

Washington System of Care Statewide FYSVRT

Date: March 28, 2024 **Time:** 3 p.m. – 5 p.m.

Approximately 52 attendees representing the following: Behavioral Health Catalyst, Carelon, Catholic Community Services, A Common Voice/Center of Parent Excellence, Department of Children Youth and Families, Department of Health, Developmental Disabilities Administration, Great Rivers Administrative Services Organization, Great Rivers Regional FYSVRT, Family Alliance, Great Rivers Regional FYSVRT, Greater Columbia Administrative Services Organization, Guided Pathways, Health Care Authority (Division of Behavioral Health and Recovery, Clinical Quality and Care Transformation and Medicaid Programs Division), Molina Healthcare, North Central WA FYSVRT, North Sound Administrative Services Organization, North Sound Youth and Family Coalition, Northeast FYSVRT, Office of Superintendent of Public Instruction, Passages Family Support, Salish Regional FYSVRT, Southwest Regional FYSVRT, Spokane County Behavioral Health Administrative Services Organization, Students Providing and Receiving Knowledge, System of Care Partnership, Wellpoint (formerly Amerigroup) plus community members.

Facilitators – Michelle Karnath, Gabriel Hamilton, and Katie Favela (Statewide FYSVRT Tri-Leads)

Timekeeper – Tri-Lead Team

Notes – Kris

Agenda Item & Lead(s)	Discussion and Notes	Action items	Assigned to	By when
<p>Welcome and introductions</p> <p>Statewide FYSVRT Tri-Leads</p> <p>3:00 – 3:15</p>	<p>Shared land acknowledgment.</p> <p>Brief Zoom meeting guidelines provided (mute when not talking, raise hand or put questions in the chat).</p> <p>Attendees introduced themselves through the chat and by phone and identified their role, agency, organization and/or Regional FYSVRT they were representing.</p> <p>Request to turn off artificial intelligence (AI) programs, closed captioning has been enabled per request of participants.</p> <p>Reviewed Full Value Agreement.</p> <p>Review of final vision and mission statements for the Statewide FYSVRT that includes feedback from the group. The statements will be posted to HCA's FYSVRT webpage that contains both Statewide and Regional FYSVRT information.</p> <p>Statewide FYSVRT VISION - We envision a future where WA state youth, young adults, families, and community partners work together to ensure behavioral health programs and services successfully support all youth and families to thrive.</p> <p>Statewide FYSVRT MISSION - The Statewide FYSVRT represents all voices and strives to support the work of the regional FYSVRTs and resolve identified challenges from the regional FYSVRTs or advance them to a legislative group. We inspire hope, connection, provide education and resources and advocacy for children's behavioral health.</p>	<p>n/a</p> <p>Post vision and mission statements</p>	<p>n/a</p> <p>Tri-lead team</p>	<p>n/a</p> <p>April 2024</p>

Statewide FYSVRT Goals

1. Improving quality of life for youth and families by reviewing statewide performance and making recommendations through collaborative engagement of youth, families and system partners.
2. To support system improvements by enhancing strengths and eliciting challenges and barriers from the Regional FYSVRTs and state partners and develop collective recommendations to share with Statewide FYSVRT members, Regional FYSVRTs and/or the Youth and Young Adult Continuum of Care Subgroup that include youth, family, and system partner voice.

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<p>Youth and Young Adult Continuum of Care communication</p> <p>Michelle Karnath</p> <p>3:15 – 3:30</p>	<p>Topic Purpose – Standing agenda item to share information about the Youth and Young Adult Continuum of Care Subgroup meetings and activities</p> <p>The Statewide FYSVRT Tri-lead team dedicates time on every agenda to provide updates regarding topics moved forward by the Statewide FYSVRT to the Youth and Young Adult Continuum of Care (YYACC - a subgroup of the Children and Youth Behavioral Health Work Group or CYBHWG) to keep the Statewide FYSVRT members in the loop.</p> <p>Non-emergency medication transportation (NEMT) – concerns brought forward by the Statewide FYSVRT in 2023 were moved forward to the YYACC and the CYBHWG wrote a statement of support in 2023 for a state funding request that was submitted as part of their recommendations to the legislature. As part of legislative session, \$7,000,000 has been identified to make improvements and updates to customer services for this transportation service and help resolve some of the challenges being experienced by youth and families as reported by the Regional FYSVRTs. Michelle will continue to follow up and report back.</p> <p>Respite update – for the most recent update, please review this 7 minute Caregiver Respite update webinar. Michelle has asked to be part of the development team as a representative from the Statewide FYSVRT and YYACC to help guide and be intentional about what respite looks like in WA.</p> <p>YYACC is an open meeting. If you show up, the group wants to hear what you have to say and you don't have to wait for a public comment period. Please share about the YYACC at your Regional FYSVRT and if you are interested in having a presentation at a Regional FYSVRT, let Michelle know.</p> <p>Some additional items from the CYBHWG that received support:</p> <ul style="list-style-type: none"> • House Bill or HB 2256 – additional funding for the Prenatal – 25 Strategic Plan development (part of the Children and Youth Behavioral Health Work Group) – approx.. 2 million • Wraparound with Intensive Services (WISe) – to reduce administrative burden and complexities – HCA's WISe team is currently working on this (see the WISe Quality Plan project section of these notes for more information). • Program of Assertive Community Treatment (PACT) – age 18 and up – funding went into adding more PACT Teams • BH360 (aka the Parent Portal) – additional funding, \$400,000, to support the build out of this platform with information and resources for parents 	<p>For questions or additional information, please reach out to Michelle Karnath at Michelle.Karnath@clark.wa.gov</p>	<p>Those interested</p>	<p>anytime</p>
<p>Youth only space updates</p> <p>Gabriel Hamilton</p> <p>3:30 – 3:45</p>	<p>Topic Purpose – Updates on Youth only space and WA Statewide Youth Network activities</p> <p>The Statewide FYSVRT Tri-lead team dedicates time on every agenda to provide updates and information regarding topics and/or dialogue from the youth only space being facilitated by the Statewide FYSVRT Youth Tri-lead and also Statewide Youth Network activities. Statewide FYSVRT Youth Tri-lead is working with the YYACC to get a youth space for youth to connect with legislators. The Statewide Youth Network is a contract between HCA and SPARK (Students Providing and Receiving Knowledge). SPARK is closely working with the Youth Liaison at HCA to get ideas and collaboration off</p>	<p>For questions or additional information, please reach out to Gabriel Hamilton at Ghamilton@wayouth.us</p>	<p>Those interested</p>	<p>anytime</p>

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Youth only space updates continued. . .	the ground for youth, youth leaders, youth professionals, and young adults. SPARK staff leading the Youth Network work are currently meeting with schools and working on documents identifying the aim of the Youth Network. Also currently working with 988, doing presentations on the Youth Network at schools and Regional FYSVRTs, and working to build a project plan to include a lot of different voices. If you are interested in learning more, please reach out to Gabriel Hamilton to learn more.			
Wraparound with Intensive Services (WISe) Quality Plan project Kari Samuel 3:45 – 4:45	<p>Topic Purpose – sharing about the WISe Quality Plan project, clarify how youth and families can get involved plus an activity to gather feedback, thoughts, and ideas</p> <p>In early February 2024, there was a webinar announcing the launch of a process to update the WISe Quality Plan or WISe QP. WISe was designed to provide comprehensive behavioral health services and support to Apple Health eligible youth 20 years and younger. It provides individualized services in home and community settings using a wraparound team-based approach with intended outcomes to include reducing hospitalizations and keeping youth safe at home and in their communities. The WISe QP is required by Washington Administrative Code (WAC) 182-501-0215. The purpose of the WISe QP is to provide a framework for quality management goals, objectives, processes, tools, and resources to measure the implementation and success of the WISe delivery model and to inform and improve WISe service delivery. The main body of the WISe QP is general guidance and outline of approaches and the appendices provides specific tools. Some additional components of the WISe QP include an annual survey for youth and families that have participated in WISe to provide feedback and there is also a fidelity monitoring tool called the WISe Quality Improvement Review Tool or the QIRT. The goal is to plain talk the QP and have it be clear and useful for WISe providers and youth and families.</p> <p>In order to make sure that WISe is working for the youth and families who need it, accurate information is needed about where things are going well and where more support might be needed. Where possible, the goal is to reduce administrative burden so the WISe workforce can focus on serving youth and families.</p> <p>From February – August 2024, the first phase of the project, the focus will be gathering feedback and creating a first draft of the updated WISe QP based on feedback from youth, families, WISe providers and system and community partners. Between February and August 2024, feedback is always welcome. The anticipated start date for phase 2 (which will include revising the first draft of the QP and updates to appendices and tools) will be determined as phase 2 begins.</p> <p>Participants were divided up into breakout groups to dialogue about questions connected to the WISe QP and more broadly, what good quality care looks like.</p> <p>Questions for the breakout group dialogues included:</p> <p>(1) In general, what does good quality care mean when used to describe WISe or other behavioral health services?</p>	<p>Please send comments, questions, recommendations and requests for follow up to WISesupport@hca.wa.gov.</p> <p>Please share this information with your Regional FYSVRTs and within the systems you are connected to.</p>	<p>Anyone with questions, recommendations and/or thoughts to share regarding the WISe QP.</p> <p>Regional FYSVRTs, system and community partners.</p>	<p>August 2024</p> <p>August 2024</p>

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<p>Wraparound with Intensive Services (WISe) Quality Plan project continued. . .</p>	<p>(2) Think about a time that you had an experience with a health service (<i>WISe, behavioral health, physical health</i>) that you think was an example of good quality:</p> <ol style="list-style-type: none"> What is the top word (or short phrase) that you would use to describe it? Describe why you picked that word/phrase. <p>(3) Think about a time when you had challenges with a health service (<i>such as WISe, behavioral health, physical health</i>), or it didn't meet your expectations for quality:</p> <ol style="list-style-type: none"> What is something that the provider you were seeing could have done to improve the situation? <p>After dialoguing in the breakout groups, everyone came back to the larger group for a report out. Some of the thoughts, themes and feedback that came out of the dialogues included:</p> <ol style="list-style-type: none"> good quality care is consistent, holistic, cohesive with the team (including school, family, youth, etc.), flexible/adaptive/creative, individualized, culturally aware, culturally connected (seeing peers and service providers that look like you), attentive, thorough, focused on goal attainment, needs met in a timely manner, caring, really listening and hearing, family and youth driven, compassionate, honors system of care values, trauma informed approach, suspending judgement, and meet families/youth where they are. Examples of good quality care – person centered, a new coordinator taking the time to get to the know the family, really listening to the family, provider transparency when they don't have the answer, following up, providing clear expectations up front, taking time to explain what is going on, taking time to build trust, being kind and validating, respecting autonomy, dialogue about reasonable expectations and goals that fit with someone, and consider all possibilities instead of assuming. challenges with a health service – exiting process, long wait periods – then sometimes WISe isn't enough, barriers to access due to workforce, poor bedside manner, not feeling heard or believed, inauthentic, unengaged, and controlling. <p>If you are interested in staying connected to this work, register for the April 23 webinar to hear updates and for more dialogue.</p>			
<p>Real Talk</p> <p>Statewide FYSVRT Tri-leads</p> <p>4:45 – 5:00</p>	<p>Topic Purpose – Time to talk about whatever is on your mind related to child, youth, and family behavioral health or FYSVRTs</p> <p>Continued dialogue about what good services look like including pediatrician screenings, referring out when indicated and talking about responses to behaviors vs consequences.</p>	<p>If you have feedback about Real Talk and/or topics you would like to talk about during this time, please reach out to the Statewide FYSVRT Tri-lead team.</p>	<p>Anyone</p>	<p>Anytime</p>

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Evaluations and meeting wrap-up Statewide FYSPRT Tri-Leads	Meeting evaluation link provided in the chat for participants to provide feedback on the meeting including possible agenda items for future meetings. Meeting evaluation link will also be emailed out to the group after the meeting.	Tri-leads to review and consider feedback in planning future meetings	Tri-lead team	April 2024
<i>Next Statewide FYSPRT Meeting</i>				
Thursday May 23, 2024 3 p.m. - 5 p.m.				

Statewide FYSPRT Goals

1. Improving quality of life for youth and families by reviewing statewide performance and making recommendations through collaborative engagement of youth, families and system partners.
2. To support system improvements by enhancing strengths and eliciting challenges and barriers from the Regional FYSPRTs and state partners and develop collective recommendations to share with Statewide FYSPRT members, Regional FYSPRTs and/or the Youth and Young Adult Continuum of Care Subgroup that include youth, family, and system partner voice.