



YES Workgroup & Subcommittees Quarterly Review Report State Fiscal Year 2025

August, September, & October 2024
Quarter 2

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Created by the Division of Behavioral Health (DBH) System Design and Implementation (SDI) Bureau Children's Mental Health (CMH) Project Coordinator for the Interagency Governance Team (IGT) with information provided by the YES Workgroup and Subcommittee Chairpersons.

Introduction

The quarterly Youth Empowerment Services (YES) Workgroup & Subcommittees Review reports are intended to provide regular updates to the Interagency Governance Team (IGT) Executive Committee members, IGT voting members, and public IGT members. The IGT is responsible for collaboratively coordinating and overseeing the implementation of the [Jeff D. Settlement Agreement](#). The purpose of the IGT is to provide a governance structure to oversee the implementation and operation of YES and Quality, Management, Improvement, and Accountability (QMIA) program. The IGT seeks to ensure that the state’s policies and procedures promote the successful development and operation of a new and improved children’s mental health system of care. This report is essential for maintaining transparency, guiding strategic direction, and ensuring the workgroup and subcommittees efforts align with the IGT Strategic Plan goals and the broader YES system of care.

View the form submitted by the YES Workgroup and Subcommittee chairpersons: [YES Workgroup & Subcommittees Quarterly Report Review Form](#)

Overall Findings for the YES Workgroup & Subcommittees

Updates Summary

For full details, please reference the YES Workgroup & Subcommittees Reports beginning on page 6.

	Tasks Completed	Tasks In Progress	Future Tasks
<i>ICAT Subcommittee</i>	<ul style="list-style-type: none"> Transitioning to Magellan as well as a full risk contract. 	<ul style="list-style-type: none"> Focused on the IBHP implementation. Focused on the outcomes reports from the YES Family Surveys. Adjusting to the changes in attendance from the state. This has disrupted the flow of our meetings as well as our ability to obtain needed information. 	<ul style="list-style-type: none"> Work with Magellan for a successful implementation of the new IBHP contract. Address intensive services and the outcomes from the YES Family Surveys.
<i>FAM Subcommittee</i>	<ul style="list-style-type: none"> YES Family Survey Results 2024 presentation and FAM input on questions. YES Sprint Intensive Home and Community-Based Services (IHCBS) presentation and feedback. 	<ul style="list-style-type: none"> Worked on new member orientation. Input on the Quick Reaction Team (QRT). Discussion on Senate Bill 1329. 	<ul style="list-style-type: none"> See FAM Strategic Plan 2024 – 2027 for high-level future tasks, goals, and timelines. Review of the FAM Strategic Plan to determine progress on goals and next steps. Creating a process to ensure work continues if a FAM member must pause/stop attending. YES Sprint Crisis Services update presentation.

	Tasks Completed	Tasks In Progress	Future Tasks
<i>One Kid One CANS Workgroup</i>	<ul style="list-style-type: none"> Rollout of CANS 3.0 and Magellan's Assessment System. 	<ul style="list-style-type: none"> Preparing for Parent Portal rollout. Reviewing and providing feedback on additional training curriculum. Exploring issues and troubleshooting Magellan's Assessment System (PCIS). 	<ul style="list-style-type: none"> January rollout of Member Portal. Continue troubleshooting of Magellan's assessment system. Rollout of additional training curriculum. Transition from an active workgroup to a governance/advisory council for CANS.
<i>QMIA Council</i>	<ul style="list-style-type: none"> YES Family Survey results presented by Dr. Nate Williams. Reviewed results of input that had been provided to BSU on questions in the survey by parents and family. 	<ul style="list-style-type: none"> Received the results of the YES Family Survey. Reviewing recommendations. 	<ul style="list-style-type: none"> Reviewing results and recommendation of the Quality Review (QR).
<i>Due Process Workgroup</i>	<ul style="list-style-type: none"> Updated the YES website replacing references with Magellan's. Updated the YES website with current CMH and YES team contact information. Medicaid appeal rights form/notice update was approved. Reviewed/approved Magellan ABD notices. 	<ul style="list-style-type: none"> Updates to the YES website related to Magellan and internal DHW changes. YES Practice Manual updates. Review of Magellan benefit determination notices. Medicaid Appeal Rights form/notice update. Appeals Guidebook for families. Appeals pamphlet for families. Resource list for onboarding new Due Process Workgroup members. Recommendation for correcting contested case rules. 	<ul style="list-style-type: none"> A recommendation was made to create a complaints pamphlet similar to the appeals pamphlet.
<i>YES Communications Strategic Planning Workgroup</i>	<ul style="list-style-type: none"> YES information packets distributed to school districts. YES website updates for the implementation of the new IBHP. YES website update of posting a new Spanish language video for Wraparound. Addition of two new workgroup members. 	<ul style="list-style-type: none"> Ongoing review of draft YES Communications Strategy. Continued updates to communication materials due to a new name and logo for the IDE. YES information packets distributed to school districts. YES Practice Manual updates to allow more streamlined editing and updating. Preparation for the Early Years conference in Boise, ID on Nov. 14-15, 2024. 	<ul style="list-style-type: none"> Ongoing review of draft YES Communications Strategy. Rechartering of the workgroup to include new duties outlined in the YES Communications Strategy. Ongoing communication updates to reflect the new name and logo for the IDE. Ongoing YES.idaho.gov website updates to reflect the IBHP.

Roadblocks & Requested Support

- ✖ ICAT Subcommittee: Department of Health & Welfare (DHW) staff only attending meetings quarterly was a huge disruption during the IBHP implementation. Figuring out administrative functions and securing a meeting platform were significantly challenging.
- ✖ FAM Subcommittee: Members feel as though they are not an equal partner but only observers of the process/systems. As well, there is not a lot of credit and acknowledgement provided to the partners that are apart of these meetings, which makes it hard to maintain involvement. It would be helpful to provide young people with proof of involvement and contribution. The members requested that this feedback be shared and addressed with the IGT Executive Committee.
- ✖ One Kid One CANS Workgroup: Functionality of Magellan's assessment system and providers being able to complete CANS. Thanks for reviewing the new overall CANS Decision Support Model. Continue to support the implementation of the new CANS Decision Support Model, which will be implemented next year.
- ✖ QMIA Council: None reported.
- ✖ Due Process Workgroup: None reported.
- ✖ YES Communications Strategic Planning: None reported.

IGT Strategic Plan Goal Progress

To ensure the workgroup and subcommittee efforts align with the IGT Strategic Plan and the broader YES system of care, the information submitted by the YES work groups and subcommittees was compared to the [IGT Strategic Plan SFY 2025–2026](#) goals. The information below outlines the progress that has been achieved, the progress currently underway, and the progress anticipated in the future.

Goal 1: The main priority for the IGT will be the oversight and effective implementation of the new [Idaho Behavioral Health Plan \(IBHP\)](#). Effective implementation of the IBHP, including: #1. Building provider capacity, #2. Outreach of services into rural and frontier parts of the state, #3. Data collection and break down by state, regions, and counties to measure service delivery gaps, #4. Inpatient treatment, including PRTF services and requests both in-state and out-of-state, #5. Crisis services, including mobile crisis, crisis call centers, and youth crisis centers, #6. CANS 3.0 implementation, and #7. Training.

Progress Achieved:

- CANS 3.0 Implementation: The One Kid One CANS Workgroup successfully implemented CANS 3.0 as part of the IBHP rollout. This milestone included:
 - Updates to the CANS Reference Guide.
 - Development of specific vignettes for certification and training by the Center of Excellence (CoE) TCOM team.
 - Certification for CANS 3.0, which went live in June 2024.
- Data Collection: The QMIA Council reviewed and analyzed the results of the 2024 YES Family Survey, addressing regional disparities and recommending actionable solutions.
- Crisis Services: Updates to mobile crisis, crisis call centers, and youth crisis centers were highlighted by the ICAT Subcommittee, with plans for further improvements underway.

Current Efforts:

- The ICAT Subcommittee continues to address provider capacity challenges and collaborate with Magellan to ensure the IBHP contract's successful implementation.
- The One Kid One CANS Workgroup is troubleshooting Magellan's assessment system (PCIS)

and preparing for the Member Portal's rollout in January 2025.

- The Due Process Workgroup is updating Medicaid Appeal Rights notices and revising the YES website to reflect Magellan's integration.

Future Plans:

- The ICAT Subcommittee will continue to collaborate with Magellan to ensure a successful implementation of the new IBHP contract.
- The One Kid One CANS Workgroup will continue troubleshooting of Magellan's assessment system (PCIS).
- The One Kid One CANS Workgroup will also review and provide feedback on training curriculum and rollout additional training curriculum.
- The YES Communications Strategic Planning Workgroup will continue ongoing YES.idaho.gov website updates to reflect the IBHP implementation.
- The Due Process Workgroup will sustain efforts updating the YES website and references to Magellan.
- The FAM Subcommittee will continue to focus on FAM Strategic Plan Initiative 2 to "Serve as a Feedback Mechanism for the Idaho Behavioral Health Plan (IBHP) Contract Transition".

Goal 2: The IGT will identify what human resources and potential additional resources are needed to fully implement its obligations under the Jeff D. Settlement Agreement, the Implementation Assurance Plan (IAP), and the QMIA Plan; and where the resources might be found to accomplish the ongoing YES system of care work.

Progress Achieved:

- Implemented the quarterly YES Workgroup & Subcommittees Review Report to monitor and support subcommittees effectively.

Current Efforts:

- Administrative processes continue to be refined for efficiency.
- Workgroups are aligning their activities with IGT's actionable goals and processes.

Future Plans:

- Complete updates to the IGT Operational Guidelines.

Goal 3: IGT will build a community of support through stakeholder involvement and communication that helps build broad public support and utilization of services such that sustainability occurs.

Progress Achieved:

- The YES Communications Strategic Planning Workgroup distributed over 400 information packets to school districts across Idaho.
- A Spanish-language video for Wraparound services was added to the YES website, improving accessibility.

Current Efforts:

- Reviewing and finalizing the draft YES Communications Strategy to enhance stakeholder engagement and public awareness.

Future Plans:

- The YES Communications Strategic Planning Workgroup plans to recharter the workgroup to include new duties outlined in the YES Communications Strategy.
- The One Kid One CANS Workgroup will continue to meet and gather feedback as the workgroup transitions from an active workgroup to a governance/advisory council for the CANS.
- The FAM Subcommittee will continue to focus on FAM Strategic Plan Initiative 1 centered

around “Parent and Youth Advocacy Enhancement”.

- The FAM Subcommittee will continue working on FAM Strategic Plan Initiative 4 to “Develop and Maintain FAM Stakeholder Engagement”.

Goal 4: IGT will effectively execute oversight, monitoring, and collaboration with councils, workgroups, and committees to move the YES system of care implementation forward.

Progress Achieved:

- The utilization of this YES Workgroup & Subcommittees Review Report includes IGT collaborative advancements.

Current Efforts:

- Addressing recommendations from subcommittees and ensuring timely follow-up.
- Workgroups and subcommittees continuing oversight of the implementation of critical IBHP components.

Future Plans:

- The QMIA Council plans to review the results and recommendations of the Quality Review (QR).
- The FAM Subcommittee will review their progress on the FAM Strategic Plan Initiative 3 “Align FAM Strategy with Interagency Governance Team (IGT) Goals”.

Goal 5: This Strategic Plan will be reviewed and revised as necessary for YES system of care sustainability. The IGT will create an updated three-year IGT Strategic Plan for SFY July 2027 – July 2029.

Progress Achieved:

- The IGT has initiated discussions for the next strategic plan covering SFY 2027–2029.
- Workgroups have begun aligning their activities with the IGT’s overarching objectives.

Current Efforts:

- IGT Project Coordinator has been researching successful strategic planning methods.

Future Plans:

- Update and publish a revised IGT Strategic Plan by mid-2026.
- Ensure ongoing alignment of all workgroup and subcommittee efforts with IGT’s priorities.

Membership

Based on the information provided by the YES workgroups and subcommittees, the most requested membership positions are provider and youth representatives, with 2 out of the 6 YES workgroups or subcommittees requesting these representatives. The QMIA Council is requesting the most membership positions, with a total of 3 membership positions being open. None of the YES workgroups or subcommittees reported losing any members in the last three months.

Members gained:

- ✦ ICAT Subcommittee: Lacey Adamcik, Brittany Shipley, and Dr. Tammy Phelps
- ✦ FAM Subcommittee: Sam Moore, a young adult member
- ✦ One Kid One CANS Workgroup: None
- ✦ QMIA Council: Jane Hart, a family member considering participating
- ✦ Due Process Workgroup: Benjamin Stoddard, IDJC, replaces Jessica Moncada. Anita Moore, Medicaid DAG, replaces Devin Gleason officially on October 28th, 2024
- ✦ YES Communications Strategic Planning Workgroup: Brennan Serrano and Amber Leyba-Castle from Magellan

Members needed:

- ✦ Provider Representative: Needed in the QMIA Council & ICAT Subcommittee
- ✦ Magellan Representative: Needed in the FAM Subcommittee
- ✦ Child, Youth, and Family Services Representative: Needed in the FAM Subcommittee
- ✦ FYIdaho Representative: Needed in the QMIA Council
- ✦ Idaho Tribe Representative: Needed in the ICAT Subcommittee
- ✦ Parent Representative: Needed in the Due Process Workgroup
- ✦ Youth Representative: Needed in the One Kid One CANS Workgroups & YES Communications Strategic Planning Workgroup
- ✦ Co-Chair: Needed in the QMIA Council & FAM Subcommittee

Members lost:

No YES workgroups or subcommittees reported losing any members in the last three months.

YES Workgroup & Subcommittees Reports

ICAT Subcommittee

Mission: The Interagency Governance Team’s (IGT) Clinical Sub-Committee exists to advise and support the state agencies in launching Youth Empowerment Services (YES). The purpose of this assistance is to provide the state agencies with feedback from the parent and provider perspective on the development and application of services so the state agencies can ensure the services meet the needs of members across Idaho regardless of area and population. The Interagency Governance Team’s (IGT) Training Sub-Committee exists to advise and support the state agencies in launching the Youth Empowerment Services (YES). The purpose of this assistance is to identify agencies/persons that may benefit from training on services. This step is to assist in the prevention of gaps and problems with service delivery.

Membership:

Member Guidelines: None.

#	Name	Affiliation	#	Name	Affiliation
1	Laura Scuri	Access Behavioral Health Services (Chair)	8	Christina Ward	IBHP, Medicaid
2	Maja Ledgerwood	Rural Social Services LLC (Vice-Chair)	9	Kim Sweet	DBH, SDI, CMH
3	Brian Knight	Idaho Crisis and Suicide Hotline	10	Katrena Cornell	CYFS
4	Brhe Zolber	Provider, Recovery Ways	11	Brittany Shipley	Parent
5	Shawna TenEyck	Provider, Children’s Support Services	12	Kim Hokanson	Parent
6	Caroline Merritt	Idaho Community Providers’ Association	13	Deb Tuttle	Parent
7	Cathi Jarvis	Warm Springs Counseling	14	Lacey Adamcik	St. Luke’s Hospital

Members gained: Lacey Adamcik, Brittany Shipley, and Dr. Tammy Phelps.

Members needed: Tribal member and will need to replace one or two providers in the upcoming months.

Updates:

Tasks completed:

- ✓ Transitioning from Optum to Magellan as well as a full risk contract.

Tasks in progress:

- 🕒 Our primary focus has been the IBHP implementation, and the outcomes reports from Boise State University (BSU). We are also adjusting to the changes in attendance from the state. This has disrupted the flow of our meetings as well as our ability to obtain needed information. We

will adjust but it slowed down our processes significantly during a very critical period.

Future tasks & timelines:

- Work collaboratively with Magellan for a successful implementation of the new IBHP contract. Address intensive services and the outcomes from the YES Family Surveys.

Roadblocks & Requested Support:

DHW staff only attending meetings quarterly was a huge disruption during the IBHP implementation. Figuring out administrative functions and securing a meeting platform were significantly challenging.

FAM Subcommittee

Mission: We are dedicated to empowering and amplifying the voices of parents/caregivers, which includes foster parents, and youth in the YES system of care. Our mission is to ensure their perspectives and experiences are central in shaping policies and practices, transforming the YES system of care into one that is responsive to and guided by its beneficiaries' needs and active participation.

Membership:

Member Guidelines: Be aligned with and work towards the FAM Subcommittee Mission, Vision, and Purpose as well as the initiatives outlined in the FAM Strategic Plan.

Vision Statement: Our vision is a YES system of care where the leadership and participation of parents and youth are fundamental. We strive for a system where their voice is a recognized, transformative force within the YES system of care, contributing to an inclusive, responsive, and continually evolving behavioral health system.

Our Purpose: The Family and Advocacy Subcommittee (FAM) plays a pivotal role in fortifying the voices of parents and youth within the Youth Empowerment Services (YES) system of care. This strategic plan details our mission, vision, and key initiatives, aligned with the Interagency Governance Team (IGT) goals and stakeholders named in the Jeff D. Settlement Agreement.

#	Name	Affiliation	#	Name	Affiliation
1	Kim Hokanson	Parent (Co-Chair)	16	Christina Ward	IBHP, Medicaid
2	Brenda Willson	Executive Director, FYIdaho	17	Jenna Tetrault	Medicaid
3	Rochelle Bettis	FYIdaho	18	Jill Matthews	IDE
4	Stephanie Hoffman	Family Support & Training, LLC	19	Adam Tardiff	Parent
5	Allison Highley	IPUL	20	Megan Comstock	Parent
6	Brandon Wheeler	Parent	21	Brittany Shipley	Parent
7	Brent Hutchins	Parent	22	Erica Ferland	Parent
8	Sam Moore	Youth	23	Tracie Boyer	Parent
9	Calista Jensen	Youth	24	Parker Luce	Parent
10	Mya Buchin	Youth	25	Penny Fisk	Parent
11	Candace Falsetti	DBH, QMIA Director	26	Denise Whiteman	Parent
12	Dori Boyle	IBHP, Medicaid	27	Haley Myers	IDJC
13	Ashley Porter	IBHP, Medicaid	28	Kari Portales	IDJC
14	Nicole Gaylin	IBHP, Medicaid	29	Wendy Margolis	DBH Admin
15	Megan Schuelke	DBH, Project Coordinator			

Members gained: Sam Moore, young adult member.

Members needed: DHW Child, Youth, and Family Services (CYFS) representative and Magellan representative.

Updates:

Tasks completed:

- ✓ YES Family Survey Results 2024 presentation and FAM input on questions.
- ✓ YES Sprint Intensive Home and Community-Based Services (IHCBS) presentation and feedback.

Tasks in progress:

- ⊕ Worked on new member orientation.
- ⊕ Review and input on the Quick Reaction Team (QRT).
- ⊕ Discussion on Senate Bill 1329.

Future tasks & timelines:

- ➔ See FAM Strategic Plan 2024 – 2027 Strategic initiatives and action steps for high-level future tasks, goals, and timelines.
 - Initiative 1: Parent and Youth Advocacy Enhancement
 - Objective 1.1: Identify and address emerging advocacy opportunities in the YES system of care by Q4 2024 (October, November, & December 2024).
 - Objective 1.2: Boost parent/youth decision-making participation within the FAM Subcommittee by 25% by the December of 2024.
 - Initiative 2: Serve as a Feedback Mechanism for the Idaho Behavioral Health Plan (IBHP) Contract Transition
 - Objective 2.1: Implement and analyze feedback for the IBHP contract transition by Q3 2024 (July, August, & September 2024).
 - Initiative 3: Align FAM Strategy with Interagency Governance Team (IGT) Goals
 - Objective 3.1: Synchronize FAM Subcommittee activities with the IGT Strategic Plan, focusing on youth services.
 - Initiative 4: Develop and Maintain FAM Stakeholder Engagement
 - Objective 4.1: Enhance collaboration with key stakeholders by Q3 2024 (July, August, & September 2024).
 - Objective 4.2: Improve transparency and stakeholder engagement through a robust communication strategy by Q2 2024 (April, May, & June 2024).
- ➔ Review of the FAM Strategic Plan to determine progress on goals and next steps.
- ➔ Creating a process to ensure work continues if a FAM member must pause/stop attending.
- ➔ YES Sprint Crisis Services update presentation and provide feedback.

Roadblocks & Requested Support:

Members feel as though they are not an equal partner but only observers of the process/systems. As well, there is not a lot of credit and acknowledgement provided to the partners that are apart of these meetings, which makes it hard to maintain involvement. It would be helpful to provide young people with proof of involvement and contribution. The members requested that this feedback be shared and addressed with the IGT Executive Committee.

One Kid One CANS Workgroup

Mission: Identify specific recommendations targeted to improve the CANS process, enhance user experience through simplification and education and continue to improve overall quality of care.

Membership:

Member Guidelines: Represent the needs/views of their respective stakeholder group and contribute their personal expertise and judgment. Attend CANS introduction/training, make

themselves available for meetings, contribute to group discussions and to developing work product, and complete volunteer assignments on time.

#	Name	Affiliation	#	Name	Affiliation
1	Kyle Hanson	DBH, CANS Program Manager (Co-Chair)	14	Brittany Shipley	Parent
2	Kim Hokanson	Parent (Co-Chair)	15	Kim Sweet	DBH, SDI, CMH
3	Dr. John Lyons/Joy Dicus/Mark Lardner	Director, Praed, University of Kentucky	16	Dori Boyle	IBHP, Medicaid
4	Mellisa Carlson	Provider, Heritage, North Idaho	17	Ashley Porter	IBHP, Medicaid
5	Shawna TenEyck	Provider, Children's Supportive Services	18	Mallory Kotze	Magellan
6	Jennifer Dickison	Provider, Kootenai Tribe	19	Jennifer Bly	Magellan
7	Angie Delio	Provider, Marimn Health	20	Britt Miller	CYFS
8	Tori Torgrimson	Provider, Family Health Services	21	Andrea Emmons	Liberty
9	Amanda Davison	Parent, Provider, Charlie Health	22	Brad Lambson	CoE CANS Specialist
10	Willow Abrahamson	Shoshone Bannock Tribes	23	Bethany Blank	CoE CANS Specialist
11	Marquette Hendrickx	Tribal Representative	24	Molly Perotti	CoE CANS Specialist
12	Megan Schuelke	DBH Project Coordinator	25	April Auker	CoE CANS Specialist
13	Catherine Purdy	DBH Admin Support	26	Brhe Zolber	Provider

Members gained: None.

Members needed: Could benefit from having a youth member.

Updates:

Tasks completed:

- ✓ Rollout of CANS 3.0 and Magellan's Assessment System

Tasks in progress:

- ⊕ Preparing for Parent Portal rollout.
- ⊕ Reviewing and providing feedback on additional training curriculum.
- ⊕ Exploring issues and troubleshooting Magellan's Assessment System (PCIS).

Future tasks & timelines:

- ➔ January rollout of Member Portal.
- ➔ Continue troubleshooting of Magellan's assessment system.
- ➔ Rollout of additional training curriculum.
- ➔ Transition from an active workgroup to a governance/advisory council for CANS.

Roadblocks & Requested Support:

Functionality of Magellan's assessment system and providers being able to complete CANS. Thanks for reviewing the new overall CANS Decision Support Model. Continue to support the implementation of the new CANS Decision Support Model, which will be implemented next year.

QMIA Council

Mission: Monitor YES system of care through quality review, YES Family Survey, YES complaints, and data from the QMIA-Q reports. Provide such information to the IGT and YES Sponsors. Support development of quality improvement projects.

Membership:

Member Guidelines: Attend meetings. Review results of QR and YES Family Survey. Review complaints. Review data in the QMIA-Quarterly reports.

#	Name	Affiliation	#	Name	Affiliation
1	Candace Falsetti	DBH, QMIA (Co-Chair)	12	Jenna Tetrault	IBHP, Medicaid
2	Dr. Nate Williams	BSU	13	Dori Boyle	IBHP, Medicaid
3	Rachel Murdock	DBH Admin Support	14	Christina Ward	IBHP, Medicaid
4	Benjamin Stoddard	IDJC	15	Nicole Gaylin	IBHP, Medicaid
5	Jessica Moncada	IDJC	16	Sherry Johnson	IBHP, Quality
6	Alisa Fewkes	IDE	17	Anne Schulze	Magellan
7	Andie Blackwood	CYFS	18	Amber Leyba-Castle	Magellan
8	Doug Klingler	DBH, QMIA	19	Kim Sweet	DBH, SDI, CMH
9	Gayla Smutny	DBH, QMIA	20	Val Johnson	DBH, SDI, CMH
10	Kim Hokanson	Parent	21	Brook Heath	DBH, SDI, CMH
11	Jane Hart	Parent	22	Megan Schuelke	DBH Project Coordinator

Members gained: Jane Hart, family member considering participating.

Members needed: Co-Chair, Provider, and Advocate.

Updates:

Tasks completed:

✓ YES Family Survey results presented by Dr. Nate Williams. Reviewed results of input that had been provided to BSU on questions in the survey by parent and family representatives.

Tasks in progress:

🕒 Received the results of the [YES Family Survey](#). Reviewing recommendations.

Future tasks & timelines:

➔ Reviewing results and recommendation of the Quality Review (QR).

Roadblocks & Requested Support: None reported.

Due Process Workgroup

Mission: Collaborative workgroup tasked with reviewing and making recommendations related to due process as noted in the Jeff D. Settlement Agreement. The primary goal is to review benefit determination notices, letters, and other complaint and appeal informing materials.

Membership:

Member Guidelines: The Due Process Workgroup meets the 3rd Friday of each month to review due process related documents and other informing complaint and appeal materials.

#	Name	Affiliation	#	Name	Affiliation
1	Dori Boyle	IBHP, Medicaid (Facilitator)	13	Alexis Luper	IBHP, Medicaid
2	Monica Cobiskey	IBHP, Medicaid Admin Support	14	Ashley Porter	IBHP, Medicaid
3	Alan Foutz	DBH DAG	15	Nicole Gaylin	IBHP, Medicaid
4	Anita Moore	Medicaid DAG	16	Nicole Antram	Medicaid EPSDT
5	Howard Belodoff	Plaintiff Attorney	17	Sarah Spaulding	Medicaid
6	Ben Stoddard	IDJC <i>interim</i>	18	Treena Clark	DBH, OSO
7	Kim Hokanson	Parent	19	John Huffer	DBH, OSO
8	Brenda Willson	FYIdaho	20	Val Johnson	DBH, SDI, CMH
9	Kim Shaner	IDE	21	Amy Balzer	DBH, SDI, CMH
10	Kevin Peterman	Medicaid EPSDT	22	Candace Falsetti	DBH, QMIA
11	Holly Riker	Medicaid EPSDT	23	Doug Klingler	DBH, QMIA
12	Megan Schuelke	DBH Project Coordinator	24	Andie Blackwood	CYFS

Members gained: Benjamin Stoddard, IDJC, replaces Jessica Moncada. Anita Moore, Medicaid

DAG, replaces Devin Gleason officially on October 28th, 2024.

Members needed: Another parent representative.

Updates:

Tasks completed:

- ✓ Updated the YES website replacing Optum references/contact information with Magellan's.
- ✓ Updated the YES website with current CMH and YES team contact information.
- ✓ Medicaid appeal rights form/notice update was approved.
- ✓ Reviewed/approved Magellan ABD notices.

Tasks in progress:

- ⊕ Updates to the YES website related to Magellan and internal DHW changes.
- ⊕ YES Practice Manual updates.
- ⊕ Review of Magellan benefit determination notices.
- ⊕ Medicaid Appeal Rights form/notice update.
- ⊕ Appeals Guidebook for families.
- ⊕ Appeals pamphlet for families.
- ⊕ Resource list for onboarding new Due Process Workgroup members.
- ⊕ Recommendation for correcting contested case rules.

Future tasks & timelines:

- ➔ A recommendation was made to create a complaints pamphlet similar to the appeals pamphlet.

Roadblocks & Requested Support: None reported.

YES Communications Strategic Planning Workgroup

Mission: Recognize communication needs throughout the YES system of care, identify the resources and stakeholder representatives needed to develop new content, and communicate this information to the IGT so that partners may allocate appropriate resources as needed. All communication needs are considered, but the following areas are anticipated to be specifically monitored by the Communications Strategic Planning Workgroup to ensure accuracy and consistency:

- Materials to help families access the YES system of care.
- Informational materials, including flyers, brochures, and videos, that explain the YES system of care to families, providers, and community partners.
- YES.idaho.gov website content.
- Materials provided by YES partners, including the Department of Health and Welfare, Idaho Department of Education, and the Department of Juvenile Corrections.

Involving all partners to ensure consistency throughout YES messaging builds trust, reduces confusion, and streamlines the process for families to access services.

Out of Scope: It is important to note that the Communications Strategic Planning Workgroup does not have the authority to update, change, or remove content created by YES partners, but may advise them if their content is inaccurate or inconsistent with other YES messaging.

Membership:

Member Guidelines: A multi-agency partnership with community stakeholders developed the YES system of care. This workgroup reflects those partnerships and includes at least one parent of a child with serious emotional disturbance (SED). Membership of the YES Communications Strategic

Planning Workgroup is broken into two types of groups with specific responsibilities. The Core Group and Specific Communication Teams created as needed to address specific communication creation and review needs. Members of the Core Group and Specific Communication Teams are included as part of this workgroup based on their knowledge of the YES system of care as it relates to their role in children’s mental health. To create the best communication products possible, all members of the Core Group and Specific Communication Teams are empowered, as they feel comfortable, to provide input and perspective based on their personal and professional experiences, and not feel that they need to limit their feedback based on the stakeholder group which they represent. If a member leaves the Core Group or Specific Communication Team, another member representing that area of expertise will be identified, with the assistance of the member leaving if possible, to fill the vacancy. Staff on the Specific Communication Teams rotate as needed and are assigned for the length of the identified task. If a member has not been in attendance for four consecutive monthly Core Group meetings and has not been in contact with the workgroup during that time, a new member will be identified to represent that area of expertise. If a chartered role on the Core Group or a planned role on a Specific Communication Team becomes vacant, the Core Group and Specific Communication Teams will continue to meet and work toward their goals while a replacement is identified. It is important to note that the Core Group may choose to set up Specific Communication Teams to handle ongoing communication tasks, and if a member leaves the team, a new resource is identified.

#	Name	Affiliation	#	Name	Affiliation
1	Jon Meyer	IBHP, Medicaid (Facilitator)	9	Shannon Dunstan	IDE
2	Wendy Margolis	DBH Admin Support	10	Brennan Serrano	Magellan
3	Sally Bryan	DBH Admin Support <i>alternate</i>	11	Amber Leyba-Castle	Magellan
4	Jocelyn Stewart	Provider	12	Jessica Divine	DBH, OSO
5	Bonnie Olay	IDJC	13	Brook Heath	DBH, SDI, CMH
6	Rochelle Bettis	Parent, FYIdaho	14	Val Johnson	DBH, SDI, CMH <i>alternate</i>
7	Nicole Gaylin	IBHP, Medicaid	15	Heidi Napier	CYFS
8	Dori Boyle	IBHP, Medicaid <i>alternate</i>	16	Tracie Boyer	Parent

Members gained: Brennan Serrano and Amber Leyba-Castle from Magellan.

Members needed: Youth representative.

Additional Note: FYIdaho is working to try to identify a way for the workgroup to have regular youth representative participation, or a new process for gathering youth input. If IGT has any assistance they can provide in the process, that would be helpful. The main difficulty is youth representatives are happy to participate, and have in the past, but changing responsibilities like schooling and employment can prevent long-term participation.

Updates:

Tasks completed:

- ✓ YES information packets distributed to school districts: The workgroup worked with the Idaho Department of Education to identify YES communication materials that were included in annual packets sent to every Idaho school district. More than 400 packets were mailed by IDE, to every district superintendent and special education director.
- ✓ YES website updates for the implementation of the new IBHP: The YES website was updated to include links to the new YES Screener, idahoyesscreener.com.
- ✓ YES website update: A new Spanish language video for Wraparound was posted and linked to from the YES website: <https://www.youtube.com/watch?v=IGx919xqK7E&feature=youtu.be>.
- ✓ Addition of new workgroup members: Two new workgroup members were welcomed from Magellan Healthcare, the IBHP Managed Care Organization (MCO).

Tasks in progress:

- ⊕ Ongoing review of draft YES Communications Strategy: The goal is to finalize an updated Communications Strategy that reflects shifting roles for the workgroup, updated Goals and Communications Best Practices, communication processes for YES stakeholder groups, and a centralized public communications matrix and repository for stakeholders. Finalization will likely require amendments to the workgroup charter to meet the new goals and responsibilities.
- ⊕ Communication Style Updates: A new name and logo for the IDE required updates to a number of communications for consistency. Updating continues.
- ⊕ YES information packets distributed to school districts: The workgroup worked with the Idaho Department of Education to identify YES information materials that were included in annual packets sent to every Idaho school district.
- ⊕ YES Practice Manual updates: The YES Practice Manual is being updated to allow more streamlined editing and updating. The focus is largely on formatting at this time, and not new content. The updated version should be ready for posting by Nov. 1, 2024.
- ⊕ Preparation for the Early Years conference: The workgroup reviewed documents planned to be used at the November Early Years conference in Boise, Nov. 14-15, 2024.

Future tasks & timelines:

- ➔ Ongoing review of draft YES Communications Strategy: The goal is to finalize an updated Communications Strategy that reflects shifting roles for the workgroup, updated Goals and Communications Best Practices, communication processes for YES stakeholder groups, and a centralized public communications matrix and repository for stakeholders. Finalization will likely require amendments to the workgroup charter to meet the new goals and responsibilities. The strategy is likely to be finalized by the end of 2024.
- ➔ Rechartering of the workgroup to include new duties outlined in the YES Communications Strategy.
- ➔ Ongoing communication updates to reflect the new name and logo for IDE.
- ➔ Ongoing YES.idaho.gov website updates to reflect the IBHP.

Roadblocks & Requested Support: None reported.

References

Reference Materials:

- [Youth Empowerment Services \(YES\) website](#)
- [Jeff D. Settlement Agreement](#)
- [YES QMIA Reports](#)
- [Idaho Youth Empowerment Services \(YES\) Family Survey Results, 2024](#)
- [Appeals Contacts & Appeals FAQs](#)
- [Magellan of Idaho website](#)
- [DHW Idaho Behavioral Health Plan \(IBHP\) website](#)
- [Idaho Department of Health & Welfare \(DHW\) Children’s Behavioral Health website](#)
- [Center of Excellence \(CoE\) website](#)
- [FYIdaho website](#)
- [Idaho Department of Education \(IDE\) website](#)
- [Idaho Department of Juvenile Corrections \(IDJC\) website](#)

IGT Reference Materials:

- [IGT Meeting Minutes](#)
- [IGT Roles & Responsibilities Grid](#)
- [IGT Bylaws](#)
- [IGT Operational Guidelines](#)
- [IGT Workgroup Charter](#)
- [IGT Annual Report 2023](#)

Acronyms List:

ABD	Adverse Benefit Determination	IDJC	Idaho Department of Juvenile Corrections
BSU	Boise State University	IGT	Interagency Governance Team
CANS	Child and Adolescent Needs and Strengths	IHCBS	Intensive Home and Community-Based Services
CMH	Children’s Mental Health	IPUL	Idaho Parents Unlimited
CoE	Centers of Excellence Bureau	IWG	Implementation Workgroup
CYFS	Child, Youth, and Family Services	MCO	Managed Care Organization
DAG	Deputy Attorney General	OSO	Oversight and Statewide Operations Bureau
DBH	Division of Behavioral Health	PCIS	Person Centered Intelligence Solution
DHW	Department of Health and Welfare	PRTF	Psychiatric Residential Treatment Facility
EPSDT	Early Periodic Screening, Diagnostic, and Treatment	QMIA	Quality, Management, Improvement, and Accountability
FAM	Family and Advocacy Meeting	QR	Quality Review
IAP	Implementation Assurance Plan	QRT	Quick Reaction Team
IBHP	Idaho Behavioral Health Plan	SDI	System Design and Implementation Bureau
ICAT	Interagency Clinical and Training	TCOM	Transformational Collaborative Outcomes Management
IDE	Idaho Department of Education	YES	Youth Empowerment Services