



Rights & Resolutions Report

Complaints & Appeals April 1-June 30, 2019

SEPTEMBER 2019

**PRESENTED BY: YES QUALITY MANAGEMENT IMPROVEMENT AND
ACCOUNTABILITY (QMIA) COUNCIL- DATA AND REPORTS SUBCOMMITTEE**

Youth Empowerment Services Centralized Complaints Reporting

Reporting Period: April 1- June 30, 2019

This is the second quarterly Youth Empowerment Services (YES) Rights and Resolutions report. The purpose of this report is to monitor youth and family concerns or complaints relating to informing, access, service appropriateness, service effectiveness, and quality. Currently, each YES Partner Agency is contributing their complaints information individually, each with a unique format and data elements. The expectation is that as the YES complaints system evolves, this information will become more uniform and therefore more comprehensive and informative.

Due to the negative connotation that the term “complaints” may elicit, one may think that the lower number of complaints received by a system, the better the system is doing at meeting the needs of those it is serving. Although this may be true, a low number of complaints could also suggest that youth and families aren’t aware of their right to complain, or how to engage in the complaints process. In addition to highlighting information about family experiences, this report will also serve to monitor the effectiveness of the complaints processes within YES.

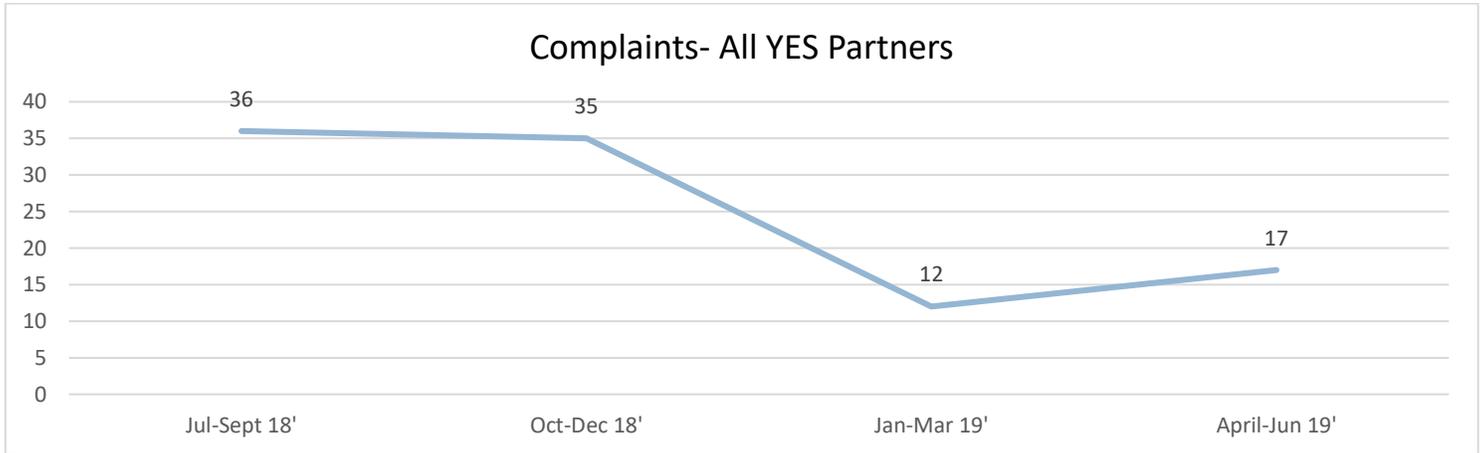
The YES Quality Management Improvement and Accountability team believes that with each complaint received, there is opportunity to improve the system for youth and families. The complaints system is one of several mechanisms being built within YES that places youth and families at the center of their care.

GOAL: Complaints will be heard and resolved in a fair and timely manner.

17 Total Complaints				
9	6	0	2	-
Division of Behavioral Health	Division of Medicaid¹	Family and Community Services	Department of Juvenile Corrections	State Department of Education²

¹Medicaid complaints total includes information from contractor Optum Idaho.

²Complaints reported by the State Department of Education are not necessarily complaints that are related to mental health, as this system is not currently set up to filter these types of complaints for reporting purposes.



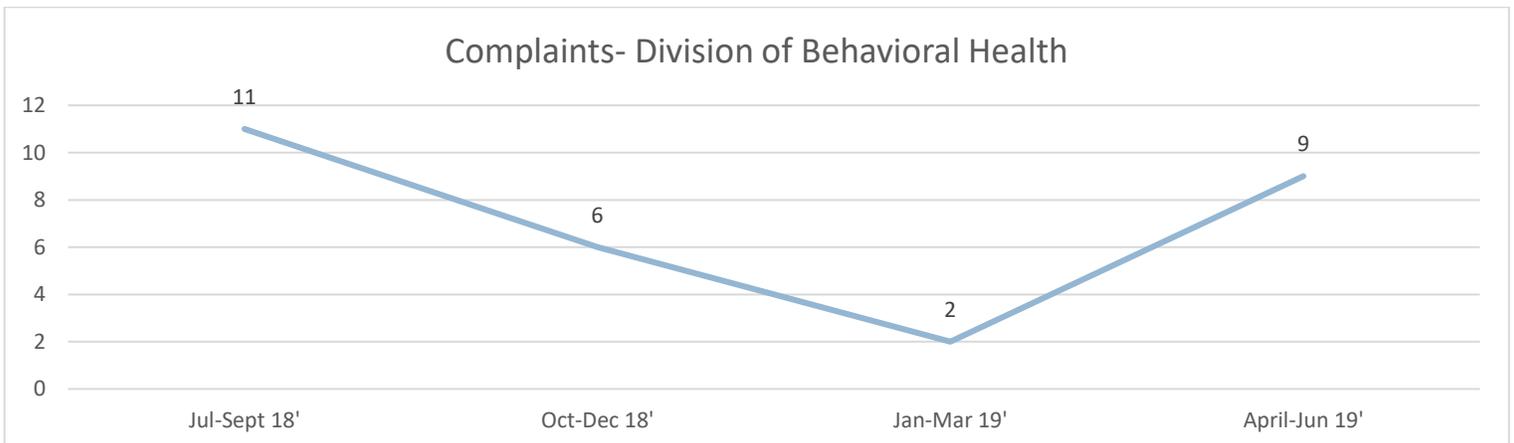
Prior to this report, all YES Partners contributed their quarterly complaints information to the QMIA Quarterly report, beginning with the reporting period of July 1-September 30, 2018.

Complaints

A total of 9 Children’s Mental Health-related complaints were received by the Division of Behavioral Health between April and June of 2019. Details regarding these complaints have been provided in the below table.

Region ¹	Date	Complainant	Service	Type of Concern	Status	Days to Resolve	Resolution
Region 2	4/3/2019	Family	Therapy	Quality	In Progress	-	-
Region 1	4/16/2019	Family	CANS	Quality	In Progress	-	-
Region 1	4/19/2019	Family	Respite	Access to Service	In Progress	-	-
Region 1	4/24/2019	Stakeholder	Respite	Quality	In Progress	-	-
Region 1	5/13/2019	Provider	CANS	Access to Service	Resolved	36 days	System change to mitigate access barrier
Region 1	5/13/2019	Provider	CANS	Access to Service	Resolved	29 days	System change to mitigate access barrier
Region 1	5/13/2019	Advocate	Respite	Access to Service	In Progress	-	-
Region 1	6/24/2019	Family	Person-Centered Service Plan	Access to Service	In Progress	-	-
Region 7	6/25/2019	Family	Respite	Access to Service	In Progress	-	-

¹Division of Behavioral Health Regional map provided in the [Appendix](#).



Appeals

Between April 1 and June 30, 2019, there were no Children’s Mental Health appeals filed with the Division of Behavioral Health.

Department of Health and Welfare: Division of Medicaid

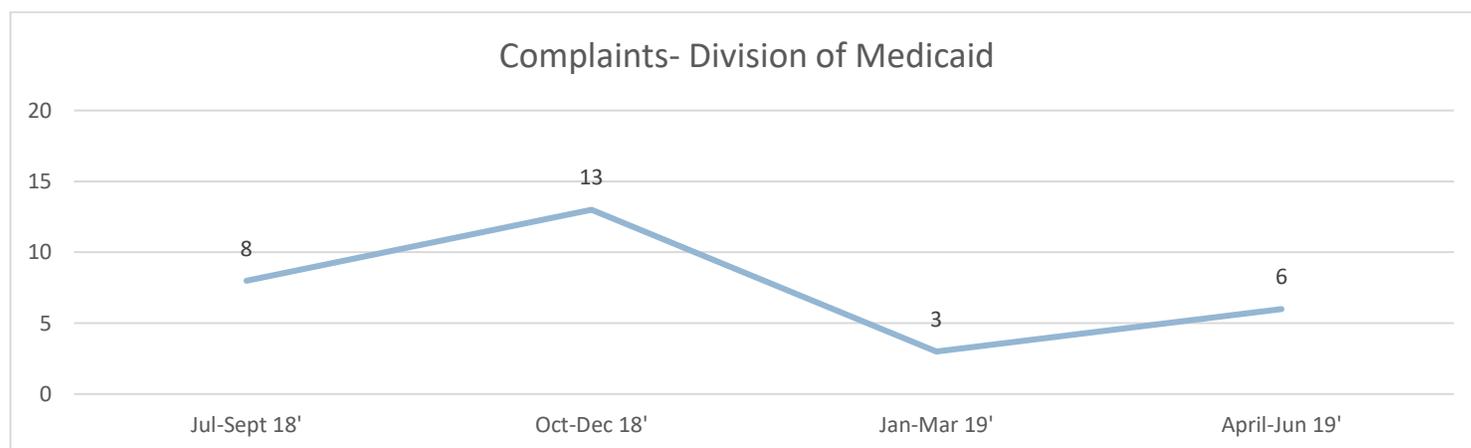
For this report, the Division of Medicaid has contributed complaints information from its contractor: Optum Idaho. Optum manages outpatient behavioral health services for Medicaid members.

Complaints

A total of 6 complaints were received and/or resolved by Optum for YES-eligible youth between April and June of 2019. Information regarding these complaints has been provided in the below table.

Optum Idaho: Complaints 4/1/19-6/30/19					
Region ¹	Date of Complaint	Description	Decision Summary	Resolution	Days to Resolve
1	3/26/2019	Provider did not return call from member/ unaccompanied minor	Resolved- Substantiated	Agency initiated new respite staffing patterns and P&Ps about unaccompanied minors	7 business
7	4/1/2019	Attitude of provider	Resolved- Unsubstantiated	Offered referrals- no evidence to support allegations	3 business
7	4/1/2019	Attitude of provider	Resolved- Unsubstantiated	Offered referrals- no evidence to support allegations	3 business
3	4/2/2019	Dissatisfaction with appointment availability	Resolved- Substantiated	Agency agreed to conduct CANS reassessments via telehealth. Agency also agreed to educate CBRS staff on DD issues	9 business
4	4/9/2019	Dissatisfaction with assessment process	Resolved- Substantiated	Educated complainant on member rights and that the Liberty assessments meets Idaho CDA requirements	2 business
1	4/30/2019	Provider did not meet access standard- routine	Resolved- Substantiated	Agency agreed to implement new policy on appointment cancellation notices	6 business

¹Division of Medicaid Regional map provided in the [Appendix](#).



Appeals

Between April 1 and June 30, 2019, there were no Children’s Mental Health appeals filed with the Division of Medicaid.

Department of Juvenile Corrections

Complaints:

A total of 2 complaints/grievances were received by the Department of Juvenile Corrections for YES Class Members between April and June of 2019. Details regarding these complaints have been provided in the below table.

Family Complaints

Family members of YES Class Members whose complaint/concern was directed to the Superintendent

No complaints/grievances have been received from families during this quarter that meet this intent.

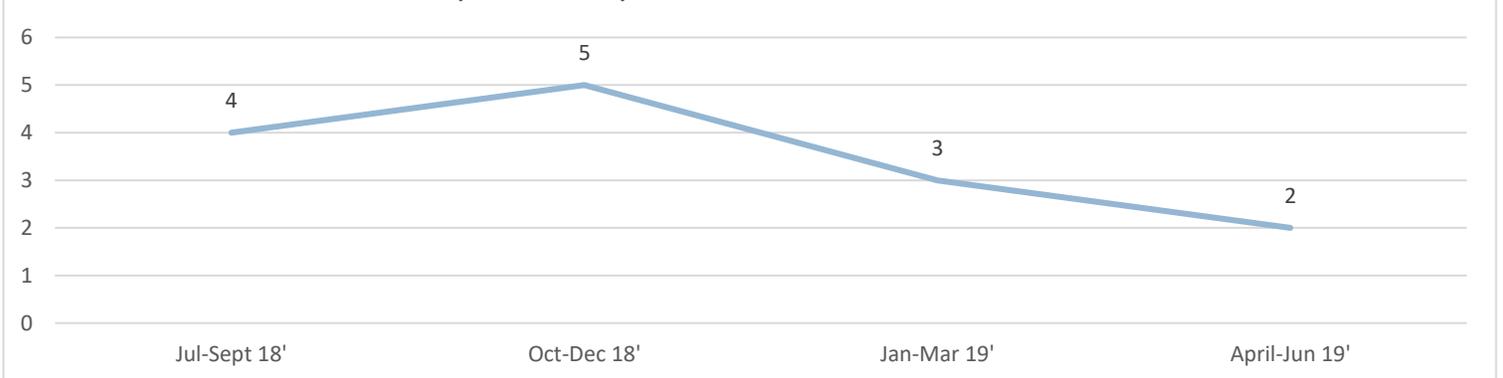
Juvenile Complaints

YES Class Members whose complaint/concern was formally received by IDJC staff

Region ¹	Date	Type of Concern	Status (as of 6/30)	Resolution	Timeliness to Resolution
3	4/21/2019	Complaint stating his rights were violated and that he should be allowed to complete his treatment work regardless of his behaviors.	Resolved	Unit Manager met with youth and talked about the situation. After speaking with the youth it was explained that he is not being restricted from doing his treatment but held to a high standard in accountability.	1 day
3	5/12/2019	Grieved that during progress letter input, the group was lying about her progress and trying to prevent her from going home.	Resolved	It was explained to the youth that this was not a violation of her rights and she stated that she understood.	4 days

¹Department of Juvenile Corrections Regional map provided in the [Appendix](#).

Complaints- Department of Juvenile Corrections



Family and Community Services

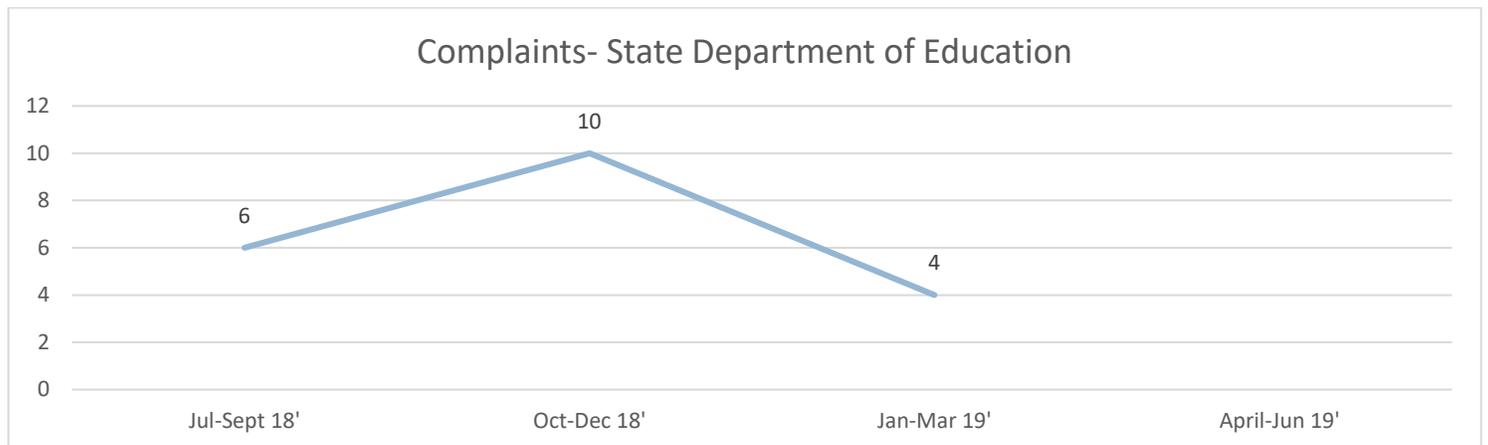
Complaints:

The Division of Family and Community Services did not have any complaints to report for the April through June period.

State Department of Education

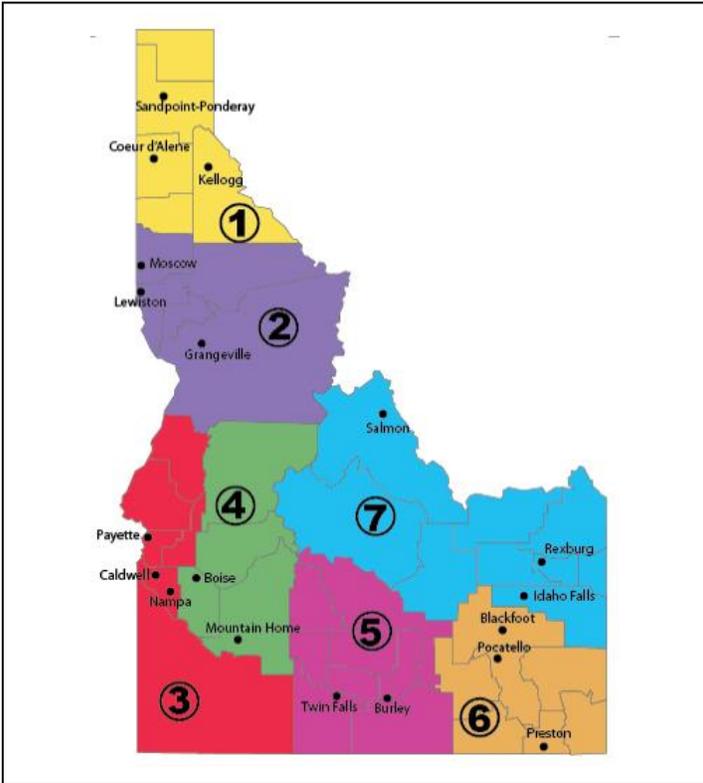
Complaints:

The State Department of Education did not report their complaints for the April through June period.

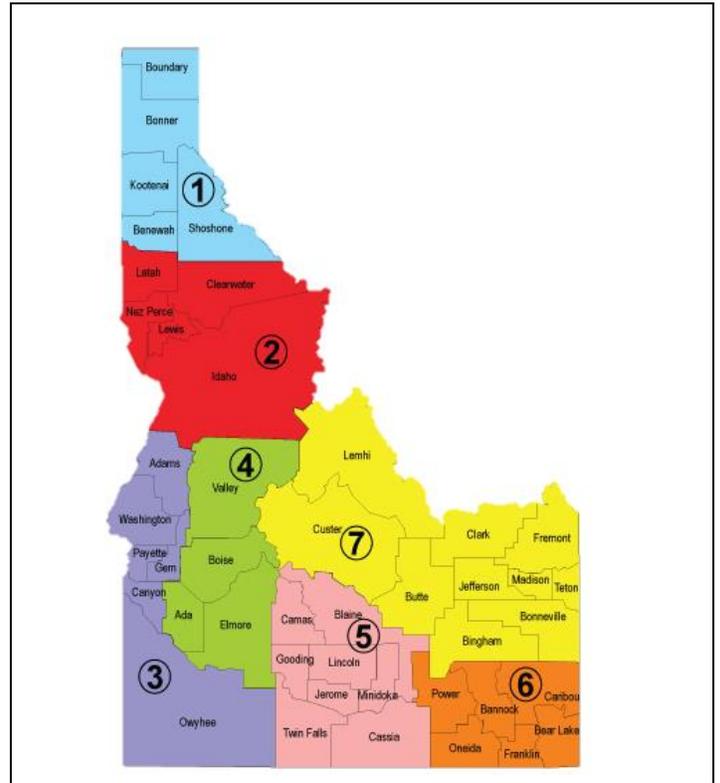


Appendix- Agency Regional Maps and Descriptions

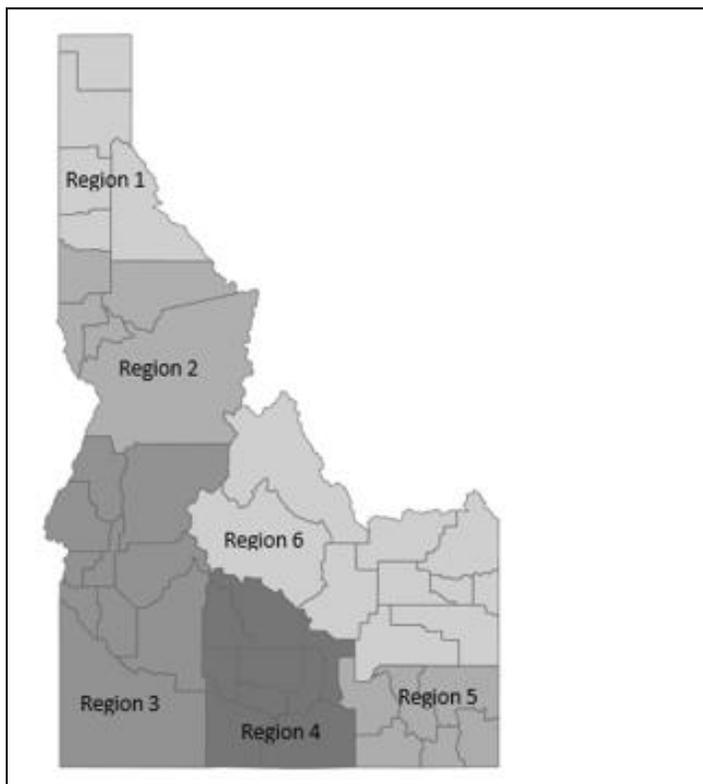
Idaho Department of Health and Welfare: Medicaid, FACS



Idaho Department of Health and Welfare: DBH



Idaho State Department of Education



Idaho Department of Juvenile Corrections

