



YES Rights and Resolutions

COMPLAINTS AND APPEALS

APRIL 1, 2019 - JUNE 30, 2020 (4TH QTR SFY 2020)

Quality Management Improvement and Accountability | Data and Reports

October 1, 2020

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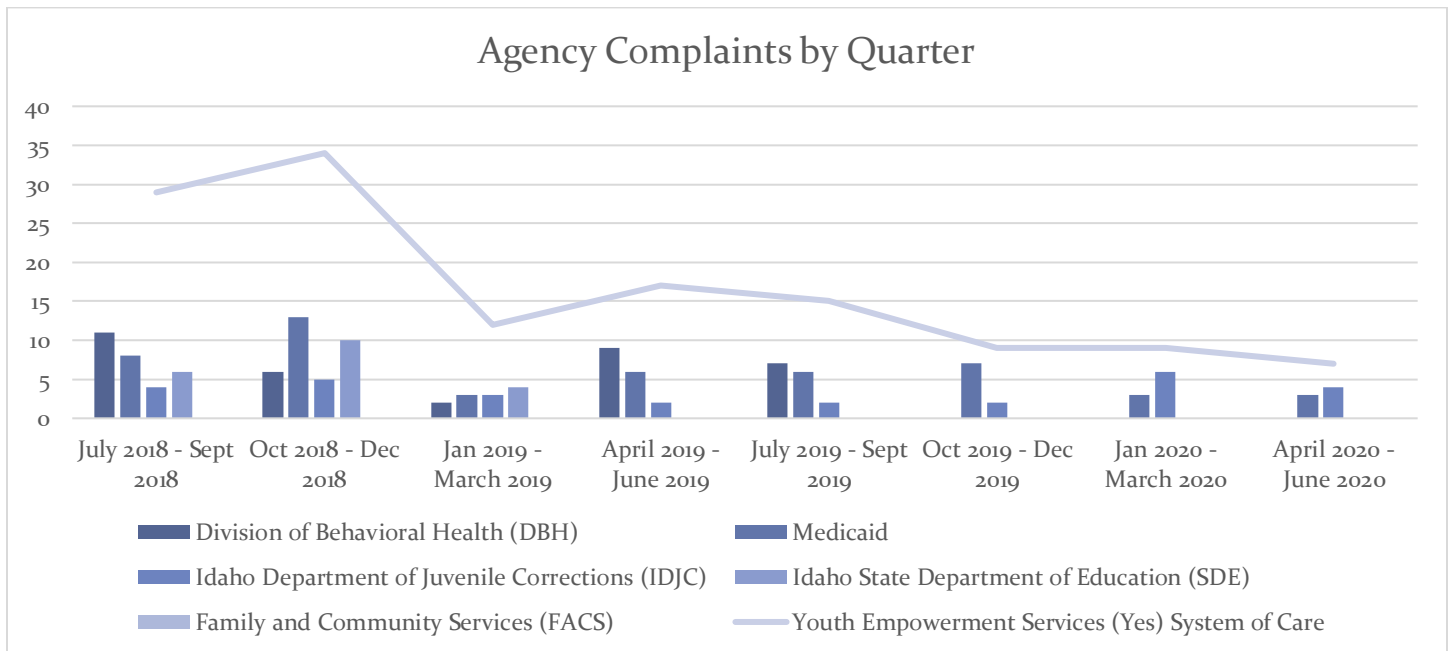
DRAFT YES Rights and Resolutions
 COMPLAINTS AND APPEALS
 APRIL 1, 2019 – JUNE 30, 2020 (4TH QTR SFY 2020)

This is the Youth Empowerment Services (YES) Rights and Resolutions report for the 4th quarter of State Fiscal Year (SFY) 2020. The purpose of this report is to monitor youth and family concerns or complaints relating to informing, access, service appropriateness, service effectiveness, and quality. Each YES Partner Agency contributes its complaint information individually, each with a shared purpose of quality management and system improvement.

Overview of SFY 2020

The number of complaints has trended down throughout the mental health system since July 2018. A total of 125 YES complaints have been tracked over the last 21 months. The summary of complaints that have been tracked thus far shows an average of approximately 18 complaints per quarter and an overall decrease over time. Details appear in Figure 1.

Figure 1: YES Complaints Across Time



Overall complaints have decreased steadily over the past year. The COVID-19 pandemic of 2020 (Q3) has likely affected every Idahoan, but this has not resulted in an increase of traffic. In response to the resulting emergency declaration, the Idaho Division of Behavioral Health (DBH) has partnered with Idaho Office of Emergency Management (IOEM), the Federal Emergency Management Agency and Substance Abuse and Mental Health Services Administration (SAMHSA) to provide crisis counseling by phone and text, which may field complaints. YES partners are committed to empowering youth

and families as shown by their efforts to build skills and knowledge with youth, increase communication and model healthy behavior.

4th Quarter Summary, SFY 2020

The YES Quality Management Improvement and Accountability team believes that each complaint received offers an opportunity to improve the system for youth and families. The complaints system is one of several mechanisms constructed within YES to place youth and families at the center of their care.

Table 1: Total Complaints and Appeals in 4th quarter, State Fiscal Year 2020

	Division of Behavioral Health \ (DBH)	Division of Medicaid ¹	Division of Medicaid Member Appeals	Department of Juvenile Corrections (IDJC)	Family and Community Services (FACS)	State Department of Education (SDE) ²	Total
4th Q	0	3	0	4	0	-	7

In the 4th quarter of SFY 2020, there were seven YES-related complaints across all YES partners, and 0 (zero) appeals across the system.

- Of those seven complaints, four were submitted by youth.
- Issues were identified in the following categories: Service, Access and Clinical [services].
- Regions identified: 4, 5 and 7.

Division of Behavioral Health (DBH)

DBH received no YES complaints in the 4th quarter of SFY 2020. DBH has seen a decrease in complaints and continues to work with Medicaid and system partners to create a centralized complaint system. This process has been challenged by resource availability, staff changes, and the emergence of a global pandemic – COVID-19.

Family and Community Services (FACS)

There were no YES-related complaints reported through FACS in the 4th quarter of SFY 2020.

Idaho State Department of Education (SDE)

Updates for SFY 2020 are expected in the Fall of 2020.

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 the child’s disability.

Division of Medicaid

The Division of Medicaid received three total complaints. One each related to Service, Access and Clinical [services]. Two were un-substantiated. The amount of time to resolve complaints ranged from nine business days – 21 calendar days. Details appear in Table 2.

Table 2: Medicaid Complaint Detail, Quarter 4, SFY 2020

Date Received	Member Region	Category	Description	Status of Complaint	Date Resolved	Resolution	Number of days to Resolve
04/02/2020	5	Service	Attitude of provider staff	Closed	04/15/2020	Unsubstantiated	9 business days
04/23/2020	7	Access	Provider refused to accept referral	Closed	05/07/2020	Substantiated - Educated provider and appointment was scheduled for member.	10 business days
04/23/2020	4	Clinical	Inadequate or inappropriate treatment intervention	Closed	05/14/2020	Unsubstantiated	21 calendar days

The Division of Medicaid received no Member Appeals in the 4th quarter of 2020.

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

The IDJC received four youth complaints and no family complaints during the 4th quarter of SFY 2020. All of the complaints were resolved in 30 days or less, and 75% were resolved in nine days or fewer.

Table 3: IDJC Summary of Complaints, 4th Q, SFY 2020

Region	Date of Complaint	Type of Concern	Status (as of June 31)	Resolution	Days To Resolution
3	4/8/2020	Youth stated that a peer punched her face. This peer has attacked her twice and she feels unsafe in the group. She would like to press charges on the peer.	Resolved	Unit Manager presented her with some options to help her feel less anxious. Charges won't be pursued at this time but the youth knows that she reserves the right to re-visit that decision in the future.	7
1	6/1/2020	Complaint against staff for not performing advocate duties fairly, and consequently holding him back in program.	Resolved	Staff addressed by supervisor. Delay in response as staff was out sick for an extended time.	30

2	6/10/2020	Youth complaint against his peers, not feeling safe as they are physically aggressive.	Resolved	Unit manager spoke with the team to allow this youth to find opportunities to express with peers.	8
2	6/29/2020	Youth complaint against staff not hearing him and disrespecting him. He wanted to move to a different unit.	Resolved	Unit manager spoke with youth and looked at the pros and cons. It was decided that his current program is the best fit for his needs.	9

Proposed Centralized Complaints Plan SFY 2021

The following plan was presented to the QMIA Council on August 28th for consideration in development of the YES Centralized Complaints process:

From the Jeff D Agreement: Defendants shall develop and adopt a centralized and impartial process to address and track complaints as part of the CFT approach, pursuant to paragraph 27, which may run concurrent to the formal appeal process, described in paragraphs 44 through 47.

Status as of July 29, 2020:

- Published one number for complaints (DBH number) on informational brochures.
- Added links to the YES website for Concerns and Complaints process and form.
- Developed collaborative process between DBH and Medicaid for sharing complaints field via the Complaints form
- Set up QMIA- Family Advisory Subcommittee (Q-FAS) to discuss family concerns and complaints
- Created link on YES website for Family stories
- Publishing YES report on complaints and appeals called YES Rights and Resolutions quarterly

1st and 2nd QTR SFY 2021 (August 1, 2020 to December 31, 2020)

- Establish best practices for complaints management 8-1-2020- 9-30-2020
- Assess YES partners complaint management processes 10-1-2020 to 10-31-2020
- QMIA Council to review all formal complaints for trends and identification of YES quality issues September meeting

DBH lead work with YES partners to:

1. Identify possible options for centralized tracking – 8-1-2020- 12-15-2020

- ✓ Discuss with DBH Automation Unit
 - ✓ Assign resources
 - ✓ Clarify if financial resources are available
 - ✓ Consult with IT about possible options to ask if they have a recommendation
2. Identify possible options for “impartial” process to address complaints 8-1-2020- 12-15-2020
 - ✓ Contractors?
 - ✓ Committees?
 - ✓ Mediator?

3rd QTR SFY 2021 (January 1, 2021 to March 31, 2021)

DBH lead work with YES partners to:

1. Finalize option for centralized tracking – 1-1-2021- 1-31-2021
2. Finalize option for “impartial” process to address complaints 1-1-2021- 1-31-2021
3. Develop draft work plan to implement centralized tracking and impartial processes 2-1-2021- 2-28-2021
4. Finalize work plan 3-1-2021- 3-31-2021

4th QTR SFY 2021 (April 1, 2021 to June 30, 2021)

1. Implement work plan