

YES Workgroup & Subcommittees

Quarterly Review Report

State Fiscal Year 2025



August 2025, September 2025,

& October 2025

Quarter 2

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

Introduction

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

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

Overall Findings for the YES Workgroup & Subcommittees

Updates Summary

For full details, please reference the YES Workgroup & Subcommittees Reports beginning on page 10.

	Tasks Completed	Tasks In Progress	Future Tasks
ICAT Subcommittee	<ul style="list-style-type: none">Prioritize recommendations to present to IGT.	<ul style="list-style-type: none">Developing recommendations from the subgroup for the parent group to direct us on.	<ul style="list-style-type: none">Continue with prioritizing recommendations to present to IGT.
FAM Subcommittee	<ul style="list-style-type: none">QRT sub-group completed videos, forms, and email.	<ul style="list-style-type: none">IDJC presentation related to potential FAM representation.Discussion on new FAM charter and purpose.Possible creation of access/navigation pathway diagram for FAM families (youth with SED).Discussion on upcoming state agency budget cuts (effect on services).Review of Youth New Member Orientation/Informational Guide.	<ul style="list-style-type: none">Bill HR5140.Developing authentic engagement.QRT deliverables status.Continuing conversations about Youth New Member Orientation/Informational Guide.Possible creation of access/navigation pathway diagram for FAM families (youth with SED).Upcoming state agency budget cuts (effect on services).
One Kid One CANS Workgroup	<ul style="list-style-type: none">Draft of a flyer describing the new levels of care, a graphic for the levels of care, and a draft of a progress report.Two additional trainings: CANS in Practice and Consensus-Based Assessment; Balancing Collaboration and Confidentiality in an Ethical Way, are now available and posted on the Idaho TCOM website.	<ul style="list-style-type: none">An updated progress report on our efforts regarding communication, training, and CANS portability.Developing and reviewing materials for the new overall levels of care that will roll out on July 1, 2026.Continuing to collaborate with Magellan on any issues or concerns with their Outcome and Assessment System (PCIS).	<ul style="list-style-type: none">Finalize the graphic and flyer describing the levels of care by 1/31.Begin development of other training materials and communication strategies for the 7/1 rollout of the updated levels of care.
QMIA Council	<ul style="list-style-type: none">Development of priorities for ongoing monitoring of	<ul style="list-style-type: none">Planning for the QR for 2025.Ongoing, Dr. Nate Williams	<ul style="list-style-type: none">Further discussions about the QMIA Plan feedback

	Tasks Completed	Tasks In Progress	Future Tasks
Due Process Workgroup	<p>YES.</p> <ul style="list-style-type: none"> Completed Family Survey Results for 2025. Update on the Rights & Resolutions Report SFY25 Q4. 	<ul style="list-style-type: none"> presented the 2025 Idaho YES Family Survey Results. Discussed the revised QMIA Plan. Development and review of Guidebook for Families. Updates provided on the OAH meetings regarding the applicability of the Due Process Protocol, Jeff D. Class Members, and Applicable Administrative Appellate Rules. Development and next steps of an online tool to assist parents with the appeal process. IBHP is coordinating with Magellan to align updated letters with website; adding an "Appeals & Complaints" pamphlet link, while Liberty noticing letters remain under review. The feedback provided by DPWG members began to be incorporated into the Right and Resolution SFY25 Q4 Report to better evaluate systemic issues. Video/Online option to educate parents about appeals and due process protocols is still in development. Review of DBH final draft letters for Treatment Foster Care. 	<ul style="list-style-type: none"> and planning for the QR for 2025 and ongoing. Working with FYIdaho and Parent Representatives on increasing Parent Representation membership for the Due Process Workgroup. Review Liberty Noticing Letters. Review & finalize Guidebook for Families, with anticipated completed. Development and next steps of online tool or video series to help assist Idaho parents understand due process and appeal procedures. Finalize the DBH Template Letters for Treatment Foster Care. IBHP & Medicaid Appeals Team to draft process on how to identify and notify appellants they are Class Members and how to notify OAH that appellant is a Class Member. Class counsel to start revisions to DP Protocol and draft process for Class Members on steps for appeal/hearing process to incorporate into updated DP Protocol.
YES Communications Strategic Planning Workgroup	<ul style="list-style-type: none"> IDE YES Website Accessibility Enhancements: Enhancements to the YES website (yes.idaho.gov) were approved and are scheduled to begin in February 2026, with an estimated 14-week completion timeline. Planned improvements include: <ul style="list-style-type: none"> ✓ User Experience – Optimize for mobile use with responsive sizing and touch-friendly design. ✓ Accessibility – Fully comply with ADA WCAG 2.1 AA standards; features include screen reader compatibility, 	<ul style="list-style-type: none"> 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. YES Website – Complaints Page Updates: The team developed ideas to improve navigation for submitting complaints on the YES website. Current efforts focus on addressing parent concerns regarding limited complaint form options and unclear guidance. 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 	<ul style="list-style-type: none"> One Kid One CANS: Levels of Care Flyer/Handout: This flyer will explain level-of-care recommendations shown in the CANS report, with access via link or QR code. The YES Communications Workgroup has reviewed the draft and provided initial feedback. The One Kid One CANS team will incorporate feedback and continue collaborating to finalize the resource. YES Overview PowerPoint, Narratives, and Videos: In partnership with IDE, the team is exploring development of videos and PowerPoint to provide an overview of YES for school staff, parents, and students.

Tasks Completed	Tasks In Progress	Future Tasks
<ul style="list-style-type: none"> ✓ keyboard navigation, improved color contrast, and a translation button. ✓ Features and Functionality - Add interactive supports such as a chatbot with advanced search functions and a predictive smart search bar. ✓ Website Speed - Improve page load times, particularly for users in rural areas with slower internet. 	<p>Workgroup, with YES Communications providing review before One Department submission. Progress is paused until Due Process completes preliminary steps.</p>	<p>This material is targeted for statewide distribution beginning in the 2026-2027 school year.</p>

Roadblocks & Requested Support

- ✖ ICAT Subcommittee: We will be presenting a recommendation this week; any guidance on improving that is appreciated. No roadblocks reported.
- ✖ FAM Subcommittee: For possible IGT Executive Committee support if issues continue in the future, discuss membership struggles and possible support. No roadblocks reported.
- ✖ One Kid One CANS Workgroup: None reported.
- ✖ QMIA Council: Continued participation of management level staff has decreased.
- ✖ Due Process Workgroup: None reported.
- ✖ YES Communications Strategic Planning Workgroup: None reported.

Emerging Themes & Trends

- ✖ ICAT Subcommittee: Magellan's service cuts and data acquisition for YES.
- ✖ FAM Subcommittee: Upcoming state agency budget cuts and effects on services.
- ✖ One Kid One CANS Workgroup: Challenges still exist with providers accessing historical CANS records in PCIS. Magellan has implemented a simplified Authorization for Use and Disclosure form and their Senior Compliance Manager joined the workgroup in December to review common issues with the AUD process.
- ✖ QMIA Council: Concerns regarding the revised QMIA Plan.
- ✖ Due Process Workgroup: Continued topics would be inclusion of the OAH and the Contested Case Rules. Next steps include drafting a process on how to identify and notify appellants they are class members and how to notify OAH that an appellant is a Class Member. Additionally, Class Counsel will start revisions to the Due Process Protocol (inc. updates on outdated rules, etc.) and draft a process for Class Members on steps for appeal/hearing process to incorporate into updated Due Process Protocol.
- ✖ YES Communications Strategic Planning Workgroup: 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). Website Navigation and Accessibility: Concerns were raised about difficulties locating complaint forms, limited guidance on how to complete them, and barriers for users with disabilities or limited internet access. 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.

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 sub-group completed videos, forms, and email.
- One Kid One CANS Workgroup: Two additional trainings: CANS in Practice and Consensus-Based Assessment; Balancing Collaboration and Confidentiality in an Ethical Way, are now available and posted on the Idaho TCOM website.
- Due Process Workgroup: Update on the Rights & Resolutions Report SFY25 Q4.

Current Efforts:

- FAM Subcommittee: Discussion on upcoming state agency budget cuts and effects on services.
- One Kid One CANS Workgroup: An updated progress report on our efforts regarding communication, training, and CANS portability.
- One Kid One CANS Workgroup: Developing and reviewing materials for the new overall levels of care that will roll out on July 1, 2026.
- One Kid One CANS Workgroup: Continuing to collaborate with Magellan on any issues or concerns with their Outcome and Assessment System (PCIS).
- Due Process Workgroup: IBHP is coordinating with Magellan to align updated letters with website; adding an "Appeals & Complaints" pamphlet link, while Liberty noticing letters remain under review.
- Due Process Workgroup: The feedback provided by DPWG members (multi-year trend graphs, deeper root cause analysis specific to access and transportation, as well as clearer definition for "complex cases") began to be incorporated into the Right and Resolution SFY25 Q4 Report to better evaluate systemic issues. IBHP incorporated new definitions and categories and sought feedback on trend graph appearance, design, and functionality. DBH SDI-CMH will coordinate with quality team to reflect trend data.

Future Plans:

- One Kid One CANS Workgroup: Finalize the graphic and flyer describing the levels of care by 1/31.
- One Kid One CANS Workgroup: Begin development of other training materials and communication strategies for the 7/1 rollout of the updated levels of care.
- Due Process Workgroup: IBHP & Medicaid Appeals Team to draft process on how to identify and notify appellants they are Class Members and how to notify OAH that appellant is a Class Member by 11/21/25.
- Due Process Workgroup: Review Liberty Noticing Letters.

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). Key accomplishments include the completion of FAM QRT resources, expansion of the CANS trainings, and the continued due process enhancements, specifically to the Rights & Resolutions Reports, informed by stakeholder feedback. Current efforts are focused on discussing impacts related to budget constraints, refining communication around the new overall levels of care, strengthening collaboration with Magellan on assessment and outcomes systems, and improving transparency and accountability through updated notices and reports. Future plans build on this foundation by finalizing and disseminating clear materials for the July 1, 2026 rollout of updated levels of care and further aligning due process workflows across the IBHP and Medicaid partners, which will support provider capacity and increased access.

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.
- QMIA Council: Completed Family Survey Results for 2025.

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.
- FAM Subcommittee: IDJC presentation related to potential FAM representation
- Due Process Workgroup: Working with FYIdaho and parent representatives on increasing parent representative membership for the Due Process Workgroup.
- Due Process Workgroup: Updates provided on the OAH meetings regarding the applicability of the Due Process Protocol, Jeff D. Class Members, and Applicable Administrative Appellate Rules. Draft process how to identify and notify appellants they are class members and how to notify OAH that an appellant is a class member as it pertains to Contested Case (CC) Rules. Parties met on 9/11/25 and agreed that the Department would work on the process for identifying class members who are appealing, agreed to provide the Due Process Protocol, and notifying the Office of Administrative Appeals that the Protocol should govern the appeal. Class counsel indicated this was not adequate because the Protocol does not include all the fair hearing procedures. It was agreed that Class Counsel would prepare a set of Rules that would implement the Protocol and include the relevant fair hearing procedures. Additionally, the parties will update the Protocol to reflect new federal Medicaid Regulations and the Managed Care Organization.
- Due Process Workgroup: Review of DBH final draft letters for Treatment Foster Care.
- QMIA Council: The QMIA Council covered planning for the QR for 2025.
- QMIA Council: Ongoing, Dr. Nate Williams presented the 2025 Idaho YES Family Survey Results.
- QMIA Council: The members discussed the revised QMIA Plan.

Future Plans:

- QMIA Council: Further discussions about the QMIA Plan feedback and planning for the QR for 2025 and ongoing.

- Due Process Workgroup: Working with FYIdaho and Parent Representatives on increasing Parent Representation membership for the Due Process Workgroup.
- Due Process Workgroup: Finalize the DBH Template Letters for Treatment Foster Care by 2/2026.

The progress achieved, current efforts, and future plans reflect continued and meaningful advancement toward Goal 2, which focuses on identifying and mobilizing the human and system resources necessary to meet the obligations of the Jeff D. Settlement Agreement, the Implementation Assurance Plan (IAP), and the QMIA Plan while sustaining the YES system of care. Progress achieved includes ongoing implementation of the quarterly YES Workgroup & Subcommittees Review Reports, development of priorities for ongoing monitoring of YES, and the completion of the 2025 YES Family Survey results. Current efforts emphasize aligning the YES workgroup and subcommittee activities with the IGT's goals and processes, strengthening representation across workgroups, refining the Due Process Protocol and noticing letters, as well as reviewing the updated QMIA Plan and the 2025 YES Family Survey results. Future plans build on this foundation through continued review of the updated QMIA Plan, planning for the 2025 QR and ongoing, finalization of Treatment Foster Care template letters, and increased representation and collaboration with parent representatives, all of which supports informed decision-making and sustainable resource planning for 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: Draft of a flyer describing the new levels of care, a graphic for the levels of care, and a draft of a progress report.
- YES Communications Strategic Planning Workgroup: YES Website Accessibility Enhancements: Enhancements to the YES website (yes.idaho.gov) were approved and are scheduled to begin in February 2026, with an estimated 14-week completion timeline. Planned improvements include: User Experience, Accessibility, Features and Functionality, and Website Speed.

Current Efforts:

- FAM Subcommittee: Possible creation of access/navigation pathway diagram for FAM families (youth with SED).
- FAM Subcommittee: Review of Youth New Member Orientation/Informational Guide.
- Due Process Workgroup: Development and next steps of an online tool to assist parents with the appeal process.
- Due Process Workgroup: Video/Online option to educate parents about appeals and due process protocols is still in development as a small subcommittee of parent representatives and DBH staff has yet to be arranged so as to draft a proposal outlining the purpose, scope, and method to be sent to the One Department. Next steps include standardizing definitions/language, identifying common issues & aligning videos with guidebooks Reference video link from DRI representative is pending.
- Due Process Workgroup: Development and review of Guidebook for Families.
- YES Communications Strategic Planning Workgroup: YES Website – Complaints Page Updates: The team developed ideas to improve navigation for submitting complaints on the YES website. The scope expanded beyond YES-specific complaints to include forms from all relevant entities. Current efforts focus on addressing parent concerns regarding limited complaint form options

and unclear guidance. Plans include creating a Complaints landing page, similar to the Appeals landing page, that will provide access to all complaint forms, along with instructions for anonymous submission.

Future Plans:

- FAM Subcommittee: Complaints for youth incarcerated or in custody of child welfare system.
- FAM Subcommittee: Sam's research into possibility of required DD training for hospitals.
- FAM Subcommittee: Disability (DD) issues related to House Bill 233.
- FAM Subcommittee: Senate Bill 1329.
- Due Process Workgroup: Development and next steps of online tool or video series to help assist Idaho parents 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: Review & finalize Guidebook for Families, with anticipated completed by November/December 2025.
- YES Communications Strategic Planning Workgroup: YES Overview PowerPoint, Narratives, and Videos: In partnership with IDE, the team is exploring development of videos and a PowerPoint to provide an overview of YES for school staff, parents, and students. This material is targeted for statewide distribution beginning in the 2026–2027 school year. Early planning is underway, with the goal of expanding access to clear, consistent information about YES.

The progress achieved, current efforts, and future plans demonstrate continued momentum toward Goal 3, which focuses on building a strong and informed community of support through stakeholder engagement, transparent communication, and accessible resources. Progress achieved includes development of draft materials describing the new levels of care and approval of significant accessibility and functionality enhancements to the YES website. Current efforts build on this foundation by discussing family navigation needs, reviewing and improving orientation and guide materials, developing tools and resources to support parents through the appeals and due process protocols, and strengthening YES website navigation to improve access to information and forms about complaints. Future plans further reinforce sustainability by advancing family-centered guides and multimedia resources, expanding digital communication and education efforts for families, schools, and communities, and continuing collaboration across the YES workgroups and subcommittees to ensure information is clear and responsive.

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: Prioritize recommendations to present to IGT.

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.
- ICAT Subcommittee: Developing recommendations from the subgroup for the parent group to direct us on.
- FAM Subcommittee: Discussion on new FAM charter and purpose.
- 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: Continue with prioritizing recommendations to present to IGT.
- FAM Subcommittee: Strategic Plan (with IGT approval) for Operational Period February 24' – February 26'.
- Due Process Workgroup: Class counsel to start revisions to DP Protocol (including updates on outdated rules, etc.) and draft process for Class Members on steps for appeal/hearing process to incorporate into updated DP Protocol due to 11/25/25.

The progress achieved, current efforts, and future plans demonstrate continued advancement toward Goal 4, which emphasizes IGT's role in effective oversight, monitoring, and collaboration to support implementation of the YES system of care. Progress achieved includes the ongoing use of the YES Workgroup & Subcommittees Review Report to track collaborative progress and the ICAT Subcommittee's work to organize, review data, and begin prioritizing recommendations for the IGT to consider. Current efforts focus on responding to the YES workgroup and subcommittee recommendations, maintaining oversight of the critical IBHP components, refining governance structures through the review of updated charters, and supporting YES workgroups and subcommittees as they develop clear priorities and guidance. Future plans build on this foundation through the continued prioritization of the ICAT recommendations to present to the IGT, development and implementation of an updated FAM Subcommittee Strategic Plan, and updates to the Due Process Protocol to reflect current rules and clearly outline the appeal processes for Class Members, which will reinforce coordinated oversight, accountability, and continuous improvement across 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 meetings have continued.

Future Plans:

- Update and publish a three-year IGT Strategic Plan by 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. The IGT Strategic Planning Sub-group meetings have continued in order to write the new IGT Strategic Plan covering SFY 2027–2029. 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 2026, along with the continued alignment across all YES workgroups and subcommittees 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 Representatives, Provider Representatives, Idaho Tribe Representatives, CYFS Representatives, IDE Representatives, and IDJC Representatives, with 5 out of the 6 total YES workgroups or subcommittees requesting a combination of 2 of these representatives. The Due Process Workgroup and the QMIA Council are requesting the most membership positions with a total of 4 membership positions being open in each group.

Members gained:

- ✖ ICAT Subcommittee: Children's Housing Provider
- ✖ FAM Subcommittee: None
- ✖ One Kid One CANS Workgroup: None
- ✖ QMIA Council: None
- ✖ Due Process Workgroup: Amanda Morales, Medicaid, BCQM and Brittany Shipley, Parent Representative
- ✖ YES Communications Strategic Planning Workgroup: None

Members needed:

- ✖ Provider Representative: Needed in the QMIA Council & the Due Process Workgroup
- ✖ Magellan/IBHP Representative: Needed in the Due Process Workgroup
- ✖ Parent Representative: Needed in the ICAT Subcommittee & the QMIA Council
- ✖ Youth Representative: Needed in the Due Process Workgroup
- ✖ Chair or Co-Chair: Needed in the QMIA Council
- ✖ Idaho Tribe Representative: Needed in the ICAT Subcommittee & the Due Process Workgroup
- ✖ CYFS Representative: Needed in the FAM Subcommittee & the YES Communications Strategic Planning Workgroup
- ✖ IDE Representative: Needed in the FAM Subcommittee & the QMIA Council
- ✖ IDJC Representative: Needed in the FAM Subcommittee & the 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)	17	Christina Ward	CYFS
2	Maja Ledgerwood	Rural Social Services LLC (Vice-Chair)	18	Karen Straggle	IDE
3	Brian Knight	Idaho Crisis and Suicide Hotline	19	Kim Sweet	DBH, SDI, CMH
4	Brhe Zolber	Provider, Recovery Ways	20	Brooke Dudley	IDJC
5	Ben Skaggs	DBH QMIA	21	Brittany Shipley	Parent
6	Caroline Merritt	Idaho Community Providers' Association	22	Kim Hokanson	Parent
7	Suzi Ludwig	West Ada School District	23	John Huffer	DBH, OSO
8	Aide "Sam" Moore	Young Adult Advocate	24	Alexis Luper	IBHP Bureau
9	Shawna TenEyck	Children's Support Services	25	Nicole Gaylin	IBHP Bureau
10	Candace Falsetti	DBH QMIA Director	26	Rebekah Nansel	Magellan
11	Dr. Tammy Felps	Provider	27	Jennifer Bly	Magellan
12	Lacey Adamick	St. Luke's	28	Jason Meatte	IBHP Bureau
13	Tori Torgrimson	Family Health Services	29	Ashley Porter	IBHP Bureau
14	Teresa Shackelford	Magellan	30	Jennifer Rigali	DBH, CoE
15	Michelle Schildhauer	Southwest District Health	31	Jennifer Barnett	DBH, CoE
16	Karey Perkins-Robles	Parent	32	Brook Heath	DBH, SDI, CMH

Members gained: Children's Housing Provider

Members needed: Just for tribal representatives and maybe one parent but we are holding.

Updates:

Tasks completed:

- ✓ Prioritize recommendations to present to IGT.

Tasks in progress:

- ⌚ Developing recommendations from the subgroup for the parent group to direct us on.

Future tasks & timelines:

- ➔ Continuing with prioritizing recommendations to present to IGT.

Roadblocks & Requested Support:

We will be presenting a recommendation this week; any guidance on improving that is appreciated. No roadblocks reported.

Emerging Themes & Trends:

Magellan's service cuts and data acquisition for YES.

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 (Chair)	16	Sherry Johnson	IBHP, Quality
2	Allison Highley	IPUL (Co-Chair)	17	Amy Balzer	DBH, SDI, CMH
3	Brenda Willson	Executive Director, FYIdaho	18	Jill Matthews	IDE
4	Rochelle Bettis	FYIdaho	19	Andy Del Toro Obeso	Youth
5	Brandon Wheeler	Parent	20	Megan Comstock	Parent
6	Brent Hutchins	Parent	21	Brittany Shipley	Parent
7	Aide "Sam" Moore	Young Adult Advocate	22	Karey Perkins Robles	Parent
8	Tricia Ellinger	Parent	23	Tracie Boyer	Parent
9	Mya Buchin	Youth	24	Parker Luce	Parent
10	Megan Schuelke	DBH IGT Project Coordinator	25	Penny Fisk	Parent
11	Alexis Luper	IBHP Bureau	26	Denise Whiteman	Parent
12	Ashley Porter	IBHP Bureau	27	Haley Myers	IDJC
13	Nicole Gaylin	IBHP Bureau	28	Kari Portales	IDJC
14	Andie Blackwood	DHW Youth Safety and Permanency Division	29	Candace Falsetti	DBH QMIA Director
15	Heidi Napier	DHW Children's Developmental Disability	30	Amber Leyba-Castle	Magellan

Members gained: No new members.

Members needed: CYFS representative, IDJC representative, and IDE representative.

Updates:

Tasks completed:

- ✓ QRT sub-group completed videos, forms, and email.

Tasks in progress:

- ⌚ IDJC presentation related to potential FAM representation.
- ⌚ Discussion on new FAM charter and purpose.
- ⌚ Possible creation of access/navigation pathway diagram for FAM families (youth with SED).
- ⌚ Discussion on upcoming state agency budget cuts and effects on services.
- ⌚ Review of Youth New Member Orientation/Informational Guide.

Future tasks & timelines:

- ➔ Bill HR 5140.
- ➔ Developing authentic engagement.
- ➔ QRT (deliverables status).
- ➔ Continuing conversations about Youth New Member Orientation/Informational Guide.
- ➔ Possible creation of access/navigation pathway diagram for FAM families (youth with SED).
- ➔ Upcoming state agency budget cuts and effect on services.

Additional Updates:

- Disability (DD) issues related to House Bill 233.
- Sam's research into possibility of required DD training for hospitals.
- Complaints for youth incarcerated or in custody of child welfare system.
- Senate Bill 1329.
- Strategic Plan (with IGT approval) for Operational Period February 24' – February 26'.

Roadblocks & Requested Support:

For possible IGT Executive Committee support if issues continue in the future, discuss membership

struggles and possible support. No roadblocks reported.

Emerging Themes & Trends:

Upcoming state agency budget cuts and effect on services.

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:

- ✓ Draft of a flyer describing the new levels of care, a graphic for the levels of care, and a draft of a progress report.
- ✓ The One Kid One CANS workgroup turned 3 years old this quarter.
- ✓ Two additional trainings: CANS in Practice and Consensus-Based Assessment; Balancing Collaboration and Confidentiality in an Ethical Way, are now available and posted on the Idaho TCOM website.

Tasks in progress:

- ⌚ An updated progress report on our efforts regarding communication, training, and CANS portability.
- ⌚ Developing and reviewing materials for the new overall levels of care that will roll out on July 1, 2026.
- ⌚ Continuing to collaborate with Magellan on any issues or concerns with their Outcome and Assessment System (PCIS).

Future tasks & timelines:

- ➔ Finalize the graphic and flyer describing the levels of care by 1/31.
- ➔ Begin development of other training materials and communication strategies for the 7/1 rollout of the updated levels of care.

Roadblocks & Requested Support: None Reported.

Emerging Themes & Trends:

Challenges still exist with providers accessing historical CANS records in PCIS. Magellan has implemented a simplified Authorization for Use and Disclosure form and their Senior Compliance Manager joined the workgroup in December to review common issues with the AUD process.

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			

Members gained: None.

Members needed: One parent representative position, one IDE representative position, one provider position, and still considering a Co-chair position.

Updates:

Tasks completed:

- ✓ Development of priorities for ongoing monitoring of YES.
- ✓ Completed Family Survey Results for 2025.

Tasks in progress:

- ⌚ The QMIA Council covered planning for the QR for 2025.
- ⌚ Ongoing, Dr. Nate Williams presented the 2025 Idaho YES Family Survey Results.
- ⌚ The members discussed the revised QMIA Plan.

Future tasks & timelines:

- ➔ Further discussions about the QMIA Plan feedback and planning for the QR for 2025 and ongoing.

Roadblocks & Requested Support:

Continued participation of management level staff has decreased.

Emerging Themes & Trends:

Concerns regarding the revised QMIA Plan.

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	Amanda Morales	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	Amy Cunningham	Executive Director, DRI	26	Brittany Shipley	Parent

Members gained: Amanda Morales, Medicaid, BCQM and Brittany Shipley, Parent Representative.

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

Updates:

Tasks completed:

- ✓ Update on the Rights & Resolutions Report SFY25 Q4.

Tasks in progress:

- ⌚ Development and review of Guidebook for Families.
- ⌚ Updates provided on the OAH meetings regarding the applicability of the Due Process Protocol, Jeff D. Class Members, and Applicable Administrative Appellate Rules. Draft process how to identify and notify appellants they are class members and how to notify OAH that an appellant is a class member as it pertains to Contested Case (CC) Rules. Parties met on 9/11/25 and agreed that the Department would work on the process for identifying class members who are appealing, agreed to provide the Due Process Protocol, and notifying the Office of Administrative Appeals that the Protocol should govern the appeal. Class counsel indicated this was not adequate because the Protocol does not include all the fair hearing procedures. It was agreed that Class Counsel would prepare a set of Rules that would implement the Protocol and include the relevant fair hearing procedures. Additionally, the parties will update the DP Protocol to reflect new federal Medicaid Regulations and the Managed Care Organization.
- ⌚ Development and next steps of an online tool to assist parents with the appeal process.
- ⌚ IBHP is coordinating with Magellan to align updated letters with website; adding an "Appeals & Complaints" pamphlet link, while Liberty noticing letters remain under review.
- ⌚ The feedback provided by DPWG members (multi-year trend graphs, deeper root cause analysis specific to access and transportation, as well as clearer definition for "complex cases") began to be incorporated into the Right and Resolution SFY25 Q4 Report to better

evaluate systemic issues. IBHP incorporated new definitions and categories and sought feedback on trend graph appearance, design, and functionality. DBH SDI-CMH will coordinate with quality team to reflect trend data.

- ⊕ Video/Online option to educate parents about appeals and due process protocols is still in development as a small subcommittee of parent representatives and DBH staff has yet to be arranged so as to draft a proposal outlining the purpose, scope, and method to be sent to the One Department. Next steps include standardizing definitions/language, identifying common issues & aligning videos with guidebooks Reference video link from DRI representative is pending.
- ⊕ Review of DBH final draft letters for Treatment Foster Care.
- ⊕ Working with FYIdaho and parent representatives on increasing parent representative membership for the Due Process Workgroup.

Future tasks & timelines:

- ➔ Working with FYIdaho and Parent Representatives on increasing Parent Representation membership for the Due Process Workgroup.
- ➔ Review Liberty Noticing Letters.
- ➔ Review & finalize Guidebook for Families, with anticipated completed by November/December 2025.
- ➔ Development and next steps of online tool or video series to help assist Idaho parents 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.
- ➔ Finalize the DBH Template Letters for Treatment Foster Care by 2/2026.
- ➔ IBHP & Medicaid Appeals Team to draft process on how to identify and notify appellants they are Class Members and how to notify OAH that appellant is a Class Member by 11/21/25.
- ➔ Class counsel to start revisions to DP Protocol (including updates on outdated rules, etc.) and draft process for Class Members on steps for appeal/hearing process to incorporate into updated DP Protocol due to 11/25/25.

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.
- Observed improvements to noticing from Magellan and the Department.
- The workgroup agreed to add more parent representatives and a youth representative to gather stakeholder input.
- 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: None reported.

Emerging Themes & Trends:

Continued topics would be inclusion of the OAH and the Contested Case Rules. Next steps include drafting a process on how to identify and notify appellants they are class members and how to notify OAH that an appellant is a Class Member. Additionally, Class Counsel will start revisions to the Due Process Protocol (inc. updates on outdated rules, etc.) and draft a process for Class Members on steps for appeal/hearing process to incorporate into updated Due Process Protocol.

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 alternate
6	Rochelle Bettis	Parent, FYIdaho	13	Heidi Napier	CYFS
7	Tracie Boyer	Parent	14	Aide "Sam" Moore	Young Adult Advocate

Members gained: None.

Members needed: CYFS representative and IDJC representative.

Updates:

Tasks completed:

- ✓ IDE YES Website Accessibility Enhancements: Enhancements to the YES website (yes.idaho.gov) were approved and are scheduled to begin in February 2026, with an estimated 14-week completion timeline. Planned improvements include:
 - i. User Experience – Optimize for mobile use with responsive sizing and touch-friendly design.
 - ii. Accessibility – Fully comply with ADA WCAG 2.1 AA standards; features include screen reader compatibility, keyboard navigation, improved color contrast, and a translation button.

- iii. Features and Functionality – Add interactive supports such as a chatbot with advanced search functions and a predictive smart search bar.
- iv. Website Speed – Improve page load times, particularly for users in rural areas with slower internet.

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.
- ⌚ YES Website – Complaints Page Updates: The team developed ideas to improve navigation for submitting complaints on the YES website. The scope expanded beyond YES-specific complaints to include forms from all relevant entities. Current efforts focus on addressing parent concerns regarding limited complaint form options and unclear guidance. Plans include creating a Complaints landing page, similar to the Appeals landing page, that will provide access to all complaint forms, along with instructions for anonymous submission.
- ⌚ 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:

- ➔ One Kid One CANS: Levels of Care Flyer/Handout: This flyer will explain level-of-care recommendations shown in the CANS report, with access via link or QR code. The YES Communications Workgroup has reviewed the draft and provided initial feedback. The One Kid One CANS team will incorporate feedback and continue collaborating to finalize the resource.
- ➔ YES Overview PowerPoint, Narratives, and Videos: In partnership with IDE, the team is exploring development of videos and a PowerPoint to provide an overview of YES for school staff, parents, and students. This material is targeted for statewide distribution beginning in the 2026–2027 school year. Early planning is underway, with the goal of expanding access to clear, consistent information about YES.

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).
- Website Navigation and Accessibility: Concerns were raised about difficulties locating complaint forms, limited guidance on how to complete them, and barriers for users with disabilities or limited internet access.
- 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](#)
- [Implementation Assurance Plan \(IAP\)](#)
- [YES QMIA & QMIA-Q Reports](#)
- [DHW Idaho Behavioral Health Plan \(IBHP\) website](#)
- [Magellan of Idaho website](#)
- [Idaho Department of Health & Welfare \(DHW\) Children's Behavioral Health website](#)
- [Center of Excellence \(CoE\) 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](#)

Acronyms List:

ADA	Americans with Disabilities Act	IDJC	Idaho Department of Juvenile Corrections
AUD	Authorization for Use and Disclosure	IGT	Interagency Governance Team
BSU	Boise State University	IPUL	Idaho Parents Unlimited
BCQM	Bureau of Clinical and Quality Management	OAH	Office of Administrative Hearings
CANS	Child and Adolescent Needs and Strengths	OSO	Oversight and Statewide Operations Bureau
CC	Contested Case	PCIS	Person Centered Intelligence Solution
CMH	Children's Mental Health	PRTF	Psychiatric Residential Treatment Facility
CoE	Centers of Excellence Bureau	QIS	Quality Improvement Services
CYFS	Child, Youth, and Family Services	QMIA	Quality, Management, Improvement, and Accountability
DAG	Deputy Attorney General	QMIA-Q	Quality, Management, Improvement, and Accountability Quarter
DBH	Division of Behavioral Health	QR	Quality Review
DD	Developmental Disability	QRT	Quick Reaction Team
DHW	Department of Health and Welfare	R&R	Rights & Resolutions Report
DP	Due Process	SED	Serious Emotional Disturbance
DPWG	Due Process Workgroup	SDI	System Design and Implementation Bureau
DRI	DisAbility Rights Idaho	SFY	State Fiscal Year
FAM	Family and Advocacy Meeting	TCOM	Transformational Collaborative Outcomes Management
IAP	Implementation Assurance Plan	TFC	Treatment Foster Care
IBHP	Idaho Behavioral Health Plan	WCAG	Web Content Accessibility Guidelines
ICAT	Interagency Clinical and Training	YES	Youth Empowerment Services
IDE	Idaho Department of Education		