

## MEMORANDUM

**TO:** NSRSN Advisory Board Members and  
All Interested Parties

**FROM:** Rae Benjamin, Office Manager

**RE:** Meeting Information

**DATE:** May 5, 2000

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

**Tuesday May 16, 2000  
North Sound Regional Support Network  
Conference Room  
117 North 1<sup>st</sup> 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 or transportation needs, please call me at (360) 416-7013, ext. 222 at least 48 hours in advance, if possible.**

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

**North Sound Regional Support Network  
Conference Room  
117 North First Street, Suite 8  
Mount Vernon, WA  
May 16, 2000  
9:15 AM**

**AGENDA**

1. Call to Order; Introductions – Chair
2. Revisions to the Agenda – Chair
3. Approval of April 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 – Greg Long, Acting NSRSN Executive Director
  - b) Finance Committee – Dan Bilson, Chair
    - Budget 2000 Work Group Report
  - c) QMOC Report
    - Critical Incident Subcommittee
    - Outcomes Subcommittee
    - Quality Management Plan 2000 Subcommittee
    - Caseload Study
    - Other
  - d) Tribal Report
  - e) Ombuds Quarterly Report
  - f) Ombuds RFP Work Group – Preliminary Report
  - g) RFP/Consumer-Oriented Projects Report
  - h) New Meeting Date
  - i) High Turnover among Operations-Level Provider Staff

8. Subcommittee Reports
10. Comments from County Advisory Board Representatives
11. Comments from Consumers and Public
12. New Business
  - a) Consent Agenda – Greg Long, Acting Executive Director
  - b) Action Items – Greg Long, Acting Executive Director
  - c) Motions Yet To Be Approved – Greg Long, Acting Executive Director
13. Other Business
14. Executive Session
15. Adjournment

**NOTE:** The next Advisory Board meeting will be June 13, 2000, at the NSRSN Conference Room, 117 N. First, Suite 8, Mount Vernon.

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

North Sound Regional Support Network  
Conference Room  
117 North 1<sup>st</sup>. Street, Suite 8  
Mount Vernon, WA  
April 18, 2000  
9:15 AM

**MINUTES**

**Members Present:**

Dan Bilson, Chair	
Dave Ashton, Vice Chair	Betsy Rogers
Mary Good	Eileen Rosman
Joan Lubbe	Dean Stupke
John Patchamatla	Chris Walsh
Janet Lutz-Smith	Josselyn Winslow

**Members Absent:**

Amy Ayers  
Joan Bowers  
Carol Howe

**Members Excused:**

Chuck Albertson  
Mae Covert  
Lorelei Coy  
Kay Day

**NSRSN Staff Present:**

Merle Adrian, Sharri Dempsey, Dolores Holtcamp, Betsy Nieman, Ardis Moa, Judy Susia, Gary Williams

**Guests:**

Beth Bentley, Steve Daggett, Marla Elder-Koplitz, Marie Jubie, Kris Laaninen, Jere LaFollette, Rainbow Van Service

**1. Call to Order; Introductions**

Chair Bilson called the meeting to order at 9:20 AM. Introductions were made around the room. The presence was noted of two new Ombuds staff, Ardis Moa

and Betsy Nieman, who will be giving the Ombuds quarterly report at next month's meeting. Ms. Winslow requested that at that time that the Advisory Board also be given a report on the RFP/Consumer Oriented Projects.

## **2. Revisions to the Agenda**

- CAT Team Presentation
- Half-time Advisory Board Secretary

## **3. Approval of March 2000 Minutes**

Dean Stupke and John Patchamatla asked that the minutes be corrected to show that their absences at the last meeting were excused. It was also asked that it be noted in the minutes that Betsy Rogers was assigned to the Finance Committee at the last meeting and asked to form a Work Group to address the Budget issue.

Josselyn Winslow called attention to her comment, recorded as a statement that President Clinton has set aside one-time funding to be used in the next fiscal year to facilitate collaboration for statewide Advisory Boards. This funding, she amended, is something *we can look at* for financing at RSN/State level in terms of statewide collaboration rather than funding specifically earmarked for the purpose.

With these changes, it was moved, seconded, and carried unanimously to approve the minutes of the previous meeting.

## **4. Comments from the Public**

There were no comments from the public at this time.

## **5. Correspondence**

Chair Bilson called attention to the following:

- Letter from Betty Scott, President, NAMI of Whatcom County regarding the resignation of operations level staff in key provider agencies throughout the NSRSN service area. If investigation shows this to be true, the members agreed, it is a deplorable situation requiring thoughtful remedy.
- Letter with 51 signatures protesting CMHS dismissal of Steve Daggett.
- Flyer publicizing the NAMI of Washington Children's Conference.
- Copy of letter from Joan Bowers to Bob Drewell resigning from the Advisory Board.
- Flyer publicizing the next Board of Directors Meeting Thursday, May 25, 2000, at 1:30 PM at the San Juan Community Theatre & Arts Center, Friday Harbor.

## 6. Comments from the Chair

Dan reminded the group of the ground rules set forth during the Advisory Board Retreat:

- Be courteous
- Disagree without being disagreeable
- No interruptions or side conversations
- Listen as an ally
- Be patient
- Ask questions others might like to know the answers to
- Be succinct
- It's okay to pass.

It was noted that Lorelei Coy is on Leave of Absence during her recovery from surgery. Betsy Rogers will substitute for Ms. Coy during her absence.

## 7. Old Business

### a) Community Mental Health Services/Cookie Creations

The group addressed Cookie Creations' Marketing Plan, including a new production analysis. Cookie Creations is a limited liability organization of 5 employees and 13 consumers, with CMHS staff available to consult. A consumer may "buy in" with hours of work and application to existing consumer-owners. After a trial period to determine "fit," the consumer then fills out ownership papers that are formally filed. Consumer-owners are compensated by dividing any money left after expenses, pro-rated according to hours worked. Though this is the preferred model, others are also being examined, such as involving bakery entrepreneurs in a vocational program to produce a competitive, commercially viable organization.

Limiting factors:

- Varying capacity of consumer-owners to work.
- Direct sales seasonal.
- Poor parking at location.
- Very small customer base.
- Few workers and low production.

Measures underway:

- Increasing the number of consumer-owners.
- Expanding the customer base.
- Seeking grant money.
- Higher sales targets (July & August targets - \$3800 month).

Outside funding:

- Island County – providing two months' millage (\$2500/month) from defunct Youth Respite House.
- Advisory Board – asked to provide \$1200/month for two months.

Invitations were extended to visit Cookie Creations, meet the consumer-owners, and sample the outstanding product. Cookie Creations is open between 8:30 and 3:00 Monday through Thursday (Closed Fridays). Directions to Cookie Creations are attached as ENCLOSURE 1.

**MOTION:**

A motion was made, seconded, and carried unanimously to provide \$1200/month for two months to help Cookie Creations continue. Janet Lutz-Smith said that \$9000 for Consumer Flex Funds had been budgeted and the funds could come from there. The motion carried unanimously.

**MOTION:**

A motion was made, seconded, and carried unanimously to give Cookie Creations priority when ordering refreshments for NSRSN meetings. The motion carried unanimously.

b) Executive Director's Report

Mr. Adrian reminded the group of a previous suggestion that they consider involvement in the grievance/compliance system with Ombuds, and that legal counsel would be available.

Ombuds RFP Project

In response to concerns voiced about insufficient functional independence for Ombuds, a request for proposals (RFP) is being designed for contracting out the Ombuds function. The RFP Work Group will include Sharri Dempsey, Marcia Gunning, Greg Long, Merle Adrian, a Support Staff member and a member of the Advisory Board. Mr. Adrian asked the Advisory Board to provide a member. The first meeting is May 10, 1:30 – 3:30.

Western State Bed Allocation

The NSRSN continues to contest MHD's allocation of NSRSN beds at Western State. To date, the NSRSN has succeeded in having the allocation raised from 84 to 92—still woefully short of the per capita allocation of other RSNs. Our actual usage is about 104 beds per month, and we are penalized for every bed over the 92 allocated. NSRSN continues to ask MHD for a fairer allocation and has asked the courts for injunctive relief. There is no allocation formula, such as a number per capita population or Medicaid population. Criteria are arbitrarily determined at MHD by Pat Terry. Mr. Adrian urged members to contact state representatives and ask them to call Pat Terry about this.

CHAP Contract

The new CHAP contract, bringing the program up to standards, has been approved. APN, JoAnn Angevine, and CMHS may transfer the program to Catholic Community Services in Skagit County. A CCS proposal is expected for transferring the program so that standards are maintained and services to consumers are uninterrupted.

c) Finance Committee

The Finance Committee recommended:

Distribution of Consumer Flex Funds by Executive Committee

The Consumer Flex Fund Category was originally included to provide emergency assistance to individuals and families. By empowering the Executive Committee to respond to these emergencies without having to wait for the next Advisory Board meeting to receive authorization, these funds could then be disbursed in response to emergencies, as intended. Janet Lutz-Smith will work with Marcia Gunning, NSRSN Contracts Compliance/Fiscal Manager, to provide a protocol.

**MOTION:**

The motion was made, seconded, and unanimously carried to authorize a 2/3 vote of the Executive Committee to approve the expenditure of Flex Funds between Advisory Board meetings.

Funding for Half-Time Clerical Support

It was recommended during the Advisory Board Retreat that clerical staff be sought to support the Chair, record the meetings, help organize information, and respond to questions from the Advisory Board. The Manager of the Office of Consumer Affairs would supervise this position. The cost would be one-half of the NSRSN salary paid plus related benefits (\$17,500). This amount will be taken from the approximately \$40,000 remaining in the 1999 Budget and will be a line item in the 2000 Budget. Janet Lutz-Smith pointed out that funds not used from the 1999 Budget will be returned to the general fund. This would appear in the 2000 budget, in addition to the items listed in the draft attached as enclosure 2.

**MOTION:**

The motion was made, seconded, and carried to approve the recommendation of the Executive and Finance Committees to fund a secretary half time to assist the Advisory Board.

Consumer Advocate Team (CAT) Presentation

Project Director Marla Elder-Koplitz, assisted by Marie Jubie, project secretary, presented an overview of CAT activities. Ms. Jubie said that the project workers must meet all expenses in advance and submit receipts for reimbursement,

which keeps them from being able to spend the money granted. This project, a 1999 budget item continuing into 2000, sunsets in August 2000.

**MOTION:**

The motion was made, seconded, and unanimously carried to transfer the CAT Project to the Consumer Project Category of the 2000 Budget and the project amount be changed to \$10,000.

**NOTE:** Also during this presentation, Ms. Jubie summarized the events surrounding her recent homelessness and the lack of assistance from her providers at Compass Health. She was asked whether she had involved Ombuds, and was encouraged to do so. This matter will be on the agenda of the next Advisory Board Executive Committee. Merle Adrian and Jere LaFollette will be asked to participate.

*Draft 2000 Budget*

Betsy Rogers distributed a draft budget developed by the Finance Committee Budget Work Group (**ENCLOSURE 2**). The motion was made and seconded to adopt it, with the addition of other budget items adopted during this meeting. The following items were discussed:

- No specific amount is allocated to the Advisory Board. Instead the Advisory Board generates a budget and submits it to the Board of Directors.
- The new budget will begin in July and will cover a six-month period. The draft budget submitted covers a full year. New totals are needed required to reflect the new budget items reflected.
- Ms. Winslow stated that a budget of \$100,000 seemed excessive given the needs of consumers. Items recommended for reduction included:
  - ✓ \$15,750 allowance for the Statewide Conference. It was stated that not every member needed to be sent.
  - ✓ \$10,500 allowance for Training and Conferences. This included subcommittee and workgroup meetings at Mitzel's.

The motion to approve the budget was withdrawn, and the budget referred back to committee, with the request that it be more consumer-oriented. It was decided to involve the Executive Committee in the finalization and to present a new draft at the next meeting, which will be held before May 3.

d) QRT Report

Dolores Holtcamp passed around a copy of the QRT's annual report to MHD. She described the survey process, how they selected facilities for survey, and that they always selected a high-volume day for the survey of consumers. They always give the provider a written summary of the survey results, with a request that response to any findings be returned within 30 days. Plans are to include QRT as part of this year's NSRSN Audit Team.

QRT is extending its outreach to jails in five counties, schools, forums, hospitals, and county advisory boards. Accomplishments include spearheading the hiring of a therapeutic activity director for E&Ts, improvements to residential sites, treatment access improvement, and improved relations with provider agencies. It was pointed out that they appreciated the help and backup from the NSRSN organization.

e) QMOC Report

The QMOC Report was not given due to Chuck Albertson's excused absence.

f) Tribal Report

Sharri Dempsey, Tribal Liaison and OCA Manager, distributed:

- Brochures publicizing the April 26 ADHD Training Workshop.
- Enrollment and service population statistics for the eight North Sound Region tribes.

She also announced that MHD will fund room, meals, and registration fees for two consumers at the MH Conference June 14, 15, and 16. Ms. Dempsey said that the OCA budget could also help with travel expenses.

**MOTION:**

The motion was made, seconded, and unanimously carried to send Mary Good and Marie Jubie to that conference.

g) Consumer-to-Provider Educational Project.

Ms. Dempsey asked the Advisory Board to fund the Consumer-to-Provider Educational Project for two consumers, at a cost of \$3900 each (total \$7800). This would provide for training and also guarantee employment at the conclusion of the training.

**MOTION:**

The motion was made, seconded, and carried unanimously to fund the participation of two consumers in the Consumer to Provider Educational Project.

**8. Subcommittee Reports**

There were no additional subcommittee reports.

**9. Comments from County Advisory Board Representatives**

San Juan County

Concern was expressed about CMHS maintaining communication with the group it was established to serve. It was further charged that decisions were made without consumer representation.

Kris Laaninen said similar concerns were expressed by Island County, and that CMHS would meet with representatives of both counties with the objective of changing their administrative and planning structure. A consultant is being hired to meet with advisory boards to help CMHS "weave a bigger umbrella." The needs of each county are unique, and public meetings will be held in all. CMHS is anticipating "new opportunities for relationship building."

Whatcom County

Gary Williams, Whatcom County Coordinator, distributed information about the MICA RFP Draft with details about the employment of a MICA/MH Intensive Case Manager, Gladstone MICA House, and COD/MICA – Mental Health Service Integration.

**13. Comments from Consumers and Public**

There were no comments at this time.

**12. New Business**

a) NSRSN Board Consent Agenda

1. To review and approve NSRSN claims paid from March 1, 2000 to March 31, 2000. Total dollar amount of warrants paid in March 2000 of \$ . Total March payroll of \$ .
2. To authorize the NSRSN Finance Department to make the following adjustments to the 1999 Budget:
  - Transfer \$25,500 from Salaries to Machinery and Equipment.
  - Transfer \$17,000 from County/Agency Professional Services to Other Improvements (leasehold)
  - Transfer \$9,700 from County/Agency Professional Services to Machinery and Equipment.

A motion was made and seconded to recommend to the Board of Directors approval of the Consent Agenda. Motion carried.

b) NSRSN Board Action Items

1. To authorize implementation of the revised NSRSN Personnel Policies and Procedures Manual introduced at the March 23, 2000 Board of Directors Meeting.

2. To authorize NSRSN Executive Director to enter into contract amendment NSRSN Whatcom-99-05 amendment 1, effective May 1, 2000 through June 31, 2001, with Whatcom County authorizing Whatcom County to proceed with an RFP to pilot an innovative Co-occurring Disorder (MICA) Program to serve the needs of the most at-risk MICA clients in Whatcom County. Maximum consideration for this amendment shall not exceed \$52,726.

A motion was made and seconded to recommend approval to the Board of Directors of the Action Items. Motion carried.

c) **Motions Yet To Be Approved**

None at this time.

**13. Other Business/Good of the Order**

Changing the meeting time from morning to afternoon would enable subcommittees to meet the same morning, thereby cutting travel requirements and transportation costs. Suggested time was 2:00 PM to 4:00 PM. Also, meetings seem to be taking three hours instead of two, and it was further recommended that the allotted time be from 1:30 PM to 4:30 PM. Since ferry schedules may affect some members travel schedules, it was decided to put the question to the group at the May meeting.

**14. Adjournment**

A motion was made, seconded, and approved to adjourn the meeting at 12:30 PM.

The next Advisory Board meeting will be May 16, 9:15 AM, at the NSRSN Conference Room, 117 North First Street, Mount Vernon.

Respectfully submitted,

Judith H. Susia

## MEMORANDUM

DATE: May 5, 2000  
TO: NSRSN Advisory Board  
FROM: Marcia Gunning  
Contracts Compliance & Financial Services Manager  
RE: April 27, 2000 NSRSN Board Agenda

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Please find for your review and comment the following that will be discussed with the Board of Directors brought forth at the May 25, 2000 NSRSN Board Meeting.

### **CONSENT AGENDA**

1. To review and approve NSRSN claims paid from April 1, 2000 to April 30, 2000. Total dollar amount of warrants paid in April 2000 \$ (not available at this time). Total April payroll of \$(not available at this time), and associated benefits.

### **ACTION ITEMS**

1. To authorize the NSRSN Executive Director to enter into Contract Amendment NSRSN-Skagit-99-03 amendment 1, effective June 1, 2000 through June 31, 2001, with Skagit County authorizing Skagit County to subcontract with Community Mental Health for adult MICA services. Maximum consideration shall not exceed \$39,855. (Attachment D)

*CMHS has operated a MICA program within Skagit County for the past 10 years. Staff are dually certified mental health and chemical dependency counselors. In late 1998 the program lost staff and suffered a severe cutback in service. In March of 1999 the program hired a new dually qualified counselor who has worked for the last year to put the MICA program back on track. In the fall of 1999 a second dually qualified clinician was hired and full services to the MICA caseload were resumed. It has been the intent of Skagit County that the funds allocated to Skagit County from the Board Designated Mental Health Services Projects be provided to CMHS in order to assist their MICA Program.*

### **MOTIONS YET TO BE REVIEWED**

1. To introduce the NSRSN's Quality Management Oversight Committee's (QMOC) 2000 Quality Management Plan for Board comment and review.

In addition, attached please find the monthly mental health services and funding report presented to the Board at the March 23, 2000.

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