

Washington System of Care Statewide FYSPRT

Date: August 31, 2023 **Time:** 3 p.m. – 5 p.m.

Approximately 56 attendees representing the following: Amerigroup, Benton Franklin Health District, Carelon, A Common Voice, Comprehensive Healthcare, Department of Children Youth and Families, Department of Health, Developmental Disabilities Administration, Division of Behavioral Health and Recovery, Family Alliance, Great Rivers Regional FYSPRT, Great Rivers Behavioral Health Administrative Services Organization, Greater Columbia Administrative Services Organization, Greater Columbia Regional FYSPRT, Guided Pathways, Health Care Authority, HI-FYVE (Pierce FYSPRT), Medicaid Programs Division/Health Care Authority, Molina, North Central WA FYSPRT, North Sound Behavioral Health Administrative Services Organization, Northeast FYSPRT, Office of Superintendent of Public Instruction, Passages Family Support, People for People, Salish Behavioral Health Administrative Services Organization, Salish Regional FYSPRT, Sexual Assault Resource Center, Southwest Regional FYSPRT, Students Providing and Receiving Knowledge (SPARK), System of Care Partnership, United Healthcare, Volunteers of America, and community members.

Facilitators – Michelle Karnath, Gabriel Hamilton, and Katie Favela (Statewide FYSPRT 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 FYSPRT Tri-Leads</p> <p>3:00 – 3:10</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 FYSPRT they were representing.</p> <p>Reviewed Full Value Agreement.</p>	<p>n/a</p>	<p>n/a</p>	<p>n/a</p>
<p>Next steps - Statewide FYSPRT vision and mission</p> <p>Statewide FYSPRT Tri-leads</p> <p>3:10 – 3:20</p>	<p>Topic Purpose – Share compiled feedback and dialogue about next steps</p>			
<p>Statewide FYSPRT Tri-leads</p> <p>3:10 – 3:20</p>	<p>At the last Statewide FYSPRT meeting, participants spent some time focusing on a Vision and Mission statement for the Statewide FYSPRT. The group went into break out rooms, reviewed the vision and mission statements for the Regional FYSPRTs and dialogued about what might be helpful to include in a vision and mission statement for the Statewide FYSPRT.</p> <p>Themes of the feedback included that a Statewide FYSPRT vision and mission statement would need to be in more everyday conversational language, be more of an elevator talk/statement, needs more clarity for the roles of the Statewide FYSPRT and that it needs to represent who it is designed for – youth and families.</p> <p>Statewide FYSPRT Tri-leads asked the group who might be interested in participating in a temporary work group to draft a vision and mission statement for the Statewide FYSPRT. The goal would be to bring the draft statements back to the bigger group at a future meeting.</p>	<p>Email kristen.royal@hca.wa.gov or contact any Statewide FYSPRT Tri-lead if interested in being part of these temporary work groups</p>	<p>Anyone interested</p>	<p>October 13, 2023</p>

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.

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<p>Youth only space updates</p> <p>Gabriel Hamilton</p> <p>3:20 – 3:30</p>	<p>Topic Purpose – Updates on Youth only space/Blueprint meeting</p> <p>The Statewide FYSVRT Tri-lead team wants to dedicate time on every agenda to provide updates/information regarding topics and/or dialogue from the youth only space being facilitated by the Statewide FYSVRT Youth Tri-lead. Youth and young adults met earlier this month to talk about issues and concerns that they are seeing. Youth peers and youth are really interested in action, not just talk. The Statewide FYSVRT Tri-lead is working on a plan to get youth in front of legislative representatives. If you are a youth or a Regional FYSVRT Youth Tri-lead and are interested in participating, contact Gabriel Hamilton at gahamilton@wayouth.us.</p>	<p>Email gahamilton@wayouth.us</p>	<p>Youth and young adults</p>	<p>anytime</p>
<p>Youth and Young Adult Continuum of Care Communication</p> <p>Children and Youth Behavioral Health Work Group and subgroups</p> <p>Michelle Karnath, Rachel Burke, and Nathaniel Lewis</p> <p>3:30 – 4:00</p>	<p>Topic Purpose – Standing agenda item to share information about the Youth and Young Adult Continuum of Care Subgroup meetings and activities plus broader activities of the Children and Youth Behavioral Health Work Group and its subgroups</p> <p>The Statewide FYSVRT Tri-lead team wants to dedicate time on every agenda to provide updates regarding topics moved forward by the Statewide FYSVRT to the Youth and Young Adult Continuum of Care Subgroup (a subgroup of the Children and Youth Behavioral Health Work Group or CYBHWG) to keep the Statewide FYSVRT members in the loop.</p> <p>A brief overview of the Child Youth and Family Behavioral Health Governance Structure was done to show the connection between the Regional and Statewide FYSVRTs and the Youth and Young Adult Continuum of Care Subgroup (YYACC). The YYACC will meet 2 more times in 2023: Thursday, Oct. 12, from 4-5:30 pm, and Thursday, Nov. 9, from 4-5:30 p.m. The group will be making final decisions on its recommendations to the legislature and is focusing on oversight and follow up on things that have already gone forward as the 2024 legislative session will be a short session. The group is also keeping an eye on the peer bill (Senate Bill 5555 regarding creating the profession of certified peer specialists) and House Bill 1360 concerning alternative professional licensing standards, as well as Program of Assertive Community Treatment (PACT) and Homeless Outreach Stabilization and Transition (HOST) which is similar to PACT but focuses on those experiencing homelessness and substance use.</p> <p>Work continues related to the respite challenge moved forward by the Statewide FYSVRT to the YYACC in mid-2020 after this recurring theme around needing behavioral health respite continued to come up across different topics. See June 2023 Statewide FYSVRT notes for an update. The YYACC is currently looking for a youth lead and will share application/email with this group to share with any youth/young adults who may be interested.</p> <p>More information was provided about the connection between FYSVRTs and the YYACC and the CYBHWG. The CYBHWG and its subgroups are independent of state agencies and make recommendations independently to the legislature. Youth and families with lived behavioral health experience are welcome to attend the YYACC and are considered members and would be part of the decision-making process. Youth and families are also welcome to attend CYBHWG meetings and meetings of any of its other subgroups.</p>	<p>Feel free to reach out to cybhwg@hca.wa.gov with any questions, for more information or to get involved</p>	<p>Those interested</p>	<p>anytime</p>

Statewide FYSVRT Goals

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<p>Children and Youth Behavioral Health Work Group and subgroups continued. . .</p>	<p>One of the subgroups, the Strategic Plan Advisory Group, was developed to identify system wide strategies that serve the needs of Washington youth and families and currently has about 80% youth, family and community participation. Although the membership for the Strategic Plan Advisory Group is currently closed, there are other ways to be part of the process. Feel free to email the cybhwq@hca.wa.org if you are interested in getting involved in helping develop a vision for the future behavioral health system for youth and families. The group is interested in hearing from youth and families currently enrolled in behavioral health services and from those enrolled in the past to share about what they wish would have happened or been available for them. There will be paid opportunities to get involved coming up in 2024 as well. Representatives of these workgroups are also interested in attending Regional FYSPRTs in person or virtually over the coming year to share this information.</p>			
<p>Non-emergency Medical Transportation</p> <p>Todd Slettvet, Stephen Riehl, and Statewide FYSPRT Tri-leads</p> <p>4:00 – 4:55</p>	<p>Topic Purpose – Dialogue and next steps re: challenge received in June 2023 regarding non-emergency medical transportation (NEMT)</p> <p>The Statewide FYSPRT Tri-lead team received a challenge and solution submission form regarding non-emergency medical transportation (NEMT) in June 2023. This topic was also submitted as a challenge at the end of 2021 and the Statewide FYSPRT dedicated time to talk about it in the first couple meetings of 2022. Although some progress has been noted, some challenges or barriers still exist regarding NEMT. Leads from the NEMT team at Health Care Authority (HCA) joined the meeting to share some information about NEMT and how it is contracted/implemented in WA.</p> <p>NEMT provides access to necessary non-emergency medical and behavioral health services for all eligible Medicaid clients who have no other means of transportation. HCA contracts with six different brokers who maintain a network of local transportation providers in their regions. The broker arranges for transportation to health care services through the local transportation providers within a client’s local medical community (but may also arrange for transportation outside the local community if justification or medical necessity is provided). Additional information can be found on the NEMT webpage. The NEMT program can also be reached by email at HCANEMTTRANS@hca.wa.gov.</p> <p>If concerns arise about a driver (smoking while transporting, playing inappropriate music, etc.), the broker and local transportation provider investigates so it is helpful to have specific details about the rider (date, time, Provider One number, if possible). NEMT staff report an awareness of difficulty with call centers and staffing issues that lead to long wait times to schedule transportation. COVID has affected call center staffing along with set rates that have not increased in years even though the cost of doing business has increased (for example gas prices going up). Many concerns identified by the Regional FYSPRTs are customer service challenges (long wait times to schedule a ride, barriers with faxing system or online scheduling access, grievance or complaint process, transportation for one appointment takes up most of the day, drop off at incorrect location, late pick-ups for appointments).</p>	<p>NEMT working on a funding request.</p> <p>Statewide FYSPRT Tri-leads to work with YYACC regarding a statement of support</p>	<p>NEMT leads</p> <p>Statewide FYSPRT Tri-leads</p> <p>YYACC Family lead</p>	<p>Fall 2023</p>

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	<p>NEMT staff report being in the process of submitting a decision package or funding request to seek additional funding to address challenges/understaffing at call centers, set up online scheduling portals, and a grievance template/process for all brokers. Feedback from the Statewide FYSPRT participants also included additional customer service related suggestions such as sending a text message after a ride to check in on transportation services provided and/or texting in advance of pick up so that the rider knows and sees a picture of who is picking them up, posting a sample contract for transportation brokers on the NEMT webpage for public access, and identifying that one of the brokers has a feedback form related to phone calls but no feedback form for the actual rides.</p> <p>Statewide FYSPRT Family Tri-lead identifies that the Youth and Young Adult Continuum of Care Group (or YYACC, a subgroup of the Children and Youth Behavioral Health Work Group) can support decision packages and will look into this option to support additional funding for NEMT.</p>			
<p>Evaluations and meeting wrap-up</p> <p>Statewide FYSPRT Tri-Leads</p> <p>4:55 – 5:00</p>	<p>Meeting evaluation link provided in the chat for participants to provide feedback on the meeting including possible agenda items for future meetings.</p> <p>Meeting evaluation link will also be emailed out to the group after the meeting.</p>	<p>Tri-leads to review and consider feedback in planning future meetings</p>	<p>Tri-lead team</p>	<p>Sept 2023</p>
<i>Next Statewide FYSPRT Meeting</i>				
<p>Thursday October 26, 2023 3 p.m. - 5 p.m.</p>				

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