**NOTE: DECISIONS/ACTIONS WILL BE HIGHLIGHTED IN GRAY**

**DATE:** April 27, 2023

* **Welcome & Introductions - Roll Call – In attendance:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Raini Bowles | x | Candace Falsetti | x | Michelle Batten | x | Tricia Ellinger | x |
| Ashley Porter | x | Nicole Gaylin | x | Parker Luce |  | Madeline Titelbaum | x |
| Dori Boyle | x | Jill Mathews | x | Penny Fisk |  | Wendy Margolis | x |
| Brittany Shipley | x | Jose Martinez | x | Tracie B. |  |  |  |

* **Introductions and special guest Candace Falsetti**
* **Approval of February meeting notes** (Informal)
* Approved
* **Approval of March meeting notes** (Informal)
* Approved
* **Youth Voice** 
  + **WBU survey results/Youth Voice - Raini Bowles**
* No comments or questions
* We will email the survey results to the group
* **Introduce the monthly YES partner**
* **Candace Falsetti** - QMIA de-mystified for families
* We will email Candace’s PPT presentation to the group
  + - **Questions or comments?**
    - **Raini:** How do you make changes when you see an issue/deficit? **Candace:** Different ways, folks from various workgroups and teams review feedback and issues. For example, we recently heard we need to address more intensive services for kiddos with complex needs. This went to the Sponsor’s team which includes Juliet Chadron from the Department, Cameron from FACS, and Ross Edmunds from DBH. They took the lead, considered the survey and feedback from families, then created a plan, focusing on four identified elements that needed work: Res care, Crisis, Intensive Home and Community based services, and Intensive Care Coordination. We established workgroups for each of those areas, and each group took two weeks, 20 hours per week on each item. We identified solutions. We work with many groups including the Council, IWG, Defendant’s workgroup, etc.

**Tricia:** Can you share some current quality improvement projects? **Candace:** Discharge planning from hospital is one (this actually started in 2016). We studied hospital contracts to see what was required as well as state rules. There are not a lot of rules in the state or hospital contracts re discharge planning, so with family participation, we came up with standards. We are still working on getting those standards accepted. The good news is with sprints etc., a team member recently brought this up and rec’d the standard be implemented. We have also started to look at the issues of intensive levels of care and access to care throughout the state including respite, for example. Another area was implementing Wraparound as an evidence-based practice. Also, we’ve been trying to improve people’s knowledge re the complaint process. Additionally, crisis and safety plans need to be addressed; many families are saying they don’t receive these and/or they are not useful. We added info on this subject to our website and provided training to approx. 500 providers. We have also looked at focusing on the building strengths piece of CANS a bit more, to give weight on this as opposed to the needs needed. Kiddos do well when their strengths are identified.

**Raini:** Candace, I really appreciate your passion for this work. Question: If a family does have a complaint, how should they handle it? **Candace:** We’re working to improve the complaint process. We encourage families to call us through the YES complaint line, contact us through the website form, or through an inquiry. Families should be receiving a letter in response, quickly confirming that we received the complaint. We set a timeline of 30 days for disposition or resolution. **Ashley:** I want to note that the letters not *currently* going out, we are working on the letters. They will go out once they are complete. In the meantime, we will be calling and emailing and working with families. **Candace**: Another option is bringing complaint to the FAM Advisory Subcommittee meeting in person. We ask that you please already have someone working with you to help on that complaint *first,* if possible. But do feel free to report your stories there. Please also feel free to speak with your provider *if* you feel you feel comfortable doing that (w/out fearing retaliation etc. I personally know how families might fear this). Also, FYIdaho is a great resource to support families. Reach out to our families as well. **Michelle:** Thank you and please note that parents don’t come to the FYIdaho meetings w/out before and after support as well. **Candace:** We also ask Liberty, MTM, Optum, and IDJOC to respond to complaints as well. Our goal is to create a complaint system that families feel comfortable using. I look at complaints as a good thing because if one person is voicing something other families probably are as well, and we want to improve. We want to listen and respond. **Raini:** I think one of our family members’ concerns is that we are afraid of people being mad at you and this affecting services. A FAM member agreed with Raini via chat.

* **Review resources for FAM -** Invite flyer, QRs, weblinks ([www.aplacetoshine.org](http://www.aplacetoshine.org)), and spreading the word
* **Raini:** I can’t know who a YES family is, and I can’t because of HIPPA. Candace, would it be possible to send the flyers/outreach items through you, and you forward it to YES families? **Candace:** Only if it’s been fully vetted by our comm office. Past experience tells me we’ve had issues with doing this kind of thing. However, feel free to touch base with Laura and/or Janet to talk about this option. **Raini :** How we keep spreading the word is a goal. **Ashley :** We might be able to mention FAM at a stakeholder engagement group meeting. We can’t send out the survey because we have a contractor for surveys we have to use. **Candace :** We could do an article in the YES newsletter. **Tricia :** I do receive this newsletter. I think you have to push this material out *all* the time, in *all* ways you can. For ex., twice a year in YES newsleetter, twice a year via FYIdaho in some way, etc. Also, at the beginning of the meeting adddress, What is this meeting for and how can it help you ? And, what did you learn from it ? **Ashley :** We could look at making FAM a public meeting so notes could be posted for the public. **Brittany :** IGT does include links when they post those minutes, maybe we could include one to learn more about FAM ? Also, maybe we could use the CMH subcommittees somehow. Also, post flyers/info at the youth assessment centers. **Candace :** These are great ideas. **Raini**: Please remember the website I created (aplacetoshine.org) as a resource as well.
* **Family Questions/Comments/Ideas?**
* None voiced
* **Next month’s partner announcement:**
  + **YES Program Stakeholder Engagement**
  + Jenna, Ashley, and Dori will be in attendance
* **Upcoming meeting ideas and collaboration**
* None voiced
* **Adjourn**

Qr code

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