



ipulidaho.org

IDAHO

PARENTS UNLIMITED IMPACT REPORT

QUARTER 1
JANUARY-MARCH
2026





ABOUT US

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 1**, IPUL continued to expand its reach and engagement across Idaho, **supporting families, strengthening partnerships,** and **increasing access** to information and resources. Some key highlights are included here.

Families
reached via the
Family Support
Line
(unduplicated)

13

Educational
Activities
Delivered

5

Meetings
Attended

20

Connection
Groups for
Parents and
Youth

6

Outreach
Activities
Conducted

2

INDIVIDUAL ASSISTANCE



13

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 first quarter, IPUL's family support line reached 13 individual families, representing unduplicated households who connected with us for guidance, support, and navigation of the YES system of care. Each of these families represents a unique story and need. This number reflects our continued commitment to ensuring families across Idaho know where to turn when they need help.

While **13** families accessed the line, the total number of support interactions was **28**, 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.

9

Professionals

We love assisting Professionals too!

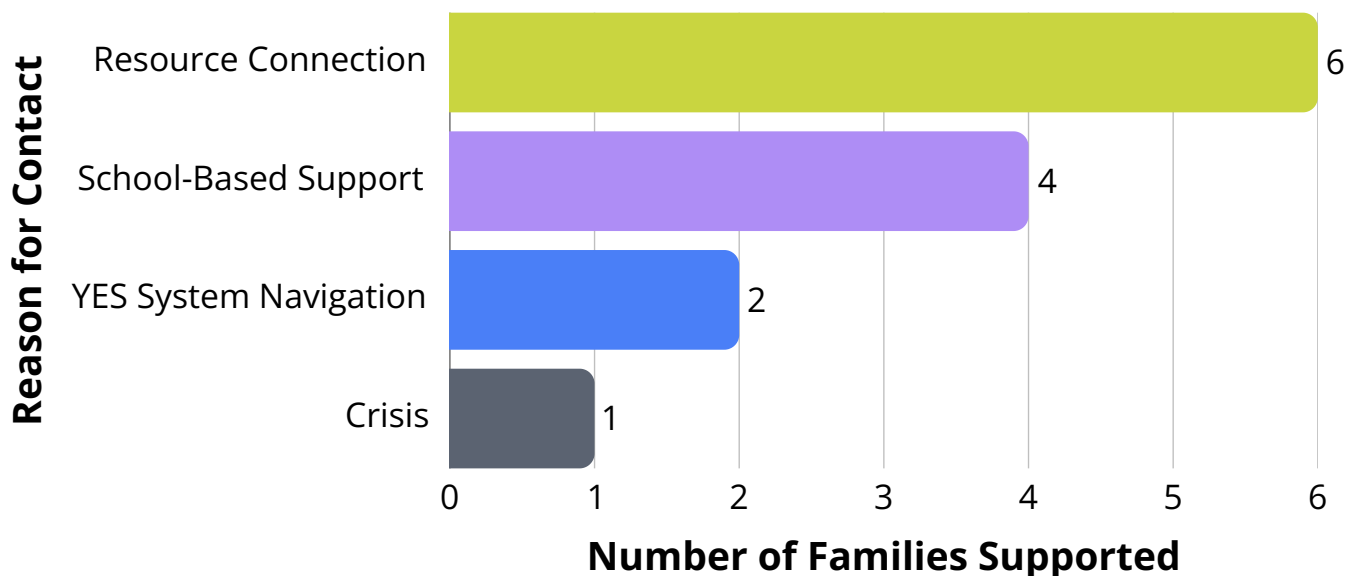
This includes informational materials, guides, and toolkits as well as collaborating to help families. We team with numerous Professionals from thorough the state.

INDIVIDUALIZED SUPPORT TRENDS



The one-to-one family support data from this quarter highlights a clear trend in the types of assistance families are seeking. The most frequent reason for contact was **resource connection**, indicating that families often need help identifying and accessing available services within their communities. This was followed by **school-based support**, reflecting ongoing challenges related to IEPs, 504 plans, behavioral concerns, and navigating school systems. Requests related to **YES system navigation** were also present, demonstrating a continued need for guidance in understanding eligibility, assessments, and how to access services through Idaho's children's mental health system of care. A smaller number of contacts were categorized as **crisis or high-need situations**, where families were seeking more immediate or intensive support.

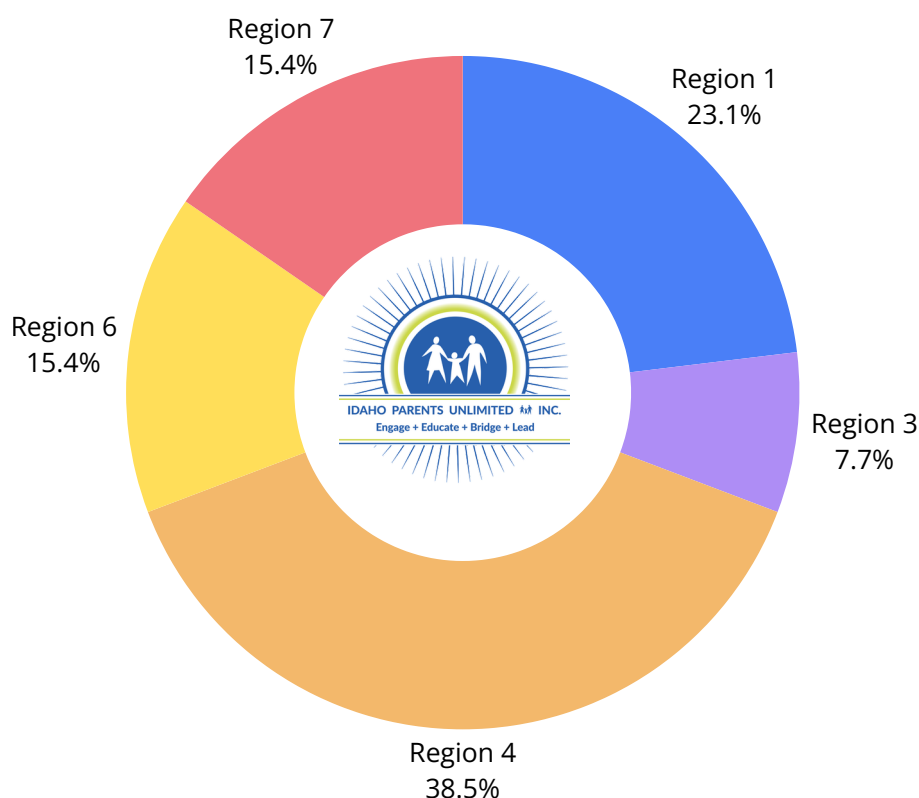
Overall, these trends demonstrate that families are reaching out to IPUL not only for information, but for practical, individualized support in navigating complex systems and connecting to resources. The data suggests that while awareness of services like YES is growing, **families continue to benefit from personalized guidance** to effectively access and utilize those supports. Additionally, the presence of school-related concerns reinforces the importance of cross-system navigation, as families often need support bridging both educational and behavioral health systems. IPUL's one-to-one assistance plays a critical role in helping families navigate uncertainty by providing clear, responsive, and tailored support.



INDIVIDUALIZED SUPPORT TRENDS



1:1 Calls by Region



Across Idaho, families reached out for support with a range of needs, with clear themes emerging by region. In **Regions 3 and 6**, families most often sought help navigating and connecting to community-based resources, highlighting a need for clearer pathways to local supports. In **Regions 4 and 7**, school-based support was a top concern, with **Region 7** families specifically asking how to access and initiate services within the school system.

Meanwhile, **Region 1** families most frequently requested information about crisis lines and immediate support options. Notably, **Region 4** accounted for the largest share of calls at 38.5%, underscoring both the demand for school-based support and the overall need for accessible, coordinated services in that region.

Thank you so much for taking the time to help me figure this out.

- Feedback from a Region 1 Parent

INDIVIDUALIZED SUPPORT TRENDS



5 out of 6 participants rated
the family support line as
“excellent”

While IPUL received **six verbal responses** from participants regarding their experience with the family support line, we also piloted a text-based survey option to increase accessibility and allow families to respond at their convenience. Unfortunately, we did not receive any responses through the text survey. Based on this, IPUL will move forward with collecting feedback verbally during calls, when families are already engaged and more likely to share their experiences. Additionally, it is important to note that **each call we received focused on the needs of a single child**, with no questions related to how services or supports might extend to or impact siblings, with or without a serious emotional disturbance.

While IPUL was able to support professionals this quarter, **we did not receive any referrals from State Hospital West** or other higher levels of care. We are intentionally partnering with Magellan’s Care Coordinators and other agencies in Quarter 2 to **drive increased referrals, strengthen cross-system collaboration**, and ensure families connected to higher levels of care are aware of and able to access IPUL’s supports.

Based on these trends, **IPUL recommends strengthening statewide coordination between schools, community providers, and crisis systems to ensure families can more easily navigate supports.** This includes increasing access to clear, family-friendly information about how to enter and move through systems of care, particularly within schools and crisis services. Moving forward, **IPUL will prioritize expanding targeted outreach and education in high-need regions**, developing and sharing streamlined resource guides, and providing direct support to families on how to access school-based services. IPUL will also continue to elevate family voice to inform system improvements and work alongside partners to reduce barriers to timely, effective support across all regions.

TRAINING AND PRESENTATIONS

In the first 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.

Each training was intentionally tailored to its audience, with a focus on increasing understanding of the Youth Empowerment Services (YES) system of care and building confidence in navigating children's mental health services.

IPUL began the quarter by providing a **specialized, requested training for the Lewiston School District**. This individualized session focused on helping school and district staff better understand the YES system, equipping them with knowledge to more effectively support students and connect families to appropriate services. **This type of targeted training reflects IPUL's responsiveness to community need and commitment to building local capacity.**

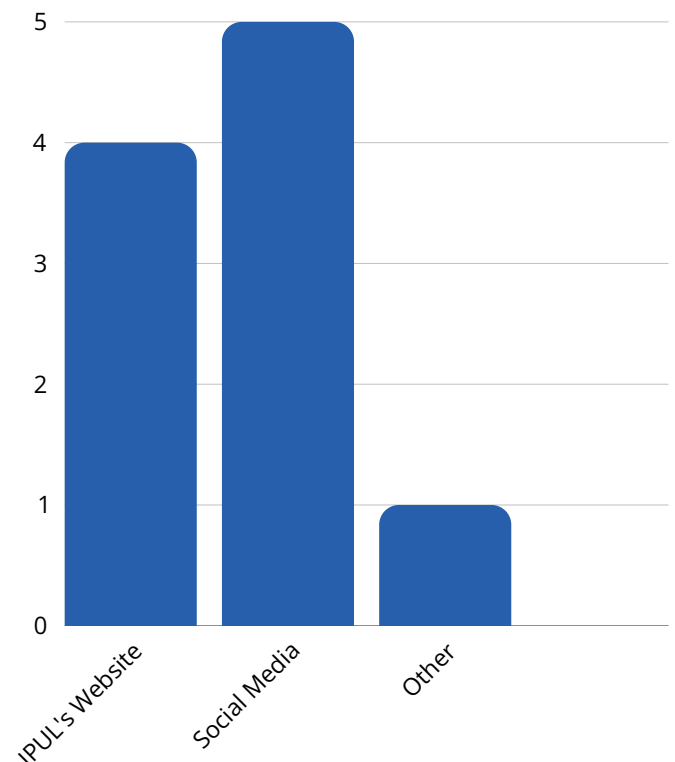
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Specialized Training
Lewiston School District

7

Family Participants
"Navigating Children's Mental Health Services"

How Did You Hear About This Training?



TRAINING AND PRESENTATIONS



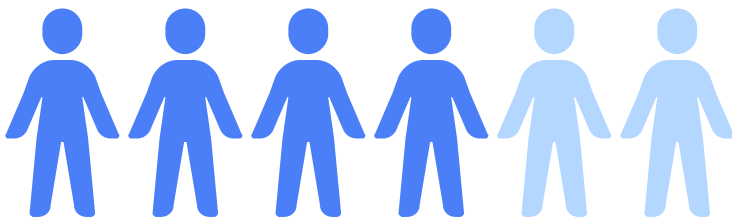
The presenters spoke from personal experience and used real life examples.

- Feedback from "Key Information for School Teams"



Excellent Speakers - very clear & concise presentation with engaging content.

- Feedback from "Navigating Children's Mental Health Services for Families"



4 out of 6 participants rated the training as "excellent."

For families, IPUL hosted "Navigating Children's Mental Health Services for Families," with seven participants in attendance. This training was **co-presented with Liberty Healthcare, Idaho's independent third-party assessor.**

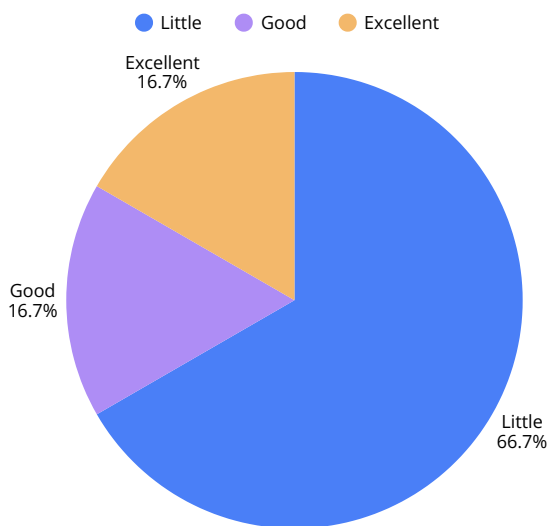
Having assessment and eligibility experts present created a valuable opportunity for families to ask detailed questions, gain clarity on the Comprehensive Diagnostic Assessment (CDA) and Child and Adolescent Needs and Strengths (CANS) tool, and better understand how eligibility decisions are made. The collaboration helped dispel common misconceptions and provided practical guidance for families navigating the system.

IPUL also delivered a provider-focused training, "Partnering with Parents as Experts with Lived Experience," with three participants in attendance. This session emphasized the importance of family voice and **highlighted strategies for providers to engage parents as meaningful partners in care.**

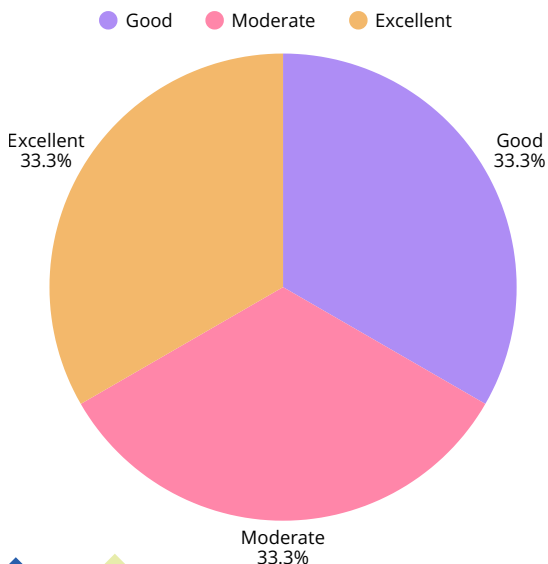
A community training, "Youth Empowerment Services: Key Information for School Teams," was presented in partnership with IPUL's Education Director and attended by five school-based professionals, including participants from the West Ada School District, Idaho's largest school district. The session prompted **strong engagement** and thoughtful follow-up questions, demonstrating a growing interest among school teams in understanding how YES can support students within educational settings.

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?



Finally, IPUL offered a youth-centered training, *"Lead Your Care: Youth Voice in Youth Empowerment Services."* While this training did not have participant attendance during this quarter, IPUL recognizes the importance of elevating youth voice and is actively exploring new and varied outreach strategies to strengthen youth engagement in future offerings. For example, IPUL is in the process of recruiting for a **Youth Activities Coordinator & Social Media Content Creator**, a role specifically designed to strengthen youth engagement efforts. This position will support the development of youth-centered outreach strategies, digital content, and engagement opportunities, with the goal of increasing participation in youth trainings.

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 first quarter, Idaho Parents Unlimited (IPUL) actively participated in **20 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 Regional Behavioral Health Boards (RBHBs), Family Advocacy Meetings, Due Process Workgroup, and the Interagency Governance Team. All of which play a critical role in shaping policy, practice, and system improvements.

FAMILY ADVOCACY MEETING:



FAM did not meet in January following a pause initiated to address the need for reinstating parent compensation, underscoring the importance of valuing lived experience and equitable participation. Meetings resumed in February and March, where IPUL contributed to discussions on strengthening authentic family engagement, refining system navigation tools, and improving clarity between system partners and families. IPUL also presented on the new honorarium structure, helping increase transparency around participation supports, while continuing to advocate for accessible, meaningful engagement opportunities for families and youth across the system .

DUE PROCESS WORKGROUP:



Throughout this quarter, IPUL contributed to ongoing discussions focused on improving family-facing materials, clarifying rights and resolution processes, and strengthening communication around due process protections for families. Key areas of work included continued development and refinement of the Guidebook for Families, updates to due process protocols and written notices of action, and discussions related to class membership notification and due process rights . IPUL also supported conversations around accessibility and onboarding of new members, ensuring that materials and processes remain understandable and inclusive for families navigating the system.

INTERAGENCY GOVERNANCE TEAM:



During this quarter, IPUL introduced its role as the YES Advocacy, Education, and Support contractor and committed to bringing data insights and lived experience into IGT discussions to inform decision-making . IPUL engaged in conversations related to system implementation updates, access to care challenges, and the development of coordinated, statewide resources, including efforts to improve clarity around available services and how families access them. Discussions also highlighted ongoing system gaps, communication challenges between agencies, and the need for stronger coordination across systems, reinforcing the importance of family voice in shaping solutions.

MEETING TRENDS



REGIONAL BEHAVIORAL HEALTH BOARDS

During the first quarter, Idaho Parents Unlimited (IPUL) participated in Regional Behavioral Health Board (RBHB) meetings across multiple regions, gaining valuable insight into community priorities, strengths, and ongoing challenges within Idaho's children's mental health system. While the passage of **Senate Bill 1314** has resulted in the disbanding of RBHBs, IPUL's engagement this quarter highlighted a strong and consistent commitment across regions to build coordinated, comprehensive systems of care at the community level. Each region demonstrated unique approaches to collaboration and service delivery. **Region 1** emphasized the importance of tribal representation and feedback, while also showcasing innovative models such as Heritage Health: A Center for Healthy Living, a community-based "one-stop-shop" offering integrated medical, dental, pediatric, and pharmacy services in one location.

Across all regions, there was a shared emphasis on connection, communication, and increasing family voice. **Region 4** consistently prioritized updates on new developments within the community and worked intentionally to foster connections among participants. In response to a widespread request for increased parent participation, IPUL developed and distributed outreach materials encouraging family involvement, resulting in the addition of two parents to the Region 4 Children's Mental Health (CMH) subcommittee prior to its dissolution. Through this engagement, IPUL also established a meaningful connection with several agencies in region 4, creating opportunities to share IPUL's support and educational resources more broadly. **Region 2** offered valuable perspective on sustaining engagement in rural communities, emphasizing the importance of persistence even when participation is low at support groups, and trainings. **Region 6** demonstrated extensive coordination efforts by organizing a speaker series that reached multiple school districts—including Marsh Valley, Malad, Soda Springs, and Grace—ensuring broad access to information and resources across the region.

Despite the dissolution of RBHBs, common challenges remained evident across all regions, including waitlists for neuropsychological evaluations and other critical services, reinforcing the continued need for **coordinated efforts, resource development, and family-centered support statewide.**

IPUL

COLLABORATIVE PARTNERSHIPS

In the first quarter, IPUL established and strengthened several key partnerships to expand support for families across Idaho. This includes new collaborations with local providers such as Cottonwood Creek and Access Behavioral Health, as well as **community-based organizations** like the Youth Mental Wellness Alliance, which supports parents within the Boise School District. These partnerships reflect IPUL's commitment to **building strong, connected systems of care** that better meet families where they are. Below, we highlight two partnerships in more detail that have been especially impactful in Quarter 1: our collaboration with **Liberty Healthcare** and the **Idaho Transformational Collaborative Outcomes Management (TCOM) Institute**.

LIBERTY HEALTHCARE

In Quarter 1, IPUL strengthened key collaborative partnerships to expand family access to information and support. We were excited to bolster our relationship with Liberty Healthcare, building on prior collaboration in children's developmental disability assessments and expanding into the children's mental health assessment space. Together, we partnered on family trainings, offering practical tips and guidance to help families better understand and navigate the assessment process.

Looking ahead, IPUL plans to continue this collaboration through shared outreach efforts, including attending community events together throughout 2026. Liberty Healthcare is also supporting IPUL's work by sharing our educational opportunities and family support groups in their newsletters, helping to increase awareness and reach more families across Idaho.

IDAHO TRANSFORMATIONAL COLLABORATIVE OUTCOMES MANAGEMENT

IPUL also had the opportunity to connect with the Idaho Transformational Collaborative Outcomes Management (TCOM) Institute to strengthen alignment and identify ways to support one another as partners. This collaboration has already resulted in meaningful joint efforts, including a co-presented training series in Quarter 2 focused on the Child and Adolescent Needs and Strengths (CANS) tool. This series is designed to answer common family questions such as why Idaho uses the CANS and how scores are calculated, helping to build understanding and transparency around the assessment process.

In addition, IPUL and TCOM co-developed the "CANS Core Concepts" awareness campaign. Through this initiative, IPUL shares CANS-focused facts developed by TCOM with our shared audiences, with the goal of increasing knowledge, building trust, and supporting families in navigating the assessment process with greater confidence.

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**.

IPUL offered three youth support activities this quarter. Unfortunately, no youth participants attended any of these activities. While IPUL made these sessions available and accessible, engagement among youth was not achieved during this period. IPUL recognizes that youth engagement requires intentional, youth-centered strategies and is actively taking steps to address this gap. In response to the lack of attendance, IPUL is in the process of hiring a Youth Activities Coordinator and Social Media Content Creator, a dedicated role designed to strengthen outreach, increase awareness of available opportunities, and create programming that resonates with young people. This position will focus on developing youth engagement strategies that reflect the interests, communication preferences, and lived experiences of the youth IPUL seeks to serve.

Following attendance at the Family Connection Activity, one participating parent completed IPUL's parent well-being survey. The survey results reflect a meaningful impact on the participant's sense of connection and emotional well-being. They shared that as a result of the activity they felt less alone, and less isolated.

This outcome reflects the core purpose of IPUL's family support activities, creating space for parents and caregivers navigating the YES system to connect with others who share similar lived experiences, reducing the isolation that often accompanies caregiving for a child with Serious Emotional Disturbance (SED).

While attendance across the three family activities remained low this quarter, IPUL views each connection as meaningful and will continue efforts to expand awareness of and access to these activities in future quarters.



As a result of attending the Family Connection Activity, a participating parent reported feeling less alone and experiencing decreased feelings of isolation.



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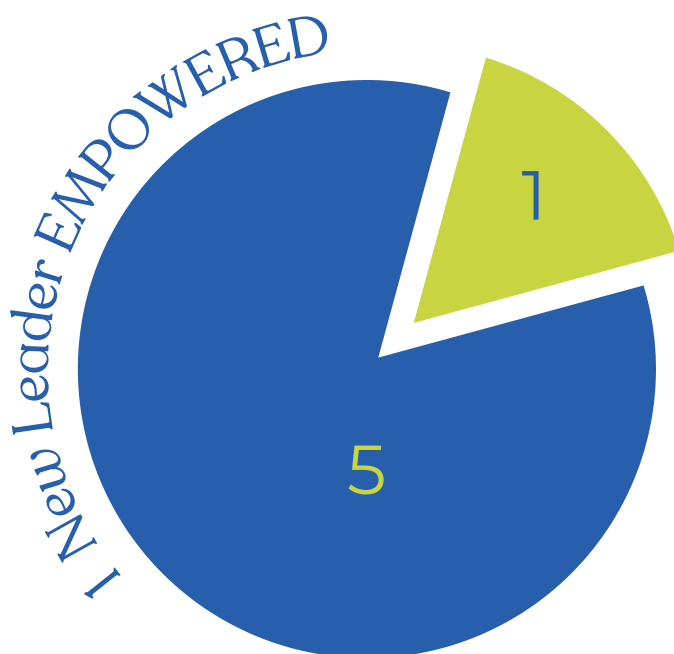
YOUTH AND PARENT ADVISORS

IPUL's honoraria program is designed to recognize and support the meaningful participation of **families, youth, and young adults** who share their lived experience to help improve Idaho's children's mental health system of care. The honorarium serves as a **small, fixed payment** offered as a gesture of appreciation for time, insight, and engagement.

By making engagement more accessible, the program helps ensure that a broader and more representative group of voices can inform system improvement efforts.

To support clarity and consistency, IPUL utilizes a tiered honorarium structure that aligns compensation with the level of engagement and responsibility required. These **tiers differentiate between types of participation**, such as attending meetings, preparing or reviewing materials, or contributing to one-time feedback opportunities.

IPUL hopes that this tiered approach helps ensure equity across participants, provides transparency in how honoraria are determined, and allows for flexibility in engagement so individuals can participate in ways that best fit their capacity. This structure also supports sustainability of the program while continuing to value and elevate lived experience as a critical driver of system improvement.



This quarter IPUL supported five advisors transitioned from the previous contractor and added one new advisor.

OUTREACH SESSIONS

In Quarter 1, IPUL conducted **two outreach efforts** to gather feedback and inform continuous improvement. The first outreach activity was designed to engage the broader community and solicit input on families' experiences within the YES system of care. Questions focused on accessibility and engagement, including how easy it was to get started with YES services and whether families felt their voices were heard in decision-making. Despite efforts to provide multiple avenues for participation, such as online, in-person and a Google Form, this outreach did not yield any responses. This highlights an opportunity to reassess engagement strategies and identify more effective ways to gather broad family feedback moving forward.

The second outreach activity focused on gathering **targeted feedback from advisors** regarding the honorarium structure and process. This effort generated meaningful input, with questions centered on the ease of completing the honorarium request form and the extent to which receiving an honorarium impacts participants' sense of value within the YES system of care. Feedback from advisors will be **used to refine the process**, improve clarity, and ensure the honorarium structure continues to support meaningful and accessible engagement. An example of feedback IPUL received is quoted below.

“

I do think that the current process has been better than the last invoicing system, with issues. Overall, I think it's easier than the very different standards I was held to by the previous contract holder. I like that there is clear, transparent communication to all advocates about expectations and that there is a pretty quick follow-up when there are changes or clarifications for invoices or whatever the particulars may be. I don't really like how invoicing and hours are capped, which makes it harder for advocates to afford to attend all meetings. I also think it's a bit unfair to have advocates become formal voting members for IGT to be reimbursed for attending IGT meetings, as it essentially creates more responsibility and things for advocates to do for the same work that they normally would have been paid for doing under the previous contractor.

I think that other groups not being paid essentially kneecaps the efficiency of the group dynamics. I think it is a little weird to say institutionally and organizationally we say we value youth voice and the representatives of families, youth, parents, etc but then not pay them for attending FAM or other groups that (my understanding, feel free to correct if I am wrong) are required under the settlement agreement and provide direct input that IGT regularly seeks.

- Aide "Sam" Moore

QUARTER 1 SUMMARY & LOOKING AHEAD

In Quarter 1, Idaho Parents Unlimited (IPUL) successfully established a strong foundation as the Youth Empowerment Services (YES) Advocacy, Education, and Support contractor, expanding reach, strengthening partnerships, and increasing access to family-centered supports across Idaho. IPUL directly supported **13 unduplicated families** through the Family Support Line, with 28 total interactions, demonstrating the ongoing and relationship-based nature of support. Families most frequently sought help with resource connection and school-based support, reinforcing the need for clear, coordinated pathways across systems. IPUL also delivered five targeted trainings, hosted six connection groups, and actively participated in **20 system-level meetings** to elevate family voice and inform system improvement.

This quarter also marked meaningful progress in building **collaborative partnerships**. IPUL strengthened relationships with key partners including Liberty Healthcare and the Idaho Transformational Collaborative Outcomes Management (TCOM) Institute, while also expanding connections with local providers and community-based organizations. These partnerships enhanced training opportunities, increased information sharing, and supported broader outreach to families. At the same time, IPUL **identified key opportunities for growth**, including increasing youth engagement, improving outreach strategies to gather broader family feedback, and strengthening referral pathways from higher levels of care.

Looking ahead to **Quarter 2**, IPUL is excited to build on this momentum by deepening partnerships and expanding impact. This includes launching a co-presented CANS training series with TCOM, increasing collaboration with Magellan Care Coordinators to drive referrals, and continuing joint outreach efforts with Liberty Healthcare. IPUL will also prioritize enhancing youth engagement through the addition of a dedicated Youth Activities Coordinator, refining outreach strategies to better capture family feedback, and expanding targeted education and resource-sharing in high-need regions. Through these efforts, IPUL remains committed to strengthening family voice, improving access to services, and supporting a more coordinated and responsive system of care for Idaho families.