

MEMORANDUM

TO: NSRSN Advisory Board Members and
All Interested Parties

FROM: Rae A. Benjamin, NSRSN Office Manager

RE: Meeting Information

DATE: November 29, 1999

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

Tuesday December 7, 1999
Mitzel's Restaurant
1627 Freeway Drive
Mount Vernon, WA
10:00 a.m.

Please note change in time

Advisory Board members are invited to stay for lunch with NSRSN staff immediately following the meeting. Please RSVP your attendance by December 1, 1999. Thank you.

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 November 1999 Minutes – Chair
4. Comments from the Public - Chair
5. Correspondence – Chair
6. Comments from the Chair
7. Subcommittee Reports
8. Nominations
9. Old Business
 - a) Executive Director's Report – Merle Adrian, NSRSN Executive Director
 - b) Advisory Board 1999 Budget Commitments
 - c) Independent Consumer Satisfaction Study
 - d) Consumer Oriented RFP Update (Attachment A)
 - e) Court Decision regarding Confidentiality
 - f) RSN Advisory Board Training
 - g) County Mental Health Advisory Board Training
 - h) APN Case Manager Training
 - i) Quality Assurance/Case Manager Workgroup
 - j) Level of Care Manual for consumers
 - k) QRT Report (Attachment B)
 - m) 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 (Attachments C & D)
10. Other Business
11. Adjournment

ATTACHMENTS:

Advisory Board Minutes – November, 1999
Memorandum from Marcia Gunning
QRT Report
2000 Preliminary Proposed Budget
MHD Contract Review
APN Monthly Payment Report (Blue Sheets)
NSRSN Calendar

NOTE: The next Advisory Board meeting will be January 18 at 9:15 a.m.
Location to be announced.

**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.**

MINUTES

Members Present:

Jim King, Chair	Kay Day
Mary Good, Vice Chair	Joan Lubbe
Dave Ashton	Janet Lutz-Smith
Dan Bilson	John Patchamatla
Joan Bowers	Eileen Rosman
Connie Buckley	Josselyn Winslow
Lorelei Coy	

Members Absent:

Amy Ayers	Chris Walsh
Mae Cover	

Members Excused:

Chuck Albertson	Dean Stupke
Pat Littlewood	

NSRSN Staff Present:

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

Guests:

Nancy Jones, Kris Laaninen, Jere LaFollette, Bob LeBeau, Betsey Rogers, Paul Vanderveen,

1. Call to Order; Introductions

Chair King called the meeting to order at 9:22 a.m. Introductions were made around the room.

2. Revisions to Agenda

Chair King stated that there were additions to the Agenda which would be addressed under the Action Items portion of the meeting.

3. Approval of October Minutes

Kay Day was omitted from the Member's Attendance list for the meeting of October 19, 1999. She requested that this be corrected.

A typing error was pointed out under item #7, Old Business #o. It was requested that this typing error be amended.

It was also suggested that the term "aggressive" in #7, Old Business #a, be replaced with the word "expansive".

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

4. Comments from the Public

Jere LaFollette distributed copies of the APN Management Report to each Board Member. He encouraged input from Board members.

Dan Bilson stated that the budget meeting of November 9, 1999 was not communicated properly to members. He requested that extra effort be made to make members aware of meeting schedules. Mr. King stated that for further reference, the Finance/Budget Committee would meet for one hour just prior to the monthly Advisory Board meetings. Reminders will also be sent to subcommittee members.

The Rainbow Center in Bellingham is having an open house regarding "PACT Plus" on November 9, 1999 from 11 a.m. to 2 p.m. It is being held at the Rainbow Center. Directions were given to interested individuals.

NAMI of Whatcom County is hosting an educational meeting with Peter Jensen that will be held on the November 19, 1999 from 4:00 to 6:00 PM at St. Luke's Community Education Center. This is a pilot project concentrating on child/adolescent brain disorders.

Dan Bilson distributed sign up sheets for the various subcommittees and asked members to please volunteer for these subcommittees. There was some discussion concerning format and procedures with regards to these subcommittee names.

Mr. Adrian had questions regarding staff support for these subcommittee meetings. He stated that with current workloads, this would mean additional strain for staff. Mr. Bilson responded that the subcommittees could provide their own support and possibly submit a bill for these support services. He also asked that the agenda for future Advisory Board meetings include a section for reports of the various subcommittees.

A brief summary of the committee responsibilities was given by Mr. Bilson.

5. Correspondence and
6. Comments from the Chair

- a) On October 8, 1999, Jan Hoppler of the Department of Social and Health Services sent a letter to advise the Board of Directors of her resignation from the position of Mental Health Division Director.

She took this opportunity to express to the Mental Health Community her deep respect for its overall progress in the last two years. She also specifically praised:

- The advances the community has taken in its goal of meeting the needs of the individual consumers.
- The integration of the various parts of this community into a single entity "...responsible for providing access to a full array of high quality, flexible mental health care: outpatient, inpatient, crisis response, residential services, clubhouses, and more."

She closed the correspondence with her praise and thanks for the efforts of the individuals that make up this community.

- b) A response was received from The Washington Institute for Mental Illness Research & Training regarding Mr. Adrian's request for information on Case Management Training. This will be discussed in more detail under the Old Business section of the agenda.
- c) Chair King thanked Mary Good for agreeing to act as Vice Chair over the past year. He also thanked all who had volunteered for committees this past year.

7. Old Business

a) **Executive Director's Report** – Merle Adrian, NSRSN Executive Director

As requested, Old Business items will remain on the agenda until they are completed or resolved.

It is anticipated that the proposed NSRSN 2000 Annual Administrative Budget 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 as submitted to the Board. Staff will attempt to present the proposed budget to County Advisory Boards prior to its presentation at the Board of Director's meeting in December.

b) **Advisory Board 1999 Budget Commitments**

The Advisory Board Finance/Budget Committee met just prior to today's meeting. Bill Whitlock distributed information regarding the expenditures to date. A fund balance statement will be prepared for the meeting next month.

Janet Lutz-Smith commented that there has not been much spending to date and asked if dollars will remain in the budget for the year 2000. Mr. Adrian stated that unspent dollars do become vulnerable. He pointed out that there are some projects planned for the future which involve significant funding, specifically the Advisory Board Training.

Mr. King stated that the budget would be reviewed in January and revisions would be made at that time.

c) **Independent Consumer Satisfaction Study**

The Advisory Board had asked that Jim King write a letter to the Board of Directors requesting their review and input regarding the independent consumer satisfaction survey. Mr. King stated that he had not been able to respond to this request but would do so and report back at next month's Advisory Board meeting.

d) **Consumer Oriented RFP Update** – Greg Long, Assistant Director/Planner

An update of the consumer oriented Request For Proposals will be addressed under Action Items.

e) Oath of Confidentiality

Lorelei Coy stated that she is serving on the Critical Incident Subcommittee and, after reviewing documentation, she realizes the risk involved regarding confidentiality issues. She recommends that the Advisory Board Members might want to reconsider signing an Oath of Confidentiality when serving on subcommittee as these meetings usually deal with very sensitive consumer related issues.

f) 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.

Mr. Bilson asked why there is still no report for a case that was heard in June. Mr. Adrian stated that the State Supreme Court writes these reports and have their own schedule for issuing them.

**g) RSN Advisory Board Training and
h) County Mental Health Advisory Board Training**

Ms. Coy stated that the Retreat Planning Committee was working on setting up a working retreat in La Connor with a possible date of mid-February. She said that she would get back to the Board on this as plans become more firm.

She stated that a Retreat Planning Committee meeting would be focus on:

- Study of the six primary duties as listed in the By-Laws
- Integrated Review by the Mental Health Division
- Investigating available resources

i) APN Case Manager Training

The question was raised as to whether there is a subcommittee that would like to move forward with this issue.

APN has come up with a good training program for case managers. Ms. Coy requested that Fran Collison come to the next Advisory Board meeting and share what has been done in this program.

Snohomish County has 10 qualified trainers available but the contract indicates that they could not provide training unless the individuals were within their own organization. It has been determined that the remaining

four (4) counties are within the organization as part of the region and, therefore, this training can be arranged using the qualified trainers from Snohomish County.

The Washington Institute for Mental Illness Research & Training responded to a letter written by Mr. Adrian and provided the following brochures concerning their training and education programs:

- Foundations of Case Management
- MICA (Mental Illness and Chemical Abuse) Case Management
- Case Management for Youth with Co-Occurring Mental and Substance Disorders
- FACE (Family and Consumer Education) – Program for family and consumers "...while the consumer is receiving treatment from Western State Hospital

Any or all of these programs are available to the North Sound region with no limitations on the number of staff that can attend. The focus of this agency is to provide standardized statewide training.

Ms. Coy requested a copy of the original letter sent to Beverly Miller and this will be mailed to her and other interested Advisory Board Members.

j) Quality Assurance/Case Manager Workgroup

The Case Manager Study will be presented to the QMOC at its next meeting on December 1, 1999. Once recommendations have been made, these will be presented to the Advisory Board and Board of Directors.

i) Level of Care Manual for consumers

The Level of Care Manual (LOC) was written for clinical staff and presented to the QMOC, Advisory Board, and Board of Directors for approval. It is included as part of all NSRSN contracts with service providers.

It has been suggested that a more user-friendly manual be developed for non-clinical individuals. This project will be kept on the agenda for future discussion.

j) QRT Report

In an overhead presentation, the results of surveys conducted at five (5) facilities were reviewed. These included strengths, findings, and recommendations made at each facility. The facilities included Compass Health (Main Campus building), Smokey Point Adults, Smokey Point

Primary Care, Marysville Adult Extended, and Snohomish Evaluation & Treatment Center at Mukilteo. The full reports are available for review.

A request was made for NSRSN staff to add page numbers to the QRT reports in the future and this will request will be honored.

k) Nominating Committee

The Nominating Committee consisting of Joan Lubbe, Lorelei Coy, and Kay Day recommended Dan Bilson for Chair and Dave Ashton for Vice Chair during the year 2000. The committee thanked Jim King and Mary Good for their work as Chair and Vice Chair.

Kay Day also wanted recognized Chair King for his outstanding execution of functions performed during his two-year term as Chairperson of this Board.

Motion was made to restrict nominees for Chair and Vice Chair to those individuals with a minimum of one-year of service on the Advisory Board. The Motion was rejected at this time, as a modification to the By-Laws is needed. This will be brought back to the Advisory Board for future action.

The election of the new Chair and Vice Chair will occur at the December meeting and will include any nominations made from the floor.

l) CHAP Report

Staff have been working with providers on this report. The final report will be presented to QMOC on December 1st and will forwarded to the Board of Directors at its December 16th meeting.

Advisory Board members will receive copies of this report when it is complete.

8. Comments from Consumers and Public

There were no comments from consumers.

9. New Business

a) Consent Agenda, Marcia Gunning, Contracts Compliance/Fiscal Manager

1. To review and approve NSRSN claims paid from October 1, 1999 to October 31, 1999. Total dollar amount of warrants paid in September: \$3,059,985.87. Total October payroll of \$62,745.60, and \$15,622.17 in associated benefits.

b) Action Items, Marcia Gunning, Contracts Compliance/Fiscal Manager

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.

Motion was made, seconded and carried to approve this motion. There was one (1) abstention.

2. To recommend future funding for Consumer-Oriented Projects

NSRSN Planning Committee at its October 20, 1999 meeting moved to recommend to the NSRSN Board that funds be set aside for funding Consumer-Oriented Projects in the future. This motion accompanied the motion to fund the eighteen (18) Consumer-Oriented Projects. There was no recommendation from the Planning Committee as to the amount of funding to be allocated for these future and new Consumer-Oriented Projects. A new RFP process would be conducted for these projects.

Ms. Coy requested that an informational paragraph for each project be incorporated into the December Meeting Agenda. She also requested that the paragraph indicate partnerships in the project.

It was suggested that an oversight committee be established to review the progress of each project and submit reports to the Advisory Board.

Ms. Gunning assured members that each program would be individually audited as part of the contract monitoring process.

Motion was made, seconded and carried to approve this motion. There was one (1) abstention.

3. To authorize the Executive Director to purchase a Canon Image Runner 600 copier on the state contract, at \$19,483.00, excluding taxes.

The current copier lease expires December 25th 1999. A committee was formed to look at the needs of the NSRSN and the products available. The copier chosen was the Canon Image Runner 600 digital copier. NSRSN committee recommends purchasing the copier at a one (1) time cost of \$19,483.00, versus a three (3) year lease at \$998.00 per month for a cost of \$35,928.00.

Statistics cited for the Board included:

- Current copier has averaged between 40,000 – 50,000 copies per month
- Proposed copier is capable of 80,0000 copies per month
- Supplies included in Service Contract
- Price quoted includes the removal of old and installation of new copier

Motion was made, seconded and carried to approve the purchase of the new copier.

4. To authorize the NSRSN to implement the following Ombuds/QRT salary and staffing recommendations of the NSRSN August 18, 1999 Personnel Committee:
 - i. Adding a .5 Ombud position, making a total of 2.0 FTEs in the Ombuds department, effective September 1, 1999.
 - ii. Increase Ombuds and QRT salaries to \$13.10 per hour, effective September 1st. This salary is the average salary for our RSN and two other comparable RSNs. The committee recognized that this may not be the final salary but would be in effect pending the results of a salary survey to be conducted for all RSN staff positions.

In order to implement the Personnel Committee Recommendations, effective 9/1/99 the Ombuds and QRT Salary Grade move 40 to Grade 30. In addition, current Ombuds and QRT staff salary within Grade 30 shall be consistent with current step.

Robin Grouper	Grade 30, step D	(\$14.11 per hour)
Beckie Bacon	Grade 30, step 1	(\$12.18 per hour)
Delores Holtcamp	Grade 30, step B	(\$12.80 per hour)
Gail LaFleur	Grade 30, step 1	(\$12.18 per hour)

Sharri Dempsey, OCA Manager at the request of NSRSN Advisory Board conducted a Statewide Ombuds and QRT salary survey. The findings were presented to a committee consisting of county coordinators, Advisory Board members, NSRSN Personnel Committee Member. The action item above is a result of the committee review and recommendations.

Conclusions of these findings include:

- The requested salary increase for the year 2000 (these figures do not include COLA)
- The hiring of .5 FTE Ombuds (20 hours per week)
- Leave Ombuds and QRT housed within the NSRSN
- Continue to build, oversee and provide a professional office of Consumer Affairs including oversight committees specific for Ombuds and QRT

There was discussion regarding concern that the Ombuds continue to be housed at the NSRSN. The County Coordinators feel that this should be looked at every year. This topic will be tabled for future consideration.

Motion was made, seconded and carried to approve this motion.

5. To use basic cabling in the wiring of the new administrative building rather than fiber optics.

The Executive Finance Committee, upon investigating available options concerning the type of wiring for the new building, concluded that the less-expensive basic cabling with upgradeable features would be the best option for NSRSN at this time.

Concerns were expressed by various members concerning future disadvantages of basic cabling. These members were assured that Fiber Optic access was being put in for future upgrades. It was argued that fiber optic technology was not widespread enough to make an investment into that resource at this time.

Motion was made, seconded and carried to approve this motion.

c) 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.

10. Other Business

A two (2) month legislative study is being conducted regarding concerns about providers in the Seattle region and caseload sizes. Robert Krell can be contacted regarding this study. He can be reached at the following address:

Robert Krell
Joint Legislative Audit & Review Committee
506 16th Avenue SE
PO Box 40910
Olympia, WA 98501-2323
Phone: (360) 786-5182
Fax: (360) 786-5180
Email: krell-ro@leg.wa.gov

11. Adjournment

There being no further business, Chair King adjourned the meeting at 11:32 a.m.

Respectfully submitted,

Rae Benjamin
Office Manager

MEMORANDUM

DATE: November 22, 1999

TO: NSRSN Advisory Board

FROM: Marcia Gunning
Contracts Compliance/Fiscal Manager

RE: December 1999 NSRSN Board Agenda

Attached please find for your review and comment the following that will be discussed with the Board of Directors brought forth at the December 16, 1999 NSRSN Board Meeting:

CONSENT AGENDA – NOVEMBER 1999

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

ACTION ITEMS – DECEMBER 1999

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

The proposed NSRSN 2000 Annual Administrative Budget and related materials were introduced to the NSRSN Board of Directors at their November 12, 1999 meeting. The Proposed Budget has been available for public review and comment on November 12, 1999.

2. To authorize the NSRSN Executive Director to enter into a contract between the North Sound Regional Support Network and State of Washington - Mental Health Division Integrated Inpatient and Outpatient Mental Health Services effective January 1, 2000 through June 31, 2001.

The 1999-2001 Biennium contract between MHD and the NSRSN has been reviewed and is currently being updated to correct errors and language request

changes from NSRSN and the NSRSN Attorney. The MHD anticipates providing the NSRSN with a corrected version of the contract prior to the December, 1999 Board Meeting. In addition, this contract includes the 1997 Approved NSRSN Integrated Contract Application. Many of the attachments to that application, such as the Level of Care Manual, the Strategic Plan, and the Quality Management Plan, have been updated, expanded, improved, or replaced since 1997. Due to the definitive nature of such documents, permission has been requested and received from the MHD to replace those early versions with their revised counterparts. Please note that the funding formula and associated funding allocations have changed. The changes are retroactive to July 1, 1999. (Please refer to attached Preliminary Review Report.)

In addition, attached please find the monthly mental health services and funding report presented to the Board at the November 12, 1999 meeting.

I look forward to discussing these items in detail with all of you at the December 7, 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.

INTRODUCTION ITEMS

None

cc: NSRSN Board of Directors
Merle Adrian
County Coordinators
NSRSN Management Team