A Family Guide to Developmental Disability Services

IDAHO Infant Toddler PROGRAM

Contents:

- Road Map to Developmental Disability Services
- Examples of Medicaid Developmental Disability Services for Children Birth to Three
- Transportation Information
- Respite Provider Enrollment Instructions
- Resources
- Acronyms and Definitions
- Infant Toddler Program Contacts

IDAHO DEPARTMENT OF
HEALTH & WELFARE

Road Map to Idaho Developmental Disability Services

My child is <u>under</u> 3 years of age…what are my options?

Infant Toddler Program

- Serves ages birth to 3
- Individuals with Disabilities Education Act (IDEA) Part C
- Child has a medical condition or potential developmental delay
- No cost to families
- Individualized Family Service Plan (IFSP)
- Service Coordination and a Multidisciplinary Team
- Primary coach approach for early intervention services
- Services provided in the home or other "natural environment"
- Planning for the child's transition to preschool, children's DD program, and other community services

My child is 3 years of age or older…what are my options?

Medicaid Children's Developmental Disability Program

- Available for ages birth to 18, **in addition to school**
- Child meets Medicaid developmental disability criteria
- No cost to families
- Plan of Service (POS)
- Case Management with Department of Health & Welfare
- Family-Centered Planning
- Home and Community Based Services
  - State Plan HCBS; Children's DD Waiver; Act Early Waiver (age 3-6)
- Providers: Infant Toddler Program, Developmental Disability Agency, Respite Provider

Public or Charter School Special Education Program

- Available for ages 3 to 21
- Individuals with Disabilities Education Act (IDEA) Part B
- Child meets educational disability criteria
- No cost to families
- Individualized Education Program (IEP)
- Interdisciplinary IEP Team
- Services promote the student's ability to receive an education

My child is turning 18…what are my options?

Medicaid Adult Developmental Disability Program

- Available for ages 18 and older
- Adult meets Medicaid developmental disability criteria
- No cost to participant
- Plan of Service (POS)
- Service Coordination with a private agency
- Person-Centered Planning
- Home and Community Based Services
  - State Plan HCBS; Adult DD Waiver
- Providers: Developmental Disability Agency, Supported Living, Certified Family Home, other adult waiver providers

INFANT TODDLER PROGRAM
IDEA Part C Services
Birth to 3

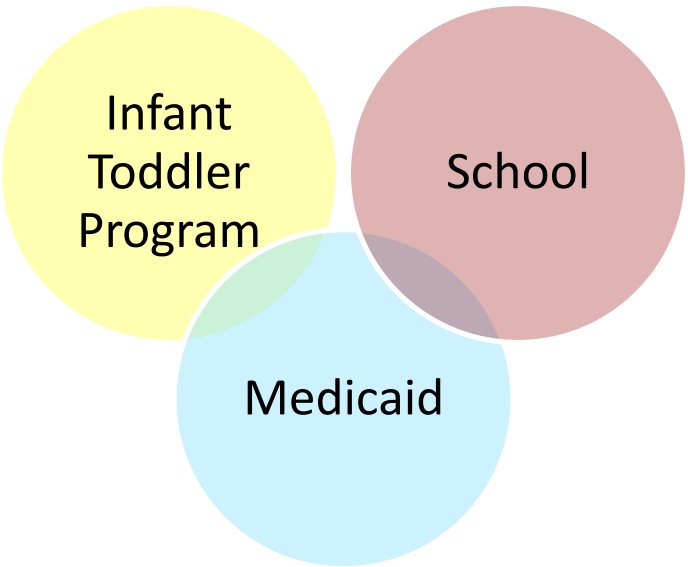
Early Intervention Services -

- Service Coordination
- Occupational Therapy
- Physical Therapy
- Speech-Language Pathology
- Family Education
- Hearing and Vision Services
- Family Training, Counseling, and Home Visit Services
- Social Work Services
- Interdisciplinary Training
- Audiology Service
- Assistive Technology Devices

Other services that may be arranged to support your child's early intervention:

- Medical Services (Diagnostic and Eval)
- Health Services
- Nursing Services
- Nutrition Services
- Psychological Services
- Transportation
- Language Interpretation
- Sign Language Interpretation

The Infant Toddler Program and school districts use Medicaid as a funding source, and therefore must comply with Medicaid state and federal regulations when providing Medicaid benefits.



MEDICAID
Children's Developmental Disability Services
Birth to 18

Home and Community Based Services (HCBS) -

State Plan HCBS

Child meets DD eligibility

- Respite
- Habilitative Supports
- Family Education
- *Family-Directed Services Option*

Children's DD Waiver

Child meets DD and ICF/ID level of care eligibility

- Respite
- Habilitative Supports
- Family Education
- Habilitative Intervention
- Family Training
- Interdisciplinary Training
- Therapeutic Consultation
- Crisis Intervention
- *Family-Directed Services Option*

Act Early Waiver

Child is between age 3 and 7, meets ICF/ID level of care, and has autism or severe behaviors

- Respite (up to 10% of budget)
- Habilitative Supports
- Family Education
- Habilitative Intervention
- Family Training
- Interdisciplinary Training
- Therapeutic Consultation
- Crisis Intervention

Children's DD services are limited to a budget amount.

Medicaid also covers medical services in addition to DD services, such as:

- Occupational Therapy
- Physical Therapy
- Speech-Language Pathology
- Audiology Services
- Language and Sign Interpretation
- Personal Care Services
- Nursing Services
- Physician Services
- Mental Health Services
- Durable Medical Equipment
- Transportation

Examples of Medicaid DD Services For Children Birth to Three

Family Education...Learn what's going on with your child and what to do.

- Follows an evidence-based early intervention model
- Uses natural learning opportunities, coaching, and teaming
- Enhances parent interaction with children
- Educates the family on intervention techniques

Interdisciplinary Training...Your primary coach and team connect.

- Child receives more than one service
- Encourages professionals to collaborate for every child
- A Developmental Specialist attends the same therapy session with another therapist for the best outcomes

Respite...Take a break, so you can keep providing the best care for your child.

- Occasional Date Night
- Weekend Vacation
- Weekly activities, such as grocery shopping or going to the gym
- Doctor appointments

Habilitative Supports...Let your child socialize with needed assistance.

- Daycare
- Playgroups
- Head Start
- Library

American Medical Response (AMR)
dba Access2Care
has partnered with the Department of Health and Welfare to manage the non-emergent medical transportation benefit for Idaho.

If you are a Medicaid participant there may be a benefit available to you that covers transportation to and from Medicaid approved medical appointments if you have no other way of getting there.

Important Information to Remember

- You must call at least **two business days** before your appointment to schedule your transportation. **Note: We can arrange transportation with less notice for urgent situations.**
- We can schedule trips up to 30 days in advance.
- If you require special equipment such as a wheelchair, car or booster seat, oxygen tank, or other equipment, you must provide these items. Please inform our agents when you schedule your trip.
- If you need additional help during your trip, please let our agent know your special circumstances.
- If you have your own transportation, you may qualify for mileage reimbursement. Please ask the agent about this program when you call.

AMR
AMERICAN MEDICAL RESPONSE®
Access2Care

To schedule your Medicaid non-emergent medical transportation services, please call:
Toll Free: 1.877.503.1261
TTY: 1.877.503.1257

Remember; always dial 9-1-1 if you have an emergency

AMR/Access2Care's Non-Emergency Medical Transportation call center:
660 E Franklin Rd, Suite 120
Meridian, ID 83642

Hours of Operation:
Monday-Friday: 8:00am-6:00pm
Closed on National Holidays

Website:
www.idahonemt.net

Scheduling Process

- To schedule a ride, call 1.877.503.1261
- When you call please have:
- Your Medicaid ID number
- Your home address and ZIP code to pick you up
- The name, address and ZIP code of the healthcare provider you are seeing
- During your call, we'll ask you several questions so we can ensure you get the mode of transportation that fits your needs. We'll also verify that you have no other way to get to your appointment including public transit (the bus), or a friend or family member.
- If you want to request a particular transportation provider, please tell us when you call and we'll do our best to accommodate your request.
- On the day of your appointment, you should be ready 60 minutes before your appointment time so your transportation provider can pick you up early and make sure you're on time to your appointment.
- Your driver will give you a card that has the phone number you should call when your appointment is over.

MEDICAID ENROLLMENT INSTRUCTIONS for Respite Providers

Enrollment to become an Independent Respite Provider is a two-step process.

1. You must first have/complete a current First aid/CPR as well as complete your Criminal History check or state name check. This must be completed prior to enrollment.
2. Complete the online Medicaid provider enrollment application

The application cannot be processed without including all of this required documentation.

****You cannot deliver respite services until you receive a letter of approval from Molina***

Step 1 – Complete a criminal history background check

Each applicant must show clearance of a criminal history check through the Department of Health and Welfare Criminal History Unit. The employer identification number to use to apply is **6255.** For more information on how to complete a criminal history background check go to the website: https://chu.dhw.idaho.gov or
PHONE (208) 332-7990 TOLL FREE 1 (800) 340-1246

1. If your Health & Welfare background check is less than 3 years old you may be able to transfer it in lieu of completing a new one. In these cases, you will need to request an Idaho State Police (ISP) Name Check, which is less expensive. More information is available on the Criminal History Unit's web site. If you have questions please ***contact Rebecca Fadness at 208-334-5701.***

   The applicant must complete the top section of the ISP name check application, purchase a money order for $20.00 made out to the **Idaho State Police**, and send the application and money order to:
   FACS- Rebecca Fadness, 450 West State Street PTC5, Boise Idaho 83720-0036

   The Department of Health and Welfare (DHW) will then complete the bottom portion of the application and submit it to the Idaho State Police with the money order. All other forms of payment will not be processed.

2. If you have not completed a criminal history check, go to the website at https://chu.dhw.idaho.gov and click *New Registration* in the left navigation panel.

   a. Do not proceed until you review the *Common Questions* tab for important information about the process.

   b. After reviewing the *Common Questions*, go to the *How to Apply* tab for instructions.

   c. For the purposes of the children's developmental disabilities program, the application should be completed with the following information:

      a. Register as an applicant - **Select Applicant.**
      b. Use the employer number assigned by the Department (***it is not your tax ID#***) - **Enter 6255, and click "Add to List".**
      c. Check the type of service **- Home and Community Based Services (HCBS) – Children, and click "Next".**

   d. Submit the criminal history check application.

e. Schedule a fingerprinting appointment immediately after submitting the application. After submitting your application, the buttons at the bottom of your last page will give you the option of choosing to schedule your fingerprint appointment at a DHW location, or mailing in your fingerprints and application.

f. If you have difficulties scheduling an appointment, contact the Central Criminal History Unit toll free number at **1-800-340-1246** for assistance.

g. As long as you schedule a fingerprinting appointment immediately, the background check process does not typically take longer than 45 days.

h. To avoid a delay in your provider application**, do not** submit your provider application to Molina until your criminal history background check is completed.

   a. Your background check is completed when you receive notification from the Criminal History Unit that you have cleared.
   b. Print your **Notice of Clearance** from the Criminal History Unit website and include it with your Medicaid provider application. It will not be mailed to you.

i. Proceed to **Step 2 – Complete an online Medicaid enrollment application.**

Step 2 – Complete an online Medicaid enrollment application

Prior to enrolling as a respite provider, the individual must have a current CPR and First-Aid Certificate, along with a completed background check. The application cannot be processed without including all of this required documentation.

1. Go to the website at www.idmedicaid.com and click *Provider Enrollment* in the left navigation panel. (To request a paper application, contact Molina's Customer Service at (866)-686-4272).
2. Click *New Provider Enrollment Application*.
3. Refer to the **User Guide** at https://www.idmedicaid.com/User%20Guides/Forms/AllItems.aspx for step-by-step instructions. For respite instructions click "**New Provider Enrollment Guide - Facility/Agency/Org**."
4. Fill in all required fields. Respite providers are "atypical providers".

HERE ARE SOME TIPS:

Application Questions:	Select in Drop Down Menu:
Enumerated with NPI Registry as	No NPI (NPI is optional)
Enrollment Type	Facility/Agency/Organization
Tax ID Type	SSN (FEIN is optional)
Provider Type	Agency Professional
Provider Specialty	Respite Care
Population Served	Children 0 – 18 years old

*By enrolling as a respite provider, you understand and agree that by direct receipt of the funds, you are assuming potential tax and employer responsibilities that may include, but are not limited to, worker's compensation, employee withholding, unemployment insurance, and liability insurance.

5. Click *Submit*. The system will respond with a case number. Use this case number whenever you contact Molina or DHW about your application.

6. At the end of the enrollment application, download the Fax Cover Sheet. Mail or fax your name and case number, along with the following current information:
   - CPR and First-Aid Certificate;
   - W-9 form; and
   - Criminal History Check Notice of Clearance and/ or state name check (less than 3 years old)

Fax number:
1 (877) 517-2041

Mailing address:
Molina Medicaid Solutions
P.O. Box 70082
Boise, ID 83707

What happens next?

Do not deliver any services until you have completed the provider enrollment process. The process is complete when you receive an approval letter from Molina with your Medicaid provider number. Once completed, you may start providing and billing for respite services.

Medicaid Guidelines

Guidelines	Section	Description
Provider Handbook Billing instructions	Agency Professional CMS 1500 Instructions	https://www.idmedicaid.com/Provider%20Guide/Provider%20Handbook.aspx Click **Agency Professional**. Look for the section called "Children's Developmental Disabilities Redesign Services". Click **CMS 1500 Instructions**. Look for section "Children's DD Redesign – Traditional Option" The link to the provider handbook is located below as well as other resources on the Molina website at https://www.idmedicaid.com/General%20Information/General%20Billing%20Instructions.pdf instructions start at 2.11 Online portal access.

Resources

Visit the following websites to learn more about specific programs, how to apply, contact information, frequently asked questions and much more!

- ✓ Department of Health and Welfare: www.healthandwelfare.idaho.gov
- ✓ Idaho Infant Toddler Program: www.infanttoddler.idaho.gov
- ✓ Children's Developmental Disability Services: www.childrensddservices.dhw.idaho.gov
    - List of your local Medicaid providers
- ✓ Family-Directed Services (Under 18 years of age): www.familydirected.dhw.idaho.gov
- ✓ Self-Directed Services (18 years of age and older): www.selfdirection.idaho.gov
- ✓ Criminal History Unit: https://chu.dhw.idaho.gov
- ✓ Idaho Medicaid Website: www.medicaid.idaho.gov
- ✓ Medicaid Management Information System (Molina Medicaid Solutions): www.idmedicaid.com
- ✓ Idaho State Department of Education – Special Education: http://www.sde.idaho.gov/site/special_edu/
- ✓ Idaho Family Support 360 Project (statewide community resources for people with disabilities and their families): www.idahohelp.info
- ✓ Idaho Parents Unlimited: www.ipulidaho.org
- ✓ 2-1-1 Idaho CareLine: www.211.idaho.gov

Acronyms and Definitions

AABD - Aid to the Aged, Blind, and Disabled: A program that provides medical and financial assistance to qualifying individuals. The Department of Health and Welfare self-reliance program administers this program.

ABA – Applied Behavior Analysis: Type of intervention that is evidence-based that applies the principles of learning and motivation from Behavior Analysis.

ADA – Americans with Disabilities Act: A federal law that prohibits discrimination based on disability.

ASD – Autism Spectrum Disorders: A group of developmental disabilities that can cause significant social, communication and behavioral challenges.

CHC – Criminal History Check: Completed by the Department of Health and Welfare Criminal History Unit. The rules for mandatory criminal history checks are in IDAPA 16.05.06 "Criminal History and Background Checks".

CM – Case Manager: A Department of Health and Welfare employee or Department contractor who assists the family in writing a plan of service and monitoring the services outlined in the plan. For children enrolled in the Infant Toddler Program, the service coordinator acts in the case manager role for Medicaid, and writes an Individualized Family Service Plan.

DD – Developmental Disability: A lifelong disability due to mental or physical impairments, manifested prior to age 22.

DDA – Developmental Disabilities Agency: An agency that is certified by the Department of Health and Welfare to provide a variety of services to individuals who have a developmental disability.

DHW – Department: This term refers to the Idaho Department of Health and Welfare.

DME – Durable Medical Equipment: Equipment such as wheelchairs, walkers, bath chairs and supplies such as feeding tubes, catheters, etc. that Medicaid will purchase or rent for qualified individuals. The Department of Health and Welfare Medicaid Program administers this program.

EB or EBP – Evidence Based Practices: The provision of therapy that is proven to be effective in treating the condition of the individual. To be considered Evidence Based, three components must be present which are 1) Research Based; 2) Expert Driven; 3) Consumer Informed.

EI – Early Intervention: Services designed to meet the developmental needs of each child and the needs of the family related to enhancing the child's development.

EPSDT – Early Periodic Screening Diagnosis and Treatment: A federally mandated, preventive health care program for eligible individuals under the age of 21.

FACS – Division of Family and Community Services: The division within the Department of Health and Welfare that oversees services for children with developmental disability services. Within the Division of FACS are the Infant Toddler Program that serves birth to 3, and the children's developmental disability (DD) program that manages Medicaid children's DD services.

FDS – Family-Directed Services Option: An alternative option from traditional services for children ages birth to 18. The family-directed service option allows families to choose, design, and direct services outside of the traditional menu of services within set parameters.

HI – Habilitative Intervention: Training that is provided to improve a child's functional skills in the environment where the child uses those skills.

HS – Habilitative Supports: Provides assistance to a child by facilitating the child's independence and integration into the community with typical peers. It provides children an opportunity to explore their interests and practice skills learned in other therapeutic environments.

HCBS – Home and Community Based Services: Provide opportunities for Medicaid participants to receive services in their own home or community. These programs serve a variety of targeted groups, such as people with mental illnesses, intellectual disabilities, and/or physical disabilities.

HCBS State Plan – Medicaid State Plan Home and Community Based Services: A federal option that allows Medicaid to develop services to meet the needs of people who meet state-defined criteria and typically get a combination of acute medical services (like dental, skilled nursing) and long-term services (like respite, family education).

HCBS Waiver – Medicaid Home and Community Based Services Waiver Program: A federal option that allows Medicaid to develop services to meet the needs of people who prefer to get long-term care services and supports in their home and community, rather than in an institutional setting.

HIPAA – Health Insurance Portability and Accountability Act: Describes how confidential information may be used and disclosed following state and federal requirements.

IAP – Independent Assessment Provider: A contractor with the Department of Health and Welfare that determines an individual's eligibility for Medicaid developmental disability services.

ICDE – Idaho Center for Disabilities Evaluation: The designated Independent Assessment Provider for the Department of Health and Welfare that determines eligibility for Medicaid developmental disability services.

ICF/ID – Intermediate Care Facility for Persons with Intellectual Disabilities: Refers to both a specific type of institution, and waiver eligibility. Participants who meet ICF/ID level of care qualify for Medicaid HCBS waivers.

IDAPA –Administrative Code: A compilation of all administrative rules affecting the citizens of Idaho. The Idaho Administrative Procedures Act is what governs the rulemaking process.

IDEA Part B - Individuals with Disabilities Education Act, Part B: The section of the Individuals with Disabilities Education Act pertaining to the education of preschool and school-aged children.

IDEA Part C – Individuals with Disabilities Education Act, Part C: The section of the Individuals with Disabilities Education Act pertaining to early intervention for infants and toddlers, ages birth to 3.

IDVR or VR – Idaho Division of Vocational Rehabilitation: The agency that provides assistance to qualifying individuals to seek, secure, and retain gainful employment in the community.

IEP – Individualized Education Program: A written plan describing the goals set by a team of parents and educators for a child with special needs for the school year, as well as any special supports that are needed to help achieve those goals.

IFSP – Individualized Family Service Plan: An initial or annual plan of service that meets the provisions of the Individuals with Disabilities Education Act (IDEA), Part C, and is developed for providing early intervention services to children from birth up to three (3) years of age (36 months).

IPUL – Idaho Parents Unlimited, Inc: A statewide organization that supports, empowers, educates and advocates to enhance the quality of life for Idahoans with disabilities and their families.

IP – Implementation Plan: A plan developed by a Developmental Disabilities Agency for each participant who is receiving intervention that identifies the objectives related to a goal on the plan of service.

ITP – Infant Toddler Program: The program within the Department of Health and Welfare, Division of Family and Community Services, that coordinates a system of early intervention services to assist Idaho children birth to three years of age who have a developmental delay or who have conditions (such as prematurity, Down Syndrome, hearing loss) that may result in a developmental delay.

LEA – Local Educational Agency: Local school district.

LOC – Level of Care: Persons living in the community must require the level of care provided in an ICF/ID, and in the absence of alternative services in the community would require institutionalization in the near future.

MDT – Multidisciplinary Team: A team of individuals from multiple disciplines who have expertise in child development, family support and coaching that are assigned to each family in the Infant Toddler Program.

OT – Occupational Therapy: A healthcare profession that promotes health by enabling individuals to perform meaningful and purposeful activities. The focus is on adapting the environment, modifying the task, teaching the skill and educating to increase participation in and performance of daily activities.

PBS – Positive Behavioral Supports: An evidence-based approach where there are changes in the environmental variables and Behavioral Analysis is used.

PC – Primary Coach: A member of a multidisciplinary team who is selected based upon the desired outcomes of the family, to help family members enhance their child's learning and development. The primary coach acts as the primary interventionist and primary contact between team members and families.

PCP – Primary Care Physician: An individual's primary physician.

PT – Physical Therapy: A healthcare profession that is primarily concerned with the remediation of impairments and disabilities, and the promotion of mobility, functional ability, quality of life and movement.

POS – Plan of Service: An initial or annual plan that lists all services and supports based on a family-centered planning process, and which is developed for providing developmental disability services.

QA – Quality Assurance: Process that consists of audits and reviews to ensure compliance with the Department's rules and regulations. The Department of Health and Welfare may gather and use information from participants and providers to evaluate participant satisfaction, outcomes, case management, quality improvement activities, and health and safety. These findings lead to quality improvement activities to improve provider processes and outcomes for participants.

SC – Service Coordinator: The individual that carries out service coordination activities to assist or enable a child or family to receive the rights, procedural safeguards, and services authorized under the Infant Toddler Program, and who oversees the Individualized Family Service Plan in collaboration with the family.

SDE or DOE – State Department of Education: The State Department of Education is Idaho's education system. It is comprised of four divisions: innovation and school choice, school support services, finance and information technology, and student achievement and school accountability.

SIB-R – Scales of Independent Behavior – Revised: An assessment tool used to gauge the age equivalency of an individual's functional abilities. The SIB-R is used to determine eligibility for Medicaid developmental disability services.

SLP – Speech Language Pathology: A healthcare profession that evaluates, diagnoses, and treats speech, language, cognitive, communication and swallowing disorders.

IDAHO INFANT/TODDLER PROGRAM

PART C EARLY INTERVENTION SERVICES

For questions, please contact the Infant/Toddler Program Supervisor in your area, listed below.

Hub/Region/Counties	Hub Supervisors - Service Coordination	Hub Supervisors - Direct Services	Hub Program Specialists
NORTH HUB			
Region I- **Coeur d'Alene area** (Boundary, Bonner, Kootenai, Benewah, Shoshone counties) **Region II-** **Lewiston area** (Latah, Clearwater, Nez Perce, Lewis, Idaho counties)	**Heather Freeman** **Main #: (208) 769-1409** Dept. of Health & Welfare 2195 Ironwood Court Coeur d'Alene, ID 83814 (208) 769-2707 Fax: (208) 769-1430 FreemanH@dhw.idaho.gov	**Mandy Maxcer** **Main #: (208) 799-3460** Dept. of Health & Welfare 1350 Troy Highway, Ste. 2 Moscow, ID 83843 (208) 883-4529 Fax: (208) 882-8575 MaxcerM@dhw.idaho.gov	**Leah Hill** **Main #: (208) 799-3460** Dept. of Health & Welfare 1350 Troy Highway, Ste. 2 Moscow, ID 83843 (208) 882-6904 Fax: (208) 882-8575 HillL@dhw.idaho.gov
WEST HUB			
Region III- **Nampa/Caldwell area** (Adams, Washington, Gem, Payette, Canyon, Owyhee counties) **Region IV-** **Boise area** (Valley, Boise, Ada, Elmore counties)	**Kurt Dippi** Dept. of Health & Welfare 1720 Westgate Drive, Ste D Boise, ID 83704 (208) 334-0954 Fax: (208) 334-0926 DippiK@dhw.idaho.gov	**Sandy Griffin** Dept. of Health & Welfare 823 Park Centre Way Nampa, ID 83651 (208) 442-9995 Fax: (208) 463-0972 GriffinS@dhw.idaho.gov	**Brande Gonzalez** Dept. of Health & Welfare 823 Park Centre Way Nampa, ID 83651 (208) 475-5068 Fax: (208) 463-0972 GonzalezB@dhw.idaho.gov
EAST HUB			
Region V- **Twin Falls area** (Camas, Blaine, Gooding, Lincoln, Jerome, Minidoka, Twin Falls, Cassia counties) **Region VI –** **Pocatello area** (Bingham, Power, Bannock, Caribou, Bear Lake, Franklin, Oneida counties) **Region VII –** **Idaho Falls area** (Lemhi, Custer, Clark, Butte, Jefferson, Madison, Fremont, Teton, Bonneville counties)	**Bonnie Jones** **Main #: (208) 234-7900** Dept. of Health & Welfare 421 Memorial Drive Pocatello, ID 83201 (208) 234-7944 Fax: (208) 236-6328 JonesB2@dhw.idaho.gov	**Sandra Cummings** Dept. of Health & Welfare 150 Shoup St., Ste. 19 Idaho Falls, ID 83402 (208) 528-4070 Fax: (208) 528-4076 CummingS@dhw.idaho.gov	**Christina Hansen** Dept. of Health & Welfare 150 Shoup St., Ste. 19 Idaho Falls, ID 83402 (208) 732-1545 Fax: (208) 732-1400 HansenC@dhw.idaho.gov

Central Office

Infant Toddler Program
450 W. State Street, 5th Fl.
PO Box 83720
Boise, ID 83720-0036
(208) 334-5514
Fax: (208) 332-7331

Field Operations Program Manager
Chad Cardwell

Policy Program Manager
Christy Cronheim

Administrative Assistant II
Donna McNearney

Program Specialist
Melaine Shephard

Program Specialist
Lauren Ertz

Developmental Milestones Program Specialist
Anna Smith

Research Analyst, Sr.
Jennifer Surrusco

Systems Analyst
Diana Zubizareta

Last updated 11/9/15