



Pre-meeting Advisory Board

July 10, 2007

Presentation

12:15 pm

Sunrise Services

By: Carol Van Buren, Mental Health Coordinator

&

Lisa Hanks, Director Supported Employment

MEMORANDUM

DATE: June 29, 2007
TO: NSMHA Advisory Board
FROM: Chuck Benjamin, Executive Director
RE: July 12, 2007 Board of Director's Agenda

Please find for your review and comment the following that has been/will be discussed with the Board of Directors and brought forth at the July 12, 2007, NSMHA Board of Directors Meeting.

Introduction Items Not Yet Reviewed by the BOD

The Board of Directors will be reviewing the Planning Committee recommendations for the Federal Block Grants for 2007-08.

Action Items Not Yet Reviewed by the BOD

The Board of Directors will review the bridge contract between NSMHA and MHD.

cc: Charles R. Benjamin
County Coordinators
NSRSN Management Team

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

**North Sound Mental Health Administration
117 North First St., Suite 8
Mt. Vernon, WA 98273
July 10, 2007
1:00 PM**

Agenda

1. Call to Order - Introductions, Chair – 5 minutes
2. Revisions to the Agenda, Chair – 5 minutes
3. Approval of the June 2007 Meeting Minutes, Chair – 5 minutes
4. County Coordinator Report
5. Comments from the Public –5 minutes
6. Correspondence and Comments from the Chair – 5 minutes
7. New Business:
 - a. Site visit to Western State Hospital
8. Monthly Committee Reports
 - a. Executive Director's Report - Chuck Benjamin – 5 minutes
 - b. Finance Committee – Mary Good – 5 minutes
 - c. Executive Committee/Agenda Committee – Tom Richardson – 5 minutes
 - d. QMOC Report – Mary Good – 5 minutes
 - e. Ombuds/QRT Update – Chuck Davis/Deborah Moskowitz – 10 minutes
9. Items To Be Brought Forward To The Board of Directors – Charles Benjamin, Executive Director
 - a. Consent Agenda
 - b. Action Items
 - c. Introduction Items
10. Comments from County Advisory Board Representatives – 15 minutes
 - a. Island
 - b. San Juan
 - c. Skagit
 - d. Snohomish
 - e. Whatcom
11. Comments from Public – 5 minutes
12. Other Business
 - a. Request for Agenda Items
13. Adjournment

NOTE: The next Advisory Board meeting will be August 7, 2007, in the NSMHA Conference Room, 117 N. First Street, Suite 8, Mount Vernon.

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

June 5, 2007

1:00 to 3:00

Present:	Mary Good, Laurel Britt, Andrew Davis, James Mead, Marie Jubie, TerryAnn Gallagher, Catherine Ellis, MaryAnn Slabaugh, Russ Sapienza and Joan Lubbe
Absent:	Tom Richardson and Chris Walsh
Staff:	Chuck Benjamin, Margaret Rojas, Debra Jaccard and Rebecca Pate, recording
Guests:	Chuck Davis, Ann Deacon and Mark Gallagher

MINUTES

<i>TOPIC</i>	DISCUSSION	<i>ACTION</i>
CALL TO ORDER, INTRODUCTIONS		
Chair Mead	The Chair called the meeting to order at 1:05 pm and introductions were made. There was a pre-meeting presentation by Chuck Benjamin on the Requests for Qualifications. Chair Mead welcomed new Advisory Board representatives. He also welcomed Ann Deacon, the new Administrator from Snohomish County Human Services for the Alcohol, Mental Health, Drug and DUI Counter Measure Programs. Chair Mead also mentioned the new member from Island County, TerryAnn Gallagher, who had not yet arrived but arrived at 1:30 pm and James welcomed her at this time.	Informational
REVISIONS TO THE AGENDA		
Chair Mead	The Chair asked if there were any revisions to the agenda.	Informational
APPROVAL OF MINUTES		
Chair Mead	The minutes from the May meeting were reviewed and Russ corrected the date for the NAMI Education meeting to May 10. . A motion was made to approve the minutes with changes, seconded and motion carried.	Informational Motion carried
COUNTY COORDINATOR REPORT		
Ann Deacon	Ann Deacon reported that Nancy Jones is retiring from Snohomish County after 28 years of service. Island County is in the process of requesting from their County Commissioners the implementation of the 1/10 of one percent sales tax and they submitted several outlying mental health programs for the Commissioners to review. The Snohomish County has had two liaisons helping with discharges at Western State Hospital (WSH) and NSMHA hired an additional	Informational

	<p>employee last week to help them temporarily and she started last week with hopes this will make things work better for our consumers. Jail Transitions services have bridge contracts in the process with NSMHA, which will take the contracts through the end of September. The counties are doing some things similar and some things differently with hopes the outcomes will be successful. Secure Detox Pilot Project is still in process under RCW 70.96B, which is for people who have the threat of harm with their substance abuse and different counties are dealing with it accordingly. Regional meetings are occurring with all County Designated Crisis Responders (DCR) involved in the Secure Detox to become as consistent as possible and work on how they deal with some of the differences they have regarding this program.</p>	
COMMENTS FROM THE PUBLIC		
Chair Mead	Chair Mead asked for any comments from the public and none were mentioned.	Informational
COMMENTS AND CORRESPONDENCE FROM THE CHAIR		
Chair Mead	<p>James said the next Advisory Board meeting will be held July 10 in order to review the recommendations from the Board of Directors Planning Committee. A motion was made to approve the date change for the July meeting, seconded and approved.</p> <p>James suggested Nancy Jones be given a certificate/plaque for recognition of service.</p> <p>James thanked the NSMHA staff and the Tribal Committee for the excellent job on the Tribal Conference. He thanked Shannon for her outstanding support staff performance and recommended she receive a certificate for her efforts.</p>	<p>Informational</p> <p>Motion carried to change July's meeting to the 10th</p> <p>Certificate/Plaque for Nancy Jones</p> <p>Recommended Shannon is given a certificate for her work on the Tribal Conference.</p>
NEW BUSINESS		
Chair Mead Marie Jubie	<p>Chair Mead asked if there was any new business to discuss.</p> <p>Marie said she and Andrew visited the Compass Health facility in San Juan and no consumer rights were posted and she and James visited the Bailey Center and their consumer rights are posted on a big bulletin board among a lot of other clutter and not very visible for the consumers. She feels the consumer rights should be posted in a visible location and on a noticeable piece of colored paper or with some color paper behind it to make them stand out for easy visibility for the consumers.</p>	Informational

	<p>James stated the Program for Assertive Community Treatment (PACT) training meeting is June 8 at 9 am in the building behind the Bailey Center (North Star Apartments). Call Steve at 425-349-8425 or Teresa at 425-349-6343 for more information. There are three agencies involved with this program: Sunrise, <i>bridgenways</i> and Compass Health.</p> <p>Marie announced she and Andrew, along with many disabled consumers, attended the signing of Bill 5340 to restore the definition of disability. She shared her photo of the signing with the Board.</p> <p>Marie thanked Andrew for the job he performed at last month's meeting.</p>	
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MONTHLY COMMITTEE REPORTS

	<p>Executive Director's Report</p>	
<p>Chuck Benjamin</p>	<p>Chuck announced that Debra Jaccard, NSMHA Quality Manager, is leaving and moving to New Mexico. She will be missed and has done a great job of pulling the Quality Specialists together and working with our providers.</p> <p>The tentative date for the Requests for Qualifications (RFQ) meeting is June 18 from 9-12 and those who expressed a desire to attend will be notified once all is confirmed. Chuck thanked everyone involved in the RFQ process for their participation in the process. Chuck stated he firmly believes this is in the best interest of our consumers and their families. This will increase the number of consumers that will receive services, the hours of services, intensity of services received and this will help consumers. Chuck said he would rather be here to perform this transition because NSMHA involves their stakeholders and the NSMHA staff looks forward to the challenge and he believes the staff is up to the challenge.</p> <p>The External Quality Review Organization (EQRO) has been completed and there were two minor findings around policies. NSMHA's Corrective Action Plan has been submitted.</p> <p>The financial information has just been received from the Mental Health Division for the next biennium beginning in July 2007 through June 2009. It is believed there will be more money available this year. On the surface it looks like a lot more money but some actions the legislature took added more expenses without giving revenue to offset these extra expenses.</p>	<p>Informational</p>

	<p>One is an increase in hospital rates for both Medicaid and state only consumers, which will probably cost the North Sound \$1 to \$1.2 million to make up those costs. Chuck feels more funds will be available for outpatient services.</p> <p>The Program for Assertive Community Treatment (PACT) received a finding from the state Mental Health Division (MHD) around the consumer Advisory Board for PACT. They are saying there are not 51% consumers and advocates on the Board. NSMHA has to submit a Corrective Action Plan (CAP) and part of that will be to ask Compass Health (CH) to submit a CAP to NSMHA. If the CH CAP is acceptable, then NSMHA will forward their CAP to MHD.</p>	
	Finance Committee	
Mary Good	<p>The Wellness Recovery Action Plan (WRAP) was discussed in regards to an addendum to the claims. The original budget was not enough to cover expenses so the Finance Committee added \$2,234 to cover the claims for the WRAP training April 23-25.</p> <p>The Behavioral Health Conference scholarships were all approved with approximately 20 people attending.</p> <p>Vision of Hope T-shirts were presented and Catherine stated they were able to enhance the design so the lettering was more visible and the colors a little brighter. James thanked Catherine for spearheading the T-Shirt project and she brought them to the meeting for those who had provided sizes to Rebecca.</p> <p>Mary presented the expenditures for review and said they were straightforward with some large expenses coming next month with the Behavioral Health Conference expenses. A motion was made to forward the expenditures to the Board of Directors for approval, seconded and motion carried.</p>	<p>Informational</p> <p>Approved an addendum for claims for WRAP training</p> <p>Motion carried</p>
	Executive Committee/Agenda Committee	
Chair Mead Russ Sapienza Laurel Britt	<p>Chair mentioned the proposed site visits. Western State Hospital (WSH) site visit will occur October 2 with the regular meeting occurring on the bus trip down if this can be arranged. Rebecca will confirm this once all arrangements have been made.</p> <p>The annual Lake Whatcom (LW) Picnic is June 28 at 1 pm and a sign up sheet is being passed around as LW wanted a head count for providing enough food. We will carpool from the NSMHA building for those who wish to attend.</p>	<p>Informational</p> <p>Rebecca will confirm and make arrangements.</p> <p>Rebecca will notify LW with head count from sign up sheet.</p>

	<p>Russ said an Open House is scheduled on July 14 at Infinity Center, which is the consumer run Drop-In Center for WSH. Rebecca will check on time and provide information.</p> <p>Saturday, August 4, is the Delta Rehabilitation Festival, 1705 Terrace Avenue, Snohomish, Washington. For more information you can contact Lynn Neff at 360-568-2168</p> <p>The new Voc-Rehab facility at <i>bridgenways</i> site visit will occur at their Open House or in September whichever is possible.</p> <p>Laurel announced on August 6, NAMI Snohomish County will conduct their annual picnic at Forest Park.</p> <p>A delegate is being sought to attend the Board of Directors meeting June 14 and present the report on behalf of Chair Mead, as he and the Vice Chair will be attending the Behavioral Health Conference. If no one can attend, Chuck Benjamin will give the written report. No one volunteered so Chuck will give the report.</p> <p>An Ad Hoc committee is needed to revise the Advisory Board By-Laws. Marie, Mary, Catherine and Andrew volunteered. Rebecca will coordinate a meeting date and time with these individuals.</p> <p>A subcommittee is needed to organize a retreat for orienting new Advisory Board members and discuss items to train on and who will hold the training. Mary and Marie volunteered to work on the organization of a retreat. Rebecca will work with Mary and Marie to arrange a time to meet and organize the retreat.</p> <p>June 18 from 9-12 two Advisory Board members are needed to attend and go over the Requests for Qualifications (RFQ) with the providers who have been awarded the money, which is for Snohomish County providers only. James, Marie and Russ will attend this meeting.</p>	<p>Rebecca will check on information and pass it on the members of the Advisory Board.</p> <p>Rebecca will contact Donna Konicki to arrange this visit.</p> <p>Delegate sought for the June Board of Directors meeting – No one volunteered – Chuck will give written report on behalf of the Advisory Board.</p> <p>Rebecca will coordinate a time and date for this committee.</p> <p>Rebecca will work with Mary and Marie to organize a retreat.</p> <p>James, Marie and Russ will attend this meeting.</p>
	<p>Quality Management Oversight Committee (QMOC) Report</p>	
<p>Mary Good</p>	<p>Mary presented the QMOC report as follows:</p> <ol style="list-style-type: none"> 1. The meeting was called to order at 12:35 and introductions were made. 2. The minutes from April's meeting were approved. 3. Debra Jaccard mentioned the Program for 	<p>Informational</p>

	<p>Assertive Community Treatment (PACT) is progressing. Compass has hired 14 people so far for this program.</p> <ol style="list-style-type: none"> 4. Debra mentioned the Requests for Qualifications (RFQ) results were posted on the NSMHA website and information will go to the Board of Directors May 31st and voted on at their June 4th meeting. Debra mentioned that Sunrise Services and Interfaith Clinic will be new agencies to our region. 5. Greg Long provided an update on the progress of the Children’s Policy Executive Team (CPET). He mentioned that Children’s Services is starting intensive short-term foster home programs to stabilize children. He said NSMHA, Children’s Services and Snohomish County are joining forces to fund a Family Assessment and Stabilization Team (FAST) like program in Snohomish County and an RFQ will be released in July. The purpose of this program will be to reduce children’s hospitalizations. Greg mentioned that CPET is also working on a bid for the State to fund a Wellness Recovery Action Plan (WRAP) services program for children in our region. Janet Lutz-Smith mentioned that CPET is working on a presentation regarding children with autism and we should determine how many children are being denied services that are autistic. She stated this is a growing problem. 6. It was mentioned that June 11-13 LOCUS and CALOCUS training will be conducted. June 11th will be for children’s training at the Federal Campus Compass Health in Everett. June 12th for adults in the same location. June 13th will be at the Cottontree Inn in Mount Vernon for adult training. Slots are still available, especially on the 13th for anyone interested in attending. Contact Barbara Jacobson to register. 7. It was announced that Debra Jaccard will be leaving NSMHA and moving to New Mexico next month. The job has been advertised and Debra said she would do her best to make the transition as smooth as possible. 8. Anne Deacon with Snohomish County Human Services announced that Nancy Jones will be leaving after 28 years of service. 9. Rochelle Clogston announced that Tom Sebastian has officially been named President and CEO of Compass Health and Jess 	
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	<p>Jamieson will be leaving the end of next month.</p> <ol style="list-style-type: none"> 10. Chair Williams mentioned the legislature passed bill 3159 increasing funding for the Counties' homeless planning process. A bill for coordinated Mental Health and Chemical Dependency services for individuals returning from detention centers and jail was passed. Janet Lutz-Smith mentioned that bill 1088 will focus on children. 11. Chair Williams mentioned the Whatcom County Triage Facility is running successfully. 12. Charissa Fuller brought the revised Post Traumatic Stress Disorder (PTSD) Module before the committee with recommended changes from Quality Management Committee (QMC). QMOC approved the module with recommended changes and a motion was made to present the module to the Board of Directors for approval. 13. Chuck Davis gave the Ombuds PowerPoint presentation on the period of October 1, 2006 through March 31, 2007. 14. Deborah Moskowitz provided a summarized Quality Review Team (QRT) report for the period of October 2006, through March 2007. Deborah mentioned a lack of eating disorder services locally available continue to rise and be a problem. Deborah mentioned that two consumers are surveying provider sites using a tool she developed that checks things such as whether consumer rights are posted, etc. and she sends a letter with findings to the sites. 15. Debra Jaccard mentioned the end results of the External Quality Review Organization (EQRO) visit were two requests: 1) create a policy on special population consultation and 2) continuation of benefits when the appeal is pending. These will be made and reported to EQRO. 16. Diana Striplin gave the Quality Management Plan Integrated Report for the first biennial quarter, January – June 2006. A motion was made and passed to take the report forward to the Board of Directors. 17. Greg distributed policies 1701 and 1704 approved by Integrated Crisis Response Services (ICRS) and Quality Management Committee (QMC) with minor changes and both were approved for signature. 18. Chair Williams announced the Charter will be discussed at the next meeting to decide how it 	
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	<p>will be changed to engage or accommodate additional providers as the system has expanded.</p> <p>19. Chair Williams announced that the committee needs to address the issue of members who chronically do not attend.</p> <p>20. The meeting was adjourned at 2:30 and the next meeting will be June 27th.</p> <p>Debra Jaccard distributed a summary of the Quality Management Plan Integrated Report and highlighted some issues for the Advisory Board to make them aware of concerns and/or issues that are being addressed and worked on by NSMHA.</p> <p>Marie mentioned consumer rights and Debra said that Compass Health has received a recommendation on their audit regarding the posting of consumer rights and let them know they should be posted clearly and in every site.</p> <p>Joan Lubbe thanked Debra for her great work in the QMOC committee.</p>	
	Ombuds Report	
Chuck Davis	Chuck provided a PowerPoint presentation and reviewed it with the Advisory Board.	Informational
ITEMS BROUGHT TO THE BOARD OF DIRECTORS		
Introduction Items		
Chuck Benjamin	<p>Chuck mentioned the introduction items discussed at the May 31 meeting and reviewed them with the Advisory Board. All motions were available in a revised memorandum for the members' convenience. He said nothing new will be going forward at the June 14 meeting. Chuck said the date in Motion #07-049 was changed at the Board of Directors meeting and should be September 30th not 20th. Chuck stated the Board of Directors took action on all the introductory items at the May 31st meeting.</p>	<p>Informational</p> <p>Date correction in Motion #07-049</p>
COMMENTS FROM COUNTY ADVISORY BOARD MEMBERS		
Island	<p>The new member TerryAnn Gallagher said she participated in the review of applicants for the new Tobacco Prevention Program coordinator. She said both her telephone and email are down and will let us know when both are working. Island County is working on educating law enforcement and jails on mental health issues and how to handle people with these issues. TerryAnn commended Mike Shelton and Chuck Benjamin for their assistance to her. She said a proposal is being submitted to all Island County Commissioners regarding several Mental Health</p>	Informational

	<p>Initiative Proposals:</p> <ul style="list-style-type: none"> ▪ Family Dependency Court - \$133,000 ▪ Increase time of Juvenile and Adult Drug Court - \$53,000 ▪ Pool of money to pay for mental health services for people who are not Medicaid eligible and have no insurance - \$275,000 ▪ Increase Mental Health Professionals time in each school district from 18 hours per week to approximately 40 hours per week - \$100,000 ▪ Senior/Vulnerable Adult Outreach Program - \$70,000 ▪ Early Childhood Mental Health Intervention - \$70,000 ▪ Infrastructure Costs: Monitor contracts, collect data, etc. - \$25,000 ▪ Court Orders for Special Evaluations - \$10,000 ▪ Court Ordered Services - \$15,000 ▪ Mental Health Professional to be share by jail and juvenile detention center - \$65,000 ▪ Trainings/Education/Consultants, etc. to provide to educators, day cares, adult family homes, law enforcement, dentists, doctors and other service providers on mental health issues - \$30,000 <p>She said the new Sheriff, Mark Brown, is very supportive of mental health. She discussed a synopsis of the rating team regarding funding within Island County for 2007-2009 biennium:</p> <ul style="list-style-type: none"> ▪ Big Brothers/Big Sisters of Island County - \$25,000 ▪ Learning and Community Engagement Program – Bridges - \$25,000 ▪ Readiness to Learn - \$25,000 ▪ Learning Partners - \$25,000 ▪ Boys and Girls Club of Snohomish County – Coupeville location - \$7,075 	
San Juan	<p>Catherine thanked all for the outstanding Tribal Conference. She has referred individuals to Barbara LaBrash with questions regarding: 1) The Community Health and Safety Network is conducting a review and needs assessment of children’s mental health needs and 2) Inter-Island Med Center is doing a pilot on tele-psychiatry to show it will work. For the term of this pilot services will be free for consumers.</p>	Informational
Skagit	<p>Mary said they met yesterday and discussed the Behavioral Crisis Center that opened in April, the North Sound Secure Detox and Crisis Intervention Training (CIT) for law enforcement officers. They</p>	Informational

	have conducted one CIT and hopes are to conduct four or five more training contact Maile for more information. Joan said national NAMI will provide money for training but NAMI wanted 5-day training but they compromised to 4 ½ day training. They discussed Jail Transition Program, the 1/10 of one percent sales tax, community wellness program and therapeutic services for adults in the mental health court	
Snohomish	James said they met May 14 and discussed Jail Transition Program and Mental Health Court. Greg Long gave the NSMHA Advisory Board report. Jail Services are giving out hygiene kits and housing vouchers (not section 8) upon discharge. Ann Deacon was welcomed aboard and she previously ran the special offender unit at Monroe Department of Corrections.	Informational
Whatcom	Andrew said they discussed the “Human Race” occurring June 9, which is an opportunity for NAMI, the Rainbow Center and other non-profits to raise money. They speculated on the Requests for Qualifications (RFQ) contracts that would be coming, Teen Screen Contract with Betty Scott of NAMI was reviewed and adopted, Mental Health Court and Gary Williams mentioned the 1/10 of one percent sales tax that he will pursue getting passed next year. Russ mentioned the Pathways to Prosperity Conference held June 1 at St. Luke’s and information can be found about Whatcom Prosperity Project at www.whatcomcoalition.org . June 18 will be a wrap up meeting on the Prosperity Conference at St. Luke’s approximately 1-3 pm check the website for information.	Informational
COMMENTS FROM THE PUBLIC		
Chair Mead Chuck Benjamin	Chair Mead discussed the 1/10 of one percent sales tax, and stated it’s a bad idea for counties to postpone the vote. He said someone should take the ball and run with it in their individual counties. He said the County Commissioners in Snohomish County are looking into a Triage Center. Chuck clarified the 1/10 of one percent tax would affect taxpayers because this tax would add to the existing sales tax.	Informational
OTHER BUSINESS		
Russ Sapienza	Russ mentioned a nice article regarding the Peer-to-Peer program published in Skagit Valley Herald. Chair asked for any future agenda items and none were mentioned.	Informational

ADJOURNMENT

Chair Mead	The meeting was adjourned at 3:11 p.m. The next meeting will be held on Tuesday, July 10, 2007, at 1:00 p.m.	Informational
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OMBUDS SNAPSHOT – July 3, 2007

The “Fall Report 2007” period is now half over.

CASES: We report 72 cases halfway through this “Fall Report” period. Spring’s report saw 149 cases total. Fall’s 2006’s saw 123 cases total. So we are following last period’s higher case numbers closely.

COMPLAINTS: 118 complaints so far--nearly all from clients involved in the community mental health program (CMHP). Spring’s (2007) report saw 236 CMHP complaints total. Last Fall’s (2006) report saw 150 CMHP complaints total. Again, we are following last period’s complaint numbers closely.

GRIEVANCES: No provider-level, and only 5 RSN-level grievances this period. This is a big reduction from the 23 RSN-level grievance occurrences and 40 provider level grievance occurrences last period.

HIGHEST COMPLAINTS:

Consumer Rights complaints are top so far with 25 occurrences. Last period there were 31 total so we have seen a little spike. There doesn’t seem to be a specific reason; many are from former clients who tend to have complaints every year at this time.

Complaints related to Physicians & Meds are next highest at 19 occurrences. They were highest last period with 36. We will probably reach that number again.

Dignity & Respect complaints are third highest at 18. They were at 25 total last period. We will probably surpass that number this period.

Financial complaints are tied for 4th highest at 14. They were only 18 total last period. We have seen a little spike here also. Some are payee program issues.

Access complaints are also at 14. There were 31 total last period. We may reach that number again.

STATS:

Adults:

Children:

<u>Complaints:</u>		<u>Grievances:</u>		<u>Complaints:</u>		<u>Appeals:</u>
Consumer rights:	24		1	Consumer rights:	1	
Physicians/Meds:	19		1			
Dignity/Respect:	18		1			
Financial:	14					
Access:	10			Access:	4	1
Housing:	7			Housing:	1	
Emergency Svs:	7					
Quality App:	5			Quality App:	1	
Phone calls:						
Not returned:						
Transportation:	1					
Services Intensity:				Services Intensity:	1	
Other:	1					