

## OBJECTIVE B: Practice Model and Services Roll-out

Defendant Agencies and YES Providers will provide YES services and supports consistent with the Agreement's Principles of Care and the Practice Model, and Appendix B.

The Practice Manual will be reviewed and updated to provide authoritative guidance on the YES Principles of Care and the Practice Model and Appendix B requirements to all YES Providers and stakeholders.

The updated Practice Manual will describe the operational details for the complete implementation of the Services and Supports Crosswalk, Principles of Care and Practice Model, Access Pathways Map, QMIA Plan, and Due Process Protocols.

Guided by the updated Practice Manual, Defendant Agencies will complete development of the YES SoC, and deliver medically necessary mental health services and supports to scale statewide to all YES Class Members.

*Expected Results of Accomplishing Objective B: Defendant Agencies and YES Providers in the SoC serving Class Members deliver services and supports consistent with the Principles of Care and the Practice Model. The Operational guidelines are readily accessible and available on-line; accurate and up-to-date; and written in plain English so as to be easily understood by Providers, Class members and their families, and stakeholders.*

### Strategies to accomplish Objective B

1. IDHW will describe its plan for the Division of Behavioral Health (DBH) Center of Excellence (CoE), with particular attention to its roles and responsibilities in relation to the YES SoC. The plan will:
  - a. Detail mission, authority, and relationships with YES Providers, YES Class members, and Stakeholders;
  - b. Identify funding resources and staffing requirements and needs;
  - c. Include timelines for the development and inauguration of the Center of Excellence and its activities.
  - d. IDHW will begin implementation of the CoE by the Execution Date of the new IBHP Contract, and complete the plan by the end of the Jeff D. Implementation period.
2. IDHW will review and update the Practice Manual consistent with the Principles of Care, Practice Model, and Appendix B. IDHW will consult with the IWG, subject to procurement restrictions, as IDHW develops the Practice Manual.
  - a. IDHW will complete the Practice Manual and deliver it to the IWG within the following timelines:
    - i. Final Draft completed ninety (90) days following the completion of the Access Pathways Map.
    - ii. Final authoritative document will be negotiated with the IBHP Contractor and completed no later than one hundred eighty (180) days following the

Service Start Date of the IBHP Contract. With the guidance of IDHW, YES Defendant Agencies will describe and document the operational protocols or procedures for each discrete pathway in the Access Pathways Map and all of the services and supports in the Services and Supports Crosswalk not already included in the Practice Manual.

- b. The protocols and procedures detailed in the Practice Manual will include: relevant operational details and directions that are not already spelled out in the Services and Supports Crosswalk, Access Pathways Map, Due Process Protocols, or QMIA Plan that influence or determine who gets what services and supports, including details on when, where, and how services and supports will be delivered. The Practice Manual is the primary, comprehensive, public-facing sourcebook for YES programs, collecting and presenting all of the relevant information from the YES Authoritative Documents needed to understand and access YES services and supports.
  - c. IDHW will combine all YES Defendant Agencies' and their contractors' contributions into a Practice Manual update using consistent formatting, terms, definitions, and descriptions. IDHW will identify and eliminate duplicative, conflicting, incomplete, inaccurate, and ambiguous material. IDHW will identify and document any areas where consensus cannot be found or updates cannot be made in a proposed Practice Manual update to be shared with the IWG for problem-solving. Having reached agreement, the update will be adopted and incorporated into the Practice Manual.
  - d. The updated and adopted Practice Manual will be used as the authoritative guide for YES service delivery to YES Class Members for all Defendant Agencies and YES Providers. Each YES Provider will be required to align its policies, procedures, contracts and standards to the updated Practice Manual, identifying and making needed changes, if any. IDHW will require the delivery of YES services to YES Class Members consistent with the YES Practice Manual. IDHW or its agent will audit YES Providers to confirm alignment with YES Practice Manual service delivery requirements. This information will be shared with the IGT at an agreed upon frequency.
  - e. The Practice Manual will be further updated when substantive changes are made to Services and Supports Crosswalk, the Access Pathways Map, Due Process Protocols, and/or practices and procedures that substantively influence or determine service delivery to YES Class Members, but no less frequently than annually.
3. Services Roll-out
- a. Develop and implement a process and procedures that communicate the availability of out-of-home care to youth, families, providers, and other relevant Stakeholders.

- b. Develop and implement a process and procedures that communicate availability of and expectations for Treatment Foster Care (TFC) to youth, families, providers, and other relevant stakeholders by the Service Start Date of the new IBHP Contract.
- c. Complete an index listing all residential facilities identified or authorized to serve YES Class Members no later than February 28, 2022. Detail admission criteria, including which Class Members may benefit from, or be eligible for, the facilities' services and supports. Commence a preliminary provider network agreement process that puts in place necessary administrative procedures to timely access these services and supports so that parents or youths' advocates do not need to initiate contracts from scratch when a placement is needed.
- d. IDHW, through the IBHP Contractor is required to provide medically necessary access to the full array of intensive community based and psychiatric residential services to eligible YES Class Members.
- e. The IWG shall meet quarterly to review and document progress towards:
  - i. Establishing statewide and regional service capacity targets necessary to comply with the Settlement Agreement's Service and Access Commitments and Outcomes. Capacity targets will incorporate the service standards established pursuant to Objective A. The IWG will establish service capacity targets no later than the Service Start Date of the new IBHP Contract. Thereafter the QMIA will report on progress toward the targets at the quarterly reviews.
  - ii. Identify and report on eligible youth populations that systematically do not engage in YES programs no later than twelve (12) months post Service Start Date of the new IBHP Contract. Create mitigation strategies to identify and engage underserved youths and their families into appropriate services.
  - iii. Time "being of the essence," in the event the IWG determines at a quarterly meeting, that timelines for the YES authoritative documents will not, or have not, been substantially met, the Director of IDHW will be directed to draft a report within thirty (30) days detailing the reasons for delay and the corrective steps needed to resolve the delay. Plaintiffs may agree to accept the report as proposed to resolve the matter, or to collaborate on acceptable corrective action. If the parties are unable to agree on appropriate corrective action, the plaintiffs may submit their counter proposal to the Court for review and decision as to whether the delay constitutes a breach of the Settlement Agreement Commitments and whether Plaintiffs are entitled to their proposed relief.

4. Fully implement the Communication Plan while continuing to:
  - a. Include outreach and education of the community, stakeholders, and families. The effectiveness and ongoing refinement of the products, processes and activities of the Communication plan will necessarily include the input of potential Class Members, Class Members and their families, stakeholders, and YES providers.
    - i. Communicate availability of the crisis call line to youth, families, providers, and other relevant stakeholders. Crisis line materials will be modified to fit the needs of various stakeholder groups.
  - b. Establish and maintain products and outreach activities to provide easily accessible and publicly available descriptions or explanations of the Agreement, the services and supports, the Principles of Care and Practice Manual, and the Access Model to Class Members, their families, and other stakeholders.
  - c. Develop focused communications to specific stakeholder groups in the SoC. Examples of some of the recipients of these communications may include but are not limited to: the State Planning Council on Behavioral Health, the seven (7) Regional Behavioral Health Boards, the Idaho Hospital Association, the Idaho Psychiatric Association, the Idaho Psychological Association, the Psychiatric Rehabilitation Association, the National Association of Social Workers-Idaho Chapter, the Idaho Counseling Association, the Idaho Primary Care Association, the Idaho Academy of Family Physicians, the Idaho Association of Community Providers, and the population of behavioral health professionals and paraprofessionals who provide publicly-funded behavioral health services. Additional examples of stakeholders include but are not limited to: legislators, law enforcement entities, Medicaid regional nurse reviewers, magistrates, probation officers, educators, IDHW navigators, public health nurses and public health community outreach workers.
  - d. Engage community youth, family, education, mental health, provider, advocacy, and other stakeholder organizations for opportunities to partner in development of communication materials and events to promote awareness and interest in the SoC and how to access it. Examples include but are not limited to: topic-specific email alerts, individual meetings with organizations, live webcasts – with interactive question and answer sessions, webinars, summaries of state-sponsored planning meetings posted on state websites.
  - e. Conduct initial and periodic review of printed and electronic materials to identify opportunities to improve the effectiveness of the communications.
  - f. Obtain responses and input from Class Members, their families and other stakeholders regarding communication products, processes, and outreach activities to ensure stakeholder feedback for finalization or improvement of the

Communication plan, communication products, processes, and outreach activities.

- g. Finalize or update communication products and events.
  - i. Develop and execute schedule of implementation for updated products, processes, and outreach activities.
- h. Maintain the YES website and social media, hosted by IDHW, and jointly managed by the Defendant Agencies, to continue to publicly provide relevant information including descriptions of the SoC as a whole, specific services, resources, and topics of interest to youth, and families and other stakeholders.
  - i. Maintain protocols and standards for content management and a schedule for creating and distributing communication products, conducting and hosting communication events, and implementing updated products, processes, and outreach activities.
  - ii. Include interactive features to provide public opportunity for making inquiries and obtaining responses that will directly answer the inquiry or provide information on where the answer can be obtained.
  - iii. Include calendar of events to provide public notice of related meetings and actions.
  - iv. Include relevant information requested by Class Members and their families.
  - v. Post information about and link to the jointly managed dedicated website and social media and on each Defendant Agency-specific website and social media.
  - vi. The Department will translate YES Authoritative Documents on the website in accordance with HHS standards for culturally and linguistically appropriate services (CLAS) to provide access to non-English speaking Class Members and their families.