



# Rights & Resolutions Report

Complaints & Appeals October 1-December 31, 2018

JANUARY 2019

**PRESENTED BY: YES QUALITY MANAGEMENT IMPROVEMENT AND  
ACCOUNTABILITY (QMIA) COUNCIL- DATA AND REPORTS SUBCOMMITTEE**

*\*Updated 4/11/2019- Please note that Optum Complaints table (P.3) has been edited as initial reported categorization was inaccurate. Total number of complaints did not change.*

# Youth Empowerment Services Centralized Complaints Reporting

**Reporting Period: October 1- December 31, 2018**

This is the first quarterly Youth Empowerment Services (YES) Rights and Resolutions report. The purpose of this report is to monitor youth and family concerns or complaints relating to informing, access, service appropriateness, service effectiveness, and quality. Currently, each YES Partner Agency is contributing their complaints information individually, each with a unique format and data elements. The expectation is that as the YES complaints system evolves, this information will become more uniform and therefore more comprehensive and informative.

Due to the negative connotation that the term “complaints” may elicit, one may think that the lower number of complaints received by a system, the better the system is doing at meeting the needs of those it is serving. Although this may be true, a low number of complaints could also suggest that youth and families aren’t aware of their right to complain, or how to engage in the complaints process. In addition to highlighting information about family experiences, this report will also serve to monitor the effectiveness of the complaints processes within YES.

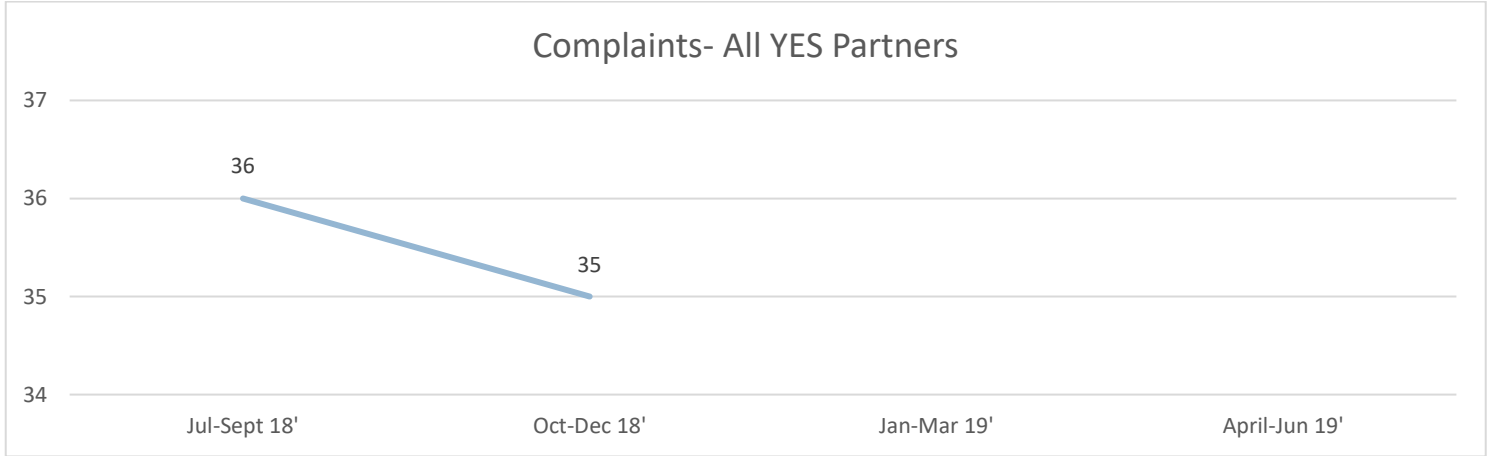
The YES Quality Management Improvement and Accountability team believes that with each complaint received, there is potential for opportunity to improve the system for youth and families. The complaints system is one of several mechanisms being built within YES that places youth and families at the center of their care.

**GOAL: Complaints will be heard and resolved in a fair and timely manner.**

<b>35 Total Complaints</b>				
<b>6</b>	<b>14</b>	<b>0</b>	<b>5</b>	<b>10</b>
<b>Division of Behavioral Health</b>	<b>Division of Medicaid<sup>1</sup></b>	<b>Family and Community Services</b>	<b>Department of Juvenile Corrections</b>	<b>State Department of Education<sup>2</sup></b>

<sup>1</sup>Medicaid complaints total includes information from contractors Optum Idaho and Liberty Healthcare

<sup>2</sup>Complaints reported by the State Department of Education are not necessarily complaints that are related to mental health, as this system is not currently set up to filter these types of complaints for reporting purposes.



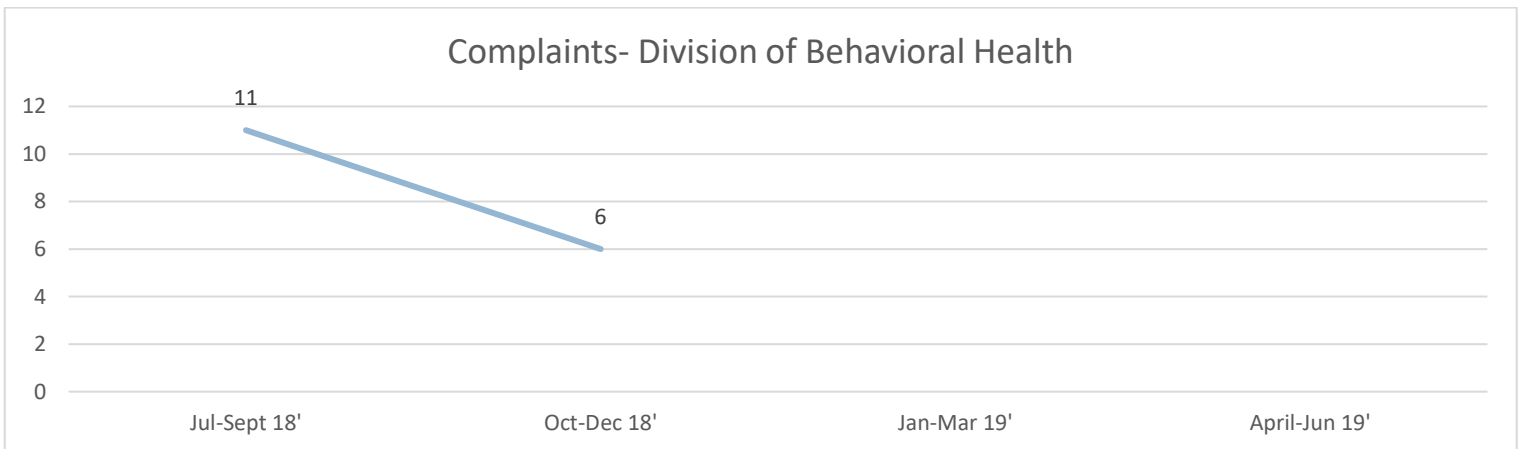
Prior to this report, all YES Partners contributed their quarterly complaints information to the QMIA Quarterly report, beginning with the reporting period of July 1-September 30, 2018.

## Complaints

A total of 6 Children’s Mental Health-related complaints were received by the Division of Behavioral Health between October and December of 2018. Details regarding these complaints have been provided in the below table.

Complaints by Location <sup>1</sup>				
Region 1: 2	Region 2: 1	Region 3: 1	Region 4: 1	Region 7: 1
Complaints by Complainant				
Family Member: 6				
Complaints by Service				
Therapy: 2	Respite: 2	CANS: 1	Medication: 1	
Complaints by Type of Concern				
Access: 3	Quality: 2	Interpersonal Interaction: 1		
Complaints by Status				
In Progress: 5	Resolved: 1	Days to Resolution: 4		

<sup>1</sup>Division of Behavioral Health Regional map provided in the [Appendix](#).



## Appeals

Between October 1 and December 31, 2018, there were no Children’s Mental Health appeals filed with the Division of Behavioral Health.

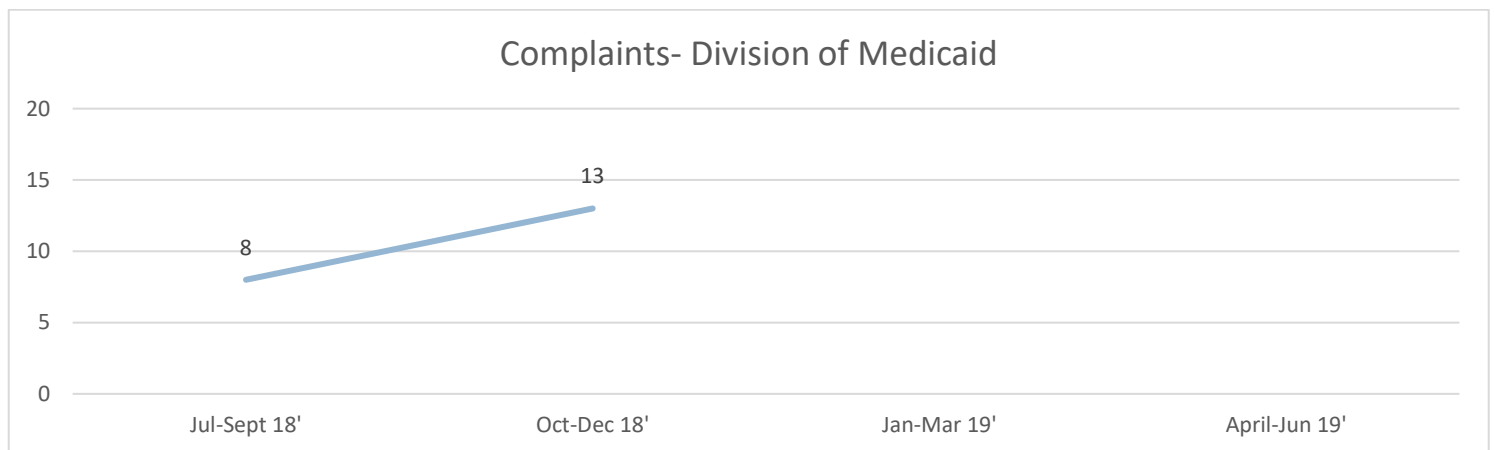
## Department of Health and Welfare: Division of Medicaid

For this report, the Division of Medicaid has contributed complaints information from two of its contractors: Optum Idaho and Liberty Healthcare. Optum manages outpatient behavioral health services for Medicaid members. Liberty is Medicaid's independent assessment provider; they determine if youth applying for Medicaid benefits meet YES eligibility criteria.

### Complaints

**A total of 13 complaints were received by Optum for YES-eligible youth between October and December of 2018. Complaints are categorized into two complaint types, Quality of Service or Quality of Care. Concerns regarding the Optum Idaho administration of the behavioral health plan are classified as Quality of Service Complaints, while concerns about the services received by a member from a provider in the Optum network are considered Quality of Care Complaints. Information regarding these complaints has been provided in the below table.**

Optum Idaho: Complaints 10/1/18-12/31/18				
Complaint Type	# of Complaints	Average Days to Resolution	Areas of Concern	
Quality of Service	11	7 business days	Service	8
			Access	1
			Billing	2
Quality of Care	2	4 calendar days	Clinical	2



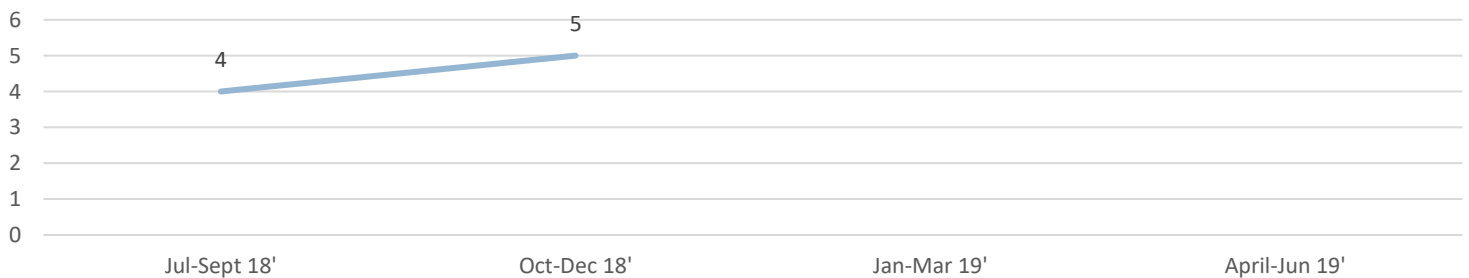
**Liberty Healthcare, the Independent Assessment Provider for Youth Empowerment Services received 1 complaint between October and December of 2018.**

## Complaints:

A total of 5 complaints/grievances were received by the Department of Juvenile Corrections for YES Class Members between October and December of 2018. Details regarding these complaints have been provided in the below table.

Family Complaints					
<i>Family members of YES Class Members whose complaint/concern was directed to the Superintendent</i>					
No complaints/grievances have been received from families during this quarter that meet this intent.					
Juvenile Complaints					
<i>YES Class Members whose complaint/concern was formally received by IDJC staff</i>					
Region <sup>1</sup>	Date	Type of Concern	Status (as of 12/31)	Resolution	Timeliness to Resolution (days)
1	10/7/18	New staff allowing group members to steal time from one another.	Resolved	Juvenile was afforded the opportunity to speak with the Rehabilitation Technicians about what he was seeing from his group in order to give both new and old staff the information.	4 days
2	11/10/18	Disrespect from staff - gossiping about juvenile and inequality.	Resolved	Juvenile requested to retract grievance in full as she self-resolved. Juvenile signed resolved.	3 days
2	11/12/18	Concerned about staff escalating her.	Resolved	Juvenile requested to retract grievance in full as she self-resolved. Juvenile signed resolved.	3 days
2	11/13/18	Lack of communication with clinical staff/ suicide evaluator.	Resolved	Superintendent explained policy and procedure surrounding clinical visits and evaluations.	1 day
2	12/10/18	Disrespect and unequal treatment from staff.	Resolved	Coached juvenile on how to have conversations with staff and advised supervisors involvement for unethical, immoral, or illegal behavior.	11 days

Complaints- Department of Juvenile Corrections



## Complaints:

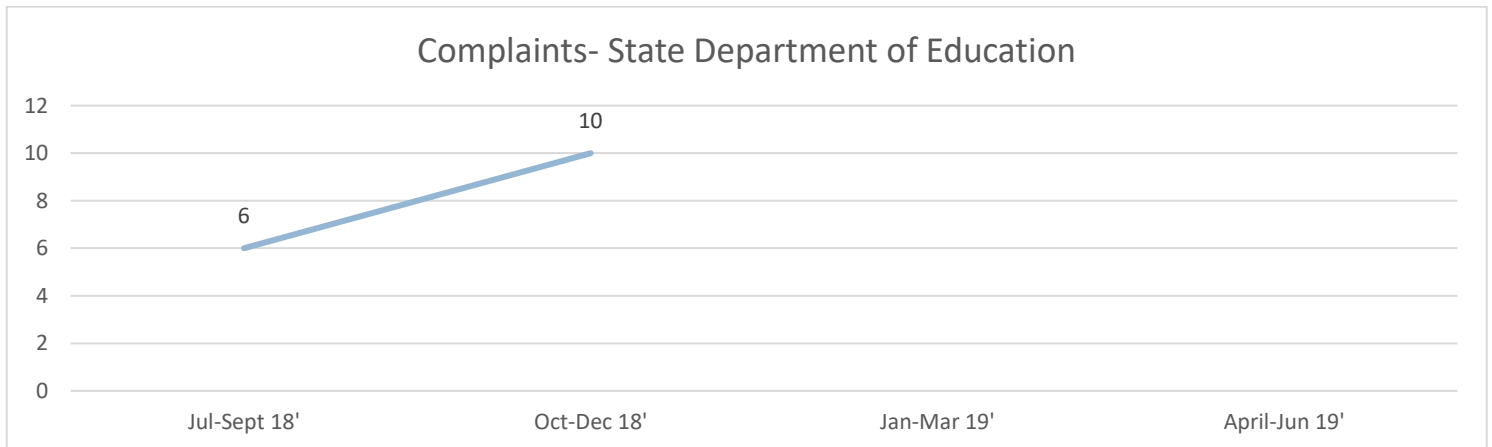
### SDE State Administrative Complaints Tracking: October-December 2018

*Complaints reported by the State Department of Education are not necessarily complaints that are related to mental health, as this system is not currently set up to filter these types of complaints for reporting purposes.*

Region of Complainant/ District <sup>1</sup>	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	State
# Total Complaints	1	1	6	2	2	1	13
# Denied	1	-	1	-	1	-	3
# Cases Closed	-	-	2	2	-	-	4
Average Time to Close (days)	-	-	56 days	59 days	-	-	57 days
# Total Allegations	-	5	21	14	6	5	51
# Founded Allegations	-	-	1	3	-	-	4
# No findings/ Unfounded	-	-	10	11	-	-	21
# Allegations Pending	-	5	9	-	6	5	25
# Allegations Withdrawn	-	-	1	-	-	-	1

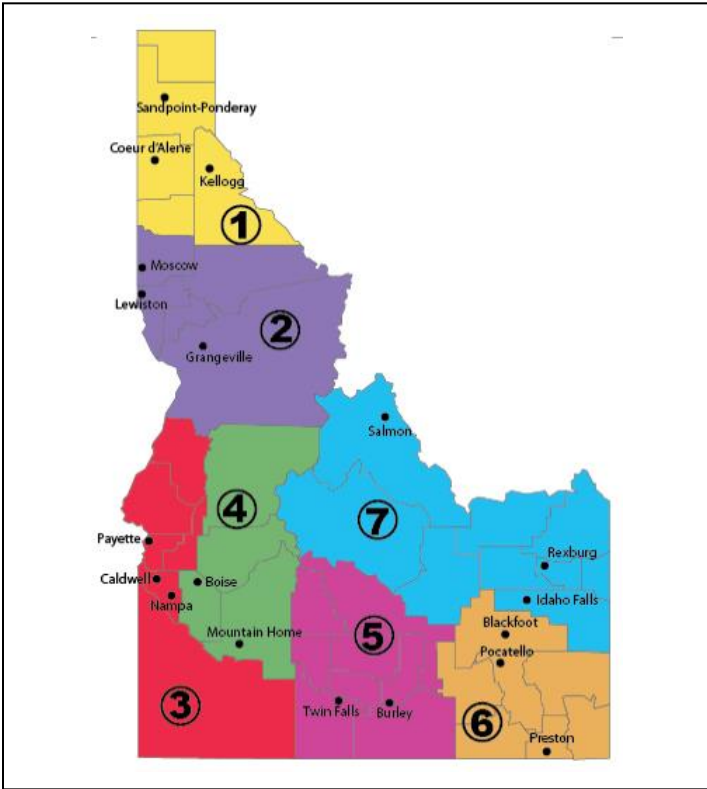
<sup>1</sup>State Department of Education Regional map provided in the [Appendix](#).

**Note about Allegations and Denials:** Complaints are made up of allegations; for one complaint there can be one or multiple allegations. A “denied” status refers to a complaint that is not accompanied by sufficient information to investigate.

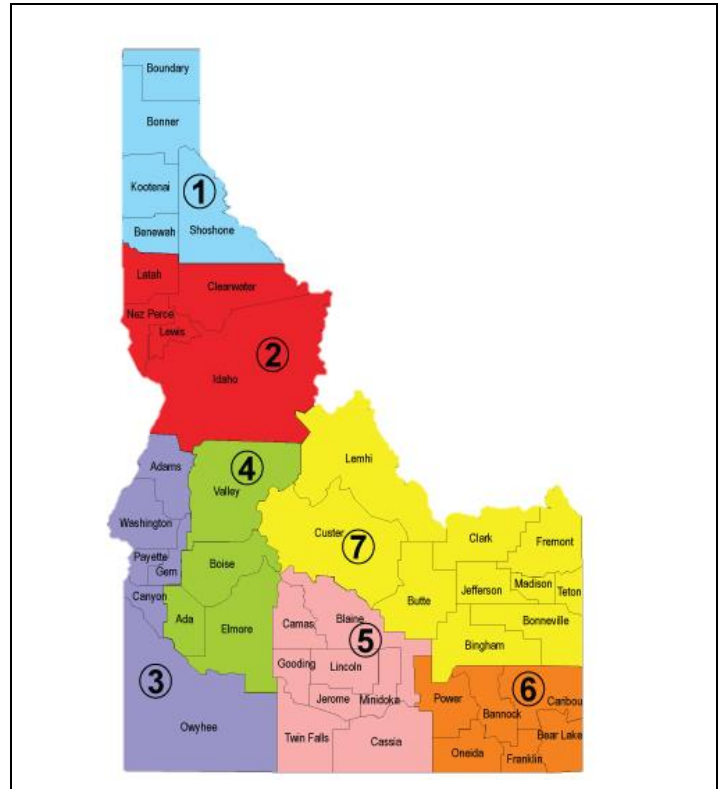


# Appendix- Agency Regional Maps and Descriptions

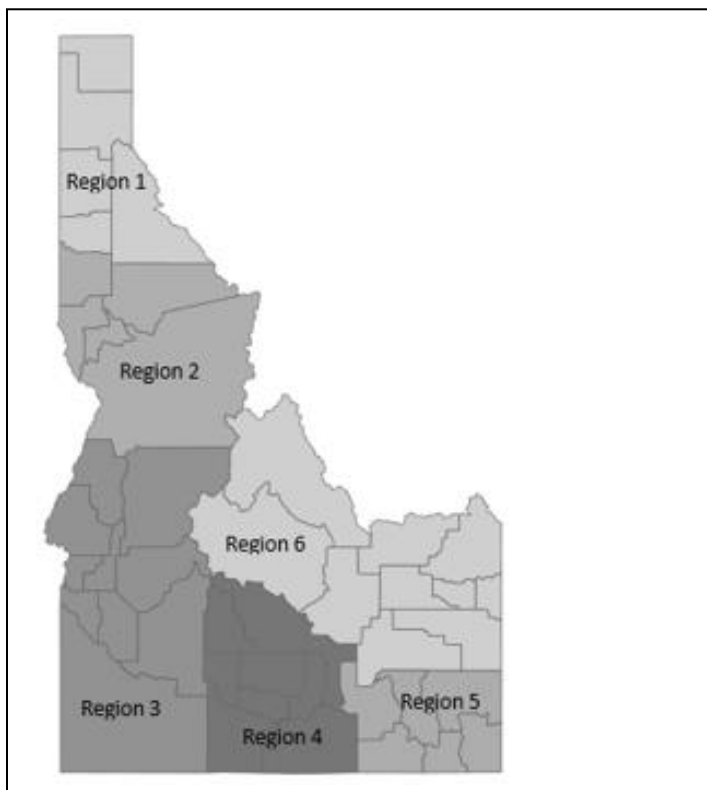
**Idaho Department of Health and Welfare: Medicaid, FACS**



**Idaho Department of Health and Welfare: DBH**



**Idaho State Department of Education**



**Idaho Department of Juvenile Corrections**

