

MEMORANDUM

TO: NSRSN Advisory Board Members and
All Interested Parties

FROM: Rae A. Benjamin, NSRSN Office Manager

RE: Meeting Information

DATE: October 18, 1999

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

**Tuesday, October 19, 1999
Skagit County Public Utility District #1
1415 Freeway Drive
Mt. Vernon, WA
9:15 AM**

PLEASE NOTE THE CHANGE IN TIME AND LOCATION.

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.

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

**Skagit County Public Utility District #1
1415 Freeway Drive
Mt. Vernon, WA
October 19, 1999
9:15 a.m.**

AGENDA

1. Call to Order; Introductions - Chair
2. Revisions to the Agenda – Chair
3. Approval of September 1999 Minutes – Chair **(TAB 1)**
4. Comments from the Public - Chair
5. Correspondence – Chair (Attachment A – **Inside Front Cover**)
6. Comments from the Chair
7. Old Business
 - a) Executive Director's Report – Merle Adrian, NSRSN Executive Director
 - b) MHD Integrated Audit – Merle Adrian, NSRNS Executive Director
 - c) Advisory Board 1999 Budget Commitments
 - d) Independent Consumer Satisfaction Study (Tabled) **(TAB 2)**
 - e) Consumer Oriented RFP Update – Greg Long, Assistant Director/Planner
 - f) Oath of Confidentiality
 - g) Court Decision regarding Confidentiality
 - h) RSN Advisory Board Training
 - i) County Mental Health Advisory Board Training
 - j) APN Case Manager Training
 - k) Quality Assurance/Case Manager Workgroup
 - l) Ombuds (Attachment B) **(TAB 3)**
 - m) QRT (Attachment C) **(TAB 4)**
 - n) Level of Care Manual for consumers
 - o) Nominating Committee
 - p) CHAP Report
 - q) Newsletter **(Inside Front Cover)**
8. Comments from Consumers and Public

9. New Business
 - a) Consent Agenda, Marcia Gunning, Contracts Compliance/Fiscal Manager **(TAB 5)**
 - b) Action Items, Marcia Gunning, Contracts Compliance/Fiscal Manager **(TAB 5)**
 - c) Education and Resource Center, Sharri Dempsey, Tribal Liaison/OCA Manager (Attachment D) **(TAB 6)**
10. Other Business
11. Adjournment

ATTACHMENTS:

APN Monthly Payment Report (Blue Sheets) **(Inside Front Cover)**
NSRSN Financial Statement – September 1999 **(Inside Front Cover)**
NSRSN Calendar **(Inside Front Cover)**

NOTE: The next Advisory Board meeting will be November 9 at 9:15 a.m.
Location to be announced.

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

**Skagit Valley College
Administrative Board Room
2405 East College Way
Mt. Vernon, WA
September 14, 1999
9:15 a.m.**

MINUTES

Members Present:

Jim King, Chair	Mae Covert
Mary Good, Vice Chair	Lorelei Coy
Dave Ashton	Kay Day
Dan Bilson	Joan Lubbe
Joan Bowers	Betsey Rogers
Connie Buckley	Eileen Rosman

Members Absent:

Chuck Albertson	Janet Lutz-Smith
Amy Ayers	Hy Rosenfeld
Laura Crawford	Dean Stupke
Pat Littlewood	Chris Walsh

Members Excused:

John Patchamatla	Josselyn Winslow
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NSRSN Staff Present:

Merle Adrian, Beckie Bacon, Rae Benjamin, Annette Calder, Sharri Dempsey, Robin Grupper, Marcia Gunning, Dolores Holtcamp, Gail LaFleur, Greg Long, Francene Thompson, Bill Whitlock

Guests:

Fran Collison, Griff Covert, Gregory Gerst, Cathey Heighton, Joe Johnson, Nancy Jones, Sharon Klykken, Bob LeBeau, Jere LaFollette, Jane Relin, Betsey Rogers, James Vest, Wendi Werner

1. Call to Order; Introductions

Chair King called the meeting to order at 9:20 a.m. Introductions were made around the room.

2. Revisions to the Agenda

Revisions had been made prior to the meeting.

3. Approval of July and August Minutes

Chair King stated that had not been a quorum last month to approve minutes and asked if anyone had any changes to those before the group.

Joan Bowers stated that in the July minutes she was listed as absent, when in fact she arrived a few minutes late.

At the August meeting, a question was raised regarding the number of absences allowed before replacing an Advisory Board member. Chair King had stated that after Advisory Board members had missed two consecutive meetings, a letter would be forwarded to the County asking for a replacement. Lorelei Coy referenced the by-laws which state that three consecutive unexcused absences are needed prior to the letter to the Counties. Chair King stood corrected.

Sharon Klykken stated that her name, as well as Cathey Heighton, Jamie Heighton and Eileen Heighton were missing from the August minutes. Rae Benjamin stressed the importance of signing in at all meetings since the names of attendees are taken from the sign-in sheets.

Dan Bilson stated that, on page 8 of the August minutes, a reference is made to a committee discussion form introduced by Chuck Benjamin. Mr. Bilson asked the words 'single page form' be included in the paragraph.

Cathey Heighton stated that, on page 5 of the August minutes, Rodney Lund referenced a presentation made by David Lord regarding a ruling that consumers have the right to written notification—as well as the right to appeal—if services will be terminated or significantly reduced. Ms. Heighton wanted to reflect that both she and Bob LeBeau had stated that there was already an APN policy that addresses this issue. Also on page 7, Robin Grupper will be attending the NAMI conference this month and she attended the Consumer Summit last month.

A motion was made, seconded and carried to approve the minutes of July 13, 1999, and the minutes of August 17, 1999, as amended. There were none opposed, the motion carried.

4. Comments from the Public

Jere LaFollette, APN, passed around a memo regarding a new opportunity they are developing to provide consumers, advocates and others with the ability to bring questions about clinical care or programs to the attention of APN or its member and affiliate agencies. Mr. LaFollette went on to say this stems from APN's observation that often times people raise questions about a particular program or a particular type of care or service at an Advisory Board meetings, NSRSN Board Meetings or in other forums. The right people may

not be present to discuss the issue and/or information may not be readily available to respond during the meeting.

Mr. LaFollette said he met with Merle Adrian and Jim King to discuss how they might better facilitate this process. From that meeting, he recommends a specific meeting to deal with these types of questions. This meeting could be held directly before the NSRSN Quality Management Oversight Committee (QMOC) meeting as the committee deals with quality of care issues.

Individuals with concerns or questions about a program or quality of care could attend the meeting and have their question answered. If an immediate answer is not possible, the APN will get back to the person posing the question.

Mr. LaFollette proposes trying these meeting for the next six months then evaluating them. He thanked Mr. Adrian and Mr. King for meeting with him. A memo will be distributed to NSRSN Board, Advisory Board, County Mental Health Advisory Boards and NAMI Chapters in the region so consumers and advocates will be aware such meetings are being held. He welcomed any suggestions. It was suggested that he post the meetings on the NSRSN web site and at APN agencies. Discussion followed.

Cathey Heighton addressed the Board regarding correspondence she received from WPAS, about the Human Rights Commission Advisory Workgroup on disability discrimination in employment. This workgroup is considering a clarification of the Washington State definition of disability. Ms. Heighton went on to say this could mean that those who are mentally ill and on medication may not be considered disabled. The advisory workgroup has no representation from the mental health community. Health care professionals who care for people with mental illness and advocates for people with mental illness are strongly encouraged to attend these meeting. The next meeting will be held on October 13, 1999. Interested individuals can contact Martin D. Casey, Legislative and Policy Coordinator, (360) 586-5765 for details. Chair King encouraged all members who report back to their respective county mental health advisory boards to send representation.

Gregory Gerst addressed the Board regarding the empowerment consumers could gain from receiving a statement about their individual Level Of Care, along with information about what it means, and what services are available to them. Mr. Gerst would like to see this become standard practice and be part of the documentation provided to each consumer. Mr. Gerst asked what could be done to implement such a procedure. Chair King stated that, when consumers are served, they are told that they will receive a certain level of care, however they are not told what that level of care means, or what the shopping list of services are for which they are eligible.

Mr. Adrian stated that a response to Mr. Gerst's comments was put in writing a couple of months ago and a recommendation has been made to initiate some sort of summary document that is more user friendly. However, this is going to take some time, energy and resources.

Mr. LeBeau stated that one of the things APN is looking at doing is creating a website, in some way similar to what the NSRSN has done. At their last management meeting, the components of the website were discussed, information about services, and perhaps a list of frequently asked questions along with answers to those questions. This would enable APN to be more proactive in regards to addressing consumers concerns up-front. Chair King asked if there was anything that would prohibit clinicians from providing consumers with a prescriptive list when they get their treatment plan. Mr. LeBeau replied that he thought they could give consumers a list about what the different types of services mean. Brief discussion followed.

Mr. Gerst stated that it is unfair to say the Level Of Care manual is too complex for consumers to understand, that is a blanket statement. He said it may be too complex for some, yet others may understand it fully. Mr. Gerst also stated that if all consumers were provided with an outline of services and a number to call if they have any questions or concerns, and if it was uniformly applied, then no consumers will have been discriminated against in regards to that information. Mr. Gerst feels that would not be very hard to implement.

5. Correspondence

Chair King stated four letters were received on August 10th from people who work for Community Mental Health in Island County, which were consistent with other letters received from Whatcom County Psychiatric Counseling, essentially alleging that the case management to client ratio is too high. The letters also requested that they be included in any process that would look at problems noted. Chair King discussed this with the Director of Community Mental Health Services and provided her with copies.

6. Comments from the Chair

Chair King stated that last month questions were raised about Advisory Board member attendance. The NSRSN compiled a record of attendance and there are a number of people who have not been attending. Chair King encouraged people to attend or he would be forwarding a letter to the County they represent and asking for an alternate.

Chair King announced that several people have retired from the Board and he would like to mention them as well as send them a letter of thanks for their participation and leadership. Hy Rosenfeld from Whatcom County has retired. Chair King would like to thank Mr. Rosenfeld for his years of service, dedication and leadership. Dave Ashton stated that Janet Lutz-Smith would be taking Mr. Rosenfeld's place and a new alternate would be chosen for Ms.

Lutz-Smith. Chair King stated that Laura Crawford has also retired, primarily because of her workload. Chair King wishes to thank Ms. Crawford for her participation.

7. Old Business

a. Executive Director's Report

Mr. Adrian reminded everyone that MHD is in our region conducting an integrated review of NSRSN. The focus of the audit is the NSRSN and its integrity, ability and competency to meet the mandates set forth by MHD.

Mr. Adrian stated that immediately following this meeting, he will be meeting with some of the leaders of the NAMI groups. He was asked by Chuck Benjamin, QMOC Chair, to take this opportunity to ask what can be done to make the Quality Management Oversight Committee meeting more relaxed, more comfortable, safer for consumers, advocates and family members - even to the point of where we should meet, how the room should be set up, etc. Mr. Adrian welcomed suggestions and requested that anyone with ideas contact him.

Mr. Adrian informed the Board that they would find a summarized fiscal report in their packets that also goes to the Board of Directors.

b. Advisory Board 1999 Budget Commitments

Chair King distributed copies of the Advisory Board budget so members would be aware of commitments made by the Board. Mr. Bilson had asked that this item be on the agenda and Mr. King asked him if he would like to speak regarding this matter. Mr. Bilson stated that most groups and organizations he had belonged to had a standard procedure of a financial report. He further stated that at this point in time he was not aware how of much money the Advisory Board had committed to projects and wanted to know the status of the budget. Bill Whitlock stated that the financial information handed out at the last board meeting listed the actual fund balance reserve total. Mr. Bilson would like a monthly report on the revenues; expenditures and fund balance of this account. Mr. Whitlock said the July financial statement in the Board Packets show what has been spent as of June. Brief discussion followed.

c. Independent Consumer Satisfaction Study

Chair King stated that several months ago when approving the budget, one of the items that was tabled was the Independent Consumer Satisfaction Study. He also said that at the last board meeting he handed out a report that Fran Collison, APN, had provided him regarding a group that performs consumer satisfaction surveys. Chair King stated that APN conducts a consumer satisfaction survey, the NSRSN does a consumer satisfaction survey, and now we talking about having an independent third party do a consumer

satisfaction survey. Chair King asked if the group liked the idea, didn't like it or just wanted to move on. Brief discussion followed.

Lorelei Coy stated she had attended the Consumer Round Table meeting last week and she received the Statewide consumer satisfaction survey and suggested maybe the group could reference that report prior to committing to another survey.

Greg Long informed the group that the study Lorelei mentioned was referred to as SbOS and is based on data from 1996 and 1997, so there really is an issue as to how dramatically the system has changed and the reliability of the data. Mr. Long suggested conducting a consumer satisfaction study on a yearly basis so there would be current data, and feels that an independent study everybody could trust would have a lot of value to it.

Bob LeBeau said he felt Merle Adrian made the point a few months ago that we might combine survey responsibilities into one. He further stated the group may want to consider that if there are at least two consumer satisfaction surveys currently, now talking about adding a third, he feels at some point you reach diminishing returns when you keep asking people their opinions about things. If, as Mr. Long stated, we come up with an independent survey that everyone feels has credibility, we may want to consider if that impacts the need for the other two efforts that are currently going on within the NSRSN.

Robin Grupper stated John Whitback attended her quarterly meeting and referenced four surveys, also comparing the State to national surveys and getting outcomes based on national standards. Ms. Grupper also wanted to point out that the Quality Review Team is functionally independent.

Chair King asked if there were any other questions or comments because he really didn't want to table this for another month. He asked if anyone wanted to make a motion to remove it from the agenda or would the group like to revisit it on a monthly basis. Dan Bilson felt that until the Board receives some information regarding the surveys Ms. Grupper referenced, he would like to have an independent survey as a comparative or as a weight and balance measure. He feels it would be good to have an impartial, unbiased group conduct the satisfaction survey. Mr. Bilson stated consumers are afraid to speak up to providers or the Board. Mr. Bilson made a motion that the administration contact a qualified independent survey group regarding providing an unbiased study and report back to the Advisory Board. This motion was seconded and open for discussion. After much discussion, it was brought to a vote, 9 in favor, 1 opposed, 1 abstention. Motion carried. Merle Adrian stated that the administration would report back next month with a comprehensive report around an independent survey and the impact it would have and answers to the questions that were posed today.

d. Consumer Oriented Projects – Greg Long, Assistant Director/Planner

Greg Long provided the group with an overview of the RFP Committee actions to date. He stated that the RFP is due on September 15, 1999, at 5:00 PM. Selection of an evaluation group will follow. Final recommendations are to be ready to go to the Board for introduction at the October meeting.

Merle Adrian stated that he is in the process of staffing and forming the evaluation workgroup. Chair King stated that Mr. Adrian has asked that two members from the Advisory Board, a consumer and a board member, participate on the committee and asked for any volunteers. Several individuals were interested. Chair King said he review the offers and contact the RSN regarding his selection.

e. Oath of Confidentiality

Merle stated that the members of the group had been asked to sign an oath of confidentiality for NSRSN records as is required by Washington Administrative Code. He further stated that a number of individuals had taken exception to signing a document and having it on record. Mr. Adrian said that he had taken the matter up with legal counsel, and he has suggested an alternative solution.

All Advisory Board members and Board of Directors will be provided with the rationale and the WAC regarding confidentiality. All will be provided with the confidentiality document and offered the opportunity to sign.

If choosing not to sign, it will be noted that the member had been made aware of the confidentiality information as presented. In this way, the NSRSN has a record that it has done everything possible to ensure confidentiality is honored. Brief discussion followed.

f. Court Decision regarding Confidentiality

Dan Bilson stated that a State Supreme Court case regarding this issue was heard in Seattle in June 1999. A decision is to be handed down soon. He would like to see this remain on the agenda until the decision is received from the court.

g. RSN Advisory Board Training &

h. County Mental Health Advisory Board Training

Chair King stated he had asked for a committee to come together to research holding a regional conference. Training for this Board as well as the County Advisory Boards. Lorelei Coy chairs the group and gave a status report. Ms. Coy stated that a great deal of research had been done in regards to training specialists and the role advisory boards play in the system. Ms. Coy apprised

the board that her committee is looking at late January, early February 2000 for a one-day comprehensive training conference. Brief discussion took place.

i. APN Case Manager Training

Dan Bilson informed the Board that over the past seventeen months, the committee has come up with a complete outline and recommended training program. It was determined that the costs associated with training should be the responsibility of the providers' as it is part of their contract. It appears as though providers' are unwilling to spend approximately \$15,000 to have clinicians trained. Mr. Bilson stated Snohomish County currently has ten qualified trainers on staff, but that the other four counties are lacking. The committee recommended the APN go with a one-day comprehensive Crisis Prevention Institute (CPI) training program. APN Management Committee wanted to review the CPI training program.

Fran Collison from APN reported that there have been some negotiations with an agency that provides CPI training. APN has agreed to pay for key people across the region to be trained. Once they are certified, they will train others in the region.

Chair King stated that when this group started there was discussion regarding the importance of consumer voice and valuing family input in the role of case management and wanted to know where the training proposal had gone.

Merle Adrian added that the proposal was presented to the Board of Directors. The Board of Directors felt that it was an APN function, but, if the Advisory Board wanted to, they could fund it out of their budget. The Advisory Board also asked APN to accomplish it.

Greg Long stated that since this process started, a number of areas have been made a part of the contracts with providers. Mr. Long stated that the contract states that providers have to meet all WAC training requirements, have a training plan as well as a training committee. It also states that contractors will conduct training on customer service and consumer satisfaction, utilizing consumers and family members whenever possible. Training will be conducted on crisis management, de-escalating and handling out-of-control children and quality case management throughout the region. Mr. Long feels that there has been benefit from all the time and effort put into this group.

Lorelei Coy apprised the Board that the Washington Institute has government-funded training for case management and that we may be able to utilize that resource. Dan Bilson stated he spoke to Beverly Miller regarding training. He was informed that to receive free training it must be Statewide, including all RSN agencies across the State because it is a State-funded

program. Dan Bilson made a motion that Mr. Adrian send a letter to Beverly Miller stating that NSRSN would be interested in sending one representative from each County to attend their training, and request that she set up the Statewide training. Motion seconded, ten voted in favor, one abstained, motion carried.

j. Quality Assurance / Case Manager Workgroup

Merle Adrian stated that the results from the initial review were reported to the Quality Management Oversight Committee last month. APN was then asked to review and provide a report. The report was received from APN last week and is currently being reviewed. The workgroup will reconvene and report to QMOC. When the report is completed it will be made available to all interested parties.

k. Ombuds / QRT

Sharri Dempsey asked Robin Grupper and Dolores Holtcamp to introduce new members of the team. Ms. Holtcamp introduced Gail LaFleur, the new QRT member. Ms. Grupper introduced Beckie Bacon, the new Ombuds member. Ms. Dempsey stated that another Ombuds will be hired soon and that the Ombuds and QRT salaries are currently under review. Mr. Adrian informed the Board that the Personnel Committee of the Board of Directors looked at Ms. Dempsey's report and made interim decisions regarding staffing and pay.

At the same time the Board of Directors directed Mr. Adrian to contract with Washington Firm to conduct a comprehensive study of NSRSN job descriptions, salaries, internal and external processes and procedures as well as organizational design. Their report will be available by the end of November.

Chair King raised a question about the functional independence of the QRT and the Ombuds and whether or not they can coexist with the RSN's in general. Mr. King wondered whether it was appropriate and ethical for the entity supervising them to be the same entity that is paying the money for the actual services. This arrangement is required by MHD. Chair King felt this should be looked at more closely and if folks have the ability to contact their Legislators or Senators, he would encourage them to do so.

Mr. Bilson asked if there was information as to how the Ombuds systems are set up in other RSN's in this State and throughout the United States. Robin Grupper replied that there is one consumer run business that has Ombuds contracted with the RSN in King County. There are several that are contracted out and several that are in-house at various providers.

The long-term care ombudsman is a federal program that has a federal office, a national office and an office in each state. In this State, they have their own

office which is contracted through a non-profit organization funded through the Economic Development Council. The office of Family and Children Ombudsman has a State office through the office of the Governor; there are a variety of set-ups. The Long-term Care Ombudsman and the Office of Family and Children's are most similar to ours.

Ms. Dempsey made a presentation on an upcoming poster contest and listed the requirements. Ms. Dempsey informed members where to locate the QRT survey in their packets, stating that the QRT worked hard on this survey and did an excellent job. Ms. Dempsey summarized the results of the survey:

- It was stated that the NSRSN has demonstrated consistent improvement in carrying out their responsibilities and duties over the past year.
- There was some confusion and lack of understanding about the NSRSN's specific responsibilities and duties.
- Lack of funding and the political atmosphere were a concern on a lot of responses.
- Concern about the strained relationship between NSRSN and the providers were also mentioned in some responses.

Dolores Holtcamp read the recommendations of the QRT. It was recommended by QRT that more be done to get the information out to the public. Recommendations included: wider distribution of brochures in libraries, clinics and hospitals; speak-outs at forums, health fairs and PTA meetings; sharing information materials with appropriate contractors, providers and staff; sharing the NSRSN role in the mental health system; developing an OCA Newsletter; and re-writing the NSRSN brochure to make it more clear.

Ms. Dempsey shared accomplishments of the QRT as a result of the survey. A comprehensive plan made to visit schools, clinics and community health fairs was set from July 1, 1999 through the year 2000, as included in the OCA office work plan. Redesign of the Ombuds Brochure has been completed and in November the QRT and NSRSN brochures will be redesigned. Consumer Newsletter "Around the Sound" will be published at the end of September. Tribal NSRSN workgroups, meetings and trainings have been successful, as a result of the QRT survey.

Ms. Holtcamp apprised the Board that NSRSN is the first RSN to complete this as mandated to do so by the State. Brief discussion followed.

8. Comments from Consumers and Public

Chair King stated that elections for the role of Chair and Vice Chair are coming up and he is looking for someone to Chair the nomination committee.

He selected Joan Lubbe. Chair King further asked that people interested in being on this committee to contact Ms. Lubbe.

9. New Business – Marcia Gunning, Contracts Compliance/Fiscal Manager
Marcia Gunning stated that there would not be an official NSRSN Board meeting in the month of September, however the NSRSN Executive/Finance Committee will be meeting.

a. Consent Agenda

There will be two items on the consent agenda. First, to review the claims from August and September. Second, to authorize the NSRSN Executive Director to enter into a professional services contract with the Washington Firm, a request from the personnel committee.

b. There is a total of six items needing Advisory Board review for the month of September which will be moved forward as action items in the month of October.

1. To authorize the NSRSN Executive Director to enter in a contract amendment (4) with the Mental Health Division for the Integrated Inpatient and Outpatient Mental Health Services. This three month extension \$1,327,083 in consolidated dollars per month and an additional Federal Block Grant of \$128,317.

As the 1999-2001 Biennium contract between the RSN's and the MHD is still being negotiated, Amendment (4) would extend our current 1997-1999 Biennium contract from October 1, 1999 through December 31, 1999. State Consolidated and Federal Block Grant Funds have been extended for an additional three, (3) months, at their current rates. Please note that MHD is planning on making retroactive funding adjustments (back to July 1, 1999) when the 1999-2000 Biennium contracts are executed (anticipated to be January 2000).

2. To authorize the NSRSN Executive Director to enter into a contract amendment (4) with the Mental Health Division for the Gatekeeper Model of Case-Finding of At-Risk-Older Adults SAMSHA Grant. An additional \$13,266 has been allocated to this region for July 1, 1999 through June 30, 2000, to enter into phase two of this project. This amendment would allow those dollars to come in.

The NSRSN Board authorized contract amendment (3) which extended this contract through September 30, 1999, but did not provide any additional funding. Amendment (4) is Phase II of this project, extends this contract through June 2000 and

provides additional funding to continue to perform the functions required of this contract.

3. To authorize the NSRSN Executive Director to enter into a contract amendment (2) with Associated Provider Network for Gatekeeper Model of Case-Finding of At-Risk-Older Adults services effective July 1, 1999 through June 30, 2000. Maximum consideration for this twelve-month period shall not exceed \$13,266.

NSRSN has historically subcontracted the Gatekeeper Model of Case-Finding of At-Risk-Older Adults duties to APN members Whatcom Counseling & Psychiatric Clinic (WCPC) and Community Mental Health (CMH). This amendment would continue to subcontract with WCPC and CMH, as well as pass through 100% of the new MHD funding to APN in order to perform the contracted services.

4. To authorize NSRSN Executive Director to enter into contract amendment (3) with Associated Provider Network that would extend the current Children's Hospital Alternative Program (CHAP) Services Statement of Work in APN's contract with the NSRSN through December 31, 1999. Maximum consideration for this three-month extension would not exceed \$172,731.

NSRSN and County Staff are currently developing in collaboration with DCFS the CHAP services to be purchased within the 1999-2000 Biennium. It is anticipated that the CHAP services statement of work and expectations will be implemented January 1, 2000. This amendment enables the NSRSN to continue to purchase CHAP services until the 1999-2000 Biennium contract(s) can be finalized

5. To authorize the NSRSN Executive Director to enter into a Professional Services Contract with Deloitte & Touche to provide Information Services Consultation effective April 26, 1999 through July 1, 1999. Maximum consideration for the duration of this agreement shall not exceed \$13,000.

The NSRSN entered into a previous professional services contract with Deloitte & Touche for Information Services analysis and recommendations. As a result of their study and recommendations, the NSRSN utilized Deloitte & Touche for consultation services during the development of the NSRSN/BDS contract.

10. Other Business

Cathey Heighton asked what the difference was between Executive Board Meeting and Executive Committee Meeting? Mr. Adrian replied that there is an Executive/Finance Committee of the Board of Directors that is authorized to take necessary actions when the Board of Directors is unavailable or is not meeting.

11. Adjournment

With there being no further business, Chair King adjourned the meeting at 11:25 a.m.

Respectfully submitted,

Merle D. Adrian
Executive Director

MEMORANDUM

DATE: September 27, 1999

TO: NSRSN Advisory Board

FROM: Marcia Gunning
Contracts Compliance/Fiscal Manager

RE: October 1999 NSRSN Board Agenda

Attached please find for your review and comment the following that will be discussed with the Board of Directors and brought forth at the October 28, 1999 NSRSN Board Meeting:

CONSENT AGENDA – OCTOBER 1999

1. To review and approve NSRSN claims paid from September 1, 1999 to September 30, 1999. Total dollar amount of warrants paid in September: \$(not available at this time). Total September payroll of \$(not available at this time), and associated benefits.

ACTION ITEMS – OCTOBER 1999

1. To authorize the NSRSN Executive Director to enter into contract amendment (4) with the Mental Health Division for Integrated Inpatient and Outpatient Mental Health Services. Maximum State Consolidated funding during this three month interim \$3,981,249 (\$1,327,083 per month). Maximum Federal Block Grant funding during this three month interim \$128,317.

As the 1999-2001 Biennium contract between the RSNs and the MHD is still being negotiated, Amendment (4) would extend our current 1997-99 Biennium contract from October 1, 1999 through December 31, 1999. State Consolidated and Federal Block Grant Funds have been extended for an additional three (3) months, at their current rates. Please note that MHD is planning on making retroactive funding adjustments (back to July 1, 1999) when the 1999-2000 Biennium contracts are executed (anticipated to be 1/1/2000).

2. To authorize the NSRSN Executive Director to enter into contract amendment (4) with the Mental Health Division for Gatekeeper Model of Case-Finding of At-Risk-Older Adults SAMSHA Grant No 1 KD1 SM52594-01 effective July 1, 1999 through June 30, 2000. Maximum consideration for this twelve month period shall not exceed \$13,266. Maximum consideration for the duration of the contract shall not exceed \$25,836.

The NSRSN Board authorized contract amendment (3) which extended this contract through September 30, 1999, but did not provide any additional funding. Amendment (4) is Phase II of this project, extends this contract through June 2000 and provides additional funding to continue to perform the functions required of this contract.

3. To authorize the NSRSN Executive Director to enter into contract amendment NSRSN-APN-99-10-01 (2) with Associated Provider Network for Gatekeeper Model of Case-Finding of At-Risk-Older Adults services effective July 1, 1999 through June 30, 2000. Maximum consideration for this twelve month period shall not exceed \$13,266.

NSRSN has historically subcontracted the Gatekeeper Model of Case-Finding of At-Risk-Older adults duties to APN who subcontracts with Whatcom Counseling & Psychiatric Clinic (WCPC). This Amendment would continue to subcontract with WCPC, as well as pass through 100% of the new MHD funding to APN in order to perform the contracted services.

4. To authorize the NSRSN Executive Director to enter into contract amendment NSRSN-APN-99-10-01 (3) with Associated Provider Network that would extend the current Children's Hospital Alternative Program (CHAP) Services Statement of Work in APN's contract with the NSRSN through 12/31/99. Maximum consideration for this three month extension would not exceed \$172,731.

NSRSN and County Staff are currently developing in collaboration with DCFS the CHAP services to be purchased within the 1999-2001 Biennium. It is anticipated that the CHAP services statement of work and expectations will be implemented January 1, 2000. This Amendment enables the NSRSN to continue to purchase CHAP services until the 1999-2000 Biennium contract(s) can be finalized.

5. To authorize NSRSN Executive Director to enter into a Professional Services Contract with Deloitte & Touche for Information Services Consultation Services effective April 26, 1999 through July 1, 1999. Maximum consideration for the duration of this agreement shall not exceed \$13,000.

The NSRSN entered into a previous professional services contract with Deloitte & Touche for Information Services analysis and recommendations. As a result of

their study and recommendations, the NSRSN utilized Deloitte & Touche for consultation services during the development of the NSRSN/BDS contract.

6. To authorize NSRSN Executive Director to enter into a Professional Services Contract with United Behavioral Health for Medical Director Consultation Services effective November 1, 1999 through October 31, 2000. Maximum consideration shall not exceed \$42,120.

Action Item #99-045 was pulled at the August 18, 1999 board meeting in order for the NSRSN Attorney to review UBH's Indemnification Language modification request. The review has been completed and the Professional Services Contract has been modified. The Indemnification Clause has been modified and is now acceptable by both NSRSN Attorney and UBH.

INTRODUCTION ITEMS –

None (at this time)

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

I look forward to discussing these items in detail with all of you at the October 19, 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: NSRSN Board of Directors
Merle Adrian
County Coordinators
NSRSN Management Team

**CONTRACT NO. 9869-13763
AMENDMENT NO. 4**

STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES

CONTRACT AMENDMENT

The above-referenced Contract between the State of Washington Department of Social and Health Services (DSHS) Mental Health Division and North Sound Regional Support Network is hereby amended as follows:

Effective October 1, 1999 through December 31, 1999 the period of performance is extended.

**SECTION 16. CONSIDERATION AND PAYMENT - CONSOLIDATED FUNDING,
FEDERAL BLOCK GRANT FUNDING, AND MEDICAID PAYMENTS:**

CONSOLIDATED SERVICES:

The Department shall pay to the Regional Support Network (RSN) the set rate of **\$1,327,083** per month in state funds during this three-month interim. The set monthly rate for consolidated services shall be reduced or increased by the Department in an amount equal to the net computable state share of any payment and/or recoupment of payments for Medicaid services made for that month pursuant to the Contractor section of this contract. Total payment for consolidated services shall not exceed a maximum of **\$3,981,249** for the three-month extension period of October 1, 1999 through December 31, 1999.

FEDERAL BLOCK GRANT FUNDS:

The funding is increased by **\$128,317** for the three-month extension period of October 1, 1999 through December 31, 1999. The contractor may bill for cost allowable and allocable.

MEDICAID PAYMENT:

**Maximum
Consideration Rate**

Enrolled Recipient Category October 1, 1999 through December 31, 1999

Age less than 21 years:

Categorically Needy	\$15.88
Disabled	\$54.89
Medically Needy	\$11.44
Expansion children	\$12.10

Age 21 years or Older:

Categorically Needy	\$15.00
Disabled	\$122.69
Medically Needy	\$11.81

**Maximum
Consideration Rate**

Enrolled Recipient Category(INPATIENT) October 1, 1999 through December 31, 1999

Age less than 21 years:

Non-Disabled	\$2.69
Disabled	\$24.59

Age 21 years or Older:

Non-Disabled	\$2.31
Disabled	\$13.35

**CONTRACT NO. 9769-13307
AMENDMENT NO. 4**

STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES

CONTRACT AMENDMENT

The above-referenced Contract between the State of Washington Department of Social and Health Services (DSHS) Mental Health Division and North Sound Regional Support Network is hereby amended as follows:

**("GATEKEEPER MODEL OF CASE-FINDING OF AT-RISK-OLDER ADULTS")
SAMSHA GRANT NO. 1 KD1 SM52594-01 effective July 1, 1999 through June 30, 2000 the period of performance has been extended and the statement of work is revised: Refer to Exhibit A-2 for details;**

MAXIMUM CONSIDERATION SHALL NOT EXCEED \$ 25,836.00

ALL OTHER TERMS AND CONDITIONS OF THIS CONTRACT REMAIN IN FULL FORCE AND EFFECT.

THIS AMENDMENT is executed by the persons signing below, who warrant that they have the authority to execute this Amendment.

NORTH SOUND REGIONAL
SUPPORT NETWORK

DEPARTMENT OF SOCIAL AND
HEALTH SERVICES

Title

Date

Contracts Consultant

Date

**"GATEKEEPER MODEL OF CASE-FINDING OF AT-RISK OLDER ADULTS"
Phase 11 Project 7/11/99 through June 30, 2000**

The contractor is awarded [\$13,266] from the Community Action Grant for Services Systems Change (Action Grant) entitled, "Gatekeeper Model of Case-Finding of At-Risk Older Adults" (Grant #1 KD1 SM52694-01). The purpose of this award is to enable RSN's to:

- 1 . Increase the number of at-risk older adults identified as needing mental health and other community services.
2. Enhance coordination and integration among mental health, aging and other community social and health agencies to improve availability of services to older persons with mental illness.
3. Implement the Gatekeeper model of case-finding throughout the RSN's.

In order to accomplish this purpose funds shall be used for maintaining the .35 FTE (14 hours per week) to perform the following duties:

- 1 . Maintain mental health and aging coalition activities including the following; schedule periodic coalition meetings, continue efforts to identify and recruit new members, identify and recruit older persons, consumers, family members and persons of color, keep coalition informed of project progress.
2. Revise or adopt initial implementation plan including, development of a formal Memorandum of Understanding between the key stakeholder regarding the implementation plan and roles and responsibilities, work with the coalition to identify community Gatekeepers, establish Gatekeeper recruitment procedures, develop Gatekeeper training manuals, brochures and other resources, establish Gatekeeper training procedures, determine geographical target areas for initial recruitment and training, establish referral mechanism plan (who, where, how), establish referral response system and service response systems, and recruit and train community Gatekeepers.
3. Establish Data Collection Forms & Procedures including, integrate specified data elements into local service system for data entry and tracking, determine who will be responsible for data collection, quality, compilation, and data reporting to project staff, and complete required data reports and submit to project staff.

**CONTRACT NO. 9769-13307
AMENDMENT NO. 4**

4. Engage in Community education activities, including, work with coalition to develop educational presentations about model implementation, work with coalition to establish a public relations strategy/plan (public service announcements, cable access television, newspaper articles, web pages, etc.), and community presentations about model implementation.

5. Attend 3 Statewide Coordinator Meetings and present progress made toward model implementation including, further adaptations, referral mechanism and response system, success and barriers to implementation, present data on number of training sessions completed and with whom, number of referrals received, characteristics of persons referred, discuss progress made with coalition building and maintenance, successes and challenges, including efforts to recruit older adults, consumers, and persons of color, discuss issues related to the development and production of training materials and resources, public relations activities, and fund raising activities, and complete Technical Assistance Evaluation.

6. Provide final reports no later than 15 days after completion of the project.

"Gatekeeper Model of Case-Finding of At-Risk Older Adults"
Phase 11 Project 7/1/99 through June 30, 2000 Budget

Salary	\$10,500
Fringe Benefits	\$2,100
Air & Ground Transportation	\$666
Subsistence for Training Meetings	
Total	\$13,266

Maximum consideration shall not exceed \$ 13,266.

**NORTH SOUND REGIONAL SUPPORT NETWORK
CONTRACT AMENDMENT**

**CONTRACT NO. NSRSN-APN-99-10-01
Amendment (2)**

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

1. APN's Duties and Responsibilities shall be modified to include Exhibit J – Gatekeeper Model of Case-finding of At-Risk-Older Adults.
2. Maximum consideration of this Amendment shall not exceed \$13,266.

ALL TERMS AND CONDITIONS OF PERFORMANCE OUTLINED IN CONTRACT NO. NSRSN-APN-99-10-01 THROUGH AMENDMENT FOUR ARE INCORPORATED BY REFERENCE AS THOUGH FULLY SET FORTH HEREIN.

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

NORTH SOUND REGIONAL SUPPORT NETWORK

ASSOCIATED PROVIDER NETWORK

Merle Adrian, Executive Director Date

Authorized Signature Date

(Name of Authorized Signature Above – print or type)

EXHIBIT J

NORTH SOUND REGIONAL SUPPORT NETWORK AND ASSOCIATED PROVIDER NETWORK CONTRACT #NSRSN-APN-99-10-01, AMENDMENT (2)

GATEKEEPER MODEL OF CASE-FINDING OF AT-RISK-OLDER ADULTS – PHASE II

A. PERIOD OF PERFORMANCE

Period of performance shall be July 1, 1999 through June 30, 2000. This amendment may be terminated by either party, upon thirty (30) days written notice to the other party. If both parties agree, termination may be accomplished on shorter notice. Notice shall be effective when deposited in the mail, first class, postage prepaid. The postmark shall be proof of the date of mailing.

Notices shall be given to:

Executive Director
North Sound Regional Support Network
419 south First Street, Suite 200
Mount Vernon, WA 98273

Chief Executive Officer
Associated Provider Network
413 Gates Street
Mount Vernon, WA 98273

B. PURPOSE

The purpose of this Amendment is to enable the NSRSN and APN to:

1. Increase the number of at-risk-older adults identified as needing mental health and other community services.
2. Enhance coordination and integration among mental health, aging and other community social and health agencies to improve availability of services to older persons with mental illness.
3. Implement the gatekeeper model of case-finding throughout the NSRSN Service Area.

C. Services To Be Provided

APN shall provide .35 FTE to perform the following duties:

1. Maintain mental health and aging coalition activities. These activities shall include:
 - Scheduling periodic coalition meetings;
 - Continued efforts to identify and recruit new members;

- Identify and recruit older persons, consumers, family members and persons of color;
 - Keeping coalition informed of project progress.
2. Revise or adopt initial implementation plan including development of a formal Memorandum of Understanding between the key stakeholders regarding:
 - The implementation plan and roles and responsibilities;
 - Work with the coalition to identify community gatekeepers;
 - Establish Gatekeeper training manuals, brochures and other resources;
 - Establish Gatekeeper training procedures;
 - Determine geographical target areas for initial recruitment and training;
 - Establish referral mechanism plan (who, where, how);
 - Establish referral response system and service response systems;
 - Recruit and train community.
 3. Establish Data collection forms and procedures, including:
 - Specified data elements integrated into local service system for data entry and tracking;
 - Determining who will be responsible for data collection, quality, compilation and data reporting to project staff, completing required data reports and submitting to project staff.
 4. Engage in Community Education activities, including:
 - Working with coalition to develop educational presentations about model implementation;
 - Work with coalition to establish a public relations strategy/plan (public service announcements, cable access television, newspaper articles, web pages, etc.), and community presentations about model implementation.
 5. Attend three (3) Statewide Coordinator Meetings and present progress made toward model implementation including:
 - Further adaptations, referral mechanism and response system;
 - Success and barriers to implementation
 - Present data on number of training sessions completed and with whom, number of referrals received, characteristics of persons referred,;
 - Discuss progress made with coalition building and maintenance
 - Discuss successes and challenges, including efforts to recruit older adults, consumers and persons of color
 - Discuss issues related to the development and production of training materials and resources, public relations activities and fund raising activities;
 - Complete the Technical Assistance Evaluation.

6. Provide final reports to the NSRSN no later than 10 days after completion of the project.

D. COMPENSATION

APN shall be reimbursed for the performance of services set forth in this Amendment as follows:

	<i>Total Award</i>	<i>Funding Source</i>
	\$13,266	DSHS Non-PhP
<hr/>		
Itemized as follows:		
Salary	\$10,500	
Benefits	2,100	
Transportation	666	

E. BILLING PROCEDURES

Gatekeeper Model at-risk-older adult services shall be reimbursed to APN through monthly allocation dependent upon the demonstration of meeting the following requirements:

1. APN submits invoice for services performed to NSRSN Fiscal Department.
2. Provision of services has been performed in accordance with the requirements of this Agreement.

F. Terms and Conditions of Performance

All terms and conditions of performance outlined in Contract No. NSRSN-APN-99-10-01, including amendment (2) are incorporated by reference as though fully set forth herein.

FOR APN

FOR NSRSN

Executive Director Date

Executive Director Date

APPROVED AS TO FORM ONLY

Eugene Knapp, Attorney At Law Date

**NORTH SOUND REGIONAL SUPPORT NETWORK
CONTRACT AMENDMENT**

**CONTRACT NO. NSRSN-APN-99-10-01
Amendment (3)**

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

1. The effective dates of Exhibit I – Children’s Hospital Alternative Program Statement of Work shall be extended through December 31, 1999.
2. Exhibit G shall be replaced by attached Amended Exhibit G (3)
3. Maximum consideration of this Amendment shall not exceed \$172,731.

ALL TERMS AND CONDITIONS OF PERFORMANCE OUTLINED IN CONTRACT NO. NSRSN-APN-99-10-01 THROUGH AMENDMENT FOUR ARE INCORPORATED BY REFERENCE AS THOUGH FULLY SET FORTH HEREIN.

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

NORTH SOUND REGIONAL SUPPORT
NETWORK

ASSOCIATED PROVIDER NETWORK

Merle Adrian, Executive Director Date

Authorized Signature Date

(Name of Authorized Signature Above – print or type)

EXHIBIT G (3)

NORTH SOUND REGIONAL SUPPORT NETWORK

APN ESTIMATED CONTRACT FUNDING

The available amounts to APN from primary funding sources during the term of this Agreement shall be as follows:

1. PHP Funding

The RSN/PHP Title XIX funding from the State of Washington which the NSRSN is entitled to receive based on Medicaid recipients. Said amount shall vary monthly based on Medicaid rates, Service Area Population by type of Eligible Recipient, and the State of Washington's capitated consolidated calculation. Funding is based on the estimated PHP Title XIX Upper Payment Limit Payment 7/1/99 through 6/30/2001, less estimated State Consolidated Funds not required for Federal Title XIX Match, which amounts to approximately \$64,892,616 less NSRSN Board approved carve-outs.

2. State Consolidated Funds not required for Federal Title XIX Match

The Contractor shall provide medically necessary community mental health program services for the chronically mentally ill, severely emotionally disturbed and seriously disturbed adults, youth/children who are at risk for hospitalization, jail, losing their homes or access to basic human needs and not eligible for Medicaid.

3. Federal Block Grant Funding

The Contractor shall provide medically necessary community mental health program services for the chronically mentally ill, severely emotionally disturbed and seriously disturbed adults, youth/children who are at risk for hospitalization, jail, losing their homes or access to basic human needs and not eligible for Medicaid. Maximum consideration shall not exceed \$640,274.

4. Inpatient Savings

Per Board Motion #98-066, the NSRSN shall distribute 85% the current NSRSN Inpatient Savings Fund Balance and any ongoing Inpatient Savings funds received from the Mental Health Division to Contractor. This funding shall be paid to the Contractor in the following manner:

- 85% of the funds accumulated to date for payment to Contractor shall be paid out in 24 equal monthly payments,
- 85% of monthly State Inpatient Savings payments received by NSRSN shall be paid out each month to contractor,
- 85% of any monthly State reconciliation's (additions or deductions) received by NSRSN for Inpatient Services will be added or deducted from Contractor's monthly payment.

5. NSRSN Carveout – CHAP Services

NSRSN shall purchase Children's Hospital Alternative Program Services for 43 children per month as described required in Exhibit I of this Agreement for a six (6) month period of time at \$1,339.00 per month per child. Total payment to Contractor shall not exceed \$345,462.

6. NSRSN Reserves

NSRSN shall distribute a portion NSRSN Unreserved Undesignated Reserves and Undesignated Interest earned on NSRSN Reserves to Contractor in the following manner:

- 5% of the interest accrued on accumulated Inpatient Savings funds (at 6/30/99) and Unreserved Undesignated Fund Balance (at 6/30/99) shall be paid out to Contractor in 24 equal monthly payments,
- 100% of Unreserved Undesignated fund balance at 12/31/98 less 1999 Adopted Budget Allocation (\$306,573 - \$34,260) shall be paid out to Contractor in 24 equal monthly payments.

7. SAMSHA Grant No 1 KD1 Funds

The Contractor shall provide Gatekeeper Model of Case Finding of At risk Older Adults services as described in Exhibit J of this Contract, Amendment (2) for a twelve month period, July 1, 1999 through June 30, 2000. Total payment to contractor shall not exceed \$13,266 (100% of the Grant funds available to the NSRSN for the 12 month time period.

The estimate is not a guaranty. The available amount from funding sources is subject to change at the discretion of the State of Washington. Funding is subject to increase, decrease or termination, and may be deducted, withheld or recouped by NSRSN at any time. NSRSN reserves the right to adjust carve-outs upon a good faith determination of necessity by the NSRSN Board of Directors.

The following Table represents NSRSN Estimated Funding, Carve-outs, and APN Annual Payment:

**APN ESTIMATED FUNDING TABLE
7/1/1999 – 6/30/2001**

DESCRIPTION	1999-2001 ANNUALIZED ESTIMATED \$	TOTAL ESTIMATE BIENNIAL \$
<u>NSRSN PHP Outpatient:</u>		
1. Estimated PHP/Title 19 Payment	31,366,308	62,732,616
Estimated State Consolidated Funding not required for Federal Match	1,080,000	2,160,000
Less: E & T	0	0
Inpatient Certification	0	0
Total Estimated PHP Outpatient Funding	32,446,308	64,892,616
<u>Additional Funding:</u>		
1. E & T	0	0
2. Inpatient Certification	0	0
3. Federal Block Grant	513,270	1,026,540
4. Designated Reserves:		
. Inpatient Savings – 85% estimated Fund Balance at 6/30/99	526,073	1,052,147
. Inpatient Savings – 85% Monthly Estimated Payment	918,000	1,836,000
<i>* Note: estimated payments (based on APN invoicing) to APN at 6/30/99 = \$336,000</i>		
5. SAMSHA Grant (At risk Older Adults)	13,266	13,266
6. Unreserved Undesignated Reserves		
. Unreserved Undesignated Fund Balance – 100% of estimated NSRSN Undesignated Fund balance at 12/31/98 less 1999 Budget allocation.	136,156	272,313
. Interest Earned – 85% Estimated Accumulated Interest Earned from NSRSN Undesignated Fund Balance and Inpatient Savings at 6/30/99	27,444	54,888
. Unreserved Undesignated Fund Balance		
Total Estimated Additional Funding	2,134,209	4,255,154
Total Estimated NSRSN Funding	34,580,517	69,147,770
<u>Estimated NSRSN/PHP Carve-outs</u>		
NSRSN Operating Budget - 4.75%		
County Payments from NSRSN Operating Budget (annual):	1,541,200	3,082,400
Island \$13,064		
San Juan \$47,492		
Skagit \$18,064		
Snohomish \$50,000		
Whatcom \$ -0-		
2. MIS		
BDS		186,099
SeaMar	93,050	
VOA	11,656	23,312
APN	9,409	18,818
	130,734.5	261,469

**PROFESSIONAL SERVICES AGREEMENT
NORTH SOUND REGIONAL SUPPORT NETWORK
AND
Deloitte & Touche LLP
CONTRACT # NSRSN-PSC-Del&Tou**

THIS AGREEMENT is entered into between NORTH SOUND REGIONAL SUPPORT NETWORK/PREPAID HEALTH PLAN, 419 South 1st Street, Mount Vernon, Washington 98273 ("NSRSN"), and DELOITTE & TOUCHE LLP ("CONTRACTOR"), 700 Fifth Avenue, Suite 4500, Seattle, Washington 98104-5044.

THE PARTIES MUTUALLY AGREE AS FOLLOWS:

I. Terms and Conditions

- A. Term. This Agreement shall take effect April 26, 1999 and shall continue in full force and effect through July 1, 1999.
- B. Termination. This Agreement may be terminated in whole or in part by either party for any reason by giving fifteen (15) calendar days written notice to the other party.
 - 1. Loss of Funding. In the event funding from any source is withdrawn, reduced or limited in any way after the effective date of this Agreement and prior to termination, NSRSN may terminate this Agreement by written notice effective upon Contractor's receipt of written notice. The parties may re-negotiate under new funding limitations and conditions.
 - 2. Breach. This Agreement may be terminated for any breach by either party. The terminating party shall give the breaching party five calendar days written notice to cure the breach. Failure to cure shall cause this agreement to terminate immediately at the end of the five (5) day period.
- C. Amendments. This Agreement may only be amended by written consent of both parties.
- D. Compliance with Laws. Contractor shall comply with all applicable federal, state and local laws, rules and regulations in performing this Agreement, including, but not limited to, laws against discrimination and conflict of interest laws.
- E. Relationship of Parties. Contractor agrees that Contractor shall perform the services under this Agreement as an independent contractor and not as an agent, employee or servant of NSRSN. The parties agree that

Contractor is not entitled to any benefits or rights enjoyed by employees of NSRSN. Contractor specifically has the right to direct and control Contractor's own activities in providing the agreed upon services in accordance with the specifications set forth herein. NSRSN shall only have the right to ensure performance.

- F. Indemnification. Contractor and its subcontractors shall assume the risk of, be liable for, and pay all damages, costs and expenses of NSRSN and the member counties (including their officers, officials and employees) arising out of the performance of this Agreement, except to the extent caused by the negligence and/or willful misconduct of NSRSN. Contractor and its subcontractors shall hold harmless, defend and indemnify NSRSN and member counties against all claims, losses, suits, costs, counsel fees, damages, or judgments or decrees by reason of damage to any property or business and/or any death, injury or disability to any person arising, directly or indirectly, by contract or any act, error or omission of Contractor (including Contractor's employees, agents, subcontractors, participants and volunteers). Contractor and its subcontractors shall also indemnify NSRSN against injury to or claim brought by Contractor's or its subcontractor's employees.

The Contractor's obligation described above shall include, but not be limited to, investigating, adjusting and defending all claims alleging loss from action, error or omission by the Contractor, the Contractor's employees, agents, subcontractor's participants and volunteers.

The Contractor further agrees to be responsible for all costs incurred by NSRSN and member counties to secure their rights under this hold harmless and indemnification clause. These costs include, but are not limited to, reasonable attorney's fees.

- G. Resolution of Disputes.

1. The parties wish to provide for prompt, efficient, final and binding resolution of disputes or controversies which may arise under this Agreement and therefore establish this dispute resolution procedure.
2. All claims, disputes and other matters in question between the parties arising out of, or relating to, this Agreement shall be resolved exclusively by the following dispute resolution procedure unless the parties mutually agree in writing otherwise:
 - a) The parties shall use their best efforts to resolve issues prior to giving written Notice of Dispute.

- b) Within ten (10) working days of receipt of the written Notice of Dispute, the parties (or a designated representative) shall meet, confer, and attempt to resolve the claim within the next five working days.
 - c) The terms of the resolution of all claims concluded in meetings shall be memorialized in writing and signed by each party.
 - d) Arbitration. If the claim is not resolved, the parties shall proceed to arbitration as follows:
 - (1) The parties shall each select one person as arbitrator. Those two arbitrators shall agree on the selection of a third arbitrator.
 - (2) The dispute shall be promptly resolved on the basis approved by any two of the three arbitrators.
 - (3) If there is a delay of more than ten (10) days in the naming of any arbitrator, either party can ask the presiding judge of Skagit County to name any remaining arbitrator(s).
 - (4) The prevailing party shall be entitled to recover from the other party all costs and expenses, including reasonable attorney fees. The arbitrators shall determine which party, if any, is the prevailing party.
 - (5) The parties agree that in the absence of fraud by one of the parties, the arbitrators' decision shall be binding, final and not appealable to any court of law.
 - (6) Unless the parties agree in writing otherwise, each unresolved claim shall be considered at an arbitration session which shall occur in Skagit County no later than thirty (30) days after the close of the meeting described in paragraph b) above.
- 3. The provisions of this section shall, with respect to any controversy or claim, survive the termination or expiration of this Agreement.
 - 4. Nothing contained in this Agreement shall be deemed to give the arbitrators the power to change any of the terms and conditions of this Agreement in any way.

5. Any required advance expenses ordered by the arbitrator and connected with the arbitration proceedings will be paid equally by the parties subject to the later arbitrator's decision which may change the percentage of advance expenses to be paid by either party.
 6. If the underlying contract is for employment, any termination clause takes precedence over any other clause in the contract including the dispute resolution clause.
- H. Records and Reports. Contractor shall maintain books, records, documents and other evidence which sufficiently and properly reflect all direct and indirect costs expended in the performance of the services described herein. Contractor shall retain all books, records, documents and other material relevant to this Agreement for five years after its expiration and all payment for the contract have been made. The later of the two dates initiates the five-year time frame. All books, records, documents, reports and other data shall be subject to inspection, review and/or audit by NSRSN personnel or other parties authorized by NSRSN, DSHS, the Office of the State Auditor, and authorized federal officials during regular business hours and upon demand.

II. Compensation

- A. Consideration: NSRSN shall pay to Contractor \$285.00 per hour for Information Systems Consultation Services as described in Exhibit A, attached. Maximum consideration shall not exceed \$13,000.

NSRSN shall reimburse Contractor for all direct travel expenses incurred by Contractor in performing this Agreement in accordance with the following limitations:

. Travel/Mileage reimbursement	=	\$.325 per mile
. Meal reimbursement	=	\$10.00 Lunch \$ 18.00 Dinner

- B. Payment Procedures: Cost reimbursement shall be made only if NSRSN has a fully executed contract on file.

Contractor shall submit an invoice by the tenth (10th) of the month after the month in which services were provided. Invoice shall document actual hours worked daily, actual mileage and receipts of meals. Failure to submit an invoice by the tenth (10th) may delay payment for one (1) month.

No invoices will be accepted thirty (30) days after the service. Contractor shall submit a final billing for this Agreement no later than fifteen (30) days after the contract expiration date.

Invoices for services completed but contractually authorized in a retroactive manner must be submitted within fifteen (15) days after the execution of the appropriate contract.

Until notified otherwise, Contractor shall submit all requests for reimbursement to:

North Sound Regional Support Network
Attn.: Finance Manager
419 S. First Street, Suite 200
Mount Vernon, WA 98273-3806

III. Service Expectations

Contractor shall provide services as set forth in Exhibit A, attached.

IV. Miscellaneous

- A. Assignments. Neither party may assign its rights or delegate its performance hereunder to any person or entity without the prior written consent of the other party.
- B. Entire Agreement. This Agreement constitutes the entire agreement with respect to the subject matter hereof and there are no other agreements, written or oral, relating to the subject matter hereof.
- C. Headings. Paragraphs headings are for convenience and reference only and shall have no effect upon the construction or interpretation of any party of this Agreement.
- D. Severability. If any provision of this Agreement is found by a court to be invalid, unenforceable or contrary to applicable law, the remainder of this Agreement or the application of such provision to persons or circumstances other than those to which it is held invalid, unenforceable or contrary to applicable law, shall not be affected and shall continue in full force and effect.
- E. Notices. All notices pertaining to this agreement shall be written and delivered , by certified U.S. mail or by hand delivery to the addresses shown below. Notices shall be deemed served upon receipt, or three days after postmark if mailed. Notices transmitted by facsimile which are

followed immediately by mailing shall be deemed received on the date of the facsimile transmission.

F. Venue. This Agreement shall be construed, both as to validity and performance, and enforced, subject to Paragraph I.H, in accordance with the laws of the State of Washington. The venue of any action brought hereunder shall be Skagit County.

G. Power to Execute. Both parties warrant they have the power and authorization to execute this Agreement and any other documents executed pursuant to this Agreement.

IN WITNESS WHEREOF, the Parties have executed this Agreement on the dates set forth below.

FOR NSRSN:

FOR CONTRACTOR:

_____ Date
Merle Adrian, Executive Director

_____ Date
[Name of Authorized Signor]

Approved as to Form for NSRSN:

Basic Form approved by Eugene H. Knapp, Jr. 6/26/97
Attorney at Law Date

EXHIBIT A

NORTH SOUND REGIONAL SUPPORT INFORMATION SERVICES CONSULTATION SERVICES April 26, 1999 through July 1, 1999

PURPOSE:

To perform IS consultation services during the development of NSRSN IS contract and contract negotiations.

DUTIES:

During the term of this contract, "Contractor" shall:

1. Assist NSRSN in developing outsourcing contract.
2. Facilitate discussions between NSRSN and BDS.
3. Assist NSRSN in defining key contract elements, service level and performance standards.
4. Attend meetings with BDS and NSRSN regarding contract language and performance standards.
5. Conduct contract negotiations strategy sessions with NSRSN Executive Director and assist NSRSN in developing contract negotiation strategy.
6. Participate in conference calls between NSRSN and Behavioral Data Systems.
7. Review NSRSN/BDS draft contracts and provide comments.

NSRSN Committee Discussion Form

AGENDA ITEM:

#99-046 To authorize NSRSN Executive Director to enter into a professional services agreement with United Behavioral Health for Medical Director Consultation Services

PRESENTER: Marcia Gunning

COMMITTEE ACTION: Action Item (X) FYI & Discussion () FYI Only ()

SIGNIFICANT POINTS OR EXECUTIVE SUMMARY:

This motion was pulled from the August 18, 1999 Board Action Items in order for the NSRSN Attorney to review UBH's Indemnification Language change request. The NSRSN Attorney has completed his review.

A comparison of the NSRSN Indemnification clause and the UBH Indemnification Clause, as modified by NSRSN Attorney, are attached for your comparison.

CONCLUSIONS/RECOMMENDATIONS:

Authorize NSRSN Executive Director to enter into a professional services contract with UBH for Medical Director Consultation Services using the UBH indemnification clause as modified and approved by NSRSN attorney.

ATTACHMENTS:

Indemnification Clause Comparison
Medical Director Consultation Services Professional Services Contract

UBH Indemnification Clause (as modified by NSRSN Attorney):

UBH shall defend, hold harmless and indemnify NSRSN and its member counties and employees against any and all claims liabilities, damages or judgements asserted against, imposed upon, or incurred by NSRSN and its member counties and employees alleged to arise out of the negligent or wrongful acts of UBH or UBH's officers and employees, agents or volunteers.

NSRSN shall release UBH from all claims, liabilities, damages or judgements asserted against, imposed upon, or incurred by UBH that arises out of the wrongful acts of the NSRSN or the NSRSN employees.

NSRSN Indemnification Clause (as prepared by NSRSN Attorney and incorporated into NSRSN Contracts):

Contractor and its subcontractors shall assume the risk of, be liable for, and pay all damages, costs and expenses of NSRSN and the member counties (including their officers, officials and employees) arising out of the performance of this Agreement, except to the extent caused by the negligence and/or willful misconduct of NSRSN. Contractor and its subcontractors shall hold harmless, defend and indemnify NSRSN and member counties against all claims, losses, suits, costs, counsel fees, damages, or judgments or decrees by reason of damage to any property or business and/or any death, injury or disability to any person arising, directly or indirectly, by contract or any act, error or omission of Contractor (including Contractor's employees, agents, subcontractors, participants and volunteers). Contractor and its subcontractors shall also indemnify NSRSN against injury to or claim brought by Contractor's or its subcontractor's employees.

The Contractor's obligation described above shall include, but not be limited to, investigating, adjusting and defending all claims alleging loss from action, error or omission by the Contractor, the Contractor's employees, agents, subcontractor's participants and volunteers.

The Contractor further agrees to be responsible for all costs incurred by NSRSN and member counties to secure their rights under this hold harmless and indemnification clause. These costs include, but are not limited to, reasonable attorney's fees.

MEDICAL DIRECTOR CONSULTATION SERVICES EXECUTIVE SUMMARY

The NSRSN staff recommends that the NSRSN enter into a Professional Services Contract with United Behavioral Health (UBH) for Medical Director Consultation Services, (Child, Adult and Geriatric) effective 9/1/99 through 8/31/2000.

UBH is capable of and has successfully provided Medical Director Consultation Services for various Mental Health Regions within the State of Washington (King and Spokane). The NSRSN staff is looking forward to utilizing their expertise as we continue to implement a professional managed care mental health system throughout our service area.

It is anticipated that the NSRSN will require 6 hours of Medical Director Consultation Services per week. However, the contract is flexible and will allow the NSRSN to utilize these valuable services on an as need basis.

Medical consultation services the NSRSN shall be purchasing from UBH include:

- Doctor to doctor communications,
- Medical necessity review and recommendations,
- Service denial review,
- Grievance reviews,
- Facilitate medical director's meeting between NSRSN and NSRSN provider agencies to;
 - Discuss policy and procedural issues, clinical standards and best practices,
 - Provide feedback and consultation on said issues, and
 - Be a forum for debating important clinical and policy issues as the field of psychiatry and managed care evolves;
- Medication review,
- Medical practice guidelines for NSRSN and contracted provider clinical staff, and
- Staff in-service trainings.
- Consultation to NSRSN Quality Assurance/Quality Improvement Department and to the Quality Management Oversight Committee (QMOC).
- Establish criteria and procedure for Medical Director review of Critical Incidents,
- Establish criteria and procedure for Medical Director review of clinical cases,
- Provide Professional Testimony as requested by NSRSN in judicial proceedings and clinical consultations in NSRSN grievance proceedings;
- Provide brief phone consultations 24 hours per day, 7 days per week.

DRAFT

PROFESSIONAL SERVICES AGREEMENT NORTH SOUND REGIONAL SUPPORT NETWORK AND UNITED BEHAVIORAL HEALTH CONTRACT # NSRSN-PSC-UBH-99

THIS AGREEMENT is entered into between NORTH SOUND REGIONAL SUPPORT NETWORK/PREPAID HEALTH PLAN , 419 South 1st Street, Mount Vernon, Washington 98273 ("NSRSN"), and UNITED BEHAVIORAL HEALTH ("UBH" OR CONTRACTOR"), San Francisco, California.

THE PARTIES MUTUALLY AGREE AS FOLLOWS:

I. Terms and Conditions

- A. Term. This Agreement shall take effect November 1, 1999 and shall continue in full force and effect through October 31, 2000.
- B. Termination. This Agreement may be terminated in whole or in part by either party for any reason by giving THIRTY (30) calendar days written notice to the other party.
 1. Loss of Funding. In the event funding from any source is withdrawn, reduced or limited in any way after the effective date of this Agreement and prior to termination, NSRSN may terminate this Agreement by written notice effective upon Contractor's receipt of written notice. The parties may re-negotiate under new funding limitations and conditions.
 2. Breach. This Agreement may be terminated for any breach by either party. The terminating party shall give the breaching party five calendar days written notice to cure the breach. Failure to cure shall cause this agreement to terminate immediately at the end of the five (5) day period.
- C. Amendments. This Agreement may only be amended by written consent of both parties.
- D. Compliance with Laws. Contractor shall comply with all applicable federal, state and local laws, rules and regulations in performing this Agreement,

including, but not limited to, laws against discrimination and conflict of interest laws.

- E. Relationship of Parties. Contractor agrees that Contractor shall perform the services under this Agreement as an independent contractor and not as an agent, employee or servant of NSRSN. The parties agree that Contractor is not entitled to any benefits or rights enjoyed by employees of NSRSN. Contractor specifically has the right to direct and control Contractor's own activities in providing the agreed upon services in accordance with the specifications set forth herein. NSRSN shall only have the right to ensure performance.
- F. Indemnification. UBH shall defend, hold harmless and indemnify NSRSN and its member counties and employees against any and all claims liabilities, damages or judgements asserted against, imposed upon, or incurred by NSRSN and its member counties and employees alleged to arise out of the negligent or wrongful acts of UBH or UBH's officers and employees, agents or volunteers.

NSRSN shall release UBH from all claims, liabilities, damages or judgements asserted against, imposed upon, or incurred by UBH that arises out of the wrongful acts of the NSRSN or the NSRSN employees.

- G. Resolution of Disputes.
1. The parties wish to provide for prompt, efficient, final and binding resolution of disputes or controversies which may arise under this Agreement and therefore establish this dispute resolution procedure.
 2. All claims, disputes and other matters in question between the parties arising out of, or relating to, this Agreement shall be resolved exclusively by the following dispute resolution procedure unless the parties mutually agree in writing otherwise:
 - a) The parties shall use their best efforts to resolve issues prior to giving written Notice of Dispute.
 - b) Within ten (10) working days of receipt of the written Notice of Dispute, the parties (or a designated representative) shall meet, confer, and attempt to resolve the claim within the next five working days.
 - c) The terms of the resolution of all claims concluded in meetings shall be memorialized in writing and signed by each party.

- d) Arbitration. If the claim is not resolved, the parties shall proceed to arbitration as follows:
- (1) The parties shall each select one person as arbitrator. Those two arbitrators shall agree on the selection of a third arbitrator.
 - (2) The dispute shall be promptly resolved on the basis approved by any two of the three arbitrators.
 - (3) If there is a delay of more than ten (10) days in the naming of any arbitrator, either party can ask the presiding judge of Skagit County to name any remaining arbitrator(s).
 - (4) The prevailing party shall be entitled to recover from the other party all costs and expenses, including reasonable attorney fees. The arbitrators shall determine which party, if any, is the prevailing party.
 - (5) The parties agree that in the absence of fraud by one of the parties, the arbitrators' decision shall be binding, final and not appealable to any court of law.
 - (6) Unless the parties agree in writing otherwise, each unresolved claim shall be considered at an arbitration session which shall occur in Skagit County no later than thirty (30) days after the close of the meeting described in paragraph b) above.
3. The provisions of this section shall, with respect to any controversy or claim, survive the termination or expiration of this Agreement.
 4. Nothing contained in this Agreement shall be deemed to give the arbitrators the power to change any of the terms and conditions of this Agreement in any way.
 5. Any required advance expenses ordered by the arbitrator and connected with the arbitration proceedings will be paid equally by the parties subject to the later arbitrator's decision which may change the percentage of advance expenses to be paid by either party.

6. If the underlying contract is for employment, any termination clause takes precedence over any other clause in the contract including the dispute resolution clause.

H. Records and Reports. Contractor shall maintain books, records, documents and other evidence which sufficiently and properly reflect all direct and indirect costs expended in the performance of the services described herein. Contractor shall retain all books, records, documents and other material relevant to this Agreement for five years after its expiration and all payment for the contract have been made. The later of the two dates initiates the five-year time frame. All books, records, documents, reports and other data related to this contract shall be subject to inspection, review and/or audit by NSRSN personnel or other parties authorized by NSRSN, DSHS, the Office of the State Auditor, and authorized federal officials during regular business hours and upon demand.

II. Compensation

A. Consideration: Cost reimbursement shall be made only if NSRSN has a fully executed contract on file.

NSRSN shall pay to Contractor \$135 per hour For Medical Director Consultation Services. Maximum consideration shall not exceed \$42,120 for the duration of this Agreement, as described in Exhibit A.

B. Payment Procedures. Contractor shall submit an invoice by the tenth (10th) of the month after the month in which services were provided. Invoice shall document actual hours worked daily. Preapproved travel shall be reimbursed only when a Travel Expense Voucher has been submitted along with Invoice for the time period of the submitted invoice. Failure to submit an invoice by the tenth (10th) may delay payment for one (1) month.

No invoices will be accepted thirty (30) days after the service. Contractor shall submit a final billing for this Agreement no later than fifteen (30) days after the contract expiration date.

Invoices for services completed but contractually authorized in a retroactive manner must be submitted within fifteen (15) days after the execution of the appropriate contract.

Until notified otherwise, Contractor shall submit all requests for reimbursement to:

North Sound Regional Support Network
Attn.: Finance Manager

419 S. First Street, Suite 200
Mount Vernon, WA 98273-3806

- C. Reimbursed Expenses. Contractor shall be reimbursed for mileage when using personal car on NSRSN business at the standard NSRSN reimbursement rate which shall conform to the currently published mileage rate for business travel deductions set by the Internal Revenue Service for all business related travel. Mileage usage documentation shall be attached to the monthly invoice when applicable. The reimbursement request shall be itemized on the monthly invoice.

III. Service Expectations

- A. Contractor shall remain a Board certified MD in psychiatry and have a Washington State Medical license during the term of this Agreement.
- B. Contractor shall provide services as set forth in Exhibit A attached.
- C. Contractor shall abide by the requirements of Section 1128A(b) of the Act prohibiting Contractors and other providers from making payments directly or indirectly to physicians or other providers as an inducement to reduce or limit services provided to recipients.

IV. Miscellaneous

- A. Assignments. Neither party may assign its rights or delegate its performance hereunder to any person or entity without the prior written consent of the other party.
- B. Entire Agreement. This Agreement constitutes the entire agreement with respect to the subject matter hereof and there are no other agreements, written or oral, relating to the subject matter hereof.
- C. Headings. Paragraphs headings are for convenience and reference only and shall have no effect upon the construction or interpretation of any party of this Agreement.
- D. Severability. If any provision of this Agreement is found by a court to be invalid, unenforceable or contrary to applicable law, the remainder of this Agreement or the application of such provision to persons or circumstances other than those to which it is held invalid, unenforceable or contrary to applicable law, shall not be affected and shall continue in full force and effect.
- E. Notices. All notices pertaining to this agreement shall be written and delivered , by certified U.S. mail or by hand delivery to the addresses

shown below. Notices shall be deemed served upon receipt, or three days after postmark if mailed. Notices transmitted by facsimile which are followed immediately by mailing shall be deemed received on the date of the facsimile transmission.

F. Venue. This Agreement shall be construed, both as to validity and performance, and enforced, subject to Paragraph I.H, in accordance with the laws of the State of Washington. The venue of any action brought hereunder shall be Skagit County.

G. Power to Execute. Both parties warrant they have the power and authorization to execute this Agreement and any other documents executed pursuant to this Agreement.

IN WITNESS WHEREOF, the Parties have executed this Agreement on the dates set forth below.

FOR NSRSN:

FOR CONTRACTOR:

_____ Date
Merle Adrian, Executive Director

_____ Date
_____ EIN No. / Social Security No

Approved as to Form for NSRSN:
Basic Form approved by Eugene H. Knapp, Jr. 9/22/99
Attorney at Law Date

**NORTH SOUND REGIONAL SUPPORT NETWORK
MEDICAL DIRECTOR CONSULTATION SERVICES**

PURPOSE:

To provide timely medical consultation services for the NSRSN including clinical and contracting staff communications, doctor to doctor communications, medical necessity review and recommendations, service denial review, grievance issues, medication review, medical practice guidelines, and staff in-service trainings.

DUTIES AND RESPONSIBILITIES:

1. Provide medical consultation to NSRSN clinical staff and contracting clinical staff as requested by NSRSN;
2. Consult directly with other physicians as required to represent the NSRSN in clinical disputes, and provide liaison with NSRSN Service Area physicians and agencies as requested;
3. Facilitate medical director's meeting between NSRSN and NSRSN provider agencies on a regularly scheduled basis. These meetings shall discuss policy and procedural issues, clinical standards and best practices, provide feedback and consultation to the NSRSN and to the providers on said issues, and be a forum for debating important clinical and policy issues as the field of psychiatry and managed care evolves;
4. Provide consultation to NSRSN Quality Assurance/Quality Improvement Department and to the Quality Management Oversight Committee (QMOC). Attend QMOC meetings, as scheduled;
5. Establish criteria and procedure for Medical Director review of Critical Incidents, and consult with NSRSN staff regarding Critical Incident Reviews and Urgent Reviews;
6. Establish criteria and procedure for Medical Director review of clinical cases;
7. Provide Professional Testimony as requested by NSRSN in judicial proceedings and clinical consultations in NSRSN grievance proceedings;
8. Provide consultation to the NSRSN Executive Director and staff, regarding such issues as clinical standards, policies, procedures and best practices;

9. Assist the NSRSN with reviewing and assessing the NSRSN Level of Care Manual and clinical questions regarding medical necessity, inpatient admissions, length of stay questions and determinations, service type, duration, service limitations, exceptional needs cases, quality assurance and outcomes, etc., and make recommendations;
10. Provide in-service training for staff on managed care and general clinical issues in order for staff to understand direct service versus care management in a managed care world and to remain current on managed care issues,
11. Provide brief phone consultations within one hour of initial request made via phone/fax by NSRSN staff with extended conversations, if necessary, the same day. Phone consultations shall be available 24 hours per day, 7 days per week.
12. Conduct clinical reviews of contracted provider clinical records as requested.

AVAILABILITY:

312 Hours for the duration of Contract

- 26 hours per month average
- 6 hours per week average

Monday through Friday 8 a.m. to 5:00 p.m., except phone consultations which shall be provided on an as need basis 24 hours per day, 7 days per week.

MINIMUM QUALIFICATIONS:

1. Board certified MD in psychiatry
2. Current Washington State Medical License

KNOWLEDGE SKILLS AND ABILITIES:

1. Working knowledge of adult and child mental health clinical issues
2. Working knowledge of State of Washington Publicly Funded Mental Health System
3. Familiarity of the of North Sound Regional Support Network.