

**NORTH SOUND MENTAL HEALTH ADMINISTRATION
ADVISORY BOARD MEETING**

**North Sound Mental Health Administration
Conference Room
117 North First St., Suite 8
Mt. Vernon, WA 98273
January 6, 2004
1:00 PM**

Revised Agenda

1. Call to Order - Introductions, Chair – 5 minutes
2. Revisions to the Agenda, Chair – 5 minutes
3. Approval of the December 2003 Minutes, Chair – 5 minutes
4. Comments from the Public –5 minutes
5. Correspondence and Comments from the Chair – 5 minutes
6. Unfinished Business
 - a. Executive Director's Report - Chuck Benjamin – 5 minutes
 - b. Finance Committee – Mary Good – 5 minutes
 - c. Planning Committee – Janet Lutz-Smith – 5 minutes
 - d. Activities and Liaison Committee
 - i. Site Visitations for 2004
 - ii. Consumer-Run Projects-County Reports
 - e. QMOC Report – Mary Good – 5 minutes
7. Items To Be Brought Forward To The Board of Directors – Charles Benjamin, Executive Director
 - a. Consent Agenda
8. New Business - 10 minutes
 - a. Ombuds 2003 Annual Report
9. Comments from County Advisory Board Representatives – 15 minutes
 - a. Island
 - b. San Juan
 - c. Skagit
 - d. Snohomish
 - e. Whatcom
10. County Coordinator Report

11. Comments from Public – 5 minutes

12. Other Business

a. Request for Agenda Items

13. Adjournment

NOTE: The next Advisory Board meeting will be February 3, 2004 at the NSMHA Conference Room, 117 N. First Street, Suite 8, Mount Vernon.

**North Sound Mental Health Administration
MENTAL HEALTH ADVISORY BOARD**

December 2, 2003

Present: John Patchamatla, Beverly Porter, Janet Kloc, Joan Lubbe, Charles Albertson, Patricia Whitcomb, Janet Lutz-Smith, Marie Jubie, Mary Good, Jim King, Patricia Little, Ian Brooks
Absent: Kay Day
Excused: Tom Richardson, Dean Stupke, Jack Bilsborough, James Vest
Staff: Chuck Benjamin, Sharri Dempsey, Greg Long, Bill Whitlock, Wendy Klamp, Shari Downing
Guests: Betty Rogers, Joe Johnson

MINUTES

TOPIC	DISCUSSION	ACTION
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CALL TO ORDER, INTRODUCTIONS

Chair Lutz-Smith	Chair Lutz-Smith convened the meeting at 1:15 p.m. and welcomed those present. Introductions were made. The Advisory Board had a pre-meeting presentation by Sharri Dempsey on the All Aboards and the all of the pre-meeting presentations for 2003. Betty Rogers also gave a very informative presentation on older Adults. The Advisory Board thanked Sharri and Betty for presenting their information.	Informational
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REVISIONS TO THE AGENDA

Chair Lutz-Smith	Chair Lutz-Smith asked if there were any revisions to the agenda. There were none.	None
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APPROVAL OF MINUTES

Chair Lutz-Smith	The November 2003 minutes of the Advisory Board meeting were reviewed and were approved as written.	Passed unanimously
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COMMENTS FROM THE PUBLIC

Charles Albertson	Mr. Albertson asked about the calendars and pens that are usually distributed to the Advisory Board at the end of the year. Sharri Dempsey stated that they would be here in about two weeks.	Informational
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CORRESPONDENCE AND COMMENTS FROM THE CHAIR

Chair Lutz-Smith	Chair Lutz-Smith asked how the Advisory Board retreat planning was going. Beverly stated that she and	Motion for Marie Jubie to be Chair and
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Charles had met and reviewed the material from the past retreat. They would like input from the committee. Charles stated that he would like to change how the Advisory Board does business and will talk about that at the meeting. Marie stated that she would like to recruit and retain new members. Janet announced that the nominations brought forth from the Executive Committee for Chair is Marie Jubie. She asked the Board if there were any other nominations. There were none. She also announced that the nominations brought forth from the Executive Committee for Vice Chair is Mary Good, and asked the Board if there were any other nominations. There were none. John Patchamatla moved that the Board cast a unanimous vote for both Chair and Vice Chair. Jim seconded. Motion passed unanimously.

Mary Good to be Vice Chair for 2004 passed unanimously.

UNFINISHED BUSINESS

Chuck Benjamin	<p>Executive Director's Report</p> <p>Mr. Benjamin noted that he has received two (2) counties Consumer Project Reports this month. Island County is doing outreach to Seniors who are isolating and not hooked up with services. Background information indicates that depression in Seniors is growing and not being addressed. Island is looking to do outreach and get folks connected. Whatcom County is preparing an RFQ in 2004 for a part time paid peer counselor to assist enrolled and non-enrolled engage in proper services. Chuck then handed out certificates of sincerest gratitude to the Advisory Board members. He thanked and acknowledged all of their effort and hard work. He also acknowledged Janet Lutz-Smith for her contribution as the Chair for 2002-2003, and presented her with a plaque. He believes that the Advisory Board participation in the NSMHA committees is what makes our RSN a model for other RSNs in the State of Washington.</p>	Informational
Mary Good	<p>Finance Committee Report</p> <p>Ms. Good indicated that the finance committee met this morning and recommended approval to bring forth to the Board of Directors the Advisory Board expenditures. Jim King asked about the Medicaid Integration Project in Snohomish County and will Snohomish County become their own RSN? Chuck explained that the state was looking to do this project in King, Pierce, and Snohomish Counties. Snohomish County was the only one that was issued an RFP. They would take up to 6,000 covered lives and about 20-25% of our funding. If this happens it would be very devastating to our region. He has a conference</p>	Approved unanimously

call about this on Thursday afternoon with Evercare and Snohomish County. Chuck is not sure that Snohomish County wants to do this, he has many questions. Chuck doesn't want anyone to panic at this point. He stated that Secretary Dennis Braddock said he is operating under a legislative mandate. Chuck noted that we are putting together an impact statement. Jim asked Chuck to come to the Advisory Board for support and advocacy. Chuck has already agreed to do that.

Chair Lutz-Smith

Strategic Plan Committee

Chair Lutz-Smith informed the Board that the Planning committee met with Greg Long this morning and discussed several topics. One being that the Strategic Plan will need to be written again and that there is a need for a workgroup. NSMHA would like Advisory Board and local Advisory Board representatives on the workgroup. The workgroup from the Advisory Board would review the old Strategic Plan and go to their County Advisory Board so that more consumer and advocates would be involved. The workgroup will start in mid January. Jim asked if he could address the issue of this region being the worst in employment. Greg stated that yes he would, that this is an opportunity for people to advocate issues that change mental health issues in this region. Jim volunteered to represent the NSMHA Advisory Board. Chair Lutz-Smith asked Greg to discuss the Actuarial Study. Greg advised the group that CMS is taking a much stronger position that only people with a Medicaid coupon would receive services. This creates a problem for us in a managed care system. There are issues around employment services, educational services, and how we fund the crisis line. Providers, starting January 1, 2004, need to report services differently to us and to the State. The long-term impact will be a much more medically driven program and we will be hard pressed to serve people without Medicaid. Greg stated that he would keep the Advisory Board posted on this issue. Chuck stated that we might need advocacy from this group. Greg then indicated that NSMHA would be doing a Crisis system review throughout the region. Jim asked when it would be finished. Chuck stated May of 2004.

Informational

Chair Lutz-Smith

Activities and Liaison Committee

Chair Lutz-Smith Thanked Sharri for her presentation on all of the activities of 2003.

Informational

Sharri Dempsey

Site Visitations for 2003

Sharri informed the Board that there wouldn't be any

Informational

more activities scheduled until 2004.

Advisory Board
Member – not
appointed at this time

Consumer Run Projects

No County Coordinator Present.

None

Mary Good

QMOC Report

Mary reported highlights of the November 2003 QMOC meeting. Chair Lutz-Smith reminded the board that there are six (6) seats available on the QMOC committee. Advisory Board Members must fill two. It is a way to encourage new members from the county level and to get enough alternates so that there is always a consumer/advocate representative at the QMOC table. Chair Lutz-Smith handed out applications for the members to take back to their county boards. Janet Kloc asked what QMOC does. Wendy addressed this issue and stated that she will offer training to any new members of QMOC.

Informational

Beckie Bacon

QRT Report

Beckie asked if there were any questions from the 3rd quarter report that the Advisory Board received in the mail. Jim asked if our quality of services is better than before. Beckie stated yes it is better. Consumers are now more informed of their rights, crisis plans and who the QRT and Ombuds are. She also acknowledged that this is a team effort of NSMHA, QRT and the providers. John thanked Beckie, stating that her report was very well done and that the graphs makes it very easy to read.

Informational

ITEMS TO BE BROUGHT FORWARD TO THE BOARD OF DIRECTORS

Chuck Benjamin

Consent Agenda

Chuck brought forward the consent agenda to the Advisory board.

Passed unanimously

To approve the Community Mental Health Program Services Contract # NSMHA-APN-04-05 between the North Sound Mental Health Administration and Associated Provider Network, effective January 1, 2004 through December 31, 2005. Estimated funding is \$78,058,931.

To approve the Integrated Crisis Response Services Contract #NSMHA-VOA-04-05 between North Sound Mental Health Administration and Volunteers of America, effective January 1, 2004 through December 31, 2005. Maximum consideration shall not exceed \$1,875,018.

To approve the Community Mental Health Program Services - Hispanic Contract #NSRSN-SeaMar-04-05 between North Sound Mental Health Administration and SeaMar Community Health Centers, effective January 1, 2004 through December 31, 2005. Maximum consideration shall not exceed \$1,069,764.

To approve the Interagency Agreement #NSMHA-Snohomish-04-05 between North Sound Mental Health Administration and Snohomish County for County-specific Administration, Development, Planning, Clinical Utilization Management Services, Crisis/ITA Services, E & T Loan and Maintenance Services, Community Team for Children Services, MICA Services and other Direct Community Services, effective January 1, 2004 through December 31, 2005. Maximum consideration shall not exceed \$2,662,587.

To approve the North Sound Mental Health Administration's 2004 Operating Budget.

To approve the NSMHA's "Standards of Care Manual"

NSMHA clinical staff facilitated a "Standards of Care Manual" review work group. This work group consisted of NSMHA staff and consumer/advocate. They met with various stakeholders including providers and allied systems. The result is a revised clinical manual, the NSMHA Standards of Care Manual (Eligibility and Clinical Care Standards).

To approve the Interagency Agreement #NSMHA-Skagit-04-05 between North Sound Mental Health Administration and Skagit County for County-specific Administration, Development, Planning, MICA Services and other Direct Community Services, effective January 1, 2004 through December 31, 2005. Maximum consideration shall not exceed \$159,025.

To approve the Interagency Agreement #NSMHA-San Juan-04-05 between North Sound Mental Health Administration and San Juan County for County-specific Administration, Development, Planning, MICA Services and other Direct Community Services, effective January 1, 2004 through December 31, 2005. Maximum consideration shall not exceed \$102,517.

To approve the Interagency Agreement #NSMHA-Whatcom-04-05 between North Sound Mental Health Administration and Whatcom County for County-specific Administration, Development, Planning and

Geriatric Peer Support, MICA Services and other Direct Community Services, effective January 1, 2004 through December 31, 2005. Maximum consideration shall not exceed \$276,628.

To approve the Interagency Agreement #NSMHA-Island-04-05 between North Sound Mental Health Administration and Island County for County-specific Administration, Development, Planning, MICA Services and other Direct Community Services, effective January 1, 2004 through December 31, 2005. Maximum consideration shall not exceed \$112,085.

Jim asked if he could review the SOC before voting. Chair Lutz-Smith stated that this item has been available to review for some time.

Charles Albertson moved and asked if people had questions to take them to the Board of Directors meeting. Motion seconded,

Jim asked about employment services in the SOC. Wendy indicated that employment services are in the contract and have not been reduced in any way.

Motion passed unanimously.

Charles Albertson stated that he is impressed with WCPC. That they have taken a new look at employment recently and have hired consumers to work in the clinic as well as the Rainbow Center. Employment services need encouragement, not pressure, region wide. Greg added that if we look at our data our RSN is very low, could be a data issue but it is still a concern. The MHD contract states that employment services should be provided. CMS states that employment is not a Medicaid covered service. Chuck Benjamin explained that providers are not reporting employment services. Janet asked if someone could come and talk to the Advisory Board about employment services. Greg and Sharri answered yes. Ian pointed out that Lake Whatcom Center provided employment services long before the Rainbow Center. Chair Lutz-Smith stressed that employment is a big part of the holistic approach. Pat asked how could we encourage employment services? Chuck Benjamin answered by getting involved in the planning committee.

Action Items

Chuck Benjamin

There are no Action Items

Emergency Action Items

Chuck Benjamin There are no Emergency Action Items

Introduction Items

Chuck Benjamin There are no Introduction Items

NEW BUSINESS

Shirley Conger Shirley presented the Ombuds Quarterly Report. She noted that the Ombuds have had a record number of complaints. She also indicated that it is not necessarily a bad thing. It could indicate more outreach, and that the Ombuds phone number is getting out there. She stated that providers are also now referring clients to the Ombuds. Shirley went over the report with the Advisory Board and reminded the members that the Ombuds/QRT liaison meets every other month if anyone would like to come. She will begin reporting on a bi annual basis from now on, possibly could see more trends this way. Chair Lutz-Smith thanked Shirley for her report. Informational

Chair Lutz-Smith Chair Lutz-Smith asked for nominations from the Advisory Board for the exemplary Service Awards. The Advisory Board brought forth the following nominations: Passed unanimously

Executive Director’s Recovery Award:
Rainbow Center and Compass Island.

Advocate: Jackie Henderson

Direct Service Provider:
Mike Doran, Shirley Stallings, Dr. Parlitor at Whatcom Counseling, Dr. Remic At Lake Whatcom Center.

Consumer Driven Service Innovation:
Della Hill, Tulalip Family Services and Jim King, Rehabco

Systems Integration:
Scott Schriber

Motion made, seconded and passed unanimously to bring forth nominations for Exemplary Service Awards.

John Patchamatla John Patchamatla made a motion for Bob Drewel to receive a Certificate of Appreciation from the Advisory Board, and for Chuck Benjamin to give it to Mr. Drewel at the Snohomish County Council Meeting. Motion passed with one abstention.
Motion seconded, passed with one abstention.

COMMENTS FROM COUNTY ADVISORY BOARD REPRESENTATIVES

Island	Patricia Whitcom informed the Board that she and Jackie would be going to the bidders conference at SeaTac on Monday to take a look at the RFP.	Informational
San Juan	None	
Skagit	Jim King announced that Skagit County let consumer oriented RFPs two (2) months ago and have made selections. Jim stated that there were many more requests than they had money; and they used some of their millage money as well. Some programs that have been funded in the past were not funded this time. They took an opportunity to fund projects with NAMI. Target was intervention and prevention. He will have a break out on how money was spent for the Advisory Board next month.	Informational
Snohomish	Marie stated that Chuck Benjamin made a presentation on the NSMHA budget at their last meeting. Nominations were made and she was elected president of the Snohomish County Advisory Board again. She also advised the group about an issue at Haven House. She went to a meeting in Chelan on Partners in Crisis and it was very exciting. She also attended a meeting in Tukwila with DSHS on employment.	Informational
Whatcom	Charles Albertson announced to the Advisory Board that the City Council approved a zoning change for a new Jail and Triage Center off Bakerview. The production of Proud to be Mental may be a reading in January instead of a play. No tickets will be sold it will be donations only. He will have more information next month.	Informational

COUNTY COORDINATOR REPORT

Chair Lutz- Smith None

COMMENTS FROM PUBLIC

None

OTHER BUSINESS

Chair Lutz-Smith Chair Lutz-Smith pointed out what a fantastic job that Sharri Dempsey did on the Advisory Board Hand Books. Sharri stated that Jim King had put out a comprehensive handbook in 1998. The new book is very basic and explains how the Advisory Board wraps around NSMHA. Chair Lutz-Smith also emphasized that members who are not returning to the NSMHA

Advisory Board to please let Sharri Dempsey know,
and who will be the new members coming on.

Chair Lutz-Smith

Request for Agenda Items

None

ADJOURNMENT

Chair Lutz-Smith

Meeting adjourned at 3:18 p.m.

MEMORANDUM

DATE: December 17, 2003
TO: NSRSN Advisory Board
FROM: Chuck Benjamin, Executive Director
RE: January 8, 2004 Board of Director's Agenda

Please find for your review and comment the following that will be discussed with the Board of Directors and brought forth at the January 8, 2004 NSMHA Board Meeting.

All items referred to below are accessible on the NSMHA website by visiting:
http://www.nrsn.org/Boards/A_Board_Packet.htm

Consent Agenda

None

Action Items

None

Emergency Action Items

None

Introduction Items

To review and vote on Advisory Board/Consumer/Advocate membership for QMOC.

If you have any questions or concerns you would like to discuss prior to the meeting, please do not hesitate to contact me.

cc: Charles R. Benjamin
County Coordinators
NSRSN Management Team