

Per Advisory Board request made on November 6, 2001, Advisory Board members are asked to bring this packet to the meeting. Notebooks will no longer be provided on meeting day.

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

**North Sound Regional Support Network
Conference Room
117 North First St., Suite 8
Mt. Vernon, WA 98273
September 17, 2002
1:00 PM**

Agenda

1. Call to Order; Introductions, Chair – 5 minutes
2. Revisions to the Agenda, Chair – 5 minutes
3. Approval of August 2002 Minutes, Chair – 5 minutes
4. Comments from the Public
 - a. Presentation: Raintree Sample Reports – Linda Vaughan
5. Correspondence and Comments from the Chair – 5 minutes
6. Old Business
 - a. Executive Director's Report - Chuck Benjamin – 5 minutes
 - b. Finance Committee – Mary Good – 5 minutes
 - c. Strategic Plan Committee – Janet Lutz-Smith
 1. Summary of pre-meeting planning session
 - d. Activities and Liaison Committee – Charles Albertson
 1. Site Visitations for 2002
 2. Consumer-Run Projects
7. Items To Be Brought Forward To The Board of Directors – Marcia Gunning, Contracts Compliance & Financial Services Manager
 - a. Consent Agenda
 - b. Action Items
 - c. Emergency Action Items
 - d. Motions Yet To Be Approved, Chuck Benjamin, Executive Director – 5 minutes

8. New Business - 10 minutes
 - a. Presentation: Access Review – Wendy Klamp
9. Comments from County Advisory Board Representatives – 15 minutes
 - a. Island
 - b. San Juan
 - c. Skagit
 - d. Snohomish
 - e. Whatcom
10. County Coordinator Report
11. Comments from Public – 5 minutes
12. Other Business
 - a. Request for Agenda Items
13. Adjournment

NOTE: The next Advisory Board meeting will be October 15, 2002, at the NSRSN Conference Room, 117 N. First Street, Suite 8, Mount Vernon.

**North Sound Regional Support Network
MENTAL HEALTH ADVISORY BOARD**

August 13, 2002

Present: Jack Bilsborough, Dan Bilson, Mary Good, Bob Hart, Dwight Hinton, Marie Jubie, Joan Lubbe, Janet Lutz-Smith, John Patchamatla, James Vest
Excused: Charles Albertson, Dean Stupke
Absent: Ian Brooks, Kay Day, Eileen Rosman, Chris Walsh
Staff: Beckie Bacon, Charles Benjamin, Melinda Bouldin, Shirley Conger, Chuck Davis, Sharri Dempsey, Wendy Klamp, Greg Long, Debbie Page, Bill Whitlock
Guests: Bob LeBeau, Julian Marsh

MINUTES

TOPIC	DISCUSSION	ACTION
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CALL TO ORDER, INTRODUCTIONS

In Chair Rosman’s absence, Vice Chair Janet Lutz-Smith convened the meeting at 1:05. She thanked Debbie Page for her pre-meeting presentation on Expanded Community Services.	Informational
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REVISIONS TO THE AGENDA

Under Agenda Item #12, Other Business, Dan Bilson will share information on supplemental insurance for Medicaid eligibles.	Informational
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APPROVAL OF MINUTES

Vice Chair Lutz-Smith	Vice Chair Lutz Smith called for approval of the July minutes. It was moved, seconded, discussion followed. Dan Bilson asked that his question regarding the Case Rate Increase be added: <i>“Dan Bilson asked why the Advisory Board is even considering this motion, since the Board of Directors had decided to pass it on already”</i> . It was moved that the minutes be approved as revised. During discussion, Mr. Benjamin reminded the group that the NSRSN had made a policy years ago that all financial matters would come to the Advisory Board first before going to the Board.	The motion passed unanimously
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COMMENTS FROM THE PUBLIC

Marla Elder-Koplitz	Ms. Elder-Koplitz thanked the Advisory Board and the NSRSN for enabling her to attend the Behavior Health Conference and the PTSD training. She donated a copy of the “Survival Guide” and	Informational
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“Advocacy Guide” to the Lorelei Coy library and distributed Consumer Advocacy Team legal description and mission statement, their brochure, press release regarding Medicaid prescription policy, flyer about the State’s plan to transport consumers to pharmacies still honoring coupons, Everett herald articles regarding the effects of this new ruling on pharmacies and clients, and a confidentiality training piece for providers.

Beckie Bacon	Ms. Bacon distributed copies of the Quality Review Team Satisfaction survey for the Volunteers of America and CDMHPs. Surveys will be conducted by county.	Informational
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Shirley Conger	Distributed invitations to the members to come and judge the Second Annual Poster Contest following the Board of Directors meeting on August 22 nd .	Informational
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CORRESPONDENCE AND COMMENTS FROM THE CHAIR

None	Informational
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OLD BUSINESS

Chuck Benjamin	Executive Director’s Report Mr. Benjamin reported:	Informational
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- Very excited about Debbie Page’s presentation on the Expanded Community Service program. Fits in with the Vision of Hope.
- NSRSN notified on August 13 that providers are delaying implementation of Raintree due to transfer of graphics interface. Informational
- Presented NSRSN Plan for Older Adults to the Snohomish County Committee on Aging. They were very interested and supportive. Informational

- Thanked Jack Bilsborough for sharing an Editorial recently published in the Everett Herald regarding parity of mental illness with physical illness, and also Mr. Bilsborough’s response. The NSRSN is preparing a response as well. RSN staff will make copies of both articles and mail them to the Advisory Board.

- Announced date change for Recovery Conference. New date is December 4th. He extended an invitation to the Advisory Board officers to attend. Informational
- Encouraged attendance at the August Board Meeting, and poster judging. With 90 submissions, judging will be difficult. Informational
- Discussing with MHD possibility of establishing 10 geriatric beds in the region. The success of the ECS program will help in this endeavor. HCS funding is primary source; we would get \$25/day to supplement. Informational
- Good work begets more work! NSRSN will be involved in a pilot project for the State's performance outcomes to measure consumer satisfaction. Pierce RSN has also been chosen, as well as an RSN on the eastside. Informational

Mary Good

Finance Committee

Ms. Good reported that the Committee recommends approval of the expenditures as presented. Discussion of the 2003 budget was postponed until further information comes from Olympia. The Committee approved their July meeting minutes.

The Finance Committee also brought forth a motion, which received a second: Recommendation that the NSRSN Advisory Board sponsor six (6) scholarships to the NAMI conference, not to exceed \$330 each, and for no more than two (2) people from any one county.

It was moved and seconded to recommend paying Russ Sapienza for his internship upon completion of Consumer to Provider training. The motion was amended to add that NSRSN staff would contact Jolynn Wells to clarify and carry through the process.

It was moved, seconded, and approved to accept the Finance Committee Report, and expenditures.

The motion passed unanimously.

The amended motion passed unanimously. RSN staff will follow up on the request, and ensure paperwork is complete.

Ms. Lutz-Smith stated that she wants to invite County Mental Health Advisory Boards to attend the Recovery Conference and meet with the NSRSN Advisory Board for one hour and have dinner. After a lengthy discussion it was decided that trying to meet at the Recovery Conference would pose a scheduling conflict for several people. Mr. Benjamin reported that the counties are polling their members and further discussion should be postponed until reports from all counties are received. It was moved, seconded to postpone discussion of this topic until the September meeting.

Informational

NSRSN staff will add this topic to the September agenda.

Janet Lutz-Smith

Strategic Plan Committee

The committee did not meet.

Greg Long

Mr. Long reiterated the three Board of Directors planning work groups recently formed. Advisory Board membership on these committees was established last month, however more volunteers are needed.

Additional
Volunteers:

Mission
Statement/Name
Change: Janet Lutz-
Smith, Dwight Hinton

Special Populations:
Mary Good

NSRSN staff will
make up a roster for
each group.

Activities and Liaison Committee

Informational

No report. Ms. Dempsey reminded the group of the stakeholder meeting on August 14th, and that NAMI Conference registrations are due.

CONSENT AGENDA

Consent Agenda

Informational

None

Marcia Gunning

Action Items

1. To authorize the following line item transfers in the NSRSN 2002 Operational Budget:
 - \$ 4,000 from Supplies to Employee Benefits
 - \$ 8,805 from Professional Services to Regular Salaries
 - \$ 900 from Communications to Regular Salaries
 - \$ 200 from Repairs & Maintenance to Regular Salaries
 - \$ 2,000 from Miscellaneous to Regular Salaries
 - \$10,018 from Agency/County and Other Services to Regular Salaries

2. To introduce Contract NSRSN-Snohomish -02, Amendment 1, as attached. Maximum consideration shall be reduced by \$21,446. Maximum consideration shall not exceed \$2,622,587.

3. To approve the following line item transfer in the NSRSN 2002 Operational Budget:
 - \$5,000 from Miscellaneous to Travel

Motion: It was moved, seconded and approved to recommend the Board of Directors approve the Action Items as presented.

Bill Whitlock

Emergency Action Items

None

Informational

Bill Whitlock

Motions Yet to be Approved

Informational

Mr. Whitlock distributed copies of the following Introduction Items:

1. To introduce contract 0169-45577, Amendment 3 between the North Sound Regional Support Network and Division of Developmental Disabilities for Crisis Prevention, Intervention and Stabilization Services. Maximum consideration has been decreased by \$2,395. Maximum consideration is changed to \$817,126.32. All other terms and conditions remain unchanged.

This contract amendment implements the State Legislature budget reduction requirement for the Division of Developmental Disabilities as it affects DDD's contract with the NSRSN.

2. To introduce contract NSRSN-APN-DD Crisis-02, Amendment 2 between the North Sound Regional Support Network and the Associated Provider Network for DDD Crisis Prevention, Intervention and Stabilization Services. Maximum consideration of this Amendment has been reduced by \$2,395. Maximum consideration for the entire term of this agreement shall not exceed \$712,210.

This contract amendment passes on to the provider the State Legislature budget reduction requirement for the Division of Developmental Disabilities as it affects DDD's contract with the NSRSN.

NEW BUSINESS

Wendy Klamp

Ms. Klamp offered an informational PowerPoint presentation on the Access Review Study recently conducted.

Informational

COMMENTS FROM COUNTY ADVISORY BOARD REPRESENTATIVES

Eileen Rosman,
Island

No report

Informational

Dean Stupke, San
Juan

No report

Informational

Mary Good, Skagit

No report

Informational

Marie Jubie,
Snohomish There was no meeting, however Ms. Jubie spoke of goal setting being done by all the Human Services Boards in order to better collaborate. Informational

Dan Bilson,
Whatcom Mr. Bilson offered an excerpt from the minutes of the August 1st WCPC Interdepartmental Council Meeting. According to the minutes, the clinic's Medical Team has serious concerns in connection with impending layoffs of staff. Informational

Mr. Bilson offered contact information for the Spokesman Review to enable RSN staff to locate an article by Jonathan Martin entitled "30 Year Mental Health Monopoly Ends".

COUNTY COORDINATOR REPORT

None

COMMENTS FROM THE PUBLIC

Dwight Hinton Mr. Hinton asked audience member Julian Marsh to elaborate on a recent attack at the Rainbow Center. Mr. Marsh explained that a consumer while on duty had beaten a case manager at the Center. The incident has prompted discussion of minimum staffing standards. He stated that in his opinion the Center is frequently understaffed. He feels that union negotiations will bring about changes. Mr. Hinton added that safety at the Rainbow Center has been a concern for him for about two years. He reported that the Rainbow Center had gotten its shower! Informational

Bob LeBeau Regarding safety issues, Mr. LeBeau added that caution must be used in adding safety measures. It is more likely that someone in the general public than a consumer will attack a person. There is stigma attached to too much restriction. It is difficult to find the balance between providing a safe environment and maintaining dignity.

OTHER BUSINESS

Dan Bilson Mr. Bilson distributed information on supplemental dental and vision insurance for Medicaid eligible citizens. Informational

Mary Good

Ms. Good distributed registration forms for a workshop entitled "Benefits and Employment – Medical Assistance, Medicare, Social Security, and SSI"

Informational

ADJOURNMENT

3:22

FUTURE REQUESTED PRESENTATIONS

- Strength Based Treatment
- Best Practice
- Case Management

The next meeting is scheduled for Tuesday, September 17, 2002 at 1:00 p.m. in the NSRSN Conference Room at 117 N. 1st St., Ste. 8, Mount Vernon, WA 98273

Respectfully submitted,

Melinda Bouldin
Office Manager

MEMORANDUM

DATE: August 30, 2002

TO: NSRSN Advisory Board

FROM: Marcia Gunning
Contracts Compliance & Financial Services Manager

RE: September 17, 2002 NSRSN Board of Director's Agenda

Please find for your review and comment the following that will be discussed with the Board of Directors brought forth at the September 17, 2002 NSRSN Board Meeting.

CONSENT AGENDA

1. To authorize the NSRSN Executive director to enter into Contract 0169-45577, Amendment 3 between the North Sound Regional Support Network and Division of Developmental Disabilities for Crisis Prevention, Intervention and Stabilization Services. Maximum consideration has been decreased by \$2,395. Maximum consideration is changed to \$817,126.32. All other terms and conditions remain unchanged.

This contract amendment implements the State Legislature budget reduction requirement for the Division of Developmental Disabilities as it affects DDD's contract with the NSRSN.

2. To authorize the NSRSN Executive director to enter into Contract NSRSN-APN-DD Crisis-02, Amendment 2 between the North Sound Regional Support Network and the Associated Provider Network for DDD Crisis Prevention, Intervention and Stabilization Services. Maximum consideration of this Amendment has been reduced by \$2,395. Maximum consideration for the entire term of this agreement shall not exceed \$712,210.

This contract amendment passes on to the provider the State Legislature budget reduction requirement for the Division of Developmental Disabilities as it affects DDD's contract with the NSRSN.

ACTION ITEMS

1. To adopt and incorporate the attached Quality Improvement Plan into the NSRSN 2002-2003 Quality Management Plan:

As presented at the August 22, 2002 Board of Directors Meeting, the NSRSN Quality Management Department staff conducted an indepth review of the NSRSN Access System. As a result of this review, the NSRSN staff recommends that those items listed above be incorporated into the NSRSN 2002-2003 Quality Management Plan. Both the results of the Access Review and staff recommendations have been presented to the NSRSN Advisory Board and QMOC.

EMERGENCY ACTION ITEMS

None

ITEMS NOT YET REVIEWED BY THE ADVISORY BOARD

1. To introduce the NSRSN Housing Plan.

The NSRSN Planning Committee brings forth for review and comment their recommended NSRSN Housing Plan. It is recommended by NSRSN Staff that this plan be adopted at the October 2002 Board of Directors Meeting

2. To introduce the NSRSN Homelessness Plan.

The NSRSN Planning Committee brings forth for review and comment their recommended NSRSN Homelessness Plan. It is recommended by NSRSN Staff that this plan be adopted at the October 2002 Board of Directors Meeting

3. To introduce the NSRSN Anti-Retaliation Policy and Procedure.

The Mental Health Division has recommended the NSRSN formally adopt an Anti-Retaliation Policy and Procedures. The NSRSN Quality Review Team and Ombuds have worked with NSRSN staff in developing the attached NSRSN Anti-Retaliation Policy/Procedures and recommend its approval.

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
Charles R. Benjamin
County Coordinators
NSRSN Management Team

Quality Improvement Plan Resulting from Access Review

Identified Area of Concern	Action	Work Group	Work Product	Timeline	NSRSN staff assigned
High degree of dissatisfaction among surveyed stakeholders.	1. Review each agency's community education plans and customer satisfaction components and develop system wide plan that includes detailed and specific mechanisms and timeframes to provide effective information to stakeholders and consumers to better explain our access system, eligibility criteria and levels of care and ongoing monitoring of customer satisfaction around access.	NSRSN APN Volunteers of America Sea Mar	Collaborative community education plan	Per contract	Sharri Dempsey
As Above	2. Improve data collection of referral sources in order to better target communication and identify education needs.	NSRSN APN Volunteers of America Sea Mar	Data reports	1 st Quarter data received by January 1, 2003	Sharri Dempsey
As above	3. Develop strategies for improved	NSRSN APN	Committee report	Nov. 1, 2002	Sharri Dempsey

	mechanisms for facilitated referrals and assisting individuals with presumptive eligibility and/or who require special assistance.	Volunteers of America Sea Mar			
As Above	4. Quarterly reports on wait time and abandonment rate will be furnished to NSRSN for monitoring	APN Sea Mar	Data report	August 31 st , 2002 January 1, 2003	Michael White
As Above	5. Investigate potential for increasing number and types of third party referrals to APN Access Call Center that can be accepted.	NSRSN APN Sea Mar Compass	Committee report	Dec. 1, 2002	Linda Benoit
XXXXXXXXXXXXXX X	XXXXXXXXXXXXXX XX	XXXXXXXXXXXXXX XX	XXXXXXXXXXXXXX XX	XXXXXXXXXXXXXX X	XXXXXXXXXXXXXX XX
APN Access staff stated policy that only one child from a family can be enrolled at a given time	This is not an approved policy. APN Call Center supervisor will provide further staff training to clarify this issue.	APN/Compass	Training documentation	Oct. 1, 2002	Terry McDonough
XXXXXXXXXXXXXX XX	XXXXXXXXXXXXXX XX	XXXXXXXXXXXXXX X	XXXXXXXXXXXXXX XX	XXXXXXXXXXXXXX XX	XXXXXXXXXXXXXX X
Current access policy for sex	There will be a meeting with clinical	NSRSN APN	Written response	Nov. 1, 2002	Linda Benoit

offenders may create delays in scheduling assessment	staff from NSRSN, APN and providers to discuss the rationale for the policy and determine whether any changes are indicated and provide a written response.	Providers			
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**NORTH SOUND REGIONAL SUPPORT NETWORK
CONTRACT AMENDMENT**

**CONTRACT NO. NSRSN-APN-DD Crisis-02
Amendment (2)**

THIS AGREEMENT is entered into between NORTH SOUND REGIONAL SUPPORT NETWORK/PREPAID HEALTH PLAN, (NSRSN) Mount Vernon, Washington, and ASSOCIATED PROVIDER NETWORK (CONTRACTOR"), Mount. Vernon, Washington.

THE PARTIES MUTUALLY AGREE AS FOLLOWS:

The above-referenced Contract between the North Sound Regional Support Network (NSRSN) and Associated Provider Network (APN) is hereby amended as follows:

1. Maximum consideration of this Amendment has been reduced by \$2,395. Maximum consideration for the entire term of this agreement shall not exceed \$712,210.

ALL TERMS AND CONDITIONS OF PERFORMANCE OUTLINED IN CONTRACT NO. NSRSN-APN-DD CRISIS-02 THROUGH AMENDMENT TWO (2) ARE INCORPORATED BY REFERENCE AS THOUGH FULLY SET FORTH HEREIN.

THIS AMENDMENT IS EXECUTED BY THE PERSONS SIGNING BELOW, WHO WARRANT THAT THEY HAVE THE AUTHORITY TO EXECUTE THIS AMENDMENT.

NORTH SOUND REGIONAL SUPPORT
NETWORK

ASSOCIATED PROVIDER NETWORK

Charles R. Benjamin
Executive Director

Date

Jere LaFollette
Executive Director

Date