

NE FYSPRT WORK PLAN 10-01-2020 THORUGH 09-30-2022

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 |
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| <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>Update 12-31-2021: This process for identification remains a standardized part of the NE FYSPRT meeting agenda.</p> <p>Update 03-31-2022: No change from 12-31-2021</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>Increased engagement from youth as evidenced by engagement in Youth N' Action and the NE FYSPRT meetings and activities.</p> | <p>09-30-2022</p> | <p>Youth Tri-lead</p> |

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| <p>Update: 03-31-2021: Tri-leads have continued to stay involved with the free TA from Youth Move. Social media 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>Update 12-31-2021: Self-care Fair in June 2021 was a success, the youth group at Passages has informed the NE FYSPRT regarding resource gaps for the demographic of 18-24. The NE FYSPRT marketing materials were updated with input from the youth group and those youth who attend the NE FYSPRT and the social media presence for the NE FYSPRT has been increased.</p> <p>Update 03-31-2022: Passages' youth group has been formed and youth from the group are attending the NE FYSPRT and spending part of their group time discussing issues to share with the NE FYSPRT. Youth from this group, working in partnership with the NE FYSPRT Youth Tri-Lead are actively planning the 2nd annual NE FYSPRT Self-Care Fair planned for June 1, 2022.</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>Increase participation from parent/caregivers as evidenced by attendance at NE FYSPRT meetings, activities, and support groups offered at Passages.</p> | <p>09-30-2022</p> | <p>Family System Partner</p> |

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| <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</p> <p>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>Update 12-31-2021: Due to ongoing COVID restrictions and Zoom fatigue, the parent group was not implemented. A parent active in the NE FYSPRT has been appointed to the Washington State Community Connectors (WSCC) Board of Directors. This parent is very proactive in bringing rural concerns to the NE FYSPRT and the State level through WSCC.</p> <p>Update 03-31-2022:</p> <p>The NE FYSPRT convener and family tri-lead are active in the WSCC. Parents who attend the NE FYSPRT on a regular basis are recruited by the Passages’ WISE teams. Other WISE teams in the NE FYSPRT catchment area indicate that the parents/caregivers they serve are too overwhelmed with their children’s needs to attend a group such as NE FYSPRT. Family partners at Passages advise that the parents/caregivers they serve obtain the support they need from online resources that are accessible at any time of the day. The implication is that the monthly, fixed, day/time support group is an anachronism.</p> | | | |
| <p><u>Milestone:</u></p> <p>Outreach to family and youth</p> <p><u>Activities</u></p> <p>Tri-leads to connect with family & child serving social service agencies outside of those providing behavioral health services (i.e., YMCA and YWCA)</p> | <p>Increased awareness about the NE FYSPRT in agencies that are not directly providing behavioral health services through community</p> | <p>09-30-2022</p> | <p>Tri-Leads</p> |

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| <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 12-31-2021: 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>Update 03-31-2022: The NE FYSPRT is planning a 2nd annual Self-Care Fair for June 1, 2022. NE FYSPRT marketing materials are going out to agencies given that all have re-opened. It is reported that most agencies do not have the NE FYSPRT materials in their waiting rooms.</p> | <p>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>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>09-30-2022</p> | <p>Family Tri-Lead & Convener</p> |

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| <p>Update: 03-31-2021: Time to discuss community concerns is built in to each NE FYSVRT agenda. Once concern has been pushed to the State FYSVRT.</p> <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>Update 12-31-2021: The members of the NE FYSVRT and especially, family and youth have been very proactive in bringing issues to the NE FYSVRT for discussion and one of those issues during this time period has been pushed to the State FYSVRT for discussion.</p> <p>Update 03-31-2022: The members of the NE FYSVRT including families and youth have raised the concern during this quarter of extremely long waits for all outpatient mental health services; especially, WISe. The NE FYSVRT agenda includes as a standing agenda item of time for community discussions regarding both strengths and challenges in the system of care.</p> | | | |
| <p><u>Milestone:</u> Active marketing to WISe providers</p> <p><u>Activities:</u> Presentation to WISe Clinical Supervisors regarding FYSVRT involvement for youth and families Family/Youth Peers from WISe teams encouraged to attend NE FYSVRT with families/youth</p> <p>Update 06-30-2021: It is noted that MCO contracts for WISe</p> | <p>Increase involvement of WISe participants in the NE FYSVRT</p> | <p>09-30-2022</p> | <p>Tri-leads & Convener</p> |

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| <p>providers now indicate that WISE providers must attend the regional FYSPRT. Additionally, WSCC has been very active in providing training in regions regarding regional FYSPRT's and why it is important to gramsbe involved. About 80% of regional WISE providers regularly attend the NE FYSPRT. Outreach to those who do not attend on a regular basis will be done in this next quarter.</p> <p>Update 12-31-2021: Participation of the regional WISE providers has diminished during this reporting period and per discussions with Spokane County ASO, it is agreed that the energy for recruitment in to the NE FYSPRT needs to focus on family and youth.</p> <p>Update 03-31-2022: To be discussed in the next quarter with Spokane County ASO and how the County would like to proceed given the low attendance rate of WISE providers. It is noted that WISE MCO contracts indicate WISE programs are to participate in their regional FYSPRT; however, enforcement and accountability is challenging.</p> | | | |
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2. Through activities identified in the annual work plan, the NE FYSPRT will work to address challenges and barriers that preclude the participation of rural, minority and tribal communities in the NE FYSPRT
Milestones /Activities for Aim Statement #2

| Milestone/Activities | Expected Outcome | Expected Completion Date | NE FYSPRT Leads |
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| <p>Milestone: Better understanding of health disparities and the impact on participation in the NE FYSPRT</p> <p>Activities: Explore data on health equity and social determinates of health that preclude rural, minority, and tribal communities</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</p> | <p>09-30-2022</p> | <p>Tri-leads & Convener</p> |

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| <p>from participating in the NE FYSVRT.</p> <p>The NE FYSVRT 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 FYSVRT can move forward with diversity, equity, and inclusion.</p> <p>Share with NE FYSVRT 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 FYSVRT 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 BIPOC and economically challenged individuals and families.</p> <p>Update 12-31-2021: The NE FYSVRT convener and tri-leads have attended a HCA presentation on strengthening the relationship between regional FYSVRT's and local tribal communities.</p> | <p>hesitancy to participate in government funded groups such as the NE FYPRT.</p> | | |
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| <p>Planned presentation by the President of the local NAACP was delayed due to COVID and will be re-scheduled in 2022.</p> <p>Update 03-31-2022: A 2nd annual Self-Care Fair will be held June 1, 2022. 2nd Harvest and WSU Range Medical Mobile will be onsite and target population are those who qualify for Apple Health.</p> | | | |
| | <p>Better understand how to engage in rural communities.</p> | <p>09-30-2022</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 FYSPRT 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 FYSPRT is 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</p> | | <p>September 30, 2022</p> | |

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| <p>Matter.” Continued outreach to MLK Center both in-person and by phone has not been successful.</p> <p>Update 12-31-2021: The NE FYSPRT is working to have the local chapter of the NAACP present at their activities. During this reporting period, we had a presentation by “Spokane Fantasy Flight” a local nonprofit that provides a North Pole, Santa holiday flight for children in the Spokane area that are in families that are experiencing homelessness.</p> <p>Update03-31-2022: Several attempts were made this quarter to connect with The Native Project, as we were hoping they would do a presentation on their outpatient physical and behavioral health programs. The Native project was unresponsive.</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 |
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| <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>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>09-30-2022</p> | <p>Tri-leads & Convener</p> |

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| <p>Update: 03-31-2021: The NE FYSVRT Convener has attended all Convener meetings this quarter and the tri-leads and convener have attend the State FYSVRT meeting on February 23, 2021.</p> | | | |
| <p>Update: 06-30-21: The NE FYSVRT convener and the Tri-leads have attended the State FYSVRT meeting on May 25, 2021 and the convener has attended the monthly convener meetings. The NE FYSVRT 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 FYSVRT 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 FYSVRT.</p> <p>Milestone: Education regarding legislative activities impact behavioral health services</p> <p>Activities: Provide relevant legislative updates to NE FYSVRT</p> | <p>Increased awareness of issues impacting behavioral health and the opportunities for impacting change.</p> | <p>09-30-2022</p> | <p>Tri-leads & Convener</p> |
| <p>Milestone: Opportunities to learn advocacy skills</p> <p>Activities: Training for the NE FYSVRT on advocacy skills</p> <p>Update 12-31-2021: Discussion of HB 1310 and implications for youth in crisis has occurred at the NE FYSVRT.</p> | <p>Increased capacity to successfully advocate for positive change in the publicly funded system.</p> | <p>09-30-2022</p> | <p>Tri-leads & Convener</p> |
| <p>Milestone: Attend public events appropriate for marketing the NE FYSVRT</p> | <p>Increase community awareness and public profile of the NE FYSVRT by hosting and attending community events and once COVID restrictions are lifted, dispersing marketing materials to system partners.</p> | <p>09-30-2022</p> | <p>Tri-leads & Convener</p> |

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| <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>Update 12-31-2021: Due to COVID restriction, opportunities for in-person marketing of the NE FYSPRT have not been possible,</p> <p>Update 03-31-2022: The NE FYSPRT tri-leads are not yet comfortable with attending large, public events.</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 |
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| <p>Milestone: Shared learning regarding the perspective of parents, youth, and system partners.</p> <p>Activities: 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>Update 12-31-2021: Family and youth involved in the NE FYSPRT continue to bring forward system issues for discussion.</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> | <p>09-30-2022</p> | <p>Tri-Leads & Convener</p> |

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| <p><u>Milestone:</u> Explore ways to consistently receive feedback from the NE FYSVRT members</p> <p><u>Activities:</u> Survey provided after each meeting with capacity for a gift card for completing the survey</p> <p>Update 12-31-2021: After each NE FYSVRT meeting, an online survey is available and participants are eligible for a \$25.00 gift card. Issues identified on the evaluations are discussed at the NE FYSVRT meetings.</p> <p>Update 03-31-2022: Information as reported in previous updates is still relevant.</p> | <p>Consistent feedback from NE FYSVRT members regarding quality, activities, and content of meetings through the online survey offered after standard meetings.</p> | <p>09-30-2022</p> | <p>Tri-leads & Convener</p> |
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