



YES Rights and Resolutions

COMPLAINTS AND APPEALS

JULY 1, 2019 - SEPTEMBER 30, 2019

Quality Management Improvement and Accountability | Data and Reports |

December 16, 2019

DRAFT YES Rights and Resolutions
COMPLAINTS AND APPEALS
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This is the third 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 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 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.

1st Quarter, State Fiscal Year (SFY) 2020

Total Complaints, 1 st Quarter, SFY 2020					
Division of Behavioral Health\ (DBH)	Division of Medicaid ¹	Family and Community Services (FACS)	Department of Juvenile Corrections (IDJC)	State Department of Education (SDE) ²	Total of all YES complaints
7	5	0	2	-	14

In the 1st quarter of 2020, there were a total of 14 complaints across the system that are related to YES. Of the 14 complaints, 8 were related to access and 6 were related to quality of care. There were three in Region 1, one in Region 2, four in Region 3, three in Region 4, one for State Hospital South and two for IDJC.

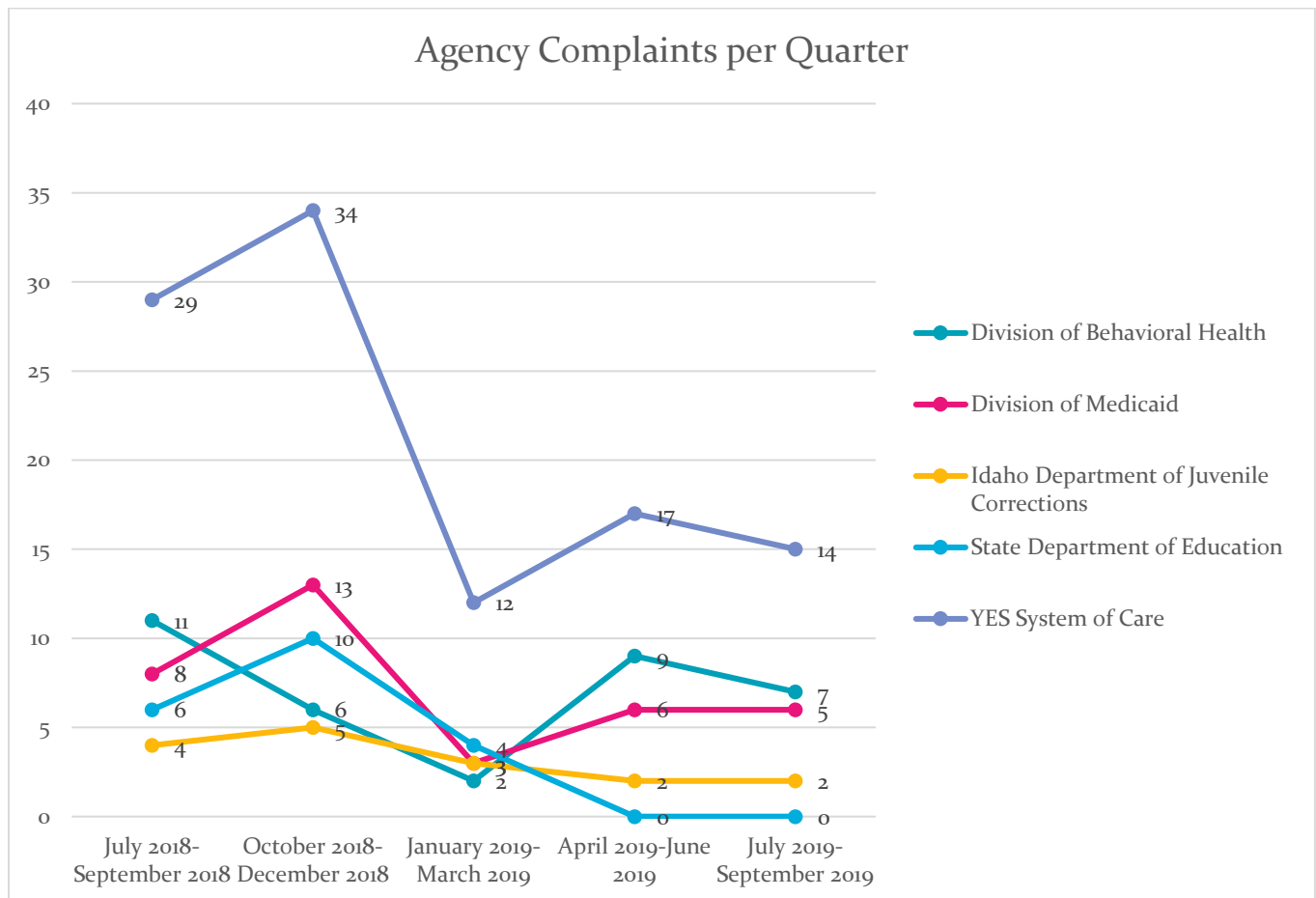
¹ Includes information from Optum Idaho, the Medicaid Idaho Behavioral Health Plan

² Complaints reported by the SDE are not necessarily complaints related to mental health services as their federally required reporting system does not filter complaints based on child’s disability.

July 2018- Sept 2019, Summary:

A total of 106 YES complaints have been tracked over the last 15 months. The summary of complaints that have been tracked thus far indicates an average of approximately 21 complaints per quarter.

Trends demonstrate that fewer complaints have been received from regions 5, 6, and 7, which may indicate the need to provide more training and communications in those regions to ensure that youth and family are aware that there is a formal YES complaints process that is available if needed.



Division of Behavioral Health (DBH)

The DBH received 7 total complaints, with the majority received in August.

There were 2 from Region 1, 1 from Region 2, 2 from Region 3, 1 from Region 4 and 1 from SHS.

Of the complaints, 6 were from clients/family and 1 was from a family advocate.

Of the complaints, 6 were related to Respite, and 1 was related to Outpatient therapy.

Of the complaints, 6 were related to access to care and 1 was related to quality.

Status of the complaints: 1 closed, 3 resolved, 3 in progress.

The amount of days to resolve complaints ranged from 8 – 85 days.

Date Received	Region	Complainant	Service	Description	Status	Resolution	Days to Res
7/3/2019	Region 1	Client /Family	Respite	Access to Service	Closed	Writer emails 7/16 and receives no response (see attached).	43
8/1/2019	Region 2	Advocate	Respite	Access to Service	Resolved	Respite contractor addressed the issue	8
8/21/2019	Region 3	Client /Family	Respite	Quality-Interpersonal Interaction	In Progress	The matter was addressed with the staff	In Progress
8/23/2019	Region 3	Client /Family	Respite	Access to Service	In Progress	DBH working with Respite contractor to resolve	In Progress
8/26/2019	Region 4	Client /Family	Therapy	Access to Services	In Progress	Request to change regions to be closer to home was addressed	In Progress
8/27/2019	Region 1	Client /Family	Respite	Access to Service	Resolved	Respite contractor addressed the issue	85
9/18/2019	SHS	Client /Family	Respite	Access to Service	Resolved	Denial letters are being amended	13

Based on trends noted in the data, DBH will continue to work to resolve complaints more quickly. Additionally, DBH is working with the contract manager and monitor regarding complaints about the process for accessing voucher respite.

There were no denials of Children's Mental Health (CMH) eligibility in the 1st quarter of 2020.

There were no DBH appeals in 1st quarter of 2020.

Division of Medicaid

The Division of Medicaid received 5 total complaints, with 3 complaints in August and 2 in September. There was 1 from Region 1, 2 from Region 3, and 2 from Region 4.

All five of the complaints were related to Outpatient therapy.

Of the complaints, 3 were related to access to care and 2 were related to quality of service.

Status of the complaints: all 5 resolved, 3 were substantiated and 2 were unsubstantiated.

The amount of days to resolve complaints ranged from 1 – 9 business days.

Date Received	Region	Service Description	Status	Resolution	Number of days to Resolve
8/19/2019	4	OP Services cancelled without notice	Resolved – Substantiated	Educated provider on CANS requirements, services can be provided even if the CANS is not annually updated	9 business days
8/29/2019	3	OP Attitude of provider	Resolved – Unsubstantiated	Educated mother about agency's medical records policy	6 business days
8/30/2019	3	OP Delay in records request	Resolved – Substantiated	Educated provider, records were delivered to mother	1 business day
9/23/2019	1	OP Provider did not meet access standard	Resolved – Substantiated	Educated provider, appointment was scheduled	7 business days
9/30/2019	4	OP Delay in services	Resolved – Unsubstantiated	Informed mother about the provider's service request process	9 business days

EPSDT Appeals

The following is a summary of complaint/appeal information for Children's Medicaid (EPSDT) for the 1st quarter of 2020:

- There were no EPSDT PRTF appeals for 1st Q from July- September.
 - o There has only been one appeal in April and another in November of this year.
- The only complaint EPSDT received in the first quarter came through DBH's complaint line.

Idaho Department of Juvenile Corrections (IDJC) Complaints/Grievances (YES Class Families/Youth)

July 1 – September 30, 2019

Families <i>Family members of YES class members whose complaint/concern was directed to the Superintendent</i>					
Region	Date of Complaint	Type of Concern	Status (as of June 30)	Resolution	Timeliness To Resolution (days)
No complaints received during this reporting period.					

Youth <i>YES class members whose complaint/concern was formally received by IDJC staff</i>					
Region	Date of Complaint	Type of Concern	Status (as of June 30)	Resolution	Timeliness To Resolution (days)
3	08/04/19	States that cottage is too cold	Resolved	Unit Manager reviewed temperature standards and discussed with the youth.	2 days
3	09/17/19	States that he is being disrespected by the group and staff	Resolved	Juvenile felt disrespected by peers. He brought up that staff intervened and helped with some of these instances. He has felt that staff were mimicking him when he was standing out of check; this was addressed with the staff.	1 day

There were no trends noted for IDJC

FACS

There were no YES related complaints through FACS

SDE

The report on due process, mediation and complaints from State Department of Education (SDE) is attached as Attachment A.



Idaho

IDEA Part B - Dispute Resolution

School Year: 2018-19

Section A: Written, Signed Complaints

(1) Total number of written signed complaints filed.	29
(1.1) Complaints with reports issued.	23
(1.1) (a) Reports with findings of noncompliance.	16
(1.1) (b) Reports within timelines.	23
(1.1) (c) Reports within extended timelines.	0
(1.2) Complaints pending.	0
(1.2) (a) Complaints pending a due process hearing.	0
(1.3) Complaints withdrawn or dismissed.	6

Section B: Mediation Requests

(2) Total number of mediation requests received through all dispute resolution processes.	9
(2.1) Mediations held.	2
(2.1) (a) Mediations held related to due process complaints.	0
(2.1) (a) (i) Mediation agreements related to due process complaints.	0
(2.1) (b) Mediations held not related to due process complaints.	2
(2.1) (b) (i) Mediation agreements not related to due process complaints.	2
(2.2) Mediations pending.	0
(2.3) Mediations withdrawn or not held.	7

Section C: Due Process Complaints

(3) Total number of due process complaints filed.	5
(3.1) Resolution meetings.	1
(3.1) (a) Written settlement agreements reached through resolution meetings.	0
(3.2) Hearings fully adjudicated.	2
(3.2) (a) Decisions within timeline (include expedited).	1

(including resolved without a hearing).

Section D: Expedited Due Process Complaints (Related to Disciplinary Decision)

(4) Total number of expedited due process complaints filed.	0
(4.1) Expedited resolution meetings.	0
(4.1) (a) Expedited written settlement agreements.	0
(4.2) Expedited hearings fully adjudicated.	0
(4.2) (a) Change of placement ordered.	0
(4.3) Expedited due process complaints pending.	0
(4.4) Expedited due process complaints withdrawn or dismissed.	0

Comment:

Additional Comment:

This report shows the most recent data that was entered by Idaho. These data were generated on 11/5/2019 3:51 PM EST.

