self-Management Program Chronic Pain Self-Management Program, and Cancer: Surviving & Thriving. In addition, the program has one physical activity program called Walk with Ease. The educational programs currently have 10 active Master Trainers with 26 certifications, 56 lay leaders with 110 certifications, and the physical activity program has 18 active lay leaders. Between October 1, 2016, and September 30, 2020, the Better Choices, Better Health® programs served 1,550 people through 144 workshops in 28 communities and online.

Research has shown the program is effective based on participant outcomes, such as individuals are able to better manage their symptoms; communicate more easily with their doctors and loved ones; be less limited by an illness; spend less time at the doctor or in the hospital; and generally feel better after participating in the workshop. In an effort to reach more individuals, the program offers an online version of the workshops. During the Covid-19 pandemic, no in-person workshops were held. The online workshops allowed for continued programmatic operations during the challenges of the pandemic and South Dakotans were able to continue to participate.

Better Choices, Better Health® holds workshops in community settings such as senior centers, churches, and libraries. Workshop topics include fatigue, isolation, techniques to deal with frustration, poor sleep; appropriate exercise for maintaining and improving strength, flexibility, and endurance; medication management, effective communication with friends, family, and health professionals; learning how to pace activity and rest; eating well, and fun ways to be active. The Division of Long-Term Services and Supports remains committed to continue this partnership to enhance the lives of

older South Dakotans.

An exciting opportunity for the Division of Long-Term Services and Supports is the new effort to reduce social isolation of older adults and adults with disabilities through the utilization of web-based training provided by Get Set Up. These virtual classes will provide an opportunity to interact with an online community of individuals who are interested in learning new skills and information. Individuals will be able to access information and participate in training. Class will include topics such as how to use a cell phone, healthy cooking, how to use a chat room, and more. Individuals must participate in basic skill classes on using their device and zoom before advancing to additional classes.

### Caregiver Program (Title III-E)

The Caregiver Program in South Dakota provides information and referral, case management, respite, supplemental services, counseling, education, and training to caregivers in support of their efforts to care for family members. The program is uniquely poised to provide services critical to the well-being of caregivers and flexible enough to meet the needs in rural and frontier areas. Integration of the Caregiver Program into the information and referral process implemented under the Aging and Disability Resource Connections, Dakota at Home, has allowed the State Unit on Aging to provide the most appropriate services based on assessed needs.

The Division of Long-Term Services and Supports works with staff from the Department of Social Services, Division of Child Protection to identify grandparents caring for children who would benefit from funding and services available through the South Dakota Caregiver Program and make the referral to a local Long-Term Services and Supports Specialist through the Aging and Disability Resource Center.

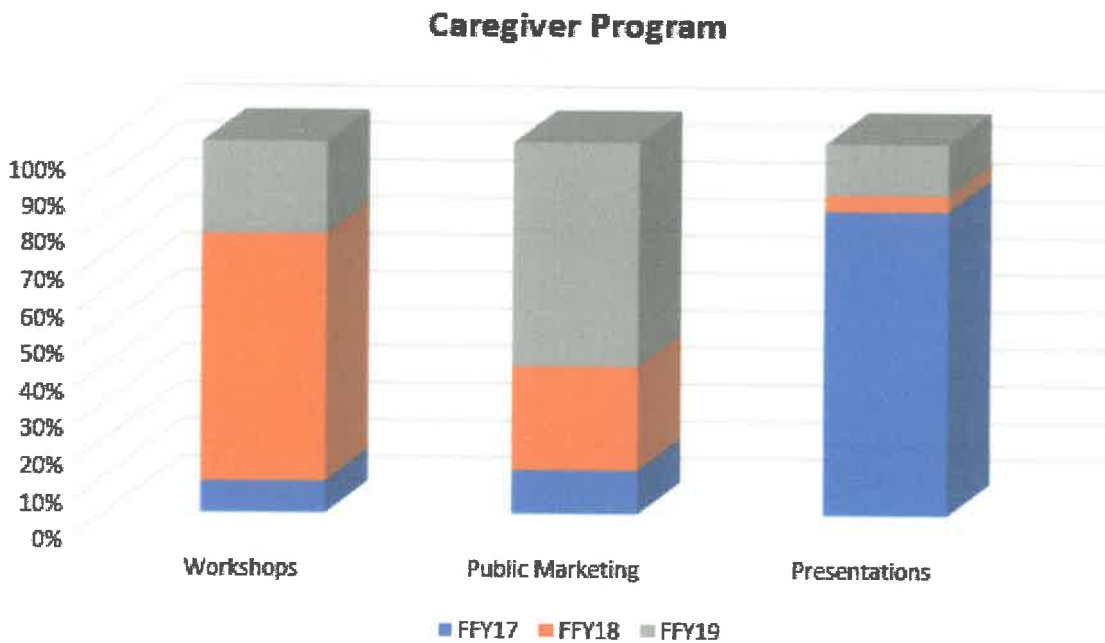
The Division of Long-Term Services and Supports has a contractual relationship with Active Generations, a senior center located in Sioux Falls, to administer a statewide public awareness campaign and series of workshops focused on providing caregiving support, stress management and educational resources in communities across South Dakota. This program is called CAREgivers. While caregiving is often rewarding, family caregivers typically experience stress in a multitude of ways: financial, emotional, social, and physical. This is exacerbated due to the lack of acceptance of their situation, a loved one's diagnosis, and lack of education about available resources. The CAREgivers program has observed a pattern of preventive resources not being readily accepted by caregivers. In addition, most caregivers only act when faced with a crisis.

The Division of Long-Term Services & Supports offers four different options for respite care in South Dakota: the In-Home Service Program, the 1915 (c) Medicaid HOPE Waiver Program, the Title III National Family Caregiver Support Program, and the Lifespan Respite grant. The Title III National Family Caregiver Support Program offers respite services up to \$5,000 in a calendar year at the caregiver's discretion. Unlike the In-Home Service and Waiver Programs, the Title III National Family Caregiver Support Program does not means test, which allows a greater multitude of caregivers the ability to access these funds for respite services. Also, the Title III National Family Caregiver Support Program allows caregivers to select non-agency providers (e.g., friend, family, neighbor, etc.) to deliver respite care through negotiated wages and scheduling of their own services. The state simply reimburses the caregiver for their respite payment to the non-agency provider.

These programs are accessed by caregivers through the Division of Long-Term Services and Supports who connect consumers to community resources and contracted agencies. Case management through Long-Term Services and Supports provides support services which eases the burden on caregivers – linking the caregiver to services such as respite care, homemaking, personal care assistance, nursing, supplemental services (i.e., assistive devices, nutritional supplements,

emergency response systems), training, and counseling. Long-Term Services and Supports Specialists provide ongoing information and assistance to caregivers and schedule bi-annual reviews to ensure services are adequately being delivered. At this time, case management and respite services through the Title III National Family Caregiver Support Program are being delivered to 167 caregivers around the State of South Dakota.

Over the years, public marketing has steadily increased, raising awareness and prompt caregivers to reach out for support. Presentations and workshops are also an important component of this effort, although in SFY19 the major emphasis was on public marketing. To reach more individuals during the COVID-19 pandemic, caregiver trainings were held virtually.



### Elder Rights Programs (Title VII)

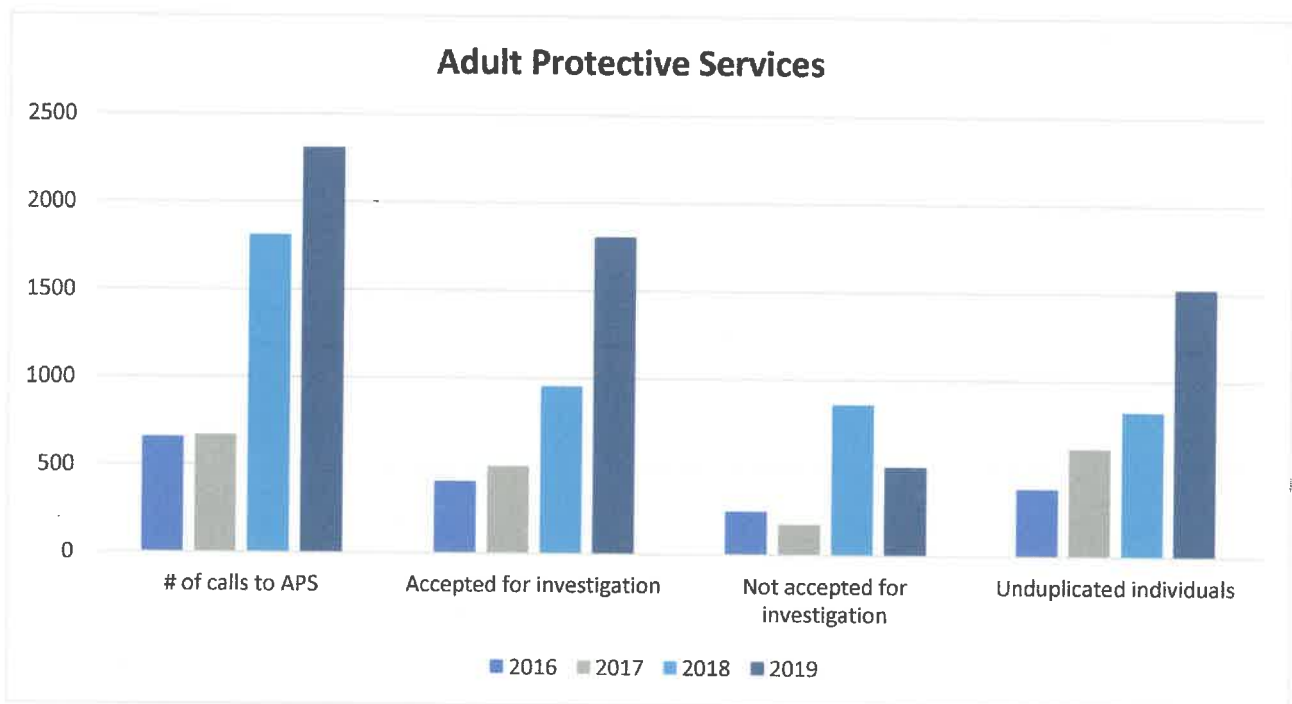
Elder abuse is a serious public health problem with devastating consequences for victims and families. The South Dakota Adult Protective Services Program serves an important role in investigating allegations of abuse, neglect, and exploitation of elders, in addition to providing recommendations and services to reduce the risk of future harm.

The South Dakota Adult Protective Services Program specialized in April of 2019 to streamline the response of elder abuse reports. This specialization has allowed for enhanced training, education and certification of specialists dedicated to Adult Protective Services investigations.

In 2020, South Dakota contracted with Jump Technology to purchase the LEAPS data management system. The purchase of an Adult Protective Services specific data management system has allowed for strengthened data collection and management, which will allow for enhanced reporting to the National Adult Maltreatment Reporting System.

The continued aging of the population not only in South Dakota, but across the United States, is likely to result in continued increases in referrals to Adult Protective Services. The figure below reflects the

number of calls to Adult Protective Services, the number of investigations accepted for investigation, and the number of calls not accepted for investigation over the past four federal fiscal years.



Since specialization, Adult Protective Services identified a barrier in conducting investigations, providing services to victims and families, and working with multi-disciplinary teams. State Law in place prior to July 2021 did not allow for the release of any information from the Adult Protective Services Program to anyone other than law enforcement. This barrier made it challenging to provide services, referrals, and necessary resources to victims and families. A change to South Dakota Codified Law was proposed during the 2021 South Dakota Legislative Session to allow for the sharing of necessary information related to elder abuse. The bill was passed by both houses of the Legislature and signed into law by Governor Noem on March 8, 2021. This change allows for sharing of information on a permissive basis when found to be in the best interest of the individual alleged to be in need of protection and assures the best outcomes possible.

### Long-Term Care Ombudsman

Currently, the Long-Term Care Ombudsman Program operates in South Dakota utilizing a centralized network approach which includes the State Long-Term Care Ombudsman and six Local Long-Term Care Ombudsmen throughout the state, each covering a multi county area.

The State Long-Term Care Ombudsman, located in the State Office, oversees the program, and maintains records of complaints and concerns in the data management system utilized by the program. The State Long-Term Care Ombudsman is responsible for completing the National Ombudsman Report and utilizes the National Ombudsman Resource Center to maximize efforts of the program. This position is also responsible for preparation, coordination, oversight, and delivery of educational programs to residents, staff, and the general public regarding Ombudsman issues, elder rights, and culture change in long-term care facilities. The six Local Long-Term Care Ombudsmen are located across the state serving as direct advocates for residents of long-term care facilities in both general terms and in situations where a complaint arises with facility administration or staff.

The Ombudsmen maintain a presence in long-term care facilities through routine on-site visits to facilities as well as unscheduled visits prompted by complaint investigations, attendance at the Department of Health's Office of Licensure and Certification compliance surveys, community and staff education, care conferences, and participation in resident and family council meetings when invited to attend. The Ombudsman Program is crucial as Ombudsmen may be the only connection many residents have to an individual who is not a paid care provider; they work to make sure the rights of the resident are upheld. The Ombudsmen routinely visit with individuals about their short- and long-term goals including their desire to return to the community., and assists individuals in making referrals to the Aging and Disability Resource Center when it is identified that the individual is interested in returning to the community. The Ombudsmen are focused on person-centered care and work to empower individuals and families to expect excellence while residing in facilities.

The Ombudsmen advocate for and protect the rights of individuals residing in nursing facilities, assisted living centers, registered residential living centers, and community living homes enrolled as HOPE waiver providers.

The State Long-Term Care Ombudsman and the Legal Services Developer collaborate on elder rights concerns throughout the state. The Ombudsmen visit all nursing homes and assisted living centers throughout the state to ensure all individuals have the ability to make contact with the program.

The South Dakota Long-Term Care Ombudsman Program uses a person-centered approach and works to empower individuals and families to expect excellence in care and ensure the rights of residents are upheld. The Ombudsmen have all completed the education and training to be designated as Certified Dementia Practitioners. The Ombudsmen continue to take courses for continuing education in dementia for self-education and to be a resource to facilities and families.

In June 2020, the Division of Long-Term Services successfully promulgated Administrative Rules relative to the Ombudsman program. The addition of state rules to the existing federal authority helps highlight the importance of the program and provides clarity of all settings that are served by the program. A written letter of support was provided by the South Dakota Association of Healthcare Organizations, detailing their appreciation for the working relationship with the Long-Term Care Ombudsman Program.

The COVID-19 pandemic shed light on the fact the ombudsmen are often the only non-caregiver contact for many residents of long-term care facilities. With the arrival of COVID-19, many facilities shut their doors to visitation. The Long-Term Care Ombudsman Program worked collaboratively with the Department of Health Office of Licensure and Certification agency in South Dakota to draft guidelines for long-term care facilities based on the Centers for Disease Control guidance. The Long-Term Care Ombudsman Program worked to help facilitate increased visitation opportunities, created an Examples of Good Practices flyer, and a video for distribution to facilities. The video is geared toward family members and visitors, on the importance of infection control in the face of a contagious illness. The State Long-Term Care Ombudsman and the Department of Health worked collaboratively to ensure Compassionate Care Visitation and Essential Caregiver visitation guidelines were followed in South Dakota.

During the COVID-19 pandemic the Ombudsman Program employed many new approaches including window visits and increased use of technology (face time etc.) to maintain contact with residents.

The Division of Long-Term Services and Supports contracts with two agencies to provide legal assistance to South Dakota's elderly citizens at locations throughout the state, including several locations on tribal lands. These agencies have agreed to provide services in accordance with the rules of the Older Americans Act. The Division of Long-Term Services and Supports employs an individual to serve as the Legal Assistance Developer. This position oversees the legal services contracts and works to build the full functionality of legal services by coordinating provision of legal assistance, working with the Long-Term Care Ombudsman Program on elder rights issues, promoting state capacity to offer financial management information to elders, assisting older individuals to understand their rights, and maintaining the rights of elderly citizens in the state.

## Focus Area B: ACL Discretionary Grants

### Money Follows the Person Discretionary Grant

Money Follows the Person, located within the Department of Social Services, Division of Medical Services, coordinates with the Aging and Disability Resource Center, the Division of Developmental Disabilities, and the Long-Term Care Ombudsman Program to assist individuals residing in nursing homes, hospitals, or intermediate care facilities and those with intellectual and developmental disabilities to successfully return to living in their communities. The program helps people identify barriers to living on their own and provides one-time transition support helping people find a place to live that meets their needs as well as ongoing services and supports to assist them in finding the services they need to keep living there. The State of South Dakota continues to integrate activities between Money Follows the Person and the Division of Long-Term Services and Supports to best serve consumers and provide a wide array of choices and opportunities for long-term services and supports. Money Follows the Person continues to be an important partner in transitioning individuals from long-term care settings into their communities.

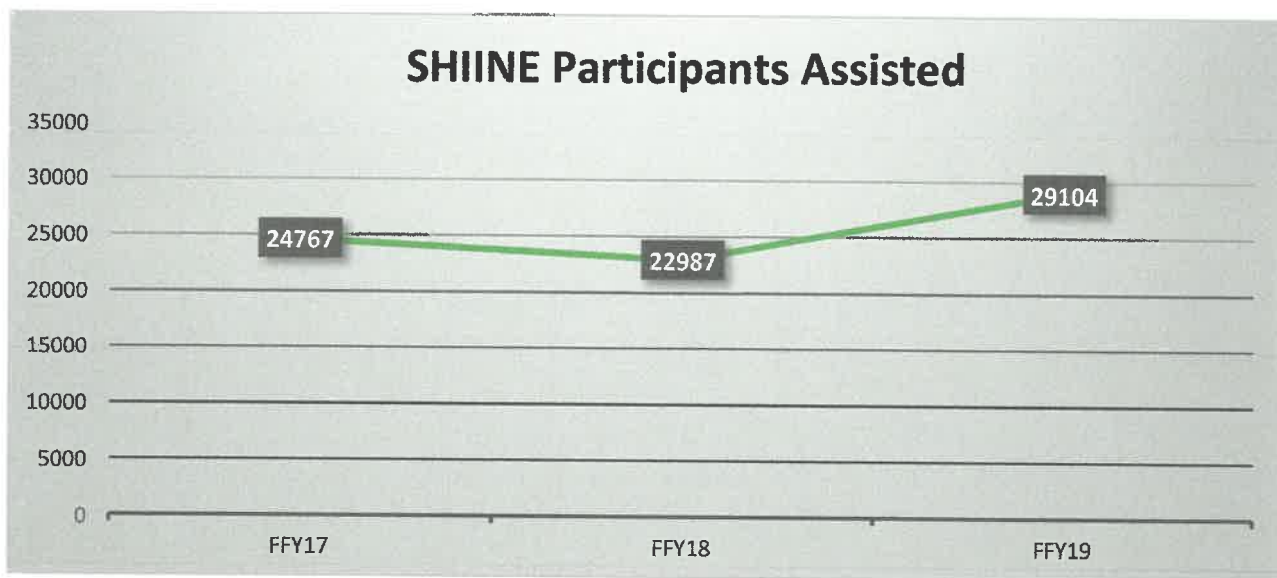
### State Health Insurance Assistance Program (SHIP), Senior Medicare Patrol (SMP), and Medicare Improvements for Patients and Providers Act (MIPPA) Discretionary Grants

South Dakota's Senior Health Information and Insurance Education program is a volunteer program comprised of three contracted regional offices funded collectively by the Administration for Community Living with the State Health Insurance Assistance Program, Senior Medicare Patrol, and Medicare Improvements for Patients and Providers Act grants. The Senior Health Information and Insurance Education mission is to empower and assist Medicare beneficiaries, their families, and caregivers by providing free, in depth, one-on-one insurance counseling and assistance and educating them on how to prevent, detect, and report health care fraud, errors, and abuse through outreach, counseling, and education.

The combination of the State Health Insurance Assistance Program, Senior Medicare Patrol, and Medicare Improvements for Patients and Providers Act grants allow the program to continuously work towards strengthening the presence and credibility of Senior Health Information and Insurance Education. The Senior Medicare Patrol grant helps train Senior Health Information and Insurance Education staff and volunteers on various aspects of healthcare fraud, waste, abuse, and scams, providing community resources throughout the state to protect beneficiaries and preserve the integrity of the Medicare system. The Medicare Improvements for Patients and Providers Act grant affords the State Health Insurance Assistance Program the ability to continuously create and improve upon education efforts in rural communities and on the Native American reservations. The State Health Insurance Assistance Program grant funding connects these efforts of community outreach, fraud prevention, and general education throughout the state of South Dakota.

The primary role of the Senior Health Information and Insurance Education program is to provide outreach and education to people with Medicare and others regarding health insurance options, benefits, choices and avoiding, detecting, and preventing health care fraud. In doing so, Senior Health Information and Insurance Education helps educate and protect individuals with disabilities and the aging population, promoting integrity of the Medicare program and helping low-income Medicare beneficiaries apply for programs that make Medicare affordable. A comprehensive set of risk and program management policies guide the operation of the Senior Health Information and Insurance Education volunteer program focusing on program growth, accountability, adaptability, and awareness of volunteer program risks.

According to the State Health Insurance Assistance Program Tracking and Reporting System, in 2020, the Senior Health Information and Insurance Education program saved South Dakota Medicare beneficiaries just under \$5.5 million dollars. Most of the credit for this success rests with its core of committed volunteer counselors throughout the state.



### Alzheimer's Disease Program Initiative

In 2019, in South Dakota, 13% of people in hospice had a primary diagnosis of dementia. In 2019, there were 495 Alzheimer's related deaths in South Dakota, making Alzheimer's the 5th ranking cause of death. It is projected by the Alzheimer's Association of South Dakota that the number of people aged 65 and older with Alzheimer's reached 18,000 in 2020 and will be nearly 20,000 in the year 2025.<sup>8</sup> Caregivers see themselves as being primarily responsible for their loved one's well-being and assert that access to supports will ease caregiver stress and provide cost-savings to families by facilitating them to keep the person with dementia independent and safely in their home for a longer period.<sup>7</sup>

The State of South Dakota, in conjunction with several other entities and stakeholders, has taken measures to bolster support and services to caregivers around the state; however, the Alzheimer's Disease Programs Initiative Grant would allow the State of South Dakota to continue advancing their efforts to expanding a respite service system and enhancing dementia-capable home and community-based service systems to combat the quality of life issues faced by our caregivers. An application was submitted under the Administration for Community Living program in May 2021. If awarded the Alzheimer's Disease Programs Initiative grant, South Dakota will work to enhance a statewide initiative to support and promote the development and expansion of dementia-capable



home and community-based service systems within the State of South Dakota.

Regardless of grant application status, efforts to strengthen South Dakota's response to Alzheimer's and related dementias will continue over the coming years.

### Community of Practice

The Division of Long-Term Services and Supports engages in and fully embraces the Person-Centered practices. All Long-Term Services and Supports staff have been trained in the Person-Centered Thinking philosophy on an initial and on-going basis. New staff are also oriented to the philosophy and participate in on-going training. Staff have experienced and acknowledged the positive impact of incorporating Person-Centered thinking philosophy and tools into their everyday interactions with co-workers and individuals participating in services.

Community of Practice is a group of individuals who "share a concern or a passion for something they do and learn how to do it better as they interact regularly." The Division of Long-Term Services and Supports participates in the South Dakota Supporting Families Community of Practice as we work to improve our skills and share information about the Division of Long-Term Services and Supports in an effort to better support people and their families as well as reduce duplication of work. The Department of Human Services, which includes the Division of Long-Term Services and Supports, are partners in the Supporting Families Community of Practice. Long-Term Services and Supports is committed to the continuation of training each Long-Term Services and Supports worker on person-centered practices including Person-Centered Thinking and the Charting the LifeCourse framework. A set of philosophies and skills are at the core of person-centered planning. Learning what is important to and for people to have a good life is fundamental to person-centered planning. Along with building on the strengths and contributions of the consumer and their family. The Trajectory and Integrated Support Star are tools used in the Community of Practice to help people develop a vision/goals and identify the supports to be successful. The trajectory helps develop goals and steps that will either take you closer to or further away from your goal. The Division of Long-Term Services and Supports is anxious to have this tool fully implemented into daily case management practice for Long-Term Services and Supports services.

## Preparing for the Future

### Older Americans Act (OAA) Core Programs Focus Area

**Goal 1:** The Division of Long-Term Services and Supports will enhance opportunities for older adults and adults with disabilities to access the services and supports necessary to meet their needs at home and in the community through Title III and VII programs.

#### Objective 1.1: Promote existing services within the Division.

##### Strategies

Promote education and awareness of existing services and supports available to older adults and adults with disabilities through Dakota at Home.

Concentrate outreach efforts to ensure accessibility of information for older adults and adults with disabilities who are low-income, minority, residing in rural areas, or have limited English proficiency.

Collaborate with social workers and discharge planners to provide education and information on home and community-based services and supports and appropriate referrals.

#### Objective 1.2: Enhance awareness of Elder Justice programs.

##### Strategies

Increase awareness of abuse, neglect, and exploitation of older adults and adults with disabilities.

Enhance awareness of the Long-Term Care Ombudsman Program.

#### Objective 1.3: Collaborate with other state government entities.

##### Strategies

Enhance collaboration with other State agencies to ensure needed services and supports are available and accessible to older adults and adults with disabilities.

#### Goal 1 PERFORMANCE MEASURES

1. Increase calls and referrals to Dakota at Home.
2. Increase Long-Term Services and Supports presence on social media as evidenced by number of posts.

3. Increase individuals reached at outreach events, including the South Dakota State Fair.
4. Increase numbers of brochures, surveys and outreach materials which are translated into languages spoken by minority populations across South Dakota.
5. Collaborate with the Department of Tribal Relations to expand awareness of services and hold outreach events specific to those living in Indian Country.
6. Increase number of presentations related to elder abuse.
7. Increase number of presentations to the general public regarding the purpose of the Long-Term Care Ombudsman program.

## ACL Discretionary Grants and Other Funding Sources Focus Area

**Goal 2:** The Division of Long-Term Services and Supports will enhance awareness of and encourage utilization of discretionary grant programs and services.

**Objective 2.1:** Promote awareness to all Medicare beneficiaries on Senior Health Information and Insurance Education's (SHIINE) Program and services.

### Strategies

Enhance information available to older adults, adults with disabilities, families, and volunteers about SHIINE.

Maintain and increase volunteer numbers in the SHIINE program.

Increase outreach efforts to older adults and adults with disabilities who are low-income, minority, residing in rural areas, or have limited English proficiency.

Increase availability of SHIINE staff and volunteers to Medicare beneficiaries through multiple technological and in-person opportunities.

Promote volunteerism for SHIINE.

Objective 2.2: Improve access to respite care services for caregivers and families.

### Strategies

Increase enrollment in and utilization of the respite provider registry.

Enhance respite provider development and training, focusing on rural, frontier, and reservation areas with a concentration on those who are low-income, minority, or have limited English proficiency.

Enhance participation in the South Dakota Respite Coalition.

### Objective 2.3: Develop and expand Alzheimer's and dementia-related disease services.

#### Strategies

Promote awareness of Alzheimer's and dementia-related diseases in South Dakota.

Facilitate streamlined access to information and resources on Alzheimer's Disease for individuals and their caregivers.

Collaborate with the Alzheimer's Association South Dakota Chapter to develop increased awareness of and services for those impacted by Alzheimer's and dementia-related diseases.

#### Goal 2 PERFORMANCE MEASURES

1. Increase number of publications and outreach events about the SHINE program.
2. Increase number of publications and outreach events about Alzheimer's Disease and dementia-related diseases.
3. Maintain or increase the number of SHINE volunteers.
4. Increase providers and persons utilizing the respite provider registry.
5. Increase membership in the South Dakota Respite Coalition.

#### Participant-Directed/Person-Centered Planning Focus Area

**Goal 3:** The Division of Long-Term Services and Supports will enhance person-centered planning within all programs administered by the Division.

### Objective 3.1: Provide programs and services that prioritize the older adult and enhance their quality of life in their home and community.

#### Strategies

Increase involvement of participants during the assessment of their needs and development of their service plan.

Incorporate Community of Practice within assessments, care plan development, and case management.

### Objective 3.2: Promote dignity and respect of older adults and adults with disabilities in South Dakota.

#### Strategies

Ensure person-centered, person-first language is used in communications from the Division including media promotions, promotional materials, and day-to-day interactions.

Enhance person-centered care planning in data collection and management software.

Objective 3.3: Enhance the capacity of Long-Term Services and Supports staff to recognize and administer person-centered programs.

#### Strategies

Increase the number of Community of Practice Ambassadors within the Division.

Train Division of Long-Term Services and Supports staff on Community of Practice.

Pursue utilization of Community of Practice Trajectory in person-center care plan development.

### Goal 3 PERFORMANCE MEASURES

1. Increase the percentage of individuals who are involved in making decisions about their service plan including their preferences and choices.
2. Increase number of care plans which include the Community of Practice Trajectory.

### Elder Justice Focus Area

Goal 4: The Division of Long-Term Services and Supports will advocate for the protection of older adults and adults with disabilities.

Objective 4.1: Strengthen the capacity of Adult Protective Services to respond to and investigate reports of abuse, neglect, and exploitation of older adults and adults with disabilities.

#### Strategies

Enhance the ability of Adult Protective Services to report more detailed data to the National Adult Maltreatment Reporting System (NAMRS).

Enhance the competency of Adult Protective Services staff.

Enhance the awareness of the rules, regulations, and laws related to abuse, neglect, and exploitation of older adults and adults with disabilities.

Objective 4.2: Increase outreach activities to educate and inform the public about Adult Protection.

Promote public awareness of the signs of elder abuse and the role of APS in preventing and reducing elder abuse.

Educate state-designated mandatory reports on their role and responsibilities related to elder abuse in South Dakota.

Develop a public awareness campaign about elder abuse, including financial scams and the increase in such scams related to Covid-19.

Objective 4.3: The Long-Term Care Ombudsman Program will educate and protect the rights of individuals living in nursing homes, assisted living communities, and community living homes.

#### Strategies

Provide educational materials regarding resident rights, abuse, neglect, and exploitation to residents, families, interested community members, and facility staff.

Provide education on resident rights to residents, families, community members, and facility staff via electronic and/or in-person communication.

Educate and promote awareness of complaint procedures.

Objective 4.4: Increase awareness of the availability of legal assistance services for adults age 60 and over with the greatest economic and social need.

#### Strategies

Educate public at outreach events, including the South Dakota State Fair.

Supply informational brochures at places older adults frequent.

Enhance awareness of services through social media.

Enhance outreach materials to inform individuals about legal services who are minority, rural, or with limited English proficiency.

### Goal 4 PERFORMANCE MEASURES

1. Increase data collection points staff are required to gather from consumers.
2. Increase number of Adult Protective Services staff who have completed the NAPSA certificate program.
3. Increase numbers of presentations and outreach events regarding Adult Protection.
4. Increase numbers of presentations and outreach events regarding the Ombudsman program.

5. Increase numbers of presentations and outreach events regarding Legal Assistance program.

## Quality Management

In 2018, the Division of Long-Term Services and Supports designated two full-time positions as Quality Assurance Program Specialists. These staff are responsible for monitoring quality in all aspects of the Division of Long-Term Services and Supports programming and management.

All data aggregation and analysis is completed by the Quality Assurance Program Specialists who begin the process of trend identification as aggregation and analysis is being conducted. Data and trends are then presented to the Division of Long-Term Services and Supports State Office staff. Staff meet to discuss identified trends and related issues to set priorities for system-wide quality improvement.

As a result of an analysis of the discovery and remediation information presented, system improvements are identified, and design changes are made. The backbone of support for effective compilation of data for continuous quality improvement across the Division of Long-Term Services and Supports consists of internal databases and their associated subsystems, and effective and objective reviews of case management and documentation as completed by designated staff within the Division of Long-Term Services and Supports. Comparative data gleaned from these databases and case reviews are evaluated by the program staff and quality management workgroup to determine if retraining or system changes are warranted. Review of these reports may also lead to initiation of new improvement projects to benefit applicable individuals.

The Quality Assurance Program Specialists prioritize quality improvement activities and projects from those opportunities that provide the most benefit to the consumer, the community, providers, the organization, and funding entities at the same time maximizing use of quality improvement resources.

Consideration is given to the issues based on the following criteria:

- Regulatory requirements – required by law or funding source
- High risk – likelihood of adverse effects or outcomes
- High volume – affects many individuals
- High cost – causes a financial drain on the system
- High impact – potential to make significant change
- High likelihood of success – easy to implement and provides a successful outcome
- Problem prone – causes major problems if it occurs
- Feasibility of time and resources – cost and staff commitment required
- Measurability – data and resources can capture necessary information
- Readiness to address issue – the time, situation, and climate are right

After the Quality Assurance Management Specialists have identified a need for retraining or system improvement and decided action is needed, the design and development of the processes for implementing the training and/or system improvement is accomplished in coordination with programs impacted.

## Public Comment

Comments from the public were solicited through a survey prior to the writing of the draft plan and through email to stakeholder groups and publication of the Draft Plan on the Department website. This plan acknowledges the feedback received via the survey and the outreach efforts.