



**NE Family Youth System Partner Meeting Minutes  
NE FYSPRT  
December 16, 2021**

**Introduction**

**Increasing Tribal/Diverse Community/Family/Youth Involvement**

**Ashley James, Youth Tri Lead**

The NE FYSPRT met on December 16, 2021. Becky Hammill convened the meeting via Zoom. Youth Tri Lead Ashley James and System Partner Co-Tri Lead Gail Kogle were present. Ashley welcomed 23 attendees with seven family, tribal and youth members, and 16 system partners. Ashley began the meeting by sharing the acknowledgement that we are living and working on land that originally belonged to the Tribes.

**General NE FYSPRT Business**

**A1. Contract/Compliance – Community Education**

**SPOKANE FANTASY FLIGHT – Steve Paul, CEO**

Steve Paul with Spokane Fantasy Flight explained the program's mission and activities. Their 24<sup>th</sup> year's event occurred the week prior. The event is for children ages 4-10. Community service agencies such as Salvation Army and Catholic Charities make recommendations for children. Fantasy Flight has partnered with Alaska Airlines for 14 years. Mr. Paul explained the roles of over 200 volunteers who are called elves and who were all vaccinated for this year's event. He stated that there is a waiting list for volunteers to participate the event is so popular. He explained that many who were recipients are now volunteer elves. Steve shared how agencies can submit nominations for participation and provided stories about some of the great outcomes. Mr. Paul explained their fund raising activities, including silent and live auctions. Becky thanked Mr. Paul for providing this trauma informed service.

**A2. Spokane County Regional behavioral Health ASO Office of the Ombuds - Gail Kogle**

Gail Kogle, Spokane County BH-ASO Ombuds provided an overview of the Ombuds services in the Spokane region and changes that will occur in 2022. It is the Behavioral Healthcare Ombuds' role to investigate, advocate and assist individuals with grievances, the appeal process and if necessary, the Administrative Hearing process. Ombuds work with individuals to provide education, advocate for them and educate them how to advocate for themselves. The Ombuds works with managed care organizations to resolve client concerns. Gail explained the grievance process and the types of



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grievances an individual may request assistance from the Ombuds regarding. In addition, the Ombuds can assist individuals to execute a mental health advance directive. In 2021, the WA Legislature signed a bill creating a Behavioral Health Consumer Advocacy State Office. This new office will replace all existing Behavioral Health Ombuds in their current form. This will begin no later than October 1, 2022. The office will be run by a single nonprofit. The new contract will be administered by the Department of Commerce. The new nonprofit must be a peer organization and must retain an office within the boundaries served by each behavioral health administrative services office.

Volunteers will be utilized to conduct Behavioral Health Consumer Advocate/Ombuds services. There is concern that our regional voice and local connections will be lost when working to resolve concerns. The Spokane Region Service Area Behavioral Health Ombuds will work hard to assure a smooth transition to the new nonprofit.

Gail introduced Vlad Lukin, the new SCR BH Ombuds and provided their contact information.

Gail Kogle and Vlad Lukin  
Phone: 509-477-4666  
Toll Free: 1-866-814-3409  
Fax: 509-477-4667  
Confidential email: [scrhbombuds@spokanecounty.org](mailto:scrhbombuds@spokanecounty.org)  
HIPAA-compliant email and Zoom available when needed

**B. Regional Issues**

No issues were identified this month for the Statewide meeting

**C. Open Forum**

- Margaret Blum is retiring and Kate Rowe will be attending FYSPRT meetings
- Kalen Roy with Spokane County Regional Behavioral Health presented draft marketing graphics for the new Teen Chat line. Excelsior Wellness will be administering the service. Marketing will begin soon. This is a free confidential peer support chat line, not a crisis line, for youth from 9 a.m. to 7 p.m. Monday through Friday. The number will be 844.814.teen. The chat line staff will be able to provide and connect to crisis services if



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needed. Becky asked Youth Co-Lead Ashley James to review the marketing material and provide feedback to Kalen.

**Meeting Evaluation/Next Meeting**

Members attending today's meeting were asked to complete the NE FYSPRT evaluation. The next meeting will be remote on January 20, 2022.

Becky indicated that because of the new variant, NE FYSPRT meetings will continue to be on Zoom with hopefully in person meetings beginning in the spring.