



## Interagency Working Group (IWG) Meeting Minutes

September 28, 2021, 1:00 – 3:00 pm  
Idaho Transportation Department  
Conference Room: Webex  
3311 W State Street, Boise, ID 83703

Chair: Craig Shaul  
Vice Chair: Terri Lindenberg

- I. Call to Order (Chair)
- II. Roll Call (Chair)

IWG Representatives	
Idaho Department of Labor	Craig Shaul
CTAI	Terri Lindenberg
Idaho Council on Developmental Disabilities	Richelle Tierney
Idaho Department of Education	Kyle Rahn
Idaho Dept. of Health & Welfare – Medicaid	David Welsh
Idaho Department of Health & Welfare	Joyce Broadsword
Division of Vocational Rehabilitation	Stephanie Bowles
Idaho Commission on Aging	Janet Miller
Idaho Transportation Department	Shauna Miller
Ex-Officio Members	
Veterans Services	Kevin Wallior
Nez Perce Tribe	MaryBeth Frank-Clark
Idaho Department of Commerce	Kimberly Glineski
Additional Attendees	
Idaho Commission on Aging	Erin Olsen
Idaho Dept. of Health & Welfare – Medicaid	Josie Graham
Idaho Dept. of Health & Welfare – Medicaid	Venecia Andersen

- III. Approval of Minutes (Chair) Vote – Approved
  - Member Lindenberg motioned to approve, Member Broadsword seconded
- IV. Public Comment – None
- V. Safety Share (ITD-Miller) – National Preparedness Month
  - Awareness about the importance of preparing for disasters and emergencies



VI. IWG Goal Review/Updates (Chair)

- Goal 1: No changes since last meeting
- Goal 2: Members to email S. Miller information of services within their respective areas.
- Goal 3: Members will contact S. Miller to schedule either in-person or online training.
  - CTAI – Scheduled for 10/19/2021
  - Idaho Department of Education – attending Coalition Build Event 10/07/2021
  - Idaho Commission on Aging – Scheduled for 12/07/2021
  - S. Miller to send out summary/overview of Human Trafficking training to members
  - S. Miller to schedule and send out open webinars options
  - S. Miller to look into eligibility for Learning Hub

VII. Annual Report Preparation (ITD-Miller)

- Reporting Period: 07/01/2020 – 06/30/2021
- Responses due 10/29/2021
- S. Miller to present draft at December meeting

VIII. Agency Initiatives/Projects – Informational Only

- Idaho Department of Labor (C. Shaul) – Dealing with worker shortages. Job fairs throughout the state at various times. Tried to hire someone for a position in Idaho Falls but there is no current public transportation system in the area. They were able to be placed in a position in Lewiston.
- Idaho Council on Developmental Disabilities (R. Tierney) – Partners in policy making had their first meeting. Adults and parents of young children with disabilities come learn more about advocacy and the legislative process. Working a lot with partners and other stakeholders around direct support professional shortages. Ensuring resources needed to continue their services.
- Idaho Department of Education (K. Rahn) – Pretty busy with beginning of school year. Working on reimbursement claims and prepping for JFAC.



- Idaho Department of Health and Welfare, Division of Medicaid (D. Welsh) – Continuing to work through the public health emergency, support our contracted providers through managed care and administrative contracts such as NEMT. Our fee for through service providers through helping to support their efforts to keep participants and themselves safe. Josie Graham – Bureau Chief of Care Management, which encompasses our NEMT contract. Venecia Anderson – Program Manager of that program.
  - V. Anderson Update – Procurement activities for NEMT contract. Still in the black out period. Received proposals and are now in the scoring phase. Hoping to have a contract in place by the end of December. Implementation of a new contract in May 2023. The goals are Zero missed trips and Making service easier to use for participants. Current contractor is in the middle of doing a software upgrade which provides more transparency to the program and it allows them to schedule trips online, look at their schedule of trips, look at what providers are coming, and make changes without calling a 1-800 number and potentially waiting on hold. It also gives the providers and Medicaid the opportunity to look at what trips are scheduled each week and address problems as they come up in real time where previously this program was operated very much through a system that only the contractor had this ability to see into. We are hoping that this makes it easier for members. It should be finished with implementation at the end of October.

Youth Empowerment Services – Jeff D. Settlement Agreement. Class action lawsuit for us to improve the way we serve children with developmental disorders. One of the elements around this is transportation. It's an area that we struggle with a little bit. Sometimes it is medically necessary for a parent to travel with a participant and we can pay for 2 people to go. Sometimes a parent needs to participate in a service that would contribute to the success and/or treatment of their child but Medicaid is unable to use transportation dollars when that participant is not the Medicaid participant or the participant is not present. We are looking at ways we can fund that outside of the Medicaid system using other State General Funds to help support the end goal which is the success of the child.



We are renewing our Quality Improvement Organization contract. Idaho Behavioral Health Plan is a contract that is currently going through the procurement process. We just released a public memo last week detailing the timeline. We have had some slight delays because of the complexity and the initiatives within this body of work. We will be transitioning the Idaho Behavioral Health Plan, which is a prepaid ambulatory health plan for behavioral health services, to include a prepaid in-patient health plan service. One managed care entity overseeing all behavioral health services that are Medicaid funded in Idaho. Another complexity to that contract is we are partnering with the Division of Behavioral Health who is the acting Behavioral Health Authority for the management of this contract. They are also transitioning all their direct care services of children and adult mental health into this contract. Adding all the programs funded through Division of Behavioral Health and some of the services directly offered by their staff into the contract. ITN to be released sometime around the end of this calendar year.

Link to the communication:

<https://publicdocuments.dhw.idaho.gov/WebLink/DocView.aspx?id=19791&dbid=0&repo=PUBLIC-DOCUMENTS&cr=1>

- Idaho Department of Health & Welfare (J. Broadsword) – As part of the Idaho Behavioral Health Plan the Division enters into special terms and conditions that are Tribal Special Terms and Conditions in that contract. One of those is to stand up a Tribal Technical Advisory Council or Committee so that is in process. We have asked the Tribes to nominate persons to sit on that and that will give us feedback and insight and input from the Tribes as we move forward in the future.
- Idaho Commission on Aging (J. Miller) – Met with all of our AAAs recently. Challenges in rural areas. Working on consumer directed transportation. Driver shortages.
- Division of Vocational Rehabilitation (S. Bowles) – Continue to experience the same difficulties as other agencies in turnover and filling critical positions. Also with working with our partners



on limited capacity to take our referrals due to staff shortages in their agencies. We continue to see an increase in referrals.

- Community Transportation Association of Idaho (T. Lindenberg) – Represents both private and public transportation agencies. We’ve seen the same issues statewide regarding driver shortages as well as cost of fuel and maintenance going up. We were fortunate on the public transportation side of things because the CARES Act funding has been able to assist us but that is only a temporary measure. We will face hard challenges in the future. CTAI members worked closely with the Department of Health and Welfare in this software/technology upgrade.
- Idaho Department of Commerce (K. Glineski) – We are still working on the Broadband Initiative. There is a new task force. ICORT is coming up in the middle of October. Idaho Rural Partnership was supposed to have a conference in Twin Falls but will now will be online. Working on upcoming trade missions. We still had a lot of inquiries about business attraction and businesses coming to Idaho. Grants and working with our Rural Economic Development partners across the state on projects in their areas.
- Nez Perce Tribe (M. Frank-Clark) – Multiple funding of COVID has been helpful for Appaloosa Express. We implemented a differential pay scale to help drivers since they are in direct contact with the public and we want to make sure that we keep the rural routes open and running. We do have a driver shortage. We are hoping the differential pay scale will help during this time. We are implementing the grant that we received from FTA. We will be purchasing an On-Demand vehicle. We are also putting in overhead doors on our transit facility we had built several years ago.
- Veteran Services (K. Wallior) – We haven’t been doing any transporting due to the pandemic.

IX. PT Office Update (ITD-Duran)

- a. Staff Update – Beth Thompson
- b. Online meetings to continue



- c. Twin Falls Update
- d. COVID Funding
- e. Idaho Falls Update

X. Next Meeting Agenda Review (Chair)

XI. New & Future Business (Chair)

XII. Adjourn (Chair)

- Member Welsh motioned to adjourn, Member Broadsword seconded

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**Action Items:**

- Members will contact S. Miller to schedule either in-person or online Human Trafficking training.
- S. Miller to schedule and send out open Human Trafficking webinar options.
- S. Miller will send Members a summary of Human Trafficking training.
- S. Miller to look into eligibility of Learning Hub for Human Trafficking training.
- Member Responses for JFAC Report Due 10/29/2021.
- S. Miller to prepare draft JFAC report for December meeting.