

Date / Time of Meeting	September 1, 2017 10:00 AM - 12:00 PM Dial in: 866-906-9888 Access code: 2927162 Conference Room: 3A
Meeting Purpose	Interagency Governance Team
Host	Treena Clark, Division of Behavioral Health

Participant	Att'd	Participant	Att'd
Carol Dixon - Advocate	X	Ross Edmunds - Behavioral Health	X
Matt McCarter - State Department of Education	X	Pat Martelle - Project Manager	X
Connie Sturdavant - Provider	X	Lynn Thompson - Children's Mental Health	X
Dave Sorenson - Provider	X	Marcy Chadwell - Idaho Department of Juvenile Corrections	X
Missing parent from northern hub		George Gutierrez - Medicaid	X
Kim Hokanson - Parent	X	Michelle Weir - Family and Community Services	X
Lael Hansen - Idaho Association of Counties Juvenile Justice Administrators	X	Vanessa Morgan - Parent	X
Eric Walton - Class Member		Logan Zuck - Class Member	
Treena Clark - Behavioral Health Policy	X	Maria McConnell - Advocate	
Candace Falsetti - Behavioral Health - Quality Management Improvement and Accountability	X	Holly Riker - Behavioral Health Quality Assurance Team	X
Suzette Driscoll - Medicaid		Cindy Day	
Derek Bernier - Behavioral Health Data Analyst		Brenda Bielke - Behavioral Health Communications	
Ashley Daly - Behavioral Health Research Analyst		Rhonda House - Behavioral Health Business Analyst	X
Val Liermann-Mello - Behavioral Health Training Specialist	X	Matt Wimmer - Medicaid	
Sharon Harrigfeld	X	Dr. Lynn Thull	X

AGENDA

#	Topic	Topic Owner	Discussion	Decisions
1	Welcome and Roll Call/Approve minutes from last meeting	Vanessa Morgan		Notes from last meeting accepted as written.
2	10:10 Family Engagement Report	Carol Dixon	Carol provided an updated in regards to the proposal to reimburse parents. There is a proposed plan to bring parents on as temporary state employees in order to be compensated. There was concern expressed about parents losing their autonomy as they become state employees and how it may affect their	

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			<p>parent voice.</p> <p>Carol stated that the conversation needs to continue, the consensus was that there was value in bringing in parents as employees, but the conversation needs to continue to ensure that it is the right fit for the parents involved.</p> <p>Vanessa asked the IGT membership for their input and thoughts on the issue. Matt McCarter agreed with the concerns surrounding autonomy. George Gutierrez stated that there have been multiple options proposed and that this has been the only one that may work.</p> <p>Kim expressed concern about losing the parent identity. Ross explained that these temporary roles would be hired specifically to hire subject matter expert parents - hired because they are experts in the subject of being a parent of a child with a serious emotional disturbance.</p> <p>Kim asked if the parent employee would have to go through all the same steps as a standard state employee, and Ross answered that, as a temporary employee, there are some exceptions that can be made (compete process for hiring, etc.). Kim asked if the parent employee can be fired, and Ross stated, that yes, because they would then be an employee of the Divisional of Behavioral Health. Ross explained that they would not be fired for expressing their concerns/opinions with the department.</p> <p>Carol stated that there would still be voluntary parents, as in the discussion, there were some groups of parents who didn't feel the paid role was right for them. Carol stated that there will likely be parents involved in a variety of ways. Ross added that having parents involved in such a variety of ways would only be beneficial as it creates different ways to have parents involved.</p> <p>Kim asked if it is only set up for parents who are seeking compensation. Ross explained that there would only be four to six hired and that feedback shows that it will also be important to still continue to provide reimbursement for other parents who have been involved. Ross stated that this is one path way being</p>	

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			<p>considered and that additional methods will continue to be reviewed.</p> <p>Vanessa stated that from a parent’s perspective, everyone is one big nebulous system, though there are various different agencies. Vanessa asked if having the parent be employed changes how they can interact with any of the agencies, and no, it would not. They would be being paid to be a parent.</p> <p>Matt McCarter stated that it would be very beneficial to have the parents involved in this manner.</p> <p>Ross stated that the roles of DBH are constrained, despite the fact that the goals of the department are ultimately the same as the parent. Allowing for parent employees, infuses the parent perspective from within and may capture them in the same constraints. Ultimately, Ross stated that it may really elevate the ability to have the system be parent driven.</p> <p>Matt McCarter stated that the benefits outweigh the risk.</p> <p>Vanessa asked that, if, as a state employee, she could still go testify at the legislature. Ross explained that yes, she could, but those sort of actions need to be very intentional and often have to be approved.</p>	
3	10:25 Membership/Appointments	Treena Clark	<p>Treena passed out a list of membership in order to allow for a review of expiring appointments and reappointments needed.</p> <p>Treena reiterated that membership is impacted by attendance and missing more than two excused meetings can result in a membership ending.</p> <p>Vanessa’s chairmanship expires in October, and according to bylaws, Dave will step into the chair position. A co-chair will need to be identified and elected at that time.</p> <p>Vanessa suggested nominating Jennifer Griffis to resume her role as a parent from the northern region as she may have the ability to do so now. Treena stated that we would reach out to Jennifer outside of this meeting.</p> <p>If members do not wish to be reappointed, they will be removed</p>	

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			<p>from the membership list</p> <p>Marcy Chadwell is retiring and her replacement will be Jason Stone.</p> <p>Vanessa proposed identifying those who need to step down and suggested a two to three-year standard membership length. Treena stated that the bylaws state an appointment may be for a year with an option to extend for an additional year. Vanessa expressed concern for the membership being limited to two years as it may limit progress. Vanessa suggested that the bylaws may be limited.</p> <p>Dr. Charlie Silva will be replaced with Matt McCarter.</p> <p>Membership should be clarified to identify who is being added and who is being removed. For example, George stated he has abstained from voting when Matt is present, as George is his proxy.</p> <p>Miren Unsworth will be replaced by Michelle Weir as the representative from Family and Community Services.</p> <p>Candace stated that she had been voted in as a member, but that it does place two DBH votes, and having Lynn Thompson also adds another DBH vote. Ross stated that DBH does not need more than one vote and that Lynn Thompson should represent that vote. Vanessa stated that in order to capture the full perspective of DBH, then Ross will represent the DBH vote. If Ross is not present, Candace will represent the DBH vote.</p> <p>Vanessa stated that there may need to be an amendment to the bylaws to differentiate and explain the voting regulations.</p> <p>Vanessa made the recommendation to reappoint everyone for another year outside of the documented changes. There was consensus, and no amendment was needed.</p> <p>Vanessa stated that Logan, who has not been able to attend, should be released from membership. Holly Riker is working on a plan to recruit another youth member and create a youth council</p>	

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			<p>as well.</p> <p>New appointment letter will be completed for Jason Stone. Renewal letters will be issued for returning members. Vanessa will reach out to Logan to thank him for his participation.</p>	
4	10:45 Operational Governance Plan Workgroup	All	<p>Treena stated that at the last meeting there was discussion about forming an operational governance plan workgroup.</p> <p>Vanessa asked if there was an example to follow from another state, and Treena stated there was not. Sharon stated that the settlement agreement does outline what this group is to do.</p> <p>Treena stated that to date, there is not a governance plan, and there have been a lot of questions from the group on how to form this operational plan.</p> <p>Vanessa proposed a volunteer talk with Dr. Thull and Dr. Israel and find some examples of what we're looking to do and create a framework.</p> <p>Candace stated that she works closely with both and is happy to work with them to gather these examples. Vanessa stated we need to create an operational governance plan, and would like to see a couple of examples of what this includes from other states who may be doing it well. Vanessa requested that Candace come back with something concrete that helps this group address the items in the settlement agreement of what the IGT is required to do. Kim Hokanson volunteered to work with Candace. Rhonda House will also work with Candace and Kim.</p>	
5	11:00 Grievance/Complaints	Candace Falsetti	<p>Candace shared that while the OMIA Council did not meet in August, the committee has defined complaint and grievance in terms of appeals. Candace stated that the council wants to make sure that people have a venue to have their issues aired. A complaint is any expression of dissatisfaction. Grievance and complaint will be used interchangeably.</p> <p>An appeal is the ability to appeal a decision that parents, families, youth, have when they are informed about their care by a payor of that care that something is not medically necessary, all benefits have been used, or criteria has not been met (et al).</p> <p>Candace explained that the recommendation will be to have one "door" where parents can come to get help with handling their complaint/grievance rather than having multiple phone numbers</p>	

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			<p>or steps to complete to be heard. Candace added that the goal is also to have a person who will help the parent through the process.</p> <p>Candace stated that the QMIA Council is looking for guidance/approval from the IGT that they are moving in the right direction with these definitions.</p> <p>Kim asked about how situations would be handled such as holistic services not being provided where payment is not made. George stated that it would be reviewed case by case as they work directly with providers to improve these sort of services, and Candace stated those are the types of questions/complaints that will help the system expand and improve services overall as they focus specifically on reducing barriers to care.</p> <p>Carol asked if, in the complaint/grievance process, it was to be a warm hand off, or if the designated person would follow the parent all the way through the process. Candace stated that there may be combination of those of responses, and this collaborative relationship is still in development.</p> <p>Ross and Candace stated that ultimately, the goal is to have one, state-wide access/help line, and that if you call it, you will be connected to where you need to be.</p>	
6	11:20 Quality Review Process	Candace Falsetti	<p>Candace stated that Quality Review is a requirement specifically outlined in the agreement. It is designed to look at the outcomes the families are experiencing and is a more dynamic, "boots on the ground" way of working with families that could include focus groups, phone calls, surveys, medical record review and other methods for engaging families and addressing how the care was perceived and the outcomes achieved.</p> <p>Candace stated that the plan timeline is to have it implemented in 2018, and that in the next three to four months the plan will be brought to the IGT for review.</p>	
7	11:30 Training/Clinical Scope Discussion	All	<p>Vanessa stated that the purpose as a governance team is to identify gaps or issues within the project that need to be addressed and to collaborate to solve them.</p> <p>Val provided an update that the majority of training is currently in the planning stage, though some CANS training will be rolling out in the next few months for those participating in the early</p>	

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			<p>stages of the first pilot. Further provider trainings will begin in November. Val added that they are working with Optum to get their network providers to attend as well. The goal will be to have everyone up and running in CANS by January 1.</p> <p>Vanessa asked how the online training for CANS relates to the in-person training, and Dr. Thull explained that the online training provides a brief overview of TCOM and then goes into how to complete the CANS, including a certification at the end. The in-person training is focused much more on the CANS tool and the bigger picture and engaging children and families in the process, how to use the information collected and drive the process. Vanessa asked if those who have completed the online will also need to do the in-person, and Val answered yes.</p> <p>Candace stated that the hope is that the wraparound training will occur for the DBH staff in October.</p> <p>Val stated that there is a launch planned for DBH, providers, and potentially family members as well, including a webinar and regional, town-hall type presentations. Sharon stated that the launch should include all the stakeholders.</p> <p>Lael stated that there is confusion about whether or not CANS is ready for probation or not and they are currently following up to clarify. Ross clarified that the CANS screening can and will be done by probation, and that a portal is being built to help with this. Lael added that the workgroup has some confusion about where probation fits at a lower level just yet. Michelle added agreement that there needs to be clarification on how probation and FACs are integrated</p> <p>Vanessa stated that a gap has been identified where probation is to be included in the CANS and what they need to know right now. Ross and Val clarified that the goal is to ensure that there are representatives from every agency included in the global training so that as the project progresses the knowledge level is present.</p> <p>Pat stated that the IGT is required to have a training subcommittee, and Treena stressed that it is not required until</p>	

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			after the first of the year. Maria McConnell has expressed interest in being involved, and in lieu of her absence this month, it will be addressed next month. Vanessa asked that Michelle be involved in that as well.	
8	11:50 Review Action Items, Record New Action Items and Conclusion	Treena Clark		

The IGT will track action items and their status from the meetings here:

Follow Up Items	Date Opened	Owner	Due Date	Complete/Comments	Status
Candace, Kim, and Rhonda will form an operational workgroup to outline requirements for an operational governance plan.	9/1	Candace	October meeting		
Identify additional parties needing the 101 brochures.	9/1	Pat/Brenda			
The forms for the nominations and the compensation submission need to be formalized	9/1	Mindy/Treena			
Membership list will be updated and appointment/renewal letters sent.	9/1	Mindy Oldenkamp			
Be prepared to nominate co-chair and vote to confirm	9/1	All membership	October meeting		
Revise Family Engagement Charter Update		Carol			
Update Membership list on Charter	8/4/17	Treena Clark			Closed
Identify new person for communications workgroup to represent providers. Dave has someone in mind.	8/4/17	Dave and Brenda			
Maria will share her notes with Mindy.	7/7/17	Mindy Oldenkamp	7/14/17	Mindy will follow up with Maria for her notes.	
A charter subcommittee will be formed. Treena, Carol, Maria, Candace, and Pat will participate. Treena will take the lead.	7/7/17	Treena Clark	8/4/17	Maria, Carol, Pat and Treena met on 7/26 to work on charter. Charter is ready to go to full IGT for review.	Closed

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Pat will work with Brenda to identify where to ship a small supply of the 101 guides in order to ensure that they are in the hands of parents who need them.	7/7/17	Pat Martelle		The 101 brochure has been distributed, and an additional printing will be done in October.	Closed
Pat will set up the room, conference call and Carol will take care of the agenda for the next Family Engagement meeting.	7/7/17	Pat Martelle	8/4/17	Family Engagement set to meet before IGT on 8/4/17	Closed
Feedback on the Family Engagement Subcommittee Charter document will be collected at the next meeting so a vote may be taken.	7/7/17	IGT	8/4/17	Reminder sent out on 8/1/17	Closed
Ross requested a current list of appointment membership including who the proposed members will be for submission to the director. Mindy will prepare documents.	4/7/17	Mindy Oldenkamp	5/5/17	Completed on 5/5/17	Closed
Vanessa will write up a short proposal and meet with Ross.	3/3/17	Vanessa Morgan		Recommendation e-mail sent to Ross on 3/13/17	Closed
Carol will schedule a conference all in the next few weeks. The next Family Engagement Subcommittee face to face meeting will be just before the next IGT meeting on April 7 th .	3/3/17	Carol Dixon	4/7/17		Closed
Pat will reach out to Logan Zuck to confirm his membership/attendance with IGT.	2/3/17	Pat Martelle		Pat has twice reached out to Logan without response. Federation of Families will follow up with Logan	Closed
Have a brief presentation of what QMIA is by Candace or another member.	1/6/17	Candace Falsetti	2/3/17	Presented at February meeting	Closed
A list of acronyms to disburse to the IGT.	1/6/17	Pat Martelle	Not Set	There was a list contained in the booklet created for the parent network and Pat can share them. A list of acronyms is available for Health and Welfare. Pat will send the list to Vanessa, Jen, and Carol for review.	Closed
Outline of process for recommendations and process for output from IGT. Pat offered up that a diagram of a proposed hierarchy has	1/6/17	Pat Martelle	Not Set	Kim is working on the outline format. Form submitted and has been used twice.	Closed

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been previously shared, and that if it can be created visually, that can be done.					
Meeting times via conference call for members of the IGT divided by category: system, parent/advocates, education, providers, will be set up in the next two weeks. Candace will coordinate the scheduling.	1/6/17	Candace Falsetti	Not Set	Parent/youth call complete. Group met with Nate on February 2, 2017	Closed
Request to have Candace Falsetti from OMIA Council attend the next IGT meeting and share what's happening in regards to current issues as well as request any help that she may need going forward.	12/9/16	Treena Clark	1/6/17	Candace attended the January meeting of the IGT	Closed
Language will be added to the by-laws concerning transparency (in the confidentiality section) and Section A will be amended to include "But will not be limited to" in regard to membership definition.	12/9/16	Treena Clark	1/6/17	Language added. By-laws adopted	Closed
Pat will meet with designated representatives to talk through specific events mentioned in the Parent Voice Proposal and seek solutions.	11/4/16	Pat Martelle	Not Set	Meeting occurred.	Closed
Pat will share the Parent Voice Proposal to the sponsor group for further discussion. Vanessa will join discussion as a parent voice.	11/4/16	Pat Martelle	Next Sponsor's Meeting	Pat will set up a conference call with Jennifer, Vanessa, Carol, and Kim.	Closed
Send out links to foundational articles and videos to IGT membership	10/7/16	Pat Martelle	Prior to 11/4/2016	Here are some articles that are useful in understanding the new system of care: https://successfulmentalhealthsystems.wikispaces.com/file/view/Family-Driven%20Care%20Brochure_March%202011.pdf/215725492/Family-Driven%20Care%20Brochure_March%202011.pdf https://successfulmentalhealthsystems.wikispaces.com/file/view/SOC_Update_2010%20Stroul%20Blau%20Friedman.p	Closed.

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				man.pdf Links sent 11/3/16.	
Revise look of website to indicate clearly that updates are available YES Updates on the website to indicate more clearly that folks can click on the icon	10/7/16	Pat Martelle	TBD	10/15/2016 Parent Network Meeting held at IDHW. There was much discussion on revisions to the YES website. Many of the recommendations for improvement are outside the capability of what IDHW can do due to security and department format issues. Lack of resources and a full time YES communications staff adds to the difficulty. Pat will work with Jon Meyer to determine what can be done and establish a plan for making changes. "Click here" button has been updated for easier usability. 5/2/17 Enhanced website will be launched April 27, 2017	Closed
Treena will work with Vanessa and Dave to begin work on bylaws.	10/7/16	Treena Clark	Prior to 11/4/2016	10/7/2016 Example of R7 Behavioral Health Bylaws and links to Idaho Behavioral Health Planning Council and R4 Behavioral Health by-laws sent to Vanessa and Dave Draft bylaws produced	Closed
Ross will construct talking points to provide the IGT in regards to his update.	10/7/16	Treena Clark	Prior to 11/4/2016	Talking points added to minutes	Closed
Pat will make available the list of all workgroups and their deliverables.	9/9/16	Pat Martelle	Prior to October 7, 2016	Emailed 10/3/16	Closed
Nominations for chair and co-chair to be submitted via email, decision made at next meeting on October 7 th .	9/9/16	Membership	Prior to October 7, 2016	10/7/16 Membership established duties and terms. Chair and Vice-Chair elected 10/3/16 Need decisions on duties, term, nomination process and election process.	Closed
Disburse the Idaho Implementation Plan to membership.	7/26/16	Pat Martelle	9/2/2016	Emailed 9/2/16	Closed
Develop materials for membership's orientation to the Plan, workgroups, and subcommittees, including an	7/26/16	Pat Martelle	9/2/2016	Emailed 9/2/16	Closed

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explanation of defendant roles and identification of other subject-matter experts whose input the IGT may want to access.					
Request if Jon can create a link for the IGT on website.	7/26/16	Pat Martelle	9/2/2016	<p>10/7/16 Committee and workgroup pages are being developed for the YES Website. Goal is to have each workgroup or committee site complete with a:</p> <ul style="list-style-type: none"> • Shortened version of the charter in the center area • A link to the full charter on the right • A link to the calendar that will hold all meetings for all workgroups (all meetings that I have received have been posted to the calendar, but many do not have any detail at all, dates and times only) • A List of workgroup members (with no roles indicated for now) • Any official meeting docs (agendas, minutes, etc.) <p>We can launch without these if needed.</p> <p>Webpages for IGT, Clinical Advisory Workgroup and Workforce Development Workgroup should be launched by end of October</p> <p>7/26/16 Modifications to the website have been requested and are scheduled in the month of September.</p> <p>Communications person will start on Monday, November 7th, request has been submitted.</p> <p>5/2/17 Enhanced website will be launched April 27th, 2017</p>	Closed
Make a decision on who will be the main point of contact for parent crisis during discharge.	5/5/2017	Candace Falsetti	Not Set		
Set up an outside meeting to discuss funding for the Parent Network. Will contact Treena.	5/5/2017	Carol Dixon	Prior to June IGT meeting	Conference call held on May 23, 2017. Present were Carol Dixon, Jennifer Griffiths, Laura Wallace, Pat Martelle and Treena Clark.	Closed

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Bring all of the organizational charts to the next meeting. Will meet with Cindy to get this information.	5/5/2017	Treena Clark	6/2/17	Cindy will gather information and present at June IGT meeting	Closed
Share with IGT the one page document on YES created for JFAC	6/2/17	Cindy Day	7/7/17		Closed
Add IGT subcommittees to the YES Org Chart	6/2/17	Cindy Day	Not Set		
Follow up with Access Model Report cited as a deliverable in the Implementation Progress Report	6/2/17	Cindy Day	7/7/17		Closed
Find out if access model diagram is available	6/2/17	Cindy Day/Ross Edmunds	7/7/17		