



YES Workgroup & Subcommittees Quarterly Review Report State Fiscal Year 2025

November 2024, December 2024,
& January 2025
Quarter 3

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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 8.

	Tasks Completed	Tasks In Progress	Future Tasks
<i>ICAT Subcommittee</i>	<ul style="list-style-type: none"> • CPI Certification: Made informal recommendations and is awaiting information from Magellan. • Review the proprietary school requirements and sees them as a burden. Work to address this is ongoing. 	<ul style="list-style-type: none"> • Working on the IBHP implementation and getting the ICAT Subcommittee to participate with the IBHP training and clinical decisions. 	<ul style="list-style-type: none"> • Secure review and input options for the IBHP trainings and clinical decisions through Magellan. • Monitor and assist with crisis issues Magellan is having. • Continue to monitor and observe YES implementation strategies and needs.
<i>FAM Subcommittee</i>	<ul style="list-style-type: none"> • YES Sprint Crisis Services presentation and feedback. 	<ul style="list-style-type: none"> • Discussion about the Youth New Member Orientation sub-group, parent involvement, and the Family Survey. • Review and input on the Quick Reaction Team (QRT). Progress on creating a space on YES website for upcoming QRT form for parents. • Discussion on Senate Bill 1329. 	<ul style="list-style-type: none"> • Continued discussions about the Youth New Member Orientation sub-group, parent involvement, and the Family Survey. • 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.
<i>One Kid One CANS Workgroup</i>	<ul style="list-style-type: none"> • CANS in Practice Training curriculum and Ethics of Consensus Based Assessment reviewed and are moving forward with CEU applications. 	<ul style="list-style-type: none"> • Supporting the rollout of Magellan’s Member Portal. • Reviewing updated training curriculums. • Gathering feedback on Magellan’s assessment system. 	<ul style="list-style-type: none"> • Support and advertise the member portal rollout. • Advertise additional trainings upon approval (expected end of March).
<i>QMIA Council</i>	<ul style="list-style-type: none"> • Review of the quarterly QMIA Report. • Review of the Family Survey items. • Review of the Family 	<ul style="list-style-type: none"> • Updates on YES complaints. • Updates on Quality Review (QR) for 2024. 	<ul style="list-style-type: none"> • Reviewing results of the Quality Review (QR) for 2024.

	Tasks Completed	Tasks In Progress	Future Tasks
Due Process Workgroup	<ul style="list-style-type: none"> Survey results for foster families. Appeals pamphlet-trifold: Completed, reviewed, and posted to YES website 12/2024. Complaint pamphlet-trifold-draft: Completed, reviewed by DPWG in 12/24 meeting. Is now being routed to the YES Communications Workgroup and DHW process for review and approval. Completed the resource list for new DPWG members. Tracking sheet will be provided each month along with the agenda to the group. 	<ul style="list-style-type: none"> Receive and review feedback on Appeals Guidebook for families. Review of contested case rules, make recommendations on processes, and resolution for concerns. Further review of Magellan noticing on language for approvals/denials-redacted notices. Orientation resources provided to new DPWG members. 	<ul style="list-style-type: none"> Complete the Appeals Guidebook for families. Have more in depth and productive discussion around contested case rules.
	<ul style="list-style-type: none"> Appeals trifold posted and approved: https://yes.idaho.gov/wp-content/uploads/2024/12/YESAppealsTrifold.pdf. New Communications Strategy Approved by all workgroup advocates, agency and division partners, and youth and family reviewers. Now will undergo final review by DHW. 	<ul style="list-style-type: none"> Finalization of new YES Communications Strategy. Review and finalization of a trifold with quick information for families about filing appeals. Development and initial review of a trifold with quick information for families about filing complaints. Outlining information for a new FAM Subcommittee area of the YES website. 	<ul style="list-style-type: none"> Ongoing review YES Communications Strategic Planning Workgroup charter to meet the new goals and responsibilities of the new Communications Strategy, which is under DHW review. Finalization of YES Document Repository and Communication Matrix. Finalization of the Complaints trifold. Finalization of the FAM Subcommittee portion of the YES website.
YES Communications Strategic Planning Workgroup			

Roadblocks & Requested Support

- ✖ ICAT Subcommittee: It has been extremely difficult with the reduced administrative support. Members are volunteers and with no administrative support the burden for all communication and organization including notes and minutes falls on the chair and co-chair. This has reduced the quality and amount of communications. The ICAT Subcommittee would like to continue to meet monthly however, without state participation, the workgroup productivity has significantly decreased.
 - Request of the IGT Executive Committee: The ICAT Subcommittee will be making recommendations to IGT about (IBHP) Magellan's data collection as well as their training history. We want to make sure those formal recommendations are well received. We are requesting to have someone from the IGT Executive Committee review our documents and make recommended changes so that these are heard timely.
- ✖ 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: Further direction on if the new decision support model should be

implemented.

- ✦ QMIA Council: None reported. For the QMIA Family Advisory Subcommittee (QFAS), a recommendation for a focus for a QMIA Council Quality Improvement Plan (QIP) was put on hold earlier this year due to the transitioning of the IBHP. Now that transition is complete roadblock is no longer an issue.
- ✦ Due Process Workgroup: No roadblocks reported.
 - Request of the IGT Executive Committee: 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.
- ✦ 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 workgroups 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:

- ICAT Subcommittee: Informal recommendations made about CPI Certification and awaiting information from Magellan.
- FAM Subcommittee: YES Sprint Crisis Services presentation provided, and members offered feedback.
- One Kid One CANS Workgroup: Reviewed CANS in Practice Training curriculum and Ethics of Consensus Based Assessment to move forward with CEU applications.
- YES Communications Strategic Planning Workgroup: Approved new Communications Strategy to unify communication across stakeholders.

Current Efforts:

- ICAT Subcommittee: Reviewed and working to address proprietary school requirements to reduce barriers for service providers.
- ICAT Subcommittee: Working on the IBHP implementation and participation with the IBHP training and clinical decisions.
- ICAT Subcommittee: Highlighted timing issues with Magellan's training announcements to improve communication.
- One Kid One CANS Workgroup: Supporting rollout of Magellan's Member Portal to improve access and coordination.
- One Kid One CANS Workgroup: Reviewing updated training curriculums.
- QMIA Council: Tracking and updating YES complaints to improve coordination.
- Due Process Workgroup: Further review and feedback of Magellan noticing on language for

approvals/denials-redacted notices.

Future Plans:

- ICAT Subcommittee: Secure review and input options for the IBHP training and clinical decisions through Magellan.
- ICAT Subcommittee: Monitoring and assisting with the issues with Magellan's mobile crisis teams and community-based services billing for crisis.
- ICAT Subcommittee: Monitoring YES implementation strategies and needs.
- One Kid One CANS Workgroup: Supporting and advertising Magellan's Member Portal rollout and additional trainings upon approval.

The progress achieved, current efforts, and future plans collectively demonstrate steady advancement toward Goal 1, which prioritizes effective oversight and implementation of the Idaho Behavioral Health Plan (IBHP). The ICAT Subcommittee has made early recommendations on training certifications like CPI and is addressing barriers, such as proprietary school requirements, while also actively engaging in IBHP implementation, clinical decision-making, and crisis services support. The FAM Subcommittee's engagement with crisis services presentations and feedback processes contributes to strengthening statewide crisis response systems. The One Kid One CANS Workgroup is advancing training quality, reviewing CANS-related content, and supporting the rollout of Magellan's Member Portal to improve service coordination and access, which is especially crucial for rural and underserved areas. Communication efforts led by the YES Communications Strategic Planning Workgroup are enhancing system-wide integration. Additionally, the QMIA Council and Due Process Workgroup are using data and feedback to refine processes and support informed oversight. Future plans focus on ongoing monitoring, feedback loops, and training expansion, all of which are aligned with the IBHP priorities of provider capacity, training, crisis services, and outreach.

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:

- The IGT implemented the quarterly YES Workgroup & Subcommittees Review Report to monitor and support subcommittees effectively.
- QMIA Council: Reviewed quarterly QMIA Report, Family Survey items, and Family Survey results for foster families to support data-informed quality improvements.

Current Efforts:

- Administrative processes continue to be refined for efficiency.
- Workgroups and subcommittees are working to align their activities with IGT's actionable goals and processes.
- QMIA Council: Updates on the Quality Review (QR) for 2024.

Future Plans:

- QMIA Council: Reviewing the results of the Quality Review (QR) for 2024.

The progress achieved, current efforts, and future plans reflect meaningful steps toward Goal 2, which focuses on identifying and mobilizing the necessary resources to fulfill the obligations of the Jeff D. Settlement Agreement, the Implementation Assurance Plan (IAP), and the QMIA Plan. The implementation of the quarterly YES Workgroup & Subcommittees Review Report has improved

oversight and coordination across workgroups and subcommittees, helping the IGT better understand resource needs and gaps. The QMIA Council's review of the Family Survey data and the QMIA Report supports data-informed planning and helps identify areas where additional human or systemic resources may be required. Current efforts to streamline administrative processes and align workgroup and subcommittee activities with IGT goals further enhance the system's efficiency and focus. Looking ahead, the continued review of the Quality Review (QR) results will provide valuable insights to guide resource allocation and system improvements, ensuring the YES system of care remains responsive and sustainable.

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:

- ICAT Subcommittee: Youth member onboarded and actively participating in decision-making.
- QMIA Council: Reviewed Family Survey results from foster families.
- Due Process Workgroup: Drafted appeals pamphlet-trifold, now posted to the YES website.
- Due Process Workgroup: Drafted complaint pamphlet-trifold, now under review.
- YES Communications Strategic Planning Workgroup: Approved and posted appeals trifold to guide families through the process.

Current Efforts:

- FAM Subcommittee: Discussing Youth New Member orientation sub-group, parent involvement, and the Family Survey input.
- FAM Subcommittee: Reviewing input on the Quick Reaction Team (QRT). Progress on creating a space on YES website for upcoming QRT form for parents.
- One Kid One CANS Workgroup: Gathering family feedback on Magellan's assessment system.
- Due Process Workgroup: Appeals Guidebook for families under review with parent feedback pending.
- Due Process Workgroup: Review contested case rules and make recommendations to improve processes.

Future Plans:

- FAM Subcommittee: Ongoing focus on youth onboarding, parent involvement, and surveys.
- Due Process Workgroup: Complete the Appeals Guidebook for families and have more in depth and productive discussion around contested case rules.
- YES Communications Strategic Planning Workgroup: Finalizing complaints trifold to support family engagement.
- YES Communications Strategic Planning Workgroup: Create a FAM Subcommittee section on YES website to boost resource access.

The progress achieved, current efforts, and future plans clearly demonstrate ongoing momentum toward Goal 3, which centers on building a strong community of support through stakeholder involvement and communication. The onboarding of a youth member into the ICAT Subcommittee and the review of Family Survey data by the QMIA Council show early and meaningful stakeholder engagement. The development and posting of appeals and complaints trifolds by the Due Process Workgroup and YES Communications Workgroup provide families with accessible resources, encouraging participation and transparency. Current efforts, such as expanding youth and parent involvement through the FAM Subcommittee and collecting user feedback on services, show a continued focus on collaboration and responsiveness. Looking ahead, the finalization of the

Appeals Guidebook for families, creation of a dedicated FAM Subcommittee section on the YES website, and ongoing improvements to complaint resources will further strengthen public trust, system usability, and long-term sustainability through consistent stakeholder communication and 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 workgroups and subcommittees and ensuring timely follow-up.
- Workgroups and subcommittees continuing oversight of the implementation of critical IBHP components.

Future Plans:

- FAM Subcommittee: Review of the FAM Strategic Plan to determine progress on goals and next steps.
- FAM Subcommittee: Creating a process to ensure that work continues if a FAM Subcommittee member must pause/stop attending.
- YES Communications Strategic Planning Workgroup: Review YES Communications Strategic Planning Workgroup charter to meet the new goals and responsibilities of the new Communications Strategy.
- YES Communications Strategic Planning Workgroup: Finalization of YES Document Repository and Communication Matrix to improve access by all partners to improve resource access.

The progress achieved, current efforts, and future plans illustrate steady advancement toward Goal 4, which focuses on IGT's oversight, monitoring, and collaboration to support YES system implementation. The launch of the quarterly YES Workgroup & Subcommittees Review Report reflects IGT's commitment to structured collaborative oversight. Current efforts include actively responding to recommendations from various groups and maintaining engagement in the rollout of key IBHP components, showing a hands-on approach to system monitoring. Looking ahead, initiatives like reviewing the FAM Strategic Plan, establishing continuity processes for workgroup and subcommittee work, updating the YES Communications Strategic Planning charter, and finalizing the YES Document Repository and Communication Matrix will strengthen coordination, ensure sustained progress, and enhance resource sharing across all partners involved in the YES system of care.

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 and subcommittees 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 three-year IGT Strategic Plan by mid-2026.
- Ensure ongoing alignment of all workgroup and subcommittee efforts with IGT's priorities.

The progress achieved, current efforts, and future plans reflect meaningful steps toward Goal 5, which focuses on maintaining and updating the IGT Strategic Plan to ensure sustainability of the YES system of care. Initial discussions for the SFY 2027–2029 IGT Strategic Plan have begun, and workgroups and subcommittees are actively aligning their efforts with the IGT's broader goals. The IGT Project Coordinator's research into effective strategic planning practices demonstrates a commitment to a thoughtful informed approach. Looking ahead, the planned update and publication of a new three-year IGT Strategic Plan by mid-2026, along with continued alignment across all groups, will ensure the system remains responsive, forward-thinking, and sustainable.

Membership

Based on the information provided by the YES workgroups and subcommittees, the most requested membership position is parent representatives, with 3 out of the 6 YES workgroups or subcommittees requesting these representatives. The Due Process Workgroup is requesting the most membership positions, with a total of 5 membership positions being open.

Members gained:

- ✦ ICAT Subcommittee: Aide "Sam" Moore, a young adult advocate member
- ✦ FAM Subcommittee: Adam Tardiff, a parent and family advocate member
- ✦ One Kid One CANS Workgroup: Aide "Sam" Moore, a young adult advocate member, has not joined this workgroup yet but hopefully will be able to next month
- ✦ QMIA Council & QFAS: Aide "Sam" Moore, a young adult advocate member
- ✦ Due Process Workgroup: Darcy Acosta, a QIS Director-Representative, and Courtney Holthus, from DisAbility Rights Idaho (DRI) as an Attorney-Participant
- ✦ YES Communications Strategic Planning Workgroup: Hannah Richey, provider at Pearl Health, and Aide "Sam" Moore, a young adult advocate member

Members needed:

- ✦ Provider Representative: Needed in the QMIA Council & Due Process Workgroup
- ✦ Magellan Representative: Needed in the FAM Subcommittee & Due Process Workgroup
- ✦ Child, Youth, and Family Services (CYFS) Representative: Needed in the FAM Subcommittee
- ✦ Parent Representative: Needed in the ICAT Subcommittee, QMIA Council, & Due Process Workgroup
- ✦ Youth Representative: Needed in the FAM Subcommittee & Due Process Workgroup
- ✦ Chair or Co-Chair: Needed in the QMIA Council & FAM Subcommittee
- ✦ Idaho Tribe Representative: Due Process Workgroup

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:

#	Name	Affiliation	#	Name	Affiliation
1	Laura Scuri	Access Behavioral Health Services (Chair)	16	Christina Ward	IBHP Bureau
2	Maja Ledgerwood	Rural Social Services LLC (Vice-Chair)	17	Kim Sweet	DBH, SDI, CMH
3	Brian Knight	Idaho Crisis and Suicide Hotline	18	Katrena Cornell	CYFS
4	Brhe Zolber	Provider, Recovery Ways	19	Brittany Shipley	Parent
5	Shawna TenEyck	Provider, Children’s Support Services	20	Kim Hokanson	Parent
6	Caroline Merritt	Idaho Community Providers’ Association	21	Deb Tuttle	Parent
7	Cathi Jarvis	Warm Springs Counseling	22	Lacey Adamcik	St. Luke’s Hospital
8	Aide “Sam” Moore	Young Adult Advocate	23	Tricia Ellinger	Parent
9	Jen Bly	Magellan	24	Brooke Dudley	IDJC
10	Beth Patzer	Magellan	25	Jason Meatte	IBHP Bureau
11	Dr. Tammy Felps	ProActive Behavioral Health	26	Nicole Gaylin	IBHP Bureau
12	Megan Schuelke	DBH IGT Project Coordinator	27	Jenna Tetrault	IBHP Bureau
13	Veronica Guerrero	DBH CoE	28	Ashley Porter	IBHP Bureau
14	Jennifer Rigali	DBH CoE	29	John Huffer	IBHP Bureau
15	Jennifer Barnett	DBH CoE	30	Candace Falsetti	DBH QMIA Director

Members gained: Aide “Sam” Moore, a young adult advocate member.

Members needed: 3 fully attending parent representatives as they have 2 parent representatives that are not able to attend.

Updates:

Tasks completed:

- ✓ Youth member on boarded and participating.
- ✓ CPI Certification: The ICAT Subcommittee has made informal recommendations and is awaiting information from Magellan.
- ✓ The group continues to review the proprietary school requirements and sees them as a burden. Work to address this is ongoing.

Tasks in progress:

- ⌚ Working on the IBHP implementation and getting the ICAT Subcommittee to participate with the IBHP training and clinical decisions.
- ⌚ We have been unable to get Magellan to announce its implementation plan for trainings and clinical decisions, instead they let us know after they are launched. We are asking for this to be prior to the training.
- ⌚ Magellan did not have representation at the ICAT Subcommittee Meeting in the January. This was a pivotal meeting and so the agenda was pushed out to February.

Future tasks & timelines:

- ➔ Secure review and input options for the IBHP trainings and clinical decisions through Magellan.
- ➔ Monitor and assist with crisis issues Magellan is having with their mobile crisis teams as well as community-based services billing for crisis.
- ➔ Continue to monitor and observe YES implementation strategies and needs.

Roadblocks & Requested Support:

It has been extremely difficult with the reduced administrative support. Members are volunteers and with no administrative support the burden for all communication and organization including notes and minutes falls on the chair and co-chair. This has reduced the quality and amount of communications. The ICAT Subcommittee would like to continue to meet monthly however, without state participation, the workgroup productivity has significantly decreased.

Request of the IGT Executive Committee: The ICAT Subcommittee will be making recommendations to IGT about (IBHP) Magellan's data collection as well as their training history. We want to make sure those formal recommendations are well received. We are requesting to have someone from the IGT Executive Committee review our documents and make recommended changes so that these are heard timely.

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:

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

Members gained: Adam Tardiff, a parent and family advocate member

Members needed: Chair, DHW Child, Youth, and Family Services (CYFS) representative, and Magellan representative. Members suggested the membership addition of more boys/men who are involved in the system.

Updates:

Tasks completed:

- ✓ YES Sprint Crisis Services presentation and feedback.

Tasks in progress:

- ⊕ Discussion about the Youth New Member Orientation sub-group, parent involvement, and the Family Survey.
- ⊕ Review and input on the Quick Reaction Team (QRT). Progress on creating a space on YES

website for upcoming QRT form for parents.

⊕ 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.
- ➔ Continued discussions about the Youth New Member Orientation sub-group, parent involvement, and the Family Survey.
- ➔ Review of the FAM Strategic Plan to determine progress on goals and next steps.
- ➔ Creating a process to ensure work continues if a FAM Subcommittee member must pause/stop attending.

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:

#	Name	Affiliation	#	Name	Affiliation
1	Kyle Hanson	DBH, CANS Program Manager (Co-Chair)	16	Brittany Shipley	Parent
2	Kim Hokanson	Parent (Co-Chair)	17	Kim Sweet	DBH, SDI, CMH
3	Dr. John Lyons/Joy Dicus/Mark Lardner	Director, Praed, University of Kentucky	18	Nicole Gaylin	IBHP Bureau
4	Mellisa Carlson	Provider, Heritage, North Idaho	19	Ashley Porter	IBHP Bureau
5	Shawna TenEyck	Provider, Children’s Supportive Services	20	Mallory Kotze	Magellan
6	Jennifer Dickison	Provider, Kootenai Tribe	21	Jennifer Bly	Magellan
7	Angie Delio	Provider, Marimn Health	22	Beth Patzer	Magellan
8	Tori Torgrimson	Provider, Family Health Services	23	Andrea Emmons	Liberty
9	Amanda Davison	Parent, Provider, Charlie Health	24	Brhe Zolber	Provider
10	Kelly Loehr	Provider, St. Luke’s Hospital	25	Janet Hoeke	Parent
11	Wendy Seagraves	Ada County Juvenile Court	26	Raini Bowles	Parent
12	Nicole Pearson	Community Health Center	27	Jane Hart	Parent
13	Willow Abrahamson	Shoshone Bannock Tribes	28	Sara Bennett	Parent
14	Marquette Hendrickx	Tribal Representative	29	Britt Miller	Child Welfare
15	Aide “Sam” Moore	Young Adult Advocate			

Members gained: Aide “Sam” Moore, a young adult advocate member.

Members needed: None.

Updates:

Tasks completed:

- ✓ CANS in Practice Training curriculum and Ethics of Consensus Based Assessment reviewed

and are moving forward with CEU applications.

Tasks in progress:

- ⊕ Supporting the rollout of Magellan's Member Portal.
- ⊕ Reviewing updated training curriculums.
- ⊕ Gathering feedback on Magellan's assessment system and helping to address problems and questions.

Future tasks & timelines:

- ➔ Support and advertise the member portal rollout.
- ➔ Advertise additional trainings upon approval (expected end of March).

Roadblocks & Requested Support:

Further direction on if the new decision support model should be implemented.

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:

#	Name	Affiliation	#	Name	Affiliation
1	Candace Falsetti	DBH QMIA Director (Co-Chair)	11	Jenna Tetrault	IBHP Bureau
2	Dr. Nate Williams	BSU	12	Christina Ward	IBHP Bureau
3	Aide "Sam" Moore	Young Adult Advocate	13	Nicole Gaylin	IBHP Bureau
4	Benjamin Stoddard	IDJC	14	Sherry Johnson	IBHP, Quality
5	Brenda Willson	FYIdaho	15	Anne Schulze	Magellan
6	Alisa Fewkes	IDE	16	Amber Leyba-Castle	Magellan
7	Doug Klingler	DBH, QMIA	17	Kim Sweet	DBH, SDI, CMH
8	Gayla Smutny	DBH, QMIA	18	Val Johnson	DBH, SDI, CMH
9	Kim Hokanson	Parent	19	Brook Heath	DBH, SDI, CMH
10	Jane Hart	Parent	20	Andie Blackwood	CYFS

Members gained: Aide "Sam" Moore, a young adult advocate member.

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

Updates:

Tasks completed:

- ✓ Review of the quarterly QMIA Report.
- ✓ Review of the Family Survey items.
- ✓ Review of the Family Survey results for foster families.

Tasks in progress:

- ⊕ Updates on YES complaints.
- ⊕ Updates on Quality Review (QR) for 2024.

Future tasks & timelines:

- ➔ Reviewing results of the Quality Review (QR) for 2024.

QMIA Family Advisory Subcommittee (QFAS):

Membership:

#	Name	Affiliation	#	Name	Affiliation
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1	Candace Falsetti	DBH QMIA Director	6	Heidi Napier	Medicaid, DD
2	Kim Hokanson	Parent	7	Brenda Willson	FYIdaho
3	Aide “Sam” Moore	Young Adult Advocate	8	Nicole Gaylin	IBHP Bureau
4	Doug Klinger	DBH, QMIA	9	Christina Ward	IBHP Bureau
5	Sherry Johnson	IBHP, Quality			

Members gained: Aide “Sam” Moore, a young adult advocate member.

Members needed: None.

Updates:

Tasks completed:

- ✓ Review of the results from the Family Survey for 2024.

Tasks in progress:

- 🕒 QFAS receives reports on current issues being experienced by families that the advocate and family representatives bring to the table. These issues are taken to the QMIA Council for consideration for Quality Improvement Project (QIP).

Future tasks & timelines:

- ➔ None.

Roadblocks & Requested Support:

A recommendation for a focus for a QMIA Council QIP was put on hold earlier this year due to transitioning of the IBHP. Now that transition is complete roadblock is no longer an issue.

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:

#	Name	Affiliation	#	Name	Affiliation
1	Amy Balzer	DBH, SDI, CMH (Facilitator)	13	Alexis Luper	IBHP Bureau
2	Candace Falsetti	DBH QMIA Director	14	Ashley Porter	IBHP Bureau
3	Alan Foutz	DBH DAG	15	Nicole Gaylin	IBHP Bureau
4	Anita Moore	Medicaid DAG	16	Sarah Spaulding	Medicaid
5	Howard Belodoff	Plaintiff Attorney	17	Treena Clark	DBH, OSO
6	Ben Stoddard	IDJC, QIS	18	John Huffer	DBH, OSO
7	Kim Hokanson	Parent	19	Val Johnson	DBH, SDI, CMH
8	Brenda Willson	FYIdaho	20	Darcy Acosta	IDHC QIS
9	Kim Shaner	IDE	21	Courtney Holthus	DRI Attorney
10	Kevin Peterman	Medicaid BCQM	22	Doug Klingler	DBH, QMIA
11	Holly Riker	Medicaid BCQM	23	Andie Blackwood	CYFS
12	Nicole Antram	Medicaid BCQM			

Members gained: Darcy Acosta, a QIS Director-Representative, and Courtney Holthus, from DRI as an Attorney-Participant.

Members needed: Youth/Young Adult, Provider, Magellan, and an Idaho Tribe representative. The workgroup has agreed that adding another parent representative and a youth representative for input from a stakeholder perspective would be good.

Additional note: Dori Boyle, previous facilitator of workgroup, retired at the end of December and Amy Balzer was identified as the staff who take over this responsibility beginning in

February 2025.

Updates:

Tasks completed:

- ✓ Appeals pamphlet-trifold: Completed, reviewed, and posted to YES website 12/2024.
- ✓ Complaint pamphlet-trifold-draft: Completed, reviewed by DPWG in 12/24 meeting. Is now being routed to the YES Communications Workgroup and DHW process for review and approval.
- ✓ Completed the resource list for new DPWG members. Tracking sheet will be provided each month along with the agenda to the group.

Tasks in progress:

- ⊕ Appeals Guidebook for families: Feedback not provided for January 2025 meeting. Parent representative indicated she would provide her finalized list of suggestions prior to next meeting.
- ⊕ Review of contested case rules for concerns raised during DPWG meetings, make recommendations on processes and resolution for concerns.
- ⊕ Further review of Magellan noticing on language for approvals/denials-redacted notices provided to the group for review/feedback. Feedback shared with IBHP Leadership and Magellan.
- ⊕ Orientation resources provided to new DPWG members (tracking sheet of items reviewed and approved by DPWG, DPWG charter-purpose document, past 3 months of meeting minutes).

Future tasks & timelines:

- ➔ Complete the Appeals Guidebook for families.
- ➔ Have more in depth and productive discussion around contested case rules.

Roadblocks & Requested Support: No roadblocks reported.

Request of the IGT Executive Committee: 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.

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:

#	Name	Affiliation	#	Name	Affiliation
1	Jon Meyer	IBHP Bureau (Facilitator)	8	Shannon Dunstan	IDE
2	Nicole Gaylin	IBHP Bureau	9	Brennan Serrano	Magellan
3	Hannah Richey	Provider	10	Amber Leyba-Castle	Magellan
4	Jessica Divine	DBH, OSO	11	Brook Heath	DBH, SDI, CMH
5	Bonnie Olay	IDJC	12	Val Johnson	DBH, SDI, CMH <i>alternate</i>
6	Rochelle Bettis	Parent, FYIdaho	13	Heidi Napier	CYFS
7	Tracie Boyer	Parent	14	Aide “Sam” Moore	Young Adult Advocate

Members gained: Hannah Richey, provider at Pearl Health, and Aide “Sam” Moore, a young adult advocate member

Members needed: None.

Updates:

Tasks completed:

- ✓ Appeals trifold posted and approved: <https://yes.idaho.gov/wp-content/uploads/2024/12/YESAppealsTrifold.pdf>.
- ✓ New Communications Strategy Approved by all workgroup advocates, agency and division partners, and youth and family reviewers. Now will undergo final review by DHW.

Tasks in progress:

- ⊕ Finalization of new YES Communications Strategy: The group finalized all its input on 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. The final step for the Communications Strategy will be IDHW One Department Review.
- ⊕ Review and finalization of a trifold with quick information for families about filing appeals: The intent is to provide quick information that can also be found on the YES.idaho.gov website and the Practice Manual. But the trifold format allows quick and easy communication to point parents in the correct direction. It is currently posted to the YES website: <https://yes.idaho.gov/wp-content/uploads/2024/12/YESAppealsTrifold.pdf>.
- ⊕ Development and initial review of a trifold with quick information for families about filing complaints. The intent is to use this similarly to the new Appeals trifold referenced above with the Appeals trifold and provide quick information that can also be found on the YES.idaho.gov website and the Practice Manual, about filing complaints. The trifold format allows quick and easy communication to point parents in the correct direction. The trifold will conclude final review Feb. 7 and is projected to publish by early March.
- ⊕ Outlining information for a new FAM Subcommittee area of the YES website: Family advocates from the FAM subcommittee have presented their interest in building a part of the YES website specific to information about the FAM subcommittee. Currently, it is planned to publish initial basic FAM information on a new tab here, with links to more useful information as it becomes available.

Future tasks & timelines:

- ➔ Ongoing review YES Communications Strategic Planning Workgroup charter to meet the new

goals and responsibilities of the new Communications Strategy, which is under DHW review. A timeline to finalize edits and input is unknown. It is a significant document to review, with many considerations.

- ➔ Finalization of YES Document Repository and Communication Matrix: To fulfill obligations in the new Communications Strategy, a resource to house all YES communications is being finalized in the first three months of 2025. It will allow access by all partners and store all versions of YES communications and source files, as well as include functionality to remind people to review communications regularly for needed updates. The will be a one stop resource for YES Communications moving forward.
- ➔ Finalization of the Complaints trifold.
- ➔ Finalization of the FAM Subcommittee portion of the YES website.

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:

BSU	Boise State University	IDE	Idaho Department of Education
CANS	Child and Adolescent Needs and Strengths	IDJC	Idaho Department of Juvenile Corrections
CMH	Children’s Mental Health	IGT	Interagency Governance Team
CoE	Centers of Excellence Bureau	IPUL	Idaho Parents Unlimited
CYFS	Child, Youth, and Family Services	OSO	Oversight and Statewide Operations Bureau
DAG	Deputy Attorney General	PCIS	Person Centered Intelligence Solution
DBH	Division of Behavioral Health	PRTF	Psychiatric Residential Treatment Facility
DHW	Department of Health and Welfare	QFAS	QMIA Family Advisory Subcommittee
DPWG	Due Process Workgroup	QMIA	Quality, Management, Improvement, and Accountability
DRI	DisAbility Rights Idaho	QR	Quality Review
FAM	Family and Advocacy Meeting	QRT	Quick Reaction Team
IAP	Implementation Assurance Plan	SDI	System Design and Implementation Bureau
IBHP	Idaho Behavioral Health Plan	TCOM	Transformational Collaborative Outcomes Management
ICAT	Interagency Clinical and Training	YES	Youth Empowerment Services