

Date / Time of Meeting	January 5, 2018 10:00 AM - 12:00 PM Dial in: 866-906-9888 Access code: 7258371 Conference Room: 3A
Meeting Purpose	Interagency Governance Team
Host	Treena Clark, Division of Behavioral Health

Voting Members	Att'd	Participant	Att'd
Ross Edmunds - DBH	X	Cindy Day - DBH	
Candace Falsetti - DBH	X	David Welsh - Medicaid	
Carol Dixon - Advocate	X	Holly Riker - DBH	X
Connie Sturdavant - Provider	X	Lynn Thull - Consultant	
Dave Sorensen - Provider	X	Pat Martelle - DBH	X
Eric Walton - Youth		Rhonda House - DBH	
George Gutierrez - Medicaid	X	Seth Schreiber - DBH	
Jason Stone - IDJC	X	Tiffany Kinzler - Medicaid	X
Jennifer Griffis - Parent	X	Treena Clark - DBH	X
Kim Hokanson - Parent		Valorie Leirmann - DBH	
Lael Hansen - County Juvenile Justice	X	Venecia Anderson - Medicaid	X
Lynn Thompson - DBH/CMH	X		
Maria McConnell - Advocate	X		
Matt McCarter - State Dept of Ed	X		
Matt Wimmer - Medicaid			
Michelle Weir - FACS			
Roxanne Printz - FACS	X		
Vanessa Morgan - Parent	X		

AGENDA

#	Topic	Topic Owner	Discussion	Decisions
1	Welcome and Roll Call Approve minutes from last meeting	Dave Sorensen	Discussion to move Action Items to separate sheet	Move action items to separate document. Notes from last meeting were accepted as written.
2	Operational Guidelines Update	Kim/Maria	This topic was not addressed at this meeting.	

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3	Subcommittee Update/Discussion	Dave Sorensen	Discussion last month centered on the combining of the clinical/training subcommittees. Dave S. discussed the recruitment/summary document that Rhonda put together. Carol pointed out that Family Engagement has been meeting since February 2017. Dave S. had a couple minor changes as well: -the second paragraph -"The family engagement subcommittee as reviewed..." - Dave suggested adding the YES Program prior to progress. -last sentence briefly state the purpose at the last sentence. Candace asked if the IGT provider inclusive subcommittee would replace the Provider subcommittee to be owned by the QMIA. Dave stated that it would be duplicitous to have both. Candace stated that there may need to be clarification as to what the roles may be. Vanessa stated that it should live under the IGT rather than elsewhere. Candace stated she will discuss the potential moving of the subcommittee with the QMIA Council. Lael suggested adding who interested people should reach out to if they are interested.	Dave S. will submit his suggested changes to the recruitment document to Rhonda. Candace will discuss the Provider Subcommittee moving to the IGT with the QMIA Council.
4	Implementation Progress Report Update	Candace Falsetti	The Implementation Progress Report is an annual report that goes to the court and is anticipated to be done in March. The draft report will come to the IGT for review and will be a topic on the agenda for the next month(s). Connie asked if there were any major issues that Candace was concerned about. Candace explained that the only deadline not hit was the publishing of the Practice Manual, and that has been discussed at length, and therefore she doesn't see it as a major issue.	Next week Candace will send the Implementation Progress Report to the IGT for review prior to next month's meeting. *THIS IS CONFIDENTIAL UNTIL PUBLISHED; DO NOT DISTRIBUTE OUTSIDE THE IGT.*
5	QMIA Report Update	Candace Falsetti	The QMIA Quarterly Report is almost ready to be published. The request had been made that the QMIA Quarterly Report could be reviewed by the IGT prior to publishing. The report will be sent to the IGT for review, and will have a	Provide Candace with QMIA Quarterly Report feedback within the next few weeks to allow for an end of

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			shorter review/feedback period. Input is wanted on the content that is in the report. If you have requests for data in future reports, please let Candace know, but understand that it cannot be included in this draft of the report. Still waiting for the MOU to be signed allowing for data sharing across all systems. This report will be published by the end of the month.	January publishing.
6	CMH Complaints Line Update	Candace Falsetti	A toll free phone number has been implemented for people to use, and is specifically related to services being provided by the Division of Behavioral Health. A broader, YES number, is still being worked on. A contact list for all other parties has been created in an effort to ensure collaboration when issues arise. There are processes in place to help investigate situations as needed. Information from the calls will be shared with family partners to help generate solutions and identify systemic types of issues. A brochure is being created that can be given out at the regional clinic level to help educate.	
7	PCP and Wraparound Update	Candace Falsetti	DBH and Medicaid are working together on Person Centered Planning. PCP went live on Tuesday. Overall feedback has been positive, as the value to families is definitely being recognized. There is a general nervousness about it being new, but a general excitement. Venecia explained the process: If you are seeking services, you will call Liberty. They will collect general information and schedule an assessment. 24 hours prior to the assessment, the assessor will call and provide an introduction and confirm the time. The assessor goes to the home, speaks with the child for a time, and completes the CANS. The assessor will complete a summary and will then return to their office and review the clinical collateral information, and will then call and discuss their findings and help with signing up for Medicaid. The report goes to Medicaid, DBH, and to Welfare.	

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			DBH will reach out after receiving the referral and help identify whether or not there is Medicaid coverage. The case will then be referred to the region, and the region then has four days to set up the next appointment and initial assessment. The PCP will be completed within the next 30 days. Once it is completed and signed, the plan is submitted to the Central Office and then sent to Optum to sign off on the plan. Candace stressed that the PCP will work to ensure that it does not disrupt services that may already be in place. Ross stated that just to be clear, those who need to go through the Independent Assessor are those that we want to help get on Medicaid, those that are seeking Respite. Dave asked where people should be sent since people often skip steps and go straight to the Provider. These people should be referred to Liberty for initial assistance. George asked if Matt M. anticipated an increase in referrals upon school returning to session. Matt M. said he didn't anticipate it being a rush, as it will take a little time to trickle down. Ross echoed the excitement of this being one of the first visible, accessible elements of the YES program. Matt M. asked if there were any concerns expected as things move forward in regards to rules. George stated that there wasn't anything expected on the horizon, and Ross echoed that there is a positive mindset with Jeff D/YES and getting things through. Ross stated that it would be to the project's advantage to engage Maria as progress is made and new rules/statute changes come up. George explained that there are two new rules, one around cost sharing and one around the mechanisms around authorizations. Tiffany explained that what it typically taken to rule is left at a high level in order to allow for quick changes as necessary. Training for Wraparound will occur at the end of this month and is a four day training for facilitators.	

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			Approximately 14 facilitators will be trained. Wraparound will begin with a small caseload during the training period. Additional Behavioral Health staff will be trained. Portland State is providing the training for developing coaches. By mid-summer there could be approximately 100 families on the caseload, as it will ramp up. Families signing up for the training period will be identified specifically to ensure their comfort level with going through the program while it's still new. Staff are excited about doing Wraparound and are ready to go. Ultimately, Portland State will turn over training and sustainability to the state. Candace added that while not all of the processes have been worked out, there is also a strong collaboration with Developmental Disability in an effort to reduce fragmentation and confusion. Carol asked if there was a project number of children who may be eligible for Wraparound. Candace explained that Boise State has completed a report to create a projection for how many children will be targeted at the various stages of development. Candace stated that according to those projections, it is around 1300 children. Jennifer asked for specification as to which population Wraparound would be available. Candace stated that it will be available for Idaho residents, children with SDE, in a level 3 (intensive care coordination). It is not determined by income or service.	
8	Family Engagement Update	Carol Dixon	Carol asked if the IGT wants a whole overview of the discussion or if the IGT would just want specific items that are targeted for the IGT from the Family Engagement Subcommittee. Matt M. stated that he recalled it was the latter, and the group agreed. Carol shared that there are currently some parents in a limbo state during the transition planning, as there are parents who currently haven't received any information. Carol added that this was stated to still being worked on by David Welsh.	The Family Engagement will submit a request for the QMIA to review the transition issue at hand. Mindy will send Carol the form; Carol will submit the request to the IGT Chair/Co-Chair for submission to the QMIA.

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			Venecia asked if this should go to the QMIA, and Carol answered that that was the question and was bringing it to the IGT to determine where it would be addressed. Venecia suggested that this particular issue should go to the QMIA. Carol stated that there was another question in regards to the Youth FAQ's and the plan that was originally in place for publishing of the FAQ's. The Youth FAQ's had been published because of a deadline prior to having Youth MOVE review. The question then became what to do in the face of a deadline versus the quality of the potential publication. Connie asked if there were other groups or subgroups available to help review material if the Youth MOVE groups are not available in time to meet deadlines. Pat stated that they did identify several Youth MOVE members who could serve on a subgroup, as well as several other groups who may be able to be recruited to provide feedback. Pat added that the challenge then lies in the process of educating new groups as well as still working around common timeline challenges with the youth groups, and that guidance would be appreciated in seeking solutions. Candace stated that in other systems you generally see improvement over time. Candace added that it is often more valuable to get the information out there and then work to perfect it to better meet the need. Ross added that we have to hold ourselves accountable to the timelines, but that we consistently work to improve the quality. Pat suggested working with the communications group to message that appropriately. Carol said that the last issue that came up was that the Family Engagement subcommittee is spending a lot of its time handling issues being brought by parents, and would that be something that would be handled elsewhere at a later point in	

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			time. Candace answered that ultimately things like the YES line and the QMIA Council will serve these roles. Venecia asked if it would be beneficial to put together a list of who to call if there are issues and distribute it. Carol stated that that would be helpful, but that also what they're hearing in the subcommittee are system developmental types of challenges. Vanessa stated that as a parent, having a list of numbers is not helpful, but rather is overwhelming/frustrating. Jennifer added as a point of clarification that the issues that are brought to Family Engagement are not just left there, but that Jennifer/Carol, et al, are actively working to help the current issue a family might be experiencing, but then the Family Engagement brings it to the IGT to solve the greater, broader issue. Ross echoed that the broader concern is ensuring that there's a process and a method for handling those issues and making sure system improvement processes are implemented. Candace shared that the QMIA Council is initiating a system complaint subcommittee that will help address these issues. Ross stated that we don't want to ever shut down an avenue for parent voice, and want to maintain that "any door" mentality. Venecia and Vanessa expressed concern about making sure that if there is truly an "any door" mentality that accurate answers are available at each door. Ross stated that Case Management should be a big part of the solution to this sort of issue as the goal is to have a Case Manager who overarches the systems. Candace added that Wraparound will help with this as well. Ross added that no matter how perfectly the system is designed to work, it'll still be very important to provide an avenue for system improvement. Matt M. asked if the idea of the ombudsmen is still on the	

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			table. Ross answered that we are starting with what we can start with - the DBH complaint line, and that the dedicated YES line is still in the works. Ross added that the concept of the ombudsmen has morphed into the compliant line and expand it to be the YES complaints line and ensure that there are parents/family members who assist in the diagnosis of incoming issues/complaints and can provide assistance where appropriate.	
9	Other Items	Dave Sorensen	Request from Provider Network Statewide: Providers would like to know which services and supports will be rolled out on specific dates and are requesting a timeline. Ross stated that Medicaid currently has service groupings and tentative date ranges, but that overall our system is not prepared to share specific dates. Vanessa asked if there was a version of the service groupings document could be shared. Venecia shared that one could be put together. Candace added that something like that is proposed to be included in the next Implementation Progress Report. Ross added that the system is really trying to account for the fact that people need training and needs to be delivered with enough lead time to allow providers to prepare. George/Ross echoed that Medicaid is really trying to make sure that the system has the capacity for the service to be billed for and that the service can be delivered as well as available statewide. Parent Compensation Model: Ross shared that the parent compensation model has been developed and letters of notation have been created outlining the agreement between the department and the parent consultant. To summarize, the best way to view this is that these agreements will be treated the same way contracts with outside consultants are utilized, where billable	Venecia will work on a document that can be shared with the providers outlining the service groupings and the tentative date ranges. Mindy will add room on all forthcoming agendas to review confidentiality and action items at the end of each meeting

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			hours must be approved and are reimbursed at the end of each month. Ross expanded that there will still be families who volunteer their time, but that there is a small group of parents who will be consultants. Matt M. asked how many consultants there are and how they'd be determined. Ross answered that there are currently four consultants with a potential fifth and that they are determined as experts in the system. Prevention Conference: Matt M. shared that Laura Wallis submitted a conference topic that was chosen, as well as one from Pat Martelle and Vanessa Morgan, and he thanked them for their contribution and participation. Addressing Confidentiality and Reviewing Action Items: Lael reminded the IGT that there had been previous discussion and agreement at a prior meeting to save the last few minutes of each meeting to review what should be treated as sensitive information (i.e. Candace's draft report) and to review action items.	
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The IGT will track action items and their status from the meetings here:

Follow Up Items	Date Opened	Owner	Due Date	Complete/Comments	Status
Provide feedback/thoughts on the operational guidelines to Rhonda (Mindy)	11/3	Rhonda	December Meeting	Feedback received.	Closed
Treena will follow up to determine whether or not Lynn has availability to chair the clinical subcommittee. Dave will follow up with Connie to determine her availability to lead the clinical subcommittee.	10/6	Treena/ Dave	October 20 th	Treena provided an update in regards to the Clinical Subcommittee regarding the staffing and leadership. The resulting concern was that DBH staff do not have the bandwidth and capacity to lead, but to support the subcommittee.	Closed

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Kim will complete the request form for the IGT to create a long term project regarding transportation reimbursement, addressing the request to the QMIA Council.	10/6	Kim	October 20 th	Kim has completed the request form, it needs to be submitted to the QMIA Council. Kim will submit it to Mindy and Mindy will submit it to the QMIA Council.	Resolved
George will follow up with reimbursement response for the family in need.	10/6	George	October 13	George will work with Venecia, Tiffany, and Jamie to reach out to the family and determine rapid solution.	Ongoing
George (Medicaid) will provide an update on Medicaid paid travel for treatment.	10/6	George	November Meeting		Ongoing
The IGT Training Subcommittee will determine a method of identifying parent knowledge share post conference attendance.	10/6	Candace	November Meeting	Jennifer added that it will also be important to determine what employees are doing with the information they are returning with as well. 11/3–Formation of subcommittee is on hold	Deferred
Candace will coordinate, schedule, and temporarily chair the training subcommittee and will report back at the next IGT meeting with a statement of purpose.	10/6	Candace	November meeting	Treena provided an update in regards to the forming the Training Subcommittee regarding the staffing and leadership. The resulting concern was that DBH staff do not have the bandwidth and capacity to lead, but to support the subcommittee. Formation of Subcommittee will occur at a later date.	Closed
Holly Riker (Candace) will follow up with Eric Walton to determine times for availability to attend IGT meetings.	10/6	Holly (Candace)	November meeting	Holly reached out to Eric, and his schedule will be changing soon, so he may be able to return to the IGT. Family Engagement subcommittee is handling recruitment	Closed.
Candace, Kim, and Rhonda will form an operational workgroup to outline requirements for an operational governance plan.	9/1	Candace	October meeting	Completed	Closed
Identify additional parties needing the 101 brochure.	9/1	Pat/Brenda	Deferred	Additional information is being gathered regarding who will cover the cost of brochures being utilized by Optum.	On Hold
The forms for the nominations and the compensation submission need to be formalized	9/1	Mindy/Treena	October	The request form will be mailed out for the group to consider.	Closed
Membership list will be updated and appointment/renewal letters sent.	9/1	Mindy Oldenkamp	October meeting	Completed. Letters of appointment/reappointment were mailed this week.	Closed

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Be prepared to nominate co-chair and vote to confirm	9/1	All membership	October meeting	Completed.	Closed
Revise Family Engagement Charter Update		Carol		Ready for review.	Closed.
Update Membership list on Charter	8/4/17	Treena Clark		Complete	Closed
Identify new person for communications workgroup to represent providers. Dave has someone in mind.	8/4/17	Dave and Brenda		Communications workgroup is no longer meeting	Closed
Maria will share her notes with Mindy.	7/7/17	Mindy Oldenkamp	7/14/17	Mindy will follow up with Maria for her notes.	Closed.
A charter subcommittee will be formed. Treena, Carol, Maria, Candace, and Pat will participate. Treena will take the lead.	7/7/17	Treena Clark	8/4/17	Maria, Carol, Pat and Treena met on 7/26 to work on charter. Charter is ready to go to full IGT for review.	Closed
Pat will work with Brenda to identify where to ship a small supply of the 101 guides in order to ensure that they are in the hands of parents who need them.	7/7/17	Pat Martelle		The 101 brochure has been distributed, and an additional printing will be done in October.	Closed
Pat will set up the room, conference call and Carol will take care of the agenda for the next Family Engagement meeting.	7/7/17	Pat Martelle	8/4/17	Family Engagement set to meet before IGT on 8/4/17	Closed
Feedback on the Family Engagement Subcommittee Charter document will be collected at the next meeting so a vote may be taken.	7/7/17	IGT	8/4/17	Reminder sent out on 8/1/17	Closed
Ross requested a current list of appointment membership including who the proposed members will be for submission to the director. Mindy will prepare documents.	4/7/17	Mindy Oldenkamp	5/5/17	Completed on 5/5/17	Closed

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Vanessa will write up a short proposal and meet with Ross.	3/3/17	Vanessa Morgan		Recommendation e-mail sent to Ross on 3/13/17	Closed
Carol will schedule a conference all in the next few weeks. The next Family Engagement Subcommittee face to face meeting will be just before the next IGT meeting on April 7 th .	3/3/17	Carol Dixon	4/7/17		Closed
Pat will reach out to Logan Zuck to confirm his membership/attendance with IGT.	2/3/17	Pat Martelle		Pat has twice reached out to Logan without response. Federation of Families will follow up with Logan	Closed
Have a brief presentation of what QMIA is by Candace or another member.	1/6/17	Candace Falsetti	2/3/17	Presented at February meeting	Closed
A list of acronyms to disburse to the IGT.	1/6/17	Pat Martelle	Not Set	There was a list contained in the booklet created for the parent network and Pat can share them. A list of acronyms is available for Health and Welfare. Pat will send the list to Vanessa, Jen, and Carol for review.	Closed
Outline of process for recommendations and process for output from IGT. Pat offered up that a diagram of a proposed hierarchy has been previously shared, and that if it can be created visually, that can be done.	1/6/17	Pat Martelle	Not Set	Kim is working on the outline format. Form submitted and has been used twice.	Closed
Meeting times via conference call for members of the IGT divided by category: system, parent/advocates, education, providers, will be set up in the next two weeks. Candace will coordinate the scheduling.	1/6/17	Candace Falsetti	Not Set	Parent/youth call complete. Group met with Nate on February 2, 2017	Closed
Request to have Candace Falsetti from QMIA Council attend the next IGT meeting and share what's happening in regards to current issues as well as request any help that she may need going forward.	12/9/16	Treena Clark	1/6/17	Candace attended the January meeting of the IGT	Closed
Language will be added to the by-laws concerning transparency (in the confidentiality section) and Section A will be amended to include "But will	12/9/16	Treena Clark	1/6/17	Language added. By-laws adopted	Closed

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not be limited to" in regard to membership definition.					
Pat will meet with designated representatives to talk through specific events mentioned in the Parent Voice Proposal and seek solutions.	11/4/16	Pat Martelle	Not Set	Meeting occurred.	Closed
Pat will share the Parent Voice Proposal to the sponsor group for further discussion. Vanessa will join discussion as a parent voice.	11/4/16	Pat Martelle	Next Sponsor's Meeting	Pat will set up a conference call with Jennifer, Vanessa, Carol, and Kim.	Closed
Send out links to foundational articles and videos to IGT membership	10/7/16	Pat Martelle	Prior to 11/4/2016	Here are some articles that are useful in understanding the new system of care: https://successfulmentalhealthsystems.wikispaces.com/file/view/Family-Driven%20Care%20Brochure_March%202011.pdf/215725492/Family-Driven%20Care%20Brochure_March%202011.pdf https://successfulmentalhealthsystems.wikispaces.com/file/view/SOC_Update_2010%20Stroul%20Blau%20Friedman.pdf/215725064/SOC_Update_2010%20Stroul%20Blau%20Friedman.pdf Links sent 11/3/16.	Closed.
Revise look of website to indicate clearly that updates are available YES Updates on the website to indicate more clearly that folks can click on the icon	10/7/16	Pat Martelle	TBD	10/15/2016 Parent Network Meeting held at IDHW. There was much discussion on revisions to the YES website. Many of the recommendations for improvement are outside the capability of what IDHW can do due to security and department format issues. Lack of resources and a full time YES communications staff adds to the difficulty. Pat will work with Jon Meyer to determine what can be done and establish a plan for making changes. "Click here" button has been updated for easier usability. 5/2/17 Enhanced website will launched April 27, 2017	Closed

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Treena will work with Vanessa and Dave to begin work on bylaws.	10/7/16	Treena Clark	Prior to 11/4/2016	10/7/2016 Example of R7 Behavioral Health Bylaws and links to Idaho Behavioral Health Planning Council and R4 Behavioral Health by-laws sent to Vanessa and Dave Draft bylaws produced	Closed
Ross will construct talking points to provide the IGT in regards to his update.	10/7/16	Treena Clark	Prior to 11/4/2016	Talking points added to minutes	Closed
Pat will make available the list of all workgroups and their deliverables.	9/9/16	Pat Martelle	Prior to October 7, 2016	Emailed 10/3/16	Closed
Nominations for chair and co-chair to be submitted via email, decision made at next meeting on October 7 th .	9/9/16	Membership	Prior to October 7, 2016	10/7/16 Membership established duties and terms. Chair and Vice-Chair elected 10/3/16 Need decisions on duties, term, nomination process and election process.	Closed
Disburse the Idaho Implementation Plan to membership.	7/26/16	Pat Martelle	9/2/2016	Emailed 9/2/16	Closed
Develop materials for membership's orientation to the Plan, workgroups, and subcommittees, including an explanation of defendant roles and identification of other subject-matter experts whose input the IGT may want to access.	7/26/16	Pat Martelle	9/2/2016	Emailed 9/2/16	Closed
Request if Jon can create a link for the IGT on website.	7/26/16	Pat Martelle	9/2/2016	10/7/16 Committee and workgroup pages are being developed for the YES Website. Goal is to have each workgroup or committee site complete with a: - Shortened version of the charter in the center area - A link to the full charter on the right - A link to the calendar that will hold all meetings for all workgroups (all meetings that I have received have been posted to the calendar, but many do not have any detail at all, dates and times only)	Closed

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				- A List of workgroup members (with no roles indicated for now) - Any official meeting docs (agendas, minutes, etc.) We can launch without these if needed. Webpages for IGT, Clinical Advisory Workgroup and Workforce Development Workgroup should be launched by end of October 7/26/16 Modifications to the website have been requested and are scheduled in the month of September. Communications person will start on Monday, November 7th, request has been submitted. 5/2/17 Enhanced website will launched April 27th, 2017	
Make a decision on who will be the main point of contact for parent crisis during discharge.	5/5/2017	Candace Falsetti	Not Set	Jennifer Barnett from DBH Central Office will serve as contact person	Closed
Set up an outside meeting to discuss funding for the Parent Network. Will contact Treena.	5/5/2017	Carol Dixon	Prior to June IGT meeting	Conference call held on May 23, 2017. Present were Carol Dixon, Jennifer Griffiths, Laura Wallace, Pat Martelle and Treena Clark.	Closed
Bring all of the organizational charts to the next meeting. Will meet with Cindy to get this information.	5/5/2017	Treena Clark	6/2/17	Cindy will gather information and present at June IGT meeting	Closed
Share with IGT the one page document on YES created for JFAC	6/2/17	Cindy Day	7/7/17		Closed
Add IGT subcommittees to the YES Org Chart	6/2/17	Cindy Day	Not Set		
Follow up with Access Model Report cited as a deliverable in the	6/2/17	Cindy Day	7/7/17		Closed

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Implementation Progress Report					
Find out if access model diagram is available	6/2/17	Cindy Day/Ross Edmunds	7/7/17	Access model diagram in draft form and has not been approved by IWG.	Closed