

# BEHAVIORAL HEALTH

Quarterly news  
and updates from  
the Idaho  
Department of  
Health and Welfare



July 2015, Issue 8

## Settlement agreement filed in Jeff D. lawsuit

By *Chuck Halligan*  
Project Manager

On Friday June 12, 2015, a settlement agreement was filed with the Federal District Court in the thirty-five-year old Jeff D lawsuit concerning children's mental health services. The agreement targets the provision of community-based services, which has been the unresolved issue in the case. The agreement is designed to

establish a comprehensive and coordinated system of care for Idaho children with serious emotional disturbances and their families. A standardized assessment process will assist in identifying children's strengths and needs, to tailor services and build upon those strengths and needs. Effectiveness of services on the child's mental health and improvement in functioning will be measured in a systematic and standardized fashion. Care of children with high needs will be coordinated through a family-driven team approach to service planning and delivery. This team approach will

### Inside this issue

- Meet the SHIP Crew, 2
- Transformation Update, 3
- Recovery Coaching - Credentialed and Billable, 3
- Recovery Centers Start Opening Their Doors!, 4
- IDAPA Rule Re-Write, 5
- What is PATH?, 5
- Changes in Structure of SOAR Training, 6
- Parenting with Love and Limits (PLL), 6
- Idaho Suicide Prevention Hotline Training, 7
- Words from our Partners, 8
- Mental Health Volunteers Essential to Disaster Response, 9
- Opportunities to Get Involved, 9
- Regional Contacts, 9

Your feedback is important to us. Click here to tell us what you want to see in this newsletter.



assist in reducing fragmented service delivery between agencies that may serve the family, such as schools, juvenile justice, mental health providers, and child welfare.

The agreement outlines an overall implementation time frame of about eight years. The first nine months is devoted to the

development of an implementation plan, followed by four years to complete this plan. Once the implementation plan is completed, there is a three-year period of sustained performance. The agreement outlines specific measures to determine compliance with the implementation plan and sustained performance period. The

case will be dismissed after the sustained performance period once substantial compliance has been shown. The court is expected to issue a permanent injunction to continue the services and supports developed through the implementation plan upon dismissal of the case.

[Click here to learn more.](#)

## Meet the SHIP Crew

*By Gina Westcott*

*HUB Administrator*

As with any smooth sailing ship, success depends on the Captain and crew. Our SHIP - the State Healthcare Innovation Plan - is no different and has moved full steam ahead to hire a most impressive crew.

**Cynthia York** is the project's Captain, aka Program Administrator. Cynthia formerly served as the Administrator for the Medically Indigent Program and was instrumental in supporting SHIP during the initial planning stages. She has a Bachelor's of Business Administration from Boise State University and over twenty-two years of experience in the healthcare field. Her experience will certainly help navigate SHIP's course moving forward.

**Kimberly Thurston** was hired as SHIP's first Administrative Assistant 2 and formerly supported the Idaho Board of Health and Welfare and

Director's Office.

Kim's educational background includes being a Medical Assistant (MA) and HIV Counselor, with 14 years of experience working in a managed care setting for the University of Utah Hospitals.

**Heather Clark** currently serves as SHIP's Patient Centered Medical Home (PCMH) Transformation Project Manager. Previously, Heather worked for Medicaid as the Quality Improvement Specialist for Health Homes. She has a Masters in Healthcare Administration and Management from the University of Phoenix.

**Miro Barac** is the Project/Contract Manager for Regional Collaboratives under SHIP. Before boarding the



(From left) **Cynthia York, Kimberly Thurston, Heather Clark, Miro Barac, Ann Watkins and Casey Moyer**

SHIP, Miro worked for five years at the BSU School of Social Work as a System Administrator/Business Manager. He holds a Masters of Business Administration as well as a Masters in Project Management. **Ann Watkins** works as a Grants and Contracts Officer and has over fifteen years experience in grants and contract development, monitoring and implementation in the public, private and non-profit sectors. Ann holds a Bachelor's

Degree in Political Science and Sociology.

Last, but not least, **Casey Moyer** was hired to support the SHIP as its Project/Contract Manager for the

HIT Data Analytics and Payment Redesign. He was hired from the Division of Behavioral Health where he served as a Program Manager for the Policy Unit and holds a Masters

Degree in Clinical Social Work. Next quarter, you will learn more about the Idaho Healthcare Coalition and its leadership and oversight role for the SHIP.

## Transformation: Contract signed in Region 4

*By Kathy Skippen  
Program Specialist*

Progress is being made! The Region 4 Behavioral Health Board (R4BHB) made the decision to partner with Central District Health. The R4BHB worked with the Division of Behavioral Health (DBH) and the health district in establishing contract criteria. Now that the contract has been signed by DBH and Central District Health, the Region 4 Board is on its way to an innovative and productive relationship in this new environment. All involved believe that, as the move is made in healthcare to look at clients/patients

in a holistic way, fragmented care is no longer acceptable. By incorporating the expertise of the R4BHB into the health district structure, the pieces are in place to make this a reality for those served in Region 4.

The basics of the contract are:

- It was written for the maximum time that IDHW can allow for a contract: 4 years.
- The standard clauses are included that allow either DBH or Central District Health to void the contract on short notice, if they chose to do so.
- It will hopefully be very “bureaucracy” light! The billings

will be done on a monthly basis, dividing the funding (\$50,000/year) into equal monthly payments. The monthly meeting minutes will be used to fulfill the reporting requirements.

- It clearly states that no services are required beyond the support of the R4BHB unless funding exists to cover those services.

With the contract in place, the work can begin on how to truly evaluate what recovery support services are needed by the shared population being served and where to seek resources needed to provide them.

## Recovery Coaching - Credentialed and Billable

*By Rosie Andueza  
Program Manager*

The DBH has been working closely with the Idaho Board of Alcohol/ Drug Counselor’s Certification (IBADCC) to create a recovery coach certification. That certification has now been launched and all requirements are posted on the IBADCC website: [http://www.ibadcc.org/new\\_web/resources/news/news.shtml](http://www.ibadcc.org/new_web/resources/news/news.shtml).

Because some of the requirements around experience will take time to accomplish, the four partners who fund treatment services (the Division of Behavioral Health, Idaho Department of Correction, Idaho Department of Juvenile Corrections, Idaho Supreme Court) have agreed to implement a grandfather clause that will make it possible for coaches to be eligible for reimbursement



during this transition phase. This information will be distributed to the BPA provider network as well as posted to the DBH Recovery Coach page:

[recoverycoaching.dhw.idaho.gov](http://recoverycoaching.dhw.idaho.gov)

We are working with the WITS team

to build Recovery Coaching as its own unique service in WITS. Providers will need to meet all

facility, training and supervisory requirements before billing for these services. This information will

also be disseminated to the BPA Provider Network as well as posted to the Recovery Coaching website.

## Recovery Centers Start Opening Their Doors!

*By Rosie Andueza  
Program Manager*

As previously reported, the Idaho Association of Counties (IAC) was successful in securing Millennium Grant funding to support recovery centers in four counties of the state: Ada, Canyon, Gem and Latah. Many dedicated and determined individuals have been working extremely hard to open the doors to these centers. The P.E.E.R. Wellness Center in Boise had its official grand opening on June 25, 2014 (“soft opening” was two weeks prior); Canyon County has just signed a contract with the Canyon Community Clinic for the center to be located at that site in Caldwell; Gem County has identified a location in Emmett for the center and will be working directly with Recovery Idaho in the administration of those services; and Latah County has selected Sojourner’s Alliance to be the leading agency on the recovery center in Moscow, which is scheduled to open sometime in August. It is a very exciting time for everyone who has been involved in this project from its inception. And, even more exciting, is standing

in one of these centers and observing as individuals new to recovery come in and seek assistance from those in long-term recovery! The P.E.E.R. Wellness Center has already started seeing the benefits of having a recovery center. Not only is the center always busy with a variety of activities going on, but personal stories of success are starting to emerge. Already, that center has helped two women just released from prison find employment. I had the privilege of meeting one of these women and she proudly said, “This time it’s going to be different because this time I have the support of this center and all of the people in it.” IAC and Recovery Idaho are

working closely with all four centers and intend to apply for additional Millennium Funding to support more centers in new locations across the state. If your community is already planning and working on a recovery center and is interested in this application for funding, please contact Recovery Idaho at [recoveryidaho@gmail.com](mailto:recoveryidaho@gmail.com). The application for the next round of Millennium Funding is due in October 2016.



*The P.E.E.R. Wellness Center in Boise held a grand opening with local supporters and dignitaries on June 25, 2014. The center is located at 963 S. Orchard St., Boise, ID 83705.*

# IDAPA Rule Re-Write

*By Treena Clark  
Program Specialist*

The Division of Behavioral Health (DBH) continues to make significant efforts to integrate Idaho’s mental health (MH) and substance use disorders (SUD) systems into a unified behavioral health system of care. Recognizing the benefit and necessity of uniform requirements for behavioral health programs, DBH has made the decision to propose changes to IDAPA rules that will establish a process and requirements for community MH

and SUD agencies to obtain State approval as a behavioral health program.

DBH is proposing the following changes to IDAPA Rule:

1. Repeal chapter 16.07.20 “Alcohol and Substance Use Disorders Treatment and Recovery Support Services Facilities and Programs”.
2. Incorporate SUD service requirements from 16.07.20 into existing chapter of 16.07.17 “Alcohol and Substance Use Disorders Services”
3. Promulgate a new chapter of rule

that establishes an approval process and program requirements for community MH and SUD providers to seek State approval as a behavioral health program.

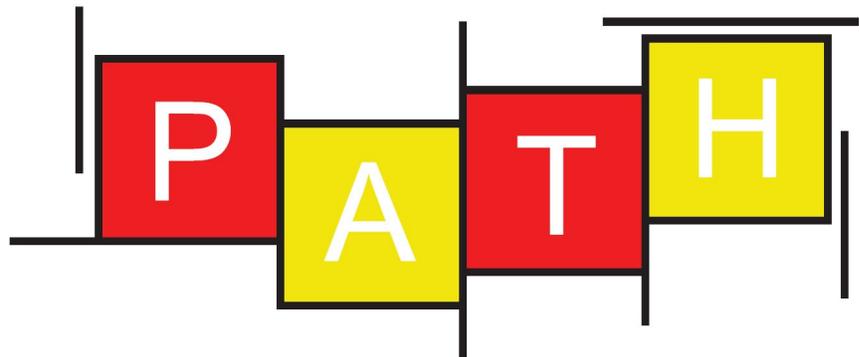
The proposed rule changes will be presented to the Legislature in 2016 and if passed, will go into effect July 1, 2016. Drafts of the proposed rule are available on the Department’s Mental Health and Substance Use Disorders websites. Questions and/or comments regarding the rule changes can be submitted to:

[BHSurvey@dhw.idaho.gov](mailto:BHSurvey@dhw.idaho.gov).

## What is PATH?

*By Alacia Handy  
Program Specialist*

The goal of the Projects for Assistance in Transition from Homelessness (PATH) program is to reduce or eliminate homelessness among individuals with mental illnesses or co-occurring substance use disorders who are either experiencing homelessness or at risk of becoming homeless. The PATH program is a federally funded grant created under the Stewart B. McKinney Homeless Assistance Amendments Act of 1990. Currently, the Idaho Department of Health & Welfare contracts with Jannus, Inc. to provide street outreach and case management services for eligible adults through



BY JANNUS

the use of two PATH Peer Specialists in each region and at each State Hospital. PATH Peer Specialists identify potential participants by connecting with people living on the streets or at the State Hospital; providing hope and support; and linking participants with community resources. Between July 2014 and May 2015, PATH Peer Specialists

made 2,411 street outreach contacts. One-time housing assistance in the form of first month’s rent, security deposit, or one month’s rent/house payment to prevent eviction is also available to eligible adults through PATH. During SFY 2015, 120 individuals obtained housing assistance through accessing PATH

housing funds, and another 118 were able to obtain housing through referrals provided by PATH Peer Specialists. Housing assistance

funding for SFY 2016 is expected to be available by October 2015, but street outreach and case management services continue

throughout the fiscal year. For more information, please visit the [PATH website](#) or contact Alacia Handy at [handya@dhw.idaho.gov](mailto:handya@dhw.idaho.gov).

## Changes in Structure of SOAR Training

*By Crystal Campbell  
Program Specialist*

SOAR is a program designed to increase access to SSI/SSDI for eligible adults who are experiencing or at risk of homelessness and have a mental illness, medical impairment, and/or a co-occurring substance use disorder. SOAR stands for SSI/SSDI Outreach, Access, and Recovery. Nationally, only about 26 percent of individuals who apply for SSI/SSDI are approved on initial application. For people who are homeless and have no one to assist them, that percentage is cut by more than half, with only about 10-15 percent approved on initial application. The SOAR method is designed to expedite the application process for this vulnerable population. In 2014, Idaho had an average approval rate of 67% in an average of 69 days on initial SSI/SSDI applications using the SOAR model.



The Division of Behavioral Health is changing the structure of SOAR training in the hope that more people will be able to access it. The training is completed over the course of 12 weeks using technology such as conference calls with web cams and video conferencing to check in periodically. SOAR trainees will complete an online course with weekly calls to discuss the material. Throughout the course, trainees will be introduced to a fictional applicant via video interviews, medical records, and progress notes. Using the information gathered, trainees will complete SSA forms and write a Medical Summary Report (MSR) for

the applicant. Finally, trainees will submit their application packet to the SOAR Technical Assistance (TA) Center for review. Upon approval, they will receive a certificate of completion and 16 Continuing Education Units (CEUs) from the National Association of Social Workers (NASW). At the end of the course there will be a half-day review of the material as well as information specific to Idaho. There is no charge for this training. For more information on SOAR trainings, please contact [SOARtraining@dhw.idaho.gov](mailto:SOARtraining@dhw.idaho.gov). For other questions regarding SOAR, please contact [soarinquiries@dhw.idaho.gov](mailto:soarinquiries@dhw.idaho.gov).

## Parenting with Love and Limits (PLL)

*By Janie Arambarri  
Clinician*

Parenting with Love and Limits (PLL) is an evidence-based treatment model for adolescents, aged 10-17, with emotional and behavioral

problems. The PLL model combines parenting management group therapy, family therapy, and wound work into one system of care to quickly engage parents and their teenagers.

The PLL model is grounded in structural and strategic family therapy theory. It is a brief therapy model, with much emphasis being placed on engaging families quickly and giving them concrete tools →

and skills to create new structure within the family system to help create lasting change. At the close of our seventh year of implementation this June, we achieved an overall statewide graduation rate of 89 percent, with an overall completion rate of 84 percent. Almost 1,100 families have been served statewide through our PLL program since 2008. Families are referred to PLL through various avenues in each region. Many youth are involved in the juvenile justice system, and the family is often referred through

either a juvenile probation officer (JPO) or a court-ordered 20-511A treatment plan. In some regions, the judges have become so familiar with PLL and the high success rates, that they often directly recommend the PLL program to a family. Many referrals come directly from the CMH clinicians in each region. The PLL clinicians also have the ability to take “PLL Waiver” cases – which may include youth who would not typically qualify for CMH services, however, they are referred by a JPO or another community partner. These efforts to accept and treat



“waiver” families have developed a proactive approach to treatment – helping families before problems intensify and there is a need for a higher level of care for the youth in either the mental health system or through the juvenile justice system.

## Idaho Suicide Prevention Hotline Training

*By John Reusser  
Director, Idaho Suicide Prevention  
Hotline*

The Idaho Suicide Prevention Hotline (ISPH), recruits volunteers from all walks of life to become Crisis Phone Responders at our Boise location. Candidates complete 45-plus hours of training including Living Works’ 2-day Applied Suicide Intervention Skills Training (<https://www.livingworks.net/programs/assist/>) and receive caring on-site support and supervision in our crisis phone room from our outstanding team of Masters level (or equivalent) clinicians. Limited training spots are available for non-volunteer community members. Since our launch in November 2012, we’ve trained more than 175 people

- with volunteers fielding most of our 6,000-plus calls. The Responder position requires a 12 month post-training commitment of one 4 1/2 hour phone shift per week. ISPH provides crisis intervention, emotional support, resource referrals, linkages to local services, and follow-up for persons with suicide risk factors, empowering callers to look at options and make their own decisions. Our training provides volunteers with the knowledge and skills to listen and intervene supportively, effectively and compassionately with callers. Volunteers are typically students 21 years and older, retired persons, and mental health professionals. Good qualities for volunteers include empathy, compassion, a non-judgmental attitude, good

listening skills and the ability to take direction. We offer three training sessions annually; our next session begins in October 2015. ISPH also seeks Hotline Ambassadors statewide to represent the hotline at public events. Ambassadors receive a two-hour orientation including either Question, Persuade, Refer (QPR - <http://www.qprinstitute.com/gatekeeper.html>) or SuicideTalk (<https://www.livingworks.net/programs/suicidetalk/training>). For more information about the Idaho Suicide Prevention Hotline, volunteer opportunities, or to order outreach materials, find us online at [www.idahosuicideprevention.org](http://www.idahosuicideprevention.org) or [www.facebook.com/idahosuicideprevention](https://www.facebook.com/idahosuicideprevention), or call (208) 258-6990.

# Optum Idaho and the DBH Partner in System Transformation

*By Optum Idaho*

Optum Idaho and the Division of Behavioral Health joined forces in May to discuss efforts underway to shift the system of care to be more evidenced-based and recovery-focused.

Optum's executive director, Becky diVittorio and the Division of Behavioral Health's Ross Edmunds were featured on KTVB's "Viewpoint" program where they shared the mutual goal of transforming Idaho's behavioral health system to best serve members ([click here to view](#)).

The transformation of the Idaho Behavioral Health Plan to evidence-based, recovery-based care focuses on helping to ensure members receive treatment that best matches their diagnoses and helps them live a life in which they control their decisions and strive to reach their full potential.

Optum is a committed partner to individuals and providers on this transformational journey and has added several new resources to meet community needs including: covering peer support services, enhancing

access to care, creating a new Member Access and Crisis Line, and offering Mental Health First Aid trainings throughout Idaho. In addition, Optum continues to conduct training opportunities and engage with key stakeholders and community members on how all of us can work together for an improved system.

---

**NOTE:** *Optum Idaho is Idaho's Medicaid managed care contractor for Behavioral Health services.*

---

## Drug Free Idaho (DFI) & BPA Provide Education, Workplace Programs

*By Business Psychology Associates (BPA)*

Since 2005, Drug Free Idaho (DFI) has worked with communities, businesses, law enforcement, and educators providing outreach and education opportunities throughout the state. BPA partners with DFI to provide customized employee assistance programs to enrolled businesses.

DFI's education programs are focused on drug and alcohol prevention in Ada County. By using environmental strategies, DFI provides information and education to a large community population with positive results. In March 2015, BPA's Medical Director, Dr. William Hazle, presented on synthetic drugs at DFI's 4th Annual Teens & Substance Abuse Workshop. DFI also organizes "Reality Parties," which give parents the

opportunity to tour a typical teen party, followed by discussion with community professionals. The next Reality Party will be in October in Ada County. Additional community education projects include summer "Movies Under the Stars", Family Dinner Night, and FanFest with the Boise Hawks.

DFI also helps businesses throughout Idaho implement comprehensive drug-free workplace programs that can decrease the costs associated with employee substance use disorders. Their third party administrator services include drug and alcohol testing services, policy development and oversight, supervisor training, and employee education.

In partnership with DFI, BPA offers Employee Assistance Programs (EAPs) that help employees deal with problems that adversely affect job

performance, health, and well-being. An effective EAP also benefits employers through lower medical costs, reduced employee turnover and absenteeism, and increased productivity. Examples of EAP benefits include no-cost counseling sessions for employees and family members, and legal and financial advising services. For more information on DFI's education and business programs, visit their website at [www.drugfreeidaho.org](http://www.drugfreeidaho.org).

For more information on EAPs through BPA, please contact Kim Tower at [kim.tower@bpahealth.com](mailto:kim.tower@bpahealth.com).

---

**NOTE:** *BPA is the management services contractor for Idaho's Substance Use Disorder (SUD) treatment and Recovery Support Services (RSS) network.*

# Mental Health Volunteers Essential to Disaster Response

By Kim Monson

Volunteer, Medical Reserve Corps

Smoke. Sirens. Shouts from emergency responders. Sudden evacuation to a school gym turned shelter. Disasters are not typically planned into the daily "to do" list, nor is sharing a large open gym with 50 neighbors with cots for beds, comfort kits and shared bathrooms for personal hygiene, and coffee and prepared meals in a common dining area.

Emergency shelter residents come with the stress and anxiety related to the disaster that put them there, as well as any underlying mental

health conditions which may be exacerbated by the situation. The additional stressors of being in a crowded environment - noise, smells, chaos, other's stress, lack of privacy - all may contribute to the mental well-being (or NOT well being) of disaster victims. Many revert to healthy coping skills, but some find themselves lacking. This is where Disaster Mental Health volunteers step in to intervene on the shelter residents' behalf. As trained mental health professionals, they can use crisis intervention strategies, Psychological First Aid, and psychological triage methods such as

PsySTART to identify needs and provide much-needed assistance. It may be as simple as listening to the resident tell their story, finding a quiet room for an over-stimulated individual, or visiting with a shelter staff volunteer who assisted at the chaotic registration table when all the disaster victims arrived. Mental Health volunteers are an invaluable part of disaster response and sheltering teams. Mental Health volunteers help the whole community recover from a disaster. Be ready to help by registering to volunteer today at [www.VolunteerIdaho.org](http://www.VolunteerIdaho.org).

## Opportunities to Get

### Regional Behavioral Health Boards

Idaho is home to seven Regional Behavioral Health Boards, with one located in each IDHW region around the state. Each board meets regularly to discuss local and regional behavioral health issues and needs. To learn more and view meeting times for each regional board, [click here](#).

### Recovery Coach Trainings

New Recovery Coach trainings around the state are added regularly to the calendar on this site: [recoverycoaching.dhw.idaho.gov](http://recoverycoaching.dhw.idaho.gov). Cost is \$50.

Upcoming trainings include:

- Ethical Considerations for Recovery Coaches, August 4-6, 2015, **Coeur d'Alene**
- Ethical Considerations for Recovery Coaches, August 18-20, 2015, **Boise**

## Regional Contacts

### Region 1

Community Resource Development Specialist  
Corinne Johnson,  
[JohnsoC2@dhw.idaho.gov](mailto:JohnsoC2@dhw.idaho.gov)

### Region 2

Community Resource Development Specialist  
Darrell Keim,  
[KeimD@dhw.idaho.gov](mailto:KeimD@dhw.idaho.gov)

### Region 3

Acting Community Resource Development Specialist  
Laura Thomas,  
[ThomasL@dhw.idaho.gov](mailto:ThomasL@dhw.idaho.gov)

### Region 4

Community Resource Development Specialist  
Laura Thomas,  
[ThomasL@dhw.idaho.gov](mailto:ThomasL@dhw.idaho.gov)

Your feedback is important to us. Click here to tell us what you want to see in this newsletter.

### Region 5

Community Resource Development Specialist  
Erica Estes,  
[EstesE@dhw.idaho.gov](mailto:EstesE@dhw.idaho.gov)

### Region 6

Community Resource Development Specialist  
Janae Andersen,  
[AnderseJ@dhw.idaho.gov](mailto:AnderseJ@dhw.idaho.gov)

### Region 7

Interim Community Resource Development Specialist  
Monica Martin,  
[MartinM@dhw.idaho.gov](mailto:MartinM@dhw.idaho.gov)