

Response to 2025 YES Family Survey

Overview

Magellan is committed to strengthening Youth Empowerment Services (YES), Idaho’s children’s mental health system of care through continuous quality improvement informed by the voices of youth and families. The 2026 YES Family Survey provides valuable insights into areas of success and opportunities for growth across the service system. This document outlines targeted recommendations and strategic actions designed to enhance alignment with YES principles, expand access to care, and improve the overall experience for youth and families. By prioritizing collaboration, individualized care, and community-based services, Magellan aims to ensure that the YES practice model is consistently implemented across the provider network.

Recommendation 1:

Continue and expand efforts to ensure that youth mental health services in Idaho are delivered in a way that reflects the YES principles and practice model. These efforts should target provider workforce and families. Special efforts should be directed toward aligning the delivery of youth mental health services in Idaho with the YES principles of:

- individualized care
- collaboration/team-based care,
- community-based service array

Magellan’s Plan:

Action Item 1: Expand provider training on YES Principles of Care

Magellan will build upon existing YES trainings such as the Person-Centered Service Plan (PCSP) training that was launched in March 2026 by implementing a structured series of trainings designed to further educate providers on the YES Principles of Care and the full YES service array. Planned training milestones include:

- PCSP training: Completed February 2026; currently available
- Child and Family Team (CFT) training: Target: Quarter two of calendar year 2026
- Child and Adolescent Needs and Strengths (CANS) overview training: Target: Quarter three of calendar year 2026
- YES Principles of Care training: Target: Quarter one of calendar year 2027

This comprehensive training series is designed to strengthen provider understanding of the YES Principles of Care and Practice Model, including its CANS, CFTs, Coordinated Care Plans, and how these elements work together to support youth and families.

Timeline: Full completion is targeted for quarter one of calendar year 2027. Individual dates are listed above.

Action Item 2: Provider education and engagement

Magellan will host a series of town hall meetings in May 2026 to provide additional education and clarification for providers regarding CFTs, Person-Centered Service Planning (PCSP), Intensive Care Coordination (ICC), and the Child and Adolescent Needs and Strengths (CANS) tool. These sessions will offer an opportunity for real-time engagement, questions, and shared learning.

Timeline: May 2026 – Completed: This was completed and was highly successful. A total of 57 providers attended the three in-person town halls and another 100 attended the virtual option. These providers received additional education on all of the services listed above.

Action Item 3: Pre-contracting review implementation

Magellan will implement a pre-contracting review process for providers serving youth and children. This review will ensure that provider program structures, service delivery approaches, and practices are aligned with the YES Principles of Care and Practice Model.

Timeline: Targeted to begin in quarter three of calendar year 2026.

Action Item 4: Increasing Quality oversight for YES Practice model

Magellan quality team will update Treatment Record Review Tool to include items about the YES Principles of Care and Practice Model.

Timeline: Targeted for quarter one of calendar year 2027

Recommendation 2:

Commit resources to improving the accessibility of community-based mental health services for youth, particularly for youth who have the most intensive needs

Magellan's Plan:**Action item 1: Behavioral health services recruitment initiatives**

Magellan will increase recruitment activities for Intensive Home and Community Based Services (IHCBS), Intensive Outpatient Mental Health, Day Treatment, and Partial Hospitalization for Mental Health for children and youth. Recruitment efforts will include town halls, forums, working in partnership with IDHW for service expansion, and exploring telehealth partnerships.

Timeline: Targeted to begin recruitment by May 2026 to continue through calendar year 2027.

Action item 2: Provider training and IHCBS service expansion

Partner with IDHW to explore expanding modalities for IHCBS and possible options to support training providers.

Timeline: Targeted for meetings to start June 2026 and efforts will continue through calendar year 2027.

Recommendation 3:

Take steps to increase the delivery of youth mental health services within a child and family team framework by providing education and resources to the provider workforce and educational or onboarding materials to youth and families.

Magellan's Plan:

Action Item 1: Conduct town hall sessions in May 2026 to educate providers on key components of the YES Principles of Care and Practice Model, including CFTs, Person-Centered Service Planning (PCSP), Intensive Care Coordination (ICC), and the Child and Adolescent Needs and Strengths (CANS) tool. These sessions will reinforce training concepts and provide opportunities for provider engagement and clarification.

Timeline: May 2026 – Completed: This was completed and was highly successful. A total of 57 providers attended the three in-person town halls and another 100 attended the virtual option. These providers received additional education on all of the services listed above.

Action Item 2: ICC resource development and distribution

Develop and distribute an information flyer for families on ICC to increase awareness and understanding of available support and services.

Timeline: Targeted for quarter three of calendar year 2026

Action Item 3: Strengthen the Member Experience Survey

Magellan will revise the Member Experience survey to include additional questions about members' experiences with the YES system of care.

Timeline: Targeted for quarter three of calendar year 2027

Summary:

Through these focused recommendations and action steps, Magellan reinforces its commitment to advancing a responsive, family-driven system of care that meets the diverse needs of Idaho's youth. Continued partnership with providers, families, and state stakeholders will be essential to sustaining progress and ensuring meaningful outcomes. By investing in training, service expansion, and accessible resources, Magellan strives to strengthen the YES system of care and support every youth and family in achieving improved mental health and well-being.