



YES Workgroup & Subcommittees Quarterly Review Report State Fiscal Year 2025

February 2025, March 2025,
& April 2025
Quarter 4

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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 9.

	Tasks Completed	Tasks In Progress	Future Tasks
ICAT Subcommittee	- Secured Magellan's commitment to attend meetings monthly and aligned expectations for their training process. - Address gaps in crisis training through discussion, highlighting Magellan's lack of preparedness in this area.	- Working with Magellan to obtain their training agenda before trainings are released publicly. - Continuing to request a list of pending trainings and the opportunity to review content in advance.	- Review additional trainings across the state (CoE and IDJC) for input and new ideas. - Explore Magellan's clinical intentions and interactions as their audit begins.
FAM Subcommittee	- Developed the QRT Form. Ongoing work to create a dedicated space for it on the YES website. - Ongoing work to create a space on the YES website for FAM Subcommittee information.	- Ongoing group discussion about FAM Subcommittee input on QRT. - Exploring Senate Bill 1329 impacts. - Discussing complaints from youth in custody of Child Welfare or incarcerated; IDJC will identify the best contact to review current complaint processes and explore improvements. - Receiving updates from Magellan on progress with Medicaid ID and Member Portal access issues.	- Explore collaboration opportunities, including suggestion to contact the CASA (Court Appointed Special Advocate) program for funding related to foster children. - Review of the FAM Strategic Plan to determine progress and next steps. - Strengthen FAM membership through onboarding processes and continued development of supports. - Continued discussion on Senate Bill 1329.
One Kid One CANS Workgroup	- Identified providers to test the offline version of the CANS. - Advertised Magellan's Member Portal, which went live on April 21, 2025. - Provided written	- Reviewed and provided feedback on Magellan's Authorization for Use and Disclosure Form. - Reviewed the proposed update to the overall CANS level of care Decision Support Model. - Gathering provider feedback	- Complete testing of the offline CANS and assist with rollout. - Advertise the updated Authorization for Use and Disclosure Form, expected to be available June 1, 2025. - Create person-centered labels for the three categories of the

	Tasks Completed	Tasks In Progress	Future Tasks
QMIA Council	information and reports regarding the proposed update to the overall level of care Decision Support Model.	regarding Magellan's P-CIS assessment and outcome system. Reviewed information regarding Magellan's Member Portal.	new overall Decision Support Model, expected to be implemented at the end of 2025.
	Review of the YES QMIA Quarterly.	Reviewing the results of the 2024 Quality Review.	- Review of the results of the BSU Family Survey. - Provide recommendations for on-going monitoring.
Due Process Workgroup	- Appeals pamphlet trifold approved and posted on the YES website. - Complaint pamphlet trifold approved and posted on the YES website. - Magellan denial letters updated to correct IDAPA citations; corrected letters sent starting 3/21/2025. - DPWG members informed that Magellan's appeal process is proprietary; must match publicly available content. - Resource/contact list for new DPWG members completed; monthly tracking sheets will be provided with agendas. - DPWG evaluated its role in discussing QRT processes.	- Draft Appeals Guidebook for families completed and shared; awaiting parent feedback. - Reviewed contested case rules and recommended process improvements; high-level discussions held, with DHW leadership coordinating with OAH and DPWG to track outcomes. - Further review of Magellan approval/denial notice language with redacted examples shared for feedback. - Recommended updates to include corrected IDAPA citations and to write out rule text in appeal outcome notices. - Shared Magellan Appeal Request form, Complaints & Grievance info, and State Fair Hearing guidance. - Completed YES Meetings Library/Repository on SharePoint; parent to provide feedback. - Reviewed SFY2025/Q2 Rights & Resolution Report; IBHP requested DPWG feedback.	None reported.
YES Communications Strategic Planning Workgroup	- Appeals and Complaints trifolds translated into Spanish; will be posted to YES.idaho.gov shortly. - New YES Communications Strategy finalized and approved through DHW leadership; now available on the YES.idaho.gov website. - Collaboration and review of Magellan Communication Plan led to coordination across websites, event materials, and partner communications, including distribution of YES materials by IDE in August.	- Reviewing the new YES Communications Strategy, now posted on the YES.idaho.gov website. - Reviewing FYIdaho's request for co-branding of a Youth Listening Sessions flyer. - Translation of Complaints and Appeals trifolds, previously approved by the workgroup and DHW leadership. - Drafting a general YES Communications Request form to standardize requests.	- Finalize YES Document Repository and Communication Matrix to house all communications; scheduled for completion in the first three months of 2025. - Post the Spanish-translated Appeals and Complaints trifolds to YES.idaho.gov. - Amend the workgroup charter to reflect annual review of the Communications Strategy, clarify background information, and include Guidelines for Conduct; changes are in early draft form and pending workgroup review.

Roadblocks & Requested Support

- ✦ ICAT Subcommittee: State quarterly attendance, along with Magellan's initial threat to attend only quarterly (they have since agreed to monthly), makes exploration and resource sharing very difficult. The quarterly cadence limits state partners' ability to contribute meaningfully, reducing their role to observation rather than participation. With clearer direction from the recent executive meeting, we look forward to engaging state partners in a more active and directive way.
- ✦ FAM Subcommittee: None reported.
- ✦ One Kid One CANS Workgroup: Providers expressed concerns regarding access to historical CANS records and the frequency of Authorization for Use and Disclosure forms being denied without an explanation. This will be addressed by Magellan in the workgroup in May, and we expect the simplified AUD form, set to roll out on June 1, 2025, to improve this process. Any feedback or questions regarding the new overall Decision Support Model can be sent to kyle.hanson@dhw.idaho.gov.
- ✦ QMIA Council: None reported.
- ✦ Due Process Workgroup: None 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: Secured Magellan's commitment to attend meetings monthly and aligned expectations for their training process.
- ICAT Subcommittee: Addressing gaps in crisis training through discussion, highlighting Magellan's lack of preparedness in this area.
- FAM Subcommittee – QRT Sub-group: Developed the QRT Form. Ongoing work to create a dedicated space for it on the YES website. QRT process transitioned to Magellan. Meeting with the IBHP Bureau and Magellan to ensure that support/feedback is directed correctly.
- One Kid One CANS Workgroup: Advertised Magellan's Member Portal, which went live on April 21, 2025.
- YES Communications Strategic Planning Workgroup: Collaboration and review of Magellan's

Communication Plan.

- Due Process Workgroup: Magellan denial letters updated to correct IDAPA citations; corrected letters sent starting April 21, 2025.

Current Efforts:

- ICAT Subcommittee: Working with Magellan to obtain their training agenda before trainings are released publicly. Continuing to request a list of pending trainings and the opportunity to review content in advance.
- FAM Subcommittee: Receiving updates from Magellan on progress with Medicaid ID and member portal access issues.
- One Kid One CANS Workgroup: Reviewed and provided feedback on Magellan's Authorization for Use and Disclosure Form.
- One Kid One CANS Workgroup: Gathering provider feedback regarding Magellan's P-CIS (Person Centered Intelligence Solution) assessment and outcome system.
- One Kid One CANS Workgroup: Reviewed information regarding Magellan's Member Portal.
- Due Process Workgroup: Further review of Magellan approval/denial notice language with redacted examples shared for DPWG feedback.

Future Plans:

- ICAT Subcommittee: Explore Magellan's clinical intentions and interactions as their audit begins.

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 Due Process Workgroup corrected Magellan denial letters to ensure accurate IDAPA citations, with updated letters sent beginning March 21, 2025. The ICAT Subcommittee secured Magellan's monthly participation, aligned expectations for training processes, and raised concerns about gaps in crisis training. The FAM Subcommittee developed a new QRT Form and is working to create a dedicated online space. The One Kid One CANS Workgroup promoted the launch of Magellan's Member Portal on April 21, 2025, and the YES Communications Strategic Planning Workgroup collaborated on reviewing Magellan's Communication Plan. Current efforts include FAM monitoring updates on Medicaid ID and portal access issues, ICAT securing training agendas and requesting advance review of upcoming trainings, and the One Kid One CANS Workgroup reviewing Magellan's forms, P-CIS system, and portal materials. The Due Process Workgroup is also reviewing Magellan's approval and denial notice language with sample redactions. Looking ahead, the ICAT Subcommittee will explore Magellan's clinical intentions and interactions as their audit begins.

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 continued to implement the quarterly YES Workgroup & Subcommittees Review Report to monitor and support subcommittees.
- QMIA Council: Review of the YES QMIA Quarterly Report.

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: Reviewing the results of the 2024 Quality Review (QR).

Future Plans:

- QMIA Council: Provide recommendations for on-going monitoring.

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 IGT has continued to implement the quarterly YES Workgroup & Subcommittees Review Report, which strengthens monitoring and support across groups and ensures their work is effectively captured for oversight. The QMIA Council has continued its review of the YES QMIA Quarterly, providing data to inform planning and identify areas of need. Current efforts are focused on refining administrative processes to improve efficiency, while workgroups and subcommittees continue aligning their activities with IGT's actionable goals and oversight functions. The QMIA Council is also reviewing the results of the 2024 Quality Review to support data-driven decision-making. Looking ahead, the QMIA Council will review the results of the BSU Family Survey and provide recommendations for ongoing monitoring.

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: Reviewed and enhanced voting members. ICAT Subcommittee invited 3 new members; 2 accepted and joined.
- FAM Subcommittee: Improved FAM Subcommittee membership. Ongoing work to create a space on the YES website for FAM Subcommittee information.
- YES Communications Strategic Planning Workgroup: Appeals and Complaints trifold translated into Spanish; will be posted to YES.idaho.gov shortly after report submission.

Current Efforts:

- FAM Subcommittee: Adding new FAM Subcommittee members.
- YES Communications Strategic Planning Workgroup: Reviewing FYIdaho's request for co-branding of a Youth Listening Sessions flyer; discussion highlighted co-branding challenges and timelines, ultimately requiring leadership review which could not be completed in the short timeframe.
- Due Process Workgroup: Draft Appeals Guidebook for families completed and shared with DPWG; awaiting parent feedback, with ongoing updates by IBHP and DBH staff.
- Due Process Workgroup: Provided orientation resources to new DPWG members, including charter, recent meeting minutes, and tracking sheet of reviewed items.
- Due Process Workgroup: FYIdaho continues parent training process; three parents are being considered for DPWG membership, with onboarding protocol documents shared for evaluation.

Future Plans:

- FAM Subcommittee: Strengthen FAM membership through onboarding processes and continued development of engagement supports.
- YES Communications Strategic Planning Workgroup: Amend the workgroup charter to reflect annual review of the Communications Strategy, clarify background information, and include Guidelines for Conduct; changes are in early draft form and pending workgroup review.
- QMIA Council: Review of the results of the BSU Family Survey.

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. Progress includes strengthened FAM Subcommittee membership and initial development of a dedicated section on the YES website to share FAM-related information. The ICAT Subcommittee expanded its representation by inviting three new members, two of whom accepted and joined, while the YES Communications Workgroup advanced family access by translating the Appeals and Complaints trifold into Spanish for posting on YES.idaho.gov. Current efforts build on this foundation, including review of co-branding requests for Youth Listening Session materials, continued FAM membership expansion, and advancement of the Due Process Workgroup's projects, such as completing a draft Appeals Guidebook for families, orienting new members with key resources, and progressing parent training and onboarding protocols in partnership with FYIdaho. Looking ahead, the QMIA Council's review of the BSU Family Survey, continued onboarding and engagement support within the FAM Subcommittee, and amendments to the YES Communications Workgroup charter to strengthen clarity and accountability will all contribute to deepened family engagement, improved communication, and more sustainable collaboration across the system.

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:

- Ongoing 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.
- Due Process Workgroup: Developed a SharePoint-based YES Document Repository for long-term archival of DPWG documents, accessible to all members.

Future Plans:

- FAM Subcommittee: Review of the FAM Strategic Plan to determine progress on goals and next steps.
- YES Communications Strategic Planning Workgroup: Finalize YES Document Repository and Communication Matrix to house all communications, provide partner access, store versions/source files, and include review reminders; scheduled for completion in the first three months of 2025.
- YES Communications Strategic Planning Workgroup: Amend the workgroup charter to reflect annual review of the Communications Strategy, clarify background information, and include Guidelines for Conduct; changes are in early draft form and pending workgroup review.

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 utilization of the quarterly YES Workgroup & Subcommittees Review Report has already supported collaborative advancements and reinforced IGT's structured approach to oversight. Current efforts include addressing recommendations from workgroups and subcommittees with timely follow-up, maintaining active oversight of IBHP implementation, and

expanding resource access through the creation of a SharePoint-based YES Document Repository by the Due Process Workgroup. Looking ahead, the FAM Subcommittee's review of its Strategic Plan will help determine progress and guide next steps, while finalization of the YES Document Repository and Communication Matrix will provide partners with centralized access to communications, source files, and version control. These efforts will strengthen coordination, enhance accountability, and ensure sustained progress across all partners 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 continued 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 continue to 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 IDE/school representatives, with 3 out of the 6 YES workgroups or subcommittees requesting these representatives. The Due Process Workgroup and the FAM Subcommittee are requesting the most membership positions, both with totals of 4 membership positions being open.

Members gained:

- ✕ ICAT Subcommittee: Michelle Schildhauer, SW District Health
- ✕ FAM Subcommittee: Amy Balzer, IDHW SDI Bureau/CMH; Andie Blackwood, IDHW Youth Safety and Permanency Division; Heidi Napier, IDHW Children's Dev. Disability; Mallory Kotze, Magellan; Andy Tel Toro Obeso, Youth
- ✕ One Kid One CANS Workgroup: None
- ✕ QMIA Council: None
- ✕ Due Process Workgroup: Patrick Gardner, Plaintiff Attorney; Chole Palmer, DRI Attorney
- ✕ YES Communications Strategic Planning Workgroup: Amy Loomis, Provider

Members needed:

- ✖ Provider Representative: Needed in the QMIA Council & Due Process Workgroup
- ✖ Magellan/IBHP Representative: Needed in the Due Process Workgroup
- ✖ Parent Representative: Needed in the ICAT Subcommittee & FAM Subcommittee
- ✖ Youth Representative: Needed in the FAM Subcommittee & Due Process Workgroup
- ✖ Chair or Co-Chair: Needed in the QMIA Council
- ✖ Idaho Tribe Representative: Needed in the Due Process Workgroup
- ✖ IDE/School Representative: Needed in the QMIA Council, FAM Subcommittee, & ICAT Subcommittee
- ✖ Juvenile Detention Representative: Needed in the FAM Subcommittee

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)	13	Christina Ward	IBHP Bureau
2	Maja Ledgerwood	Rural Social Services LLC (Vice-Chair)	14	Karen Straggle	IDE
3	Brian Knight	Idaho Crisis and Suicide Hotline	15	Kim Sweet	DBH, SDI, CMH
4	Brhe Zolber	Provider, Recovery Ways	16	Katrena Cornell	CYFS
5	Ben Skaggs	DBH QMIA	17	Brittany Shipley	Parent
6	Caroline Merritt	Idaho Community Providers' Association	18	Kim Hokanson	Parent
7	Suzi Ludwig	West Ada School District	19	John Huffer	IBHP Bureau
8	Aide "Sam" Moore	Young Adult Advocate	20	Jenna Tetrault	IBHP Bureau
9	Jennifer Bly	Magellan	21	Nicole Gaylin	IBHP Bureau
10	Beth Patzer	Magellan	22	Tricia Ellinger	Parent
11	Megan Schuelke	DBH IGT Project Coordinator	23	Jason Meatte	IBHP Bureau
12	Candace Falsetti	DBH QMIA Director	24	Michelle Schildhauer	SW District Health

Members gained: Michelle Schildhauer, SW District Health

Members needed: Additional school representation as well as more parents. Parent representation is about half of what is needed.

Updates:

Tasks completed:

- ✓ Review and enhance voting members. ICAT Subcommittee invited 3 new members; 2 accepted and joined.

- ✓ Secured Magellan's commitment to attend meetings monthly and aligned expectations for their training process.
- ✓ Address gaps in crisis training through discussion, highlighting Magellan's lack of preparedness in this area.

Tasks in progress:

- ⌚ Working with Magellan to obtain their training agenda before trainings are release publicly.
- ⌚ Continuing to request a list of pending trainings and the opportunity to review content in advance.
- ⌚ Allowing Magellan space to accommodate the request after making the formal ask.

Future tasks & timelines:

- ➔ Review additional trainings across the state (CoE and IDJC) for input and new ideas.
- ➔ Explore Magellan's clinical intentions and interactions as their audit begins.

Roadblocks & Requested Support:

State quarterly attendance, along with Magellan's initial threat to attend only quarterly (they have since agreed to monthly), makes exploration and resource sharing very difficult. The quarterly cadence limits state partners' ability to contribute meaningfully, reducing their role to observation rather than participation. With clearer direction from the recent executive meeting, we look forward to engaging state partners in a more active and directive way.

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)	17	Christina Ward	IBHP Bureau
2	Brenda Willson	Executive Director, FYIdaho	18	Jenna Tetrault	IBHP Bureau
3	Rochelle Bettis	FYIdaho	19	Jill Matthews	IDE
4	Amy Balzer	IDHW SDI Bureau/CMH	20	Andy Tel Toro Obeso	Youth
5	Allison Highley	IPUL	21	Megan Comstock	Parent
6	Brandon Wheeler	Parent	22	Brittany Shipley	Parent
7	Brent Hutchins	Parent	23	Erica Ferland	Parent
8	Aide "Sam" Moore	Young Adult Advocate	24	Tracie Boyer	Parent
9	Calista Jensen	Youth	25	Parker Luce	Parent
10	Mya Buchin	Youth	26	Penny Fisk	Parent
11	Megan Schuelke	DBH IGT Project Coordinator	27	Denise Whiteman	Parent
12	Alexis Luper	IBHP Bureau	28	Haley Myers	IDJC
13	Ashley Porter	IBHP Bureau	29	Kari Portales	IDJC
14	Nicole Gaylin	IBHP Bureau	30	Candace Falsetti	DBH QMIA Director
15	Andie Blackwood	DHW Youth Safety and Permanency Division	31	Mallory Kotze	Magellan
16	Heidi Napier	DHW Children's Developmental Disability			

Members gained: Amy Balzer, IDHW SDI Bureau/CMH; Andie Blackwood, IDHW Youth Safety

and Permanency Division; Heidi Napier, IDHW Children's Dev. Disability; Mallory Kotze, Magellan; Andy Tel Toro Obeso, Youth

Members needed: School social worker, juvenile detention employee. Members suggested the membership addition of more boys/men and younger people who are involved in the system.

Updates:

Tasks completed:

- ✓ Improved FAM Subcommittee membership.
- ✓ Developed the QRT Form. Ongoing work to create a dedicated space for it on the YES website.
- ✓ Ongoing work to create a space on the YES website for FAM Subcommittee information.

Tasks in progress:

- ⌚ Adding new FAM members.
- ⌚ Ongoing group discussion about FAM Subcommittee input on QRT, including updating the QRT form and creating a space on the YES website for both FAM Subcommittee information and the QRT form.
- ⌚ Exploring Senate Bill 1329 impacts: FAM members provided input on outreach to families to learn how the bill is affecting them.
- ⌚ Discussing complaints from youth in custody of Child Welfare or incarcerated; IDJC will identify the best contact to review current complaint processes and explore improvements, including how complaint options are presented to youth.
- ⌚ Receiving updates from Magellan on progress with Medicaid ID and member portal access issues.

Future tasks & timelines:

- ➔ Explore collaboration opportunities, including suggestion to contact the CASA (Court Appointed Special Advocate) program for funding related to foster children.
- ➔ Review of the FAM Strategic Plan to determine progress on goals and next steps.
- ➔ Strengthen FAM membership through onboarding processes and continued development of engagement supports.
- ➔ Continued discussion on Senate Bill 1329.

Roadblocks & Requested Support: None reported.

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)	13	Brittany Shipley	Parent
2	Kim Hokanson	Parent (Co-Chair)	14	Kim Sweet	DBH, SDI, CMH
3	Mellisa Carlson	Provider, Heritage, North Idaho	15	Nicole Gaylin	IBHP Bureau
4	Shawna TenEyck	Provider, Children's Supportive Services	16	Ashley Porter	IBHP Bureau
5	Jennifer Dickison	Provider, Kootenai Tribe	17	Mallory Kotze	Magellan
6	Angie Delio	Provider, Marimn Health	18	Jennifer Bly	Magellan
7	Tori Torgrimson	Provider, Family Health Services	19	Beth Patzer	Magellan

8	Amanda Davison	Parent, Provider, Charlie Health	20	Andrea Emmons	Liberty
9	Kelly Loehr	Provider, St. Luke's Hospital	21	Brhe Zolber	Provider
10	Willow Abrahamson	Shoshone Bannock Tribes	22	Britt Miller	Child Welfare
11	Marquette Hendrickx	Tribal Representative			
12	Aide "Sam" Moore	Young Adult Advocate			

Members gained: None.

Members needed: None.

Updates:

Tasks completed:

- ✓ Identified providers to test the offline version of the CANS.
- ✓ Advertised Magellan's Member Portal, which went live on April 21, 2025.
- ✓ Provided written information and reports regarding the proposed update to the overall level of care Decision Support Model.

Tasks in progress:

- 🕒 Reviewed and provided feedback on Magellan's Authorization for Use and Disclosure Form.
- 🕒 Reviewed the proposed update to the overall CANS level of care Decision Support Model.
- 🕒 Gathering provider feedback regarding Magellan's P-CIS assessment and outcome system.
- 🕒 Reviewed information regarding Magellan's Member Portal.

Future tasks & timelines:

- ➔ Complete testing of the offline CANS and assist with its rollout.
- ➔ Advertise the updated Authorization for Use and Disclosure Form, expected to be available June 1, 2025.
- ➔ Create person-centered labels for the three categories of the new overall Decision Support Model, expected to be implemented at the end of 2025.

Roadblocks & Requested Support:

Providers expressed concerns regarding access to historical CANS records and the frequency of Authorization for Use and Disclosure forms being denied without an explanation. This will be addressed by Magellan in the workgroup in May, and we expect the simplified AUD form, set to roll out on June 1, 2025, to improve this process. Any feedback or questions regarding the new overall Decision Support Model can be sent to kyle.hanson@dhw.idaho.gov.

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)	7	Val Johnson	DBH, SDI, CMH
2	Dr. Nate Williams	BSU	8	Christina Ward	IBHP Bureau
3	Aide "Sam" Moore	Young Adult Advocate	9	Andie Blackwood	CYFS
4	Benjamin Stoddard	IDJC	10	Anne Schulze	Magellan
5	Kim Hokanson	Parent	11	Amber Leyba-Castle	Magellan
6	Sherry Johnson	IBHP, Quality			

Members gained: None.

Members needed: Co-Chair, Provide, Idaho Department of Education representative.

Updates:

Tasks completed:

- ✓ Review of the YES QMIA Quarterly.

Tasks in progress:

- 🕒 Reviewing the results of the 2024 Quality Review.

Future tasks & timelines:

- ➔ Review of the results of the BSU Family Survey.
- ➔ Provide recommendations for on-going monitoring.

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)	14	Alexis Luper	IBHP Bureau
2	Candace Falsetti	DBH QMIA Director	15	Ashley Porter	IBHP Bureau
3	Alan Foutz	DBH DAG	16	Nicole Gaylin	IBHP Bureau
4	Anita Moore	Medicaid DAG	17	Sarah Spaulding	Medicaid
5	Howard Belodoff	Plaintiff Attorney	18	Treena Clark	DBH, OSO
6	Ben Stoddard	IDJC, QIS	19	John Huffer	DBH, OSO
7	Kim Hokanson	Parent	20	Val Johnson	DBH, SDI, CMH
8	Brenda Willson	FYIdaho	21	Darcy Acosta	IDHC QIS
9	Kim Shaner	IDE	22	Chole Palmer	DRI Attorney
10	Kevin Peterman	Medicaid BCQM	23	Doug Klingler	DBH, QMIA
11	Holly Riker	Medicaid BCQM	24	Andie Blackwood	CYFS
12	Nicole Antram	Medicaid BCQM	25	Patrick Gardner	Plaintiff Attorney
13	Monica Cobiskey	IBHP, Medicaid, Admin			

Members gained: Patrick Gardner, Plaintiff Attorney; Chole Palmer, DRI Attorney

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. Plaintiff attorney mentioned having a member from the OAH sit on DPWG would be beneficial due to issues discussed that include notices, parent issues that arise, and what DHW does for updates. DHW DAG encouraged plaintiff attorney to extend offer.

Updates:

Tasks completed:

- ✓ Approved Appeals pamphlet trifold posted to the YES website. The link to it is: <https://yes.idaho.gov/wp-content/uploads/2024/12/YESAppealsTrifold.pdf>
- ✓ Approved Complaint pamphlet-trifold posted to the YES website. The link to it is: <https://yes.idaho.gov/wp-content/uploads/2025/04/YESComplaintsTrifold3.2025.pdf>
- ✓ Primary changes to correct IDAPA citations and to write out rule text made to Magellan denial letters. As of 3/21/25 corrected letters are being sent.

- ✓ DPWG members informed Magellan's appeal process was a proprietary document and since DPWG is not a designed secure workgroup Magellan requested that information shared to DPWG be the same information that is visible to public.
- ✓ Completed Resource/Contact list for new DPWG members. Tracking sheet will be provided each month along with the agenda to the group.
- ✓ Members evaluated whether DPWG was the correct forum to discuss QRT process, documents, and concerns. DPWG members indicated there are components of due process issues that exist within the process. However, consensus of DPGW was this workgroup does not have authority to make decisions as it is more of a legal issue. Suggested development of QRT specific workgroup, taking to IWG, or incorporating this topic into IBHP bi-weekly meetings.

Tasks in progress:

- ⌚ Appeals Guidebook for families- draft completed and provided to the DPWG at the November meeting for feedback. Still awaiting feedback from parent perspective. IBHP and DBH staff will work together to continue updates on the guidebook.
- ⌚ Review of contested case rules for concerns raised during DPWG meetings, continue to make recommendations on processes and resolution for concerns. High-level discussion meeting held to discuss process of amending contested case rules. DHW Leadership to meet with OAH to determine what that process will be. DHW DAG will share ongoing status updates with DPWG when received. Contested case rules will stay on future agendas as a standing topic to allow for continued updates. Need to explore what information should go back to IGT as that would be warranted, i.e., the outcome of high-level meeting, based on outcome of OAH's determination of this process what becomes DPWG's goal, etc.
- ⌚ Further review of Magellan noticing on language for approvals/denials-redacted notices provided to the group for review/feedback.
- ⌚ Recommended changes around correcting IDAPA citations and to write out rule text will also be added into the appeal outcome notices. Date for corrections to be made and ready for review is TBD.
- ⌚ Magellan's Appeal Request form, Complaints & Grievance information, State Fair Hearing, description of what Complaints are and where to submit them shared with DPWG members on 4/18/24, with notation forms were mostly FYI but IBHP open to any feedback. IBHP to obtain Magellan's deadline date for accepting recommendations.
- ⌚ Development of storage site for long-term archival of DPWG documents, accessible online through SharePoint Site, titled YES Document Repository, where all DPWG members will have access to review DPWG meeting notes, agendas, and deliverables.
- ⌚ 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).
- ⌚ Development of YES Meetings Library/Repository storage site for long-term archival of DPWG documents, accessible online through SharePoint Site, titled YES Document Repository, where all DPWG members will have access to review DPWG meeting notes, agendas, and deliverables is complete. Parent representative will review the site to determine ease of navigation and will provide feedback.
- ⌚ Reviewed SFY2025/Q2 Rights & Resolution Report during April meeting. IBHP requested any feedback for improvements be brought back to DPWG for later discussion.
- ⌚ FYIdaho continues to work through the training process created for parents. Currently there are 3 parents interested in joining DPWG and FYIdaho is working to verify if they would be a good fit and appropriate to join. Facilitator sent onboarding protocol documents to FYIdaho Member Representative.

Additional Updates:

- 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.

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 YES 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	Amy Loomis	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: Amy Loomis, Provider

Members needed: None.

Updates:

Tasks completed:

- ✓ Appeals and Complaints trifold have been translated into Spanish. They will be posted to YES.idaho.gov shortly after submission of this report.
- ✓ Finalization of new YES Communications Strategy: YES Communication Strategy has been approved through DHW leadership and is now available on the YES.idaho.gov website: <https://yes.idaho.gov/youth-empowerment-services/about-yes/yes-history/?target=6>. This was reviewed early in the quarter and finalized later in the quarter.
- ✓ Collaboration and review of the Magellan Communication Plan. This led to multiple

opportunities for collaboration across websites, event materials, and future partner communications. One example is the packet of YES materials distributed in August by IDE, which Magellan and the workgroup will collaborate on.

Tasks in progress:

- ⌚ Review of new YES Communications Strategy: YES Communication Strategy has been approved through DHW leadership and is now available on the YES.idaho.gov website: <https://yes.idaho.gov/youth-empowerment-services/about-yes/yes-history/?target=6>
- ⌚ Review of a request for co-branding of a Youth Listening Sessions Flyer by FYIdaho: This was an educational experience for the group in the challenges and timelines of co-branding, which will be an ongoing discussion, to determine exactly when we can and how to permit the YES logo to be used with another organization's logo, if it is not a YES partner. Ultimately, because of the short timeline needed, we could not approve use of the YES logo by FY Idaho because time was not available for appropriate leadership review. It did lead to development of a form mentioned later in this section.
- ⌚ Translation of trifolds for Complaints and Appeals, which were previously approved through the workgroup and DHW leadership.
- ⌚ Drafting of a general YES Communications Request form: This form is intended to standardize general requests for review or other work in collaboration with the workgroup. It will identify audiences, time needed for completion, the intent of the communication, and more. It also outlines the guidelines for use of the YES logo, and all associated timeframes needed for workgroup review and approval. We have found these items to be needed for any collaboration with partners and other workgroups, so communicating them up front will save valuable time for all parties.

Future tasks & timelines:

- ➔ 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. This will be a one stop resource for YES Communications moving forward
- ➔ Posting the Spanish translated Appeals and Complaints trifolds to YES.idaho.gov.
- ➔ Amending the workgroup charter: Completion of the YES Communications strategy necessitates small changes to the charter, for example, to reflect annual review and updates the workgroup will do to the Strategy. Other clarifications to background information will be included, as well as Guidelines for Conduct. All of this still needs to be reviewed by the workgroup. Changes are in early draft form.

Additional Updates:

- Facilitator Jon Meyer will step down in July 2025, after starting facilitation in early 2020. His final meeting will be in June 2025. DBH's Emily Miller will take on facilitation and is working on transition orientation with Jon. The IBHP Governance Bureau will still retain membership in the workgroup, by someone who can provide information and guidance on the YES website and knowledgeable guidance on YES topics, and Jon can attend again when needed and requested.

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	P-CIS	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