

MEMORANDUM

TO: NSRSN Board of Directors and All Interested Parties
FROM: Rae A. Benjamin, NSRSN Office Manager
RE: Meeting Information
DATE: October 25, 1999

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

**Thursday, October 28, 1999
Mount Vernon Police Department
Multipurpose Room
1805 Continental Drive
Mt. Vernon, WA
1:00 PM**

**PLEASE NOTE THE CHANGE IN LOCATION.
DIRECTIONS ATTACHED**

The Board of Directors Packet is attached for your review. I look forward to seeing you there.

For Special Disability accommodation needs, please call Rae at (360) 416-7013, ext. 22 at least 48 hours in advance.

**NORTH SOUND REGIONAL SUPPORT NETWORK
BOARD OF DIRECTORS MEETING**

**Mount Vernon Police Department
Multipurpose Room
1805 Continental Drive
Mt. Vernon, WA
October 28, 1999
1:00 PM**

AGENDA

1. Call to Order; Introductions – Chair
2. Revisions to the Agenda – Chair
3. Comments by an APN Agency – 10 minutes
 - Mental Health Services for Older Adults
 - Kris Laaninen, Community Mental Health Services
 - Betty Rogers, Community Mental Health Services
4. Approval of August and September Minutes – Chair **(TAB 1)**
5. Comments & Announcements from the Chair – 5 minutes
6. Report from the Advisory Board, Jim King/Mary Good - 5 minutes
7. Report from the Executive Director, Merle Adrian – 5 minutes
 - NSRSN Staff Activities Reports **(TAB 2)**
8. Quality Management Oversight Committee Report, Chuck Benjamin, Chair – 5 minutes
9. Personnel Committee Report, Rhea Miller, Chair – 5 minutes
10. Planning Committee Report – Bob Hart, Chair – 5 minutes
11. Report from the Fiscal Officer, Bill Whitlock – 5 minutes
12. Comments from the Public – 15 minutes

13. Consent Agenda, Merle Adrian

All matters listed with the Consent Agenda have been distributed to each Board Member for reading and study, are considered to be routine, and will be enacted by one motion of the Board of Directors with no separate discussion. If separate discussion is desired, that item may be removed from the Consent Agenda and placed on the Regular Agenda by request of a Board Member.

The NSRSN Board of Directors moves to approve the Consent Agenda:

- A. **Motion #99-058** to review and approve NSRSN claims paid from September 1, 1999 to September 30, 1999. Total dollar amount of warrants paid in September: \$3,059,985.87). Total September payroll of \$62,745.60, and associated benefits. **(TAB 3)**

14. Action Items, Merle Adrian

- A. **Motion #99-053** 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. **(TAB 4)**
- B. **Motion #99-054** 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. **(TAB 5)**
- C. **Motion #99-055** 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. **(TAB 6)**
- D. **Motion #99-056** 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. **(TAB 7)**

- E. **Motion #99-057** 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. **(TAB 8)**
- F. **Motion #99-046** 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. **(TAB 9)**
- G. **Motion #99-058** to authorize the NSRSN to implement the following Ombuds/QRT salary and staffing recommendations of the NSRSN August 18, 1999 Personnel Committee: **(TAB 10)**
 - 1. Adding a .4 Ombud position, making a total of 2.0 FTEs in the Ombuds department, effective September 1, 1999.
 - 2. 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.

15. Motions Yet Reviewed by Advisory Board

None

16. Executive Session

17. Reconvene

18. Adjournment

NOTE: The next Board of Directors meeting is Friday, November 12, 1999, location to be announced. **PLEASE NOTE CHANGE IN DATE.**

NORTH SOUND REGIONAL SUPPORT NETWORK
BOARD OF DIRECTORS

Compass Health
4526 Federal Avenue, Everett, WA 98203
August 19, 1999
1:00 p.m.

MINUTES

Board Members Present:

Kirke Sievers, Chair, Snohomish County Council
Chuck Benjamin, Alternate for Pete Kremen, Whatcom County Council
Barbara Cothorn, Snohomish County Council
Mary Good, Vice Chair, Advisory Board
Bob Hart, Skagit County Council
Della Hill, Alternate for Rae Anne Cleveland, Tulalip Tribe
John Hooper, Alternate for Ward Nelson, Whatcom County Council
Jim King, Chair, Advisory Board
Barbara LaBrash, Alternate for Rhea Miller, San Juan County Council
Rick Larsen, Snohomish County Council
Mike Shelton, Island County Council
Joe Valentine, Alternate for Bob Drewel, Snohomish County Council

NSRSN Staff Members:

Merle D. Adrian, Rae Benjamin, Sharri Dempsey, Robin Grupper, Greg Long, Francene Thompson, Bill Whitlock

County Staff:

Dave Gossett, Jim Teverbaugh

Guests:

Frances Benjamin, Dan Bilson, Lorelei Coy, Joan Dudley, Ron Hanson, Karen Kipling, Kris Laaninen, Art and Olive Landgren, Bob LeBeau, Ed Paskovskis, Sam Rarig, Jane Relin, Tom Robinson, Betsey Rogers, James Vest, Dean Wright,

1. Call to Order; Introductions

Chair Kirke Sievers called the meeting to order at 1:00 p.m. He thanked Compass Health for providing lunch and for hosting the meeting. Mr. Sievers asked the Board

Members to introduce themselves to those attending, and to identify their Home Counties.

Mr. Sievers introduced Cliff Bailey, Chair of the Compass Health Board, and requested that he introduce Compass Health Board Members. Mr. Bailey welcomed the NSRSN Board of Directors to the Compass Health facility and rather than introduce the Board, Mr. Bailey asked them to stand. He stated that the members represent all walks of the community. Mr. Bailey stated that Compass Health served 16,000 people last year in their facility and around the community and asked for continued NSRSN funding for all of their service programs. He stated that Compass could provide these services for at least half as much as it would cost the State of Washington to provide the same services. Mr. Bailey thanked the Chair for this opportunity to speak.

Mr. Sievers awarded a Certificate of Appreciation to Mr. Bailey for Compass Health's support and for hosting the meeting. Mr. Sievers asked that the committee recognize Mr. Bailey and his staff for their work.

2. Revisions to the Agenda

No revisions

3. Comments By An APN Agency

Jess Jamieson, welcomed the Board, and introduced Susan Fox who would walk them through the Compass Health packets that had been provided. Ms. Fox stated that Compass Health would be having community forums in October to assist agencies and the public regarding questions about mental health care. Depression screenings will also be given in October as a part of community awareness. Ms. Fox thanked the Board for their time.

Mr. Jamieson introduced Terry Clark, who gave an overview of quality health at Compass. Ms. Clark mentioned ACCESS services, ongoing treatment, prevention-based family support and education, and crisis services. Ms. Clark stated Compass Health was having trouble obtaining licensure for their crisis beds, and that Snohomish County Mental Health Advisory Board and others, including Marcia Gunning of NSRSN understood their problems and may have a solution.

Ms. Fox also noted the following services provided by Compass Health: clinical, extended care for adults and older adults, case management, extended care for children, preschoolers, children and youth, including case management and intensive services. The Multicultural Services Division serves all ages, and provides brief treatment, extended services, case management, and bilingual staff. Psychiatric services and two evaluation and treatment centers are provided as well. Ms. Fox pointed to quality management; the more administration is improved, the more time and funds can be used for direct services, which help all.

Compass Health recently changed the perspective of its quality oversight committee from quality management to quality improvement including a name change for the committee. The Committee reviews various issues including: audits, reviews, compliments, complaints, policies and procedures, etc. Quality improvement regarding paperwork is now occurring, as well as ensuring a well-rounded Advisory Committee that has representatives from all aspects of mental health.

Carol Richardson, a consumer, talked about her participation on the committee. Ms. Richardson has been on the committee for a year, representing clients in the Edmonds area. Her goal is to ensure that all clients are represented. A consumer group is forming, and working on restoring functions of Freedom House. Ms. Richardson expressed her hope of continuing support to create structures for clients' needs.

Ms. Clark introduced Heather Finell who spoke about the quality improvement model stating the Compass had adopted the "A" model, also used by Group Health.

Mr. Jamieson thanked the committee and Mr. Sievers thanked Mr. Jamieson.

4. Approval of July Minutes

A motion was made, seconded and carried to approve the July 22, 1999 minutes as presented. There were none opposed.

5. Comments and Announcements from the Chair

Mr. Sievers thanked Compass Health and its Board Members for attending.

6. Report from the Advisory Board

Mr. Sievers asked the Board to recognize Mr. King and the Advisory Board for their work. Mr. King stated he and Mary Good would each report during this portion of the meeting. Ms. Good said the Advisory Board went through the items from July's meeting, but as there was no quorum, a vote was not taken in July. Mr. King explained monthly meetings are normally held in Skagit County and said that it may be difficult for others to travel to the July Advisory Board meeting as it was held in Whatcom County.

Mr. King stated the Advisory Board had received letters from those who work in the mental health field and are concerned by caseloads. A committee had been put together by the NSRSN to look at caseload size and to work with those who wrote letters. Mr. King said they have also received a number of letters from Island Community Health stating the same concerns regarding caseloads.

7. Report from the Executive Director

Merle Adrian stated that a written report was available for the Board's review under Tab Two.

- **NSRSN Staff Activities Reports**

Each department provided summaries of work and Mr. Adrian briefly covered some of the key activities occurring at the RSN.

A Steering group put together for the audit of NSRSN in September continues to prepare for the Integrated Audit.

Technical Assistance workshops will be held next week in Whatcom and Snohomish counties for the individuals interested in preparing for the consumer-oriented Request For Proposals (RFP).

Mr. Gary Ramey is no longer a member of the Board, and Mr. Adrian said the RSN is waiting to hear from the Stillaguamish Tribe regarding his replacement.

Mr. Adrian stated the orange sheets in front of the Board book provides answers to questions posed at the last Board meeting and that he also be available to answer additional questions.

- **Office of Consumer Affairs Report**

Sharri Dempsey, NSRSN, gave a presentation regarding the Tulalip Tribe's Block Grant. The grant includes: mental health outreach services for families; mental health programs; a psychiatrist for 8 hours a week for nine months; traditional healing for six days which effectively helped over 700 tribal community members and employees; and a young mothers circle healing group.

Ms. Dempsey also discussed the Quality Review Team Report. Performance review results include consistent improvement in duties and efforts to involve consumer voice. Ms. Dempsey stated the findings revealed confusion and lack of understanding about specific responsibilities and duties of the NSRSN. Political atmosphere was also a concern, as well as strained relationships with the NSRSN and providers. Ms. Dempsey stated that some solutions include wider distribution of brochures, participation at fairs, sharing information with those in the mental health system, developing the OCA newsletter, and re-writing NSRSN brochures.

Brochure redesign is complete and the consumer newsletter will be published on Sept. 30, 1999. Tribal meetings have been successful. Mr. Sievers thanked Ms. Dempsey for her hard work.

8. Personnel Committee Report

The Personnel Committee approved the job descriptions for six (6) positions and discussed various personnel issues as listed below.

- A. A recommendation was made and approved by the Personnel Committee to add a .4 Ombud position, making a total of 2.0 FTEs in the Ombuds department. The Committee also recommended an increase in 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.
- B. A recommendation for additional support staff was made which would mean a .5 FTE increase over the 1999 Adopted Budget. It would actually involve one full position more than we currently have on staff as one of the regular full time staff has chosen to work half time. This temporary support staff position would begin August 24 and continue through December 31, 1999.

The Committee recognized that all of these staffing issues do cost money, however, dollars are available within the existing administration budget, primarily due to salary savings for positions which have been vacant since the first of the year.

Mr. Sievers asked for the recommendation of the Personnel Committee regarding these issues. Mr. Gossett stated that the Personnel Committee would recommend that these items move forward as soon as possible. The temporary positions do not need Board approval, as Merle has the authority to hire staff as long as those costs are within the Administrative Budget. A motion will be prepared for the October 28, 1999 Board meeting regarding the salary increases for Ombuds and QRT.

- C. A proposal was made to move forward with some organizational development, including a variety of key tasks such as revised job descriptions, salaries surveys, personnel policies, project plans, budget work, etc. Temporary staff was proposed for a four months time period to coordinate this project and get these tasks complete by the end of the year. The entire task list was large enough that the Committee had some concerns and recommended that the scope of service be narrowed to the key tasks, with the other tasks completed as time was available.

A recommendation was made that Mr. Adrian contact Washington Firm regarding this project and request that they submit a proposal for completion of specific tasks. The proposal, with Mr. Adrian's recommendation, would be brought back

to the Executive Committee next month in order for the work to be completed prior to the end of the year.

9. Quality Management Oversight Committee Report

Chuck Benjamin stated that on July 29, 1999, he was presented data on caseload reports. He stated that the QMOC needs to have access to more reliable data in order to properly analyze information.

Mr. Benjamin also stated that the Committee conducted a mock exercise asking its members to define the role of QMOC. The exercise demonstrated to committee members the significant tasks ahead of them. Mr. Benjamin believes the Committee is ready to take on these tasks and subcommittees will be formed to accomplish this.

10. Report from the Fiscal Officer

Mr. Sievers reminded the public to sign in if they wished to speak during the Public Comment section of the meeting.

Mr. Whitlock reviewed the balance sheet prepared for the Board. He stated funds are still available for projects and are sufficient for patient services. Deferred revenue has been partially spent, inpatient savings dollars are higher than budgeted, but grants are slightly lower. The administration budget including: supplies, travel, advertising and leasing are over-budget, however, the overall expenses are under budget.

Mr. Sievers asked for an update on the NSRSN's move to the new location. Mr. Whitlock stated that plans would be received from the architect the following day. The contractor is in the processing of removing interior walls and remodeling would begin once the building permit was received. The move date is projected for October 31st.

Ms. Good asked if the building was ADA accessible. Mr. Whitlock said bathrooms and all offices within our specific space would be accessible. An ADA expert is scheduled to review plans and look at the space. Ms. Benjamin stated that changes would be made regarding signage, external doorways, and new parking spaces in order to meet ADA requirements.

11. Comments from the Public

Lorelei Coy stated she had gone to Western State Hospital for a children's barbecue. She thought the hospital staff were very special and attentive. While there, Ms. Coy visited the teen unit, which she stated was shocking, but very interesting. She also visited the program for adaptive living skills, and was impressed by the cleanliness and orderliness.

12. Consent Agenda

All matters listed with the Consent Agenda have been distributed to each Board Member for reading and study, are considered to be routine, and will be enacted by one motion of the Board of Directors with no separate discussion. If separate discussion is desired, that item may be removed from the Consent Agenda and placed on the Regular Agenda by request of a Board Member.

The NSRSN Board of Directors moves to approve the Consent Agenda:

- A. Motion #99-042 to review and approve NSRSN claims paid from July 1 to July 31, 1999. Total dollar amount of warrants paid in June: \$55,981.96). Total June payroll of \$19,922.89, and associated benefits.
- B. Motion #99-043 to authorize the revised Laptop Computer Policy and Procedure.
- C. Motion #99-044 to authorize the Travel Advance Policy and Procedure.
- D. Motion #99-045 to authorize the revised Inventory and Asset Disposal Policy.
- E. Motion #99-049 to authorize the Executive Director to enter into a professional service contract for NSRSN staff planning and training consultation and facilitation services.

13. Action Items, Merle Adrian

- A. **Motion #99-046** to authorize Professional Services Contract NSRSN-UBH-PSMD-99 between NSRSN and United Behavioral Health for Medical Director Consultation Services.

This motion was pulled from the agenda.

- B. **Motion #99-047** to authorize Management Information System Funding Carve-out Redistribution recommendation.

The motion was made, seconded and carried to approve the Motion as presented. There were none opposed.

- C. **Motion #99-048** to authorize 1999-2001 Biennium Contract between NSRSN and the State of Washington-Department of Vocational Rehabilitation (DVR) for employment services to NSRSN customers.

Mr. Adrian said this contract would offer \$600,000 to the community. The motion was made, seconded and carried to approve the Motion as presented. There were none opposed.

14. Motion Yet to Be Reviewed Board

There were none.

15. Executive Session

There was none.

16. Reconvene

There was none.

17. Adjournment

Mr. Adrian stated he wished to express appreciation for approval of the new biennial contracts and invited the public to stay for the ceremony immediately following the meeting.

As there was no further business, Chair Sievers adjourned the meeting at 1:50 p.m.

Respectfully submitted,

Rae Benjamin
Office Manager

**NORTH SOUND REGIONAL SUPPORT NETWORK BOARD OF DIRECTORS
EXECUTIVE COMMITTEE
Mitzel's Restaurant
1627 Freeway Drive
Mt. Vernon, WA 98273
September 23, 1999
12:00 p.m.**

MINUTES

Board Members Present:

Kirke Sievers, Chair, Snohomish County Council
Bob Hart, Skagit County Council

NSRSN Staff Members:

Merle D. Adrian and Bill Whitlock

1. Call to Order

Chair Kirke Sievers called the meeting to order at 12:50 p.m.

2. Review and Approval of Human Resources Proposal

Merle Adrian brought forward a Human Resources proposal (attached) as requested by the Personnel Committee and authorized by the Board at the August Board meeting. He outlined the proposal as written by the Washington Firm. Discussion followed.

The proposal was approved by both Mr. Sievers and Mr. Hart

Mr. Hart suggested that alternative sources be identified in the event that the Washington Firm is not able to complete the work within the guidelines and budget being offered.

3. Approval of Vouchers Paid

- A. **Motion 99-050** to review and approve NSRSN claims paid from August 1 to August 31, 1999. Total dollar amount of warrants paid in August \$2,838,743.35. Total August payroll of \$59,103.40 and associated benefits of \$13,304.63.

Vouchers and time sheets were reviewed. The motion was approved and signed by Mr. Sievers.

- B. **Motion 99-052** to increase the petty cash amount to \$2,500.00. The current authorized amount is \$1,000.00. Establish the authorized amount in the advance travel funds to \$1,000.00.

Motion was discussed. The Motion was amended by Mr. Sievers to maintain the current Petty Cash amount at \$1,000 and to establish an Advance Travel fund at \$1,000. The amendment was discussed. Petty Cash expenditures were reviewed and the amended motion was approved.

4. August Revenue and Expenditure Reports

Reports were distributed. PHP and Inpatient Revenues and changes in the State Revenue distribution systems were discussed.

5. Quarterly Reports - Review

The quarterly reports were reviewed and discussed.

6. Other Business

There was none.

7. Adjournment

As there was no further business, Chair Sievers adjourned the meeting at 1:44 p.m.

Respectfully submitted,

Merle D. Adrian
Executive Director

NSRSN Staff Activities Reports

NSRSN STAFF ACTIVITIES REPORT
OCTOBER 28, 1999

TOPIC	PROGRESS
Assistant Director/Planner's Report – Greg Long	
MHD Audit	The NSRSN successfully completed both the Clinical and Administrative Audits by the Mental Health Division. The NSRSN staff believes the Audit was positive and demonstrates the quality of services and the quality of the people involved in mental health services in the North Sound Region. There will be a few findings and some quality improvement recommendations. A written Audit should be received from MHD in forty-five (45) to ninety (90) days.
Consumer-Oriented Projects	Thirty (30) consumer-oriented project proposals were submitted to the NSRSN. A Rating Sub-Committee evaluated the written proposals and oral presentations. This Sub-Committee recommended the funding of 18 proposals to the Planning Committee. The Planning Committee is making this recommendation to the NSRSN Board today.
S.B. 5011 Work Group	The NSRSN is participating in the statewide planning process on implementing Senate Bill 5011, Community Mental Health Services for the Mentally Ill Offenders released from prison. The NSRSN is attending the finance Sub-Committee Meetings. It is proposed an additional \$10,000/yr. per mentally ill offender will be available to enhance mental health services and related services such as housing for this special population.
Acute Services for Older Adults	The NSRSN staff is developing a plan on acute services for older adults in collaboration with providers and other community members. This plan will be presented to the Planning Committee in November.
Information Services	NSRSN is conducting meetings to coordinate the conversion to an enhanced version of our management information software. NSRSN has also initiated a data integrity quality improvement process with providers. Reports from providers on their data integrity should be coming back from providers later this month. This will become a regular process to ensure data integrity of our management information system.
Y2K Preparedness	The NSRSN staff in conjunction with a consultant, Laszlo & Co. is now actively evaluating providers' Y2K capabilities by conducting on-site preparedness assessments.

NSRSN STAFF ACTIVITIES REPORT
OCTOBER 28, 1999

TOPIC	PROGRESS
Clinical/Quality Assurance Report – Francene Thompson	
Clinical/Quality Management	<ul style="list-style-type: none"> ◆ The Quality Management Team worked extremely hard on preparations for the MHD Integrated Review. The thoroughness of their efforts was apparent when they made an outstanding presentation to the Mental Health Division IR Team. ◆ Work on the Caseload Study continues as additional data has been collected before finalizing the committee's report. ◆ The QMOC Committee's Outcomes Sub-committee met to review a wide array of information collected through the concurrent process, by Ombuds and QRT staff, and through the process of on-site Administrative Audits. They will work closely with QM staff to draw conclusions about the data and make recommendations to QMOC for utilization of the reports for Quality Improvement. ◆ QMOC met on September 29th to receive reports from Resource Managers regarding the CHAP review process and new concurrent review data, for updates from Ombuds and QRT, a summary report on the Mental Health Division Integrated Review, a tribal liaison report, and to review the APN Quality Management Plan. ◆ The Quality Manager continued to work closely with the Integrated Crisis Response Committee to improve crisis services throughout the region. Considerable improvement in the responsiveness of the system has been noted. ◆ Cross-System collaboration was addressed by establishment of an ongoing work group including NSRSN Quality Management staff and personnel from Home and Community Services. Similar collaboration continues between NSRSN and DCFS through out participation in the Region 3 Children's Oversight Committee. ◆ Resource Management staff have completed preparation of the Crisis Services Review Tool for the focused review scheduled for the first week of November.

NSRSN STAFF ACTIVITIES REPORT
OCTOBER 28, 1999

TOPIC	PROGRESS
Consumer Affairs/Tribal Liaison Report – Sharri Dempsey	
<p>Tribal Liaison:</p> <p>Office of Consumer Affairs:</p>	<ul style="list-style-type: none"> ▪ September and October Tribal/NSRSN Meetings went very well. The “American Indian/Alaskan Native Mental Health Specialist” criteria has been completed and has been accepted by the tribes in Region III. ▪ 7.01 planning has started for the year 2000. Tribes are looking over the accomplishments from 1999 and will be including issues that will need to be continued further in the “2000” plan and include other needs for next year. ▪ The workshop “Seamless Services for Native American Youth”, <i>Breaking the Barriers to Effective, Multiple-Agency Services for Children was a huge success.</i> Interested groups arrived from all parts of the state. This collaborative effort pulled together many DSHS divisions and others, (MHD, NSRSN, APN, DASA, DUCFS, TRIBES, INDIAN CHILD WELFARE, LAW ENFORCEMENT, COUNTIES, and TRIBAL LEADERS. All who attended were offered 6 Continuing Education Credits and an armload of good information to draw from in the future. ▪ The work has just started on a conference to be held in March 2000, conference will include a variety of agencies. The conference theme will be “Healing the Care Givers”. This retreat will focus on Traditional/Spiritual Healing and an educational component to help with the needed continuing education credits. ▪ Community forum will be held for Advisory Board Members and other stakeholders December 9, 1999 at the new NSRSN Board Room. This is an opportunity to working on the Quality Review Team survey questions used while working with different agencies. ▪ The first edition of “Around the Sound” NSRSN/Consumer Newsletter has been completed and shared at the October 19, 1999 Advisory Board Meeting. The newsletter was then mailed to all agencies and others connected with the North Sound RSN system. All my gratitude and respect to those who shared articles and to the NSRSN staff who helped pull this project together. ▪ The new Ombuds (Becki Bacon) is now taking cases from consumers. This will help facilitate the process of helping consumers/family members who have concerns about services. ▪ The Ombuds, Policy and Procedure manual is starting to take shape. To date we have written, training policy, safety policy, and basic work plans for the Ombuds department. The first draft of “Ombuds Functional Independence” has been prepared and will be presented at the November, 1999 Advisory Board and then at the Board of Directors meeting in December.

NSRSN STAFF ACTIVITIES REPORT
OCTOBER 28, 1999

TOPIC	PROGRESS
Contract Compliance/Fiscal Report – Marcia Gunning	
MHD Administrative Audit:	<ul style="list-style-type: none"> • NSRSN Audit Team member and Intersystem collaboration lead during MHD on-site audit.
MHD Contracts:	<ul style="list-style-type: none"> • Review/process contract amendment (4) with the Mental Health Division for Integrated Inpatient and Outpatient Mental Health Services. • Review/process contract amendment (4) with the Mental Health Division for Gatekeeper Model of Case -Finding of At-Risk-Older Adults.
Provider Contracts:	<ul style="list-style-type: none"> • Developed and processed contract amendment (1) for APN, Seamar and VOA in order to implement the NSRSN IS redistribution formula funding, approved at the August Board Meeting. • Developed, negotiated and processed contract amendment (2) with APN for Gatekeeper Model of Case -Finding of At-Risk-Older Adults.
Hospital Agreements:	<ul style="list-style-type: none"> • Developed and processed contract amendment (3) with APN that extends the current Children's Hospital Alternative Program (CHAP) Services Statement of Work in APN's contract with the NSRSN through 12/31/99. • Submitted Working Agreements between NSRSN and the eleven most frequently utilized Community Hospitals. To date three Agreements are fully executed. Anticipate all eleven to be fully executed within 30 days.
Professional Services Agreements:	<ul style="list-style-type: none"> • Develop and process Professional Services Contract with Deloitte & Touche for Information Services Consultation Services. • Develop, process and negotiate Professional Services Contract with United Behavioral Health for Medical Director Consultation Services • Developed and processed through execution Professional Services Contract with the Washington Firm, as approved by the NSRSN Executive Committee.
Relocation:	<ul style="list-style-type: none"> • Working with moving Committee on new office layout, design and wiring issues. • Continue to develop and fine tune NSRSN system to reconcile Medicaid eligibles with State MHD and MAA.
Medicaid Eligibles:	<ul style="list-style-type: none"> • Reviewed all contracted provider Bi-Annual quarterly Reports. Filed quarterly L & I, Federal and unemployment reports.
Financial Reports:	<ul style="list-style-type: none"> • Continue to develop and fine tune NSRSN system to reconcile Inpatient and Inpatient Savings payments with MHD and MAA. We are running into irregularities and concerns with State Payment system. Working with MHD and other RSN's to develop processes.
Inpatient Reconciliation:	<ul style="list-style-type: none"> • Developed draft 2000 NSRSN Departmental and Administrative roll -up Budget • Provided DSHS booth coverage at Monroe State Fair.
Annual Budget:	<ul style="list-style-type: none"> • Have analyzed State MHD funding plans 1 through 4 for the 1999 -2001 biennium, including NSRSN funding projections. Waiting for final plan.
Monroe State Fair:	<ul style="list-style-type: none"> • Participated in and/or facilitated various meetings/committees/workgroups throughout the month (i.e., QMOC Oversight Committee, Hospital agreement development meetings with NSRSN staff and APN, weekly Management Team meetings, Crisis Response Protocol Workgroup, MHD Audit Team; Boarding Home Licensing issues with Snohomish County and APN
Proposed State Funding:	
Monthly Meetings:	

NSRSN STAFF ACTIVITIES REPORT
OCTOBER 28, 1999

TOPIC	PROGRESS
Office Manager's Report – Rae Benjamin	
Office Relocation	<p>Building permits were received and remodeling began on September 23, 1999. Currently the walls have been framed and the electrical wiring is almost complete. The electrician will also install conduit and electrical boxes to facilitate the telephone and network installation and wiring.</p> <p>A referral was received regarding a consultant to address ADA issues in the new location. An architectural plan has been submitted for their review and we are awaiting a response. Once plan review is complete, a site visit will be scheduled in order to obtain accessibility recommendations regarding the parking lot and entrance to the building.</p> <p>Bids are being requested for installing fiber optic cables in order to allow for connection to the Intra-government network.</p> <p>Barring unforeseen problems, the Contractor is projecting that the remodeling will be completed in time for the NSRSN to move at the end of November, 1999. The new address is 117 North First Street, Suite 8, Mt. Vernon, WA 98273. Formal notification will be mailed to all when the official move date is set.</p>
Support Staff Projects	<p>Support staff continue to work on the support staff projects. Staff have taken on various projects to address issues such as preparation procedures for Board and Advisory Board packets, central filing system, records retention protocols, staff training, telephone and mail procedures, and crisis protocols.</p>
Monroe State Fair	<p>Staff provided DSHS booth coverage at Monroe State Fair.</p>
Personnel Policies & Procedures	<p>Staff are currently assisting Washington Firm in reviewing and making recommendation for updating the Personnel Policies and Procedures</p>

NORTH SOUND REGIONAL SUPPORT NETWORK

NSRSN Board of Directors

Approval Form

TO: NSRSN Board of Directors
FROM: Merle D. Adrian, Executive Director
DATE: October 25, 1999

Action Requested: The NSRSN Board is asked to approve **Motion #99-058**

Approval Date: October 28, 1999

Source of Request: Bill Whitlock, Fiscal Officer

Motion: To review and approve NSRSN claims paid from September 1, 1999 to September 30, 1999. Total dollar amount of warrants paid in September: \$3,059,985.87. Total September payroll of \$62,745.60, and associated benefits.

Background: Reviewed by Bob Hart and Kirke Sievers October 28, 1999.

Fiscal Implications: We do not anticipate exceeding the annual budget.

Attachment(s): Available for review is a listing of warrants issued between September 1 and September 30, 1999, original expense documentation for all expenditures, time sheets for September and Skagit County payroll reports.

Executive Recommendations: XXXX **Approve** _____ **No Recommendation**
_____ **Further Review Required**

Executive Director (Signature)

Exp. Yr.	Batch #	Seq #	Batch Date	Vendor #	Vendor Name	Amount	Sk GL Code	Date Paid	Warrant #	Description
99	13894	1	08/25/99	16436	Benjamin, Rae	221.24	5013110	09/02/99	52310	Office Supplies
99	13894	1	08/25/99	16436	Benjamin, Rae	39.00	5014310	09/02/99	52310	Travel
99	13894	2	08/25/99	16529	Gunning, Marcia	244.45	5014310	09/02/99	52267	Travel
99	13894	3	08/25/99	15601	Lorman Education Services	189.00	5014910	09/02/99	52264	Miscellaneous
99	13894	4	08/25/99	11006	Lane, Powell, Spears, Lubersky	434.00	5014110	09/02/99	52261	Professional Services
99	13894	5	08/25/99	11006	Lane, Powell, Spears, Lubersky	107.04	5014110	09/02/99	52261	Professional Services
99	13894	6	08/25/99	11006	Lane, Powell, Spears, Lubersky	129.92	5014110	09/02/99	52261	Professional Services
99	13894	7	08/25/99	11006	Lane, Powell, Spears, Lubersky	336.78	5014110	09/02/99	52261	Professional Services
99	13894	8	08/25/99	14266	Office Depot	94.71	5013110	09/02/99	52284	Office Supplies
99	13894	9	08/25/99	14266	Office Depot	194.03	5013510	09/02/99	52284	Small Tools
99	13894	10	08/25/99	14266	Office Depot	97.01	5013110	09/02/99	52284	Office Supplies
99	13894	11	08/25/99	16505	Pitney Bowes - Postage by Phone	1,000.00	5014230	09/02/99	52378	Communications
99	13894	12	08/25/99	12538	Skagit Business Services	118.74	5014910	09/02/99	52339	Miscellaneous
99	13894	13	08/25/99	13208	Skagit Systems	21.55	5013110	09/02/99	52353	Office Supplies
99	13894	14	08/25/99	16553	Stanwood/Camano News	83.20	5024410	09/02/99	52361	Quality Advertising
99	13894	14	08/25/99	16553	Stanwood/Camano News	83.20	5014410	09/02/99	52361	Advertising
99	13894	15	08/25/99	16507	Wa. State Dept. of General Admin.	7,137.29	5044185	09/02/99	52385	Rent
99	13894	16	08/25/99	17211	ZD Journals	95.94	5014910	09/02/99	52401	Miscellaneous
99	13988	1	09/01/99	13589	AirTouch Cellular	53.94	5014230	09/09/99	52485	Communications
99	13988	2	09/01/99	13589	AirTouch Cellular	21.09	5034230	09/09/99	52485	Ombuds Communications
99	13988	3	09/01/99	13589	AirTouch Cellular	80.84	5034230	09/09/99	52485	Ombuds Communications
99	13988	4	09/01/99	13589	AirTouch Cellular	16.29	5014230	09/09/99	52485	Communications
99	13988	5	09/01/99	13589	AirTouch Cellular	23.45	5014230	09/09/99	52485	Communications
99	13988	6	09/01/99	16468	Express Personnel Services	340.75	5014110	09/09/99	52572	Professional Services
99	13988	7	09/01/99	16468	Express Personnel Services	357.88	5014110	09/09/99	52572	Professional Services
99	13988	8	09/01/99	16468	Express Personnel Services	153.92	5014110	09/09/99	52572	Professional Services
99	13988	9	09/01/99	16468	Express Personnel Services	342.32	5014110	09/09/99	52572	Professional Services
99	13988	10	09/01/99	16468	Express Personnel Services	275.50	5014110	09/09/99	52572	Professional Services
99	13988	11	09/01/99	16468	Express Personnel Services	543.75	5014110	09/09/99	52572	Professional Services
99	13988	13	09/01/99	16429	Heiner, Darrell	10.00	5014310	09/09/99	52554	Travel
99	13988	14	09/01/99	14350	Metrocall (AT&T Wireless Services)	3.74	5014230	09/09/99	52645	Communications
99	13988	15	09/01/99	B2087	Microsoft TechNet	342.32	5013110	09/09/99	52648	Office Supplies
99	13988	16	09/01/99	17316	OfficeTeam	612.16	5014110	09/09/99	52671	Professional Services
99	13988	17	09/01/99	17316	OfficeTeam	765.20	5014110	09/09/99	52671	Professional Services
99	13988	18	09/01/99	17316	OfficeTeam	593.03	5014110	09/09/99	52671	Professional Services
99	13988	19	09/01/99	14266	Office Depot	233.45	5033510	09/09/99	52668	Ombuds Small Tools
99	13988	20	09/01/99	12707	Pitney Bowes Inc. (Supplies)	55.83	5013110	09/09/99	52684	Office Supplies
99	13988	21	09/01/99	14453	Physicians' Desk Reference	78.90	5013110	09/09/99	52681	Office Supplies

99	13988	22	09/01/99	13870	3D Computer Corporation	3,194.52	5016411	09/09/99	52479	Equipment
99	13988	22	09/01/99	13870	3D Computer Corporation	878.98	5013110	09/09/99	52479	Office Supplies
99	13988	23	09/01/99	B2086	WA Protection & Advocacy	231.56	5034310	09/09/99	52768	Ombuds Travel
99	13988	24	09/01/99	11402	GTE (Phone)	79.66	5014230	09/09/99	52586	Communications
99	14107	1	09/08/99	10187	Alliance	966.03	5013110	09/15/99	52815	Office Supplies
99	14107	2	09/08/99	16682	Blue Sky Travel	176.00	5034310	09/15/99	52832	Ombuds Travel
99	14107	3	09/08/99	16425	Benoit, Linda	208.94	5014310	09/15/99	52939	Travel
99	14107	4	09/08/99	16427	Coy, Lorelei	89.80	5014230	09/15/99	52942	Communications - Advisory
99	14107	5	09/08/99	10672	City Cab, Inc.	24.50	5014310	09/15/99	52855	Travel - Advisory
99	14107	6	09/08/99	16437	Checker Cab Co,	39.20	5014310	09/15/99	52850	Travel - Advisory
99	14107	7	09/08/99	16468	Express Personnel Services	280.08	5014110	09/15/99	52892	Professional Services
99	14107	8	09/08/99	16468	Express Personnel Services	152.25	5014110	09/15/99	52892	Professional Services
99	14107	9	09/08/99	16468	Express Personnel Services	365.66	5014110	09/15/99	52892	Professional Services
99	14107	10	09/08/99	16468	Express Personnel Services	299.76	5014110	09/15/99	52892	Professional Services
99	14107	11	09/08/99	17400	Graham, Scott	3,920.00	5044185	09/15/99	53005	Crisis Services
99	14107	12	09/08/99	11006	Lane, Powell, Spears, Lubersky	406.00	5014110	09/15/99	52935	Professional Services
99	14107	13	09/08/99	11006	Lane, Powell, Spears, Lubersky	294.00	5014110	09/15/99	52935	Professional Services
99	14107	14	09/08/99	B2092	Kim Miller, Premium Account	1,267.20	5044180	09/15/99	52931	Advisory Board - C.A.T.
99	14107	15	09/08/99	17316	OfficeTeam	350.74	5014110	09/15/99	52968	Professional Services
99	14107	16	09/08/99	14266	Office Depot	269.45	5013110	09/15/99	52965	Office Supplies
99	14107	17	09/08/99	14266	Office Depot	184.61	5013110	09/15/99	52965	Office Supplies
99	14107	17	09/08/99	14266	Office Depot	1,194.59	5016411	09/15/99	52965	Equipment
99	14107	18	09/08/99	14036	Puget Sound Energy	188.02	5014700	09/15/99	52988	Utilities
99	14107	19	09/08/99	14036	Puget Sound Energy	114.22	5014700	09/15/99	52988	Utilities
99	14107	20	09/08/99	12538	Skagit Business Services	48.08	5013110	09/15/99	53016	Office Supplies
99	14107	21	09/08/99	16718	Skagit Valley College - Food Services	43.12	5013110	09/15/99	53014	Office Supplies
99	14107	22	09/08/99	16473	Snohomish County Human Svcs	5,500.00	5044182	09/15/99	53034	July 99 FBG
99	14107	22	09/08/99	16473	Snohomish County Human Svcs	93,696.88	5044124	09/15/99	53034	July 99
99	14107	23	09/08/99	13870	3D Computer Corporation	1,212.75	5014110	09/15/99	52803	Professional Services
99	14107	24	09/08/99	16475	Whatcom County Health Dept.	7,803.50	5044124	09/15/99	53068	Aug. 99
99	14107	24	09/08/99	16475	Whatcom County Health Dept.	1,525.75	5044182	09/15/99	53068	Aug. 99 FBG
99	14107	25	09/08/99	16475	Whatcom County Health Dept.	7,803.50	5044124	09/15/99	53068	July 99
99	14107	25	09/08/99	16475	Whatcom County Health Dept.	1,525.75	5044182	09/15/99	53068	July 99 FBG
99	14107	26	09/08/99	16941	Whidbey Telephone Company	44.10	5014230	09/15/99	53069	Communications
99	14107	27	09/08/99	16941	Whidbey Telephone Company	25.40	5014230	09/15/99	53069	Communications
99	14107	28	09/08/99	B0692	West Isle Air	33.00	5014310	09/15/99	53064	Travel - Advisory
99	14107	29	09/08/99	B0692	West Isle Air	33.00	5014310	09/15/99	53064	Travel - Advisory
99	14113	1	09/08/99	16531	NSRSN (Petty Cash)	422.40	5044180	09/15/99	52964	Advisory Board - C.A.T.
99	14113	1	09/08/99	16531	NSRSN (Petty Cash)	24.52	5013110	09/15/99	52964	Office Supplies
99	14113	1	09/08/99	16531	NSRSN (Petty Cash)	50.14	5014310	09/15/99	52964	Travel

99	14113	1	09/08/99	16531	NSRSN (Petty Cash)	7.73	5014910	09/15/99	52964	Miscellaneous
99	14226	1	09/15/99	17352	Airporter Shuttle	32.00	5014310	09/17/99	53082	Travel - Advisory
99	14226	2	09/15/99	17419	Ashton, Dave	48.75	5014310	09/17/99	53134	Travel - Advisory
99	14226	3	09/15/99	16436	Benjamin, Rae	30.88	5014310	09/17/99	53225	Travel
99	14226	3	09/15/99	16436	Benjamin, Rae	11.16	5014230	09/17/99	53225	Communications
99	14226	3	09/15/99	16436	Benjamin, Rae	57.13	5013110	09/17/99	53225	Office Supplies
99	14226	4	09/15/99	11810	WA ST Dept. of Info. Services	672.64	5014230	09/17/99	53275	Communications
99	14226	4	09/15/99	11810	WA ST Dept. of Info. Services	23.56	5013110	09/17/99	53275	Office Supplies
99	14226	5	09/15/99	B2099	Doubletree (Portland)	323.73	5034310	09/17/99	53141	Ombuds Travel
99	14226	6	09/15/99	17404	Grupper, Robin	230.10	5034310	09/17/99	53230	Ombuds Travel
99	14226	7	09/15/99	17354	Greater Columbia Behavioral Health	280.13	5014110	09/17/99	53158	Professional Services
99	14226	8	09/15/99	16503	LKB Partnership	3,700.31	5014510	09/17/99	53181	Rentals
99	14226	9	09/15/99	12221	MCI WorldCom	7.78	5014230	09/17/99	53191	Communications
99	14226	10	09/15/99	14266	Office Depot	129.32	5013110	09/17/99	53208	Office Supplies
99	14226	11	09/15/99	17316	OfficeTeam	719.94	5014110	09/17/99	53210	Professional Services
99	14226	12	09/15/99	12917	Rural Skagit Sanitation, Inc.	17.00	5014700	09/17/99	53231	Utilities
99	14226	13	09/15/99	16922	S. Magill Consulting, Inc.	6,666.67	5044180	09/17/99	53232	Advisory Projects
99	14226	14	09/15/99	13892	Sea Mar Counseling Services	39,270.00	5044124	09/17/99	53234	Sept. 99
99	14226	14	09/15/99	13892	Sea Mar Counseling Services	2,248.67	5044182	09/17/99	53234	Sept. 99 - FBG
99	14226	15	09/15/99	17406	St. Joseph Hospital Food & Nutrition	55.00	5013110	09/17/99	53253	Office Supplies
99	14226	16	09/15/99	16580	Skagit County Human Services	4,965.00	5044124	09/17/99	53243	Aug. 99
99	14226	17	09/15/99	13388	Service Alternatives	450.00	5014810	09/17/99	53238	Repairs & Maintenance
99	14226	18	09/15/99	17405	Thompson, Francene	294.05	5014310	09/17/99	53154	Travel
99	14226	19	09/15/99	15607	Volunteers of America	78,534.69	5044124	09/17/99	53269	Sept. 99
99	14226	20	09/15/99	16863	White, Michael	17.23	5014310	09/17/99	53195	Travel
99	14226	21	09/15/99	16940	Gerst, Greg	215.15	5014310	09/17/99	53159	Travel - Advisory
99	14226	22	09/15/99	16940	Gerst, Greg	93.60	5014310	09/17/99	53159	Travel - Advisory
99	14226	23	09/15/99	16612	Whitlock, Bill	20.15	5014310	09/17/99	53102	Travel
99	14224	1	09/15/99	16438	Associated Provider Network	26,678.08	5044182	09/17/99	53291	Sept. 99 - FBG
99	14224	1	09/15/99	16438	Associated Provider Network	57,577.00	5044181	09/17/99	53291	Sept. 99 - CHAP
99	14224	1	09/15/99	16438	Associated Provider Network	2,571,794.63	5044124	09/17/99	53291	Sept. 99
99	14352	1	09/22/99	17029	Buckley, Connie	123.50	5014310	09/23/99	53402	Travel - Advisory
99	14352	2	09/22/99	14158	Cascade Natural Gas	8.62	5014700	09/23/99	53389	Utilities
99	14352	3	09/22/99	14789	Compaq Computer Corp.	950.80	5013510	09/23/99	53399	Small Tools
99	14352	4	09/22/99	17092	Copy Source	97.02	5014910	09/23/99	53405	Miscellaneous
99	14352	5	09/22/99	16468	Express Personnel Services	365.66	5014110	09/23/99	53421	Professional Services
99	14352	6	09/22/99	16468	Express Personnel Services	431.79	5014110	09/23/99	53421	Professional Services
99	14352	7	09/22/99	11402	GTE (Phone)	180.97	5014230	09/23/99	53428	Communications
99	14352	8	09/22/99	14198	IKON Office Solutions	833.44	5014510	09/23/99	53436	Rentals
99	14352	9	09/22/99	14350	Metrocall (AT&T Wireless Services)	44.57	5014230	09/23/99	53475	Communications

99	14352	10	09/22/99	14266	Office Depot	146.58	5013510	09/23/99	53491	Small Tools
99	14352	11	09/22/99	17316	OfficeTeam	631.40	5014110	09/23/99	53493	Office Supplies
99	14352	12	09/22/99	16531	NSRSN (Petty Cash)	200.00	5044180	09/23/99	53489	Advisory Board - C.A.T.
99	14352	12	09/22/99	16531	NSRSN (Petty Cash)	359.00	5014310	09/23/99	53489	Travel - (217 Advisory)
99	14352	13	09/22/99	16718	Skagit Valley College - Food Services	43.12	5013110	09/23/99	53522	Office Supplies
99	14352	14	09/22/99	16473	Snohomish County Human Svcs	5,500.00	5044182	09/23/99	53538	Aug. 99 FBG
99	14352	14	09/22/99	16473	Snohomish County Human Svcs	93,696.88	5044124	09/23/99	53538	Aug. 99
99	14352	15	09/22/99	13835	Western Washington University	64.03	5013110	09/23/99	53573	Office Supplies
99	14352	16	09/22/99	16507	Wa. State Dept. of General Admin.	7,137.29	5044185	09/23/99	53566	E&T Rent
99	14352	17	09/22/99	16531	NSRSN (Petty Cash)	1,000.00	5014310	09/23/99	53312	Travel Advance Fund
99	I.F.	1	09/30/99		Skagit County Auditors	2,500.00	5014110	09/30/99	IGT	September 99
						3,059,985.87				

NORTH SOUND REGIONAL SUPPORT NETWORK

NSRSN Board of Directors

Approval Form

TO: NSRSN Board of Directors
FROM: Merle D. Adrian, Executive Director
DATE: October 25, 1999

Action Requested: The NSRSN Board is asked to approve **Motion #99-053**

Approval Date: October 28, 1999

Source of Request: Marcia Gunning, Contracts Compliance/Fiscal Manager

Motion: 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.

Background: 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).

Fiscal Implications: None

Attachment(s): Yes

Executive Recommendations: XXXX Approve _____ No Recommendation
_____ Further Review Required

Executive Director (Signature)

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

STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES

CONTRACT AMENDMENT

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

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

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

CONSOLIDATED SERVICES:

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

FEDERAL BLOCK GRANT FUNDS:

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

MEDICAID PAYMENT:

**Maximum
Consideration Rate**

Enrolled Recipient Category

October 1, 1999 through December 31, 1999

Age less than 21 years:

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

Age 21 years or Older:

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

**Maximum
Consideration Rate**

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

Age less than 21 years:

Non-Disabled	\$2.69
Disabled	\$24.59

Age 21 years or Older:

Non-Disabled	\$2.31
Disabled	\$13.35

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

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

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

NORTH SOUND REGIONAL
SUPPORT NETWORK

DEPARTMENT OF SOCIAL AND
HEALTH SERVICES

Title

Date

Contracts Consultant

Date

NORTH SOUND REGIONAL SUPPORT NETWORK

NSRSN Board of Directors

Approval Form

TO: NSRSN Board of Directors
FROM: Merle D. Adrian, Executive Director
DATE: October 25, 1999

Action Requested: The NSRSN Board is asked to approve **Motion #99-054**

Approval Date: October 28, 1999

Source of Request: Marcia Gunning, Contracts Compliance/Fiscal Manager

Motion: 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.

Background: 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.

Fiscal Implications: None

Attachment(s): Yes

Executive Recommendations: XXXX **Approve** _____ **No Recommendation**
_____ **Further Review Required**

Executive Director (Signature)

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

STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES

CONTRACT AMENDMENT

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

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

MAXIMUM CONSIDERATION SHALL NOT EXCEED \$ 25,836.00

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

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

NORTH SOUND REGIONAL
SUPPORT NETWORK

DEPARTMENT OF SOCIAL AND
HEALTH SERVICES

Title

Date

Contracts Consultant

Date

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

The contractor is awarded [\$13,266] from the Community Action Grant for Services Systems Change (Action Grant) entitled, "Gatekeeper Model of Case-Finding of At-Risk Older Adults" (Grant #1 KD1 SM52594-01). The purpose of this award is to enable RSN's to:

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

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

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

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

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

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

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

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

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

Maximum consideration shall not exceed \$ 13,266.

NORTH SOUND REGIONAL SUPPORT NETWORK

NSRSN Board of Directors

Approval Form

TO: NSRSN Board of Directors
FROM: Merle D. Adrian, Executive Director
DATE: October 25, 1999

Action Requested: The NSRSN Board is asked to approve **Motion #99-055**

Approval Date: October 28, 1999

Source of Request: Marcia Gunning, Contracts Compliance/Fiscal Manager

Motion: 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.

Background: NSRSN has historically subcontracted the Gatekeeper Model of Case-Finding of At-Risk-Older adults duties to APN member Whatcom Counseling & Psychiatric Clinic (WCPC). APN 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.

Fiscal Implications: Increase in funding to APN

Attachment(s): Yes

Executive Recommendations: XXXX **Approve** _____ **No Recommendation**
_____ **Further Review Required**

Executive Director (Signature)

**NORTH SOUND REGIONAL SUPPORT NETWORK
CONTRACT AMENDMENT**

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

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

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

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

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

NORTH SOUND REGIONAL SUPPORT NETWORK

ASSOCIATED PROVIDER NETWORK

Merle Adrian, Executive Director Date

Authorized Signature Date

(Name of Authorized Signature Above – print or type)

EXHIBIT J

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

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

A. PERIOD OF PERFORMANCE

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

Notices shall be given to:

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

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

B. PURPOSE

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

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

C. Services To Be Provided

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

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

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

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

D. COMPENSATION

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

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

E. BILLING PROCEDURES

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

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

F. Terms and Conditions of Performance

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

FOR APN

FOR NSRSN

Executive Director Date

Executive Director Date

APPROVED AS TO FORM ONLY

Eugene Knapp, Attorney At Law Date

NORTH SOUND REGIONAL SUPPORT NETWORK

NSRSN Board of Directors

Approval Form

TO: NSRSN Board of Directors
FROM: Merle D. Adrian, Executive Director
DATE: October 25, 1999

Action Requested: The NSRSN Board is asked to approve **Motion #99-056**

Approval Date: October 28, 1999

Source of Request: Marcia Gunning, Contracts Compliance/Fiscal Manager

Motion: 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.

Background: 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

Fiscal Implications: Three (3) month CHAP carve-out funding to APN

Attachment(s): Yes

Executive Recommendations: XXXX **Approve** _____ **No Recommendation**
_____ **Further Review Required**

Executive Director (Signature)

**NORTH SOUND REGIONAL SUPPORT NETWORK
CONTRACT AMENDMENT**

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

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

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

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

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

NORTH SOUND REGIONAL SUPPORT
NETWORK

ASSOCIATED PROVIDER NETWORK

Merle Adrian, Executive Director Date

Authorized Signature Date

(Name of Authorized Signature Above – print or type)

EXHIBIT G (3)

NORTH SOUND REGIONAL SUPPORT NETWORK

APN ESTIMATED CONTRACT FUNDING

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

1. PHP Funding

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

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

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

3. Federal Block Grant Funding

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

4. Inpatient Savings

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

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

5. NSRSN Carveout – CHAP Services

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

6. NSRSN Reserves

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

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

7. SAMSHA Grant No 1 KD1 Funds

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

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

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

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

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

NORTH SOUND REGIONAL SUPPORT NETWORK

NSRSN Board of Directors

Approval Form

TO: NSRSN Board of Directors
FROM: Merle D. Adrian, Executive Director
DATE: October 25, 1999

Action Requested: The NSRSN Board is asked to approve **Motion #99-057**

Approval Date: October 28, 1999

Source of Request: Marcia Gunning, Contracts Compliance/Fiscal Manager

Motion: 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.

Background: 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.

Fiscal Implications: 1999 Budget

Attachment(s): Yes

Executive Recommendations: XXXX **Approve** _____ **No Recommendation**
_____ **Further Review Required**

Executive Director (Signature)

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

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

THE PARTIES MUTUALLY AGREE AS FOLLOWS:

I. Terms and Conditions

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

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

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

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

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

- G. Resolution of Disputes.

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

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

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

II. Compensation

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

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

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

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

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

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

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

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

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

III. Service Expectations

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

IV. Miscellaneous

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

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

- F. Venue. This Agreement shall be construed, both as to validity and performance, and enforced, subject to Paragraph I.H, in accordance with the laws of the State of Washington. The venue of any action brought hereunder shall be Skagit County.
- G. Power to Execute. Both parties warrant they have the power and authorization to execute this Agreement and any other documents executed pursuant to this Agreement.

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

FOR NSRSN:

FOR CONTRACTOR:

_____ Date
Merle Adrian, Executive Director

_____ Date
[Name of Authorized Signor]

Approved as to Form for NSRSN:

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

EXHIBIT A

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

PURPOSE:

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

DUTIES:

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

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

NORTH SOUND REGIONAL SUPPORT NETWORK

NSRSN Board of Directors

Approval Form

TO: NSRSN Board of Directors
FROM: Merle D. Adrian, Executive Director
DATE: October 25, 1999

Action Requested: The NSRSN Board is asked to approve **Motion #99-046**

Approval Date: October 28, 1999

Source of Request: Marcia Gunning, Contracts Compliance/Fiscal Manager

Motion: 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.

Background: 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.

Fiscal Implications: 1999 Budget

Attachment(s): Yes

Executive Recommendations: XXXX Approve _____ No Recommendation
_____ Further Review Required

Executive Director (Signature)

NSRSN Committee Discussion Form

AGENDA ITEM:

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

PRESENTER: Marcia Gunning

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

SIGNIFICANT POINTS OR EXECUTIVE SUMMARY:

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

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

CONCLUSIONS/RECOMMENDATIONS:

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

ATTACHMENTS:

Indemnification Clause Comparison
Medical Director Consultation Services Professional Services Contract

UBH Indemnification Clause (as modified by NSRSN Attorney):

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

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

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

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

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

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

MEDICAL DIRECTOR CONSULTATION SERVICES EXECUTIVE SUMMARY

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

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

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

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

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

DRAFT

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

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

THE PARTIES MUTUALLY AGREE AS FOLLOWS:

I. Terms and Conditions

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

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

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

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

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

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

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

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

II. Compensation

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

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

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

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

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

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

North Sound Regional Support Network
Attn.: Finance Manager

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

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

III. Service Expectations

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

IV. Miscellaneous

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

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

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

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

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

FOR NSRSN:

FOR CONTRACTOR:

_____ Date
Merle Adrian, Executive Director

_____ Date

EIN No. / Social Security No

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

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

PURPOSE:

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

DUTIES AND RESPONSIBILITIES:

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

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

AVAILABILITY:

312 Hours for the duration of Contract

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

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

MINIMUM QUALIFICATIONS:

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

KNOWLEDGE SKILLS AND ABILITIES:

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

NORTH SOUND REGIONAL SUPPORT NETWORK
NSRSN Board of Directors
Approval Form

TO: NSRSN Board of Directors
FROM: Merle D. Adrian, Executive Director
DATE: October 25, 1999

Action Requested: The NSRSN Board is asked to approve **Motion #99-059**

Approval Date: October 28, 1999

Source of Request: Sharri Dempsey, Tribal Liaison and OCA Manager

Motion: To authorize the NSRSN to implement the following Ombuds/QRT salary and staffing recommendations of the NSRSN August 18, 1999 Personnel Committee:

1. Adding a .4 Ombud position, making a total of 2.0 FTEs in the Ombuds department, effective September 1, 1999.
2. 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 from Grade 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)
Becki 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)

Background: 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.

Fiscal Implications: Increase in Ombuds and QRT Salaries

Attachment(s): NSRSN Committee Discussion Form, Ombuds/QRT Program Recommendation, Salary Survey and NSRSN Salary Range Table

Executive Recommendations: XXXX **Approve** _____ **No Recommendation**
_____ **Further Review Required**

Executive Director (Signature)