

YES Workgroup & Subcommittees

Quarterly Review Report

State Fiscal Year 2025



May 2025, June 2025,
& July 2025
Quarter 1

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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. Specific information was requested for the IGT Executive Committee. These submissions were directly provided to the IGT Executive Committee for review and consideration.

	Tasks Completed	Tasks In Progress	Future Tasks
ICAT Subcommittee	<ul style="list-style-type: none">On boarded more folks, set up our administrative support, and listed to and reviewed reports from DBH and the YES reporting structure.Successfully started to narrow down our priority areas and developed a process to continue this with informational sessions as needed.Our next step is to complete our priority list and start developing recommendations in November.	<ul style="list-style-type: none">Recently begun the initial processes of designating priorities and attached recommendations for IGT to consider.	<ul style="list-style-type: none">In process for identifying priority items to make recommendations for. We are hoping to have our first set of recommendations out by December 2025.
FAM Subcommittee	<ul style="list-style-type: none">QRT items completed, which includes finalizing the QRT Form and Memo, setting up the email address included in the letter, and being close to completing the video.	<ul style="list-style-type: none">QRT sub-group: QRT Form and Memo.Complaints for youth incarcerated or in custody of child welfare system.House Bill 233 and barriers for Developmental Disability (DD).Research into possibility of required DD training for hospitals.	<ul style="list-style-type: none">IDJC representatives determined and attending FAM Subcommittee meetings.Follow-up discussion with DD about the issues related to House Bill 233 and if ECHO could assist with education.Provide further research on what hospitals in other states are doing for required DD training for hospitals.QRT sub-group: Discuss treatment title/naming issue.Complaints for youth

	Tasks Completed	Tasks In Progress	Future Tasks
<i>One Kid One CANS Workgroup</i>	<ul style="list-style-type: none"> Advertising of Magellan's Member Portal. Working with Magellan on changes to their Authorization for Use and Disclosure form. Updating their assessment system to include a rationale at the end of each CANS domain. Reviewing content and advertising the launch of two new trainings CANS in Practice, and Consensus Based Assessment. 	<ul style="list-style-type: none"> Reviewing information on updating the CANS overall levels of care. Deciding on names for the levels and beginning to develop descriptions of the levels of care. Collaborating with the YES Communications Workgroup on a flyer and messaging about what the levels of care mean and how to make this information easily accessible. Continues to support Magellan by reviewing and recommending changes to their Outcome and Assessment system. 	<ul style="list-style-type: none"> Working on descriptions and flyers for the new levels of care and collaborating with Magellan to develop a timeline for implementing these levels of care. Continuing to address concerns and questions regarding Magellan's outcome and assessment system. Ensuring the two new training opportunities are advertised to providers.
<i>QMIA Council</i>	<ul style="list-style-type: none"> Development of priorities for on-going monitoring of YES. 	<ul style="list-style-type: none"> Review of YES data in QMIA-Q. Review of YES complaints. Planning for new contractor for QR. Wait time for PRTF. More children ending up in IDJC. Update on Wraparound and CANS. 	<ul style="list-style-type: none"> Updating the QMIA Plan-October. Input to new contractor on QR.
<i>Due Process Workgroup</i>	<ul style="list-style-type: none"> YES Document Repository/DPWG Meeting Library SharePoint development, access, orientation, and navigation complete with DPWG members. 	<ul style="list-style-type: none"> Appeals Guidebook for families. Contested Case (CC) Rules. Magellan Noticing Documents/Status of Appeals & Complaints Pamphlet Website Line. YES Document Repository/DPWG Meeting Library. Orientation resources. SFY2025/Q3 Rights & Resolution (R&R) Report. Video/Online Option to Educate about Appeals and Due Process. Treatment Foster Care (TFC) Letter Templates. FYIdaho Workgroup Training. 	<ul style="list-style-type: none"> Create an online tool or video series to help Idaho families understand due process and appeal procedures. Finalized the Appeals Guidebook for Families.
<i>YES Communications Strategic Planning Workgroup</i>	<ul style="list-style-type: none"> IDE YES Packet review. Complaints and Appeals Trifold. New form for requesting YES Communications Workgroup assistance. 	<ul style="list-style-type: none"> YES Communications Charter review. Due Process video support. 	<ul style="list-style-type: none"> YES Website – Complaints page updates.

Roadblocks & Requested Support

- ICAT Subcommittee: We had a brief slowdown with all the shuffling with DBH and Medicaid staff. This was minor and will pay off greatly in the future. We are so appreciative of all of your support. Having admin and a project coordinator is extremely helpful.
- FAM Subcommittee: None reported.
- One Kid One CANS Workgroup: None reported.

- QMIA Council: Participation of management level staff has decreased.
- Due Process Workgroup: It's unclear if the IGT Executive Committee or IGT needs to officially approve the DPWG's subcommittee to create online tools and videos about the appeals and due process procedures for Idaho families.
- YES Communications Strategic Planning Workgroup: None reported.

Emerging Themes & Trends

- ICAT Subcommittee: We are prioritizing off of the QMIA and family survey reports, having heard presentations on all we are excited to address the recommendations for the children getting CANS scores at 3. Obviously, crisis services are a huge priority, as are parental involvement topics.
- FAM Subcommittee: Listed items above. Medicaid cuts and the crisis system have also been trending topics for discussion.
- One Kid One CANS Workgroup: Concerns and questions about the Decision Support Model and how it relates to clinical judgment. Ensuring providers are aware of referrals that can be made for youth with high needs.
- QMIA Council: Wait times for residential, utilization of IDJC.
- Due Process Workgroup: Continued topic would be the inclusion of the OAH and Contested Case Rules.
- YES Communications Strategic Planning Workgroup: Need for accessible, user-friendly information, parent-led resources.

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:

- FAM Subcommittee – QRT Sub-group: QRT items completed, which includes finalizing the QRT Form and Memo, setting up the email address included in the letter, and being close to completing the video.
- One Kid One CANS Workgroup: Advertised Magellan's Member Portal, which went live on April 21, 2025.
- One Kid One CANS Workgroup: Working with Magellan on changes to their Authorization for Use and Disclosure form.
- One Kid One CANS Workgroup: Updating Magellan's assessment system to include a rationale at the end of each CANS domain (will be implemented on 10/21).

Current Efforts:

- FAM Subcommittee: QRT Sub-group: QRT Form and Memo.

- FAM Subcommittee: House Bill 233 and barriers for Developmental Disability (DD).
- One Kid One CANS Workgroup: Reviewing information on updating the CANS overall levels of care.
- One Kid One CANS Workgroup: Deciding on names for the levels and beginning to develop descriptions of the levels of care.
- One Kid One CANS Workgroup: The workgroup continues to support Magellan by reviewing and recommending changes to their Outcome and Assessment system.
- QMIA Council: Update on Wraparound and CANS.
- Due Process Workgroup: Magellan Noticing Documents/Status of Appeals & Complaints Pamphlet Website Line.
- Due Process Workgroup: SFY2025/Q3 Rights & Resolution (R&R) Report.

Future Plans:

- FAM Subcommittee: QRT sub-group: Discuss treatment title/naming issue.
- One Kid One CANS Workgroup: Working on descriptions and flyers for the new levels of care and collaborating with Magellan to develop a timeline for implementing these levels of care.
- One Kid One CANS Workgroup: Continuing to address concerns and questions regarding Magellan's outcome and assessment system.
- One Kid One CANS Workgroup: Ensuring the two new training opportunities are advertised to providers.

The progress achieved, current efforts, and future plans collectively demonstrate steady advancement towards Goal 1, which prioritizes effective oversight and implementation of the Idaho Behavioral Health Plan (IBHP). Progress achieved includes completion of the FAM QRT items, focus on the CANS, and the launch of Magellan's Member Portal, and ongoing improvements to authorization and assessment processes that strengthen data quality and service oversight. Current efforts focus on addressing policy and access barriers, refining CANS levels of care, supporting system enhancements, and maintaining transparency through due process and quality management updates, all of which support provider capacity, consistent service delivery, and data-informed decision-making. Future plans build on this foundation by discussing treatment naming conventions, developing clear materials and timelines for new levels of care, continuing system improvements, and expanding provider training, to continue progress in statewide implementation of IBHP priorities.

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: Development of priorities for on-going monitoring of YES.

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.
- Due Process Workgroup: Contested Case (CC) Rules.
- Due Process Workgroup: Treatment Foster Care (TFC) Letters.

- QMIA Council: Review of YES data in QMIA-Q reports.
- QMIA Council: Review of YES complaints.
- QMIA Council: Planning for new contractor for QR.

Future Plans:

- QMIA Council: Updating the QMIA Plan – October.
- QMIA Council: Input to new contractor on QR.

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.

Progress achieved includes continued use of the quarterly YES Workgroup & Subcommittees Review Report to strengthen oversight and the establishment of QMIA monitoring priorities for the YES system of care. Current efforts focus on refining administrative processes, aligning YES workgroup and subcommittee activities with IGT goals, reviewing due process rules, and closely reviewing YES data and complaints. Future plans further this work through updates to the QMIA Plan and active collaboration with a new quality review contractor, which assists in looking at resource needs so that they are incorporated into sustainable strategies that support ongoing YES system of care implementation.

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:

- One Kid One CANS Workgroup: Reviewing content and advertising the launch of two new trainings CANS in Practice, and Consensus Based Assessment.
- Due Process Workgroup: YES Document Repository/DPWG Meeting Library SharePoint development, access, orientation, and navigation complete with DPWG members.
- YES Communications Strategic Planning Workgroup: IDE YES Packet Review: Each year, IDE distributes packets to superintendents and special education directors in over 400 Idaho school districts. The YES Communications team provided a list of updated documents, reviewed IDE's PowerPoint slides, and ensured consistency in approved language. All revisions were submitted to IDE in time for distribution.

Current Efforts:

- FAM Subcommittee: Complaints for youth incarcerated or in custody of child welfare system.
- FAM Subcommittee: Research into possibility of required DD training for hospitals.
- One Kid One CANS Workgroup: The group is collaborating with the YES Communications Workgroup on a flyer and messaging about what the levels of care mean and how to make this information easily accessible.
- Due Process Workgroup: Orientation resources.
- Due Process Workgroup: FYIdaho Workgroup Training.
- Due Process Workgroup: Video/Online Option to Educate about Appeals and Due Process.
- Due Process Workgroup: Appeals Guidebook for Families.

Future Plans:

- FAM Subcommittee: Complaints for youth incarcerated or in custody of child welfare system.
- FAM Subcommittee: Provide further research on what hospitals in other states are doing for required DD training for hospitals.

- FAM Subcommittee: Follow-up discussion with DD about the issues related to House Bill 233 and if ECHO could assist with education.
- Due Process Workgroup: Due Process Workgroup would like to create an online tool or video series to help Idaho families understand due process and appeal procedures. Class counsel hopes these resources will be broadly useful, not just for the appeals process. Project is in the preliminary discussion phase, with no final decisions on structure or content. Key considerations for this project include using standard, easy-to-understand language on all notices; making sure the guides and videos consistently explain how and where to submit an appeal; providing both written and visual resources to accommodate different learning styles; and involving parent representatives to help identify common problems and suggest improvements.
- Due Process Workgroup: Finalized the Appeals Guidebook for Families.
- YES Communications Strategic Planning Workgroup: YES Website – Complaints Page Updates.

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 achieved includes the promotion of new CANS trainings, completion of shared due process resources through a centralized document repository and coordinated outreach with the Idaho Department of Education to ensure consistent, statewide messaging to school districts. Current efforts build on this foundation by addressing family concerns, collaborating across YES workgroups to develop accessible materials on levels of care, and expanding orientation, training, and educational resources related to due process and appeals. Future plans further reinforce cross-system collaboration by advancing family-centered tools and guides, enhancing digital communication platforms, and ensuring information is delivered in clear, user-friendly formats that support informed participation and community trust in the YES system of care.

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.
- ICAT Subcommittee: We on boarded more folks, set up our administrative support and listed to and reviewed reports from DBH and the YES reporting structure. We have successfully started to narrow down our priority areas and as well as developed a process to continue this with informational sessions as needed. Our next step is to complete our priority list and start developing recommendations in November.

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.
- QMIA Council: Wait time for PRTF.
QMIA Council: More children ending up in IDJC.
- Due Process Workgroup: YES Document Repository/Due Process Workgroup Meeting Library.
- YES Communications Strategic Planning Workgroup: YES Communications Charter Review: The draft Charter has been under review by YES Communications members for the past three

months. Unanimous approval is required before it can move forward. A vote at the August meeting received unanimous approval from those present, though six members were absent. Outreach to those members has resulted in three additional approvals. The Charter will not advance until full consensus is reached.

Future Plans:

- ICAT Subcommittee: We are in process for identifying priority items to make recommendations for. We are hoping to have our first set of recommendations out by December 2025.

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 the YES system of care implementation. Progress achieved includes ongoing use of the YES Workgroup & Subcommittees Review Report to track collaborative efforts, as well as successful onboarding and organization of the ICAT Subcommittee, which has reestablished administrative support, reviewed key data and reports, and begun narrowing priority focus areas. Current efforts emphasize responding to recommendations, maintaining oversight of critical IBHP components, monitoring system challenges, such as PRTF wait times and youth involvement with IDJC, strengthening shared resources, and providing clarification through the YES Communications Charter review process. Future plans build on this momentum with the ICAT Subcommittee finalizing priority areas and developing formal recommendations, reinforcing IGT's role in coordinated oversight, accountability, and continuous improvement of 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 Strategic Planning Sub-group membership has been established and meetings have started.

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. IGT Strategic Planning Sub-group membership has been established and meetings have started in order to write the new SFY 2027–2029 IGT Strategic Plan. YES workgroups and subcommittees are continuing to actively align their efforts with the IGT's broader goals. 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 positions are Parent Representative, Youth Representative, Provider

Representative, and CYFS Representative, with 2 out of the 6 YES workgroups or subcommittees requesting a combination of 2 of these representatives. The Due Process Workgroup is requesting the most membership positions with a total of 4 membership positions being open.

Members gained:

- ✖ ICAT Subcommittee: Tori Torgrimson, Family Health Services; Karey Perkins-Robles, Parent Representative; Teresa Shackelford, Magellan; Rebekah Nansel, Magellan.
- ✖ FAM Subcommittee: None.
- ✖ One Kid One CANS Workgroup: None.
- ✖ QMIA Council: None.
- ✖ Due Process Workgroup: Karye Perkins-Robles, Parent Representative; Kristin Green, DBH, OSO Bureau; Amy Cunningham, Executive Director, DRI.
- ✖ YES Communications Strategic Planning Workgroup: Emily Miller, DBH, incoming Facilitator.

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 & QMIA Council
- ✖ Youth Representative: Needed in the ICAT Subcommittee & Due Process Workgroup
- ✖ Chair or Co-Chair: Needed in the QMIA Council
- ✖ Idaho Tribe Representative: Needed in the Due Process Workgroup
- ✖ CYFS Representative: Needed in the FAM Subcommittee & YES Communications Strategic Planning 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 (Chair)	18	Christina Ward	CYFS
2	Maja Ledgerwood	Rural Social Services LLC (Vice-Chair)	19	Karen Straggle	IDE
3	Brian Knight	Idaho Crisis and Suicide Hotline	20	Kim Sweet	DBH, SDI, CMH
4	Brhe Zolber	Provider, Recovery Ways	21	Katrena Cornell	CYFS
5	Ben Skaggs	DBH QMIA	22	Brittany Shipley	Parent
6	Caroline Merritt	Idaho Community Providers' Association	23	Kim Hokanson	Parent
7	Suzi Ludwig	West Ada School District	24	John Huffer	DBH, OSO
8	Aide "Sam" Moore	Young Adult Advocate	25	Jenna Tetrault	IBHP Bureau

9	Shawna TenEyck	Children's Support Services	26	Nicole Gaylin	IBHP Bureau
10	Candace Falsetti	DBH QMIA Director	27	Rebekah Nansel	Magellan
11	Dr. Tammy Felps	Provider	28	Jennifer Bly	Magellan
12	Lacey Adamick	St. Luke's	29	Jason Meatte	IBHP Bureau
13	Tori Torgrimson	Family Health Services	30	Ashley Porter	IBHP Bureau
14	Teresa Shackelford	Magellan	31	Jennifer Rigali	DBH, CoE
15	Michelle Schildhauer	Southwest District Health	32	Jennifer Barnett	DBH, CoE
16	Karey Perkins-Robles	Parent	32	Brook Heath	DBH, SDI
17	Brooke Dudley	IDJC			

Members gained: Tori Torgrimson, Family Health Services; Karey Perkins-Robles, Parent Representative; Teresa Shackelford, Magellan; Rebekah Nansel, Magellan

Members needed: We are so great right now but always looking for parent or youth representatives.

Updates:

Tasks completed:

- ✓ Initially we were stocking our proverbial stable. We on boarded more folks, set up our administrative support and listed to and reviewed reports from DBH and the YES reporting structure.
- ✓ We have successfully started to narrow down our priority areas and as well as developed a process to continue this with informational sessions as needed.
- ✓ Our next step is to complete our priority list and start developing recommendations in November.

Tasks in progress:

- ⌚ We have recently begun the initial processes of designating priorities and attached recommendations for IGT to consider.
- ⌚ We have taken this process slowly to ensure that we have well thought out processes and recommendations that are timely and meaningful.

Future tasks & timelines:

- ➔ We are in process for identifying priority items to make recommendations for. We are hoping to have our first set of recommendations out by December 2025.

Additional Updates:

- We are really pleased to be moving through this process and excited to have the recommendation outcomes forthcoming. This is a major step for this group.

Roadblocks & Requested Support:

We had a brief slowdown with all the shuffling with DBH and Medicaid staff. This was minor and will pay off greatly in the future. We are so appreciative of all of your support. Having admin and a project coordinator is extremely helpful.

Emerging Themes & Trends:

We are prioritizing off of the QMIA and family survey reports, having heard presentations on all we are excited to address the recommendations for the children getting CANS scores at 3. Obviously, crisis services are a huge priority, as are parental involvement topics.

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	CYFS
2	Brenda Willson	Executive Director, FYIdaho	18	Jenna Tetrault	IBHP Bureau
3	Rochelle Bettis	FYIdaho	19	Jill Matthews	IDE
4	Amy Balzer	DBH, SDI, 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: Determining representative(s) from IDJC to join the FAM Subcommittee.

Members needed: CYFS Representative.

Updates:

Tasks completed:

- ✓ QRT items completed, which includes finalizing the QRT Form and Memo, setting up the email address included in the letter, and being close to completing the video.

Tasks in progress:

- ⌚ QRT sub-group: QRT Form and Memo.
- ⌚ Complaints for youth incarcerated or in custody of child welfare system.
- ⌚ House Bill 233 and barriers for Developmental Disability (DD).
- ⌚ Research into possibility of required DD training for hospitals.

Future tasks & timelines:

- ➔ IDJC representatives determined and attending FAM Subcommittee meetings.
- ➔ Follow-up discussion with DD about the issues related to House Bill 233 and if ECHO could assist with education.
- ➔ Provide further research on what hospitals in other states are doing for required DD training for hospitals.
- ➔ QRT sub-group: Discuss treatment title/naming issue.
- ➔ Complaints for youth incarcerated or in custody of child welfare system.
- ➔ Updates and input on the Parent Involvement/Family Survey.
- ➔ Discuss reaching out to families to inquire about how Senate Bill 1329 is affecting them
- ➔ Strategic Plan for Operational Period Feb 24' - Feb 26' - How is it going? How should we move forward? Next steps?

➔ Agenda item related to the Jeff D class action lawsuit to discuss/show where we were historically and where we are now, how we've transitioned and implemented changes.

Roadblocks & Requested Support: None reported.

Emerging Themes & Trends:

Listed items above. Medicaid cuts and the crisis system have also been trending topics for discussion.

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: Occasional substitute from a provider but no new members.

Members needed: None.

Updates:

Tasks completed:

- ✓ Advertising of Magellan's Member Portal.
- ✓ Working with Magellan on changes to their Authorization for Use and Disclosure form.
- ✓ Updating their assessment system to include a rationale at the end of each CANS domain (will be implemented on 10/21).
- ✓ Reviewing content and advertising the launch of two new trainings CANS in Practice, and Consensus Based Assessment.

Tasks in progress:

- ⌚ Reviewing information on updating the CANS overall levels of care.
- ⌚ Deciding on names for the levels and beginning to develop descriptions of the levels of care.
- ⌚ The group is collaborating with the YES communications workgroup on a flyer and messaging about what the levels of care mean and how to make this information easily accessible.
- ⌚ The workgroup continues to support Magellan by reviewing and recommending changes to

their Outcome and Assessment system.

Future tasks & timelines:

- ➔ Working on descriptions and flyers for the new levels of care and collaborating with Magellan to develop a timeline for implementing these levels of care.
- ➔ Continuing to address concerns and questions regarding Magellan's outcome and assessment system.
- ➔ Ensuring the two new training opportunities are advertised to providers.

Roadblocks & Requested Support: None Reported.

Emerging Themes & Trends:

Concerns and questions about the Decision Support Model and how it relates to clinical judgment. Ensuring providers are aware of referrals that can be made for youth with high needs.

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 Sponsor's. Support development of quality improvement projects.

Membership:

#	Name	Affiliation	#	Name	Affiliation
1	Candace Falsetti	DBH QMIA Director (Co-Chair)	10	Val Johnson	DBH, SDI, CMH
2	Doug Klingler	DBH, QMIA	11	Brad Baker	DBH, CoE
3	Dr. Nate Williams	BSU	12	Alan Foutz	DBH DAG
4	Patrick Gardner	Plaintiff Attorney	13	Anita Moore	Medicaid DAG
5	Benjamin Stoddard	IDJC	14	Christina Ward	CYFS
6	Kim Hokanson	Parent	15	Andie Blackwood	CYFS
7	Nicole Gaylin	IBHP	16	Anne Schulze	Magellan
8	Sherry Johnson	IBHP, Quality	17	Amber Leyba-Castle	Magellan
9	Aide "Sam" Moore	Young Adult Advocate	18	Maggie Copeland	DBH, Admin

Members gained: None.

Members needed: 1 Parent Representative, Provider, and still considering Co-Chair.

Updates:

Tasks completed:

- ✓ Development of priorities for on-going monitoring of YES.

Tasks in progress:

- ⌚ Review of YES data in QMIA-Q Report.
- ⌚ Review of YES complaints.
- ⌚ Planning for new contractor for QR.
- ⌚ Wait time for PRTF.
- ⌚ More children ending up in IDJC.
- ⌚ Update on Wraparound and CANS.

Future tasks & timelines:

- ➔ Updating the QMIA Plan - October.
- ➔ Input to new contractor on QR.

Roadblocks & Requested Support:

Participation of management level staff has decreased.

Emerging Themes & Trends:

Wait times for residential and utilization of IDJC.

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	Karey Perkins-Robles	Parent
7	Kim Hokanson	Parent	20	Val Johnson	DBH, SDI, CMH
8	Brenda Willson	FYIdaho	21	Darcy Acosta	IDJC QIS
9	Kim Shaner	IDE	22	Kristin Green	DBH, OSO
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	26	Amy Cunningham	Executive Director, DRI

Members gained: Kaery Perkins-Robles, Parent Representative, began onboarding process and joined workgroup in June 2025. Kristin Green, DBH, OSO Bureau, began onboarding process in July 2025 with first meeting attendance to occur in August 2025. She replaced John Huffer, DBH, OSO Bureau. Amy Cunningham, Executive Director, DRI officially on boarded and joined workgroup in July 2025. She replaced Chole Palmer, DRI Attorney.

Members needed: This workgroup has Youth/Young Adult Representative(s), Provider Representative(s), IBHP Representative(s) – Magellan, and Idaho Tribe Representative(s) positions still open.

Updates:

Tasks completed:

- ✓ YES Document Repository/Due Process Workgroup (DPWG) Meeting Library SharePoint development, access, orientation, and navigation complete with DPWG members.

Tasks in progress:

- ⌚ **Appeals Guidebook for families:** Draft of guidebook was given to DPWG members in November 2024 for feedback. Parent feedback received on May 16, 2025. While IBHP (primary) and DBH (ancillary) are working on updates, progress has been slow due to other competing priorities at IBHP. Edits are still needed, but work on them has not yet begun.
- ⌚ **Contested Case (CC) Rules:** DPWG is discussing how to amend contested case rules, with a high-level meeting held to explore the process. In May, DHW leadership met with OAH to determine how to proceed with these rules, acknowledging the Jeff D. Protocol applies to class

members. Suggestion made that a stipulation could be filed with OAH for each YES appeal, stating that the DP Protocol would be the governing authority. Class counsel agreed and wanted to ensure OAH follows the protocol. IBHP suggested protocol could be sent to the appellant. Class counsel H. Belodoff requested a meeting with OAH to discuss the application of the DP Protocol to appeals arising from the Jeff D. settlement agreement. Meeting held on July 29, 2025, but DPWG is still awaiting an update on its outcome. The agenda item for CC rules has been changed to "OAH Representative Update" and will remain a standing topic. DPWG needs to decide what information from OAH's determination should be shared with IGT and how it will impact the DPWG's goals.

- ④ **Magellan Noticing Documents/Status of Appeals & Complaints Pamphlet Website Line:** In May, DPWG members asked about escalating appeals to DHW if Magellan's timelines for State Fair Hearings (SFH) were not met. IBHP confirmed appeals could be escalated and that Magellan must notify the appellant if more time is needed. Process is already documented on the notice, but a parent representative requested that it be highlighted for emphasis. IBHP agreed to add this change to the revised notices. DPWG noted that OAH had adjusted its process to comply with the CFR, which was confirmed by the DAG. Class counsel requested that the phrase "receipt of notice of resolution" be moved higher up on the form and bolded. IBHP noted that while website changes are possible, frequent ad hoc revisions to the letter would be a lengthy, ongoing process. IBHP is currently working with Magellan to ensure the updated letter matches the website. They are also working on adding an "Appeals & Complaints" pamphlet link to Magellan's website as a resource.
- ④ **YES Document Repository/DPWG Meeting Library:** The YES DPWG SharePoint site was completed in May. Access was requested and granted to all members in June, and IT provided support to ensure everyone could access the files. Group decided to use the site for all DPWG materials, including meeting agendas, notes, documents, and archived items. The process is as follows: 1) Uploading: New documents will be uploaded by DBH Administrative staff or the DPWG facilitator. 2) Notifications: Members will receive an email with a link to new documents for review. 3) Navigation: The SharePoint link will be included in all meeting agendas and notes. A brief tutorial on how to use the site was provided to all members in July.
- ④ **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). Mentors identified and assigned.
- ④ **SFY2025/Q3 Rights & Resolution (R&R) Report:** Reviewed in June and July meetings. Following feedback given: (1) Complaint Data: report needs a summary above complaint tables, and the specific quarter should be noted in the agenda. Report also needs more detailed information on issues; for example, "access" is too general and should specify if issue is due to rural location, waitlists, or time constraints, etc. A definition for "complex cases" should be included. (2) Trend Analysis: graph showing trends over more than one year is needed to identify recurring issues. Report should include more analysis beyond just statistics, such as a summary of the most frequent complaints and percentage of transportation issues that resulted in a complaint. This data will help determine actions to address systemic issues. In response to the feedback, IBHP will work on adding definitions, categories, and the nature of complaints, while DBH SDI-CMH will work with quality team to reflect trend data. In July, IBHP shared a revised Q3 R&R report that incorporated feedback. IBHP also requested additional input on the trends graph's functionality and appearance for the Q4 report. Class counsel suggested broadening categories under Magellan's section of the R&R report and adding subcategories (e.g., specific reasons for access issues and placement delays) to better track trends. A parent representative raised concerns about youth involved with IDJC having

limited internet access, which affects their ability to file complaints. They will follow up with IDJC to see if these youth can access the internet to complete the complaint form or print and mail it. If internet access is granted, DPWG will draft a standardized response letter. IBHP suggested group establish clear expectations for how to respond to incarcerated youth in the future. Parent representative suggested adding table for this information to the R&R report

④ **Video/Online Option to Educate about Appeals and DP:** During the May meeting, class counsel suggested creating a video series to explain topics like the appeals process, guidebooks, and manuals, asking if Magellan's Communications team could assist. IBHP noted that this would require approval from DHW's One Department. DBH SDI-CMH explored using videos as an extension of the YES website and using YouTube links. The OSO Communications team approved online presentations, and DBH SDI-CMH provided written summary of next steps, including possible video formats and a recommended subcommittee to handle the task. Class counsel was appreciative and suggested phased approach, starting with basic questions like "What is YES?" and "What does Department do versus what Magellan does?". Recommended a dedicated meeting for this project, primarily composed of parents. Vision for the tools to be useful beyond just appeals process. Still in early stages, with no final decisions on structure or content. Preliminary steps involve discussing standard language, consistent definitions, & how guidebooks and videos can work together to explain appeals process. Parent representatives will help identify common issues. DRI representative indicated she has training video on filing appeals for DD waivers that could serve as a reference, but link to video has not yet been shared. The DPWG feels this project should stay under its purview, and a small subcommittee of parent representatives will be formed to draft a proposal outlining the purpose, scope, and method to be sent to the One Department.

④ **Treatment Foster Care (TFC) Letter Templates:** In June, a draft of the TFC approval notice was shared with the DPWG. Class counsel praised consistent definition of "appeal" and the use of bullet points. Suggested a new layout, moving key information to beginning of the notice and using "family-friendly" wording at an 8th-grade reading level. Class counsel expected to provide a formatting outline before the July meeting, but it was never received. To keep the project moving, DBH SDI-CMH revised the notice based on verbal feedback from the June meeting and a parent representative. The revised, more user-friendly notice was reviewed in July. Class counsel acknowledged the improvements in structure and layout. DPWG informed that these same recommendations had been applied to the initial and administrative denial drafts to ensure consistency. The revised denial notices were sent to DPWG members for review and discussion before the August meeting. This task is still in progress.

④ **FYIdaho WG Training:** FYIdaho continues to work through training process created for parents. Currently there are 2 parents interested in joining DPWG. 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

Future tasks & timelines:

- ➔ DPWG would like to create an online tool or video series to help Idaho families understand due process and appeal procedures. Class counsel hopes these resources will be broadly useful, not just for the appeals process. Project is in the preliminary discussion phase, with no final decisions on structure or content. Key considerations for this project include using standard, easy-to-understand language on all notices; making sure the guides and videos consistently explain how and where to submit an appeal; providing both written and visual resources to accommodate different learning styles; and involving parent representatives to help identify common problems and suggest improvements.
- ➔ Finalized the Appeals Guidebook for Families.

Additional Updates:

- FYIdaho continues to look for ways to get regular participation from youth representatives or a new way to get their input. The main challenge is that while youth are willing to participate, commitments like school or work make long-term involvement difficult. FYIdaho would appreciate any help from IGT with this process.
- The workgroup agreed to add more parent representatives and a youth representative to gather stakeholder input. FYIdaho is currently vetting two new parents. Parent representative K. Hokanson mentioned she knew of two parents who might be interested and would share their contact information with FYIdaho. The workgroup wants to have 4-6 parent representatives because their input is highly valuable.
- Plaintiff's attorney suggested that an OAH member should join the DPWG to help with issues regarding notices and parent concerns. The DHW DAG encouraged this, and class counsel said in May that he would reach out to the OAH and share the contact information for a representative if he heard back. However, no one from the OAH has been identified to join the group yet.

Roadblocks & Requested Support:

It's unclear if the IGT Executive Committee or IGT needs to officially approve the DPWG's subcommittee to create online tools and videos about the appeals and due process procedures for Idaho families.

Emerging Themes & Trends:

Continued topic would be the inclusion of the OAH and Contested Case Rules.

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	DBH, IBHP (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: Emily Miller, DBH, incoming facilitator.

Members needed: CYFS Representative.

Updates:

Tasks completed:

- ✓ IDE YES Packet Review: Each year, IDE distributes packets to superintendents and special education directors in over 400 Idaho school districts. The YES Communications team provided a list of updated documents, reviewed IDE's PowerPoint slides, and ensured consistency in approved language. All revisions were submitted to IDE in time for distribution.
- ✓ Complaints and Appeals Trifold.
- ✓ New form for requesting YES Communications Workgroup assistance.

Tasks in progress:

- ⌚ YES Communications Charter Review: The draft Charter has been under review by YES Communications members for the past three months. Unanimous approval is required before it can move forward. A vote at the August meeting received unanimous approval from those present, though six members were absent. Outreach to those members has resulted in three additional approvals. The Charter will not advance until full consensus is reached.
- ⌚ Due Process Video Support: A parent-led video is planned to guide families through the appeals process. This work will originate in the Due Process Workgroup, with YES Communications providing review before One Department submission. Progress is paused until Due Process completes preliminary steps.

Future tasks & timelines:

- ➔ YES Website – Complaints Page Updates.

Roadblocks & Requested Support: None reported.

Emerging Themes & Trends:

- Need for Accessible, User-Friendly Information: A consistent theme is that families and stakeholders often “don’t know what they don’t know.” Gaps in awareness or understanding can prevent them from fully accessing the YES system and related processes (e.g., complaints, appeals, levels of care).
- Parent-Led Resources: There is momentum around creating resources by parents, for parents (e.g., Due Process video), underscoring the importance of peer-to-peer guidance.

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	IDJC	Idaho Department of Juvenile Corrections
CANS	Child and Adolescent Needs and Strengths	IGT	Interagency Governance Team
CC	Contested Case	IPUL	Idaho Parents Unlimited
CFR	Code of Federal Regulations	OAH	Office of Administrative Hearings
CMH	Children's Mental Health	OSO	Oversight and Statewide Operations Bureau
CoE	Centers of Excellence Bureau	P-CIS	Person Centered Intelligence Solution
CYFS	Child, Youth, and Family Services	PRTF	Psychiatric Residential Treatment Facility
DAG	Deputy Attorney General	QFAS	QMIA Family Advisory Subcommittee
DBH	Division of Behavioral Health	QIS	Quality Improvement Services
DD	Developmental Disability	QMIA	Quality, Management, Improvement, and Accountability
DHW	Department of Health and Welfare	QR	Quality Review
DPWG	Due Process Workgroup	QRT	Quick Reaction Team
DRI	DisAbility Rights Idaho	R&R	Rights & Resolutions Report
ECHO	Extension for Community Healthcare Outcomes	SDI	System Design and Implementation Bureau
FAM	Family and Advocacy Meeting	SFH	State Fair Hearings
IAP	Implementation Assurance Plan	SFY	State Fiscal Year
IBHP	Idaho Behavioral Health Plan	TCOM	Transformational Collaborative Outcomes Management
ICAT	Interagency Clinical and Training	TFC	Treatment Foster Care
IDE	Idaho Department of Education	YES	Youth Empowerment Services