

**Children's Mental Health Subcommittee Meeting**  
***Friday, August 20th, 2021 | 9:30am - 11:15am via Zoom***

**1. Welcome – Roll Call:**

Teriann Ness-Parker-Children's Mental Health Subcommittee Chair, Parent, Private Provider  
Amy Minzghor-Idaho Parent Network & Community Youth in Action Board Secretary  
Chris Freeburne-IDHW East Hub Regional Director & Statewide Child Welfare Liaison  
Leslee Blanch-University of Idaho Extension, Community Wellness Instructor  
Dustin Park-Bonneville County Adult Probation & Parole  
Shawna TenEyck-Children Supportive Services Program Director  
Brandi Daw-Behavioral Health Center at EIRMC, Director of Physician & Provider Relations  
Laura Wallis-Idaho Parent Network  
Tina Ricks-Tueller Counseling Services  
Dave Peters-IDHW Region 7 Children's Mental Health- Chief  
Brad Lambson-Region 7 Children's Mental Health- YES Program Specialist  
Josh Jackson-Answers, Private Mental Health Clinic  
DaNa Schoenborn-Eastern Idaho Public Health, Partnership for Success Grant Coordinator  
Crista Henderson  
Pat Martelle-Idaho Federation of Families  
Janet Goodliffe-Idaho Children's Trust Fund, R7BHB VP  
Shannon Blaskovich-Children Supportive Services

**Call for Additional Items:** None

**Approval of July 16th Meeting Minutes:** Approval after minor edits are made.

**2. Partnership for Success Grant | DaNae Schoenborn**

- Process of implementing an evidenced-based program & partnering with BYDC
  - Training starts September 13th
  - 7 lessons, 1-hr a week for 7 weeks
  - Teaching: self-concept, self-image, managing yourself responsibly, self-respect, etc...
  - Offered in Fall & Spring
- Still handing out lock boxes & deactivation pouches for medications
- Mental Health Symposium, Oct 8th partnering with Upper Valley Child Advocacy Center in Rigby
  - For Educators, First Responders, Faith Leaders
  - Virtual Option

**3. Idaho Federation of Families | Pat Martelle**

- Enrolled 4 new parents as parent leaders for YES
- Still running virtual support groups
  - New group for families with children with dual diagnoses (DD & SED)
    - System is fairly unresponsive to their needs

- Families they serve fall under two categories:
  - Family needs help and advocacy
  - Others just need support
- Help families formulate their experiences into formal complaints so the system can track it better and build a metric around the complaints coming in
- Helping families to know and understand the appeals process

**Laura Wallis** - there is a process for families to be contacted after the complaint, but some are not hearing feedback, so let's keep track of that. We need to tell parents if they don't hear back about the complaint, to reach out again. AND, keep track of those not being contacted quickly.

The form online for the concern and complaints was redone. Since the update, families are not hearing back so that might be part of the problem.

#### **4. Idaho Parent Network for Children's Mental Health | Laura Wallis**

- 6th Annual Workshop October 11th-15th, virtual via Zoom, panel presentation style with slides
  - 3, one-hour sessions a day for five days
  - Free for everyone
  - Session Topics Included:
    - Dr. Fernando- CANS from a parent's lens, treatment planning, CANS vs CDA
    - Crisis & Safety Planning
    - Self-Care vs Self Soothing
    - YES Survey Results 2021 - Nate Williams from Boise State University
    - Engaging Dads - 3 Dad panelists
    - Dual Diagnosis:
      - would love a private provider that would really like to help us, please contact Laura
      - Pat Martelle will contact Laura
    - Handling Suicidal Ideation at Home - private provider, Suicide Hotline Rep, parent
    - MH Resources in Schools
    - Getting Involved in Mental Health Advocacy - Local, Regional, State Level
    - IDJC - Mental Health, keeping them home
    - Transitions Home
    - Trauma, not just from abuse - Michelle Batten from IFF, TBRi trained
    - Behavioral Plans in Schools for Mental Health
    - Transitioning to Adulthood
- Laura, Tricia, and Amy are speaking at the upcoming National TCOM Kentucky 1st week in October about helping providers meet families where they are.
- Laura will be speaking to the Yellowstone Youth Ranch in Billings Montana in September on what parent engagement looks like and how to get them engaged.
- We are continuing to help families on an individual basis as referrals are made.
- As a leadership, we are still bringing concerns/problems to the table with stakeholders and the powers that be and they still don't know how to fix the problems- they're stumped, don't know how to fix it, still think it's a one-off.

- Not in our region, but recently hospital and state staff telling families they'll discharge their kid that's not ready so they can commit a crime and be arrested because IDJC custody is the only way to get help.

## **5. Community Youth in Action | Amy Minzghor**

- Service Project July 22nd-Aug 1st
  - 24 youth, 9 chaperones
  - 3 RVs in 3 States - Idaho, Washington, Oregon
  - Several services projects along the way
  - Setbacks occurred and plans had to be adjusted
  - Everyone was safe, learned a lot, experienced new things, MISSION ACCOMPLISHED
- Governor Brad Little toured CYA on August 9th
  - Our youth performed their Turnaround Skit- he was very touched
  - Impressed with our program and wants to see us grow
- Florida TRAPPED August 30th- September 6th
  - Art attended Washington DC Conference in 2019 & heard our group present
  - Wants to duplicate CYA in Florida
    - Art attended our April TRAPPED in Idaho
    - Art is hosting a TRAPPED in Florida & our Youth Leadership Team & Staff is running it
- 1 Million Dollar Grant Received
  - Programming extended to 5th-6th grades - working out logistics of scheduling and space to keep them separate
  - Will be offering services to Rigby community
  - Purchasing sustainable supplies
  - Hiring new staff
    - Nutritionist to cook dinner every night
    - Van drivers to pick up and drop off students from school to home
    - Teacher position over tutoring
    - Floaters/hall monitors
- Services/Programming starting at the center September 13th

## **6. Bonneville Youth Development Council: No Report**

## **7. Interagency Governance Team - Family Engagement | Amy Minzghor**

- Amy is Co-Chairing with Tricia Ellinger from Idaho Parent Network, along with Idaho Federation as support
- New meeting time - 1st Tuesday of the Month, 9am-10am MT, starting September 7th
- Asking current members who cannot attend the new time to find replacements from their department

## **8. Youth to Adult Workgroup | Teriann Ness-Parker**

- Martha completed her practicum, so the project is now sitting with Laura Wallis.
- Laura reported she has nothing new to report on the collaborative handbook at this time.

## **9. Medicaid Transportation by Venecia Anderson:**

As of March 2020, Venecia is the Program Contract Manager with MTM - Non-Emergency Medical Transportation.

She created a Department email [MedicaidTransport@dhw.idaho.gov](mailto:MedicaidTransport@dhw.idaho.gov) & 1-800 number for complaints and concerns to come directly to her and her team to investigate and work on solutions. Other states have been successful. MTM has a website with a lot of information.

Idaho is the only state that allows unaccompanied minors to be transported for non-emergency medical appointments. There's a lot of concerns with that. No cameras, no tracking apps, no knowledge of the name of the driver. The software is available, but for some reason Medicaid leadership chose not to use it. Venecia is working on a policy change regarding this. This software is to go live in September - name and picture of driver will pop up. You can change drivers if you want.

May 1st, 2022 New Contract starts- taking bids now. Must provide tracking app software.

All drivers get an enhanced background check through the DHW. That means they check records from all states they've lived in the last 5 years. They cannot start working until their background check clears. Any substantiations disqualify them automatically.

All drivers are credentialed - complete training on how to help clients in/out of home/vehicles, walking assistance, medical equipment maneuvering, appropriate/professional boundaries.

Vans are insured.

Reimbursement rates are negotiated with the broker directly. There are 65 transportation companies currently in Idaho ranging from two people to 70-100 drivers.

Gas mileage reimbursement of 30 cents per mile is available for parents, or someone designated transporting Medicaid members to appointments.

Curbside service is standard care. If a client needs door-to-door service, it needs to be specified when the trip is set up because workers get paid more for it.

New requirement for trips more than 100 miles from home - These go directly to Venecia for approval/denial. MTM no longer gets to approve/deny because they would deny with no explanation.

#### **CONCERN/COMPLAINTS:**

- Lack of professionalism - unkempt, dressed in sweats, dirty and holey clothes
- Reimbursements are low and contracts go to lowest bidder
  - A professional company out of Boise only lasted 3 months in Eastern Idaho due to this
  - This makes it impossible to weed out the lower-class companies
- Reimbursement process is very cumbersome, a lot of paperwork, takes too much time
- Kids missing a lot of school waiting to be picked up and dropped off
- Rate of pay is \$10/11/hour, workers can get better wages working at McDonald's or Wal-Mart
- Private clinic reimbursement for transporting only get a 1/3 or 1/4 of the rate- not worth it
- Clients dropped off too early, picked up late - unsupervised
- Clients dropped off too late they miss their appointments

- Large meeting in Boise 2 years ago with state legislators, senators, providers, 30 transportation companies - Years and years of problems discussed - promises made in that meeting have not been kept - nothing has changed.
- Incident where senior citizen was dropped off 30 minutes early, waited outside in 5-degree weather- very dangerous
- Tracking App is limited to helping those with cell phones - what about kids, senior citizens who don't have phones?
  - People without phones can't track, report they haven't been picked up
  - No shows are logged but doesn't say it's because of transportation issues
- Roundtrips are counted as two trips - different drivers for drop off & pick up (should not be happening according to Venecia, but it is)
- The way the system is set up with MTM being the middleman between clients and contractors is inefficient.
  - 90% of successful trips are only when there's direct contact with transportation company, not MTM
- Discharge planners at BHC note setting up aftercare transportation is a huge barrier to receiving services.
- Missed appointments due to transportation problems leads to setbacks and decline in mental health.
- Clients are not background checked - riding with others - another good reason to have cameras
- Late arrivals mess up the providers' schedules for the rest of the day if they see the client.
- Drivers running late will drop clients off a few blocks away from their destination to make them walk.
- Drivers refusing to go to the door, clients don't see them coming with no front window, marked as no-show
- Support staff from mental health clinics report:
  - Spending hours scheduling trips
  - System not showing trips correctly
  - Not enough drivers
  - Inconsistencies when calling the centers, get different answers, yes/no depending on worker
  - A lot of kids missing appointments
  - Problems scheduling repeat appointments - some allow, some don't beyond 90 days
  - Spend all that time scheduling and they still want call backs to confirm appts, no time for that
- Parents scheduling their own trips for kids report:
  - Not easy, pretty intense, paperwork nightmare, have to redo it all of the time
  - No way to see if it was submitted & received
  - Get different answers each time they call

#### **SUGGESTIONS/SOLUTIONS:**

- Put in place a tracking App like Uber/Lyft- choose your driver, know the location, estimated arrival times
- Put in place a dress code - consider Polo's with company logos
- Name tags/badges worn for identification
- Revamp the reimbursement process
- There's a program for Medicaid members to get a free cell phone, generally for 55+ years, Chris Freeburne will f/u with Venecia
- Need more safety measures & checks and balances in place
- Policy change that would require door to door assistance for minors 12 & under? Or allow parents to specify if their child, no matter what their age is, taking into consideration their abilities and developmental age, requires door to door service.
- Make sure clients know there's gas mileage reimbursements available, but don't make the process and paperwork so hard for them to get it.

- Look into school bussing options for students
- MH providers in the schools to cut down on transportation and missed school time
- Allow private clinics to be reimbursed the same rates so they can get their own van/drivers for their clients
- Have the App have a confirmation piece for clients so they don't have to call back
- Pay more for unaccompanied minors
- Use dash cam videos
- Is there a way for several providers to go in together for a van & driver? Venecia will look into the requirements for that

Teriann welcomed Venecia to come back and report to our committee. She agreed to sometime after the new year.

#### **10. Gaps & Needs - Table to next meeting**

#### **11. Community Announcements:**

- Leslee Blanch from University of Idaho Extension Office - Teaches Wellness Classes in the community. Offering Stress Management Course September 17th & 24th online. Geared towards adults, but it can be modified for schools. She's willing to be a guest presenter for children, parents, and schools. She will forward her info to us to pass onto clients and share with community partners. Sidenote: Hillcrest High School in D93 offers a trimester long Class on Stress Management
- Brandi Daw from BHC EIRMC - wants to educate people and providers about the direct admit process to remove barriers and side-step going to the ER.
- Laura Wallis - HB233 has two parts to that law. The 1st part went into effect July 1st, 2021 - parents cannot be substantiated solely for seeking mental health treatment for their child. DHW has 180 days to figure out how to implement the 2nd part of the new law, which states... the Department shall enter into an interagency agreement with appropriate agencies for the purpose of preventing children who are not otherwise abused or neglected from entering the custody of the department for purposes of receiving services for serious emotional disturbance. The interagency agreement shall require the department to establish an interagency clinical team to review cases of children who are at the hospital or another similar treatment facility and to connect the child and his family with the appropriate services, treatment, and support in order to stabilize the child's serious emotional disturbance and to prevent removal by the department. Parents are still being threatened with referrals to CPS by professionals since July 1st.

#### **12. Public Comment - None**

#### **13. Adjourn: 11:22am**

**Next Meeting via Zoom: Friday, September 17 | 9:30 to 11:15 a.m.**