

# YES Workgroup & Subcommittees Quarterly Review Report State Fiscal Year 2025



November 2025  
& December 2025  
Quarter 3

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

## Introduction

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

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

## Overall Findings for the YES Workgroup & Subcommittees

### Updates Summary

*For full details, please reference the YES Workgroup & Subcommittees Reports beginning on page 11.*

	Tasks Completed	Tasks In Progress	Future Tasks
<b>ICAT Subcommittee</b>	<ul style="list-style-type: none"> <li>ICAT sent its first recommendation to IGT, resulting in a new process to complete those. ICAT is still awaiting the outcome of that recommendation, but we are proud as punch to have completed the first one.</li> </ul>	<ul style="list-style-type: none"> <li>The committee reviewed the CFT training content and gave suggestions to Magellan for improvement and content.</li> <li>For our December meeting we spent a significant amount of time reviewing and impact assessing the cuts for behavioral health to identify any issues with youth access to services. Questions were sent out. Answers are coming in.</li> <li>We also worked on developing our first recommendation to IGT regarding family education used in assessment, discharge, and referrals.</li> </ul>	<ul style="list-style-type: none"> <li>Refine our communication with our parent group and establish review and research protocols to allow us to be more responsive to questions and directives from IGT.</li> </ul>
<b>FAM Subcommittee</b>	<ul style="list-style-type: none"> <li>Val has provided feedback regarding FAM's ability to reflect FAM member quotes in meeting notes.</li> <li>Sent invitations to contacts regarding the current missing FAM representation (CYFS, IDJC).</li> <li>Discussing the QRT workgroup that has since been paused.</li> </ul>	<ul style="list-style-type: none"> <li>FAM has been working towards the development of a Youth New Member Orientation/Informational Guide, specifically what roles certain group members would fulfill in FAM meetings.</li> <li>Additionally, there has been discussion of a touchpoint/entry point/pathway diagram or road map for families.</li> </ul>	<ul style="list-style-type: none"> <li>Completion of the Youth New Member Orientation.</li> </ul>
<b>One Kid One CANS Workgroup</b>	<ul style="list-style-type: none"> <li>Magellan has updated PCIS to provide a warning when any item on the CANS has been missed.</li> <li>The Authorization for Use</li> </ul>	<ul style="list-style-type: none"> <li>Continuing to focus on portability (Magellan's Person Centered Intelligence Solution), training, and communications. Two new trainings are being provided and</li> </ul>	<ul style="list-style-type: none"> <li>The focus is on finalizing the descriptions and communications for the updated overall levels of care to be implemented on July 1.</li> </ul>

	Tasks Completed	Tasks In Progress	Future Tasks
<i>QMIA Council</i>	and Disclosure form has been simplified and Magellan's compliance officer joined the workgroup to discuss common issues with the Authorization that prevent the CANS from being released.	are on the Idaho TCOM website. <ul style="list-style-type: none"> <li>○ Consensus Based Assessment: Balancing Collaboration and Confidentiality in an Ethical Way</li> <li>○ The CANS/ANSA in Practice: "I'm Certified, So Now What?"</li> </ul>	The team has reviewed the flyers and graphics and is working towards finalizing them in March, so they can be programmed into Magellan's system for testing by May 1.
	<ul style="list-style-type: none"> <li>• None reported.</li> </ul>	<ul style="list-style-type: none"> <li>• One QMIA Council Meeting occurred in November 2025. The QMIA Council discussed the draft updated QMIA Plan feedback in detail during this meeting.</li> </ul>	<ul style="list-style-type: none"> <li>• Continuing to gather feedback from the members on the draft updated QMIA Plan. Planning for the QR for SFY 2025 and ongoing.</li> </ul>
<i>Due Process Workgroup</i>	<ul style="list-style-type: none"> <li>• Update on the Rights and Resolutions Report SFY26 Q1.</li> <li>• IBHP Governance Bureau &amp; Medicaid Appeals Team finalized interim process on how to identify and notify appellants they are Class Members.</li> </ul>	<ul style="list-style-type: none"> <li>• Development and review of Guidebook for Families: Guidebook in final review by DAG and is anticipated to be released to DPWG for review by January 2026.</li> <li>• Parent representative to follow up with class counsel regarding status of Due Process Protocol updates and procedures.</li> <li>• In November, Liberty noticing letters remained under review with suggested revisions on the notice on eligibility denial to revise and simplify by creating shorter sentences. Notices finalized and sent to DPWG for review December 18, 2025.</li> <li>• The IBHP Governance Bureau made revisions to the SFY26 Q1 Rights and Resolutions Report based on previous feedback from DPWG.</li> <li>• Video/Online options to educate parents about appeals and due process protocols put on hold until February 2026 as small subcommittee has not yet been arranged to draft a proposal outlining the purpose, scope, and method.</li> <li>• Treatment Foster Care letter templates finalized and submitted to One Department for review with DPWG's feedback to make more user-friendly. DBH staff checking on how these additional changes will impact One Department process and request.</li> </ul>	<ul style="list-style-type: none"> <li>• Review Liberty Noticing Letters.</li> <li>• Review, finalize, &amp; publish Guidebook for Families, anticipated completion March 2026.</li> <li>• Development and next steps of on-line tool or video series to help assist Idaho parents understand due process and appeal procedures.</li> <li>• Finalize the DBH Template Letters for Treatment Foster Care by February 2026.</li> <li>• IBHP Governance Bureau &amp; Medicaid Appeals Team to draft process how to notify OAH that appellant is a Class Member by April 2026.</li> <li>• Class counsel to start revisions to Due Process protocol (including updates on outdated rules, etc.) and draft process for Class Members on steps for appeal/hearing process to incorporate into updated Due Process Protocol.</li> </ul>
<i>YES Communications Strategic Planning Workgroup</i>	<ul style="list-style-type: none"> <li>• YES Website – Complaints Page Updates.</li> </ul>	<ul style="list-style-type: none"> <li>• YES Communications Charter Review.</li> <li>• One Kid One CANS: Levels of Care Flyer/Handout.</li> </ul>	<ul style="list-style-type: none"> <li>• Due Process Video Support.</li> <li>• YES Overview PowerPoint, Narratives, and Videos.</li> <li>• YES Website Accessibility Enhancements.</li> </ul>

## Roadblocks & Requested Support

- ✦ ICAT Subcommittee: Nothing too severe, especially considering we are pivoting our historical role and moving to a more recommendation and response-based group. We are very appreciative of the support we have received and look forward to improving the system of care for children in Idaho.
- ✦ FAM Subcommittee: None 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: Primarily the referral document that ICAT recommended as a solution to a myriad of issues within the YES system of care. Up and coming include monitoring for impacts from budget cuts, including network adequacy impacts, working with Magellan to improve the quality of their trainings and provider communications, and developing recommendations on the school-based services process introduced in January.
- ✦ FAM Subcommittee: Lots of concerns from group members regarding upcoming legislation and the 2026 legislative season. How are those bills going to impact families who have children with SED and utilize Medicaid. As well as a lack of understanding from providers or members of the general public on what the YES SOC is.
- ✦ One Kid One CANS Workgroup: Ensuring the Authorization for Use and Disclosure process works consistently for providers to access historical CANS records in PCIS. Working to make the descriptions and communications regarding the updated overall levels of care easily understandable and person-centered.
- ✦ 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 notify youth 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: The workgroup is primarily focused on improving website clarity, especially the complaints process, while refining materials to be more parent-friendly, plain language, and easier to navigate.

## 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: We have also been discussing the QRT workgroup that has since been paused.
- One Kid One CANS Workgroup: Magellan has updated PCIS to provide a warning when any item on the CANS has been missed.
- One Kid One CANS Workgroup: The Authorization for Use and Disclosure form has been simplified and Magellan's compliance officer joined the workgroup to discuss common issues with the Authorization that prevent the CANS from being released.
- Due Process Workgroup: Update on the Rights & Resolutions Report SFY26 Q1.
- Due Process Workgroup: IBHP Governance Bureau & Medicaid Appeals Team finalized interim process on how to identify and notify appellants they are Class Members.

**Current Efforts:**

- ICAT Subcommittee: The committee reviewed the CFT training content and gave suggestions to Magellan for improvement and content. This is the first time ICAT has been able to review trainings and it was a very positive experience. We are hoping to regularly review all YES connected trainings to improve Magellan's training quality and outcomes.
- ICAT Subcommittee: For our December meeting, we spent a significant amount of time reviewing and impact assessing the cuts for behavioral health to identify any issues with youth access to services. Questions were sent out. Answers are coming in.
- One Kid One CANS Workgroup: Continuing to focus on portability (Magellan's Person Centered Intelligence Solution), training, and communications. Two new trainings are being provided and are on the Idaho TCOM website.
  - Consensus Based Assessment: Balancing Collaboration and Confidentiality in an Ethical Way
  - The CANS/ANSA in Practice: "I'm Certified, So Now What?"
- Due Process Workgroup: In November, Liberty noticing letters remained under review with suggested revisions on the notice on eligibility denial to revise and simplify by creating shorter sentences. In addition, Liberty's annual closure letters had information pertaining to 28 days, missing references to other resources and FAQ website added. The IBHP Governance Bureau confirmed Liberty notices have links to website, guidebook, and how to receive an assessment on them in addition to the denial appeal process. Notices finalized and sent to DPWG for review December 18, 2025.
- Due Process Workgroup: The IBHP Governance Bureau made revisions to the SFY26 Q1 Rights and Resolutions Report based on previous feedback from DPWG. The report now better defines that the column previously labeled "YES" is the YES Centralized Complaints Team (CCT). A definition of the "complex" complaint category was added for clarity. Trend tables were added to the end of the report showing year-over-year comparisons, broken down by quarters, showing the number of complaints and appeals received by each team. The DPWG gave feedback that it would be beneficial to clarify the term "resolution" as it applies to appeals/complaints in future reports, and the IBHP Governance Bureau team will work on this. Rights and Resolutions Report removed as an ongoing agenda item and reclassified as an action item.
- YES Communications Strategic Planning Workgroup: 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.

**Future Plans:**

- One Kid One CANS Workgroup: The focus is on finalizing the descriptions and communications for the updated overall levels of care to be implemented on July 1. The team has reviewed the flyers and graphics and is working towards finalizing them in March, so they can be programmed into Magellan's system for testing by May 1.
- Due Process Workgroup: IBHP Governance Bureau & Medicaid Appeals Team to draft process how to notify OAH that appellant is a Class Member by April 2026.
- Due Process Workgroup: Review Liberty Noticing Letters.

The progress achieved, current efforts, and future plans collectively demonstrate continued advancement toward Goal 1, which prioritizes effective oversight and implementation of the Idaho Behavioral Health Plan (IBHP). Key accomplishments include improvements to CANS data quality and portability within Magellan's PCIS system, simplification of the Authorization for Use and Disclosure process, enhancements to Rights & Resolutions reporting, and the development of interim due process procedures for identifying and notifying Jeff D. Class Members. Current efforts are focused on strengthening YES-related trainings through the ICAT Subcommittee's review and feedback, discussing potential impacts to youth access related to behavioral health budget reductions, expanding CANS training opportunities statewide, improving communication materials related to CANS Levels of Care, and enhancing transparency through updated notices and data reporting processes. Future plans build on this work by finalizing and implementing updated levels-of-care descriptions and communication tools for the July 1 rollout, continuing review and refinement of Liberty Noticing letters, and developing processes between the IBHP Governance Bureau and the Medicaid Appeals Team to strengthen coordination, compliance, and access across the behavioral health system.

**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.

**Current Efforts:**

- Administrative IGT processes continue to be refined for efficiency.
- YES workgroups and subcommittees are working to align their activities with IGT's actionable goals and processes.
- Due Process Workgroup: Reported in December, since DPWG has 3 parent representatives, the workgroup is not currently seeking additional parents. Working with FYIdaho on getting representation from Youth/Young Adult(s), Provider(s), IBHP- Magellan, and Idaho Tribe(s). Topic removed as a standing agenda item and will be added only as needed.
- Due Process Workgroup: Parent representative to follow up with class counsel regarding status of Due Process Protocol updates and procedures.
- Due Process Workgroup: Treatment Foster Care letter templates finalized and submitted to One Department for review with DPWG's feedback to make it more user-friendly. After One

Department submission, DPWG members suggested additional format changes to templates keeping information in same order, using consistent language between all letters, simplify by creating bullet points under what to expect during appeal process, as well as addition of YES and OAH websites for more reference. DBH staff checking on how these additional changes will impact One Department process and request.

- QMIA Council: One QMIA Council Meeting occurred in November 2025. The QMIA Council discussed the draft updated QMIA Plan feedback in detail during this meeting.

**Future Plans:**

- QMIA Council: Continuing to gather feedback from the members on the draft updated QMIA Plan. Planning for the QR for SFY 2025 and ongoing.
- Due Process Workgroup: Finalize the DBH Template Letters for Treatment Foster Care by February 2026.

The progress achieved, current efforts, and future plans collectively demonstrate continued advancement toward Goal 2, which focuses on identifying and strengthening the human resources and infrastructure needed to fully implement the obligations outlined in the Jeff D. Settlement Agreement, the Implementation Assurance Plan (IAP), and the QMIA Plan. Key accomplishments include the continued implementation of the quarterly YES Workgroup & Subcommittees Review Report to monitor workgroup activities and support coordination. Current efforts are focused on refining administrative IGT processes for greater efficiency, aligning YES workgroup and subcommittee activities with the IGT actionable goals and processes, strengthening stakeholder representation within the Due Process Workgroup, and improving the accessibility and consistency of Treatment Foster Care template letters through stakeholder feedback and cross-system collaboration. In addition, the QMIA Council continued the detailed review and discussion of the draft updated QMIA Plan to support long-term system improvement efforts. Future plans build on this foundation by continuing stakeholder feedback related to the draft updated QMIA Plan and quality review activities and finalizing the DBH Treatment Foster Care template letters, which will further strengthen communication processes and operational consistency needed to sustain ongoing YES system of care implementation efforts.

**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:**

- FAM Subcommittee: We have also sent invitations to contacts regarding the current missing FAM representation (CYFS, IDJC).
- YES Communications Strategic Planning Workgroup: Complaints Page Updates: The team developed ideas to improve navigation for submitting complaints on the YES website.

**Current Efforts:**

- FAM Subcommittee: Additionally, there has been discussion of a touchpoint/entry point/pathway diagram or road map for families.
- FAM Subcommittee: FAM has been working towards the development of a Youth New Member Orientation/Informational Guide, specifically what roles certain group members would fulfill in FAM meetings.
- Due Process Workgroup: Video/Online options to educate parents about appeals and due process protocols put on hold until February 2026 as small subcommittee of parent representatives and DBH staff has not yet been arranged to draft a proposal outlining the

purpose, scope, and method to be sent to the One Department as DBH staff out until end of January.

- Due Process Workgroup: Development and review of Guidebook for Families: Guidebook has become larger than chapter in practice manual, but DPWG felt it contained valuable information on a complex process. When reviewing drafts, DPWG members need to keep this in mind as narrowing it down too much will decrease its effectiveness. Guidebook does not include Liberty assessment process but does include how parents might appeal if they don't agree with a Liberty decision. Guidebook in final review by DAG and is anticipated to be released to DPWG for review by January 2026.

#### **Future Plans:**

- FAM Subcommittee: Completion of the Youth New Member Orientation.
- Due Process Workgroup: Development and next steps of on-line tool or video series to help assist Idaho parents understand due process and appeal procedures. Class counsel hopes 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 include using standard, easy-to-understand language on all notices; making sure 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, & publish Guidebook for Families, anticipated completion March 2026.
- 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.
- YES Communications Strategic Planning Workgroup: 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.
- YES Communications Strategic Planning Workgroup: YES Website Accessibility Enhancements: Enhancements to the YES website ([yes.idaho.gov](http://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 – 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, 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.

The progress achieved, current efforts, and future plans collectively demonstrate continued advancement toward Goal 3, which focuses on building a strong community of support through stakeholder involvement, communication, and increased public awareness and utilization of services to promote long-term sustainability of the YES system of care. Key accomplishments

include outreach efforts to address missing FAM Subcommittee representation from key partners, including CYFS and IDJC, as well as the development of proposed improvements to the YES website complaints page to strengthen accessibility and navigation for families and stakeholders seeking support. Current efforts are focused on developing family-centered resources, including a touchpoint and pathway roadmap for families and a Youth New Member Orientation/Informational Guide to improve engagement and understanding of participation roles within the FAM Subcommittee meetings. Additional work is underway to strengthen family education and communication through the development of a comprehensive Guidebook for Families and exploration of future online and video-based due process education resources designed to improve accessibility and understanding of appeals processes. Future plans build on this work by finalizing and publishing the Guidebook for Families, completing the Youth New Member Orientation materials, and developing statewide communication tools, such as the YES overview videos, presentations, and parent-led due process supports in partnership with IDE and YES Communications. Planned YES website accessibility enhancements, including ADA WCAG 2.1 AA compliance improvements, translation features, chatbot functionality, predictive search tools, and faster page loading for rural users, will further expand equitable access to information, strengthen stakeholder engagement, and support broader public utilization of YES services across Idaho.

**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: ICAT sent its first recommendation to IGT, resulting in a new process to complete those. ICAT is still awaiting the outcome of that recommendation, but we are proud as punch to have completed the first one.

**Current Efforts:**

- Addressing recommendations from YES workgroups and subcommittees and ensuring timely follow-up.
- YES workgroups and subcommittees continuing oversight of the implementation of critical IBHP components.
- ICAT Subcommittee: We also worked on developing our first recommendation to IGT regarding family education used in assessment, discharge, and referrals. We also received a very brief presentation regarding positioning non-IEP/504 counseling services into the schools using a for-profit model. The group had a robust discussion and decided to seek scope clarification from IGT as well as have the presenters come back for a full presentation instead of the abbreviated one.
- YES Communications Strategic Planning Workgroup: YES Communications Charter Review: The draft Charter has been under review by YES Communications members for the past five months. Within the current Charter, unanimous approval is required before it can move forward. Proposal was made during the December meeting to add a clause to the Charter that if unanimous approval is not met within two months of a workgroup vote, the Charter may move forward with a majority vote. This proposed change received unanimous approval from all present. Emailed feedback and vote were requested of those members not present.

**Future Plans:**

- ICAT Subcommittee: Refine our communication with our parent group and establish review and research protocols to allow us to be more responsive to questions and directives from IGT.

- Due Process Workgroup: Class counsel to start revisions to Due Process Protocol (including updates on outdated rules, etc.) and draft process for Class Members on steps for appeal/hearing process to incorporate into updated Due Process Protocol.

The progress achieved, current efforts, and future plans collectively demonstrate continued advancement toward Goal 4, which focuses on strengthening IGT oversight, monitoring, and collaboration with councils, workgroups, and committees to support implementation of the YES system of care. Key accomplishments include the ongoing use of the YES Workgroup & Subcommittees Review Report to support collaborative oversight and coordination across IGT and YES-related groups, as well as the ICAT Subcommittee’s successful completion and submission of a formal recommendation to IGT, supporting a clarified process for recommendation development and review. Current efforts are focused on addressing recommendations from YES workgroups and subcommittees, ensuring timely follow-up and accountability, and continuing oversight of IBHP implementation activities. Additional collaboration efforts include the ICAT Subcommittee’s work on a recommendation related to family education in assessment, discharge, and referral processes, as well as engagement in discussions regarding school-based counseling service models. The YES Communications Strategic Planning Workgroup is also working to strengthen governance and operational efficiency through ongoing review and refinement of the YES Communications Charter and approval processes. Future plans build on this work as the ICAT Subcommittee refines communication and research protocols to improve responsiveness to IGT directives and stakeholder questions, while the Due Process Workgroup continues planned revisions to the Due Process Protocol and the development of a draft process for Class Members for appeal/hearing processes. Together, these efforts strengthen system coordination, governance structures, accountability processes, and collaborative oversight necessary to advance the YES system of care implementation statewide.

**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 continue 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 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 position is the IDE Representative, who is needed across 3 different groups. This is followed closely by Provider Representatives, Idaho Tribe Representatives, and CYFS Representatives, each needed in two separate groups. The Due Process Workgroup is requesting the most membership positions, with a total of 5 open slots. The QMIA Council follows with 4 open positions, while the FAM Subcommittee has 3 open positions, and both the ICAT Subcommittee and the YES Communications Strategic Planning Workgroup are each seeking 1 representative.

### Members gained:

- ✦ ICAT Subcommittee: Christina Ward now sits as a representative of Children's Mental Health, Karey Perkins-Robles was voted in as a new parent representative and Brhe Zolber reported an agency change and was reconfirmed. We also had a request to review Kristianna as a youth or parent representative member. DHW was going to reach out.
- ✦ FAM Subcommittee: None.
- ✦ One Kid One CANS Workgroup: None.
- ✦ QMIA Council: None.
- ✦ Due Process Workgroup: None.
- ✦ 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 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, & the Due Process Workgroup
- ✦ IDJC Representative: Needed in the FAM Subcommittee

## YES Workgroup & Subcommittees Reports

### ICAT Subcommittee

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

## **Membership:**

#	Name	Affiliation	#	Name	Affiliation
1	Laura Scuri	Access Behavioral Health (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:** Christina Ward now sits as a representative of Children's Mental Health, Karey Perkins-Robles was voted in as a new parent representative and Brhe Zolber reported an agency change and was reconfirmed. We also had a request to review Kristianna as a youth or parent representative member. DHW was going to reach out.

**Members needed:** Our tribal membership slot is still open. I have reached out to Marquette in the last 60 days and our youth representative stated they may have someone.

## **Updates:**

### **Tasks completed:**

- ✓ ICAT sent its first recommendation to IGT, resulting in a new process to complete those. ICAT is still awaiting the outcome of that recommendation, but we are proud as punch to have completed the first one.

### **Tasks in progress:**

- ⊕ The committee reviewed the CFT training content and gave suggestions to Magellan for improvement and content. This is the first time ICAT has been able to review trainings and it was a very positive experience. We are hoping to regularly review all YES connected trainings to improve Magellan's training quality and outcomes.
- ⊕ For our December meeting we spent a significant amount of time reviewing and impact assessing the cuts for behavioral health to identify any issues with youth access to services. Questions were sent out. Answers are coming in.
- ⊕ We also worked on developing our first recommendation to IGT regarding family education used in assessment, discharge, and referrals. We also received a very brief presentation regarding positioning non-IEP/504 counseling services into the schools using a for-profit model. The group had a robust discussion and decided to seek scope clarification from IGT as well as have the presenters come back for a full presentation instead of the abbreviated one.

### **Future tasks & timelines:**

- ➔ Refine our communication with our parent group and establish review and research protocols to allow us to be more responsive to questions and directives from IGT.

## **Roadblocks & Requested Support:**

Nothing too severe, especially considering we are pivoting our historical role and moving to a more recommendation and response-based group. We are very appreciative of the support we have received and look forward to improving the system of care for children in Idaho.

## **Emerging Themes & Trends:**

Primarily the referral document that ICAT recommended as a solution to a myriad of issues within the YES system of care. Up and coming include monitoring for impacts from budget cuts, including network adequacy impacts, working with Magellan to improve the quality of their trainings and provider communications, and developing recommendations on the school-based services process introduced in January.

## **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:**

- ✓ Val has provided feedback regarding FAM's ability to reflect FAM member quotes in meeting notes.
- ✓ We have also sent invitations to contacts regarding the current missing FAM representation (CYFS, IDJC).

✓ We have also been discussing the QRT workgroup that has since been paused.

**Tasks in progress:**

- ⊕ FAM has been working towards the development of a Youth New Member Orientation /Informational Guide, specifically what roles certain group members would fulfill in FAM meetings.
- ⊕ Additionally, there has been discussion of a touchpoint/entry point/pathway diagram or road map for families.

**Future tasks & timelines:**

➔ Completion of the Youth New Member Orientation.

**Additional Updates:**

- Working on: Discussed upcoming state agency budget cuts and effect on services.
- Also discussed the issue of a general lack of education provided on the YES system of care.

**Roadblocks & Requested Support:** None Reported.

**Emerging Themes & Trends:**

Lots of concerns from group members regarding upcoming legislation and the 2026 legislative season. How are those bills going to impact families who have children with SED and utilize Medicaid. As well as a lack of understanding from providers or members of the general public on what the YES SOC is.

**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:**

- ✓ Magellan has updated PCIS to provide a warning when any item on the CANS has been missed.
- ✓ The Authorization for Use and Disclosure form has been simplified and Magellan's compliance officer joined the workgroup to discuss common issues with the Authorization that prevent the CANS from being released.

**Tasks in progress:**

- ⊕ Continuing to focus on portability (Magellan's Person Centered Intelligence Solution), training, and communications. Two new trainings are being provided and are on the Idaho TCOM website.
  1. Consensus Based Assessment: Balancing Collaboration and Confidentiality in an Ethical Way
    - FREE CEUs. This training has been approved for 3 hours of continuing education for BSW, MSW, Clinical SW, LPC, LCPCs. In behavioral health, a spirit of collaboration is fundamental to delivering care that is holistic, compassionate, and truly effective. The session explores how professional codes of ethics (NASW, ACA, AAMFT) support collaboration while maintaining confidentiality, and how tools like the CANS, CAT, FAST, and ANSA fit within Idaho's TCOM framework. This training emphasizes transparency, shared decision-making, and curiosity as foundations for effective teamwork with clients, families, and other professionals to improve outcomes across systems of care.
  2. The CANS/ANSA in Practice: "I'm Certified, So Now What?"
    - This training helps practitioners apply their certification skills to real-world care planning. The training guides participants in using assessment data to develop actionable, person-centered treatment plans. Through discussion, examples, and hands-on practice, attendees learn how to identify useful and buildable strengths, engage families as partners, document progress consistently, and complete effective updates that reflect meaningful change and shared vision in care. FREE CEUs. This training has been approved for 2 hours of continuing education for BSW, MSW, Clinical SW, LPC, LCPCs.

**Future tasks & timelines:**

- ➔ The focus is on finalizing the descriptions and communications for the updated overall levels of care to be implemented on July 1. The team has reviewed the flyers and graphics and is working towards finalizing them in March, so they can be programmed into Magellan's system for testing by May 1.

**Roadblocks & Requested Support:** None Reported.

**Emerging Themes & Trends:**

Ensuring the Authorization for Use and Disclosure process works consistently for providers to access historical CANS records in PCIS. Working to make the descriptions and communications regarding the updated overall levels of care easily understandable and person-centered.

**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:**

- ✓ None reported at this time.

#### **Tasks in progress:**

- 🕒 One QMIA Council Meeting occurred in November 2025. The QMIA Council discussed the draft updated QMIA Plan feedback in detail during this meeting.

#### **Future tasks & timelines:**

- ➔ Continuing to gather feedback from the members on the draft updated QMIA Plan. Planning for the QR for SFY 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:** None.

**Members needed:** Yes, this workgroup has IDE Representative(s), 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 and Resolutions Report SFY26 Q1.
- ✓ IBHP Governance Bureau & Medicaid Appeals Team finalized interim process on how to identify and notify appellants as they are Class Members.

**Tasks in progress:**

- ⊕ Development and review of Guidebook for Families: Guidebook has become larger than chapter in practice manual, but DPWG felt it contained valuable information on a complex process. When reviewing drafts, DPWG members need to keep this in mind as narrowing it down too much will decrease its effectiveness. Guidebook does not include Liberty assessment process but does include how parents might appeal if they don't agree with a Liberty decision. Guidebook in final review by DAG and is anticipated to be released to DPWG for review by January 2026.
- ⊕ Parent representative to follow up with class counsel regarding status of Due Process Protocol updates and procedures.
- ⊕ In November, Liberty noticing letters remained under review with suggested revisions on the notice on eligibility denial to revise and simplify by creating shorter sentences. In addition, Liberty's annual closure letters had information pertaining to 28 days, missing references to other resources and FAQ website added. The IBHP Governance Bureau confirmed Liberty notices have links to website, guidebook, and how to receive an assessment on them in addition to the denial appeal process. Notices finalized and sent to DPWG for review December 18, 2025.
- ⊕ The IBHP Governance Bureau made revisions to the SFY26 Q1 Rights and Resolutions Report based on previous feedback from DPWG. The report now better defines that the column previously labeled "YES" is the YES Centralized Complaints Team (CCT). A definition of the "complex" complaint category was added for clarity. Trend tables were added to the end of the report showing year-over-year comparisons, broken down by quarters, showing the number of complaints and appeals received by each team. The DPWG gave feedback that it would be beneficial to clarify the term "resolution" as it applies to appeals/complaints in future reports, and the IBHP Governance Bureau team will work on this. Rights and Resolutions Report removed as an ongoing agenda item and reclassified as an action item.
- ⊕ Video/Online options to educate parents about appeals and due process protocols put on hold until February 2026 as small subcommittee of parent representatives and DBH staff has not yet been arranged to draft a proposal outlining the purpose, scope, and method to be sent to the One Department as DBH staff out until end of January.
- ⊕ Treatment Foster Care letter templates finalized and submitted to One Department for review with DPWG's feedback to make more user-friendly. After One Department submission, DPWG members suggested additional format changes to templates keeping information in same order, using consistent language between all letters, simplify by creating bullet points under what to expect during appeal process, as well as addition of YES and OAH websites for more

reference. DBH staff checking on how these additional changes will impact One Department process and request.

- ⊕ Reported in December, since DPWG has 3 parent representatives, the workgroup is not currently seeking additional parents. Working with FYIdaho on getting representation from Youth/Young Adult(s), Provider(s), IBHP– Magellan, and Idaho Tribe(s). Topic removed as a standing agenda item and will be added only as needed.

**Future tasks & timelines:**

- ➔ Review Liberty Noticing Letters.
- ➔ Review, finalize, & publish Guidebook for Families, anticipated completion March 2026.
- ➔ Development and next steps of on-line tool or video series to help assist Idaho parents understand due process and appeal procedures. Class counsel hopes 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 include using standard, easy-to-understand language on all notices; making sure 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 February 2026.
- ➔ IBHP Governance Bureau & Medicaid Appeals Team to draft process how to notify OAH that appellant is a Class Member by April 2026.
- ➔ Class counsel to start revisions to Due Process protocol (including updates on outdated rules, etc.) and draft process for Class Members on steps for appeal/hearing process to incorporate into updated Due Process Protocol.

**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. DBH will be transitioning to a new advocacy contractor in January 2026.
- Since the last meeting with IGT Executive Committee, the DPWG feels sufficient progress is being made toward the desired change regarding improvements to noticing documentation from Liberty and the Department.
- 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 contact information for a representative if he heard back. However, as of this date, 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 notify youth 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 <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:** None.

**Members needed:** CYFS representative.

### Updates:

#### Tasks completed:

- ✓ 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.

#### Tasks in progress:

- 🕒 YES Communications Charter Review: The draft Charter has been under review by YES Communications members for the past five months. Within the current Charter, unanimous approval is required before it can move forward. Proposal was made during the December meeting to add a clause to the Charter that if unanimous approval is not met within two months of a workgroup vote, the Charter may move forward with a majority vote. This proposed change received unanimous approval from all present. Emailed feedback and vote were requested of those members not present.
- 🕒 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.

**Future tasks & timelines:**

- ➔ 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.
- ➔ 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.
- ➔ YES Website Accessibility Enhancements: Enhancements to the YES website ([yes.idaho.gov](http://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.

**Roadblocks & Requested Support:** None reported.

**Emerging Themes & Trends:**

The workgroup is primarily focused on improving website clarity, especially the complaints process, while refining materials to be more parent-friendly, plain language, and easier to navigate.

## 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](#)
- [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
BSU	Boise State University	IEP	Individualized Education Program
BCQM	Bureau of Clinical and Quality Management	IGT	Interagency Governance Team
CANS	Child and Adolescent Needs and Strengths	IPUL	Idaho Parents Unlimited
CCT	Centralized Complaints Team	OAH	Office of Administrative Hearings
CEUs	Continuing Education Units	OSO	Oversight and Statewide Operations Bureau
CFT	Child and Family Team	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	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	SOC	System of Care
FAQ	Frequently Asked Questions	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		