

## MEMORANDUM

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

**FROM:** Rae Benjamin, Office Manager

**RE:** Meeting Information

**DATE:** September 8, 2000

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

**Tuesday, September 19, 2000  
North Sound Regional Support Network  
Conference Room  
117 North 1<sup>st</sup> Street, Suite 8  
Mount Vernon, WA  
1:00 PM**

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  
September 19, 2000  
1:00 PM**

**AGENDA**

1. Call to Order; Introductions, Chair – 5 minutes
2. Revisions to the Agenda, Chair – 5 minutes
3. Approval of August 2000 Minutes, Chair – 5 minutes
4. Comments from the Public - 10 minutes
5. Correspondence and Comments from the Chair, Chair – 5 minutes
6. New Business – 5 minutes
  - a) Consent Agenda, Sharon Lucas, Interim Executive Director
  - b) Action Items, Marcia Gunning, Contracts Compliance/Financial Services Manager
  - c) Motions Yet To Be Approved, Sharon Lucas, Interim Executive Director
7. Old Business
  - a. Executive Director's Report, Sharon Lucas, Interim Executive Director – 5 minutes
  - b. Staff Reports – 10 minutes
    - RFP/Consumer-Oriented Projects Report, Marcia Gunning
    - Update on Federal Block Grant requests, Marcia Gunning
    - Caseload Study, Francene Thompson
    - Hospital developmental disabilities ward, Sharri Dempsey
    - Ombuds Quarterly Report – Betsy Niemann
  - c. Advisory Board Updates, Dan Bilson, Chair – 10 minutes
    - Budget 2001 Work Group Report

8. Subcommittee Reports – 5 minutes
9. Comments from County Advisory Board Representatives – 5 minutes
10. Comments from Consumers and Public – 5 minutes
11. Other Business – 5 minutes
13. Adjournment

**NOTE:** The next Advisory Board meeting will be October 17, 2000, at the NSRSN Conference Room, 117 N. First Street, Suite 8, Mount Vernon.

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

**North Sound Regional Support Network  
Conference Room  
117 North First Street, Suite 8  
Mount Vernon, WA  
August 15, 2000  
1:00 PM**

**MINUTES**

**Members Present:**

Dan Bilson, Chair	Janet Lutz-Smith
Dave Ashton, Vice Chair	Betsy Rogers
Chuck Albertson	Eileen Rosman
Lorelei Coy	Dean Stupke
Kay Day	Josselyn Winslow
Mary Good	

**Members Absent:**

Amy Ayers	Chris Walsh
Mae Covert	

**Members Excused:**

Debbie Hollo	John Patchamatla
Joan Lubbe	

**NSRSN Staff Present:**

Rae Benjamin, Melissa DeCino, Sharri Dempsey, Dolores Holtcamp, Nancy Johnson, Greg Long, Sharon Lucas, Francene Thompson

**Guests:**

Tori Benz-Hillstrom, Gregory Gerst, Marie Jubie, Bob LeBeau

**1. Call to Order; Introductions, Chair**

The meeting was called to order at 1:01 PM. Introductions were made.

**2. Revisions to the Agenda, Chair**

There were no revisions to the agenda.

### **3. Approval of July 2000 Minutes, Chair**

The minutes of the July 2000 meeting were corrected to read as follows:

Page 7, Bullet B, and second sentence: A subgroup was formed to discuss flexible funds.

Page 6, Item 6: Eileen Rosman is the Chair of the Visitation Committee and she will arrange for a meeting to develop guidelines regarding visitations.

Page 6, Item 7a, Paragraph 4: The NSRSN, APN and DCFS met last week to discuss the transfer of CHAP services from Community Mental Health Services to Catholic Community Services in Mt. Vernon.

Page 6 Paragraph 1, Mr. Ashton asked that copies of news clippings from the Oregonian be distributed to the Advisory Board.

A further suggestion was made that whenever subgroups are appointed, the names of members be included.

### **The minutes were approved as corrected**

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

- Sharon Matthews, Rainbow Center

Sharon Matthews faxed a copy of the Rainbow Center's Peer Support Program that Sharri Dempsey distributed to members. A clean copy will be prepared and mailed.

Marla Elder-Koplitz addressed the Advisory Board regarding a request for a six (6) month extension on the C.A.T. contract, no additional funding needed. Ms. Elder-Koplitz distributed a supplement to the Survival Guide. She stated she appreciates all the assistance she has received over the last year.

### **5. Correspondence and Comments from the Chair**

NAMI of Whatcom County is sponsoring an educational program. Rick Weaver, CEO, Central Community Mental Health Center and Chair of the Community Mental Council, Washington, will be presenting, along with Tom Richardson, NAMI Washington President a program on Blueprints for An Effective Mental Health System in Washington State. The program is scheduled for September 14, 2000 from 7:00 to 9:00 PM at the St. Luke's Community Health Center in Bellingham.

## 6. Old Business

### d. Executive Director's Report, Sharon Lucas, Interim Executive Director

Ms. Lucas thanked Greg Long for arranging a meeting with Dennis Braddock on September 7 regarding the fairness of the Western State Hospital bed allocation. As this is not a public meeting, the NSRSN Board of Directors will determine who will attend this meeting.

A question was raised regarding a Level of Care Manual for consumers. Discussion followed. Sharri Dempsey will develop a brochure for non-clinical personnel, consumers, advocates and family members.

### e. Staff Reports

- RFP/Consumer-Oriented Projects Report, Marcia Gunning

Due to Ms. Gunning's absence, no report was given.

- Turnover among Operations-Level Provider Staff, Greg Long

Mr. Long stated that staff is continuing to look at high turnover of provider staff. At this time, no additional data is available as this is a difficult issue because of the number of factors affecting turnover. He further stated that King County is also doing a study on this issue.

- Update on Federal Block Grant requests, Marcia Gunning

Mr. Long gave this report, stating that the money has not come as yet. The RSN will continue to update Advisory Board members as more information is available.

- Caseload Study, Francene Thompson

Ms. Thompson stated the committee continues to collect data regarding this issue. The RSN is trying to get better data from providers in order to conduct a more accurate study

- Hospital developmental disabilities ward, Sharri Dempsey

Ms. Dempsey stated that the staff person scheduled to report on this issue was unable to attend due to illness. A report will be given next month.

f. Advisory Board Updates, Dan Bilson, Chair

Mr. Bilson stated that the Advisory Board had had an In-service today with Amanda Madorno as facilitator. Members were very pleased with Ms. Madorno's presentation and are attempting to consolidate their subcommittees in order for the committees to function well.

- Budget 2001 Work Group Report

Ms. Rogers distributed the report of the Budget 2001 Workgroup. See attached report.

Ms. Rogers stated that the Finance Committee would convene after this meeting and invited interested parties to attend to review and comment on the 2001 Budget. It is expected that the Proposed 2001 Advisory Board Budget will be voted on in September.

Ms. Rogers reviewed the following motions recommended by the Finance Committee:

- 1. A motion was made and seconded to appoint a task force of 2-4 members to research the feasibility of developing a "street outreach" project to consumers to assist them in accessing RSN/APN services, working with Greg Long and the Strategic Plan. Discussion followed. Motion carried.**

Chuck Albertson, Dan Bilson, Janet Lutz-Smith volunteered for the Task Force and Mr. Albertson volunteered to be the Chair.

- 2. A motion was made and seconded to appoint a task force of 2-4 persons to develop a protocol for awarding funds under Column #9 of the Proposed NSRSN Advisory Board Budget for 2001 for individual consumer projects. Discussion followed. Motion carried.**

Lorelei Coy and Josselyn volunteered to be on the Task Force.

- 3. A motion was made and seconded that a Work Group be appointed to develop a Consumer Resource Database/brochure in conjunction with OCA to support consumers/family members/advocates. Discussion followed. Motion carried, with 3 opposed.**

Eileen Rosman and Marie Jubie volunteered to work with Sharri Dempsey.

**4. A motion was made and seconded to recommend approval of the June expense vouchers to the NSRSN Board of Directors. Motion carried.**

The Finance Committee asked that Community Mental Health Service send the invoice for Cookie Creations.

- Request from counties for list of mental health providers

Mr. Bilson reminded members of his request for them to assist the NSRSN in providing a list of mental health providers in each of their counties.

- Case Manager's Training in four counties

Bob LeBeau gave a brief update regarding the Case Manager's Training. Training was completed by the end of June. Mr. LeBeau offered to provide copies of the sign-in sheets and the curriculum for this training. Three (3) new trainings are being planned.

- Congratulatory letter to Dennis Braddock

Mr. Bilson distributed a copy of the letter sent to Dennis Braddock.

- CAT Team Funding

**A motion was made and seconded to extend the current C.A.T. Contract through December 31, 2000, utilizing the unexpended funds from the original contract. Discussion followed. Motion carried.**

- Meeting Time

**The issue of the Advisory Board meeting time was discussed and was left at 1:00 PM with subcommittees in the morning.**

## **7. Subcommittee Reports**

- Children's Workgroup

Janet Lutz-Smith reported that the workgroup had met to review an APN study conducted on children's crisis services. The workgroup felt that APN had done a wonderful job looking at the gaps and what needed to happen to correct them. The goal of the study was to envision what could be done with adequate funding. The workgroup will zero in on areas from the study and make recommendations to the Advisory Board.



- Visitation Workgroup

Eileen Rosman and Sharri Dempsey have arranged for a visitation of the Martin Center and the Rainbow Center on September 26. Please call Ms. Dempsey if you are interested in participating. The group will leave Mt. Vernon at 9:30 AM and the Martin Center will provide lunch. The Airporter Shuttle will accommodate 25 people.

A sheet was distributed for members to list other sites of interest to them.

## **8. Comments from County Advisory Board Representatives**

Skagit County: Vacation until September.

San Juan: Vacation until September.

Whatcom County: The budget for 2001 has been approved. Whatcom County Advisory Board also approved a motion recommending acceptance of Whatcom Counseling and Psychiatric Center's response to Whatcom County RFPs for the co-occurring disorder for the MICA pilot program. They also approved \$1,500 set aside from the triage center to the data collection fee for the Rainbow Center. The planning committee met to develop an additional funding request of \$130,000 for housing. They also asked for additional funding for the triage center.

RSN staff were asked to look into why non-providers are being asked for housing when consumers are released. Ms. Lucas encouraged members to write, telephone, or email Ms. Dempsey with details whenever they hear of this occurring.

Island County: Vacation until September. The Mental health and Substance Abuse Advisory Board will meet separately in the future.

Snohomish County: Vacation until September.

## **9. Comments from Consumers and Public**

Josselyn left information of the Washington State Olmstead Plan, stating that she would be happy to make a presentation to the Advisory Board.

## **10. New Business**

- d) Consent Agenda, Sharon Lucas, Interim Executive Director  
To review and approve NSRSN claims paid from July 1,2000 to July 30, 2000. Total dollar amount of warrants paid in July 2000 \$3,038,746.52. Total July payroll of \$68,633.93, and associated benefits of \$25,673.18.

Previously addressed under Finance Committee report.

e) Action Items, Sharon Lucas, Interim Executive Director

There were none.

f) Motions Yet To Be Approved, Sharon Lucas, Interim Executive Director

There were none.

## **11. Other Business**

Mr. Long reviewed audit process for the Mental Health Division integrated audit that would be coming up again in next few months. There are no specific dates as yet. He asked the Advisory Board to begin considering which members would be designated to participate in the audit. MHD usually meets with Advisory Board members for several hours on one day, and they are invited to attend the exit interview. Mr. Long also welcomed members to participate in other parts of the Audit. It is anticipated that the Audit will be scheduled for sometime in October.

Kay Day, Lorelei, Marie Jubie, Dan Bilson, Mary Good, and Chuck Albertson volunteered to participate in the audit process.

When MHD sends notification to the RSN, a list of questions along with last year's audit responses would be mailed to all Advisory Board members.

The Finance Committee will meet on September 19 at 10:30 AM and the Children's Committee will meet on the same date at 9:30 AM.

Betsy Niemann stated that the Ombuds would make a presentation next month to share their quarterly report.

Dolores Holtcamp stated that the Quality Review Team would make a presentation in the near future to share their quarterly report.

## **12. Adjournment**

The meeting was adjourned at 3:00 PM.



Rae Benjamin

## MEMORANDUM

DATE: September 8, 2000

TO: NSRSN Advisory Board

FROM: Marcia Gunning  
Contracts Compliance & Financial Services Manager

RE: September 28, 2000 NSRSN Board of Director's 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 September 28, 2000 NSRSN Board Meeting.

### **CONSENT AGENDA**

1. To review and approve NSRSN claims paid from August 1, 2000 to August 31, 2000. Total dollar amount of warrants paid in August 2000 \$ (not available at this time). Total August payroll of \$(not available at this time), and associated benefits.

***The NSRSN in collaboration with our county members and service providers submitted thirteen (13) responses to MHD's 2000 Federal Block Grant Proposal. Five (5) of these proposals were awarded funding. It is anticipated that the MHD will have submitted the final contracts and statements of work to the NSRSN prior to our September Board Meeting. Therefore the following have been placed on the consent agenda; five (5) contracts between the NSRSN and State of Washington – MHD, and five (5) contracts between the NSRSN and county/provider award recipient which enable the NSRSN to pass through the FBG funds and administer the services to be purchased:***

2. To authorize the NSRSN Executive Director to enter into Contract with State of Washington Mental Health Division for "Co-Occurring Disorders Training Services", effective October 1, 2000 through September 30, 2001. Maximum consideration shall not exceed \$19,480 in Federal Block Grant Funding.
3. To authorize the NSRSN Executive Director to enter into contract #NSRSN-CMHS-SJC-MICA-00 with Community Mental Health Services – San Juan County for "Co-Occurring Disorders Training Services", effective October 1, 2000 through September 30, 2001. Maximum consideration shall not exceed \$19,480 in Federal Block Grant Funding.
4. To authorize the NSRSN Executive Director to enter into Contract with State of Washington Mental Health Division for "Co-Occurring Disorders Training Services",

effective October 1, 2000 through September 30, 2001. Maximum consideration shall not exceed \$19,480 in Federal Block Grant Funding.

5. To authorize the NSRSN Executive Director to enter into contract #NSRSN-CMHS-SJC-MICA-00 with Community Mental Health Services – San Juan County for “Co-Occurring Disorders Training Services”, effective October 1, 2000 through September 30, 2001. Maximum consideration shall not exceed \$19,480 in Federal Block Grant Funding.
6. To authorize the NSRSN Executive Director to enter into Contract with State of Washington Mental Health Division for “Family Connections Program Services”, effective October 1, 2000 through September 30, 2001. Maximum consideration shall not exceed \$25,000 in Federal Block Grant Funding.
7. To authorize the NSRSN Executive Director to enter into contract #NSRSN-SNOHOMISH-FCP-00 with Snohomish County Human Services for “Family Connections Program Services”, effective October 1, 2000 through September 30, 2001. Maximum consideration shall not exceed \$25,000 in Federal Block Grant Funding.
8. To authorize the NSRSN Executive Director to enter into Contract with State of Washington Mental Health Division for “Rainbow Center Consumer Provider Staff Training Project”, effective October 1, 2000 through September 30, 2001. Maximum consideration shall not exceed \$43,025 in Federal Block Grant Funding.
9. To authorize the NSRSN Executive Director to enter into contract #NSRSN-WCPC-Rainbow-CTP-00 with Whatcom Counseling & Psychiatric Clinic – Rainbow Center for “Rainbow Center Consumer Provider Staff Training Project”, effective October 1, 2000 through September 30, 2001. Maximum consideration shall not exceed \$43,025 in Federal Block Grant Funding.
10. To authorize the NSRSN Executive Director to enter into Contract with State of Washington Mental Health Division for “Mentally Ill Awareness Course and Visions for Tomorrow Project”, effective October 1, 2000 through September 30, 2001. Maximum consideration shall not exceed \$45,000 in Federal Block Grant Funding.
11. To authorize the NSRSN Executive Director to enter into contract #NSRSN-NAMI-Visions-00 with NAMI Washington for “Mentally Ill Awareness course and Visions for Tomorrow Project”, effective October 1, 2000 through September 30, 2001. Maximum consideration shall not exceed \$45,000 in Federal Block Grant Funding.

## **ACTION ITEMS**

None

## **ITEMS NOT YET REVIEWED BY THE ADVISORY BOARD**

1. To introduce the NSRSN/Tribal 2000 7.01 Plan, Amendment 1 for Board comment and review.

*The NSRSN/Tribal 7.01 Plan, Amendment 1 incorporates changes brought forward by the Tribes within the NSRSN. This amended 7.01 Plan has been unanimously approved by the Tribes and is being recommended for approval by the NSRSN Quality Management Oversight Committee.*

In addition, attached please find the NSRSN monthly Mental Health Services and Funding Report that was presented to the Board at their August 24, 2000 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  
Sharon Lucas  
County Coordinators  
NSRSN Management Team

Attachments

NORTHSOUND REGIONAL SUPPORT NETWORK  
QUARTERLY OMBUDS SERVICE REPORT

April 1, 2000—June 30, 2000

**Number of New Cases: 17 (21)**

**Number of Cases Carried Over from the Prior Period: 35**

30 days: 4  
60 days: 8  
90 days: 11  
Prior: 12

**Source of New Cases:**

Consumer for self: 40 (8)  
Relative: 10 (3)  
Other: 8 (3)

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

Male: 24 (8)                                      Adults: 34 (8)  
Female: 28 (7)                                    Children: (0-20) 9  
Elderly: (55+) 1

**Cultural/Ethnic:**

African American: 0                              Asian/Pacific Is: 1                                      Caucasian: 41 (3)  
Hispanic: 3 (2)                                    American Indian/Alaskan Native: 0

**Cases by County:**

Island: 7    San Juan: 0    Skagit: 6 (4)  
Snohomish: 24 (8)                                      Whatcom: 16 (2)    Other: (1) Sequim

**Total Contacts: 1313                                      Total Unduplicated Contacts: 77**

Information Request: 16                                      Referral Request: 2

**Complaint Data:**

Denied or Reduced Access to Services: 17  
Dignity and Respect: 3  
Quality/Appropriateness: 11  
Phone Calls not returned:  
Service/Client not Involved in Treatment Planning: 2  
Violation of Client Rights: 10 (3)

Physicians & Medications: 11 (4)  
Financial Administration Services:  
Residential: 11 (6)  
Transportation:  
Emergency Services:  
Other: support system 8  
Legal 7

**Type of Resolution:**

Telephone Information/Referral Provided: 6  
Referral to Quality Review Team:  
Resolved through Conciliation/Mediation: 11  
Arbitration:  
    Fair Hearing: 1  
    Other: (21 No ROI)  
    Not pursued: 11

*\* All numbers in ( ) are cases that had some work done on them, but did not return the ROI.*

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

# NSRSN ADVISORY BOARD BUDGET

January 1, 2001 - 12/31/2001

Please see reverse for an explanation of the kind of expense allowable under each Project category.

Regional & County Conference	Statewide Conference	<sup>1</sup> Board Development \$500/person	Equipment	Consumer-to-Provider Training Program	<sup>2</sup> Consumer Resource Development	<sup>3</sup> Advisory Board Member Participation Expenses	Consumer/ Public Participation Expenses	<sup>4</sup> Consumer Projects	Total Budget
Project # 1	Project # 2	Project # 3	Project # 4	Project #5	Project # 6	Project # 7	Project #8	Project #9	
4,000	15,750	<sup>1</sup> 16,000	500	17,000	10,000	15,000	10,000	20,000	108,250

<sup>1</sup> Formerly "Training or Conference Stipend - \$500/Person"

<sup>2</sup> Formerly "Consumer or Family Flex Funding."

<sup>3</sup> Now includes "Work Group Expenses"

<sup>4</sup> Formerly CAT Consumer Project. Includes CAT project, to be extended through February 2001.



## Advisory Board Budget Detail January 1, 2001 - December 31, 2001

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### **Project #1: Regional & County Advisory Board Conference (\$4,000)**

To enable the Advisory Board to participate in such a conference should the opportunity occur (not currently planned).

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### **Project #2: Statewide Advisory Board Conference (\$15,750)**

To enable the Advisory Board to participate in such a conference should the opportunity occur (not currently planned).

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### **Project #3: Board Development (\$16,000)**

To provide for in-service training as well as conference expenses for Advisory Board members.

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### **Project #4: Equipment (\$500)**

To be available if the need for equipment occurs.

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### **Project #5: Consumer-to-Provider Support (\$17,000)**

To support the participation of 8 consumers from the North Sound Region to in the Tacoma Community College Consumer-to-Provider training. This support will be directly applied to the work experience portion for these consumers (300 hours each at minimum wage).

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### **Project #6: Consumer Resource Development (\$10,000)**

To hire a consumer to develop and publish a current listing of all community resources in the North Sound Region. Such resources would include (but not be limited to) food, clothing, transportation, dental and medical care, shelter, 12-step programs, etc. The resulting Resource Guide would be posted on the NSRSN web, distributed through providers, county administrators, and other appropriate outlets.

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### **Project #7: Advisory Board Participation Expenses (\$15,000)**

To cover all Advisory Board member costs for participation in Advisory Board meetings and events, including transportation, mileage reimbursement, meals, meeting refreshments, work group expenses, etc.

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### **Project #8: Public and Consumer Participation Expenses (\$10,000)**

To encourage, enable and fund consumer/ advocate participation in Advisory Board meetings and other events. It may also be used to rent a facility for holding public meetings, printing, refreshments, etc.

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### **Project #9: Consumer Projects (\$20,000)**

To directly fund, foster, seed, or otherwise aid projects of benefit to consumers. Such projects may be proposed by consumers without necessarily being mediated by a provider agency, or may be designed and developed by the Advisory Board, possibly in conjunction with needs identified in other NSRSN-sponsored activities, such as Strategic Planning.