

MEMORANDUM

TO: NSRSN Advisory Board Members and
All Interested Parties

FROM: Rae A. Benjamin, NSRSN Office Manager

RE: Meeting Information

DATE: February 28, 2000

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

Tuesday, March 14, 2000
North Sound Regional Support Network
Conference Room
117 North 1st Street, Suite 8
Mount Vernon, WA
9:15 a.m.

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. 222 at least 48 hours in advance, if possible.

Attached is the following:
Advisory Board Packet

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

**North Sound Regional Support Network
Conference Room
117 North 1st. Street, Suite 8
Mount Vernon, WA
March 14, 2000
9:15 AM**

AGENDA

1. Call to Order; Introductions – Chair
2. Revisions to the Agenda – Chair
3. Approval of January 2000 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) Budget Committee – Dan Bilson, Chair
 - c) RSN Advisory Board Training Subcommittee – Lorelei Coy
 - d) QMOC Report
 - Critical Incident Subcommittee
 - Outcomes Subcommittee
 - Quality Management Plan 2000 Subcommittee
 - Caseload Study
 - Other
 - e) Ombuds Report
 - f) Tribal Report

8. Subcommittee Reports
10. Comments from County Advisory Board Representatives
11. Comments from Consumers and Public
12. New Business - Merle Adrian, Executive Director
 - a) Consent Agenda
 - b) Action Items
 - c) Motions Not Yet Reviewed By Advisory Board
13. Other Business
14. Adjournment

NOTE: The next Advisory Board meeting will be April 18 at 9:15 a.m. at the North Sound Regional Support Network Conference Room, 117 North First Street, Suite 8, Mt. Vernon, WA 98273.

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

**Skagit County Public Utility District #1
1415 Freeway Drive
Mount Vernon, WA
January 18, 2000
9:15 a.m.**

MINUTES

Members Present:

Dan Bilson, Chair	Kay Day
Dave Ashton, Vice Chair	Mary Good
Chuck Albertson	Jim King
Joan Bowers	Joan Lubbe
Connie Buckley	Janet Lutz-Smith
Lorelei Coy	Eileen Rosman

Members Absent:

Amy Ayers	May Covert
John Patchamatla	Chris Walsh

Members Excused:

Josselyn Winslow	Dean Stupke
Pat Littlewood	

NSRSN Staff Present:

Merle Adrian, Rae Benjamin, Sharri Dempsey, Robin Grupper

Guests:

Fran Collison, Nancy Jones, Kris Laaninen, Jere LaFollette, Bob LeBeau, Jane Relin, Betsy Rogers

1. Call to order: Introductions

Jim King called the meeting to order at 9:20 a.m. Introductions were made.

2. Assumption of Chair

Mr. King officially passed the gavel of the chair to Dan Bilson and wished him luck in the coming year. Mr. King thanked the Advisory Board for their assistance and support over the past year.

Mr. Bilson presented Mr. King and Ms. Good with plaques in recognition of their outstanding contributions to the Advisory Board in their positions as Chair and Vice Chair.

3. Revisions to the Agenda

There were no revisions.

4. Approval of December 1999 Minutes

Motion was made, seconded and carried to approve the minutes as written.

5. Comments from the Public

Mr. Bilson stated that he will accept comments either under this agenda item or in between agenda items. He asked that the public feel free to contact him with any suggestions or comments related to the work of the Advisory Board.

Betsy Rogers stated that she wanted to recognize APN because she had visited a friend at the Mukilteo E & T and found their staff to be remarkable. She felt very welcome and accommodated there.

Mr. Bilson stated that the Advisory Board needs to recognize these positive comments when they occur.

6. Correspondence

Mary Good announced that the National Alliance for the Mentally Ill (NAMI) is hosting a conference in San Diego, California, from June 14 through June 18, 2000. This information can be found in the *Spotlight* newsletter. She has no information at this time regarding the state conference.

7. Comments from the Chair

Mr. Bilson asked members to think about where their interest lie and try to participate in various workgroups. He invited anyone with basic accounting knowledge to attend the Advisory Board Finance Committee.

Mr. Bilson reminded members to look at the first 10 pages of the Advisory Board Manual to prepare themselves for the retreat.

8. Old Business

a) Executive Director's Report

Mr. Adrian recognized the accomplishments of the Chair and Vice Chair over the past two years. The Advisory Board has a budget to support its activities and organization. There is now an Office of Consumer Affairs that can be called upon by members and consumers. There is now consumer voice within the region. We have timely information presented through a process that allows for review prior to the meeting. The Advisory Board has an orientation packet and meets regularly with increased participation. With this growth and development comes new challenges, but at this time, we can be proud of all these accomplishments.

Mr. Adrian made the following recommendations:

- 1) Staff from the Office of Consumer Affairs and Support Services will attend the Advisory Board Retreat. Additional staff may be brought to the meeting through invitation to make specific reports to the Advisory Board.
- 2) All formal requests for information, reports, and answers to questions shall be brought to the RSN through either the Office of Consumer Affairs or the Executive Director's office. These requests will be distributed to the appropriate person or department. This will ensure that requests are processed in a responsive and timely manner. Requests are easily monitored if individuals follow a process in making these requests. Discussion followed regarding this issue.
- 3) A satisfaction survey should be conducted once a year related to staff work and the Advisory Board. This will provide feedback in areas where staff excel and where improvement is needed.

Mr. Adrian asked members to go into this retreat asking themselves some very difficult questions about obstacles that may be getting in the way of conducting our business. This will offer the RSN the opportunity to address these issues.

He suggested that every report be brought to the Advisory Board by a Board member who participates on various committees. The RSN will support as staff in preparing the report.

Mr. Bilson stated that the agenda will have a new section for reports from the County Advisory Boards.

Mr. Adrian supported Mr. Bilson's recommendations for asking the county representatives to report on what is going on in the county mental health systems. This will get the counties involved and give a fresh perspective of each county.

Discussion followed regarding Mr. Adrian's recommendations.

Mr. Adrian updated the members regarding the Personnel Committee's review of Personnel Policies & Procedures, salary survey, service level agreements, and performance appraisals. Once complete this report will go to the Personnel Committee, the Board and the Advisory Board.

b) Establish Budget Committee

Janet Lutz-Smith reported that the Advisory Board Finance Committee met at 8:00 a.m. and reviewed the bills from the previous month. Mr. Adrian, Ms. Gunning and Mr. Whitlock assisted the Committee. It was decided that the Committee would not build a new budget until after the retreat.

c) RSN Advisory Board Training Committee

Lorelei Coy thanked the Advisory Board for being courteous and responsive when she called about the retreat. Ms. Coy is collecting photographs in order to put together a directory of members. The goal is to celebrate the unique contributions that each individual can make on the Advisory Board in seeing that the needs of consumers are met.

The Committee would like to ask the permission of the Advisory Board to employ the services of a facilitator who was recommended by United Way. Amanda Madorno lectures at Seattle University and the University of Washington on nonprofit groups and their structure. She will focus specifically on the role of the Advisory Board. Her fee is \$1,500 for the day and includes two pre-retreat meetings.

Twila Meeker will be invited to the retreat and comes from the Toastmaster's Club. Ms. Meeker will address the topic of making motions and parliamentary procedure. This discussion and training was suggested by the MHD Audit Team during the recent audit. Ms. Meeker's fee is \$100 for her presentation that will be one hour in length.

Arlene Engle is a former president of an Alliance for the Mentally Ill (AMI) group at the State level and has served on many committees. Ms. Engle was also recommended by the MHD Audit Team as an example of Best Practices. Ms. Engle is asking for lodging, meals and mileage as her fee.

A draft agenda will be prepared by Ms. Madorno and will be distributed at a future date. Ms. Coy briefly reviewed a preliminary outline of the in-service.

A motion was made and seconded to accept the subcommittee's recommendation and allow the NSRSN to issue a purchase order or enter into a Professional Services Agreement with Amanda Madorno, Twila Meeker, and Arlene Engle to compensate them for their participation at the Advisory Board Retreat. Motion carried.

There was discussion regarding staff participation at the retreat to record motions, requests, recommendations, goals and objectives.

A motion was made and seconded that two policy-making staff, Rae Benjamin and Sharri Dempsey, be present at the retreat to listen and record information, answer questions, and bring communication back to RSN staff. Discussion followed.

The appropriateness of naming specific staff was questioned. It was suggested that Mr. Adrian be allowed to name the staff who will be invited to the retreat.

The motion was made and seconded to amend the previous motion to allow Mr. Adrian to select the staff members who would attend the Advisory Board Retreat. The motion carried with seven ayes and three nays.

The original motion to allow staff to participate and record information was voted on and unanimously approved.

d) QMOC Report

In the future, an Advisory Board member who is part of QMOC will be making these reports. At the retreat, members need to discuss workgroups that need to be established relative to the following subcommittees:

- Critical Incident Committee
- Outcomes Subcommittee
- Quality Management Plan 2000 Subcommittee
- Caseload Study
- Other

Mr. Adrian reported that all four of the subcommittees continue their work.

The Critical Incident Subcommittee will not make a final report until its February meeting and this report will come to the Advisory Board at its February meeting.

The Outcomes Subcommittee will continue their work over the next 90 days and hopes to present a final report in March. There has been a workgroup developed from this subcommittee. Members consist of RSN and APN staff. The workgroup report will be presented to the subcommittee the middle of February.

The Quality Management Plan Subcommittee continue to meet and may be asking for an extension into the month of March.

Caseload Study Workgroup will be making a report back to the QMOC regarding caseload size and quality outcomes. Final reports will be provided to QMOC at its February meeting.

A meeting will be held at 1:00 p.m. today involving the RSN, County Coordinators, Committee Members and APN in which final CHAP recommendations will be discussed and put forward to QMOC. The recommendations will then be presented to the Advisory Board and the Board of Directors. Discussion followed.

9. Subcommittee Reports

These reports were made earlier in the meeting.

There was a reminder that the Finance Committee will meet each month at 8:00 a.m. just prior to the regular Advisory Board meeting.

10. Comments from County Advisory Board Representatives

This will appear on all future agendas. The Chair asked if any County Advisory Board representatives had reports.

Mr. King introduced Betsy Rogers who will take Mr. King's seat on the Advisory Board.

11. Comments from the Consumers and Public

There were no comments.

12. New Business

a) Consent Agenda

To review and approve NSRSN claims paid from December 1, 1999 to December 31, 1999. Total dollar amount of warrants paid in December: \$3,087,738.99 Total December payroll of \$64,908.68, and associated benefits in the amount of \$16,322.21.

Motion was made, seconded and carried to approve the Consent Agenda.

b) Action Items

There were none.

c) Motions Not Yet Reviewed by the Advisory Board.

To introduce the NSRSN/Tribal 2000 Annual 7.01 Plan:

The Proposed 7.01 Plan will be presented to the eight Tribes within the NSRSN Service Area on January 10, 2000 for their approval. It is anticipated that the Tribal approved NSRSN/Tribal 2000 Annual 7.01 Plan will be introduced to the NSRSN Board of Directors at their February 24, 2000 meeting. The NSRSN must submit the annual 7.01 Plan to the Mental Health Division in March 2000.

13. Other Business

Mr. Bilson read a written motion.

“Because of the differences of services of adult family homes and respite beds, I recommend foregoing licensure of respite beds until more appropriate licensing becomes law. I recommend that the North Sound Regional Support Network contract with Associated Provider Network to delete the requirement for licensure until appropriate requirements are established.”

There being no second, the motion failed. Mr. Adrian recommends putting this motion in front of the QMOC for discussion.

Ms. Benjamin stated the NSRSN would be moving on Saturday, January 22, 2000. Maps and directions will be distributed to members.

14. Adjournment

Chair Bilson adjourned the meeting at 11:30 a.m.

Respectfully submitted,

/s
Rae Benjamin

Edited by:
Merle Adrian

NORTH SOUND REGIONAL SUPPORT NETWORK QUARTERLY OMBUDS SERVICE REPORT

October 1, 1999 – December 31, 1999

Number of New Cases: 32

Number of Cases Carried Over from the Prior Period:

30 days: **8**
60 days: **5**
90 days: **8**
Other: **9**

Source of New Cases:

Consumer for self: **46**
Relative: **15**
Friend: **1**

Demographic Information: *(Identify number in each category if client provides information)*

Male:	28	Female:	37
Adult:	51	Children: (0-17)	9
Elderly: (55+)	5		

Cultural/Ethnic:

African American:	0	Asian/Pacific Is:	0	Caucasian:	28
Hispanic:	1	American Indian/Alaskan Native:	6		

Total Contacts: 665

Total Unduplicated Contacts: 216

Information Request: **11**

Referral Request: **17**

Complaint Data:

Violation of Client Rights by Staff:	56
Denied or Reduced Access to Services:	21
Client not Involved in Treatment Planning:	17

Services Provided Did Not Meet Needs:

Cultural: **7** Social/Recreational: **4** Residential: **0**
Education: **5** Health Care: **22** Financial/Legal: **13**
Support System: **16**

Type of Resolution:

Telephone Information/Referral Provided:	3
Referral to Quality Review Team:	4
Resolved through Conciliation/Mediation:	6
Arbitration:	3
Fair Hearing:	1
Other:	1

CC: Executive Director, NSRSN
NSRSN Board of Directors
Office of Consumer Affairs Manager
Quality Management Oversight Committee
NSRSN Advisory Board

Mental Health Division
P.O. Box 45320
Olympia, WA 98504

MEMORANDUM

DATE: February 22, 2000

TO: NSRSN Advisory Board

FROM: Marcia Gunning
Contracts Compliance & Financial Services Manager

RE: March 23, 2000 NSRSN Board Agenda

Attached please find for your review and comment the following that will be discussed with the Board of Directors and brought forth at the March 23, 2000 NSRSN Board Meeting.

CONSENT AGENDA

1. To review and approve NSRSN claims paid from February 2000 to February 29, 2000. Total dollar amount of warrants paid in February 2000 \$ (not available at this time). Total February payroll of \$(not available at this time), and associated benefits.
2. To authorize NSRSN to develop and publish Request for Proposal (RFP) for janitorial services of NSRSN offices located at 117 N. First Street, Mount Vernon Washington and to authorize the NSRSN Executive Director to contract with the successful bidder (the bidder whose proposal is most advantageous to the NSRSN), effective July 1, 2000 through June 30, 2001.
3. To authorize NSRSN Staff to solicit private foundations and other funding resources in order to secure funding for a Mobile FAS/E (Fetal Alcohol Syndrome/Fetal Alcohol Effects Disorders) Diagnostic Unit that would travel between the eight tribes within the NSRSN Service area.

The closest Medicaid reimbursement Diagnostic Centers are in Seattle; the University of Washington and Children's Hospital. Both currently have a waiting list of up to two years for FAS/E diagnostic testing. Recent nation-wide statistics indicate that up to 40% of the Tribal populations may be affected by FAS/E. Individuals diagnosed with FAS/E have behavioral disorders that mirror those of children, adolescents and adults who are emotionally disturbed/mentally ill.

ACTION ITEMS

1. To authorize NSRSN Executive Director to enter into contract amendment NSRSN-APN-99-10-01 (5) with Associated Provider Network for Children's Hospital Alternative Program Services (CHAP) effective April 1, 2000 through December 31, 2000. Maximum consideration for this nine (9) month statement of work would not exceed \$518,193.

As a result of the concluded NSRSN/DCFS CHAP review, the NSRSN Review committee and staff recommend entering into a nine (9) month contract with APN for CHAP services as stated in attached Statement of Work. The NSRSN CHAP Negotiating Team has successfully negotiated this CHAP Statement of Work with Associated Provider Network (APN).

2. To authorize NSRSN Level of Care Manual, Revision #1, as attached.

As stipulated in Contract NSRSN-APN-99-10-01, the NSRSN was to delegate hospital extension authority to APN upon approval of APN's Hospital Extension Plan. Effective January 1, 2000 the delegation of hospital extension authority was transferred to APN. The LOC Manual revision is made in order to be consistent with this delegated responsibility.

INTRODUCTION ITEMS

1. To introduce the revised NSRSN Personnel Policies and Procedures Manual.

The NSRSN Personnel Committee has reviewed the Revised NSRSN Personnel Policies and Procedures Manual, prepared by Rae Benjamin and The Washington Firm in December, 1999. It is anticipated that the Personnel Committee will introduce their recommended NSRSN Personnel Policies and Procedures Manual to the Board of Directors at their March 2000 meeting.

In addition, attached please find the monthly mental health services and funding report presented to the Board at the February 2000 meeting held on February 24, 2000.

I look forward to discussing these items in detail with all of you at the March 14, 2000 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: NSRSN Board of Directors
Merle Adrian
County Coordinators
NSRSN Management Team