

NE FYSPRT WORK PLAN 10-01-2020 THORUGH 09-30-2021

Aim Statements from Strategic Plan

1. The NE FYSPRT will work continuously through activities identified in the annual work plan to achieve on average 51% family and youth representation.
Milestones /Activities for Aim Statement #1

Milestone/Activities	Expected Outcome	Expected Completion Date	NE FYSPRT Leads
<p><u>Milestone:</u> Accurately reflect participants' roles.</p> <p><u>Activities:</u> Explain roles of system partner, provider, parent & youth and modify sign-in sheet to accurately reflect demographics. When using the Zoom format, ask those who attend to identify in the chat box their role.</p> <p>Update 03-31-2021: Identification of role in Zoom chat box has gone well and counts are very accurate.</p>	<p>Accurate count of system partners, providers, parents, and youth to increase accountability in reporting.</p>	<p>October 2020-completed updates to roster/sign-in sheet. Identification in Zoom chat added.</p>	<p>Convener</p>
<p><u>Milestone:</u> Increase Youth Involvement</p> <p><u>Activities:</u> Ramp up social media presence Re-vamp marketing tools with input from youth involved in NE FYSPRT and Passages' YNA Continue to participate in free TA with Youth Move offered by HCA. Host a Self-Care Fair and include promotional materials that will appeal to youth.</p> <p>Update: 03-31-2021: Tri-leads have continued to stay involved with the free TA from Youth Move. Social media</p>	<p>Increased engagement from youth as evidenced by engagement in Youth N' Action and the NE FYSPRT meetings and activities.</p>	<p>09-30-2021</p>	<p>Youth Tri-lead</p>

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<p>platforms suggested by Youth Move for recruiting youth are not a possibility due to the inability to place any guardrails on inappropriate use.</p> <p>Update 06-30-21: Passages is organizing a youth group that will meet specifically to identify system issues to bring to the NE FYSPRT and this group will also identify topics and activities that are culturally appropriate for youth.</p>			
<p><u>Milestone</u> Increase Family Involvement</p> <p><u>Activity</u> Operationalize TA on parent engagement offered by Washington State Community Connectors Family lead, other tri-leads engage in WSCC training on parent/caregiver involvement in FYSPRT. Host a Self-Care Fair that will include access to the mobile food bank, vaccinations, and other promotional materials that will appeal to parents and caregivers.</p> <p>Update: 03-31-2021: The WSCC have offered the class and the parents approached have declined participation due to "Zoom fatigue".</p> <p>Update: 06-30-2021 Passages is organizing a parent group that will meet specifically to identify system issues to bring to the NE FYSPRT and this group will also identify topics and activities are relevant to families.</p>	<p>Increase participation from parent/caregivers as evidenced by attendance at NE FYSPRT meetings, activities, and support groups offered at Passages.</p>	<p>09-30-2021</p>	<p>Family System Partner</p>
<p><u>Milestone:</u> Outreach to family and youth</p> <p><u>Activities</u> Tri-leads to connect with family & child serving social service agencies outside of those providing behavioral</p>	<p>Increased awareness about the NE FYSPRT in agencies that are not directly providing</p>	<p>09-30-2021</p>	<p>Tri-Leads</p>

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<p>health services (i.e., YMCA and YWCA)</p> <p>Tri leads to connect with local for-profit businesses that families and youth frequent (i.e., restaurants)</p> <p>Place marketing materials in schools and outreach to school counselors.</p> <p>Host a Self-Care Fair that will include access to the mobile food bank, vaccinations, and other promotional materials that will appeal to parents and caregivers.</p> <p>Update: 03-31-21: Updated marketing materials are in process based on feedback from youth and parents.</p> <p>Update: New marketing materials are complete and through the advertising for the NE FYSPRT Self-Care & Resource Fair on June 24, we had a reach of over 10,000 people through social media and assistance from system partners such as HCA Eastern Washington Tribal Liaison, Spokane Public Schools and Better Health Together.</p>	<p>behavioral health services through community events.</p>		
<p><u>Milestone:</u></p> <p>Family and youth NE FYSPRT members speak freely regarding strengths, issues, barriers, and concerns with service delivery in child/youth behavioral health</p> <p><u>Activities:</u></p> <p>Encourage parent and youth voice from peer led groups held at Passages.</p> <p>Build in to each agenda "unstructured time" and encourage family and youth participant to share.</p> <p><u>Activities</u></p> <p>Encourage family and youth to send meeting ideas and topics to tri-leads or convener at any time.</p> <p>Update: 03-31-2021: Time to discuss community concerns is built in to each NE FYSPRT agenda. Once concern has been pushed to the State FYSPRT.</p>	<p>Increase ownership of family and youth members in the NE FYSPRT as evidenced by increased attendance at the NE FYSPRT meetings, activities and support groups.</p>	<p>09-30-2021</p>	<p>Family Tri-Lead & Convener</p>

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<p>Update: 06-30-2021</p> <p>In this quarter family and youth have been very vocal about local issues and specific providers have been brought in to subsequent NE FYSVRT meetings to discuss some of those issues. Additionally, issues that are suspected to be more of a statewide issue have been pushed up to the State FYSVRT and have been discuss at State FYSVRT mtgs. (i.e., capacity for neuropsychological exams).</p>			
<p>Milestone:</p> <p>Active marketing to WISE providers</p> <p>Activities:</p> <p>Presentation to WISE Clinical Supervisors regarding FYSVRT involvement for youth and families</p> <p>Family/Youth Peers from WISE teams encouraged to attend NE FYSVRT with families/youth</p> <p>Update: It is noted that MCO contracts for WISE providers now indicate that WISE providers must attend the regional FYSVRT. Additionally, WSCC has been very active in providing training in regions regarding regional FYSVRT's and why it is important to be involved. About 80% of regional WISE providers regularly attend the NE FYSVRT. Outreach to those who do not attend on a regular basis will be done in this next quarter.</p>	<p>Increase involvement of WISE participants in the NE FYSVRT</p>	<p>09-30-2021</p>	<p>Tri-leads & Convener</p>

2. Through activities identified in the annual work plan, the NE FYSVRT will work to address challenges and barriers that preclude the participation of rural, minority and tribal communities in the NE FYSVRT
Milestones /Activities for Aim Statement #2

Milestone/Activities	Expected Outcome	Expected Completion Date	NE FYSVRT Leads
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<p><u>Milestone:</u> Better understanding of health disparities and the impact on participation in the NE FYSPRT</p> <p><u>Activities:</u> Explore data on health equity and social determinates of health that preclude rural, minority, and tribal communities from participating in the NE FYSPRT.</p> <p>The NE FYSPRT leadership will seek out learning opportunities and attend classes and learning forums that increase cultural awareness regarding tribal communities and expand understanding of health inequities.</p> <p>Invite a local, community experts to address how the NE FYSPRT can move forward with diversity, equity, and inclusion.</p> <p>Share with NE FYSPRT members tools to use within agencies to assess for diversity, equity, and inclusion at the agency level.</p> <p>Host a Self-Care Fair that will include access to the mobile food bank and vaccinations.</p> <p>Update: 03-31-2021: Tri-leads and convener working with HCA Eastern Washington Tribal Liaison to increase connection of NE FYSPRT with local tribal communities.</p> <p>Update: 06-30-21: Through continued work with the HCA Eastern Washington Tribal Liaison, we have strengthened our connection to the Healing Lodge of the 7 Nations and the Camas Institute. We have connected with the Native Project and the NAACP and provided information to our attendees provided by those agencies.</p> <p>Through the Self-Care & Resource Fair we have provided information, access to COVID vaccinations, and food to</p>	<p>Identify challenges to participation and seek solutions from the impacted groups.</p> <p>Increase awareness of diversity, equity, and inclusion resources with all who participate in the NE FYSPRT.</p> <p>Increase understanding of origin of systemic racism, health disparities, and trauma inflicted on indigenous, local tribes that leads to distrust of public systems and hesitancy to participate in government funded groups such as the NE FYSPRT.</p>	<p>09-30-2021</p>	<p>Tri-leads & Convener</p>
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<p>BIPOC and economically challenged individuals and families.</p>			
<p><u>Milestone:</u> Engagement of rural communities</p> <p><u>Activities:</u> As allowed by COVID-19, explore holding NE FYSVRT meetings in rural communities that are part of the NE FYSVRT region. Advertise the NE FYSVRT in rural resource guides and supply rural behavioral health agencies with NE FYSVRT brochures and posters.</p> <p>Update: 03-31-2021: The NE FYSVRT is advertised each quarter in rural Pend Oreille, Stevens, and Ferry counties.</p> <p>Update: 06-30-21: Due to ongoing COVID restrictions, we have been somewhat hampered regarding plans to hold meetings in rural communities.</p>	<p>Better understand how to engage in rural communities.</p>	<p>09-30-2021</p>	<p>Tri-leads & Convener</p>
<p><u>Milestone:</u> Engagement of minority & tribal communities</p> <p><u>Activities:</u> Outreach to the Martin Luther King Support Center Work with the Eastern Washington Tribal liaison Host a Self-Care Fair that will include access to the mobile food bank, vaccinations, and other promotional materials that will appeal to parents and caregivers who identify as coming from communities of color.</p> <p>Update 03-31-2021: The NE FYSVRT system partner tri-lead and family lead have tried for several months to connect with the Martin Luther King Support Center. To date, they have not been successful indicating another approach is necessary. As stated previously, the NE FYSVRT is</p>		<p>September 30, 2021</p>	

<p>connected with the Healing Lodge of the 7 Nations, the Kalispel Tribe, and the HCA Eastern Washington Tribal Liaison.</p> <p>Update: 06-30-21: The NE FYSPRT through Passages' Corporate membership in the NAACP has actively been working with the Spokane Chapter of the NAACP to increase involvement and connection to the black community. The NE FYSPRT had as a speaker a nationally known DEI speaker who addressed the issue of "Black Lives Matter." Continued outreach to MLK Center both in-person and by phone has not been successful.</p>			
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3. The NE FYSPRT will address Access to Care and behavioral health system issues identified through the annual needs assessment, the annual work plan, and by those who participate in the NE FYSPRT.

Milestones /Activities for Aim Statement #3

Milestones/Activities	Expected Outcome	Expected Completion Date	NE FYSPRT Leads
<p><u>Milestone:</u> Education and insight in to the functioning of the publicly funded behavioral health system</p> <p><u>Activities:</u> Presentations to NE FYSPRT on the flow of funding and the services attached to funding streams Tri-leads and Convener will attend State FYSPRT meetings Convener will attend monthly HCA convener meetings Family lead and parents/caregivers will be supported to attend events put on by the WSCC</p> <p>Update: 03-31-2021: The NE FYSPRT Convener has attended all Convener meetings this quarter and the tri-leads and convener have attend the State FYSPRT meeting</p>	<p>Families and youth better understand behavioral health system as evidenced by asking questions at NE FYSPRT meetings about particular services and bringing up challenges and strengths they encounter when accessing publicly funded behavioral health.</p>	<p>09-30-2021</p>	<p>Tri-leads & Convener</p>

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<p>on February 23, 2021.</p>			
<p>Update: 06-30-21: The NE FYSPRT convener and the Tri-leads have attended the State FYSPRT meeting on May 25, 2021 and the convener has attended the monthly convener meetings. The NE FYSPRT has linked parents with the WSCC and one of those parents is now on the BOD of WSCC.</p> <p>Parents and youth have become more comfortable bringing to the forefront of the NE FYSPRT issues and concerns with local services. Those issues have been included on agendas for discussion and representatives from those agencies where challenges have been identified have presented at the NE FYSPRT.</p> <p>Milestone: Education regarding legislative activities impact behavioral health services</p> <p>Activities: Provide relevant legislative updates to NE FYSPRT</p>	<p>Increased awareness of issues impacting behavioral health and the opportunities for impacting change.</p>	<p>09-30-2021</p>	<p>Tri-leads & Convener</p>
<p>Milestone: Opportunities to learn advocacy skills</p> <p>Activities: Training for the NE FYSPRT on advocacy skills</p>	<p>Increased capacity to successfully advocate for positive change in the publicly funded system.</p>	<p>09-30-2021</p>	<p>Tri-leads & Convener</p>
<p>Milestone: Attend public events appropriate for marketing the NE FYSPRT</p> <p>Activities: As resources and COVID-19 allow, NE FYSPRT tri-leads/convener to participate in public events; especially those that have information booths</p>	<p>Increase community awareness and public profile of the NE FYSPRT by hosting and attending community events and once COVID restrictions are lifted, dispersing marketing materials to system partners.</p>	<p>09-30-2021</p>	<p>Tri-leads & Convener</p>

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- 4. The NE FYSPRT will engage in consistent quality improvement by addressing strengths, challenges, and suggestions for improvement to the NE FYSPRT meeting process as identified in the annual needs assessment or by those who participate in the NE FYSPRT. Milestones /Activities for Aim Statement #4**

Milestones/Activities	Expected Outcome	Expected Completion Date	NE FYSPRT Leads
<p><u>Milestone:</u> Shared learning regarding the perspective of parents, youth, and system partners.</p> <p><u>Activities:</u> Dedicate a portion of 3 separate meetings to family, youth, and system partners to share their experience of either accessing or providing behavioral health services.</p> <p>Update: 06-30-21: At the April meeting of the NE FYSPRT, youth, family members, and system partners came together to identify two system issues that share one root cause: inadequate capacity in the outpatient behavioral health system.</p>	<p>System Partners, families, and youth who participate in the NE FYSPRT better understand one another's perspective regarding accessing behavioral health services.</p>	09-30-2021	Tri-Leads & Convener
<p><u>Milestone:</u> Explore ways to consistently receive feedback from the NE FYSPRT members</p> <p><u>Activities:</u> Survey provided after each meeting with capacity for a gift card for completing the survey</p> <p>Update: After each NE FYSPRT meeting, an online survey is available and participants are eligible for a \$25.00 gift card.</p>	<p>Consistent feedback from NE FYSPRT members regarding quality, activities, and content of meetings through the online survey offered after standard meetings.</p>	09-30-2021	Tri-leads & Convener