

MEMORANDUM

TO: NSRSN Advisory Board Members and
All Interested Parties

FROM: Rae A. Benjamin, NSRSN Office Manager

RE: Meeting Information

DATE: August 13, 1999

Please note the next meeting of the NSRSN Advisory Board will be held on:

**Tuesday August 17, 1999
St. Luke's Community Health Education Center
Conference Room "C"
3333 Squalicum Parkway
Bellingham, Washington
10:00 AM**

**PLEASE NOTE THE CHANGE IN TIME AND LOCATION.
DIRECTIONS ATTACHED.**

The Advisory Board Packet is attached for your review. I look forward to seeing you there.

For Special Disability accommodation needs, please call Rae at (360) 416-7013, ext. 22 at least 48 hours in advance.

DIRECTIONS TO St. Luke's Community Health Education Center, Conference Room "C", Bellingham, WA

Take I-5 North to EXIT 255 (Sunset Drive, Mt. Baker Highway).

Take a LEFT at the traffic light at the end of the exit.

Travel WEST on Sunset Drive to the second traffic light.

Turn RIGHT onto ELLIS STREET.

Travel on Ellis Street to the 4-way Stop sign.

Turn RIGHT onto SQUALICUM PARKWAY.

Squalicum Parkway comes to a dead end at the parking lot for St. Luke's Community Health Education Center. Signs will be posted in the building directing you to Conference Room "C".

**NORTH SOUND REGIONAL SUPPORT NETWORK
ADVISORY BOARD MEETING**

**ST. LUKE'S COMMUNITY HEALTH EDUCATION CENTER
CONFERENCE ROOM "C"**

3333 Squalicum Parkway, Bellingham, WA, 98201

August 17, 1999

10:00 a.m.

AGENDA

1. Call to Order; Introductions - Chair
2. Revisions to the Agenda - Chair
3. Approval of June 1999 Minutes – Chair
4. Comments from the Public - Chair
5. Correspondence - Chair
6. Comments from the Chair
7. Old Business
 - a. Executive Director's Report – Merle Adrian, NSRSN Executive Director
 - b. Advisory Board 1999 Budget – Independent Consumer Satisfaction Study (Tabled)
 - c. Consumer Oriented RFP Update – Greg Long, Assistant Director/Planner
 - d. Action items: Board Motions Presentation
8. Comments from Consumers
9. New Business – Marcia Gunning, Contracts Compliance/Fiscal Manager
 - a. Consent Agenda
 - b. Motions Not Yet Reviewed by the Advisory Board
10. Other Business
 - a. NSRSN Newsletter Naming Contest
11. Adjournment

ATTACHMENTS:

APN Monthly Payment Report (Blue Sheets)
NSRSN Financial Statement – May 1999
NSRSN Calendar

NOTE: The next Advisory Board meeting will be September 14 at 9:15 a.m. The meeting location will be announced at the August 17th meeting.

**NORTH SOUND REGIONAL SUPPORT NETWORK
ADVISORY BOARD MEETING**

JULY 13, 1999

**RED CROSS – BOEING ROOM
2530 LOMBARD AVENUE, EVERETT, WA, 98201
AGENDA**

MINUTES

Members Present:

Jim King, Chair	Lorelei Coy
Mary Good, Vice Chair	Pat Littlewood
Charles Albertson	John Patchamatla
Dave Ashton	Hy Rosenfeld
Dan Bilson	Eileen Rosman
Connie Buckley	Dean Stupke
Laura Crawford	Josselyn Winslow
Mae Stork-Covert	

Members Absent:

Amy Ayers	Joan Lubbe
Joan Bowers	Chris Walsh
Kay Day	

NSRSN Board Members Present:

Kirke Sievers, Chair, Snohomish County Council

NSRSN Staff Present:

Merle D. Adrian, Rae Benjamin, Marcia Gunning, Greg Long, Francene Thompson, Kathy Huston

Guests:

JoAnn Angevine, Terry Clark, Fran Collison, Gregory Gerst, Nancy Jones, Jere LaFollette, Janet Lutz-Smith, Tom MacIntyre, Marsha Murray, Jane Relin, Tom Richardson, Dave Torretta, James Vest

1. Call to Order; Introductions

Vice Chair Mary Good called the meeting to order at 10:17 a.m. Introductions were made around the room. Kirke Sievers spoke briefly, thanking the Advisory Board members for their hard work and contribution in helping to make the North Sound Regional Support Network a strong RSN. Mr. Sievers stated that the North Sound

RSN is the top ranking RSN in the State because of the people like the Advisory Board members.

2. Revisions to the Agenda

There were no revisions made to the agenda.

3. Approval of June 1999 Minutes

Jim King announced that page 6, item #4, paragraph 3, needed changing. He stated last month that Laura Crawford, in addition to her roles as lawyer, professor and judge, would also be providing technical assistance to the King County Mental Health Court project. He further stated that Laura would be available for consultation with Advisory Board members in order to take input to King County.

Lorelei Coy stated that a correction under Section 5 on page 6 was also needed. The consumer-provider training program was being offered in Tacoma, not at Skagit Valley College. Ms. Coy suggested that the Advisory Board investigate starting one of these programs at the community college center. Chair King stated that we were approached last month with a request for an expenditure to provide funds for a portion of the salary of one individual who had participated in this program.

A motion was made, seconded and carried to approve the June 15, 1999 minutes as amended. There were none opposed, the motion carried.

4. Comments from the Public

- David Torretta, Skagit County, stated he has met with several people, attended several meetings, and listened to concerns of the public. He held up a copy of a newspaper article from December 11, 1998 regarding the budget axe falling at Community Mental Health (CMH). He stated that at the same time the budget was being reduced, administrators were receiving large salary increases. The article also mentioned 19 people who had lost their jobs, and in addition, in 1998 there were numerous other positions that were not refilled as vacancies arose, resulting in a net loss of approximately 45 staff members in 1998. He further stated that even as the Advisory Board meets today and since the last meeting, there have been additional cuts in Island County in the children's services programs.

During this time, it was rumored that one administrator in CMH had received a \$15,000 increase because the Board of CMH did not want this person to leave. He is aware that a committee is looking at caseloads, but asks that they look carefully at total programs lost and clients not being served or being under-served. He is asking that the Advisory Board set up another committee to look carefully at what has happened at CMH.

He also distributed a letter from Debbie Tulene expressing concern regarding the proposed change of the CMH facility location. Mr. King stated that this letter had previously been distributed to Advisory Board members and was in the Advisory Board packet.

The final issue discussed concerned a petition addressed to Jann Hopler, Director of Mental Health. The petition requests changes in the contract language that would call for more openness with the public regarding provider contracts and provider budgets. The petition also requests that the language in contracts should limit the number of clients to staff ratio. See attached petition.

- Tom Richardson, President of the Washington State NAMI and member of Whatcom County NAMI, stated that the National NAMI was looking forward to educating the community at large and public officials on deaths resulting from treatment denied. He invited all to share any circumstances or stories under which they recall a death resulting from treatment denied. For additional information, please see the attached NAMI article which Mr. Richardson distributed to the Advisory Board and public.

Mr. Richardson also commented on what Mr. Torretta stated regarding the petition to Jann Hoppler. The purpose of the petition is to address two of the growing issues in the community. The petition asks for contract language to specifically address openness between the subcontractors and the public. They believe that such changes would restore major public confidence in the mental health treatment system. Mr. Richardson stated that the RSN administration has been very open and has shared with him and others, but this cooperation does not extend down to subcontractors in all cases.

The second issue addressed involves the client-caseworker ratio. Before managed care, there was a 20 to 1 ratio. Since managed care, that ratio has increased as funding has decreased and in some cases is in excess of 40 to 1 ratio. The standard of excellence in terms of caseload level for those people who are most seriously ill is 10 consumers to 1 Case Manager. The problem of caseload is only the tip of the iceberg. There is a growing sense of deterioration in our State system. He feels that this Board as an Advisory Board across the five county region has the responsibility to not only advise the governing board of the RSN, but to be an advocate for people of serious illness. He is on a number of boards and task forces and has yet found anyone in a position of authority that wants to do harm. But, Mr. Richardson stated that we all acquiesce to a system that is wholly inadequate. We still have people dying under the bridges and dying from suicide. Not pursuing the level of reintegration into the mainstream, is a sin that we ought not to tolerate.

- Gregory Gerst stated he was a consumer who was present at a meeting in Skagit County where the Chair moved the Consumer Comments portion of the meeting down further in the agenda to allow interested person to get to the

meeting. He suggested that this portion of the Advisory Board agenda be changed as well.

Discussion followed regarding the value of having a "Comments from Consumers" section of the agenda near the beginning so members could evaluate topics and prepare questions while still at the meeting or prior to voting on various issues. The problem with putting it near the end is that the meeting often gets long and then we move too quickly through the remaining agenda items in order to adjourn on time. This would avoid the tendency to cut people off. It was agreed that the Consumer Report Section would be moved down the agenda and fall after the Old Business section on future agendas. A motion was made, seconded and carried to modify the agenda to reflect this request.

- Connie Buckley inquired about the Ombuds jobs and the burdens to staff in filling out paperwork. Mr. Adrian stated that the Ombuds are employees of the RSN. Their job description, reporting requirements, and all of those organizational issues are governed by the Board of Directors and the Personnel Committee. The ultimate oversight of the Ombuds program, as with all programs of the RSN, is the purview of the Board of Directors, with the ongoing recommendations of the Advisory Board. The study that is being conducted came out of continued requests on behalf of staff to the Advisory Board and the Board of Directors as to how best design and staff those programs. Indirectly all oversight comes from this Board and the Board of Directors but the specific individuals and specific implementational programs are the responsibility of staff.
- Tom Richardson stated that he had been attending workgroup sessions in Chicago at the NAMI National convention in which clubhouses were being discussed. After the workgroup, a participant asked a question about the Compass clubhouse which was no longer in existence.
- Josselyn Winslow stated that it was hard to get statistics on clubhouses. She stated that as a state we need to know across the board what services we are providing. Collecting data takes time away from people, but if we don't get the numbers, we don't have anything to fight with.

5. Correspondence and Comments from the Chair

- Chair King announced that members should have received a packet of correspondence, and in that packet was an Oath of Confidentiality from Merle and staff. Mr. King asked if members wished to talk about this now. No input was received at this time.
- Mr. King went on to state that a letter received revealed that Community Mental Health has reached an agreement on a labor contract which will be in effect for three years.

There was no stoppage in terms of the work at CMH. Chris Laaninen wrote a letter thanking everyone for their support.

- Mr. King proceeded with providing a synopsis of additional correspondence received over the last two months from people in the community and also responses from Kris Laaninen and Vicki McCarty of Community Mental Health. There have also been letters from Jere LaFollette in terms of the questionnaire that the Advisory Board had sent out. One of the things that Mr. King has heard from community members is that they are bringing comments to you, as an Advisory Board.
- RSN has a team that will be looking at case management ratio. Mr. Adrian would like a volunteer from this Board. There are clearly two perspective here. The perspective from the community has been that there are some labor problems, which have been taken care of now. The other perspective is that things are deteriorating and we as a system need to address these concerns.
- Francene Thompson let everyone know that a committee has been formed to study caseloads. Joan Lubbe from this Board has volunteered to be part of this committee. Ms. Thompson stated that the first meeting has been held and was based on community discussions. Merle Adrian specifically directed staff to formulate a white paper or to conduct a very careful look the ratios of caseload size to the quality of services being provided. We have a Quality Management Oversight Committee (QMOC) and the RSN will continue to conduct concurrent reviews. The study results will be provided to the Board of Directors, Advisory Board and the entire community, when available.
- Lorelei Coy expressed concern about transportation and other issues, such as the loss of the lunch program at Strawberry Field. These issues continue to be of great concern for consumers.
- Tom Richardson spoke regarding the study group set up to look at the impact of escalating client ratios with regard to caseworkers. Recently in King County, the case manager ratio was significantly increased from a 10 to 1 ratio. As a result, a client quickly deteriorated because of the decrease in service.
- Chair King addressed last month's budget approval which was tabled . The budget included Advisory Board member training on being a Board member, managed care and working together as a team. Chair King asked Lorelei Coy to chair a committee that would assure such a conference for the North Sound region. Mr. King asked for volunteers to help with that project. Mr. King is looking at mid to late fall for this conference. The conference should include this Advisory Board and all County Advisory Boards in the region. Connie Buckley, Mary Good and Dan Bilson volunteered to help with the committee and Sharri Dempsey will assist as staff.

- Lorelei Coy mentioned the Oath of Confidentiality and her concerns about the verbiage. Laura Crawford stated that from a legal perspective, as long as you do not use names, it is difficult to prosecute as a misdemeanor on confidentiality issues.
- In response to the input the Advisory Board members have received in the past two months, Dan Bilson suggested implementing a series of subcommittees to further explore issues that have come forward, including:

PACT/Clubhouse
 Public services
 Ethnic outreach
 Ombuds Liaison
 Site Visitation
 Finance/Budget
 Children's Services
 Agenda Items
 Older Adults

Merle requested input on the need for staff support for these committees. It was determined that little support would be needed except for information purposes and help as may be requested. Motion was made, seconded and carried to establish these subcommittees. Chuck Albertson suggested that this list be placed on the table near the door so members can sign up for any of these committees.

5. Old Business

e. Executive Director's Report – Merle Adrian, NSRSN Executive Director

There was a question from last week concerning meals and transportation issues around the Educational Resources Center in Marysville. The formal response was received July 9th and was distributed to the Advisory Board.

Dan Bilson had asked whether the ruling had come out of the State Supreme Court around public access to information from 501C3s. This ruling has not been released as yet. Mr. Adrian indicated that he stays in touch with legal counsel and understood that these rulings can be published within 60 days to six months.

Formal recommendations will be made regarding the Ombuds and QRT programs. Salaries, staffing, and Full Time Equivalent (FTEs) will be considered. Mr. Adrian stated that because these are related to staff, they will affect our personnel policies and budget. Recommendations will go to the Personnel Committee, then be distributed to the Executive Board and the Advisory Board. Lorelei asked if the Advisory Board will have an opportunity to review these recommendations. Mr. Adrian answered affirmatively.

Dan Bilson asked if the QMOC meeting could be held more frequently than every three months, so that when items come up, members can be made aware of them. Merle stated that the QMOC is required to meet quarterly but, in the months of December and January, have met many times. A QMOC meeting will be scheduled in the near future to review the work that will come out of the caseload study.

f. Advisory Board 1999 Budget – Independent Consumer Satisfaction Study

The Advisory Board talked about having a consumer satisfaction survey conducted by an outside source. This study would provide feedback about how people feel about their services. The item has been tabled for last two months for a variety of reasons and was tabled again this month pending additional information that might be provided to the Advisory Board.

Tom Richardson stated that he had not attended the last few months and he was unsure about the content of this study. He has attended a number of workshops on this subject and the outcome of these workshops was that 85% of consumers were satisfied with their care. Consumer organizations have come together on this issue and have gotten their 501C3 status and have contracted to do the surveys. Mr. King asked Mr. Richardson if he would be willing to come back and talk to the Advisory Board about this.

Mr. Richardson invited everyone to a children's conference to be held in Whatcom County tentatively on November 20th at St. Luke's Community Education Center in Bellingham.

g. Provider Statistics

Jerry LaFollette, Associated Provider Network, stated that he distributed the provider questionnaire report. Chair King thought the report was very thorough. Mr King had a question about positions that were supervisory in nature. He asked if there were any supervisors that carry caseloads. Mr. LaFollette stated that supervisors do carry caseloads.

The staff of APN have been working six weeks on the development of a strategic plan for the next two years. Mr. LaFollette feels that they have learned a lot over the last two years. APN staff have developed what they feel are the most critical areas to focus their attention on as they move ahead into the next two year period. He will share this document with the Advisory Board before the next meeting and perhaps have a group meeting to discuss.

One of the areas of particular concern to APN is children's services and most specifically, how to best meet the acute care needs of children. APN began

working with the staff of the NSRSN and representatives from the Division of Children and Family Services to put together a proposal to jointly look at this system. They have just been notified that Rural Health Services is very interested in contracting with APN. Mr. LaFollette indicated that they will keep the Advisory Board informed regarding this proposal.

h. NSRSN Analysis of Provider Statistics

Greg Long reviewed the APN document, stating the FTE report provides a baseline. He recommended requesting this kind of information from APN every six months. He also suggested looking into questions regarding direct service providers vs. support and administrative staff.

Dave Torretta stated he wanted to thank the Board for hearing his concerns, but he is concerned about not hearing responses to other issues. Programs have been cut, and Mr. Torretta asked how we are going to approach this concern. Mr. Ashton responded that these concerns take time.

Mr. Adrian commented that the RSN would sit down with its Quality Assurance plan to define current services offered and services being planned.

Mr. Torretta recommended that the Board put together another committee to investigate all the other issues and allow the current committee to continue looking at caseloads.

i. Consumer Oriented RFP Update

Greg Long stated that on June 26, 1999, the NSRSN Board approved its Request For Proposals and the RFP was released on June 30, 1999. Copies were distributed to participants of the stakeholder meetings which were held within the five counties. Copies are also available on the website. RSN has hired Sam Magill to develop workshops to assist bidders in developing proposals, building partnerships, and providing other technical assistance requested by potential bidders.

The goals of the RFP are consumers empowerment; decreased stigma, increased consumer employment and/or new and innovative services. As part of the process, bidders must attend one of the bidders conferences which have been scheduled in each of the five counties. The first one is scheduled for next Monday and will be held here at the Red Cross in Everett. The deadline for submitting a proposal is September 15th at 5:00 PM.

f. Y2K Update

Greg Long stated that work continues on Y2K preparedness. Compliance statements from agencies are under review and on-site inspections will be made by October 1st.

6. New Business – Marcia Gunning, Contracts Compliance/Fiscal Manager

A. Consent Agenda

Marcia Gunning stated that an itemization of claims and paid bills had not completed to date but that this would be presented to the Board as Consent Agenda items.

B. Acton items

1. To authorize Contract #NSRSN-BDS-99-MIS, between NSRSN and Behavioral Data Systems for Management Information Services effective 8/1/99 – 6/30/2001. Maximum consideration for this 23-month contract will not exceed \$179,500. This item was introduced at June 1999 Board Meeting (#99-IN22). Motion made, seconded and carried to approve this Motion
2. To authorize Software License and Support Agreement between NSRSN and BDS for End-User (NSRSN) License and Software Support Services effective 8/1/99-6/30/2001. Maximum consideration for this 11-month contract will not exceed \$3,300. This item was introduced at June 1999 Board Meeting (#99-IN23). Motion made, seconded and carried to approve this Motion.
3. To authorize the NSRSN Executive Director to enter into a lease for NSRSN office space at 117 North First Street, Suites 7, 8 and 9, Mount Vernon, WA 98273, effective 11/1/99-10/31/2004. Maximum consideration for the first year of this five-year (5) lease would not exceed \$57,849.96. Subsequent years' rent to be adjusted based on the Average Price Index. This item introduced at June 1999 Board Meeting (#99-IN24). Motion made, seconded and carried to approve this Motion.

B. Motions Not Yet Reviewed by the Advisory Board

Marcia Gunning introduced the following NSRSN Fiscal/Personnel Policies:

1. **Lap Top Computer Policy.** This policy became effective November 1998. NSRSN Finance Committee and Staff request updating the current policy as modified (see cross-outs and underlined areas).
2. **Travel Advance Policy.** This is a new policy that would enable NSRSN to provide travel advance funds to Board, Advisory Board and NSRSN staff, etc., when traveling and attending conferences, trainings, etc., on behalf of the NSRSN. NSRSN Finance Committee and Staff request approval of this policy.
3. **Inventory and Asset Disposal Policy.** This policy updates our current Inventory Policy and modifies the current Treatment of Assets to read Asset Disposal Policy. The modified policy provides the NSRSN with various disposal options, including enabling the Advisory Board to donate assets (equipment, computers, furniture, etc.) NSRSN have deemed no longer useful or surplus.

Marcia Gunning stated that the above NSRSN Administrative Policies will be presented as Consent Agenda Items at the August NSRSN Board Meeting:

4. To introduce Professional Services Contract NSRSN-UBH-PSMD-99 between NSRSN and United Behavioral Health for Medical Director Consultation Services.
5. To introduce the Management Information System funding Carve-out Redistribution recommendation. The current NSRSN carve-out for MIS services for the 1999-2001 biennium is \$490,000. BDS Software and IS Agreements maximum consideration for the biennium (23-months) is \$186,400. The NSRSN recommends distributing the carve-out balance (\$303,600) to APN, SeaMar and VOA per the formula to be presented at the July Advisory Board Meeting.
6. To introduce 1999-2001 Biennium Contract between NSRSN and State of Washington –Department of Vocational Rehabilitation (DVR) for employment services to NSRSN consumers. This biennial contract maintains same terms and funding as 1997-1999 Biennium Contract. Maximum NSRSN consideration for the term of this agreement is \$258,600.
7. To introduce a Professional Services Contract for NSRSN staff planning and training consultation and facilitation services.

7. Other Business

a. NSRSN Newsletter Naming Contest

Mr. Adrian stated that Sharri Dempsey had produced a memo regarding the "Newsletter Naming Contest", which has been mailed to Advisory Board members. Please send suggestions to the NSRSN by July 26, 1999. A committee will be selected to make the final decision regarding the name for the newsletter. Ms. Dempsey is making a Victorian lampshade as a prize to award to the person whose suggestion is chosen.

- b. Chuck Albertson suggested that a list for signing up for subcommittees be placed on the table by the door.

8. Adjournment

As there was no other business, Chair King adjourned the meeting at 12:25 p.m.

Respectfully submitted,

Merle D. Adrian
Executive Director

MEMORANDUM

DATE: August 4, 1999
TO: NSRSN Advisory Board
FROM: Marcia Gunning
Contracts Compliance/Fiscal Manager
RE: August 1999 NSRSN Board Agenda

Attached please find for your review and comment the following that will be brought forth at the August 19, 1999 NSRSN Board Meeting:

CONSENT AGENDA

1. To review and approve NSRSN claims paid from July 1 to July 31, 1999. Total dollar amount of warrants paid in June: \$(not available at this time). Total June payroll of \$(not available at this time), and associated benefits.
2. To approve the following NSRSN Fiscal/Personnel Policies that were introduced at the July 22, 1999 Board of Directors Meeting:
 - > **Lap Top Computer**
This policy originally became effective November 1998. NSRSN Finance Committee and Staff request updating the current policy as modified (see cross-outs and underlined areas).
 - > **Travel Advance Policy**
This is a new policy that would enable NSRSN to provide travel advance funds to board, advisory board and NSRSN staff, etc., when traveling and attending conferences, trainings, etc., on behalf of the NSRSN. NSRSN Finance Committee and Staff request approval of this policy.
 - > **Inventory and Asset Disposal Policy**
This policy updates our current Inventory Policy and modifies the current Treatment of Assets to read Asset Disposal Policy. The Modified policy provides the NSRSN with

various disposal options, including enabling the Advisory Board to donate assets (equipment, computers, furniture, etc.) NSRSN have deemed no longer useful or surplus.

- > To authorize the NSRSN Executive Director to enter into a professional services contract for NSRSN staff planning and training consultation and facilitation services. *Professional Services Contract will facilitate implementation of staff training as funded in the 1999 Budget. Total Staff Training Budget for 1999 is \$15,500.*

ACTION ITEMS

1. To authorize Professional Services Contract NSRSN-UBH-PSMD-99 between NSRSN and United Behavioral Health for Medical Director Consultation Services. Maximum consideration shall not exceed \$42,120.
Please refer to attached Executive Summary for further information regarding this contract.
2. To authorize the Management Information System funding Carve-out Redistribution recommendation as introduced to the Board of Directors July 22, 1999 be implemented through Contract Amendments with APN, Seamar and VOA.
The current NSRSN carve-out for MIS services for the 1999-2001 biennium is \$490,000. BDS Software and IS Agreements maximum consideration for the biennium (23 months) is \$186,400. The NSRSN recommends distributing the carve-out balance (\$303,600) to APN, Seamar and VOA per the formula to be presented at the July Advisory Board Meeting.
3. To authorize the 1999-2001 Biennium Contract between NSRSN and State of Washington – Department of Vocational Rehabilitation (DVR) for employment services to NSRSN consumers.
This biennial contract maintains same terms and funding as 1997-1999 Biennium Contract. Maximum NSRSN consideration for the term of this agreement is \$258,600

INTRODUCTION ITEMS

NONE

In addition, attached please find the monthly mental health services and funding report presented to the Board at their July 1999 meeting.

I look forward to discussing these items in detail with all of you at the August 17, 1999 Advisory Board Meeting. If you have any questions or concerns you would like to discuss prior to the meeting, please do not hesitate to contact me.

cc: Merle Adrian
County Coordinators
NSRSN Management Team