



IDAHO

PARENTS UNLIMITED IMPACT REPORT

**QUARTER 2
APRIL - JUNE
2026**

ipulidaho.org



ABOUT IPUL

Founded in 1985, for over 40 years **Idaho Parents Unlimited (IPUL)** has been the statewide organization that houses the Parent Training and Information Center, the Family to Family Health Information Center, and the Youth Empowerment Services, Advocacy, Education and Support Contractor

IPUL Education: The **Parent Training and Information Center** ensures that parents of children with disabilities receive training and information on their rights, responsibilities, and protections under the Individuals with Disabilities Education Act (IDEA) to develop the skills necessary to cooperatively and effectively participate in planning and decision making relating to early intervention, educational, and transitional services. The United States and its territories have almost 100 Parent Training and Information Centers (PTIs) and Community Parent Resource Centers (CPRCs), and we are lucky to be part of this network.

IPUL Health: As the State Family Voices Affiliate and the **Family to Family Health Information Center**, IPUL assists families in making informed choices about health care; and provides training, information, and resources to families of children with special health care needs. Family-to-Family Health Information Centers (F2F) are found in each state, the District of Columbia, five US territories, and three F2Fs serving tribal communities. We are proud to be Idaho's Family Voices affiliate and Idaho's Family to Family Health and Information Center.

IPUL Children's Mental Health: As the Youth Empowerment Services contractor IPUL develops and implements a comprehensive statewide **advocacy, education and support** program to elevate voices of Idaho's youth and families involved in the YES system of care for children's mental health. In this role IPUL provides: one-to-one support for families, trainings, and connection activities at no cost. We are the families we serve, and we are honored to help families effectively navigate the children's mental health system of care.

AT A GLANCE IMPACT REPORT



In Quarter 2, Idaho Parents Unlimited (IPUL) significantly expanded its statewide impact through enhanced family support, educational programming, collaborative partnerships, and outreach efforts. Compared to Quarter 1, IPUL doubled the number of families served and dramatically increased professional engagement, outreach activities, and educational opportunities across Idaho.

Building on the foundation established in Quarter 1, IPUL continued to strengthen family voice, increase access to information, and build capacity across Idaho's children's mental health system of care.

**Families
reached via the
Family Support
Line
(unduplicated)**

17

**Educational
Activities
Delivered**

5

**YES System of
Care Meetings
Attended**

14

**Connection
Groups for
Parents and
Youth**

6

**Outreach
Activities
Conducted**

50

INDIVIDUAL ASSISTANCE



17

Families

Idaho Parents Unlimited directly assisted families through individual support. Either through phone calls, zoom meetings, emails, or face-to-face we **meet our families where they are at.**

In the second quarter of 2026, IPUL's family support line reached 17 individual families, representing unduplicated households who connected with us for guidance, support, and navigation of the YES system of care. IPUL is pleased to report that this is an increase from last quarter by four families.

While **17** families accessed the line, the total **number of support interactions was 32**, highlighting that many families require **more than a single conversation**. This demonstrates the ongoing, relationship-based nature of support, where families return for continued guidance as they navigate services, ask new questions, and build confidence in advocating for their child.

4

Professionals

We love assisting Professionals too!

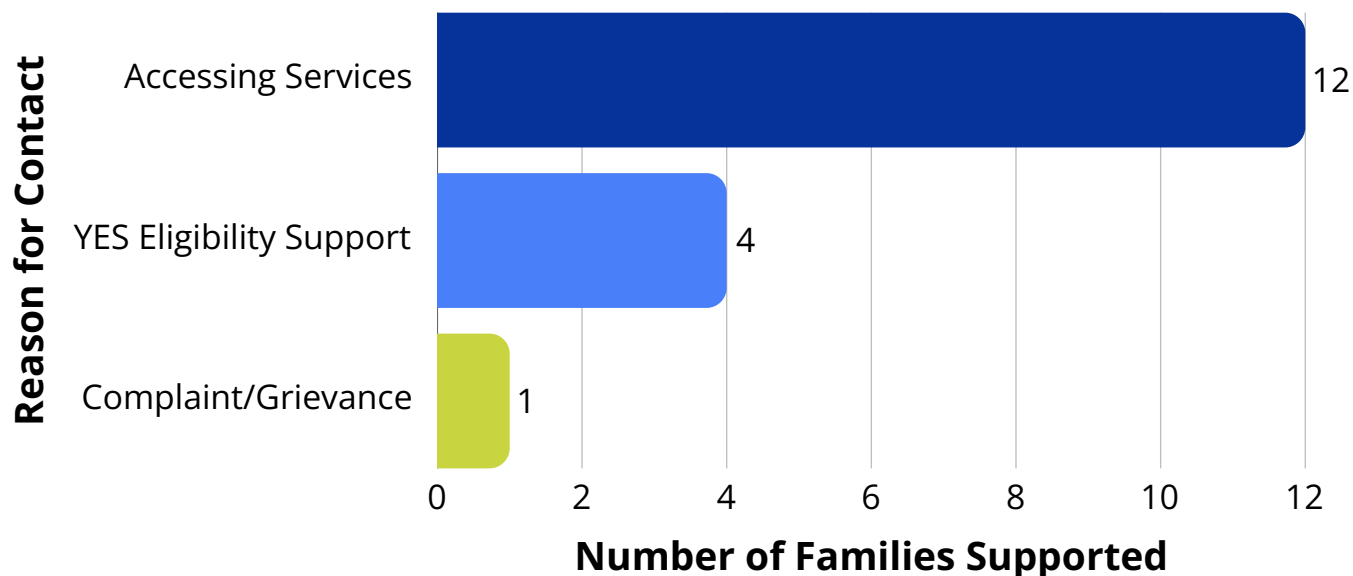
This includes informational materials, guides, and toolkits as well as collaborating to help families. We team with numerous Professionals throughout the state.

INDIVIDUALIZED SUPPORT TRENDS

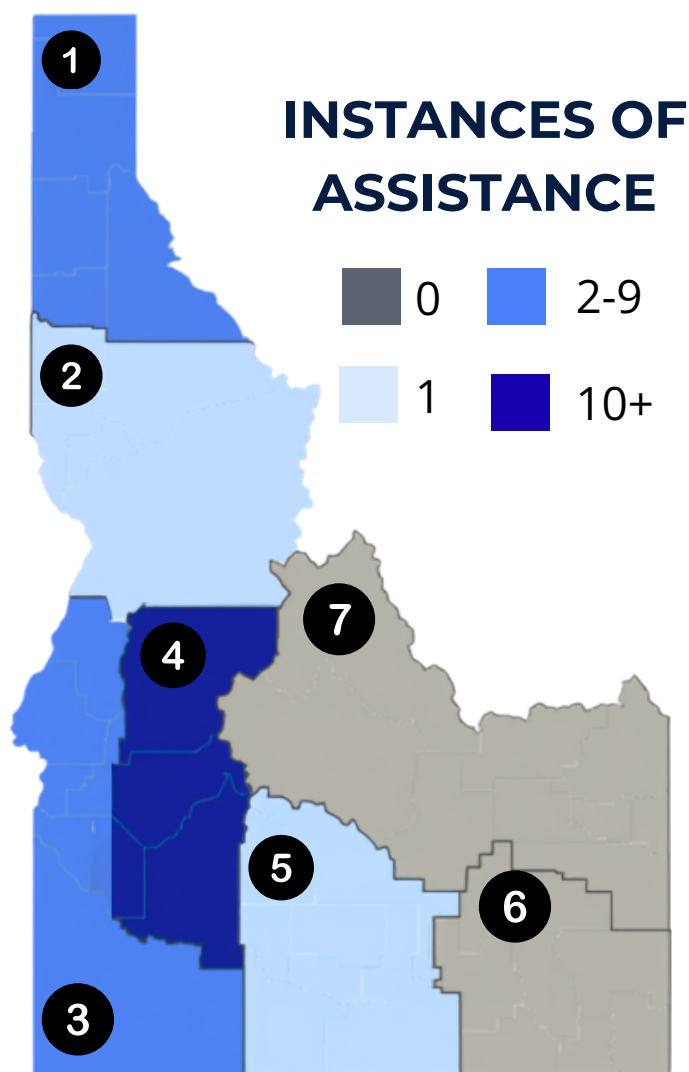


The one-to-one family support data from this quarter highlights a clear picture of where families need the most assistance. **The majority of contacts (12) were related to accessing services**, reinforcing that families often know they need help but face barriers in identifying available resources, understanding eligibility requirements, or connecting with the right supports. Assistance with **YES eligibility was the second most common reason for contact (4)**, demonstrating that families continue to seek guidance in understanding the eligibility process and navigating the requirements needed to access Idaho's children's mental health services. **One family reached out regarding a complaint or grievance**, reflecting the need for support when families encounter challenges within service systems.

These trends demonstrate that families are reaching out to IPUL not only for information, but for individualized guidance that helps them move from uncertainty to action. While awareness of services and supports through YES continues to grow, many families still benefit from personalized support to understand their options, navigate complex systems, and access the services their children need. Whether helping families identify community resources, understand eligibility requirements, or navigate concerns within existing systems, IPUL's one-to-one assistance provides responsive, family-driven support that empowers caregivers to make informed decisions and advocate effectively for their children.



INDIVIDUALIZED SUPPORT TRENDS



Quarter 2 one-to-one family support data demonstrates that families across Idaho continue to seek individualized assistance in navigating complex systems and accessing the supports their children need.

Region 4 accounted for the largest share of family support contacts, representing 64.7% of all one-to-one assistance provided during the quarter. Families in **Regions 1 and 3** also accessed individualized support, while **Regions 2 and 5** had more limited but meaningful engagement. No requests for one-to-one assistance were received from **Regions 6 or 7** during this reporting period.

Throughout Quarter 2, IPUL also made a significant investment in expanding its regional capacity by onboarding new regional staff and equipping them to provide outreach, education, and individualized family support within their communities.

Much of the quarter was dedicated to building relationships with local partners, increasing awareness of available supports, and connecting with families who may not have previously known about IPUL's services. As these relationships continue to develop, IPUL anticipates that this increased regional presence and outreach will lead to greater awareness of available supports and increased utilization of one-to-one family assistance across Idaho. Together, these **regional trends demonstrate both the current demand for individualized navigation services and the importance of maintaining a strong statewide presence.**

INDIVIDUALIZED SUPPORT TRENDS



IPUL received verbal feedback from 17 participants regarding their experience with the Family Support Line during Quarter 2. Based on the low response rates from the email survey used in Quarter 1, **IPUL adjusted its quality improvement process** by collecting satisfaction feedback verbally during support calls while families were already engaged with staff. This change resulted in significantly higher participation and provided families with an immediate opportunity to share their experiences. **Of the 17 responses received, 16 participants rated the assistance they received from IPUL as Excellent (5 out of 5), while one participant rated the support as Satisfactory (3 out of 5),** demonstrating a high level of satisfaction with the services provided.



94.1% of individuals rated the assistance they received from IPUL as excellent (5 out of 5).

In addition to satisfaction data, IPUL collected information regarding the number of youth affected within each household. **Fourteen families reported that one child was affected, while one family reported two affected youth, one family reported three affected youth, and one family reported four affected youth.** Although most support requests centered on the needs of a single child, these responses may illustrate that behavioral health challenges often impact multiple children within the same family. This information provides a more complete picture of the reach of IPUL's services, demonstrating that **a single family support interaction may positively influence the well-being of multiple youth** while reinforcing the importance of family-centered supports that address the needs of the entire household.

While IPUL provided information, education, and consultation to professionals throughout the quarter, **no referrals were received from State Hospital West or other higher levels of care.** IPUL will continue building relationships with partners across the behavioral health system and increasing awareness of available Family Support Line services. Strengthening these referral pathways remains an ongoing priority to ensure families transitioning between levels of care are aware of and connected to peer support, information, and resources available through IPUL.

TRAINING AND PRESENTATIONS



In the second quarter of the YES Advocacy, Education, and Support contract, Idaho Parents Unlimited (IPUL) delivered **five hybrid trainings** designed to meet the unique needs of families, youth, providers, and community partners. In **partnership with the Transformational Collaborative Outcomes Management (TCOM)** team, each training was intentionally tailored to its audience while maintaining a shared goal: increasing understanding of Idaho's Children's Mental Health System of Care and empowering participants to actively contribute to positive outcomes for children and youth using the CANS tool.

IPUL began the quarter by providing a specialized training at the request of **Guardian ad Litem with CASA of Southwest Idaho**. The session introduced participants to the YES System of Care, including program eligibility, available behavioral health supports and services, and the role of Idaho Parents Unlimited in helping families navigate the process. Because Guardian ad Litem often serve as advocates for children involved in complex systems, the training focused on **increasing participants' ability to recognize when families may benefit from YES services, make informed referrals, and connect caregivers with peer support and resources.**

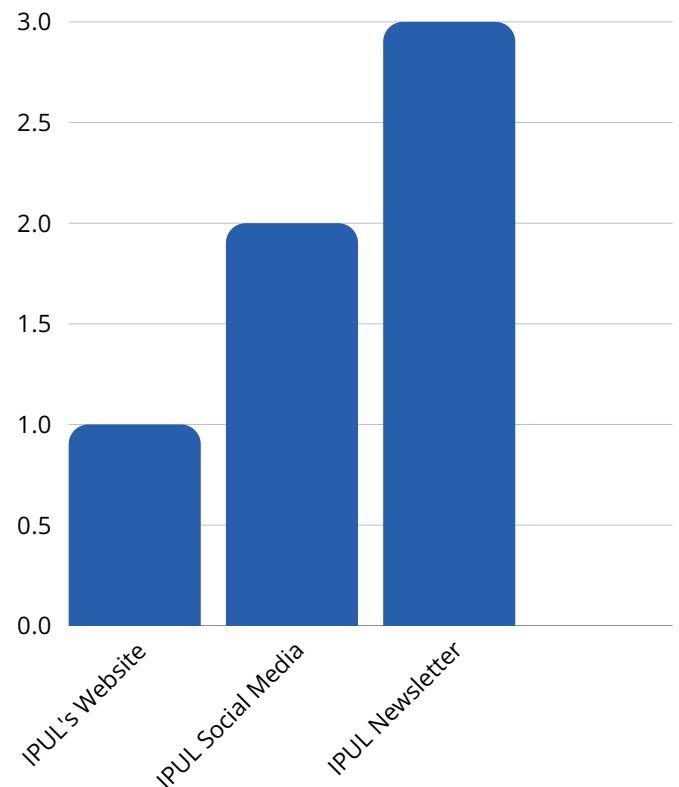
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Specialized Training
CASA of Southwest Idaho

8

Family Participants
"Navigating Children's Mental Health Services"

How Did You Hear About This Training?



TRAINING AND PRESENTATIONS



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“I love that you said from one parent to another, because I have found that all the best information I learned is from an experienced parent”

- Christina Harris, CANS for Families Training

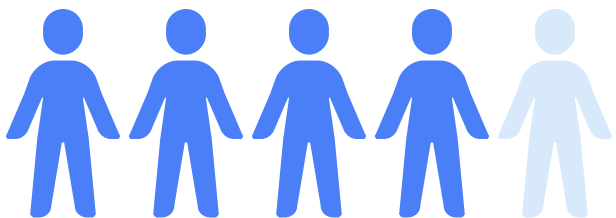
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“

“Your presentation was stellar, and you explained everything beautifully. I know our kids will get better educational advocacy because of this training.”

- Jenny Easley, Program Director for CASA Southwest

”



4 out of 5 participants rated the training as “excellent.”

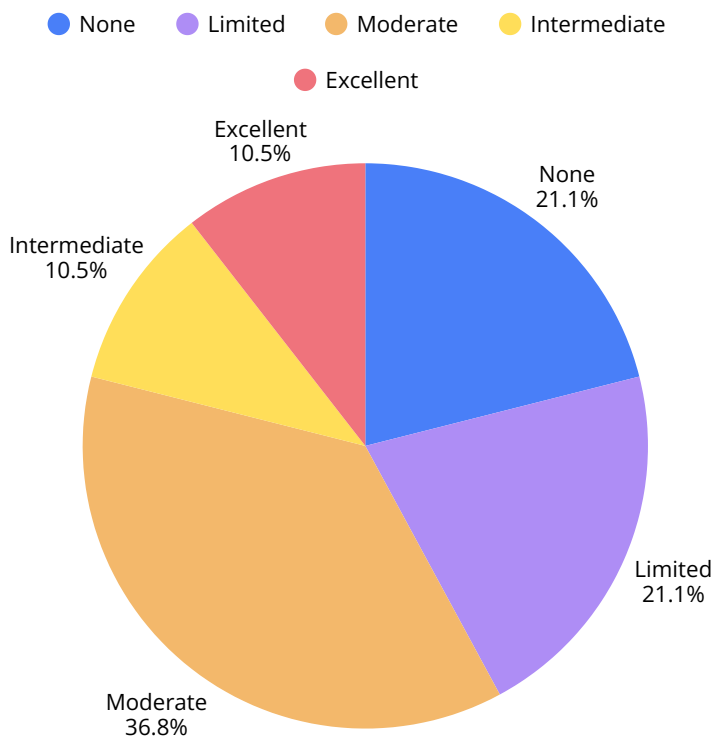
This targeted training reflects IPUL's commitment to responding to community needs while building local capacity through education and cross-system collaboration.

The remaining trainings focused on building understanding of the Child and Adolescent Needs and Strengths (CANS) assessment across multiple audiences. **Parent-focused sessions emphasized the purpose of the CANS process** and provided practical strategies to help caregivers participate as informed, active members of their child's Child and Family Team. **IPUL's youth training promoted self-advocacy** by helping youth understand what to expect during the assessment process, how their voice informs care planning, and the important role they play in identifying their own strengths, and needs. Trainings for school administrators, special education directors, and school counselors **highlighted how information gathered through the CANS can support educational planning and collaboration**, while reinforcing the valuable role schools can play as members of a student's Child and Family Team. Together, these trainings advanced a shared understanding of the CANS process across systems, fostering stronger partnerships and more coordinated support for Idaho youth and families.

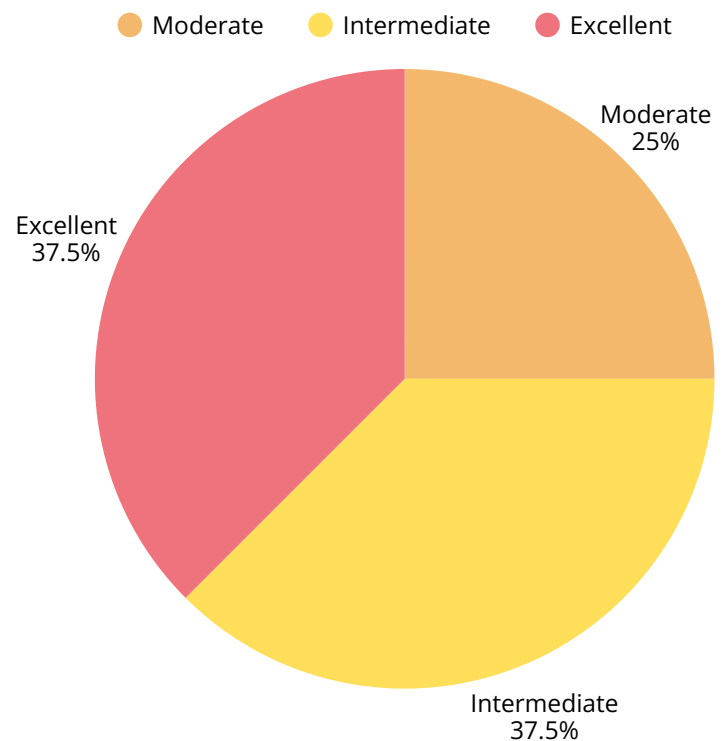
TRAINING AND PRESENTATIONS



How Would You Rate Your Knowledge of Today's Topic BEFORE the Activity?



How Would You Rate Your Knowledge of Today's Topic AFTER the Activity?



Overall, IPUL's training efforts this quarter reflect a strong foundation in delivering accessible, **audience-specific education**. These efforts continue to build awareness of the YES system of care, strengthen partnerships across sectors, and support more informed and collaborative engagement among families, youth, and professionals.

MEETING TRENDS



During the second quarter, Idaho Parents Unlimited (IPUL) actively participated in **14 YES system of care-related meetings**, demonstrating a strong commitment to ensuring family voice is represented across Idaho's children's mental health system. These meetings included participation in: Family Advocacy Meetings, Due Process Workgroup, Interagency Governance Team and Quality Management Improvement and Accountability meetings. All of which play a critical role in shaping policy, practice, and system improvements.

FAMILY ADVOCACY MEETING:



The Family Advocacy Meeting (FAM) continued to serve as an important venue for elevating family voice and informing ongoing system improvement during Quarter 2. **IPUL presented the honorarium information** that had been developed for the full Interagency Governance Team (IGT), reinforcing the importance of reducing barriers to participation and recognizing the value of lived experience in systems-level decision-making. As part of IPUL's continued commitment to authentic family engagement, IPUL also invited families to share their lived experiences for presentation to the full IGT. Collecting these stories helps ensure that policy discussions remain grounded in the real experiences of Idaho families and provides decision-makers with valuable insight into both the successes and challenges families encounter while navigating the children's behavioral health system. The committee also discussed **upcoming changes to the Child and Adolescent Needs and Strengths (CANS)** tool and explored priorities for the future direction of the Family Advisory Meeting.

DUE PROCESS WORKGROUP:



A primary area of work included reviewing the new **family guide for the appeals and grievance process**, with an emphasis on ensuring the language, organization, and content remained family-friendly and easy to navigate. IPUL continued to advocate for materials that empower families to better understand their rights and confidently engage in the due process system. In addition to written resources, the workgroup explored opportunities to expand family education through multimedia tools, including the potential development of a video explaining the due process process. IPUL also committed to **exploring opportunities for parents to share their lived experiences** through the podcast, creating another avenue to increase family understanding while elevating authentic family voice within the children's behavioral health system.

IPUL

COLLABORATIVE PARTNERSHIPS



Throughout Quarter 2, IPUL focused on developing partnerships that increase opportunities for collaboration across education, community organizations, behavioral health providers, and statewide system partners. These efforts continue to strengthen referral pathways, promote consistent messaging across agencies, and ensure families receive coordinated support regardless of where they enter the behavioral health system. As part of this outreach strategy, IPUL conducted over **50 in-person outreach visits to provider offices** across Regions 1, 2, 5, 6, and 7, sharing information about the Family Support Line, educational opportunities, and available YES advocacy services while building relationships with providers who regularly serve Idaho families. Quarter 2 also included several new partnership-building opportunities **designed to expand community connections and improve access to family support.**

YOUTH RISING

One of IPUL's most exciting new partnerships this quarter was with Youth Rising, a youth assessment and resource center in Emmett. Together, IPUL and Youth Rising partnered to host a youth connection activity within Youth Rising's dedicated youth space, creating a welcoming environment where young people could build relationships, develop social connections, and engage in meaningful activities alongside peers.

BLAINE COUNTY

During Quarter 2, IPUL conducted targeted outreach in Blaine County while attending the Support & Prevention Conference. Outreach included meetings with Saint Alphonsus Health System, and Together We to strengthen referral pathways, increase awareness of IPUL services, and identify opportunities for future collaboration supporting children, youth, and families.

IPUL SUPPORT ACTIVITIES

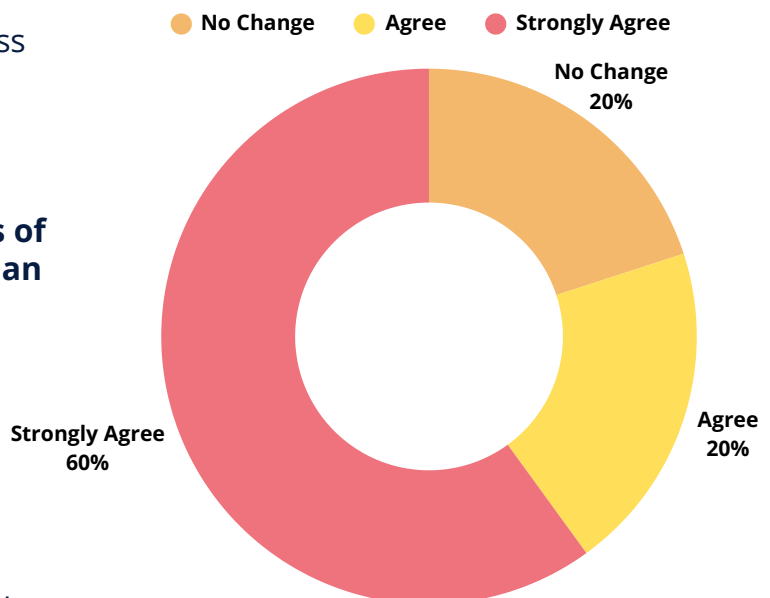


During this quarter, Idaho Parents Unlimited (IPUL) offered a total of **six support and connection activities, three for youth and three for parents/families**. Activities were offered both in-person and virtually, with **availability across all seven Departmental regions**.

Following the addition of IPUL's Youth Activities Coordinator, Quarter 2 marked significant progress in expanding youth engagement opportunities. Capitalizing on momentum from Quarter 1, IPUL built a partnership with Youth Rising in Emmett, where IPUL hosted a youth connection activity in Youth Rising's youth-centered space. **The success of this initial youth connection event resulted in an ongoing partnership**, with IPUL invited to return monthly to facilitate youth connection activities while providing support, resources. These efforts represent an important step towards creating sustainable opportunities for connection, self-advocacy, and peer support for youth involved in Idaho's children's behavioral health system.

Family connection activities continued to provide opportunities for parents and caregivers to build relationships with others who share similar lived experiences, helping reduce the isolation that often accompanies caring for a child with significant behavioral health needs. As part of IPUL's ongoing quality improvement efforts, family support activities will **transition to a midday format** beginning in Quarter 3. This adjustment is intended to improve accessibility by offering families an opportunity to participate during the lunch hour before the demands of the evening schedule begin. IPUL will continue monitoring participation and gathering feedback to determine whether this change results in increased engagement and better meets the needs of Idaho families.

After this youth activity I feel less alone



Support groups are the
biggest help we've found
- Parent, Tracie Boyer



YOUTH AND PARENT ADVISORS



IPUL's Honorarium Program continues to recognize and support the meaningful participation of families, youth, and young adults who share their lived experience to strengthen Idaho's children's mental health system of care. Through a modest, fixed payment offered as a gesture of appreciation for participants' time, expertise, and engagement, the program helps reduce barriers to participation while ensuring that a broader and more representative group of voices can inform systems-level planning, quality improvement, and decision-making.

During Quarter 2, the Honorarium Program continued to grow as an integral component of family engagement within the YES System of Care. **IPUL supported five advisors who collectively participated in more than 45 meetings across statewide advisory groups, committees, and workgroups.** To recognize these contributions, IPUL processed more than 10 honorarium payments, with each payment reflecting participation across multiple meetings in accordance with the program's reimbursement structure. IPUL also coordinated travel reimbursements for advisors, helping reduce financial barriers associated with statewide participation and ensuring families from across Idaho could continue contributing their perspectives.

This quarter also marked an expansion of advisor participation into new areas of system development. The newly established School-Based Mental Health Workgroup, which was created to explore strategies for improving access to school-based mental health supports for students who are not receiving services through an Individualized Education Program (IEP). By supporting family participation from the outset, IPUL helped ensure lived experience would inform discussions and recommendations as this important statewide initiative develops.

Although the Honorarium Program has been **operating for only five months**, it continues to demonstrate steady growth and increasing integration into Idaho's children's behavioral health system. IPUL remains committed to refining the program, reducing barriers to participation, and creating sustainable opportunities for families, youth, and young adults to meaningfully influence the future of Idaho's children's behavioral health system.

IPUL

AWARENESS CAMPAIGN



In recognition of Mental Health Awareness Month, IPUL launched its **2026 statewide Mental Health Awareness Campaign** centered around the theme, *"You Belong in This Story."* The campaign was designed to educate youth and communities about mental health, **promote belonging, reduce stigma surrounding behavioral health challenges, and encourage conversations about emotional well-being.** To support participation across Idaho, IPUL developed a comprehensive school participation toolkit that included classroom resources, discussion prompts, family communication templates, social media materials, student activities, and a statewide sticker design contest. Schools were encouraged to incorporate the campaign in ways that best fit their students while allowing families to participate through a simple online submission process.



As part of the campaign, students from across Idaho were invited to submit **original sticker designs** reflecting this year's theme. IPUL is pleased to recognize the winning student design, which is featured alongside this report. The winning sticker design was created by a talented Ada County junior high student. Building on the lessons learned during this inaugural campaign, IPUL looks forward to expanding participation, increasing statewide engagement, and continuing to use creative, youth-led activities to promote mental health awareness and reduce stigma across Idaho.

As part of Mental Health Awareness Month, IPUL also had the opportunity to attend Governor Brad Little's proclamation signing, officially recognizing May as Mental Health Awareness Month in Idaho. Participating in this event reinforced the importance of statewide collaboration in promoting behavioral health awareness, reducing stigma, and encouraging communities to support the mental well-being of Idaho's children, youth, and families.

OUTREACH SESSIONS



Building on lessons learned during Quarter 1, IPUL expanded its approach to gathering family feedback by **introducing interactive Facebook polls alongside its existing feedback survey**. During Quarter 2, IPUL conducted two Facebook polls focused on key aspects of the family experience. **When asked whether it was easy to establish supports and services through the YES System of Care, one participant reported that the process was easy, while three indicated it was not.** A second poll explored whether children were receiving the supports and services for which they had been determined eligible. One participant reported that their child was receiving appropriate services, while two indicated they were not. Although participation remained limited, these responses highlight ongoing opportunities to improve access to services and better understand barriers families experience after eligibility has been established.



I would improve the communication between service providers to ensure a more cohesive care plan for children.

-Anonymous Respondent



IPUL also received a completed family feedback survey that provided additional qualitative insight into the family's experience with the YES System of Care. The respondent shared that **both their own voice and their child's voice were incorporated into decision-making and felt the services their child receives are helping meet their needs**. At the same time, the family identified communication between service providers as the greatest challenge, noting that improved coordination would help create a more cohesive care experience. This feedback reinforces the importance of cross-system collaboration and communication while highlighting areas where continued quality improvement efforts may benefit Idaho families. IPUL will continue refining its feedback collection strategies to encourage broader participation while ensuring families have multiple opportunities to share their experiences.

QUARTER 2 SUMMARY & LOOKING AHEAD



During Quarter 2, Idaho Parents Unlimited (IPUL) built upon the strong foundation established during the first quarter by directly supporting 17 unduplicated families through the Family Support Line, providing **32 individual support interactions**, while also significantly expanding outreach efforts through more than **50 statewide outreach visits**. In addition, IPUL delivered **five targeted trainings**, hosted six parent and youth connection activities, and continued to elevate family voice through participation in 14 statewide YES System of Care meetings. These efforts demonstrate IPUL's continued commitment to improving access to information, reducing barriers to care, and strengthening family-centered supports throughout Idaho.

Quarter 2 also marked meaningful progress in collaboration and community engagement. IPUL expanded partnerships with organizations including Youth Rising, TCOM, Magellan, CASA of Southwest Idaho, and community partners in Blaine County, creating new opportunities for coordinated outreach, education, and peer support. The addition of a Youth Activities Coordinator resulted in the **successful launch of an ongoing partnership with Youth Rising**, creating recurring opportunities for youth connection activities and family support. IPUL also continued expanding its Honorarium Program by supporting five family advisors, facilitating travel reimbursements, and increasing lived experience representation across more than 45 statewide meetings and workgroups.

Looking ahead to Quarter 3, IPUL will continue building on this momentum by **expanding regional outreach**, strengthening referral pathways with higher levels of care, and **increasing family engagement opportunities across Idaho**. Planned efforts include launching monthly youth connection activities through the Youth Rising partnership, transitioning family connection groups to a midday format to improve accessibility, continuing collaborative CANS education with TCOM, and further integrating family advisors into emerging statewide initiatives. Through these efforts, IPUL remains committed to ensuring that families and youth are informed partners in their care while helping build a more coordinated, responsive, and family-driven children's behavioral health system across Idaho.