

MEMORANDUM

TO: NSRSN Board of Directors and All Interested Parties
FROM: Rae A. Benjamin, NSRSN Office Manager
RE: Meeting Information
DATE: January 26, 2000

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

**Thursday, February 3, 2000
North Sound Regional Support Network
Conference Room
117 North 1st Street, Suite 8
Mt. Vernon, WA
1:00 PM**

The Board of Directors Packet is attached for your review. I have included a map for directions to our new office space. 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**

**North Sound Regional Support Network
Conference Room
117 North 1st Street, Suite 8
Mt. Vernon, WA
February 3, 2000
1:00 PM**

AGENDA

1. Call to Order; Introductions – Chair
2. Revisions to the Agenda – Chair
3. Election of Chair and Vice Chair - Chair
4. Assumption of Chair
5. Comments by an APN Agency – 10 minutes
 - Video on Stigma Reduction, Compass Health
6. Approval of December Minutes – Chair
7. Comments & Announcements from the Chair – 5 minutes
8. Report from the Advisory Board, Dan Bilson - 5 minutes
9. Report from the Executive Director, Merle Adrian – 5 minutes
 - NSRSN Staff Activities Reports
10. Nominating Committee, Bob Hart, Chair – 5 minutes
11. Quality Management Oversight Committee Report, Chuck Benjamin, Chair – 5 minutes
12. Planning Committee Report – Bob Hart, Chair – 5 minutes
13. Report from the Fiscal Officer, Bill Whitlock – 5 minutes
14. Comments from the Public – 15 minutes

15. 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:

Motion #00-001 to review and approve NSRSN claims paid from December 1, 1999 to December 31, 1999. Total dollar amount of warrants paid in October: \$(not available at this time). Total December payroll of \$(not available at this time), and associated benefits.

Motion #00-002

16. Action Items, Merle Adrian

None

17. Motions Not Yet Reviewed by the Advisory Board, Gary Ramey – 10 minutes

Motion #99-IN01 to introduce the NSRSN/Tribal 2000 Annual 7.01 Plan

18. Executive Session

19. Reconvene

20. Adjournment

NOTE: The next Board of Directors meeting is scheduled for Thursday, February 24, 2000, at 117 North First Street, Suite 8, Mt. Vernon, WA 98273-2858.

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

**Mount Vernon Police Department
Multipurpose Room
1805 Continental Drive
Mt. Vernon, WA
December 16, 1999
1:00 PM**

AGENDA

1. Call to Order; Introductions – Chair

Kirke Sievers called the meeting to order 1:00 p.m.

2. Revisions to the Agenda – Chair

There were no revisions to the agenda.

3. Comments by an APN Agency

- Video on Stigma Reduction, Compass Health
Mr. Jere LaFollette stated they have a video developed in Snohomish County that addresses the breadth of services provided by Compass Health. The video focuses on stigma reduction as well as access. The video equipment did not work so the video will be shown at the next meeting.

4. Approval of November Minutes – Chair

Motion made, seconded and carried to approve the minutes as written.

5. Comments & Announcements from the Chair

- Employee of the Month
Presented later in the meeting.

6. Report from the Advisory Board, Jim King

The Advisory Board approved all motions. During the presentation of the 2000 Budget, a recommendation was made that any extra funds be put towards Children's Services.

Mr. King thanked everyone for the support that he and Mary Good have received over the past year. He stressed the need to continue letting people have input regarding their treatment and services.

Mr. King thanked Mr. Adrian for his leadership and positive attitude. He also thanked the Board for their support. Mr. King encouraged everyone to consider consumer voice at all times.

Mary Good stated that this year has been a wonderful learning experience for her.

7. Report from the Executive Director, Merle Adrian

Mr. King and Ms. Good will be formally thanked at the next Advisory Board meeting as they have been called on monthly for their participation and input.

Mr. Adrian encouraged Board members to review the Staff Activities Reports included in their packets.

Sharri Dempsey provided the Board with a hand out on “Seamless Services for Native American Youth” and made a presentation to the group. Rhea Miller asked if this could be also used for other nationalities and Ms. Dempsey indicated that it could be modified for other ethnic groups.

Mr. Adrian introduced Marianna Connor, stating she replaces Joe Valentine. Ms. Connor has history and knowledge of the RSN and Mr. Adrian welcomed her to the Board.

8. Nominating Committee, Bob Hart, Chair

Mr. Hart stated that the Committee has nominated Rhea Miller for Chair and Ward Nelson for Vice Chair. These nominations will be voted on at the January meeting.

9. Quality Management Oversight Committee Report, Chuck Benjamin, Chair

The QMOC has been very busy this month. The Committee approved and signed the guiding principles document for how they will conduct their business.

The Outcomes Subcommittee is awaiting information from APN regarding national benchmarks. This information was received since the last meeting. Mr. Adrian informed the subcommittee about Dr. Keith Brown, the new medical director, who will be an asset to this subcommittee.

The Critical Incident Subcommittee met twice in the past month. They are in the process of deciding what it is they want the critical incident policy to accomplish. They hope it will provide some oversight into what is happening in the field and some assistance in gathering new information about the Level of Care manual. The subcommittee continues to look at whether the data they are gathering is valuable, if that information is disseminated in a timely manner and addressing the issue of confidentiality. APN has offered to make a presentation to the subcommittee from the provider’s viewpoint and how the critical incident procedure can be more useful to them.

Mr. Teverbaugh from Snohomish County chairs the subcommittee on developing the Quality Management Plan for 2000. They have met twice but will not be able to meet their original deadline. There is some concern about a missing consumer voice on the committee but they do hope to have the plan finished by January, 2000.

The Plan would then be submitted to QMOC in February, 2000. Lorelei Coy and Gary Williams offered to join that subcommittee at the last meeting.

QMOC continues to review the case manager and quality of care study. They are currently reviewing the CHAP program and the Mukilteo E & T. At the last meeting, APN presented their Quality Management Plan and the committee will look at other plans in the future.

10. Personnel Committee Report, Rhea Miller, Chair

The Committee will be conducting an evaluation of the Executive Director. They will also review the Personnel Policies and Procedure Manual and the salary survey conducted by the Washington Firm.

11. Planning Committee Report – Bob Hart, Chair

The Committee met and discussed two issues, which were referred back to Mr. Long. A further review of the Inpatient Savings dollars is scheduled and recommendations will be presented to the Planning Committee at a future date.

12. Report from the Fiscal Officer, Bill Whitlock

The October and November financial reports indicated that trends are continuing. Inpatient Savings dollars are higher than expected and salaries and benefits are lower than normal. Mr. Whitlock estimates that RSN expenditures are currently \$40,000 to \$50,000 under budget.

Mr. Sievers asked for an update on the move to new building. January 22nd has been set as the official move date. Ms. Benjamin stated that a consultant has been scheduled to check the new location to ensure compliance to ADA requirements. Chair Sievers asked Mr. Hart to have county architect walk through and approve the location prior to occupancy.

13. Comments from the Public

There were none.

Chair Sievers provided the group with an overview of the Employee of the Month program. He thanked Sharri Dempsey for all her hard work in developing the criteria and selecting an employee. A letter will go in the employee's personnel file and a plaque displayed in the lobby of the NSRSN with the employee's picture. Mr. Sievers read from a certificate and presented Rae Benjamin with the certificate, plaque and pen and pencil set. Ms. Benjamin thanked the committee for this honor.

14. 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 #99-065** To review and approve NSRSN claims paid from November 1, 1999 to November 30, 1999. Total dollar amount of warrants paid in October: \$(not available at this time). Total November payroll of \$(not available at this time), and associated benefits.

15. Action Items, Merle Adrian

- a. **Motion #99-066** To authorize the proposed NSRSN 2000 Annual Administrative Budget and Organization Development Plan.

Ms. Gunning presented the Board with an overview of the 2000 budget, briefly explaining the amount in each category of the budget and answered questions.

A motion was made, seconded, and carried to approve the motion as written.

- b. **Motion #99-067** To authorize the NSRSN Executive Director to enter into a contract between the North Sound Regional Support Network and State of Washington - Mental Health Division Integrated Inpatient and Outpatient Mental Health Services effective January 1, 2000 through June 31, 2001.

A motion was made, seconded, and carried to approve the motion as written.

- c. **Emergency Motion #99-068** to authorize Contract #NSRSN-SA-99, amendment (01) between NSRSN and Service Alternatives for janitorial services at the NSRSN Mount Vernon Office effective 1/1/2000 to 6/30/2000.

A motion was made, seconded, and carried to approve the motion as written.

- d. **Emergency Motion #99-069** to authorize the NSRSN Executive Director to enter into contract amendment NSRSN-APN-99-10-01 (4) 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 3/31/2000. Maximum consideration for this three-month extension would not exceed \$172,731.

A motion was made, seconded, and carried to approve the motion as written.

16. Motions Not Yet Reviewed by the Advisory Board

None

17. Executive Session

None

18. Reconvene

None

19. Adjournment

With no further business, Chair Sievers adjourned the meeting at 2:20 p.m.

Respectfully submitted,

Rae Benjamin

NSRSN Staff Activities Reports

NSRSN STAFF ACTIVITIES REPORT

February 24, 2000

TOPIC	PROGRESS
Assistant Director/Planner's Report – Greg Long	
Older Adult Services Study	The report on services for older adults was presented to the Planning Committee. This report is now being revised to clarify issues around the use of the E & Ts with older adults, nursing homes, and services to special populations. The Planning Committee will review the revised report in the near future.
Strategic Planning	The Strategic Planning Sub-Committee of the Planning Committee held its initial meeting. Ward Nelson chairs this Committee. It is developing a community survey focusing on updating the 1997-1999 Strategic Plan. This spring community stakeholder meetings are planned. The Strategic Planning Sub-Committee's intention is to present a new Strategic Plan to the Board at its June Board Meeting.
Quality Managers	Intensive work is being done by the Quality Managers aimed at developing specific areas of programmatic expertise and responsibilities for them. This work highlights the shifting roles of Quality Managers since the majority of the Resource Management Functions have been delegated to the APN. Quality Managers' new roles will include utilization management, clinical quality assurance/quality improvement monitoring, and specific program oversight and planning.
Western State Hospital	Western State Hospital has been near or over capacity for the last several weeks. The NSRSN has put together a workgroup focusing on approaches to minimize the Region's use of Western State Hospital. These recommendations were presented to NSRSN County Coordinators and to MHD.

NSRSN STAFF ACTIVITIES REPORT

February 3, 2000

TOPIC	PROGRESS
Clinical/Quality Assurance Report – Francene Thompson	
Clinical/Quality Manager	<p>Request for a Corrective Action Plan was required following the Snohomish County Evaluation and Treatment Center Review. That Plan has been received from the Associated Provider Network and is being reviewed for sufficiency by Quality Management. Acceptance of that plan is anticipated.</p> <p>Meetings were held addressing the content and procedure utilized in reporting presenting condition and diagnostic impressions for consumers receiving crisis intervention services with APN clinical staff.</p> <p>MHD sponsored Sexual Minority Training was attended by numerous NSRSN and provider personnel, including NSRSN quality management staff.</p> <p>Numerous planning and work sessions were dedicated to work on the Quality Management Plan for 2000. The QMOC QM Plan 2000 Sub-committee held two more meetings this month in an effort to meet the January 31, 2000, timeline for plan completion.</p> <p>The Clinical/Quality Department participated with other NSRSN staff to further develop policies and procedures to promote safety in the workplace (focusing on preventing violence and adapting policies to our new office location).</p> <p>The NSRSN Quality Manager continued to participate in meetings of the Integrated Crisis Response System Committee, assuring that contractual expectations are met and that crisis services are uniform throughout the Region.</p> <p>The Clinical/Quality Manager has been dealing with three complicated NSRSN formal grievances, working closely with the Executive Director, Consumer Affairs Manager, and legal counsel in preparing for a Fair Hearing in relation to one of those grievances to occur this month.</p> <p>Work continues on the management task of updating job descriptions, following up on the work of the Washington Firm, and redefining organizational structure.</p> <p>The Clinical/Quality Department continues to work with the Associated Provider Network to clarify the purpose, form, and procedure for reporting Critical Incidents within the Region. Attention is being given to the appropriate organizational level at which primary activity in this regard should reside. Additional meetings of the QMOC Critical Incident Sub-committee are scheduled.</p>

NSRSN STAFF ACTIVITIES REPORT
February 3, 2000

TOPIC	PROGRESS
Consumer Affairs/Tribal Liaison Report – Sharri Dempsey	
<p>Office of Consumer Affairs</p>	<p>The Quality Review Team in-service training went very well. We are now rebuilding all QRT survey tools. The questions will be weighted which will provide a more professional outcome study. The new survey tool will also allow the QRT to graph results and provide an overview from year to year.</p> <p>The next public forum will be devoted to the review of new survey tools. This meeting will be scheduled during the last week of February.</p> <p>A new Ombuds has been hired for the .5 FTE position. Ardis Moa interned as an Ombuds during 1997 and since received a Mediation Degree from Skagit Valley College. We are pleased to have Ms. Moa working with the Office of Consumer Affairs.</p> <p>The first Ombuds Oversight Committee is scheduled for February 10, 2000. The committee's first project will be to review Ombuds' Policy and Procedure manual. This project is currently in the final stages of completion. The committee will also be asked to help with public forums and stigma reduction projects.</p>
<p>Tribal Liaison</p>	<p>The new NSRSN Office space was CLEANED the traditional Native American way on the 29th of December. This spiritual/traditional work was performed by Sherman Williams and seven (7) other Traditional Healers from three (3) local tribes. Mr. Williams shared this message; "the building which will house the NSRSN is sitting on a native pathway which was used for centuries. The ancestors are pleased to have the NSRSN in this area since they are showing respect and a willingness to help the Region 3 Tribes".</p> <p>The NSRSN hosted the Regional Tribal Coordinating Council, DSHS on December 2nd. Sharri and Marcia gave presentations during this gathering of DSHS Divisional Managers.</p> <p>The NSRSN/Tribal meeting was held on January 10. This meeting completed the new 7.01 for the NSRSN. The new plan will be presented to the Board of Directors during the February Board meeting.</p>

NSRSN STAFF ACTIVITIES REPORT
February 3, 2000

TOPIC	PROGRESS
Contract Compliance & Financial Services Department – Marcia Gunning	
Inventory:	<ul style="list-style-type: none"> Conducted inventory of NSRSN physical assets prior to relocation,.
Year-End Finance:	<ul style="list-style-type: none"> Begun the 1999 year-end financial processing; contracts reconciliation, quarterly and year-end financial reports to MHD, etc.
Department Budgets:	<ul style="list-style-type: none"> Implementing Departmental Budget system for the NSRSN. In prior years the NSRSN Administrative Budget was not by Department. Each Department Manager will be responsible for monitoring and adhering to their approved 2000 budget. We are in the process of implementing a system to report and monitor expenditures by department.
Contracts and Grant Tracking System	<ul style="list-style-type: none"> Set-up and implemented Quicken Books system for tracking and monitoring NSRSN contracts/grants funding and expenditures
Hospital Agreements:	<ul style="list-style-type: none"> Continuing to work with Hospitals on Working Agreements.
SLA's:	<ul style="list-style-type: none"> Intensive work with Management Team staff regarding Service Level Agreements.
Relocation:	<ul style="list-style-type: none"> Moved to new offices.
Medicaid Eligibles:	<ul style="list-style-type: none"> Continue to develop and fine tune NSRSN system to reconcile Medicaid eligibles with State MHD and MAA.
Inpatient Sub-Committee	<ul style="list-style-type: none"> Member of state-wide RSN Inpatient sub-committee who will be meeting monthly to address inpatient payment and reconciliation issues that occur when RSN's dispute MAA payments and/or dispute RSN to RSN payment transfers, in order to bring recommendations forward to RSN Administrators.
Inpatient Reconciliation:	<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. Our efforts have resulted in savings to the NSRSN.
QMOC Sub- Committee:	<ul style="list-style-type: none"> Participated in QMOC 1999 QM Plan Review and 2000 Plan Development Subcommittee.
Staff Retreat:	<ul style="list-style-type: none"> Participated in .5 day Staff Retreat review.
RFP 99-01 Awards:	<ul style="list-style-type: none"> Continued contract development and negotiation process with the 18 RFP 99-01 award recipients. Continue to work with Advisory Board Finance Committee in establishing process and priorities, budget, expenditure approval process, etc.
Advisory Board:	<ul style="list-style-type: none"> Met with Advisory Board Chair to review 2000 expectations and processes.
Crisis Response:	<ul style="list-style-type: none"> Worked with NSRSN Planner and Clinical Staff on Crisis Response Protocol and monitoring tool.
Monthly Meetings:	<ul style="list-style-type: none"> Participated in and/or facilitated various meetings/committees/workgroups throughout the month (ie., QMOC Oversight Committee, weekly Management Team meetings, IS Meetings, etc.

NSRSN STAFF ACTIVITIES REPORT

February 3, 2000

TOPIC	PROGRESS
Office Manager's Report – Rae Benjamin	
Office Relocation	<ul style="list-style-type: none"> • Construction is complete at the new location. Staff are moving the weekend of January 22 and 23, 2000. • ADA consultant made a site visit and a formal report has been made. The report recommends minor modifications and the contractor is in the process of making these changes. • The new address is 117 North First Street, Suite 8, Mt. Vernon, WA 98273.
Support Staff Projects	<ul style="list-style-type: none"> • Support staff continue work on the support staff projects in order to address issues such as preparation procedures for Board and Advisory Board packets, central filing system, records retention protocols, staff training, mail procedures, crisis protocols, etc. Central telephone protocols and Mapping the Network projects have been completed and approved by the Management Team. These projects are currently being implemented.
Washington Firm	<ul style="list-style-type: none"> • Intensive work continues regarding the Service Level Agreements, Salary Survey, and Personnel Policies and Procedures.
NSRSN Staff Retreat	<ul style="list-style-type: none"> • Support Staff participated in the Staff Retreat on November 22 and 23. A second half day retreat was held on January 7, 2000 and a third half day is scheduled for February 7, 2000.
Writing Minutes & Notes Seminar	<ul style="list-style-type: none"> • Two support staff attended a one-day seminar designed to assist staff with writing condensed minutes and notes in an easy to read format and ensuring all important information is included.

NORTH SOUND REGIONAL SUPPORT NETWORK
NSRSN Board of Directors
Approval Form

TO: NSRSN Board of Directors
FROM: Merle D. Adrian, Executive Director
DATE: January 26, 2000

Action Requested: The NSRSN Board is asked to approve **Motion #00-001**

Approval Date: February 3, 2000

Source of Request: Bill Whitlock, Fiscal Officer

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

Background: Reviewed by Bob Hart and Kirke Sievers February 3, 2000.

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

Attachment(s): None.

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

Executive Director (Signature)

NORTH SOUND REGIONAL SUPPORT NETWORK
NSRSN Board of Directors
Approval Form

TO: NSRSN Board of Directors
FROM: Merle D. Adrian, Executive Director
DATE: January 26, 2000

Action Requested: The NSRSN Board is asked to approve **Motion #00-002**

Approval Date: February 3, 2000

Source of Request: Rae Benjamin, Office Manager

Motion: To authorize the Executive Director to enter into Lease Agreement Amendment (1) between the North Sound Regional Support Network and Timothy B. White Properties for the office space located at 117 North First Street, Suite 8, Mt. Vernon, WA.

Background: The existing lease needs to be amended to reflect modifications resulting from occupancy delay and to reflect actual suite. Maximum consideration remains unchanged.

Fiscal Implications: None

Attachment(s): Yes

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

Executive Director (Signature)

Lease Amendment

In reference to that certain lease agreement between Timothy B. White Properties as Lessor and North Sound Regional Support Network as Lessee Dated July 29, 1999, covering the premises located at Space #8, 117 North 1st Street, Mount Vernon, WA.

The abovementioned lease to be amended as follows:

1. The Premises number is changed to Space #8
2. The lease term begins February 1, 2000 and ends January 31, 2005
3. All other terms and conditions to remain unchanged.

The therein agreement, upon its execution by both parties, is herewith made an integral part of the aforementioned Lease Agreement.

Dated: _____

Dated: _____

Lessee: _____

Lessor: _____

Lessee: _____

Lessor: _____

NORTH SOUND REGIONAL SUPPORT NETWORK

NSRSN Board of Directors
Introduction Form

TO: NSRSN Board of Directors
FROM: Merle D. Adrian, Executive Director
DATE: January 26, 2000

Introduction: #99-IN01 to introduce the NSRSN/Tribal 2000 Annual 7.01 Plan

**Board Action
Request Date:** February 24, 2000

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

**Background
Information:** The Proposed 7.01 Plan will be presented to the 8 Tribes within the NSRSN Service Area on January 10, 2000 for their approval. It is anticipated that the Tribal approved NSRSN/Tribal 2000 Annual 7.01 Plan will be introduced to the NSRSN Board of Directors at their January, 2000 meeting. The NSRSN must submit the annual 7.01 Plan to the Mental Health Division in March 2000.

Attachment(s): Yes

Executive Recommendations: Approve No Recommendation
 Further Review Required

Executive Director (Signature)

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NORTH SOUND REGIONAL SUPPORT NETWORK REGION III 7.01 PLAN JANUARY 1, 2000 - DECEMBER 31, 2000

This Region III 7.01 Plan is developed in compliance with Department of Social and Health Service requirements.

	Goals/Objectives		Activities		I. Measurements		Target Date	Lead Staff
#1	Optimum access for the Region III AI/AN to NSRSN contracted programs and/or culturally appropriate services for which they are eligible.	1.1	Identify census of AI/AN tribal communities and individuals receiving mental health services by NSRSN contractors	1.1	Production of statistics from the IS database regarding AI/AN served by NSRSN contractors. Include as required fields FOR AGGREGATE DATA: <ul style="list-style-type: none"> • AI/AN field • County • Tribal affiliation • Diagnostic codes Tribal data shared with designated Tribal leaders/employees	1.1		NSRSN MIS Mgr. Tribal
		1.2	Develop cultural and traditional services for treatment of AI/AN consumers	1.2	Implementation of the use of "American Indian /Alaskan Native Mental Health Specialist" description for AI/AN consumers through Region III NSRSN/PHP providers.	1.2		Tribal Liaison
		1.3	Support , educate , and encourage NSRSN-contracted PHP providers to facilitate the incorporation of Tribal resources in the treatment of AI/AN consumers in accordance with the 7.01Plan.	1.3	Educational programs for provider staff.	1.3		Tribal Liaison

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	Goals/Objectives	Activities	I. Measurements	Target Date	Lead Staff
		1.4 Develop and implement a plan with contracted NSRSN/PHP providers for incorporating traditional/cultural tribal mental health services when treating AI/AN consumers.	1.4 MOUs are in effect that establish the required collaboration between Tribal Mental Health, County Mental Health, and PHP providers to staff and case-manage AI/AN consumers. A working procedure is in place to notify tribes when a self-identified service population member presents for services. A AI/AN Mental Health Specialist is called in for consultation within 30 days of access appointment .	1.3	Contracts Manager Tribal Liaison
		1.5 AI/AN consumers are offered traditional tribal/cultural treatment options as part of the intake process, verbally and via the Tribal Mental Health brochure.	1.5 During access, self-identified AI/AN consumers who refuse traditional tribal/cultural treatment options are required to sign a waiver, which is the provider's record that such options have been offered.		
#2	Support and Enhance Tribal Mental Health Services	2.1 Provide workshops, training, seminars and conferences among State Divisions and Tribal communities to develop procedures that promote seamless access to services, provide linkages to all DSHS divisions, and provide inclusive treatment access.	2.1 Quarterly joint NSRSN/Tribal workshops, training, seminars and/or conferences address specific Tribal mental health issues.	2.1	Tribal Liaison

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	Goals/Objectives		Activities	I.	Measurements	Target Date	Lead Staff
		2.2	Workshop, training, seminar and conference need and subject matter are directed by Tribes who attend the NSRSN/Tribal meetings.	2.2	Tribes take an active part in the design and presentation of workshops, training, seminars, and/or conferences.		
#3	Increase in census of enrolled Tribal members employed by NSRSN-contracted PHP providers.	3.1	NSRSN-contracted PHP providers include Tribal employment offices on mailing lists/publicity for job announcements.	3.1	Tribal employment offices routinely receive job announcements from providers.	3.1	Tribal Liaison
				3.2	Tribes are included in PHP provider recruitment; i.e., employment opportunity announcements.	3.2	
#4	Broad knowledge and understanding of the Centennial Accord, and of 7.01 planning and throughout Region III, especially among all NSRSN stake holders, including NSRSN staff, contractors, Governing Board, and Advisory Board members.	4.1	Educate and train NSRSN stake holders.	4.1	Influence of the Centennial Accord and 7.01 Plan are apparent in stakeholder planning and activities.	4.1	Tribal Liaison
		4.2	Incorporate NSRSN Region III 7.01 Plan in all NSRSN contracts.	4.2	Execute contract revisions that include 7.01 Plan.	4.2	Contracts manager Tribal Liaison
		4.3	Incorporate provisions of 7.01 Plan in NSRSN and Provider Policy & Procedure Manuals.	4.3	Review NSRSN and contractor Policy & Procedure Manuals	4.3	Tribal Liaison

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	Goals/Objectives		Activities	I.	Measurements		Target Date	Lead Staff
		4.4	Revise the NSRSN Level of Care Manual to include joint case reviews	4.4	Audits reveal that provider Policy & Procedure Manuals contain these procedures. Next update of the Level of Care Manual includes joint case reviews.		4.4	Tribal Liaison
		4.5	Develop working agreements between the Tribes, NSRSN, APN and contractors (i.e., Agreement for Crisis Services)	4.5	Execute agreements; report at monthly Tribal meetings		5.5	Contracts Manager
#5	Mental Health Community awareness and understanding of outstanding issues and/or gaps in services identified by Tribes.	5.1	Develop satisfaction survey for Native American consumers, to include all aspects of treatment;	5.1	Report at Tribal meetings and in NSRSN newsletter		5.1	Ongoing Tribal Liaison
		5.2	Incorporate awareness and oversight of special needs of AI/AN consumers into the standard QMOC process.	5.2	The address of outstanding issues and/or gaps in services identified by Tribes appears on QMOC agenda.		5.2	Ongoing Executive Director
#6	Maintain 7.01 Plan as a living, focused, working document		Hold quarterly meetings with Tribal appointed leaders to update 7.01 Plan .		7.01 Plan updated quarterly. Collaborative, concerted focus on common needs and goals identified through process		Quarterly	Tribal Liaison and The Eight Region III Tribes
#7	Optimal Tribal Participation and Involvement in Every Aspect of the 7.01 Plan and Planning Process.	7.1	All eight Region III Tribes assign staff and regularly attend monthly NSRSN/Tribal meetings.	7.1	Monthly attendance at NSRSN/Tribal meetings by representatives of all eight Region III tribes.		7.1	Ongoing The Eight Region III Tribes