

Date/Time of Meeting	Wednesday, December 11, 2024, 10:00am - 1:00pm MT Dial: 415-527-5035 Access code: 2824 657 3992 Meeting password: QvJy8BvqE59 (78598287 when dialing from a phone or video system) Webex: https://idhw.webex.com/idhw/j.php?MTID=m0c2cf1f533ce2c075db433e81e41d5d4 In-person Location: PTC, 450 W State Street, Boise, ID 83702, 3 rd Floor, Conference Room 3A
Meeting Purpose	Interagency Governance Team (IGT)
Host	Brittany Shipley: Chair, Ross Edmunds: Co-Chair, Vice-Chair: Patrick Gardner, & Co-Vice-Chair: Juliet Charron

Voting Members	Att'd	Voting Members	Att'd	Voting Members	Att'd
Ross Edmunds - DBH	x	Jessica Barawed - County Juvenile Justice	x	Ivy Smith - Youth Leader	
Brittany Shipley - Parent Leader	x	Val Johnson - DBH CMH Representative	x	Laura Scuri - Provider	
Juliet Charron - Medicaid & DBH	x	Marquette Hendrickx - Tribal Representative	x	Sara Bennett - Parent Leader	
Patrick Gardner - Child Advocate	x	Brenda Willson - Family Advocacy Agency (FYIdaho)		Jane Hart - Parent Leader	
Howard Belodoff - Child Advocate	x	Allison Highley - Family Advocacy Agency (IPUL)	x	Kim Hokanson - Parent Leader	x
Adam Panitch - IBHP Bureau	x	Jean Fisher - Child, Youth, & Family Services	x	James Phillips - IDJC	x
Shannon Dunstan - IDE					

Note: Ivy Smith has given her proxy vote for this meeting to Sam Moore.

Attendees: Angie Delio, Brook Heath, Emily Miller, Clinton Tibbitts, Megan Schuelke, Jose Martinez, Candace Falsetti, Dora Axtel, Rachel Murdock, David Welsh, Amber Leyba-Castle, Mallory Kotze, Ashley Porter, Sasha O'Connell, Dori Boyle, Emily Brown, Anita Moore, Nicole Gaylin, Gayla Smutny, and Kim Sweet

MEETING NOTES

#	Length	Topic	Topic Owner	Discussion	Decisions
1	5 mins <i>(All times are aspirational & subject to change.)</i>	Welcome, Roll Call, & Approve Minutes	IGT Voting Members	VOTE: Approve IGT Meeting Notes from October 9, 2024, which were sent to the IGT voting membership prior to this meeting.	Vote: Motion to approve: Ross Edmunds. Motion seconded: Allison Highley. This motion was approved.
2	10 mins	Nominate New IGT Voting Member	IGT Voting Members	VOTE: Nominated CYFS IGT Voting Member, Jean Fisher <i>Jean Fisher introduced herself to the meeting attendees.</i>	Vote: Motion to approve: Ross Edmunds.

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					Motion seconded: James Phillips. This motion was approved.
3	10 mins	IGT Meeting Cadence	IGT Members	Discuss: IGT Meeting Schedule for 2025 <i>The quarterly meeting schedule has been posted on the YES website. This will simplify the public meeting notice and make it easier for people to make arrangements.</i>	
		Agenda Adjustments		<i>Due to timing, Ross motioned to move the CANS discussion ahead of the Authentic Engagement Activity. There was some discussion as to whether a vote was required to move agenda items. Members felt that as long as there are no complaints then we can proceed. Alan explained that this may or may not be an amendment to the agenda. Ross withdrew the motion and the meeting continued with the CANS discussion.</i>	
4	15 mins	Authentic Engagement Activity	Sam Moore	<i>Sam Moore shared her presentation on Authentic Engagement in Idaho's Systems of Care. True engagement requires integrity and commitment to change. Authentic engagement significantly improves systems of care by fostering genuine collaboration, ensuring accountability, and enhancing outcomes for all stakeholders involved. Instead of pointing fingers, authentic engagement fosters a culture of collaborative problem-solving.</i> <i>Patrick Gardner asked about having equal partnership in decisions and how that works with authentic engagement. Sam Moore shared that it includes the word compromise and the kinds of compromise that the partners are willing to make. Patrick Gardner reflected that it is more about the communication and less about the results. Ross Edmunds mentioned that the closer you are to the details the harder it is to agree, but the further away you are from the details, the easier it is to agree. For example, we all agree that we want the best for Idaho's children. Sam Moore shared that sometimes the emotions people have keep them from being able to communicate effectively. We may get overly involved because of our</i>	

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				<p>emotional attachments to the subject. Remember that we are people first. Brittany Shipley asked Sam to see if she can fix the QR code that was presented so that members can respond. Here is a link to the code: https://forms.gle/ia3C9fEmbX36hgmm9.</p>	
5	20 mins	Idaho Voices for Children Behavioral Health Provider Data Presentation	Megan Schuelke	<p>Megan Schuelke shared the 2021 Idaho Behavioral Health Provider Survey Data presentation. Patrick Gardner mentioned that we might want to present this at our next IGT meeting due to time constraints and the fact that Ivy Smith is not available. Sam Moore recommended that we wait to hear this presentation when Ivy can be present at the IGT meeting. Brittany Shipley agreed to move this forward to the next IGT meeting.</p>	
6	20 mins	Discussion on CANS Questions	Kyle Hanson	<p>Kyle Hanson shared answers to the questions that were posed previously by the IGT Executive Committee:</p> <p>Q: Are parents getting a copy of the CANS? A: Magellan is working on allowing parents to access the CANS anytime. Providers are encouraged to give a copy of the CANS to the parents.</p> <p>Q: Are families having to repeat the CANS when they change providers? A: Magellan's system allows providers to see the previously completed CANS assessments so that the families will not have to redo the CANS.</p> <p>Q: Is the new shorter version of the CANS being well received better than the previous version? A: So far we are hearing good things about the new shorter CANS version. They will be sending out a formal survey in 2025 to gauge how the new CANS is going.</p> <p>Kim Hokanson mentioned that the Family Survey Results did report that more parents were receiving a copy of the CANS. However, this was prior to Magellan taking on this work. Kyle Hanson mentioned that there is some additional education needed to improve this.</p> <p>Patrick Gardner asked when the new Member Portal would be ready. Adam Panitch mentioned that they are planning on having the member portal available in</p>	

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				<p><i>January 2025. David Welsh mentioned that the portal will be promoted to help with family awareness of the new functionality. He also mentioned that Magellan can present on the portal after it goes live. Patrick Gardner would like to see what the portal will do for families. Concern was expressed because the IGT meetings are held quarterly, and we won’t get to see what it looks like or what it does until several months after it goes live.</i></p> <p>ACTION: <i>David Welsh will send some additional information to Brittany and Megan to share with the IGT members about the Magellan Member Portal.</i></p> <p><i>David Welsh shared that the functionality of the Member Portal will include member record transparency, member services availability, and clinical/member documentation. There will be tools to help manage client care.</i></p> <p><i>Patrick Gardner asked about the algorithm in the CANS that determines the level of care. He would like more information on the status of this algorithm. Kyle Hanson mentioned that Dr. Lyons and his team went over the technical aspects of the new algorithm. Patrick Gardner was under the impression that there would be further discussion before a decision was made. Brian mentioned that it was his understanding that the plan was to move forward. Juliet Charron commented that the takeaway from the last conversation was that we brought Dr. Lyons in to answer any questions about the algorithm before we moved forward. Patrick Gardner commented that this was not his understanding. He is worried about a change in the class definition. Juliet Charron does not believe this is a change in the class definition. Patrick Gardner mentioned that a change in the algorithm will change the number of children eligible for services. Juliet Charron would like to follow up off-line through Alan Foutz later. Patrick Gardner agreed with the follow up plan.</i></p> <p>WebEx Chat:</p>	

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				<p>from Brittany Shipley to everyone: 10:24 AM Quick clarification, a January role out? Meaning January 1 or mid-January, or?</p> <p>from Kim Hokanson to everyone: 10:25 AM David W., is the information about the Parent Portal going out to providers because it's the expectation that providers to train the parents?</p> <p>from Allison, Idaho Parents Unlimited to everyone: 10:30 AM Is there a graphic or something that will be created to promote the new portal that we could share with families?</p> <p>from Brittany Shipley to everyone: 10:32 AM Allison--That was a question I asked Jennifer Bly last week in ICAT as well and she said she would get back to us on that.</p> <p>from Porter, Ashley - CO 3rd to everyone: 10:34 AM Brittany and Allison - I will ensure that is part of our conversation re: member portal.</p> <p>from Allison, Idaho Parents Unlimited to everyone: 10:35 AM Thank you, Ashley! We can put it on IPUL's front page and share on our Facebook to get the message to families.</p> <p>from Brittany Shipley to everyone: 10:36 AM That would be great! Thanks, Ashely!</p> <p>David Welsh replied to some questions that were submitted in the WebEx chat.</p> <p>from Kim Hokanson to everyone: 10:25 AM Q: David W., is the information about the Parent Portal going out to providers because it's the expectation that providers to train the parents? A: David Welsh shared that Magellan will be communicating with providers and will be trying to figure out the best mechanism to communicate this to parents.</p> <p>from Kim Hokanson to everyone: 10:27 AM Q: There was also discussion at one point that parents will be able to pick and choose the amount of info shared</p>	

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				<p>from the CANS to specific providers. Is this still planned to be an option? A: David Welsh mentioned that parents will have the ability to grant access to certain data elements to providers.</p> <p>Patrick Gardner was happy to hear that there is some communication between the Division of Behavioral Health and Child, Youth, and Family Services - Child Welfare. He is interested in hearing more about the collaboration with the CANS utilization. Kyle Hanson mentioned that there has been a lot of collaboration, and they are making a lot of progress, which helps case workers get the information they need when a child comes into their care. Patrick Gardner asked if Child Welfare case workers complete the CANS. Kyle Hanson shared that most of the case workers use the FAST because it is very family oriented but when youth go to an out of home placement they complete a CANS. Clarification was requested about what is meant by an out of home placement. Kyle Hanson responded that out of home placement refers to a Congregate Care placement.</p>	
7	30 mins	IBHP Update (Standing agenda item)	Medicaid & Magellan	<p>David Welsh shared that he is happy to be in this current collaboration. They are working on any issues that have come up. Claim submissions are being taken care of. There was a huge learning curve that had to be overcome. Magellan strives to exceed their contractual obligations.</p> <p><u>Claims:</u> Magellan is contractually obligated to process 95% of clean claims within 30 days. In September there was a large influx of claims, and some needed to be addressed with the providers. At that time Magellan was processing 91% of claims. In October, Magellan was at 91% of claims processed as well. In November the percentage was 99.97% which showed that improvements had been made. December's claims are currently over 99%.</p>	

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				<p><i>Patrick Gardner mentioned that “clean” is something that is subjective and may not reflect the view from providers. The concern is that the provider may not be doing anything incorrectly and yet the claim is labeled as not “clean”. David Welsh mentioned that “clean” claims is a standard definition by providers and insurance companies. The percent of claims being paid is currently exceeding the contractual obligations and is improving all the time. There could have been better communication with providers regarding the differences between Magellan and Optum. There are other areas of opportunities that will be addressed. Patrick Gardner asked if there could be a report on children, not adults. We would like to see data showing the class members. David Welsh commented that they are currently working on a report such as Patrick suggested. Patrick Gardner suggested we also try to include any organizations other than Magellan that the child is involved in. David Welsh mentioned that would be an interesting idea and probably useful. There may not be a code that would track the Idaho Department of Juvenile Corrections (IDJC) involvement. Juliet Charron mentioned that we cannot see the IDJC data but can see the Medicaid data. Ross Edmunds shared that 95% of Juvenile Justice population is not in the custody of the Department of Juvenile Corrections because they are in the custody of the County Probation. James Phillips mentioned that only a few IDJC cases receive services from Medicaid.</i></p> <p><i>Brian asked how the system works to identify which agency the child is working through using an aid code. It sounds like it is still in question regarding the transition requirements for Medicaid and if that will go through Magellan. Juliet Charron shared that it is an aid code. Juliet responded regarding the Consolidating Appropriations Requirement that it is being worked through. The requirement is not solely behavioral health it is for EPSDT services. That is yet to be determined. There is a need to work through with counties as well.</i></p>	

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				<p><i>This will not be ready for the January start date. James Phillips shared that if a service is medical, it would not go through Magellan. Case management will be provided in-house by Medicaid, at least in the interim. Juliet Charron shared that county probation may also be involved which complicates the data gathering. If there is needed to involve other providers in the case management portion we would need to have budget approval. There is a concerted effort to work together to implement this.</i></p> <p><i>Sam Moore is concern that we are missing getting services for some children because of the need for collaboration. Children are entitled to services regardless of which organizations they are placed with. She would like us to be able to work together to get help for these kids. James Phillips mentioned that having services available for children is very important to IDJC and getting Medicaid set up when they leave is also a priority. There is a team of staff dedicated to this purpose. David Welsh shared that Magellan is working collaboratively with other state agencies to ensure that individuals that are eligible for Medicaid receive the services they are entitled to.</i></p> <p><i><u>ICC & WInS:</u> David Welsh explained that there are 477 youth involved in intensive care coordination (ICC) currently. There are two new case managers coming on board and more coming next year. With wraparound intensive services (WInS) there are a lot of steps to get these providers set up. There are currently 40 members involved. The Department of Health and Welfare (DHW) has about 20 kids involved that don't have Medicaid. Wraparound is a service that can be provided in concurrence with other services. There are several community-based providers interested in providing this service. This service can be provided concurrently with other services.</i></p>	

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				<p><u>PRTF (Psychiatric Residential Treatment Facilities)</u>: David Welsh explained that this service is a higher level of care than Wraparound services. These members are managed by the Intensive Care Coordination (ICC) Team in Magellan. Those staff coordinate with the providers to ensure the kids get the services they need.</p> <p>Patrick Gardner commented that he believes there is a need for a committee from the IGT to address a variety of issues with Magellan about ICC and Wraparound services. David Welsh is willing to assist with any issues. He also welcomes any questions and will answer those via email.</p> <p>Patrick Gardner asked if there is a plan to address the ICC/Wraparound questions from the previous IGT meeting. Brittany Shipley mentioned that the answers to the questions posed during the October IGT meeting were answered in the document distributed via email. Time was short so the questions were collected and answered via email. Patrick Gardner suggested that these be followed up on by the committee mentioned above.</p> <p>WebEx Chat: from Brittany Shipley to everyone: 12:02 PM If a kiddo is currently engaged in Wrap and enters into crisis and finds themselves in need of a PRTF/RTC level of care, would then then be referred to an ICC and transitioned away from Wrap? from Val Johnson-SDI CMH to everyone: 12:05 PM It would be good to include the COE in that.</p> <p>James Phillips mentioned that IDJC case managers work collaboratively with a community based targeted case manager. They will ensure that kids don't fall through the cracks. Patrick Gardner asked what in-house case management services looks like. Juliet Charron mentioned that there are staff, currently, that have this experience. They are still evaluating whether having</p>	

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				<p><i>these services in-house will work or if they will need to have these services managed through a contract. She suggests that this could be updated at later meetings as things evolve. James Phillips mentioned that the services are going to be provided for at least the first 90 days when they leave IDJC. Patrick Gardner asked if it is possible to track 20-511a cases. Ross mentioned that the 20-511a cases are tracked by the Department since we are involved in their cases. Sam worries that kids will not be able to get the medications they need after leaving IDJC. James Phillips mentioned that children would leave IDJC as eligible for Medicaid or providing services for at least 90 days which gives counties or families time to have other funding sources after the 90 days. Sam asked if there could be in individual who would be able to contact IDJC if a child is falling between the cracks. James Phillips mentioned that it would be a phone call or email that brings it to their attention. Sam asked if there could be a process worked out for that purpose. James Phillips mentioned that contacting the staff is really the best way, currently, to resolve these issues.</i></p>	
8	20 mins	Implementation Update (Standing agenda item)	Plaintiffs' Counsel & Defendants	<p><i>Juliet mentioned that this update has been discussed throughout the meeting so far. Patrick Gardner would like to discuss where we are on the Settlement Agreement. He listed several items that he believes have not been completed. The hope is that, through mediation, we should be in agreement on which documents still need to be completed. This may happen in mid-January. Patrick Gardner listed all the items that he is concerned with as listed on the Implementation Assurance Plan (IAP) Task List:</i></p> <ul style="list-style-type: none"> <i>• Services and Supports Crosswalk - will be in mediation.</i> <i>• Access Pathways Maps - will be in mediation.</i> <i>• Gaps analysis for services and supports.</i> <i>• Determining the duration and scope standards - may be in mediation.</i> 	

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				<ul style="list-style-type: none"> • Requirements identifying funding resources and staffing requirements. • Detailing the mission and authority of the Center of Excellence. • Practice Manual updated. • Processes and procedures for Therapeutic Foster Care. • Residential Facilities Index was completed but may need updating. • Expedited method for individual contracts for children that don't fit the criteria for providers within the network. • Service capacity targets - DBH determined the number of class members but didn't identify if the system has capacity for all who qualify. • System service gaps. • Due Process Protocol was completed but DBH is not using the Protocol. • Centralized complaint process and reporting system - there are complaint tracking procedures for various programs but not a centralized process. • Process for resolving complaints - is a patchwork system to date. • Quality Management Improvement & Accountability (QMIA) plan update. • Reports or tables that would be routinely used for QMIA. • Implementation of CANS - not completed yet but is in the works. • Data collection and protocols for Child and Family Team meeting (CFT). • Determine which agency is responsible for gathering and reporting QMIA material - getting data from Child Welfare, IDJC, and Developmental Disabilities (DD) data has proven difficult. • Compliance Taskforce was agreed upon but has only met a few times. • YES Quality reports should be produced annually and the current report is overdue. 	

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				<ul style="list-style-type: none"> Annual report to the Court on the status of implementation is over 6 months late. <p>Patrick Gardner mentioned that he isn't sure how the implementation process is moving forward. He believes the Department needs to staff enough people to complete these tasks. There are concerns that the high-end services are not available to children in Idaho. He believes that at least 5,000 kids are eligible to receive Wraparound services and only a fraction of those eligible are receiving the services. It is important to start getting reports from Magellan, so we know how many kids are getting services and what those services are. Sam would like to have a detailed list of the items that Patrick Gardner mentioned. Brittany Shipley suggested Sam reach out to Megan Schuelke or read the notes when they come out. Patrick mentioned that there are multiple reports available to read through, such as QMIA quarterly reports or email Patrick Gardner or Candace Falsetti. Howard Belodoff suggested we address the strategic planning process which can show where we are and where we are going.</p>	
9	20 mins	Parent Access to Records & Senate Bill 1329 Discussion	Brittany Shipley	Due to time, this agenda item will be carried over to the next IGT meeting or discussed during a different meeting.	
10	10 mins	New Business Items	IGT Members	<p>WebEx Chat: from Brittany Shipley to everyone: 12:59 PM I am going to go ahead and start identifying some of our follow up items here in the chat. from Brittany Shipley to everyone: 1:00 PM</p> <ol style="list-style-type: none"> Megan and Ivy will present at the next IGT meeting (in March of 2025) regarding the provider data. Magellan will continue to inform the IGT of ICC/Wraparound updates/improvements and there will be an offline conversation to come regarding the potential formation of an ICC/Wraparound subcommittee. 	

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				3. At the next IGT meeting in March we will also receive updates on the CANS parent portal from Magellan and Jennifer Bly.	
11	10 mins	Public Comments	IGT Members	Public comment was sought but none was heard.	
13	--	Dismissal	IGT Members	Future IGT Meeting Agenda Items: <ul style="list-style-type: none"> • CANS Member Portal Access for Parents - Magellan • Navigating PRTF Access - Adam Panitch • Child Welfare Participation in the CANS • Parent Access to Records & Senate Bill 1329 Discussion - Brittany Shipley 	

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

#	Follow-up Items	Opened	Owner	Status
19	Have an offline conversation regarding the potential formation of an ICC/Wraparound subcommittee. Share this decision with the IGT members.	12/11/24	IGT Executive Committee	12/11, New.
18	Send additional information to Brittany Shipley and Megan Schuelke to share with the IGT about the Magellan Member Portal.	12/11/24	David Welsh	12/11, New.
15	Schedule another follow-up meeting with Child Welfare in September 2024 to discuss QRT further per Brittany Shipley's request.	8/14/24	Val Johnson	9/23, In Progress. Brittany Shipley will follow-up with Val Johnson.
14	Create an interim QRT document, which will be reviewed by the FAM Subcommittee with an estimated timeframe of September 2024.	8/14/24	Val Johnson	9/20, In Progress. Awaiting updates. Then document will be presented to FAM Subcommittee.
2	Seek feedback on some of the projects that were requested in the past from the IGT members.	10/11/23	Megan Schuelke	9/23, In Progress.
1	Get together later to discuss the CANS and the exemption from the CANS assessments for tribal members.	10/11/23	Veronica Smith & Juliet Charron	9/20, In Progress. Ashley Porter gathering updates.