IDAHO PARENTS UNLIMITED INC.
Serving Idaho Families With Exceptional Children Since 1985

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PARENTS UNLIMITED

IMPACT REPORT

QUARTER 3
JULY-SEPTEMBER
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 3, Idaho Parents Unlimited (IPUL) continued to strengthen family access, community engagement, and statewide awareness of Youth Empowerment Services (YES). A major highlight of the quarter was IPUL's **Suicide Prevention Awareness Campaign**, which brought messages of hope and resilience into communities through **Hope Trees in four Idaho libraries, Sandpoint, Lewiston, Pocatello, and Boise and an accompanying digital campaign**. IPUL also continued to build capacity among families and community partners through education and individualized support.

Quarter 3 trainings continued the educational approach established earlier in the contract, including IPUL's partnership with Liberty Healthcare to provide families with information about navigating children's mental health services and the YES system. This included a **specialized training for Spanish speakers.** At the same time, IPUL served **20 unduplicated families through 68 Family Support Line interactions, with 14 families engaging in at least two follow-up conversations.**

Families reached via the Family Support Line (unduplicated)	**20**
Educational Activities Delivered	**5**
YES System of Care Meetings Attended	**22**
Connection Groups for Parents and Youth	**6**
Outreach Activities Conducted	**116**

IPUL

INDIVIDUAL ASSISTANCE

20

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 third quarter of 2026, IPUL's Family Support Line reached **20** individual families, representing unduplicated households who connected with us for guidance, support, and navigation of the YES system of care. **This represents an increase of three families** from Quarter 2, when 17 individual families accessed the Family Support Line.

While 20 families accessed the line during Q3, the total number of support interactions was 68, highlighting that many families require more than a single conversation. In fact, **14 families engaged in at least two follow-up conversations,** demonstrating the ongoing, relationship-based nature of IPUL's support. Families often return as new questions arise, services are pursued, or additional barriers emerge, allowing IPUL to provide continued guidance and help families build confidence in navigating and advocating within the children's mental health system.

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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.

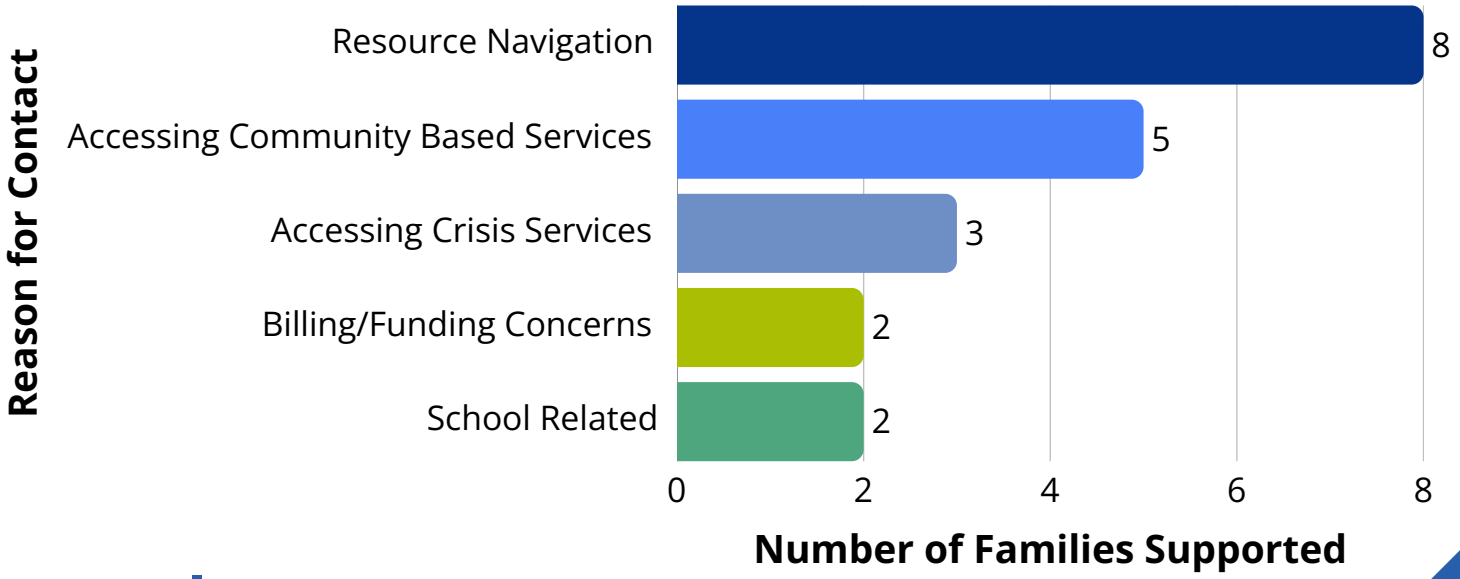
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INDIVIDUALIZED SUPPORT TRENDS

The one-to-one family support data from Quarter 3 highlights a continued **need for personalized guidance** as families work to enter and navigate Idaho's children's mental health system of care. Of the 20 families who contacted IPUL during the quarter, 8 sought general resource information, with many specifically looking for guidance on where to begin the process of enrolling in Youth Empowerment Services (YES). An additional 5 families needed assistance accessing services, often encountering barriers such as limited local availability and provider waitlists. Other contacts included crisis service questions (3), billing and funding concerns (2), and school-related concerns (2).

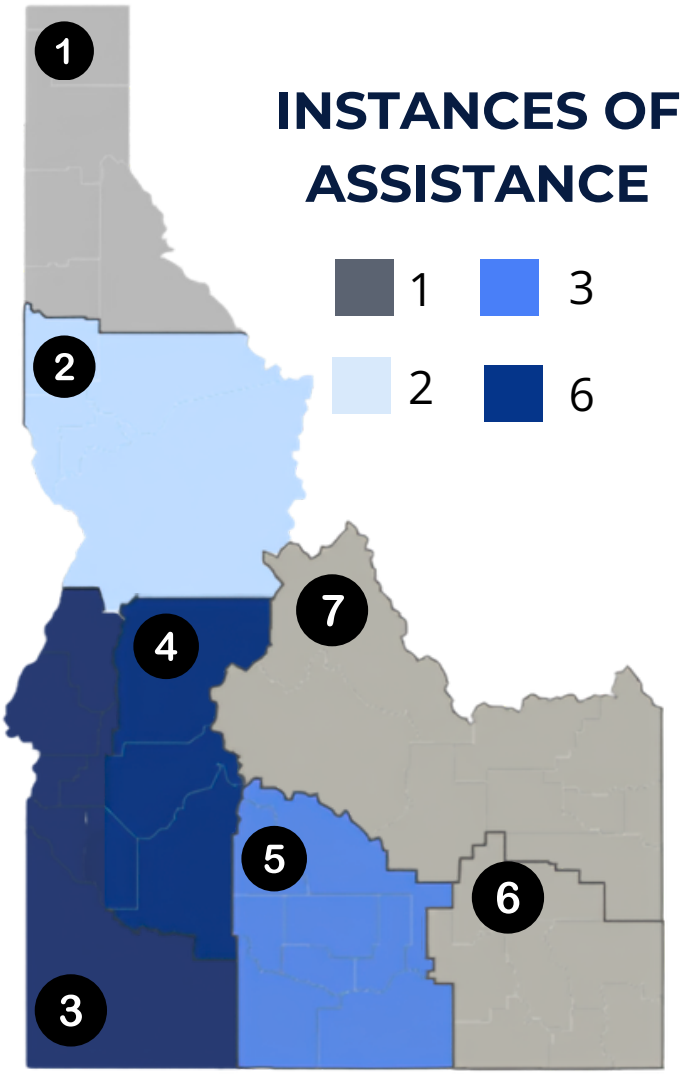
A notable trend this quarter was the level of **ongoing engagement required to support families beyond their initial contact**. Fourteen of the 20 families returned for at least two follow-up conversations, demonstrating that families' needs often extend beyond receiving an initial resource or referral. This pattern reinforces the importance of relationship-based navigation, as families may need continued support to understand their options, respond to challenges, and move forward through a complex system.

The frequency of questions about how to begin the YES enrollment process, combined with barriers related to service availability and waitlists, highlights the **gap between knowing that supports exist and being able to successfully access them.**



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INDIVIDUALIZED SUPPORT TRENDS



Unlike Quarter 2, when IPUL received no one-to-one assistance requests from Regions 6 or 7, **all seven behavioral health regions had at least one family contact during Quarter 3**. Regions 3 and 4 accounted for the largest share of contacts, with six families from each region, followed by Region 5 with three, Region 2 with two, and Regions 1, 6, and 7 with one family each. The broader geographic distribution of family contacts in Quarter 3 reflects progress in IPUL's efforts to build statewide awareness and regional capacity. Regional staff are now fully operational and continued conducting outreach, participating in community events, and strengthening relationships with local partners. IPUL's awareness campaigns, including partnerships with libraries, provided meaningful opportunities to establish connections within communities. **These relationships have continued beyond individual campaigns, with several libraries inviting IPUL to participate in additional community events.**

Q3 engagement also demonstrates that families are increasingly learning about IPUL through trusted community connections. With the exception of **one family who learned about IPUL through an adoption agency**, families reported finding IPUL through community providers or through their own research. Together, these trends demonstrate progress toward a **more accessible statewide presence**, while also highlighting the importance of sustained regional outreach and community partnerships in helping families identify IPUL as a resource for individualized navigation and support.

IPUL

INDIVIDUALIZED SUPPORT TRENDS

IPUL continued its verbal satisfaction feedback process during Quarter 3, **collecting feedback from all 20 families who received one-to-one support**. Following the improvement made in Quarter 2, staff continued to ask families about their experience after providing resources, information, and consultation, allowing families to provide feedback while their interaction with IPUL was still fresh. Of the 20 responses collected, **15 participants rated their experience as Excellent (5 out of 5), four rated their experience as Very Good (4 out of 5), and one rated their experience as Satisfactory (3 out of 5).** These results reflect a consistently high level of satisfaction while providing IPUL with ongoing information to monitor the quality and responsiveness of individualized family support.



95% of individuals rated the assistance they received from IPUL as Very Good or higher.

IPUL also continued collecting information about the number of youth affected within each household to better understand the broader reach of family support. **Four families reported that one child was affected, 10 families reported that two children were affected, and six families reported that three or more children were affected. Overall, 16 of the 20 families reported that two or more children were affected**, demonstrating that the needs prompting families to seek support may extend beyond an individual youth and affect multiple children within the household. This reinforces the importance of family-centered navigation and support that considers the broader needs and circumstances of the family.

During Quarter 3, IPUL **did not receive referrals from State Hospital West** or other identified points of transition between levels of behavioral health care. However, **one family reported that their adoption agency encouraged them to contact IPUL for support**. This represents an emerging referral pathway and demonstrates the potential for community-based partners to connect families with individualized navigation and support. **IPUL will continue strengthening relationships** with providers, community organizations, and other partners to increase awareness of the Family Support Line and develop additional pathways through which families can access support.

IPUL

TRAINING AND PRESENTATIONS

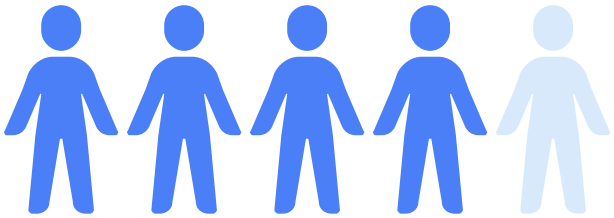
In the third quarter of the YES Advocacy, Education, and Support contract, Idaho Parents Unlimited (IPUL) delivered **four hybrid trainings, and one specialized training** designed to meet the unique needs of families, youth, school-based professionals, and providers/care coordinators. While previous quarters included a strong focus on understanding the YES System of Care and the CANS tool, Q3 placed increased emphasis on **practical navigation of the children's mental health system** and strategies that participants could apply in their own settings.

A notable example of IPUL's responsiveness to community need was a s**pecialized Spanish-language training** requested by the Spanish-speaking community of St. Mary's Church. The training focused on supporting **supporting fifty families of neurodivergent youth** with particular attention to ADHD, and provided families with information about available resources and practical strategies for supporting children at home and in the community. IPUL incorporated Positive Behavioral Interventions and Supports (PBIS) principles and discussed how families could **generalize supportive behavioral strategies across settings, including the home**. The success of this requested training has led to an **additional Spanish-language training opportunity in October** focused on Bullying Prevention, connected to IPUL's October Anti-Bullying Awareness Campaign.

1 **Specialized Training**
Spanish-Speaking Family Training

11 **Family Participants**
"Navigating Children's Mental Health"

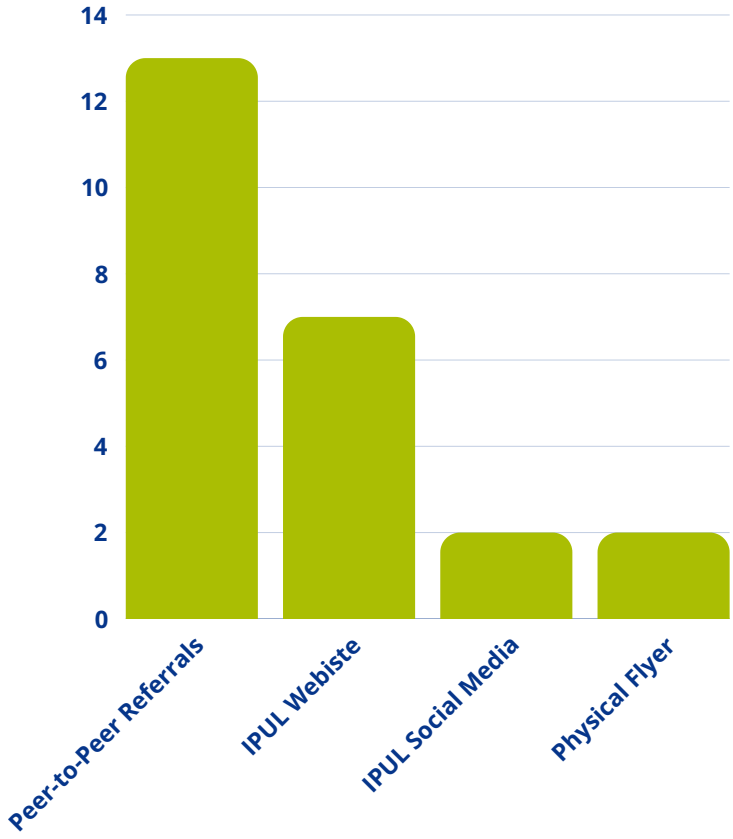
> "Everything was very informative. They explained everything very well, leaving no questions unanswered."
>
> - Spanish-Speaking Family Training Participant



4 out of 5 participants rated the training as "excellent."

TRAINING AND PRESENTATIONS

How Did You Hear About This Training?



> "I will definitely be using the CANS to help build better behavioral intervention plans at school!"
> - Key Information for School Teams Participant

IPUL also continued to strengthen connections with school-based professionals. A school-focused training brought together participants **representing school districts across all three major behavioral health hubs**, providing an opportunity to expand understanding of the YES System of Care across multiple regions of Idaho. Participants engaged in discussion about how information from the **CANS strengths and needs domains can inform development of stronger, more individualized school support plans**. The level of engagement and questions from school-based professionals demonstrated a **strong interest in translating assessment information into practical supports for students.**

As part of its ongoing evaluation of training reach and participation, IPUL also identified an opportunity to increase youth participation in youth-focused educational offerings. The youth training is designed to help young people develop self-advocacy skills, and build confidence in leading and participating in decisions about their services and supports. **IPUL will continue exploring targeted outreach and engagement strategies to increase youth participation.**

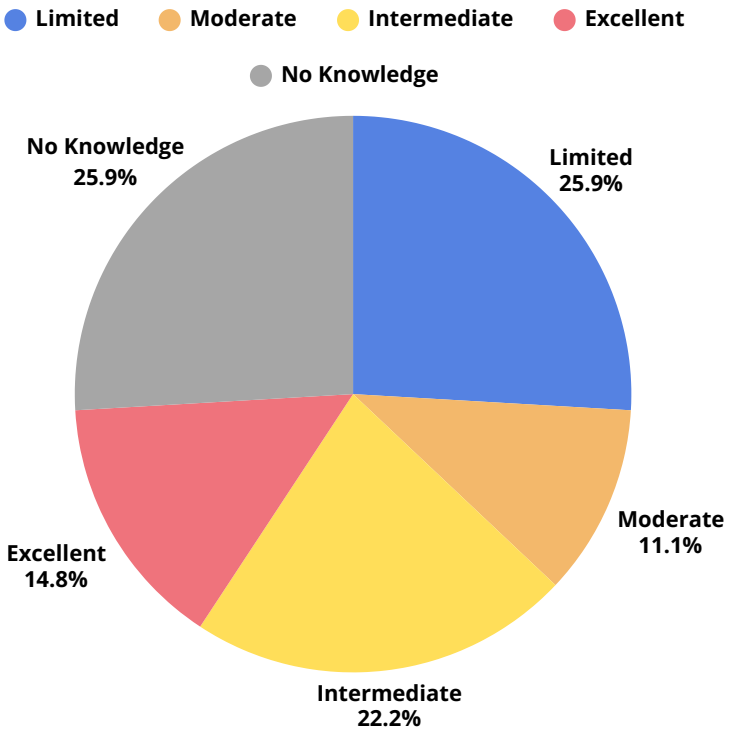
Family-focused training continued through IPUL's partnership with Liberty Healthcare, with an emphasis on helping families better understand and navigate Idaho's Children's Mental Health System of Care. **The training was particularly successful and was subsequently selected for co-presentation at the Waypoint conference in October, extending the reach of the information beyond the original training audience.**

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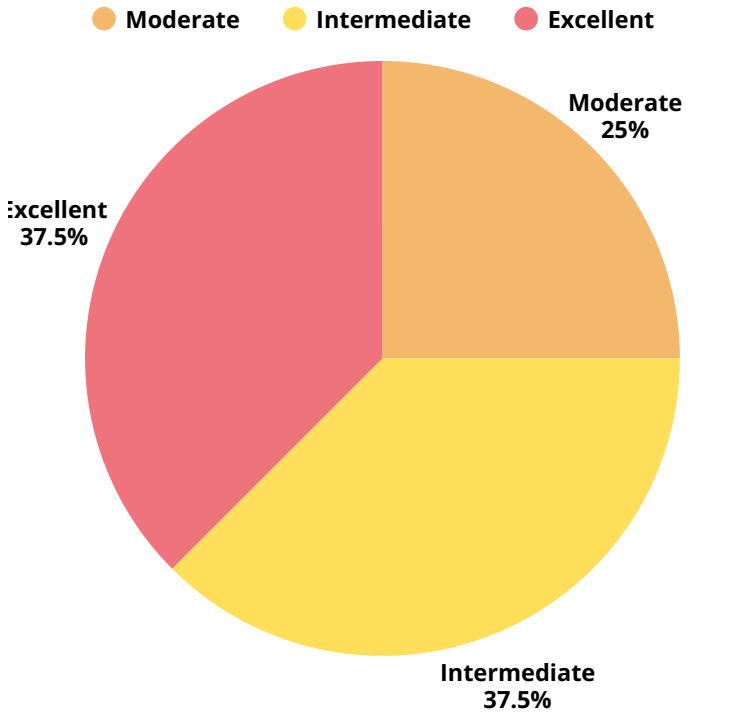
TRAINING AND PRESENTATIONS

Together, Q3 trainings demonstrate IPUL's continued **commitment to responsive, audience-specific education** while expanding access to information across geographic, professional, and cultural communities. By responding directly to requests from the Spanish-speaking community, **engaging school professionals from across the state's behavioral health hubs**, and strengthening partnerships with system partners, IPUL continued to build community capacity to recognize needs, navigate available supports, and connect children and families with appropriate services.

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?



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MEETING TRENDS

During the third quarter, Idaho Parents Unlimited (IPUL) actively participated in **22 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:



This quarter FAM expanded its focus on cross-system communication and accountability, with **standing agenda items established for the Idaho Department of Juvenile Corrections (IDJC) and the Idaho Department of Education (IDE).** This structure will allow questions and concerns from families to be identified in advance and addressed directly with the appropriate system partners.
FAM participants also identified opportunities to strengthen collaboration between behavioral health, education, and juvenile justice systems. The group requested additional training for School Resource Officers (SROs) through IDE and discussed how questions and feedback related to IDE and IDJC can be elevated through the FAM process. An **IDJC report-out provided families and stakeholders with a more detailed understanding of the Juvenile Services Coordinator role**, including the coordinator's responsibility to connect with Liberty Healthcare to coordinate assessments when youth are transitioning from juvenile justice settings.

The FAM also continued to create opportunities for families to provide direct feedback on their experiences navigating Idaho's children's behavioral health system. A parent was identified to share their experiences and provide **feedback regarding gaps in services and interactions between departments, including experiences related to Idaho Code §16-2426A.** These opportunities help ensure that system-level discussions remain grounded in the experiences of families and youth.

Additional discussions addressed ongoing system improvements, including the continued improvement process related to the CANS, communication and approval processes for social media and public awareness materials, and opportunities to broaden awareness efforts while maintaining appropriate alignment with individual department responsibilities. FAM participants also provided constructive feedback regarding the need for clear communication about upcoming trainings and other opportunities for family engagement. This quarter, the group also had the opportunity to hear directly from families about their experiences navigating the children's behavioral health system, providing firsthand insight into both the strengths and gaps families encounter. IPUL's participation continues to support meaningful family engagement and ensure that lived experience and family perspectives inform ongoing system improvement efforts.

DUE PROCESS WORKGROUP:

During Quarter 3, the Due Process Work Group continued reviewing the family guide for the appeals and grievance process, with particular attention to practical barriers families may encounter when requesting records and exercising their appeal rights. The group discussed **the challenge of obtaining relevant records within the 30-day appeal and grievance timeframe and identified opportunities to make the records request process clearer and more accessible** for families. Discussion also emphasized the importance of families clearly identifying when a records request is related to an appeal and ensuring families receive timely confirmation that their request has been received. The workgroup also examined due process and notice requirements when youth transition between levels of care, including situations involving Psychiatric Residential Treatment Facilities (PRTF) and acute or inpatient care. Participants raised concerns about families **potentially being discharged or moved to another level of care without receiving a formal decision or clear information about their right to appeal**, which could result in disruptions in services. The group identified the need for additional clarification regarding level-of-care definitions, notice requirements, and appeal rights.



INTERAGENCY GOVERNANCE TEAM:

During Quarter 3, IPUL continued active participation in the Interagency Governance Team (IGT), contributing family perspectives to statewide discussions regarding implementation of the Idaho Behavioral Health Plan (IBHP), the YES System of Care, and ongoing system improvement. **IPUL also supported the participation of a new family advisor in the IGT prior to their confirmation as a voting member,** helping build a pathway for continued family representation in statewide decision-making. A significant focus this quarter was the review of the YES Family Survey results, which provided valuable insight into families' experiences with the YES System of Care. **The data demonstrated that youth outcomes were stronger when families experienced the YES Principles of Care to a greater degree** and indicated that greater exposure to these principles was associated with lower rates of hospitalization. At the same time, the data identified concerning regional differences, including **declining Quality Indicator scores in Regions 1 and 6 and a statewide decline in families' ability to access recommended services**. These findings provided an opportunity for the IGT to consider where additional attention and system improvement efforts may be needed.
The IGT also continued to strengthen cross-agency communication and accountability, confirming standing agenda items for both the Idaho Department of Juvenile Corrections (IDJC) and Idaho Department of Education (IDE). IPUL participated in discussions with the Department of Health and Welfare and Magellan regarding implementation updates, provider capacity, compliance data, and efforts to expand Wraparound services across Idaho. **The group identified opportunities for more detailed service-level reporting and requested additional follow-up regarding efforts to increase Wraparound provider capacity and educate psychiatric facilities about Wraparound and other higher levels of care**. Through these discussions, IPUL continued to bring a family-centered perspective to statewide quality improvement efforts while supporting greater transparency, data-informed decision-making, and coordination among agencies serving Idaho children and families.

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SUPPORT ACTIVITIES

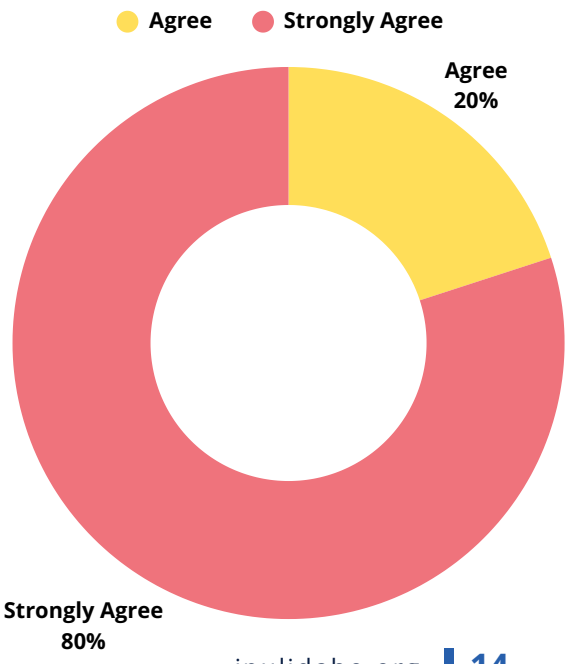
In Quarter 3, IPUL continued offering youth and family support activities designed to create opportunities for connection, peer support, and shared learning among youth and families involved in Idaho's children's behavioral health system. While IPUL continued to promote these opportunities through community outreach and direct communication with families and community partners, no youth participants attended the youth support activities offered during this quarter.

IPUL's ability to provide youth-focused activities was also **impacted by the unexpected loss of funding for the youth assessment center** that had served as an important community partner and location for youth connection activities. As a result, IPUL was no longer able to access the youth population through this established partnership. IPUL has continued exploring alternative community partnerships and is actively pursuing opportunities with after-school organizations and other youth-serving programs that may provide a sustainable setting for youth connection activities. These efforts are intended to strengthen access to youth, build trust within youth-centered spaces, and create opportunities for engagement that are responsive to how young people naturally connect and participate. **Despite the challenges with youth participation, IPUL continues to communicate with community partners, families**, and providers that youth and family connection activities are available as a protective support and an additional resource for individuals navigating the children's behavioral health system. IPUL recognizes that meaningful youth engagement requires continued relationship-building and access to settings where youth already feel comfortable and connected. The program will continue to prioritize this approach in future quarters.

Family connection activities continued during Quarter 3, providing parents and caregivers with an opportunity to connect with others who share similar lived experiences. Following the transition to a midday format, IPUL welcomed one new parent participant to the August parent support group. While overall participation remained limited, **the addition of a new participant demonstrates continued interest in opportunities** for peer connection and reinforces the value of maintaining accessible spaces where parents and caregivers can connect with others who understand the challenges of navigating children's behavioral health services.

IPUL will continue monitoring participation, seeking feedback from participants, and strengthening community partnerships to expand awareness, accessibility, and engagement with both youth and family support activities.

After this parent activity I feel less alone



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YOUTH AND PARENT ADVISORS

IPUL's Honorarium Program recognizes and supports families, youth, and young adults who share their lived experience to strengthen Idaho's children's mental health system of care. Through modest, fixed payments that acknowledge participants' time, expertise, and engagement, the program helps reduce financial barriers and creates opportunities for lived experience to inform system-level planning, quality improvement, and decision-making.

During Quarter 3, **IPUL supported six advisors involved in statewide advisory groups**, committees, and workgroups. Engagement remained steady, with several quality- and data-focused groups recently resuming activity and creating opportunities for increased involvement in upcoming quarters. IPUL continued processing honorarium payments and coordinating travel reimbursements to help reduce financial barriers to advisor engagement.

An important highlight this quarter was the role of a long-standing advisor in empowering another parent to share her lived experience during a YES-related meeting. **The advisor encouraged the parent to share her story and helped her find the opportunity to do so. When the parent became overwhelmed while speaking, the advisor provided support to help her continue expressing her perspective. This interaction demonstrates the value of peer support** and how experienced advisors can help other parents build confidence and contribute to system-level discussions.

IPUL also advanced efforts to expand regional family representation by identifying a parent from **North Idaho to serve as a representative on the IGT**. The parent is enthusiastic about becoming involved, and the appointment is pending the outcome of the October IGT. This recruitment represents an opportunity to broaden regional perspectives in discussions and decisions affecting Idaho's children's mental health system of care.

IPUL remains committed to supporting family advisors, welcoming new voices, and reducing barriers to meaningful engagement. Through financial assistance and peer connections, the program helps elevate lived experience as a valuable contribution to improving Idaho's children's behavioral health system of care.

IPUL

AWARENESS CAMPAIGN

During September, **Suicide Prevention Month, Idaho Parents Unlimited (IPUL) launched a community-centered Hope Tree campaign to promote suicide prevention awareness, encourage connection, and increase awareness of resources available to Idaho families and youth.** Through physical Hope Trees, a digital Hope Tree, a coordinated social media campaign, and statewide outreach, IPUL created opportunities for communities to share messages of hope and resilience while learning about available support.

What began as an awareness campaign grew into something larger. **Messages moved beyond the trees, families found language for difficult conversations, and participating libraries helped spread the campaign to their broader networks**. The response demonstrated the value of creating accessible, community-based opportunities for people to share hope and remind others that they are not alone.



Boise

IPUL established physical Hope Trees in four Idaho library communities, representing major behavioral health hubs across the state, specifically: **Sandpoint, Lewiston, Pocatello and Boise**. Each Hope Tree received at least **100 messages of hope and resilience**. Community members were invited to write encouraging messages on paper leaves and add them to the trees, creating visible reminders of connection, perseverance, and the possibility of a better future. Participants shared encouragement, reflected on what helps them through difficult times, and offered words they hoped someone experiencing a crisis might need to hear. The displays provided a welcoming way for people to engage with suicide prevention awareness without requiring them to share personal experiences publicly.

The physical displays also provided an opportunity to connect visitors with information about Idaho's children's mental health system and available support resources.

IPUL

AWARENESS CAMPAIGN

To extend participation beyond the physical library locations, **IPUL created the Digital Hope Tree,** an online component that allowed individuals to submit messages of hope and resilience. QR codes connected visitors at participating libraries to the online experience, providing another way to participate.

19 messages of hope were submitted through the online Hope Tree during the reporting period. Each submission represented an opportunity for someone to contribute encouragement to a broader community conversation about hope, connection, and resilience. The digital component extended the campaign beyond library walls and established a foundation for continued online participation in future years.



Sandpoint

IPUL supported the physical and digital displays with a **month-long social media campaign designed to balance education, community engagement, and access to resources.** Educational posts addressed suicide-related misconceptions and promoted greater awareness of suicide prevention. Resource posts highlighted available support options and crisis resources, **including 988 and other crisis support information**. Content also included information about Youth Crisis Centers (YCCs) for parents seeking support for their children. To ensure that resource information was relevant and appropriate, IPUL met with Matt Hardin, LCPC, Crisis Systems Director, to discuss 988 and other crisis resources to include in the campaign. Although the campaign was not conducted in conjunction with Magellan, this consultation helped inform IPUL's resource-sharing efforts. **Hope Tree campaign information was incorporated into all 116 outreach engagements conducted during the reporting period. These conversations extended awareness beyond the participating libraries and created additional opportunities to share suicide prevention information.**

IPUL

AWARENESS CAMPAIGN



Pocatello

One of the most meaningful outcomes of the campaign was seeing community members take the messages beyond the original displays and into their everyday lives. **In Sandpoint, high school-aged youth began writing inspirational messages and placing them on their backpacks to share with others**. This unexpected extension of the campaign demonstrated how young people could take ownership of the message and find their own ways to spread encouragement among their peers. IPUL also heard from a family who shared that **the campaign helped them find the language and courage to have a conversation with their own child about suicide.** The family believed that the conversation may have helped interrupt the child's suicidal ideation. While this individual experience does not establish a measurable campaign-wide outcome, it illustrates the potential importance of making suicide prevention language and resources more accessible to families.

Following the campaign, IPUL reached out to participating libraries to learn about their experiences and community response. **Library representatives reported that the displays were well received and that community members expressed feeling supported and less alone as a result of the awareness campaign. Libraries also reported that many patrons were previously unaware of some of the YES information and resources shared by IPUL during the campaign.** This feedback highlighted the value of using trusted community spaces to increase the visibility of information about children's mental health services and available support. Each participating library expressed enthusiasm about the campaign and **requested that IPUL bring the Hope Trees back the following year.** Libraries also shared campaign information within their library networks, resulting in interest from additional libraries that requested Hope Trees at their branches in the next campaign cycle.

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AWARENESS CAMPAIGN

IPUL has retained the messages of hope and resilience collected through the campaign. These messages will serve as a resource for examining themes that emerge over time, helping IPUL better understand the hopes and perspectives expressed by participating communities. Two prominent themes emerged from this year's messages: **hope for a stable future and hope for things to get better.**

As the campaign continues in future years, IPUL plans to examine recurring themes and changes in the messages shared by community members. This approach will allow us to document patterns in community expression over time while preserving the messages as meaningful contributions from the people who participated. The response to the inaugural Hope Tree campaign encouraged IPUL to identify opportunities to expand and strengthen the initiative in future years.



Lewiston

Moving forward, **IPUL recommends expanding the number of physical Hope Tree locations by building on interest within existing library networks** and welcoming additional community partners. The campaign will also seek to strengthen youth engagement by encouraging young people to share messages of hope within their schools, peer groups, and communities while continuing to develop the Digital Hope Tree to make participation accessible to individuals throughout Idaho. **IPUL will continue integrating suicide prevention education and resource sharing**, including 988, crisis support information, and YES resources, into social media content, library displays, and outreach activities. Additionally, IPUL will track participation, digital submissions, library involvement, social media engagement, community feedback, and recurring themes in messages of hope and resilience to better understand the campaign's reach, identify emerging trends, and guide ongoing improvements. Through these efforts, IPUL hopes to build on the campaign's initial success and create an increasingly accessible and impactful statewide initiative that promotes connection, hope, and awareness of available support.

IPUL

FEEDBACK SESSIONS

During Quarter 3, IPUL continued exploring opportunities to gather feedback from families about their experiences with Idaho's Youth Empowerment Services (YES) System of Care. Building on previous quarters' efforts, **IPUL shared interactive Facebook polls intended to create a quick, accessible way for families to share their perspectives on the system**. However, the polls did not receive any responses during this reporting period. This continued lack of engagement reflects the challenges IPUL has experienced in encouraging families to participate in traditional feedback activities, including surveys and scheduled feedback sessions.

In Quarter 1, IPUL offered two in-person feedback opportunities, one in the North Hub and one in the West Hub, but neither session had any attendees. Participation in the family feedback survey has also remained limited. **Through interactions with families, IPUL has heard concerns about survey fatigue, highlighting the need to explore alternatives that require less time and effort while still providing meaningful opportunities for families to share their experiences.**

In response, IPUL continues to evaluate and develop creative, accessible approaches to family feedback. **One strategy under consideration is incorporating interactive feedback boards at resource fairs and community events, where parents could anonymously share their experiences, concerns, and recommendations about the YES System of Care using sticky notes**. This approach would allow families to provide input in a familiar setting without requiring a separate appointment, lengthy survey, or formal feedback session.

IPUL will continue brainstorming and testing alternative engagement strategies to better understand families' experiences, identify barriers within the system, and ensure family perspectives inform ongoing quality improvement efforts. **Recognizing that meaningful feedback requires approaches that meet families where they are, IPUL remains committed to finding innovative ways to elevate family voices and strengthen the YES System of Care.**

QUARTER 3 SUMMARY & LOOKING AHEAD

During Quarter 3, Idaho Parents Unlimited (IPUL) continued strengthening family access, education, and engagement within Idaho's Youth Empowerment Services (YES) System of Care. Family needs ranged from navigating YES enrollment and locating resources to accessing community-based services, addressing crisis-related questions, and resolving billing and school-related concerns. **Notably, all seven behavioral health regions had at least one family contact during the quarter**, reflecting progress in statewide outreach and regional accessibility. Feedback collected from all 20 families receiving individualized support indicated that 95% rated their experience as Very Good or Excellent, highlighting the value of responsive, relationship-based family navigation.

IPUL also delivered **five educational activities, participated in 22 YES System of Care meetings, hosted six parent and youth connection activities, and conducted 116 outreach engagements.** Although youth attendance at youth-focused connection activities remained a challenge, IPUL continued exploring alternative partnerships and settings to create more accessible opportunities for youth engagement. Parent connection activities continued in a midday format, welcoming a new participant to the August support group.

A major highlight of the quarter was IPUL's September Suicide Prevention Awareness campaign, which brought messages of hope and resilience into communities through physical Hope Trees in Sandpoint, Lewiston, Pocatello, and Boise, a Digital Hope Tree, coordinated social media education, and campaign information shared during all 116 outreach engagements. The campaign generated meaningful community responses, including youth sharing inspirational messages on their backpacks, a family reporting that the campaign helped them find the courage and language to discuss suicide with their child, and libraries reporting that community members felt supported and less alone. These outcomes demonstrate the potential of community-centered awareness activities to create opportunities for connection while increasing visibility of YES information and crisis resources.

Looking ahead to Quarter 4, IPUL will continue strengthening statewide access to information, building partnerships, and creating opportunities for families and youth to shape the system of care.