

**NORTH SOUND MENTAL HEALTH ADMINISTRATION
BOARD OF DIRECTORS MEETING
NSMHA Conference Room
Mount Vernon, WA
September 14, 2006
1:30 PM**

AGENDA

Page #/Tab

1. **Call to Order; Introductions – Chair Gossett**
2. **Revisions to Agenda – Chair Gossett**
3. **Approval of Minutes– Chair Gossett (motion #06-084)**
 - To review and approve the minutes of the July 13, 2006 regular meeting and August 15, 2006 Special Meeting of the NSMHA Board of Directors 5-14
4. **Comments & Announcements from the Chair**
5. **Reports from Board Members**
6. **Comments from the Public**
 - Poster Contest Winners Presentation
 - Productivity Report from APN
 - Presentation by MCCP, Barbara Mauer – 20 minutes
7. **Report from the Advisory Board – Charles Albertson, Chair**
8. **Report from the Executive/Personnel Committee – Mike Shelton, Chair**
9. **Report from the Quality Management Oversight Committee – Gary Williams, Chair**
 - Exhibit N presentation and recommendation for approval (motion #06-085) 15-17
10. **Report from the Planning Committee – Janelle Sgrignoli, Chair**
11. **Report from the Executive Director – Chuck Benjamin, Executive Director**
12. **Report from the Finance Officer – Bill Whitlock, Fiscal Officer**

13. Report from the Finance Committee – Kirke Sievers, Chair

14. Consent Agenda – Dave Gossett, 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 action 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 # 06-086

To review and approve North Sound Mental Health Administration’s claims paid from July 1, 2006 through July 31, 2006 in the amount of \$(will be available at the meeting). Payroll for the month of June in the amount of \$(will be available at the meeting) and associated employer paid benefits in the amount of \$(will be available at the meeting).

Motion # 06-087

To review and approve North Sound Mental Health Administration’s claims paid from August 1, 2006 through August 31, 2006 in the amount of \$(will be available at the meeting). Payroll for the month of June in the amount of \$(will be available at the meeting) and associated employer paid benefits in the amount of \$(will be available at the meeting).

Motion #06-088

To authorize the Executive Director to approve policies that have reached consensus through NSMHA’s established system.

Motion #06-089

NSMHA-Sea Mar FBG #06-07 amendment to the scope of work to include the additional money awarded to hire a full time bi-lingual MHP for the integration of physical and mental health care at the Bellingham clinic. The additional funding is \$25,000.00 for a total of \$51,984.00

Motion #06-090

NSMHA-Whatcom County #06-07 FBG amendment to the scope of work to include the additional money awarded to the elder-gatekeeper program. The additional monies will enhance the project by providing an increase in outreach and engagement services for the elderly at risk. The additional funding is \$15,000.00 for a total of \$33,309.00.

Motion #06-091

To approve the contract # 06-07 NSMHA-bridgeways FBG for the federal fiscal contract year 06-07. This ongoing grant will increase the number of consumers served in the Unit 9 project transitioning patients from Western State Hospital back into the community. The total funding is \$26,000.00

Motion #06-092

To approve the contract # 06-07 NSMHA-Whatcom County Rainbow Center FBG for the federal fiscal contract year 06-07. This ongoing grant will be used to expand hours of operation of the Rainbow Center to include evenings and weekends which will meet the requirements of the ICCD certification. The total funding is \$39,000.00.

Motion #06-093

To approve the contract # 06-07 NSMHA-Compass Health FBG for the federal fiscal contract year 06-07. This one time grant is for Compass Health to fund one bed for adolescents who are not covered by Medicaid in the 12 bed Adolescent E&T Facility. Total funding for the grant is \$141,000.00

Motion #06-094

To approve the contract # 06-07 NSMHA-Training Resources in Partnership FBG for the federal fiscal contract year 06-07. This ongoing grant is to fund parent support groups in three (3) counties, the project will provide Parent Partners to families in the catchment area. The total funding for this grant is \$37,000.00.

Motion #06-095

To approve the contract # 06-07 NSMHA-San Juan County Health and Community Services FBG for the federal fiscal contract year 06-07. This ongoing grant will be used to provide mental health assessments, short-term counseling, and consultation services to uninsured and underinsured school age children and their families. The total funding for this project is \$20,000.00.

15. Action Items

Motion #06-096

To amend the NSMHA-CCSNW Chemical Dependency Case Management Contract for chemical dependency case management services. This contract was passed by motion 06-081 on August 15, 2006 and the purpose of this amendment is to extend the duration of the contract from December 31, 2006 to June 30, 2007

Motion #06-097

To amend NSMHA-MHD PATH Grant Contract # 0569-82559 Amendment #03. This amendment extends the contract period for 9 months for a new contract end date of June 30, 2007. Section 8.a(5) of the original contract is amended to the following text, "the final invoice for services under this Agreement must be received by MHD no later than August 15, 2007".

Motion #06-098

To amend NSMHA-Compass Health PATH Grant 05-06 Amendment #03. This amendment extends the contract period for 9 months for a new contract end date of June 30, 2007. There is no financial consideration with this amendment.

Motion #06-099

To amend NSMHA-Whatcom Counseling & Psychiatric Clinic PATH Grant 05-06 Amendment #03. This amendment extends the contract period for 9 months for a new contract end date of June 30, 2007. There is no financial consideration with this amendment.

Motion #06-100

To review and approve NSMHA-DSHS-PATH contract 0669-05075 with a term of October 1, 2006 through June 30, 2008 and maximum consideration of \$129,003.00. PATH funds are used for outreach and services to persons in Snohomish County who are chronically homeless and mentally ill.

Motion #06-101

To review and approve NSMHA-DSHS-PATH contract 0669-05079 with a term of October 1, 2006 through June 30, 2008 and a maximum consideration of \$42,250.00. PATH funds are used for outreach and services to persons in Whatcom County who are chronically homeless and mentally ill.

Motion #06-102

To review and approve NSMHA-Compass Health-PATH Contract 06-08, starting October 1, 2006 through June 30, 2008 with a maximum consideration of \$129,003.00. PATH funds are used for outreach and services to persons in Snohomish County who are chronically homeless and mentally ill.

Motion #06-103

To review and approve NSMHA-WCPC-PATH Contract 06-08, starting October 1, 2006 through June 30, 2008 with a maximum consideration of \$42,250.00. PATH funds are used for outreach and services to persons in Whatcom County who are chronically homeless and mentally ill.

Introduction Items

None.

16. Adjournment – Chair

NOTE: The next Board of Directors meeting October 12, 2006, at 1:30 p.m. in the NSMHA Conference Room

**NORTH SOUND MENTAL HEALTH ADMINISTRATION
BOARD OF DIRECTORS MEETING
NSMHA Conference Room
Mount Vernon, WA
July 13, 2006
1:30 PM**

MINUTES

Members Present:

Ken Dahlstedt, Skagit County Commissioner, Vice-Chair of the NSMHA Board of Directors
Janelle Sgrignoli, designated alternate for Snohomish County Executive Aaron Reardon
Regina Delahunt, designated alternate for Whatcom County Executive Pete Kremen
Mike Shelton, Island County Commissioner
Kirke Sievers, Snohomish County Council
Gary Williams, designated alternate for Whatcom County Council member Ward Nelson
Bob Myhr, San Juan Council member
June LaMarr, The Tulalip Tribes
Marie Jubie, NSMHA Advisory Board member
Charles Albertson, NSMHA Advisory Board Chair

Staff Present:

Chuck Benjamin, Greg Long, Bill Whitlock, Annette Calder, Margaret Rojas

Guests:

Tom MacIntyre, Donna Konicki, Tom Sebastian, Janice George, Michele Hall, Chuck Davis, Deborah Moskowitz, Marilyn Baker, Marian Caudle, Sharon Jones

1. Call to Order; Introductions – Vice Chair Dahlstedt

Vice Chair Dahlstedt opened the meeting at 1:30 and welcomed everyone; and introductions were made.

2. Revisions to Agenda – Vice Chair Dahlstedt

Vice Chair Dahlstedt asked if there were any revisions to the agenda, there were none.

3. Approval of Minutes– Vice Chair Dahlstedt (motion #06-055)

A motion was made by Mr. Shelton to approve the June minutes as written, seconded by Mr. Sievers, all in favor, **motion carried.**

4. Comments & Announcements from the Chair

Vice Chair Dahlstedt said the poster judging would take place today, in the suite next door and said he hoped everyone could stay for that.

5. Reports from Board Members

Vice Chair Dahlstedt asked if there were any reports from Board members; there were none.

6. Comments from the Public

- Margaret Rojas announced the Poster Judging would take place today at 2:00.
- Ms. Marian Caudle addressed the board regarding her friend's son and his treatment, use of the crisis beds, meeting the needs of the clients, case manager not able to get the client the help they need, charges associated with calling the ambulance, police, etc. Ms. Caudle said she is concerned that client's needs are not being met and wants to know what to do about that. Mr. Benjamin agreed to look into the case, and asked Ms. Caudle to give information to Greg Long so NSMHA can investigate. Ms. Caudle stated she had worked for Compass Health for many years and that her grandson had been a client as a minor for many years. She said that minor services are much easier to access. Ms. Caudle thanked Chuck Davis for all the help he has provided. She said now that her grandson has turned 18, she is encountering more problems with his services and feels that it needs to be addressed. Chuck Benjamin thanked Ms. Caudle for coming forward and said NSMHA would look into it. Ms. Caudle thanked the Board for listening.
- Productivity Report from APN - Skipped at this time.

7. Report from the Advisory Board – Charles Albertson, Chair

Charles Albertson reported:

- The NSMHA Advisory Board held a special meeting on July 11, 2006. This meeting was held to review the proposals for the Federal Block Grant monies that NSMHA is receiving.
- Jim King made a recommendation to approve the Planning Committee's recommendations to continue funding projects already funded by Federal Block Grant funds.
- Jim King made a motion to approve the Planning Committee's recommendations for funding new projects. James Mead seconded the motion. Discussion was held as Jack Bilsborough asked that Greg Long go through each recommendation made by the Planning Committee. Greg reviewed the proposals with the group.
- At the end of the meeting Jim reiterated the motion to approve the Planning Committee's recommendation to use the additional Federal Block Grant funding on the eight proposals reviewed. All were in favor, none opposed, and the motion carried.
- Ms. Jubie provided an update on the Mental Health Task Force meeting in Spokane and addressed issues such as homelessness, the Mental Health Transformation Grant, abusive property managers, etc. and stated it was an interesting meeting.

Mr. Albertson was thanked for his report.

8. Report from the Executive/Personnel Committee – Mike Shelton, Chair

Mike Shelton reported:

- Mr. Shelton stated there are two job descriptions that need to be modified and asked Mr. Benjamin to explain why we are doing this and what the changes are. Mr. Benjamin listed the changes, mainly word-smithing to better reflect what is required and expected of the position. Mr. Shelton moved to approve the modified job description for the Quality Manager, seconded by Mr. Sievers, all in favor, **motion carried. (Motion #06-072)**
- Mr. Benjamin described the changes to the Contract Coordinator job description, stating it was a reclassification. Mr. Benjamin recommended that the title be changed to Contracts Coordinator/Legislative Liaison and change the pay range from 24 to 21. Some questions and answers followed

and Mr. Shelton moved approval of the revised job description, seconded by Mr. Williams, all in favor, **motion carried. (Motion #06-073)**

- Mr. Shelton stated NSMHA received a legal opinion from our attorney that NSMHA is not obligated to pay the ITA filing fees, although State law is that fees must be paid when the cases are filed. Mr. Shelton said even though we are not legally required to pay these fees as an organization, if the NSMHA doesn't pay, the obligation falls back on each individual county. Mr. Shelton asked that each county representative here discuss this with their respective counties/legislative authority and come back with a recommendation at the next meeting as to how we are going to pay the filing fees. Mr. Shelton said everyone needs to keep in mind that if the counties choose for the RSN to pay it will increase our budget by \$500,000 annually. He said that each individual county needs to make a decision; noting that for Island and San Juan it probably wouldn't be much, but for Skagit, Snohomish and Whatcom it could be substantial; and discussion followed.

Mr. Williams asked for a breakdown by County and how much of each filing fee goes to the State and how much comes back to each County so he can share this with Whatcom County representatives. Mr. Whitlock said he would gather that information. Mr. Myhr asked that a memo be sent to each county as to what their impact would be. After considerable discussion, Mr. Shelton asked the county representatives present if their counties would be interested in paying these fees. After each county representative responded, it was decided not to delay action on this any longer.

Mr. Shelton moved, as of July 13, 2006, the RSN start paying the filing fees, seconded by Mr. Sievers, and Vice-Chair Dahlstedt asked for comments. Mr. Sievers said that no retro active fees are to be collected, Vice-Chair Dahlstedt restated the motion: The RSN start paying the ITA filing fees as of July 13, 2006 and called for the vote, all in favor, **motion carried. (Motion 06-074)**

Mr. Shelton was thanked for his report.

A brief break was taken to conduct the Poster Judging. Winners will be presented with gift certificates at the September 14, 2006 Board of Directors meeting. Mr. Sievers recommended for next year we have two sections to the poster contest, a poster section and a poem section.

9. Report from the Quality Management Oversight Committee – Gary Williams, Chair

Gary Williams reported the Quality Management Oversight Committee met on June 28th and are bringing forward several recommendations today:

- Motion to adopt policy #1537 regarding medical clearance criteria for ITA assessment. Mr. Williams explained the policy and QMOC is recommending approval. Mr. Williams said this establishes a baseline to see if people are going to be screened for ITA assessment and those who should be seen for medical assessment first. Mr. Shelton moved approval, seconded by Ms. Delahunt, all in favor, **motion carried. (Motion #06-075)**
- Motion to adopt policy #1538 regarding Notification of Service Termination by Provider. This is a new policy that requires provider to give consumers written notification of termination of services. A motion to approve was made by Mr. Shelton, seconded by Mr. Myhr, all in favor, **motion carried. (Motion #06-076)**
- Motion to adopt policy #1713 regarding ICRS System Shift Change Protocol regarding crisis services shift change. This clarifies roles and responsibilities of staff during a shift change. Mr. Williams stated QMOC is recommending approval. Mr. Shelton asked if these policies are the cumulative work of providers, other stakeholders and if everyone has bought off on the policies,

Mr. Williams stated yes. Mr. Shelton moved approval of policy 1713, seconded by Myhr, all in favor, **motion carried. (Motion #06-077)**

Mr. Shelton said for him, regarding approval of policies and being someone who doesn't work in the system, it is hard to know if they are good policies or bad policies, and wondered if it was that way for others on the Board of Directors. Mr. Shelton proposed as long as there is consensus amongst the providers, the RSN and all others involved, that bringing it to the Board is not necessarily important, as it would appear the Board is rubber stamping something they may or may not understand. Mr. Benjamin said an option is for the Board of Directors to pass a motion that allows the Executive Director to approve policies that have reached consensus through NSMHA's established system. Mr. Shelton asked that a motion be brought to the next Board meeting for discussion.

Mr. Williams was thanked for his report.

10. Report from the Planning Committee – Janelle Sgrignoli, Chair

Janelle Sgrignoli reported:

The Planning Committee met on July 7 to review and recommend the distribution of the Federal Block Grant Funding, current and future. Ms. Sgrignoli distributed a packet that shows the current funding and proposals that are being recommended for funding with the additional \$318,000 Federal Block Grant funding.

Ms. Sgrignoli moved approval of the Planning Committee recommendation of Federal Block Grant funding for the following proposals:

Bridgeways, Unit 9:	\$ 26,000
Compass Health	\$141,000
DD for skill building	\$ 15,000
North Sound Parent Council	\$ 37,000
Children's access in San Juan	\$ 20,000
Sea Mar in Bellingham	\$ 25,000
Whatcom County WCPC gatekeeper	\$ 15,000
Rainbow Center expansion	<u>\$ 39,000</u>
TOTAL:	\$318,000

The motion was seconded by Mr. Myhr, all in favor, **motion carried. (Motion # 06-078)**

Ms. Sgrignoli was thanked for her report.

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

Chuck Benjamin reported:

- NSMHA has been notified that APN member agency boards have agreed to the draft contracts.
- Happy to report that both WCPC and Compass Health did well on their desk audits
- Working on three issues with APN regarding contract deliverables, APN desk audit, and the Critical Incident regarding theft of protected health information
- Service Authorizations and working closely with providers to develop a system that will have as little impact as possible
- Transition of Access from APN to Volunteers of America went very well and thanked Compass Health for working with NSMHA and VOA to make this transition as easy as possible.

- The ITA Secure Detox pilot going well, as of the first week of July there have been 60 admissions so far and ten percent of those went on to long-term care. There has been lots of collaboration. Some issues still exist and NSMHA is scheduling a meeting with stakeholders to address them.
- MHD verbally notified NSMHA that we will receive capital funds to develop a children's E&T. This will be a partnership with King County. Thanked Compass Health, Snohomish County and Greg Long for putting the proposal together. MHD stated that of all the proposals received, this was the best by far and the only one being funded at this time.
- Exemplary Services Awards went well, and Mr. Benjamin expressed congratulations to all winners.
- Mr. Benjamin thanked all NSMHA staff, for their hard work noting they are a very qualified, dedicated staff.
- Mr. Benjamin also thanked the Board of Directors for judging the poster contest today.

Mr. Benjamin was thanked for his report.

12. Report from the Finance Officer – Bill Whitlock, Fiscal Officer

Bill Whitlock reported:

- The Federal Block Grant and Path Grant have negative variances that are timing differences. All other revenues are within expectations. The advertising has a negative variance of \$1,561 and the repairs and maintenance has a negative variance of \$7,476. The Agency/County/Other Services have a negative variance of \$456,155. This is due to the increased revenues being passed through. These are permanent variances and will have to be addressed with budget transfers. All other expenditures are in line with expectations.
- The State's Mental Health Division (MHD) has requested on July 10, 2006 the North Sound Mental Health Administration turn in Federal Block Grant reconciliation. They want to know how much has been obligated and how much has been billed.
- The excess revenue over expenditures of \$959,798 represents a larger lag in billing than usual. Most of those funds are contracted for but just have not been billed at this time. The jail services and hospital rate proviso represent the bulk of the excess funds.
- The State Mental Health Division will be conducting their fiscal reviews August 21-23 and October 12-13.
- The State Fiscal Auditors will be here on July 24 to start their annual review. We do not anticipate any problems at this time.
- The State has been busy with the WMIP (Washington Medicaid Integration Partnership) program. They have increased the number of WMIP enrollees from 1,860 in April to 2,828 in July of this year. Mr. Sievers asked if people had the option of opting out of the WMIP. Ms. Sgrignoli said the information on how to opt-out is in the enrollment letter. If people opt-out it includes all services, not just mental health. Deborah Moskowitz, Ombuds, said that they are hearing from many clients they are told they cannot opt-out, Molina has made the system very hard to navigate the system or even ask questions. Ms. Sgrignoli said the State needs to be notified of this and Ms. Moskowitz said she has notified the State. Hard for Ombuds to determine what the rights of people in the WMIP are. Further discussion took place. Ms. Sgrignoli said this is good information to receive and she will be sharing this information with the State. Ms. Moskowitz said people are having a hard time finding providers who will accept Molina clients. Chuck Davis said he has turned information over to the Insurance Commissioner of the State of Washington.

Mr. Whitlock was thanked for his report.

13. Report from the Finance Committee – Kirke Sievers, Chair

Mr. Sievers reported:

- Finance Committee met today and discussed the ITA filing fee issue that the Board took action on earlier in the meeting.
- Discussed Federal Block Grant billing, and agencies needing to get their bills in or they will be responsible of paying the bills themselves, the RSN will not be able to pay for services that are not billed for. Doesn't want to see the APN bankrupted.
- Mr. Sievers moved approval of the consent agenda, seconded by Mr. Myhr, all in favor, **motion carried. (motion 06-056)**

Mr. Sievers was thanked for his report.

14. Consent Agenda – Ken Dahlstedt, Vice 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 action 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 # 06-056

To review and approve North Sound Mental Health Administration's claims paid from June 1, 2006 through June 30, 2006 in the amount of \$3,621,384.81. Payroll for the month of June in the amount of \$72,086.18 and associated employer paid benefits in the amount of \$22,555.70.

15. Action Items

Motion # 06-057

To approve the DSHS-NSMHA PATH Contract Amendment. This Amendment corrects an administrative error; total fiscal impact is a decrease of \$20.00 (twenty dollars).

Mr. Shelton moved approval of motion **06-057**, seconded by Mr. Myhr, all in favor, **motion carried.**

Motion #06-058

To review and approve NSMHA-Keith Brown Personal Service Contract for NSMHA Medical Director. The purpose of this contract is to provide medical consultation, attend monthly quality management meeting, represent NSMHA at State and Regional meetings and participate in the grievance and appeals processes. The term of this contract is July 1, 2006 through December 31, 2007. Maximum consideration is \$56,000.

Mr. Myhr moved approval of motion **06-058**, seconded by Ms. Sgrignoli, all in favor, **motion carried.**

It was moved by Mr. Shelton to move all introduction items 06-059 – 06-071 for action, seconded by Ms. Sgrignoli, all in favor, **motion carried. (Motion #06-083)**

16. Introduction Items, moved to Action Items as noted by motion 06-083

Motion #06-059

To review the NSMHA-APN-Medicaid Contract. This contract requires APN to provide medically necessary mental health services for all enrollees in accordance with the Medicaid State Plan. The term of this contract is September 1, 2006 through June 30, 2007. Maximum consideration is \$27,213,038.86.

Motion #06-060

To review the NSMHA-APN State Mental Health Contract. The purpose of this contract is to provide quality community mental health services in accordance with the Recovery and Resiliency Model. The term of this contract is September 1, 2006 through June 30, 2007. Maximum consideration is \$11,414,193.00.

Mr. Shelton moved approval of motions **06-059 & 06-060**, seconded by Mr. Myhr, all in favor, **motion carried.**

Motion #06-061

To review the NSMHA-Island-Jail Services Contract 06-07. The purpose of this contract is to ensure the coordination and provision of outpatient mental health services for those coming out of jail. The term of this contract is September 1, 2006 through June 30, 2007. Maximum consideration is \$37,500.00.

Motion #06-062

To review the NSMHA-San Juan-Jail Services Contract 06-07. The purpose of this contract is to ensure the coordination and provision of outpatient mental health services for those coming out of jail. The term of this contract is September 1, 2006 through June 30, 2007. Maximum consideration is \$37,500.00.

Motion #06-063

To review the NSMHA-Skagit-Jail Services Contract 06-07. The purpose of this contract is to ensure the coordination and provision of outpatient mental health services for those coming out of jail. The term of this contract is September 1, 2006 through June 30, 2007. Maximum consideration is \$59,453.00

Motion #06-064

To review the NSMHA-Snohomish-Jail Services Contract 06-07. The purpose of this contract is to ensure the coordination and provision of outpatient mental health services for those coming out of jail. The term of this contract is September 1, 2006 through June 30, 2007. Maximum consideration is \$341,858.00.

Motion #06-065

To review the NSMHA-Whatcom-Jail Services Contract 06-07. The purpose of this contract is to ensure the coordination and provision of outpatient mental health services for those coming out of jail. The term of this contract is September 1, 2006 through June 30, 2007. Maximum consideration is \$94,135.00

Mr. Myhr moved approval of motions **06-061, 06-062, 06-063, 06-064 and 06-065**, seconded by Mr. Williams, all in favor, **motion carried.**

Motion #06-066

To review the NSMHA-Sea Mar-FBG Contract. To provide services in accordance with NSMHA's State Approved Plan. Criterion Goal Objective 1,1,4 to increase services to ethnic minorities and fund a Behavioral Health Technician. The term of this contract is October 1, 2006 through September 30, 2007. Maximum consideration is \$26,984.00.

Motion #06-067

To review the NSMHA-Snohomish-FBG Contract. To provide services in accordance with NSMHA's State Approved Plan. Criterion Goal Objective 1,1,1 to increase services for adults in inpatient or other acute care settings to outpatient care as well as to identify and assist those at risk for hospitalization,

incarceration or recurring crisis episodes without services or means to pay for such services. The term of this contract is October 1, 2006 through September 30, 2007. Maximum consideration is \$66,000.00.

Motion #06-068

To review the NSMHA-Whatcom-FBG Contract. To provide services in accordance with NSMHA's State Approved Plan. Criterion Goal Objective 1,1,5 to increase services to Older Adults. Will provide case finding, engagement, mental health services and referral services for at-risk older adults and conduct a minimum of six Gatekeeper trainings annually. The term of this contract is October 1, 2006 through September 30, 2007. Maximum consideration is \$18,309.00.

Motion #06-069

To review the NSMHA-Tulalip-FBG Contract. To provide services in accordance with NSMHA's State Approved Plan. Criterion Goal Objective 1,1,3 to increase services for American Indians and provide mental health treatment for American Indians from a holistic approach. The term of this contract is October 1, 2006 through September 30, 2007. Maximum consideration is \$81,840.00.

Motion #06-070

To review the NSMHA-APN-FBG Contract. To provide services in accordance with NSMHA's State Approved Plan. Criterion Goal Objective 1,1,1 to increase services for adults in inpatient or other acute care settings to outpatient as well as to identify those at risk of hospitalization, incarceration or recurring crisis episodes without services or means to pay for such services. Criterion Goal Objective 3,1,1 to increase services for children, promoting Recovery and Resiliency to low income clients to transition to outpatient services. The term of this contract is October 1, 2006 through September 30, 2007. Maximum consideration is \$426,280 for CGO 1,1,1 and \$46,587.00 for CGO 3,1,1.

Mr. Shelton moved approval of motions **06-066, 06-067, 06-068, 06-069 and 06-070**, seconded by Ms. Sgrignoli, all in favor, **motion carried.**

Motion #06-071

To review the NSMHA-Jarvis-Contract. The purpose of this contract is for consultation and the development of a financial model for funding outpatient services as well as developing data for contracting for clinical services models. The term of this contract is July 13, 2006 through October 31, 2006. Maximum consideration for this contract shall not exceed \$20,000.

Ms. Delahunt moved approval of motion **06-071**, seconded by Mr. Myhr, all in favor, **motion carried.**

Vice Chair Dahtstedt said the APN Productivity Report will be presented at the September meeting.

17. Adjournment – Chair

The August meeting has been canceled. The next meeting will be September 14, 2006. .

Respectfully submitted:

Annette Calder
Executive Assistant

NOTE: The next Board of Directors meeting will be held on September 14, 2006, at 1:30 p.m. in the NSMHA Conference Room

**NORTH SOUND MENTAL HEALTH ADMINISTRATION
SPECIAL MEETING OF THE BOARD OF DIRECTORS**

NSMHA Conference Room

Mount Vernon, WA

August 15, 2006

12:00 PM

MINUTES

Board Members Present Via Conference Call:

Dave Gossett, Snohomish County Council member, NSMHA Board Chair

Janelle Sgrignoli, designated alternate for Snohomish County Executive, Aaron Reardon

Regina Delahunt, designated alternate for Whatcom County Executive, Pete Kremen

Gary Williams, designated alternate for Whatcom County Council member, Ward Nelson

Mike Shelton, Island County Commissioner

Bob Myhr, San Juan County Commissioner

Charles Albertson, NSMHA Advisory Board Chair

Sharie Freemantle, designated alternate for Snohomish County Council member, Dave Somers

Carri Schlade, designated alternate for Snohomish County Council member, Kirke Sievers

Staff Present:

Chuck Benjamin, Bill Whitlock, Margaret Rojas, Michael White, Annette Calder

Guests:

None

The purpose of this Special Meeting is to review and approve the following contracts:

- **MHD-NSMHA-Medicaid Contract #0669-01989**
- **MHD-NSMHA-State Mental Health Contract #0669-02157**
- **NSMHA-CCSNW Chemical Dependency Case Management Contract**
- **Contract with Northwest Computer to purchase new phone system**

1. Open the Meeting – Chair Gossett

Chair Gossett opened the meeting at 12:00 and attendance was taken.

**2. Review and Approval of Motions 06-079, 06-080, 06-081 and 06-082 – Chair Gossett
Motion # 06-079**

To review and approve the MHD-NSMHA-Medicaid Contract #0669-01989. Whereby this contract requires NSMHA to operate a Prepaid Inpatient Health Plan for medically necessary mental health services for all enrollees in accordance with the Medicaid State Plan. The term of this contract is September 1, 2006 through June 30, 2007. Estimated financial consideration is \$39,335,338. (Please note that WMIP will be deducted monthly based on the number of enrollees. Current estimate is a minimum of \$3,163,385.64 will be deducted for WMIP clients, reducing estimated financial consideration to \$36,171,952.36)

Motion #06-080

To review and approve the MHD-NSMHA State Mental Health Contract #0669-02157. Whereby NSMHA agrees to provide state funded mental health services for the period of September 1, 2006 through June 30, 2007. Services include involuntary and voluntary crisis services, Medicaid Personal Care (MPC), residential programs, outpatient services, jail services and disaster planning and response. Estimated financial consideration \$17,351,686.

Chair Gossett asked for a staff presentation on **motions 06-079 and 06-080**. Chuck Benjamin provided an overview and Chair Gossett asked if there was a motion to approve. Bob Myhr moved approval of **motions 06-079 and 06-080**, seconded by Mike Shelton and opened for discussion. Chair Gossett called for the vote, all in favor, **motion carried**.

Motion #06-081

To review and approve the NSMHA-CCSNW Chemical Dependency Case Management Contract for chemical dependency case management services to be provided to detainees released from the North Cascade Secure Detoxification Center. The contract term is August 16, 2006 through December 31, 2006. Maximum consideration is \$23,884.50.

Chuck Benjamin provided an overview of this contract. Chair Gossett asked if there was a motion to approve. Mike Shelton moved approval of **motion 06-081**, seconded by Bob Myhr, all in favor, **motion carried**.

Motion #06-082

To review and approve the purchase of a new phone system from Northwest Computer not to exceed \$21,939.40. In order to comply with MHD's Request For Qualifications Customer Service Tracking Requirements, this system best meets our needs within available resources.

Chuck Benjamin provided an overview of the process to select a phone system and the recommendation from the NSMHA Management Team to proceed with the purchase of the ShoreTel phone system. Bob Myhr moved approval of **motion 06-082**, seconded by Mike Shelton, and opened for discussion. Chair Gossett called for the vote, all in favor, **motion carried**.

3. Adjourn – Chair Gossett

Chair Gossett adjourned the meeting at 12:10 p.m.

Respectfully submitted:

Annette Calder
Executive Assistant

**NORTH SOUND MENTAL HEALTH ADMINISTRATION
COMPLAINT, GRIEVANCE, APPEAL, AND FAIR HEARING REPORT SUMMARY
October 1, 2005 through March 31, 2006**

INTRODUCTION and PURPOSE

- The NSMHA continues to report grievance, fair hearing, appeal, and denial data in accordance with the Mental Health Administration reporting templates and requirements.
- The NSMHA continues to provide information about complaint data in a separate format as complaints account for the majority of complaint, grievance, and fair hearing information used for quality management activities.
- Information about complaints, grievances, appeals, denials, and fair hearings remains central to the NSMHA's quality management processes. Complaint data has also become increasingly more central to individual providers' internal quality management processes.
- The NSMHA continues to promote a "no-blame" atmosphere in which to view complaint data--that information about complaints creates opportunities for improvement and that consumers' voicing concerns or ideas for improvement is one form of consumer voice in a recovery based system.

COMPLAINT, GRIEVANCE, DENIAL, APPEAL, and FAIR HEARING DATA

- The overall number of complaint, grievance and fair hearing occurrences reported increased from 288 to 368 since the last reporting period, while the number of cases (people) reported remained relatively stable (There was an increase from 234 to 238 since the last reporting period). The number of complaints reported that involve children decreased from 71 to 65.
- The categories that accounted for the most complaints during the current reporting period are: Consumer Rights 75 (20 %), Physicians and medications 54 (15%), Financial and Administrative Services 41 (11%), Access 37 (10%) and Dignity and Respect 37 (10%). A review of the data shows that Consumer Rights 124 (19%), Physicians and medications 92 (14%), Access 84 (13%), Financial and Administrative Services 62 (9%), and Dignity and Respect 54 (8%) accounted for the most complaints over the past year.
- When combined, Dignity and Respect and Consumer Rights accounted for 112 (30%) occurrences (Dignity and Respect is one of the consumer rights).
- The NSMHA continues to break out the overall complaint, grievance, and fair hearing data by Medicaid and state-funded consumers. The majority of reported complaints, grievances, and fair hearings filed continue to be for Medicaid consumers. Of the 238 reported cases, 211 were for Medicaid consumers and 27 were for state-funded consumers. Of the 368 occurrences reported, 336 were for Medicaid consumers and 32 were for state-funded consumers.
- There was an increase in grievance and fair hearing cases (people) and occurrences (types and levels of concerns) reported since the last reporting period (There were twelve (12) grievance or fair hearing cases and twenty (20) grievance or fair hearing occurrences (as compared to five cases and five occurrences in the last reporting period).
- The overall number of denials for Medicaid consumers has remained relatively stable. There were 122 denials for Medicaid consumers in the current reporting period, as compared to 129 in the previous

reporting period. There was a decrease in denials for adults and an increase in denials for children. (Forty seven denials were regarding adults and seventy-five denials were regarding children, as compared with sixty-five denials for adults and sixty-four denials for children during the previous reporting period). On October 1, 2005 inpatient authorization was transitioned from the Associated Provider Network (APN) to the Volunteers of America (VOA). There were no denials for inpatient authorization by the Volunteers of America, as compared with six (6) denials for inpatient service issued by the Associated Provider Network during the previous reporting period.

- There was a decrease in appeals (there were 2 appeals in the current reporting period as compares with 5 in the previous reporting period). For both appeals the original denial decision was overturned during the appeals process. The NSMHA has developed a table to track the number of denials and appeals over time.

BROAD and CONSISTENT REPORTING

- The NSMHA continues to work towards broad and consistent reporting of complaints across multiple reporting sources. Increased reporting of complaints remains a goal of the NSMHA. Part of this goal includes capturing concerns that occur at the provider level when consumers are not involved in Ombuds services.
- The NSMHA continues to track the number and percentages of complaints and cases reported by Ombuds services and providers. The percentage of cases reported by Ombuds services decreased slightly since the last reporting period. (67% of cases were reported by Ombuds services as compared with 69% percent during the previous reporting period). The percentage of complaints, grievance, or fair hearing occurrences reported by Ombuds services increased since the last reporting period (75% of occurrences were reported by Ombuds services as compared with 70% during the previous reporting period).
- Increased reliability in the reporting process is an area identified for continuous quality improvement. Ombuds services completed initial training to the Regional Quality Management (RQMC) on their use of the complaint type categories. The NSMHA and providers will identify next steps in the RQMC.

QUALITY MANAGEMENT PROCESSES

- The NSMHA Internal Quality Management Committee (IQMC) will review the current complaint and grievance data and report, make recommendations for further study and review or quality improvement, and present these recommendations to the Regional Quality Management Committee and Regional Quality Management and Oversight Committee.
- NSMHA providers continue to use complaint and grievance information in their internal quality management processes.
- The NSMHA Ombuds services provide a semi-annual summary of their data and recommendations for quality improvement.
- Quality Management Recommendations from the last reporting cycle include:
 - ✓ Further study and review of medication management services
 - ✓ Further study and review of the processes used to gather information and records during the access process (from the initial call to access through the assessment process)

- Complaint, grievance and appeal data has been one factor in quality improvement efforts towards:
 - ✓ Providing trauma based services
 - ✓ Assuring staff is trained on Dignity and Respect and Consumer Rights
 - ✓ Clarifying policies and procedures regarding the outpatient discharge process
 - ✓ The development of a medication management transfer policy to ensure seamless transition to primary care physicians