BENCHMARK
HUMAN SERVICES

Advisory Committee Meeting Minutes

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Date: August 3, 2026

Attendance

Benchmark Staff: Jeff Coy, Theresa Rickard, Jennifer Savard, Carl Lampton

Committee Members: Nancy Kisonak, Lisa Stamatis, Levi Gardner, Judith Jackson, Mark Sokolis

Absent: Will Manley

Today's agenda and acceptance of previous minutes:

1. *Minutes for the 6/22/2026 meeting were accepted before today's meeting.*
2. *Presentation on current ISA development and potential changes when new guidelines are issued. (Jeff)*
3. *BHS staffing status. (Theresa)*
4. *Satisfaction Survey update. (Theresa)*
5. *One Times Fund status. (Theresa)*
6. *Member names on the website. Accompanying bios? (Jeff)*

Minutes

1. *6/22/26 minutes had been accepted.*
2. *Lisa began the discussion asking if the ISA that we use is goal related, and is it general or specific. The change in CMs has made it seem to her like changes have been made to require more specific quantitative measures for outcome progress reviews. Jeff explained that the ISA form that we use today is the same form the SOV has supplied since the early 2000s. There is no change in expectations from the SOV or BHS. It is often true that a new ISA author will emphasis quantitative over qualitative measures but that the flexibility still exists to assure the ISA is meaningful and that the measure is relevant. Jeff spends a good deal of time working directly with CMs to assure the measures are clear and meaningful. Mark clarified that the ISA was where individuals identify their goals. It was mentioned that the new ISA guidelines have not been released, but they should be coming out soon. When this is released, everyone will be trained on the approach. Theresa clarified that these goals need to be measurable outcomes, and this can be done in many different ways.*
3. *Theresa explained that we were still hiring a few case-managers in a couple areas, but that we had also grown so much recently that we had to hire our 7th Regional Supervisor for VT.*

Erica Raiche is now putting together her team of case managers. Her team will be also assisting in the Intake process. They will be beginning the process so that there is not a long period of time waiting for assignments. Judith questioned if Benchmark had gotten enough money to provide enough staff to provide services for individuals. Theresa explained how funding was provided by the State, and how it works currently to provide these services with Medicaid.

4. *Agenda item #4 was not significantly discussed.*
5. *Judith inquired if Funding was variable. Theresa explained how this process works. The SIS-A is completed by a 3rd party. This process is the same for everyone and is standardized. This needs assessment gives us a score, and this score helps develop the Budget. The State will give a certain amount of dollars based on this need assessment. Agencies, and families, are also struggling with this because Payment Reform is also happening at the same time. Lisa wanted to know if any specialized service agencies were accepting new consumers. This is all based on when, and if, the SSA decides they have the capacity in terms of resources and capacity. It was mentioned that individuals really need to advocate in Montpelier for things such as Rate increases. The One Time Funding was stopped for this Fiscal year. Nancy would like resources to help fill this need for families. Families were not prepared for this. Theresa identified that staff can help try and find resources, and that when they know of one, it will be communicated.*
6. *Jeff mentioned that we can do bios on the website for people involved in this group. He asked that people think about it. Jeff will follow up to be sure we have the DAIL required Advisory Committee information on the BHS website. Jeff agreed to build a biography form.*
7. *We also talked about the need to recruit a new member to replace Mike Curtis who resigned in June. We also still need a representative from the BIP. Jeff will follow up.*
8. *It was agreed that we invite BHS Supervisors to these meetings to share successes and barriers experienced.*

Quality Action Items Summary:

- Name the documents reviewed today (were they accessible/are they understood?): *Advisory Committee Agenda – based on conversation, the agenda was understood.*
- Quality management action taken from member's feedback after the last meeting: Program management and operations: *An Agenda was created previous to this meeting.*
- Quality evaluations including feedback on the quality and responsiveness of services offered in the geographic area: *Some basic information was shared about the system changes in general.*
- Policies that pertain to or significantly influence services for the DS and/or BIP populations: *None presented today.*
- Frequency, type and resolution of complaints, grievance and appeals about case management services for the DS and BIP populations: *No data offered today.*
- Date the agenda for this meeting went out to members: *The agenda for today was sent out for input on 7/31/2026.*
- Previous meeting minutes shared with members on this date: *7/31/2026.*

Date the final meeting minutes distributed and posted: ___________________