

MEMORANDUM

TO: NSRSN Advisory Board Members and
All Interested Parties

FROM: Rae A. Benjamin, NSRSN Office Manager

RE: **Meeting Information**

DATE: July 8, 1999

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

**Tuesday July 13, 1999
Red Cross – Boeing Room
2530 Lombard Avenue
Everett, Washington
10:00 AM**

**PLEASE NOTE THE CHANGE IN TIME AND LOCATION.
DIRECTIONS ATTACHED.**

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

For Special Disability accommodation needs, please call Rae at (360) 416-7013, ext. 22 at least 48 hours in advance.

DIRECTIONS TO RED CROSS, EVERETT

Take I-5 South to EXIT 194 (US 2, East/Everett Avenue) towards Wenatchee.

Keep RIGHT at the fork in the ramp.

Turn RIGHT onto EVERETT AVENUE/WA-529.

Turn RIGHT onto BROADWAY.

Turn LEFT onto 26TH Street.

Turn RIGHT onto LOMBARD AVENUE.

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

**RED CROSS – BOEING ROOM
2530 LOMBARD AVENUE, EVERETT, WA, 98201
JULY 13, 1999
10:00 a.m.**

AGENDA

1. Call to Order; Introductions - Chair
2. Revisions to the Agenda - Chair
3. Approval of June 1999 Minutes – Chair
4. Comments from the Public - Chair
5. Correspondence - Chair
6. Comments from the Chair
7. Old Business
 - a. Executive Director's Report – Merle Adrian, NSRSN Executive Director
 - b. Advisory Board 1999 Budget – Independent Consumer Satisfaction Study (Tabled)
 - c. Provider Statistics – Jere LaFollette, Associated Provider Network
 - d. NSRSN Analysis of Provider Statistics – Greg Long, Assistant Director/Planner
 - e. Consumer Oriented RFP Update – Greg Long, Assistant Director/Planner
 - f. Y2K Update - Greg Long, Assistant Director/Planner
 - g. Action items: Board Motions Presentation
8. New Business – Marcia Gunning, Contracts Compliance/Fiscal Manager
 - a. Consent Agenda
 - b. Motions Not Yet Reviewed by the Advisory Board
9. Other Business
 - a. NSRSN Newsletter Naming Contest
10. Adjournment

ATTACHMENTS:

APN Monthly Payment Report (Blue Sheets)
NSRSN Financial Statement – May 1999
NSRSN Calendar

NOTE: The next Advisory Board meeting will be August 17, 1999 at 10:00 a.m.
The meeting is scheduled for Whatcom County, location will be announced
at the July 13 meeting.

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

**PUBLIC UTILITY DISTRICT OFFICE – MEETING ROOM
1415 FREEWAY DRIVE, MOUNT VERNON, WA 98273
JUNE 15, 1999
9:15 a.m.**

MINUTES

Members Present:

Jim King, Chair	Laura Crawford
Mary Good, Vice Chair	Kay Day
Charles Albertson	Janet Lutz-Smith
Dave Ashton	John Patchamatla
Amy Ayers	Hy Rosenfeld
Dan Bilson	Eileen Rosman
Connie Buckley	Dean Stupke
Lorelei Coy	

Members Absent:

Joan Bowers
Mae Covert
Pat Littlewood
Joan Lubbe
Chris Walsh
Josselyn Winslow

NSRSN Staff Present:

Merle D. Adrian, Rae Benjamin, Sharri Dempsey, Robin Grupper, Cathey Heighton, Dolores Holtcamp, Greg Long, Sandy Lucero

County Staff Present:

JoAnn Angevine, Skagit County Coordinator
Nancy Jones, Snohomish County Supervisor of Community Mental Health

Guests:

Beckie Bacon, Michael Chmel, Mike Doran, Mary Evitt, Linda Ford, Gregory Gerst, Metiah Griffith, Troy Husband, Sharon Klykken, Kris Laaninen, Jere LaFollette, Vicki McCarty, Aaron McIntosh, Robbie McManus, James Mead, Connie Miller, Marion Paradis, Jane Relin, Steve Reinig, John Rietz, Will Rice, Betsy Rogers, Tom Sebastian, John Senff, Boone Soregpisarn, Diane Speer, Dave Torretta, Welma Torretta, Terri Vandlac, James Vest, Ardys Whipple, Angie Winget, Don Winget

1. Call to Order; Introductions

Chair King called the meeting to order at 9:15 a.m. Introductions were made around the room.

2. Revisions to the Agenda

Chair King announced that the Advisory Board budget item, "Independent Consumer Satisfaction Study," tabled at last month's meeting, should be added as item "F" under Old Business.

3. Approval of May 1999 Minutes

A motion was made, seconded and carried to approve the May 18, 1999, minutes. There were none opposed.

4. Comments from the Public

David Torretta, a Skagit County citizen, stated that he was concerned about Community Mental Health Clinic's (CMHC) increasing administrative salaries and reduced number of staff to serve consumers. He stated that he was speaking as an advocate for consumers and that this issue would have no benefit for him.

Diane Speer of Affiliated Emergency Services stated that CMHC cutbacks would have a large impact and that CMHC could not run their departments without CDMHPs.

Chair King noted that Laura Crawford, in addition to her roles as lawyer and professor, would now be providing technical assistance to consumers at the King County Mental Health Division.

5. Correspondence

- Chair King stated that Skagit Valley College was offering a consumer-provider training program and asked Sharri Dempsey, NSRSN Interim Consumer Affairs Manager, if she had further details about the program. Ms. Dempsey stated that the program offers consumers the opportunity for attending classes at the college and paid on-the-job training. The cost for this program is \$1,710 per person. Kay Day asked if the curriculum was available. Dan Bilson asked if a response had been received from DVR or PICK. Ms. Dempsey stated that she would ask for more detailed information about the program.
- Chair King stated that he had received a letter addressing the NSRSN Advisory Board and County Commissioners from Nancy Dody, former Skagit County Mental Health Coordinator and member of the Whatcom County Mental Health

Advisory Board. Chair King stated that her concerns were similar to Mr. Torretta's, in that she is concerned about the services consumers receive and the percentage of funds disbursed in administrative and staff salaries.

- Chair King stated that he had received a petition from Citizens of the Mental Health Region stating their concerns regarding Community Mental Health Services' cutbacks in clinical staff, increases in administrative salaries and the planned relocation of the clinic. Copies of the petition were distributed.
- Chair King stated that he had received a letter from Vicki McCarty, President of Community Mental Health Services, in response to Mr. Torretta's letter brought forward at last month's Advisory Board meeting. Copies of the letter were distributed. Ms. McCarty identified some concerns with Mr. Torretta and described the process CMHC had used to resolve his concerns.
- Chair King stated that he had also received a letter from Kris Laaninen, Executive Director of Community Mental Health Services, in response to Mr. Torretta's letter brought forward at last month's Advisory Board meeting. Copies of the letter were distributed. Ms. Laaninen provided an overview of CMHS cutbacks and the rationale for salary increases and property acquisition. Chair King pointed out that it was Ms. Laaninen's position that individual salaries were confidential and would not be shared.

Dan Bilson stated that he was still waiting to hear what the courts had ruled regarding confidentiality and disclosure. Merle Adrian stated that the case Mr. Bilson was referring to was heard by the State Supreme Court in late May and that when a ruling is handed down, copies will be made available. Currently, the law is not clear regarding what must be disclosed. Mr. Bilson stated that he would like a copy of the 501C3 rules and regulations to review.

Kay Day stated that she was not concerned about exact legal terminology about what should and should not be disclosed, but the effort to "hide" things and asked why this should be. Ms. Day stated that we should operate with more integrity than the regular business world. She stated that the more that's hidden, the more questions that arise.

Connie Miller, a Mount Vernon citizen, stated that she believed it was important to disclose information since taxpayer dollars were being used.

Ms. Laaninen agreed with Kay Day, but stated that CMHS would not be sharing individual salaries due to confidentiality. She stated that CMHS follows procedures and provides disclosure, but individual employees are protected. CMHS provides open disclosure at the audit level.

Dan Bilson asked Ms. Laaninen if her salary had in fact increased 55 to 60 percent. Ms. Laaninen replied that that information was not true and referred

Mr. Bilson to the chart of salary ranges. She stated that the CMHS Board of Directors had placed her at the entry level of the Executive Director salary schedule. Mr. Bilson asked Ms. Laaninen to disclose her exact salary. Ms. Laaninen declined, stating that she was concerned it would set a precedent.

Chair King asked Ms. Laaninen to estimate the percentage increase she had received in the last 12 months. Ms. Laaninen stated that she did not want to try to come up with a figure off the top of her head. She stated that when she moved from Clinical Director to Acting Executive Director, the CMHS Board afforded her a 10 percent raise. When she was selected as the Executive Director, her salary was set at the lower end of the salary schedule.

Chair King stated that APN had responded with the information the Advisory Board had requested regarding the Provider Questionnaire and FTEs report and that it would be discussed later in the meeting.

Laura Crawford stated that she wanted to ensure the focus remained on people getting the services they need. She stated that if people weren't getting the services they needed and it was a result of salary issues, then that would be the time to investigate. Otherwise, salaries should not be micromanaged.

Merle Adrian stated that Provider administrative costs were limited by contract and that APN was required to keep administrative costs to 17½ percent (15% Administrative and 2½% Reserves).

Dr. Michael Chmel, Medical Director at Affiliated Health Services, voiced his support for CDMHPs and case managers. He stated that because of the specific needs of the population that is served, work with consumers takes a lot of time.

6. Comments from the Chair

No comments were made.

7. Old Business

a. MICA Presentation

Jere LaFollette, APN CEO, distributed a report describing MICA (Mentally Ill Chemically Abusing) programs in the North Sound Region. He stated that Whatcom, Skagit and Snohomish counties have separate programs. He also stated that with dual-disordered issues, the problem is greater than the sum of its parts. Forty to sixty percent of chronically mentally ill people have some form of this problem. He stated that it is important to address both parts of the problem, but it is difficult.

- Tom Sebastian, Compass Health, described the services in Snohomish County. He stated that individuals are engaged first in chemical dependency services. Concurrent treatment is then co-facilitated through weekly group meetings. A Compass Health staff person and someone from the chemical dependency provider always attend the group meetings. Group size ranges from 15 to 25 people.

Greg Gerst, from Snohomish County, asked about individualized plans and wondered how people who did not want to attend the group meeting were receiving services. Mr. Sebastian stated that they could get a referral from the chemical dependency counselor.

- Aaron McIntosh, Community Mental Health Services, stated that in Skagit County, the program has been re-started. A year ago, they had three FTEs staffing the program; now they have one and a half, due to employees returning to school or leaving for other reasons. An integrated service model is the goal and they are starting small.

Laura Crawford stated that it was important to replace people quickly when vacancies occurred so that consumers could continue to receive needed services.

- Mike Doran, Skagit Community Mental Health Services, stated that MICA is a very individualized program because the issues are not consistent from one person to another. CMHS staff are currently serving 43 people in Skagit County. Eighteen percent of these consumers also have a third major illness (Hepatitis C, Lupus, and Parkinson's), therefore, individual treatment is the name of the game.
- Will Rice, Catholic Community Services, stated they have true integration with DASA and CCS in Whatcom County to provide services onsite at mental health centers.

b. Adult Protective Services Presentation

James Mead, Everett APS Supervisor, presented an overview of Adult Protective Services including its goals, who it protects, and the investigation process. Mr. Mead stated that all reports of adult abuse (including physical and sexual abuse, sexual and financial exploitation, neglect, self-neglect and abandonment) are investigated and that he reviews each case to determine if the investigation should continue.

Laura Crawford asked if there was a Grievance or Ombuds process. Mr. Mead stated the Claire McDonald was the APS Ombuds for Snohomish County. Ms. Crawford asked what the process was for dealing with grievances. Mr. Mead stated that the alleged perpetrator could contact

his/her attorney; then the attorney could contact Mr. Majors, Washington State Assistant Attorney General.

Chair King asked if, in light of the Linda Daly case, changes would be made in the investigation process. Mr. Mead stated that he could not speak about a particular case, but stated they are looking into the procedure and working with law enforcement, prosecuting attorneys, and the Attorney General. The procedure is still the same and probably will not be changed because it is a good procedure and works well if followed.

Nancy Jones, Snohomish County Supervisor of Community Mental Health, stated that Mr. Mead was the one who had broken the Linda Daly case and was highly regarded for his work.

c. Executive Director's Report

Merle Adrian, NSRSN Executive Director, made the following report:

i. Advisory Board 1999 Budget

Mr. Adrian presented the Advisory Board budget, mentioning that the "Independent Consumer Satisfaction Study" was still tabled.

A motion was made, seconded and carried to approve the budget with the "Independent Consumer Satisfaction Study" tabled. No one opposed.

ii. Ombuds Quarterly Report

Sharri Dempsey, Tribal Liaison/Interim Consumer Affairs Manager, presented the Ombuds First Quarter Report (January through March 1999), highlighting that there were 68 new cases, 341 individual complaint issues, 314 individual complaint resolutions, 3,495 duplicated contacts and 12 issues resolved by formal grievances.

Lorelei Coy asked for a copy of the overhead transparency being used.

John Patchamatla asked why the contacts were duplicated. Cathey Heighton explained that each contact the Ombuds makes is counted. Mr. Patchamatla asked why there were so many calls. Ms. Heighton explained that communication goes back and forth from provider to client to resolve a case.

Dan Bilson asked if unresolved cases were carried to the following quarter. Ms. Heighton assured him they were.

Dave Ashton asked about the two clients who were jailed due to behaviors attributable to their mental illness and were discharged to homeless shelters. Ms. Heighton stated that the clients had not met Compass Health's requirements for housing. Dan Bilson asked for a copy of the requirements.

Merle Adrian stated that these were the types of discussions that were needed on an ongoing basis and that credit should be given for identifying service areas that need improvement. The process for resolving these issues is established and includes meeting with the NSRSN management team, meeting with providers, making recommendations to the QMOC and Board of Directors, and incorporating changes in an ongoing planning process.

Hy Rosenfeld asked why some complaints were not pursued. Ms. Heighton gave examples of clients moving out of the region prior to resolution.

Lorelei Coy asked that a copy of the "Housing Application" be forwarded to each member of the Advisory Board. Ms. Dempsey stated she would forward the application.

Laura Crawford stated that she would like to make her services available to make housing requirements more manageable.

Amy Ayers shared her concern that too much time was spent talking about what does not work well and wanted to balance the needs with what is working well and being accomplished. Ms. Dempsey affirmed Ms. Ayers' comments and stated that the NSRSN will be publishing a quarterly newsletter and all are welcome to submit success stories for inclusion in the newsletter.

Troy Husband stated that APN had recently conducted a consumer satisfaction survey and that the responses were generally positive.

iii. Action Items: Board Motions Presentation

Merle Adrian presented a slide show regarding provider contracting processes and funding allocations. Mr. Adrian stated that in the new contracts, APN providers are fully at risk for providing contracted services/outputs/outcomes. The contracts are two-year contracts so that they are in sync with State biennium funding.

Chair King asked if the Advisory Board members would like to vote on recommending the Provider contracts as a whole or vote on them

individually. Board members wanted to vote individually as they had issues with several of the contracts.

Dan Bilson stated that he hoped County representatives had checked their own County contract. He stated that he believed the Advisory Board was not doing its job if they didn't ask questions about the contracts. Further, he stated that he thought it was unacceptable to be expected to review all the contracts in three weeks. Mr. Bilson stated that he wanted a meeting to discuss the contracting issues before the June 24 Board of Directors meeting and made a motion to not recommend the contracts.

Chair King stated the need to let the Board of Directors know before June 24 if a contract was not going to be recommended so there would be time to start an RFP process.

Merle Adrian stated that comments and questions would be taken to the RSN negotiating team. If the team agreed on the recommendation, the provider would have to be notified and must be given the opportunity to agree to the new terms.

John Patchamatla suggested that it might be a better use of time to e-mail concerns to the NSRSN instead of using time during this meeting. Mr. Adrian agreed.

Kay Day asked what providers meant when they said "services." Mr. Adrian stated that the services required by providers was described in the *Levels of Care Manual*.

Dan Bilson again stated that he did not feel he had been given enough time to review the contracts. Laura Crawford stated that she was ready to vote on the contracts, as she had understood the deadline was today and therefore worked very hard to be ready on time.

Dave Ashton asked if the concerns he shared with Mr. Adrian the previous day regarding Sea Mar service limitations had been verified. Mr. Adrian stated he had not verified them yet.

Dave Torretta reminded the Advisory Board members of the petition regarding Skagit Mental Health and stated that he would like the concerns resolved before the contract was approved.

John Patchamatla made a motion to recommend the contracts with a provision that the NSRSN would respond by June 23rd to any questions that were forwarded by June 22nd. Dan Bilson stated he would not recommend the motion because he had not had time to

read all the contracts. Laura Crawford stated her understanding of the motion included time for concerns to be addressed. Mr. Adrian stated a copy of the response would be forwarded to the Board of Directors as well as the Advisory Board.

Chair King requested that a copy of the petition be forwarded to the Board of Directors also. Chair King went on to say that he had spent much time volunteering on the negotiating team and was comfortable with the contracts.

Kay Day stated that she believed the purpose of the Advisory Board was to provide a link between the RSN and the public. She stated that the contracts, for the most part, had been put together by professionals in the industry and was not sure if consumer or advocate input had been given. She stated she had not had time to review the contracts with consumers/advocates for feedback and to ensure that provided services were applicable.

Chuck Albertson, a consumer from Whatcom County, stated that he had been part of the contracts negotiating team. He stated that it had been a learning experience and he believed there was mutual trust among the NSRSN, APN and himself. He stated that he supported the contracts wholeheartedly.

Laura Crawford stated her agreement regarding the need for consumer/advocate feedback, but stated she had received no feedback.

Dave Ashton stated that the Whatcom County Mental Health Advisory Board had changed their meeting date as well as establishing a separate committee to review issues prior to the regular meeting. He stated that he does not want to "rubber stamp" these contracts, needs more time to review them, and objects to the motion.

Lorelei Coy asked if the motion could be amended to allow those from the Advisory Board or others to meet in a separate meeting to review the contracts.

Chair King stated that the motion had been amended to recommend the contracts as written, and that the Advisory Board's comments and questions would be forwarded to the NSRSN by June 22, 1999, for review and that a meeting would be held for those who were interested to further discuss the contracts.

Aaron McIntosh, Community Mental Health, stated his concern that this motion was like a jury promising to find a defendant guilty without all the facts.

Chair King called for the vote:

- Eight members voted for the motion: Chuck Albertson, Amy Ayers, Connie Buckley, Laura Crawford, Janet Lutz-Smith, John Patchamatla, Eileen Rosman and Dean Stupke.
- Five members voted against the motion: Dave Ashton, Dan Bilson, Lorelei Coy, Kay Day and Mary Good.
- One member abstained: Hy Rosenfeld.

The motion carried.

d. Provider Statistics Requested by Dan Bilson

Jere LaFollette distributed APN's report regarding Staff Titles/FTEs and Provider Questionnaires. Chair King noted the lateness of the meeting and asked if Mr. LaFollette could be available at next month's meeting to discuss the documents after people had a chance to review them.

e. Request for Information Regarding Court Rulings and Provider Confidentiality (Salaries) By Advisory Board

Chair King stated that this topic had been discussed earlier in the meeting.

f. Independent Consumer Satisfaction Study

Chair King stated that this topic had been again tabled.

8. New Business – Merle Adrian, NSRSN Executive Director

a. Consent Agenda

Mr. Adrian stated that the only item on the consent agenda was approval for bills paid during the month of May.

b. Motions Not Yet Reviewed by the Advisory Board

Mr. Adrian stated that three introductory motions would be presented to the Board of Directors:

- BDS MIS Contract
- BDS Software License and Support Agreement
- NSRSN Office Relocation

9. Other Business

Mr. Adrian stated that the July Advisory Board meeting would be held in Snohomish County and that the July Board of Directors meeting would be held at Lake Whatcom Residential Treatment Center in Bellingham.

Lorelei Coy stated that the hot lunch program at the Marysville ERC had been discontinued and that it was very disappointing to her. Chair King recommended that she forward a complaint or grievance to the NSRSN office.

10. Adjournment

As there was no other business, Chair King adjourned the meeting at 11:50 a.m.

Respectfully submitted,

Merle D. Adrian
Executive Director

MEMORANDUM

DATE: July 1, 1999
TO: NSRSN Advisory Board
FROM: Marcia Gunning
Contracts Compliance/Fiscal Manager
RE: July 1999 NSRSN Board Agenda

Attached please find for your review and comment the following that will be brought forth at the July 22, 1999 NSRSN Board Meeting:

CONSENT AGENDA

1. To review and approve NSRSN claims paid from June 1 to June 31, 1999. Total dollar amount of warrants paid in June: \$(not available at this time). Total June payroll of \$(not available at this time), and associated benefits.

ACTION ITEMS

1. To authorize Contract #NSRSN-BDS-99-MIS, between NSRSN and Behavioral Data Systems for Management Information Services effective 8/1/99 – 6/30/2001. Maximum consideration for this 23 month contract will not exceed \$179,500. This item was introduced at June 1999 Board Meeting (#99-IN22).
2. To authorize Software License and Support Agreement between NSRSN and BDS for End-User (NSRSN) License and Software Support Services effective 8/1/99 – 6/30/2001. Maximum consideration for this 11 month contract will not exceed \$4,950. This item was introduced at June 1999 Board Meeting (#99-IN23).
3. To authorize the NSRSN Executive Director to enter into a lease for NSRSN office space at 117 North First Street, Suites 7, 8 and 9, Mount Vernon, WA 98273, effective 11/1/99 – 10/31/2004. Maximum consideration for the first year of this five (5) year lease would not exceed \$57,849.96. Subsequent years' rent to be adjusted based on the Average Price Index. This item was introduced at June 1999 Board Meeting (#99-IN24).

INTRODUCTION ITEMS

1. To introduce the following NSRSN Fiscal/Personnel Policies:
 - > **Lap Top Computer**

This policy originally became effective November 1998. NSRSN Finance Committee and Staff request updating the current policy as modified (see cross-outs and underlined areas).

> **Travel Advance Policy**

This is a new policy that would enable NSRSN to provide travel advance funds to board, advisory board and NSRSN staff, etc., when traveling and attending conferences, trainings, etc., on behalf of the NSRSN. NSRSN Finance Committee and Staff request approval of this policy.

> **Inventory and Asset Disposal Policy**

This policy updates our current Inventory Policy and modifies the current Treatment of Assets to read Asset Disposal Policy. The Modified policy provides the NSRSN with various disposal options, including enabling the Advisory Board to donate assets (equipment, computers, furniture, etc.) NSRSN have deemed no longer useful or surplus.

These NSRSN Administrative Policies will be presented as Consent Agenda Items at the August NSRSN Board Meeting.

2. To introduce Professional Services Contract NSRSN-UBH-PSMD-99 between NSRSN and United Behavioral Health for Medical Director Consultation Services.

3. To introduce Management Information System funding Carve-out Redistribution recommendation.

The current NSRSN carve-out for MIS services for the 1999-2001 biennium is \$490,000. BDS Software and IS Agreements maximum consideration for the biennium (23 months) is \$189,850. The NSRSN recommends distributing the carve-out balance (\$300,150) to APN, Seamar and VOA per the formula to be presented at the July Advisory Board Meeting.

4. To introduce 1999-2001 Biennium Contract between NSRSN and State of Washington – Department of Vocational Rehabilitation (DVR) for employment services to NSRSN consumers. *This biennial contract maintains same terms and funding as 1997-1999 Biennium Contract. Maximum NSRSN consideration for the term of this agreement is \$258,600*

5. To introduce authorizing Executive Director to enter into a professional services contract for NSRSN staff planning and training consultation and facilitation services

In addition, attached please find the monthly mental health services and funding report presented to the Board at their June 1999 meeting

I look forward to discussing these items in detail with all of you at the July 13, 1999 Advisory Board 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: Merle Adrian
County Coordinators
NSRSN Management Team