

MEMORANDUM

TO: NSRSN Advisory Board Members and
All Interested Parties

FROM: Rae A. Benjamin, NSRSN Office Manager

RE: Meeting Information

DATE: October 29, 1999

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

Tuesday November 9, 1999
SKAGIT VALLEY COLLEGE
Administration - Annex Board Room
2405 E. College Way
Mount Vernon, WA
9:15 a.m.

Please place the enclosed postcards on your dashboards and park in areas designated as "**SP**" (Student Parking) as indicated on the enclosed maps. I look forward to seeing you there.

Attached is the following:
Advisory Board Packet

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

**SKAGIT VALLEY COLLEGE
Administration - Annex Board Room
2405 E. College Way
Mount Vernon, WA
November 9, 1999
9:15 a.m.**

AGENDA

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

8. Comments from Consumers and Public
9. New Business
 - a) Consent Agenda, Marcia Gunning, Contracts Compliance/Fiscal Manager
 - b) Action Items, Marcia Gunning, Contracts Compliance/Fiscal Manager
10. Other Business
11. Adjournment

ATTACHMENTS:

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

NOTE: The next Advisory Board meeting will be December 7 at 9:15 a.m.
Location to be announced.

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

Skagit County Public Utility District #1

**Aqua Room
1415 Freeway Drive
Mount Vernon, WA
October` 19, 1999
9:15 a.m.**

MINUTES

Members Present:

Jim King, Chair	Lorelei Coy
Mary Good, Vice Chair	Joan Lubbe
Chuck Albertson	Janet Lutz-Smith
Dave Ashton	John Patchamatla
Amy Ayers	Eileen Rosman
Dan Bilson	Dean Stupke
Joan Bowers	Chris Walsh

Members Absent

Mae Covert

Members Excused:

Connie Buckley
Patricia Littlewood
Josselyn Winslow

NSRSN Staff Present:

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

Guests:

JoAnn Angevine, Fran Collison, Kris Laaninen, Jere LaFollette, Bob LeBeau, Betsey Rogers, Paul Vanderveen, James Vest

1. Call to Order; Introductions

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

2. Revisions to the Agenda

There were no revisions made to the agenda. Chair King asked that Item #7, "o", entitled, "Nominating Committee", be removed as the Committee is not required to give their report until next month at which time their nominations will be presented.

3. Approval of September minutes

Lorelei Coy stated that page 14 of the Minutes needs to be amended to reflect that she and Kay Day volunteered to participate on the Nominating Committee.

Dan Bison questioned Item #5 on page 15, asking if the dates were correct in the motion regarding the Deloitte & Touche contract. Marcia Gunning stated all the dates were correct.

There being no additional changes, a motion was made, seconded and carried to approve the September minutes as amended.

4. Comments from the Public

Jere LaFollette, APN, announced that the first meeting offering consumers and advocates an opportunity to comment on clinical issues had been held on September 29th from 8:00 to 9:00 AM at Mitzel's Restaurant. This meeting occurred just prior to the QMOC meeting and provided a good opportunity for APN staff to meet with County Coordinators and other RSN staff members. It was a good time to discuss items of interest between members of QMOC and the APN. All felt that starting the meeting that early was probably not beneficial. Therefore, a decision was made to begin the meeting at 8:30 AM, with the QMOC meeting starting at 9:30 AM.

The next meeting is scheduled for October 27, 1999 at 8:30 AM and will be held at Mitzel's Restaurant. Mr. LaFollette urged anyone with clinical issues to come to this meeting to discuss those issues. This would provide an opportunity for APN staff and other providers to learn about consumer concerns and investigate these issues in order to bring answers back to QMOC. If there continues to be no interest, these meetings may be discontinued.

Mr. LaFollette also mentioned the meeting that is held every other month with NSRSN, County Coordinators, and APN member agencies. These individuals get together to discuss topics of interest to the mental health system within the region.

The October meeting centered around issues related to dual disorders or co-occurring disorders, particularly as related to mental health and substance abuse.

He stated there was very good attendance at this meeting, including a panel of area specialists and consumers who have had both mental health and substance abuse problems.

He noted that there is no meeting in November as indicated on the calendars being distributed. The next meeting of the group is scheduled for December 7, 1999 and the topic will focus on homeless issues. At this time, a location has not been selected for the December meeting, however, once a location is determined, announcements will be sent out.

Mr. Bilson noted that this date conflicts with the December 7th Advisory Board meeting. Mr. LaFollette will work with Mr. Adrian and Ms. Benjamin to identify alternative dates.

Lorelei Coy wanted to give thanks to NSRSN staff members, specifically Judy Susia and Rae Benjamin for all of their assistance regarding transportation for consumers. She stated that Ms. Susia was extremely supportive, friendly, and helpful in arranging her transportation needs for several recent meetings. The Transportation Request Form developed by Ms. Benjamin was easy to follow and provided all the information she needed to make her connections.

Ms. Coy also thanked the RSN staff for inviting consumers to participate in the Integrated Audit debriefing. This was her first experience observing this process. She was very impressed by Ms. Gunning's prompt and knowledgeable responses to questions posed by the Audit Team. She was very proud to be a part of this process.

Dan Bilson wanted to thank the APN and, specifically, Fran Collison for her work on case management issues and the form that was developed.

Ms. Coy put forth the following motion in response to suggestions made by the Integrated Audit Team:

"In order to be able to contribute in a knowledgeable manner concerning critically important service system related issues; and

In order to have ample time to follow up on issues addressed in MEETING MINUTES and to provide ample time to STUDY, RESEARCH, ANALYZE AND CONFER with Advisory Board colleagues, staff, and community stakeholders, and appropriate others; and

In the light of the recent employment of a very welcome and appreciated support staff, I make a motion that;

1. Minutes of the Advisory Board meetings be transcribed the day immediately following the Advisory Board meeting and that the minutes be

received by Advisory Board members and Board Of Directors members, and other appropriate recipients within 3 days following the Advisory Board Meeting; and

2. The Advisory Board agendas and packets be received by Advisory Board Members 10 days prior to Advisory Board meetings.

Motion was seconded and discussion followed. Concerns raised included the amount of time needed for staff to prepare the minutes, resources required to accomplish the task, and allowing Advisory Board member adequate time to review material prior to meetings. Mr. Adrian stated that it has been the goal of staff to have the minutes completed and mailed to Advisory Board members one week after the meeting.

Kay Day stated that she had just gotten her packet on Friday or Saturday and wondered if this was because of slow mail delivery to her home. Mr. King stated that he gets his packet through the Internet and off the web page, however, this is not an option for some Advisory Board members.

Mr. Patchmatla indicated that getting the meeting packet too far ahead is also disadvantageous to Board members. Ms. Bowers stressed that this really is an issue that in the final analysis needs to be decided based on workload and budget constraints.

Mr. Bilson discussed the advantages of the one page Committee Discussion Form developed by the Chair of the QMOC meeting and how this form could be used to provide members with a summary of each attachment and would also minimize the paperwork.

There was a call for the question and a vote was taken.

- 5 votes for the Motion
- 7 opposed the Motion
- 1 abstention.

The motion fails.

5. Correspondence and

6. Comments from the Chair

Jim King received a notice from Community Mental Health Services (CMHS) notifying him of a public forum scheduled for October 19, 1999 at 7:00 PM in the Skagit County Courthouse, Hearing Room B. CMHS is going to be introducing some new Board Members, discussing assertive community treatment and their visions for the new building. CMHS services Island, San Juan and Skagit counties. This will provide a forum by which people can bring comments and raised concerns or ask questions.

Chair King also received correspondence from the Everett Herald announcing that Joe Valentine, Snohomish County Human Services Director, will be moving on to a position as Deputy Director of the Human Services Department in Seattle. Mr. Valentine has been an outstanding advocate for community and human services needs. He has served as an alternate to the NSRSN Board of Directors for Bob Drewel, County Executive. Mr. King wanted wish Mr. Valentine the best of luck.

Mr. King received a copy of a memo from Merle Adrian to Tim Yowel, staff support to the Washington State Senate Ways & Means Committee and asked Mr. Adrian for clarification regarding this memo. Mr. Adrian stated that he had received a call from Mr. Yowel suggesting that he had received phone calls from several Advisory Board members who were concerned that the RSN was not collecting appropriate budget information and data by which it could hold the providers accountable for their responsibilities to the RSN. He specifically asked Mr. Adrian for the kind of budget information that the providers and, specifically, APN provide to the RSN. Mr. Adrian put together a response for Mr. Yowel, providing him with the specific information. Mr. Adrian copied Mr. King as a courtesy and offered it to anyone who would like to it.

Chair King was unsure if this request relates to individual concerns with APN executive salaries. He stated that the budget information Mr. Adrian had provided involves items he has seen such as quarterly reports and the percentage of administrative costs versus direct service costs.

In terms of executive salaries, Mr. King stated that this information is readily available and interested individuals could log onto the Internet at www.guidestar.org. This website provides information about non-profit agencies. When he visited this site, he noticed that most of APN agencies have their current IRS #990 forms and an analysis of their budgets posted on the Internet. This website which is founded by the Rockefeller Foundation will begin to analyze agencies in terms of their administrative ratios and will compare this information to other agencies at the State and Federal level. Mr. King stated the #990 forms list any official or staff that receives a salary in excess of \$50,000. This is public information and readily available on the Internet.

Mr. King stated that he has received a number of phone calls from over the last month from individuals and he wanted to apologize for not gotten back to them. He has been working in both Olympia and SeaTac and unable to return calls. He is working through his messages and will be talking to you.

7. Old Business

a. Executive Director Report

Merle Adrian stated that since there was an aggressive agenda today and Advisory Board members need to leave by 11:15 AM, staff should limit their

presentation, if possible. Mr. Adrian deferred the next agenda item to Greg Long who is going to give an update of the MHD Integrated Audit.

b. MHD Integrated Audit

Mr. Long stated that the Integrated Audit occurred during September and gave a brief explanation the process. The Audit Team spent one week conducting a Clinical Audit and three full days conducting the Administrative Audit.

The Clinical Review went very well with no clinical findings that we know of at this point. It is anticipated that a formal report will come within the next two (2) months.

The actual clinical issues which came forward as recommendations include:

1. The team was very impressed with our concurrent review and auditing processes. They feel it is a model for the state.
2. The team felt that crisis plans need to be strengthened. They were pleased with the 11,000 crisis plans online throughout the region, but the quality of those plans need to be improved.
3. Consumer strengths and reflection of voice throughout the treatment planning process and in the chart needs to continual improvement.

The team went to five (5) different agencies: Community Mental Health Services; Whatcom Counseling and Psychiatric Clinic; Volunteers of America; Compass Health; and SeaMar. They also met with Associated Provider Network staff.

NSRSN did very well in the administrative audit which occurred during the second week.

1. There will be some findings regarding Information Systems. The team recognized that staff have been doing a lot of work to correct these findings. We are working on some issues which we received from them to minimize the findings.
2. The QRT needs to evaluate agency quality management plans.
3. There was no timely response to one grievance. The NSRSN felt this was a technical issue because we believed there was an extension but had received nothing in writing.
4. The RSN turned in the integrated application three (3) years ago and now needs to go back and modify the plan with what is actually occurring within the region.

A major part of the audit was around consumer voice and Advisory Board members had been invited to participate in this portion of the audit. The team felt it was very good that the Advisory Board had set goals for itself as this was an important part of consumer voice. The team liked the idea of hiring a consultant for Advisory Board training. Recommendations included:

1. More clarification regarding the role of the Advisory Board.
2. Greater diversity of Advisory Board members representing ethnic populations and youth.
3. Better follow-up by RSN regarding concerns and issues raised by Advisory Board Members.
4. Stronger and more formal pathways for making recommendations to the RSN Board of Directors.

A section was also done on Ombuds and QRT. Recommendations included:

1. Ombuds need to have more coordination with Regional Long Term Care Ombuds and DCFS Office of Constituent Relations. We feel that those connections are there but the Audit Team wanted some proof that these exist.
2. There need to be more outreach to publicize the Ombuds program.
3. The issue of retaliation in both Ombuds and QRT needs to be better defined and clarified in review processes. This issue is really important. The team feels that consumers and people using the system need to be free to express concerns without fear of retaliation.
4. Follow-up should be done with people who grieve. This has currently been occurring.
5. QRT data needs to reach the QMOC and needs to demonstrate that this data is making a differences in the lives of consumers.
6. QRT should conduct surveys to analyze our Allied Systems (Department of Children & Family Services, Drug and Alcohol Services, Older Adult services, etc.) and how satisfied they are with the mental system.

Quality management recommendations included:

1. Policies and procedures need to be developed regarding the implementation of QMOC findings and issues.
2. The team was very impressed with RSN concurrent review data and asked, "Now what are you going to do with it".
3. Need to improve the integrity of our management information system data, which we have already started working on.
4. Grievances needed to be handled according to time lines.

Mr. Adrian stressed that this was specifically an integrated review of the NSRSN. The Audit Team said that they needed to reformulate the review they were doing with us because we had exceeded the standards by which they came to measure. This is a quality improvement process. Having exceeded those standards, the Team needed to raise their own bar. In each of the RSN, they are establishing where the bar is and then measuring and documenting what kinds of improvements steps are being taken. Mr. Adrian felt this was a phenomenal compliment to our organization that said "Let's raise the bar and find what you can do to get even better". This is the approach that staff, the Advisory Board

and Board of Directors, and the community have taken. He thanked the staff, Advisory Board and others who had given us advice and recommendations, stating "All had done a very good job".

c. Advisory Board 1999 Budget Commitments

Chair King stated that the Finance Committee met just prior to this meeting. Members include Mary Good, Lorelei Coy, Dan Bilson and himself. Bill Whitlock provided information about what has been spent thus far. Mr. Whitlock will provide an analysis of fund balances on each Advisory Board project at future meetings indicating what has been spent and what revenue is expected.

d. Independent Consumer Satisfaction Study

Merle Adrian stated that at the last Advisory Board meeting, members had asked staff to provide information concerning an independent consumer satisfaction survey. Mr. King reminded the group that while the QRT and APN do these surveys, interest had been expressed regarding an independent assessment. Preliminary information on three (3) agencies is included under Tab 2 for consideration.

There is disparity between the costs for this survey but this disparity is basically a function of the nature of each organization and the type of survey each would conduct. JD Powers is a national organization that caters to multi-national corporations and conducts very sophisticated consumer satisfaction surveys as part of a marketing strategy. Gilmore Research Group is also a national organization but works with local governments around the state and country. They are quite sophisticated but not at the same level as JD Powers. The least expensive is a gentleman by the name of Aaron Ignac who works for Peace Health Corporation which is a holding company for hospitals like St. Joseph's Hospital in Bellingham. Mr. Ignac has done work for Whatcom County Health & Human Services and they were very satisfied with his work. This proposal is at a much lower level of corporate sophistication which is why he can do it at a lesser cost.

Ms. Coy asked if this would come out of the Advisory Board budget and Mr. King stated that \$4500 had been budgeted for this purpose. She stated that these costs seemed an exorbitant amount for the Advisory Board to be spending when the intent of the dollars was to increase communication between Advisory Board members and to have educational experiences available for members to increase their functional level.

Mr. Bilson stated that the intent of this survey was to get impartial input regarding consumer satisfaction. He also requested getting some input from Chuck Benjamin at Whatcom County Health and Human Services Department regarding Mr. Ignac's proposal and suggested that this could be added to the agenda for next month.

Ms. Lutz-Smith asked if the Board of Directors had done something in this area as it would seem more appropriate for the Board to conduct this type of survey. She made a motion which was seconded that "the Advisory Board make a recommend that the NSRSN Board of Directors conduct an independent consumer survey".

The question was raised about how this would be paid for as the Board has no budget of their own. There are no administrative dollars available as the NSRSN's budget has been set. It could be done as a carve-out or additional administrative dollars would be needed to cover the cost. A question was asked if this could be tabled again to give the Advisory Board time to look into the funding issue.

Mr. Bilson offered that the budgeted amount that was allowed for this project does not adequately fill these requirements. If the RSN had an impartial analysis, they would have a base to compare with their QRT analysis made in-house and how the system is operating.

The question was raised by Ms. Ayers regarding what information is known about consumer satisfaction and whether the Advisory Board was questioning the integrity of the process. Mr. Bilson stated that the issue is not the integrity of the process. The surveys are made in good faith but are limited by the number of people receiving service at the time of the survey. He has not seen any outreach proposals, proposals on children. Now there is the Gatekeepers project in which dollars are being spent for creating a Gatekeeper for senior citizens. He stated that what we have is good up to a point ,but it is not all inclusive.

The motion on the table was amended to read "the Advisory Board makes a recommend that the NSRSN Board of Directors look into conducting an independent consumer satisfaction survey and explore possible sources of funding". The motion was seconded and the vote was called. Eleven voted for the motion, none were opposed and there was one abstention. The motion is carried.

e. Consumer Oriented RFP Update

Merle Adrian reported that Greg Long had been responsible for working with the subcommittee of the Planning Committee on the Consumer Oriented Request for Proposals.

Mr. Adrian has been responsible for working with the evaluation and rating workgroup which has just completed its work this week. There will be a conference call at 11:30 am today which is why several members of this Board will need to leave at 11:15.

The workgroup was made up of Joan Bowers, Dan Bilson, Mary Good, JoAnn Angevine, Joe Valentine, Anna Pritchard and Mr. Adrian (as a nonvoting staff

member). The workgroup will look at recommendations today that will go to the Planning Committee on Wednesday. Then the Planning Committee will further its recommendations to the Board of Directors at the October 28th meeting.

f. Oath of Confidentiality

Mr. Adrian stated that our goal was to meet both the WAC and other regulatory requirements regarding privacy on behalf of consumers. We agreed to send each of the Advisory Board members a letter indicating that upon having read the letter, you were made aware of the confidentiality requirements of the NSRSN. This letter would provide the rationale and each member can chose to sign or not sign. If choosing to not sign, it will be noted in the records that the information was made available to you and you are aware of the confidentiality issues related to consumers.

g. Court decision regarding Confidentiality

Mr. Adrian stated there was no further update regarding the decision on this matter. He is waiting for legal counsel to give us the results of State Supreme Court case relating to confidentiality and 501C3 or not-for-profit corporations and how much of their organizational decision making and information may be made available to the public upon request.

h. RSN Advisory Board Training and

i. County Mental Health Advisory Board Training

Ms. Coy stated that the Committee had been working very hard to do research in the area of specialists who might be available to conduct an in-service training. They have received the names of two consultants at the national level with whom they have been in communication. There is another consultant from one of the regional Advisory Boards that Audit Team shared with the Committee. This would be a "Best Practice" issue occurring at one of the RSNs. This RSN forwarded information and the Committee will be meeting with the Chair of that Board on November 5th.

Ms. Coy thanked Sharri Dempsey for putting together a manual from the League of Women Voters in Minnesota. The Committee has other reference materials that they have gleaned from different individuals and they are looking forward to establishing their goals for the in-service. Then they will reinforce those with the help of the consultant at the November 19th meeting. The committee is looking forward to an all day in-service sometime in the early part of February.

Ms. Coy has contacted Toastmasters and they have individuals who will help with parliamentary procedure skills. She also has asked Greg Long to generate a list of consultants that might be available to the Committee and he has been very responsive.

She would appreciate it if Advisory Board members would carefully look at the Advisory Board Manual. If you have any ideas about what you would like to focus on during the in-service, please let Ms. Coy know.

Mr. Bilson made a recommendation to all members to check the last 10 pages of the Manual which specify the duties of a Board. The duty of the Advisory Board is to primarily make recommendations to the policy setting Board.

j. APN Case Manager Training

The Advisory Board had asked that a letter be sent to Beverly Miller informing her that we wanted to utilize any resources available through Washington State that would result in government funded case management training on behalf of the region. It will be our intent to send a representative from each of our member counties.

Fran Collison prepared copies for all members interested of what APN is doing in terms of clinician training. She distributed both the charter for the training team as well as the timeframes and the training plan for each of the components for this contract period. If you have any questions, she would be happy to address those at the next meeting.

k. Quality Assurance/Case Manager Workgroup

Mr. Adrian stated that Francene Thompson continues to be the Manager of the Quality Assurance/Clinical Department and is the lead person working on this project. Another follow-up meeting is being scheduled in order to formulate a final report using the information gathered. This report will be presented to the QMOC, to this Board and the Board of Directors.

i. Ombuds Report

Robin Grupper reported that two of the Ombuds quarterly reports are in the books for Advisory Board review. She would like to share a few highlights from the third quarter report.

The first section addresses complaints regarding client rights including the right to be treated with respect and dignity, the right to develop a unique plan of care, the right to refuse any proposed treatment, etc. The number one category for complaints is the right to be treated with respect and dignity and this is pretty consistent.

The next section that Ombuds look at is access to services. There were a number of concerns around how many there were with access to services. There were 3 people who were denied services, 8 had services reduced, and in 9 cases, services were unavailable and 4 were terminated. These are just the cases that Ombuds hear about and they continue to work diligently to make sure that services for these individuals met their needs.

The next category involves quality of care issues. The Ombuds received 4 complaints around client cultural background being honored in their treatment. In order to get good treatment, the provider needs to honor those cultural aspects.

A question was asked about the meaning of "cultural" violation. There is a broad definition associated with cultural differences. These could include heritage, religious beliefs, other disabilities, age, gender, language, etc. Ms. Grupper gave some examples of these types of differences.

Another area of concern for the Ombuds are allegations of physical abuse in evaluation and treatment centers. Mr. King asked how the incidents of physical abuse were resolved. Ms. Grupper stated that she could not respond specifically about each incident because of confidentiality issues. However, the Ombuds, as mandated by law, report these complaints to the Complaint Resolution Unit of Adult Protective Services, who then forwarded these to the Department of Health and also the Sheriff's Department.

Mr. Adrian stated that the RSN is aware of these complaints and has been since the day the complaints came into the agency. We are conducting a thorough investigation and we will be finalizing a report.

Ms. Coy requested a copy of the overheads Ms. Grupper was presenting and these will be provided. There is more detail in the reports which are located in the Board books.

A question was asked about positive responses from consumers. Ms. Grupper stated that the charge of Ombuds was to take complaints and they generally do not hear the positive comments, however, there have been some. All comments, positive or negative are passed along to the providers.

The Ombuds are quite proud of some of their accomplishments including the following.

- Ombuds Service is now a regional program.
- Safety policy & procedures have been being drafted.
- Duty to report policy has been drafted.
- "Function Independence" definition has been developed by OCA.
- Regional Ombuds orientations & initial training policy is established.
- An Oversight Committee to the Ombuds is being established and will convened in November. A letter will be sent to all Advisory Board members inviting them to be a part of this committee.

m. QRT

Ms. Dempsey directed members to the green sheet which gives dates of appointments that have been made since May of 1999. There are 29 providers which have been surveyed in just the past 6 months. The goal is to survey at

least 50 agencies this year and the QRT are well on their way to reaching the goal.

Ms. Holtcamp reviewed the results of surveys conducted at six (6) facilities which included strengths, findings, and recommendations made at each facility. These facilities included Volunteers of America, North Sound Evaluation and Treatment Center, Compass Greenhouse - Adult Extended, Snohomish Evaluation and Treatment Center, and Edmonds Children and Edmonds Adult. The full reports are in the packet for review.

The QRT has invited the Advisory Board to be a part of a forum to give input into their surveys and ideas or suggestions. This meeting is scheduled for December 9th at 7:00 PM.

A question was raised about a concern involving the Skagit County CDMHPs lack of response to VOA crisis line staff. Mr. Adrian commented that one of the good things we have in our system is a relationship between County Coordinators, providers and staff. This issue was addressed directly with the provider and then the provider addressed it directly with the CDMHPs.

JoAnn Angevine immediately contacted Karen Kipling, VOA, and Kris Laaninen, Community Mental Health Services, upon reading the report. Action was initiated immediately bringing the CDMHPs to task, recognizing that this was not acceptable behavior. She is please to say that Karen Kipling of VOA has recently reported to her that there has been a complete turnaround.

Another question was raised about the E & T report involving consumers that complain they are not able to use the restroom when they are in the seclusion rooms. The policy depends on the condition of the consumer at the time of seclusion and states the people are supposed to receive a visual check every 15 minutes; food, water and elimination breaks every 2 hours; and a range of motion every 4 hours. The visual check is for times when elimination breaks are needed more frequently. Ms. Lubbe noted that they are monitored on the screen minute by minute.

Mr. Adrian stated that as these issues arose, we have done a complete investigation around restraint and seclusion. The report has been written and will be made available to QMOC and others this month. These issues are tracked on several levels and the RSN does have a formal reporting process around the seclusion and restraint policy.

Mr. Bilson asked about an incident relating to an alleged rape and asked if this was reported to an investigation body. The QRT turned in the report to the provider and only write down what the consumer states. An investigation is done and a report comes back within 30 days. They also filed a report with the Ombuds who are mandated reporters.

Ms. Dempsey stated that the MHD recommends that we survey 3% of consumers and she is happy to report that this year, the QRT have interviewed 6%.

n. Level of Care Manual for Consumers

Mr. Adrian stated that this is on the agenda because it is a consideration for the year 2000. It was suggested that this brochure be developed for lay persons to better understand the Level of Care manual.

o. Nominating Committee

The Nominating Committee will report until November. Ms. Coy stated that she would appreciate anyone on the Board contacting her or other committee members if they have someone which they feel would qualify to serve as either Chair or Vice Chair.

p. CHAP Report

As an update, APN has responded to a request for plans around the CHAP program. The QMOC keeps this issue on its agenda and will be discussing the APN plan and the progress APN is making towards addressing some of the issues in the CHAP program.

Mr. LaFollette noted that copies have just recently been sent to the Advisory Board.

q. Newsletter

Sharri Dempsey announced the first issue of "AROUND THE SOUND", the NSRSN consumer newsletter, was in the front pocket of the board books. We saved mailing this out until the Advisory Board members had received and previewed copies. The members have been incredibly instrumental in pulling this together.

Ms. Dempsey wanted to especially thank the consumers who shared their stories and the progress they have made in the system. She also thanked Merle Adrian for the beautiful cover story, Michael White for his knowledge and assistance in formatting the final copy, Judy Susia for her writing and editing, and all other RSN staff for their support.

9. New Business – Marcia Gunning, Contracts Compliance/Fiscal Manager

a. Consent Agenda:

Ms. Gunning presented one administrative item for the Consent Agenda and 6 Actions Items that would be brought to the Board of Directors at its October 28 meeting:

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.

The final numbers will be available by the time this item is presented to the Board.

b. Action Items:

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 member 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.

A motion was made and seconded to approve all actions items as written. The motion carried.

c. Education and Resource Center – Sharri Dempsey, Tribal Liaison/ OCA Manager

Ms. Dempsey stated that she approached Bob LeBeau who contacted the ERC in Marysville. They sent a letter about respective changes in their program and this letter is in the information packet. Ms. Dempsey wrote a Committee Discussion Form highlighting the points.

- Transportation services have been increased in general, particularly in South Snohomish County.
- Stop serving and preparing meals because this process was supposed be part of the education process for the consumer. The therapist ended up doing the cooking and the consumer ended up doing the eating. Financially, it was not the price of the meal that was the problem, it was the price of hiring a therapist to cook meals. Initially this was supposed to be a collaborative effort of working together to teach the consumers good meal preparation skills and nutritional skills. Consumers are still encouraged to bring their food and support staff will assist them in preparing their meal.

These changes occurred over a 6 week time period so that the consumers knew in plenty of time the program changes.

This item will be carried forward to next month in case there are additional questions.

10. Adjournment

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

Respectfully submitted,

Rae Benjamin
Office Manager

MEMORANDUM

DATE: October 21, 1999

TO: NSRSN Advisory Board

FROM: Marcia Gunning
Contracts Compliance/Fiscal Manager

RE: November 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 November 12, 1999 NSRSN Board Meeting:

CONSENT AGENDA – NOVEMBER 1999

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

ACTION ITEMS – NOVEMBER 1999

1. To authorize the NSRSN Executive Director to enter into professional services contracts with each RFP 99-01 NSRSN Planning Committed Recommended Recipient as described and allocated in the NSRSN Planning committee Recommended Consumer-Oriented Projects (RFP-99-01) spreadsheet, attached. Maximum consideration for all 18 recommended proposals shall not exceed \$464,626.00 as allocated from the December 1998 NSRSN Board Substitute Motion #98-066 for Consumer-Oriented Projects.

The NSRSN Board allocated funding for Consumer-Oriented Projects in December, 1998. The NSRSN Planning Committee and its RFP Sub-Committee developed a Consumer-Oriented Projects RFP, conducted stakeholders' meetings and technical assistance workshops. The NSRSN Board approved the RFP in June, 1999. Thirty (30) responses/proposals were submitted prior to the September 15, 1999 closing date. A Rating Committee reviewed all 30 responses/proposals according to criteria

published in the RFP and heard oral presentations. At their October 20, 1999 meeting, the Planning Committee, based on the recommendations of the Rating Sub-Committee, voted to recommend funding eighteen (18) proposals to the NSRSN Board.

INTRODUCTION ITEMS –

1. To introduce the proposed NSRSN 2000 Annual Administrative Budget and Organization Development Plan.

It is anticipated that the proposed NSRSN 2000 Annual Administrative Budget and related materials will be introduced to the NSRSN Board of Directors at their November 12, 1999 meeting. The Proposed Budget will be available for distribution to enable public review and comment on the date it is submitted to the Board.

2. To introduce the North Sound Regional Support Network and State of Washington - Mental Health Division Integrated Inpatient and Outpatient Mental Health Services contract effective January 1, 2000 through June 31, 2001.

To-date the MHD has not distributed the above referenced contract to Mental Health Regional Support Networks. However it is their intent that the “final” contracts will be submitted to each RSN in order that they may be reviewed and processed prior to the projected effective date of January 1, 2000. Accordingly, it is anticipated that the NSRSN will be in receipt and have reviewed this contract prior to the November 12, 1999 Board Meeting so that formal introduction may occur on said date.

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

I look forward to discussing these items in detail with all of you at the November 9, 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