

MEMORANDUM

TO: NSRSN Board of Directors and All Interested Parties
FROM: Melinda Bouldin, NSRSN Office Manager
RE: Meeting Information
DATE: April 11, 2001

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

**Thursday, April 26, 2001
North Sound Regional Support Network
Conference Room
117 North First Street, Suite 8
Mt. Vernon, WA
1:30 PM**

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

For Special Disability accommodation needs, please call Melinda at (360) 416-7013, ext. 222 at least 48 hours in advance, if possible.

**NORTH SOUND REGIONAL SUPPORT NETWORK
BOARD OF DIRECTORS MEETING**

**North Sound Regional Support Network
Conference Room
117 North First Street, Suite 8
Mt. Vernon, WA
April 26, 2001
1:30 PM**

AGENDA

- 1. Call to Order; Introductions – Chair**
- 2. Revisions to the Agenda – Chair**
- 3. Approval of Minutes – Chair**
- 4. Comments & Announcements from the Chair**
- 5. Board Discussion – Chair**

“What is an example of how mental health services may differ among various cultures?”

- 6. Comments from the Public**
- 7. Report from the Advisory Board – Dan Bilson, Chair**
- 8. Report from Executive/Personnel Committee – Dave Gossett, Chair**
- 9. Report from the Planning Committee –**
- 10. Report from QMOC Committee – Andy Byrne, Chair**
- 11. Report from the Executive Director – Chuck Benjamin, Executive Director**
- 12. Report from the Finance Officer – Bill Whitlock**
- 13. Consent Agenda – Chair**

All matters listed with the Consent Agenda have been distributed to each Board Member for reading and study, are considered to be routine, and will be enacted by one motion of the Board of Directors with no separate discussion. If separate discussion is desired, that item may be removed from the Consent Agenda and placed on the Regular Agenda by request of a Board Member.

The NSRSN Board of Directors moves to approve the Consent Agenda:

Motion #01-022 To review and approve NSRSN claims paid from March 1, 2001 to March 31, 2001. Total dollar amount of warrants paid in March 2001 (unavailable at this time). Total March payroll of (unavailable at this time) and associated benefits in the amount of (unavailable at this time).

Motion #01-023 To authorize NSRSN Executive director to rescind Board Motion #01-002, authorizing contract NSRSN-Snohomish MICA-01, AND to enter into contract NSRSN-Compass-MICA-01, effective May 1, 2001 through October 30, 2002, between the NSRSN and Compass Health for services to youth and adults with Co-Occurring disorders (mental health and substance abuse) within Snohomish County. Maximum consideration shall not exceed \$142,817.

Snohomish County Mental Health Program Staff have requested the NSRSN contract directly with Compass Health for services to youth and adults with Co-Occurring disorders within Snohomish County by purchasing Chemical Dependency Specialist Case Manager Services, outreach services and engagement services to individuals who have been hospitalized in psychiatric units due to mental health and substance abuse and to purchase trainings and on-going case consultations to all Compass case management staff regarding dually diagnosed individuals and substance abuse symptoms and treatment strategies. As Board Motion #01-02 authorized the NSRSN to contract with Snohomish County for these services, the motion needs to be rescinded. See attached.

Motion #01-024 To authorize NSRSN Executive director to enter into contract NSRSN-Refugee-CP-00, Amendment 1 between NSRSN and the Refugee & Immigrant Forum of Snohomish County, extending the contract to July 30, 2001 and modifying various line items within the contract budget. All other terms, including maximum consideration of \$30,000 remain unchanged.

This contract is one of the 18 Consumer Oriented Projects awards. Total funding allocation is \$30,000. As the Refugee & Immigrant Forum Group sunset on March 14, 2001, and as they have \$11,508 remaining in their budget, they are requesting a four month extension and line item budget changes in order to continue to provide classes and community events. See attached.

14. Action Items – Marcia Gunning, Contracts Compliance/Financial Services Manager

Motion #01-019To approve the NSRSN Functional Independence Definition and Policy

On January 19, 2001 the NSRSN Advisory Board, Executive Director, Quality Review Team, Ombuds and Office of Consumer Affairs Manager had a working retreat to design the first draft of NSRSN's Functional Independence Definition and Policy. The NSRSN Personnel Committee has reviewed this document and recommended approval at their March 22, 2001 Board Meeting. Board action was delayed, as the Advisory Board postponed making their recommendation decision until their April meeting.

Motion #01-025 To approve the NSRSN Advisory Board Financial Policies and Procedures.

The Advisory Board Finance Committee developed the proposed Financial Policies and Procedures and presented them to the full Advisory Board at their March 13, 2001 Advisory Board Meeting. These policies and procedures were developed to assist Advisory Board Members. The policies and procedures comply with NSRSN financial policies and procedures.

Motion #01-026 To approve the NSRSN Credit Card Policy

NSRSN Board Finance Committee and staff have been discussing the need for an NSRSN Credit Card Account. The Board Finance Committee has worked with NSRSN staff to develop the NSRSN Credit Card Account Policy being introduced at the March 22, 2001 Board Meeting. The NSRSN has been unable to purchase Information Technology Services, ie. encryption services, etc., as a monthly charge to a credit card account is the only mode of payment. In addition, as the NSRSN does not have a credit card account, reserving and paying for lodging, etc., while on NSRSN business (conferences, trainings, etc) requires staff to use their own credit cards (if available). NSRSN investigated the possibility of a "debit/check card" account and were informed that this type of account is only issued to individuals.

15. Motions Not Yet Reviewed by the Advisory Board – Chair

Motion #IN-010 To introduce contract between NSRSN and the NSRSN Selection Committee's recommended recipient of RFQ 01-01, Children's Residential Crisis Center.

This introduction item is a placeholder.

Motion #IN-011 To introduce Contract NSRSN-Island-99-01, Amendment 1, between the NSRSN and Island County for co-occurring disorder services in Island County effective May 1, 2001. Maximum consideration shall not exceed \$12,085.

NSRSN Board of Directors carved \$250,000 from the 1999-2001 PHP revenue for Board authorized innovative/special projects. Island County is requesting the Board authorize release of those dollars "allocated" for Island County in order to purchase the following services from The Recovery Center/Catholic Community Services and Community Mental Health Services: 1)Curriculum for group treatment for people with sever and persistent mental illness and a co-occurring substance-related disorder; 2) co-facilitated weekly treatment groups; 3) integrated individual treatment and case management services; 4) ongoing education for mental health and substance abuse clinicians that maximize their competencies. See attached.

16. Executive Session - Chair

17. Reconvene - Chair

18. Adjournment – Chair

NOTE: Change of Venue for May!!!

NOTE: The next Board of Directors meeting is scheduled for Thursday, May 24, 2001, at the Mullis Community Senior Center, Friday Harbor, WA at 1:30 PM.

**NORTH SOUND REGIONAL SUPPORT NETWORK
BOARD OF DIRECTORS MEETING**

**NSRSN Conference Room
117 N. First Street, Suite 8
Mt. Vernon, WA
March 22, 2001
1:30 PM**

MINUTES

Board Members Present:

Rhea Miller, Chair, San Juan County Commissioner
Mike Ashley, Snohomish County Council
Dan Bilson, Chair, NSRSN Advisory Board
Andy Byrne, Alternate for Pete Kremen, Whatcom County Executive
Ken Dahlstedt, Skagit County Commissioner
Dave Gossett, Alternate for Gary Nelson, Snohomish County Council
Jackie Henderson, Alternate for Mike Shelton, Island County Commissioner
Della Hill, Tulalip Tribes
Joe Johnson, Nooksack Tribe
Susan Neely, Alternate for Kirke Sievers, Snohomish County Commissioner
Jim Teverbaugh, Alternate for Bob Drewel, Snohomish County Executive

NSRSN Staff Members:

Chuck Benjamin, Beckie Bacon, Melinda Bouldin, Sharri Dempsey, Greg Long, Francene Thompson, Bill Whitlock, Gary Williams

Guests:

Rod Elin, Tom MacIntyre, Jane Relin, Bob LeBeau

1. Call to Order; Introductions – Chair

Rhea Miller called the meeting to order at 1:30 PM. Introductions were made of all present.

2. Revisions to the Agenda – Chair

None

3. Approval of February Minutes – Chair

Dan Bilson pointed out that he wanted the words “this issue” removed from his statement, and a period added after the words “Becca Bill”. A motion was made and seconded to approve the February minutes as amended. Motion carried.

4. Comments & Announcements from the Chair

Chair Miller:

- Welcomed Shari Gilseth, NSRSN Secretary/Receptionist
- Reported on the success of the Board Retreat in February. Both Jennifer Clarke, PhD., and Sam Magill assisted attendees in fostering a positive approach to recovery. The retreat promoted a sense of goodwill, creative problem solving, and there were no scapegoats.
- Reminded all of the Year of the Tribal Child Conference to be held on April 25th and 26th.
- Announced Sexual Diversity Training on March 29th and April 11th.
- Announced preliminary info on MHD audit is “good”

5. Board Discussion – Chair

The Chair reviewed the protocols for the question:

“What comes to mind when you think beyond simply providing mental health services for people with mental illness, to creating opportunities for recovery?”

Dave Gossett stated that he feels a key item in creating employment opportunities, i.e. Cookie Creations and moving consumers into mainstream jobs, not just consumer businesses.

Dan Bilson commented on the immeasurable benefit of the 18 RFPs allotted to consumers. They help consumers function at the highest level possible. Andy Byrne hopes the industry can move beyond diagnosis and treatment, and find a wellness model. Find what works well. Help people become involved in their communities. Enhance lives, not just treat symptoms.

Jim Teverbaugh stressed that we need to communicate hope in all that we do. He further stated that there is so much more hope than there was 03 years ago. There is so much power and freedom in hope.

Joe Johnson stated that we need to remove ourselves from what is creating a negative mindset. If one gets bored, they should do something for someone else.

Jackie Henderson feels that for all people, the biggest disability is loneliness.

Chuck Benjamin stated the recovery model would much better reconnect a person with family and friends. Building value and self esteem in order to reconnect with the community is not easy.

Ken Dahlstedt shared that we always tend to look at what's wrong; we need to look for gifts and strengths of people. We should be more positive.

Chair Miller feels under utilized. She is able to give contacts and information to assist community building and to help integrate folks into the community.

6. Comments from the Public

There were none.

7. Report from the Advisory Board – Dan Bilson, Chair

Mr. Bilson reported on:

- “Cookie Creations” article in Everett Herald
- April 5th training for professional care-givers on Assessment and Management of Older Patients with Dementia
- Co-Occurring Disorder training region-wide
- The Advisory Board recommendation that the NSRSN Board of Directors request a statewide “Best Practices” training from the MHD.
- Children’s Committee concern that RFQ-02 be re-let a.s.a.p.
- John Patchmatla distributed a draft of an ethnic minorities questionnaire
- Vice Chair Rosman reported on the success of the Board Retreat
- Josselyn Winslow spoke of the need for funding on non-hospital care
- Greg Long reported displacement of over 200 patients at WSH due to earthquake damage.
- Chair Bilson distributed three copies of the grievance policy and procedure to each Advisory Board member.
- March 15th final presentation and selection of RFQ-01
- Chuck Benjamin and Marcia Gunning will give a 12:15 inservice prior to the April 17th Advisory Board meeting regarding MHD contracts and WAC revisions.

8. Report from Executive/Personnel Committee – Dave Gossett, Chair

Dave Gossett reported:

- The Executive/Personnel Committee is comfortable with the Lead QRT job description as presented. There will be no retroactive pay and the Committee recommends implementation on April 1, 2001.
- Although the Advisory Board did not approve the Functional Independence policy, the Board of Directors will act on it in April.

9. Report from Planning Committee

Greg Long reported the Committee had not met and plans to meet in late April or Early May.

10. Report from QMOC Committee – Andy Byrne, Chair

Andy Byrne reported that the QMOC Committee met on March 21st. Region-wide utilization of the CHAP program was discussed. The 85% average utilization standard is not currently being met; the average is 70%. The QMOC passed a motion to recommend APN pay back dollars for under utilization, APN will generate a Corrective Action Plan to be approved by the RSN. It was clarified that this payback is an administrative issue, no Board of Director involvement is required.

It was further reported that APN had given an interesting presentation on caseload size. Determination of caseload size is a very complex issue. More work on this is expected in the future.

11. Report from the Executive Director – Chuck Benjamin, Executive Director

Mr. Benjamin reported briefly on the following:

- Timely submission to the MHD of the NSRSN Year End Fiscal Report for 2000. He thanked Bill Whitlock and Marcia Gunning.
- Marcia Gunning and Darrell Heiner continue working with APN on the Inpatient Reconciliation. They are finding irregularities in claims to NSRSN
- Receipt of three responses to the Children's Crisis Residential Center RFQ.
- Greg Long's participation in the review of the proposed WSH bed reductions process; including the earthquake damage.
- 4-E Waiver discussions with DCFS
- Greg Long and Diana Striplin are working with the Sexual Minority Work Group in coordinating regional training with DASA
- Michael White and Christine Austin continue their work to improve Information System and Data elements. They are evaluating Crisis review data.
- Melinda Bouldin has arranged staff training on the Employee Assistance Program for NSRSN staff. Manager training has occurred.
- Melinda Bouldin hired Shari Gilseth as Receptionist/Secretary.
- Support Staff continue to provide excellent services to numerous NSRSN activities and meetings.
- Francene Thompson is working on the 2001 Quality Management Plan.
- Francene served on NAMI public panel in Bellingham regarding DMIO.
- Francene is involved with MHD response to JLARC on outcome measures.
- NSRSN staff is busy with MHD's current revisit for Licensing Review of four service providers
- His working with many staff and APN in reviewing the underutilization of CHAP beds including determining the level of "payback" and approving an APN Corrective Action Plan.
- Marcia Gunning and Management Team members are working hard on evaluating, interpreting and responding to the revised WACs and the proposed MHD/RSN contract

- Many staff continue to work on revising the LOC Manual
- Three grievances were handled.

12. Financial Report – Bill Whitlock

Mr. Whitlock provided copies of and shared details of the year end report, detailing highlights of the “bottom line”.

13. Consent Agenda – Chuck Benjamin, Executive Director

All matters listed with the Consent Agenda have been distributed to each Board Member for reading and study, are considered to be routine, and will be enacted by one motion of the Board of Directors with no separate discussion. If separate discussion is desired, that item may be removed from the Consent Agenda and placed on the Regular Agenda by request of a Board Member.

Motion #01-014 To review and approve NSRSN claims paid from February 1, 2001 to February 28, 2001. Total dollar amount of warrants paid in February 2001 \$3,156,810.79. Total February payroll of \$68,496.96 and associated benefits in the amount of \$20, 670.86.

Motion #01-015 Transfer the following amounts in the NSRSN 2000 administrative budget. Transfer \$55,900 from Salaries, and \$6,300 to office and operating supplies, \$3,200 to small tools, \$43,000 to professional services, \$1,600 to communications, \$1,600 to travel, \$200 to machinery and equipment.

Transfer the following amounts in the NSRSN 2000 Advisory Board budget. Transfer \$12,500 from professional services, and \$1,100 to office and operating supplies, \$300 to communications, \$10,400 to travel, \$700 to miscellaneous.

Motion #01-016 To authorize NSRSN Executive director to enter into contract NSRSN-Compass consumer Group-CP-00, Amendment 1 between NSRSN and Compass Health, modifying the line item budget.. All other terms, including maximum consideration to remain unchanged.

This contract is one of the 18 Consumer Oriented Projects awards. Total funding allocation is \$30,000. The Consumer Group is requesting that \$2,400 from their communications line item and 3,500 from their Miscellaneous – Activities line item be transferred to their salaries and benefits line item in order to purchase additional activities staff and computer trainer time.

Motion #01-017 To authorize NSRSN Executive Director to enter into contract NSRSN-Snohomish-99-04, Amendment 1 between NSRSN and Snohomish County, increasing Snohomish County Budget for ITA Services \$31,000 effective January 1, 2001 through June 30, 2001.

Per Board Motion 00-057, effective January 1, 2001 Snohomish County was awarded \$62,000 annually in order to add 1 FTE CDMHP due to increased ITA workload. This amendment implements board motion for the current contract period.

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

14. Action Items – Marcia Gunning, Contracts Compliance/Financial Services Manager

Motion #01-003 (held from January & February Meetings) to authorize NSRSN Executive director to enter into contract with department of Developmental Disabilities (DDD) for add-on supports and services for people with mental health and developmental disabilities, effective January 1, 2001 through July 31, 2001. Maximum consideration shall not exceed \$225,000.

Moved, seconded, all in favor, motion carried.

Motion #01-004 (held from January & February Meetings) to authorize NSRSN Executive Director to enter into contract NSRSN-APN-99-10-01 Amendment 6 with the Associated Provider Network **subsequent to implementation of Motion 01- 003** for enhanced crisis prevention and intervention services to individuals with developmental disabilities and mental illness, effective January 1, through July 31, 2001. Maximum consideration shall not exceed \$225,000.

Moved, seconded, and approved as amended.

Motion #01-011 To approve the NSRSN 2001 Plan for Older Adults

The NSRSN Planning Committee recommends the Board of Directors approve the 2001 Plan for Older Adults.

Moved, seconded, all in favor, motion carried.

Motion #01-018 To approve the NSRSN Proposed 2001 Quality Management Plan

The Quality Management Oversight Committee (QMOC) formed a sub-committee to review the 2000 Quality Management Plan, develop the 2001 NSRSN QM Plan, and identify accomplishments and current NSRSN practices. This sub-committee presented the recommended draft to the QMOC Committee in January 2001, who unanimously recommends this document to the Board.

Moved, seconded, all in favor, motion carried.

Motion #01-019 To approve NSRSN Functional Independence Definition and Policy
Held until April meeting

Motion #01-020 To authorize the NSRSN Board Chair to sign the Washington Counties Insurance Pool Agreement and by-laws.

Moved, seconded, all in favor, motion carried.

Motion #01-021 To approve the Lead Quality Review Team Job Description

It was agreed to move Motion #IN-007 from Introduction to Action Item at the request of the Executive Personnel Committee in order to implement on April 1, 2001.

Moved, seconded, all in favor, motion carried.

15. Motions Not Yet Reviewed by the Advisory Board – Rhea Miller, Chair

Chair Miller announced the following introduction items:

Motion #IN-006 To introduce the NSRSN Advisory Board Financial Policies and Procedures.

Motion #IN-007 To introduce the Lead Quality Review Team Job Description. **Moved to Action Agenda, Motion #01-021**

Motion #IN-008 To introduce the NSRSN Credit Card Policy

Motion #IN-009 To introduce contract between NSRSN and the NSRSN Selection Committee's recommended recipient of RFQ-01-01, Children's Residential Crisis Center.

16. Executive Session

There was none.

17. Reconvene / Public Comment

There was none

18. Adjournment

Chair Miller adjourned the meeting at 2:49 p.m.

Respectfully submitted,

Melinda Bouldin

NSRSN STAFF ACTIVITIES REPORT

April 26, 2001

TOPIC	PROGRESS
Quality Management – Francene Thompson	
Mental Health Division Systems Improvement Group	<ul style="list-style-type: none"> The NSRSN Clinical/Quality Manager participated on behalf of NSRSN in the Systems Improvement Group convened by MHD to provide leadership and recommendations in the evolution of the state’s Public Mental Health Quality Management System. A major focus of the group will be development of systems changes that will operationalize the recommendations of the JLARC Committee.
An Additional Potential New Provider Program Review	<ul style="list-style-type: none"> Quality Management teamed with the Contracts/Fiscal Manager to review the Source Child Center in Mount Lake Terrace following their request for mental health licensing from MHD. The Source is an affiliate of the Seattle Children’s Home providing residential and mental health services to up to 20 children dually diagnosed with developmental disability and mental illness. NSRSN has offered the Source technical assistance so that they can develop the infrastructure necessary for MHD licensing.
Health Options	<ul style="list-style-type: none"> NSRSN participated in a state-wide meeting bringing together representatives from the mental health system, medical providers, personnel from allied systems, and insurance carriers to plan for development of the next biennial Health Options contract. Emphasis was on ensuring that Medicaid consumers on Healthy Options plans have available to them the full array of services assured them under Federal guidelines.
Children’s Crisis Center RFQ	<ul style="list-style-type: none"> Quality Management staff participated in interviewing representatives and reviewing the proposals submitted by organizations responding to the recent RFQ for development of a children’s crisis residential option capable of diverting acutely mentally ill children from hospitalization. Selection of that provider will be made within the next few weeks.
Focused Reviews	<ul style="list-style-type: none"> The Clinical/Quality Manager conducted reviews of several issues raised through critical incident reports and from complaints received from users of APN services. These issues resulted in a number of administrative recommendations and actions designed to assure that ITA transportation services within the region are provided as outlined in contract, and that admissions at Regional E&Ts occur promptly and efficiently.
MHD Re-Visit Activities	<ul style="list-style-type: none"> The Quality Management Team actively participated with the Mental Health Division in revisiting NSRSN provider agencies to determine if deficiencies cited in their audit of 4 months ago had been resolved. All of the agencies are to be congratulated for the level of compliance reached by their corrective activities during the interim. All performed well above the 90% level required for MHD licensing.

NSRSN STAFF ACTIVITIES REPORT
Contract Compliance & Financial Services Department
April 2001

TOPIC	PROGRESS
<p>Inpatient Reconciliation:</p> <p>WAC Revisions:</p> <p>2001-2003 Biennium Funding:</p> <p>Request for Qualifications:</p> <p>WSH Emergency – FEMA:</p> <p>Administrative & Licensing Review:</p>	<ul style="list-style-type: none"> • Continue to meet with APN to discuss NSRSN/APN inpatient certification, payment and reconciliation system. We are running into irregularities and concerns with State Payment system. • Ongoing review and comments to NSRSN stakeholders and MHD on WAC 388-865. This is a new WAC that combines WAC 275-54, 55 and 57 into one WAC. There are considerable changes. <li style="padding-left: 20px;">MHD continues to provide RSN's with funding scenarios. Each scenario shows a different total funding available to RSN's throughout the State. Our challenge continues to bring forth as accurate of information as possible as we are preparing for the 2001-2003 MHD contract/funding. • <u>RFQ 01-01</u> = Children's Crisis Residential Care Center (6 – 10 Bed short-term (no more than 14 days) crisis facility for children within the NSRSN service area.) Received 3 responses. Selection Committee heard presentations and individually rated each respondent. Final selection is close. • <u>RFQ 01-02</u> = Adolescent/Youth Co-Occurring Disorder (MICA) Residential Recovery Program (start-up costs for 6-bed residential recovery program within NSRSN service area.) NSRSN has pulled this RFQ due to technical concerns. The RFQ was republished on _____. • Prepared and submitted initial FEMA reimbursement request to both MHD and Federal Government. The estimated monthly cost to the NSRSN; additional community hospital costs and adding one more bed at each E & T, totals \$167,280 per month.

NSRSN STAFF ACTIVITIES REPORT

April 26, 2001

TOPIC	PROGRESS
Office Manager Melinda Bouldin	
Employee Assistance Program	Managers have received EAS training, full staff received training on April 13, 2001 at the monthly staff meeting.
Medical Insurance Transition	Beginning April 1, 2001, NSRSN staff medical insurance made the transition from Regency to First Choice. The transition has gone smoothly to date. I sent correspondence to The Washington Counties Insurance Fund (now Pool) employees thanking them for their hard work to make this happen.
Support Staff	Support Staff continue their diligent work in support of the Agency. Our new Secretary/Receptionist, Shari Gilseth is assimilating well, and, under the guidance of Joan Johnson is rapidly learning her job. Annette Calder is working countless hours coordinating the Co-Occurring Disorders trainings (16) which are off-site and offer many logistical challenges. Judy Susia has provided invaluable assistance to the Tribal Liaison in coordination of the Year of the Tribal Child conference held April 25 & 26. This project required constant collaboration with the facility and NSRSN Fiscal Department.
Principles and Framework Revisit	I attended and offered clerical support for the revisit which occurred on April 4 th . A second revisit has been scheduled for April 18 th .
Sexual Diversity Training	I attended the Sexual Diversity Training on March 29 th . This worthwhile training was presented by Dr. Evonne Hedgepeth and involved an eclectic mix of staff, Board members, Advisory Board members, and providers. I feel that I gained a wealth of useful knowledge which will assist me in my role as the NSRSN Human Resources officer.