

NORTH SOUND REGIONAL SUPPORT NETWORK BOARD OF DIRECTORS MEETING

North Sound Regional Support Network

Conference Room

117 North First Street, Suite 8

Mt. Vernon, WA

September 26, 2002

1:30 PM

Agenda

1. Call to Order; Introductions – Chair

1.a Presentation of Poster Contest Winners

2. Revisions to the Agenda – Chair

3. Approval of August Minutes – Chair

4. Comments & Announcements from the Chair

5. Reports from Board Members

6. Comments from the Public

6.a Presentation: APN 2003 Budget - Jere LaFollette, Dean Wight

7. Report from the Advisory Board – Eileen Rosman, Chair

8. Report from Executive/Personnel Committee – Dave Gossett, Chair

9. Report from the Planning Committee – Dave Gossett, Chair

10. Report from the QMOC – Andy Byrne, Chair

11. Report from the Executive Director – Chuck Benjamin, Executive Director

12. Report from the Finance Officer – Bill Whitlock

13. Report from the Finance Committee – Mike Shelton

14. Consent Agenda – Chair

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.

Motion 02-043 To review and approve NSRSN claims paid from August 1, 2002 to August 31, 2002. Total dollar amount of warrants paid in August (unavailable).

Total August payroll of (unavailable) and associated benefits in the amount of (unavailable).

Motion 02-041 To authorize contract 0169-45577, Amendment 3 between the North Sound Regional Support Network and Division of Developmental Disabilities for Crisis Prevention, Intervention and Stabilization Services. Maximum consideration has been decreased by \$2,395. Maximum consideration is changed to \$817,126.32. All other terms and conditions remain unchanged.

Motion 02-042 To authorize contract NSRSN-APN-DD Crisis-02, Amendment 2 between the North Sound Regional Support Network and the Associated Provider Network for DDD Crisis Prevention, Intervention and Stabilization Services. Maximum consideration of this Amendment has been reduced by \$2,395. Maximum consideration for the entire term of this agreement shall not exceed \$712,210.

15. Action Items – Marcia Gunning, Contracts Compliance/Financial Services Manager

Motion 02-044 To adopt and incorporate the attached Quality Improvement Plan into the NSRSN 2002-2003 Quality Management Plan:

As presented at the August 22, 2002 Board of Directors Meeting, the NSRSN Quality Management Department staff conducted an indepth review of the NSRSN Access System. As a result of this review, the NSRSN staff recommends that those items listed above be incorporated into the NSRSN 2002-2003 Quality Management Plan. Both the results of the Access Review and staff recommendations have been presented to the NSRSN Advisory Board and QMOC.

16. Emergency Action Items

None

17. Introduction Items – Chair

Motion IN-045 To introduce the NSRSN Housing Plan.

The NSRSN Planning Committee brings forth for review and comment their recommended NSRSN Housing Plan. It is recommended by NSRSN Staff that this plan be adopted at the October 2002 Board of Directors Meeting

Motion IN-046 To introduce the NSRSN Homelessness Plan.

The NSRSN Planning Committee brings forth for review and comment their recommended NSRSN Homelessness Plan. It is recommended by NSRSN Staff that this plan be adopted at the October 2002 Board of Directors Meeting

Motion IN-046 To introduce the NSRSN Anti-Retaliation Policy and Procedure.

The Mental Health Division has recommended the NSRSN formally adopt an Anti-Retaliation Policy and Procedures. The NSRSN Quality Review Team and Ombuds

have worked with NSRSN staff in developing the attached NSRSN Anti-Retaliation Policy/Procedures and recommend its approval.

Motion IN-047 To introduce Contract No. NSRSN-PCI-User-01 Amendment (2)

This amendment will extend the dates of the current contract with PCI through January 31, 2003. Maximum consideration of this amendment shall be \$10,083.14 (\$5,041.67 per month). Maximum consideration of the Agreement shall not exceed \$95,791.47.

Motion IN-048 To introduce Contract No. NSRSN-Raintree-ISSB-02 Professional Services Agreement between the North Sound Regional Support Network and Raintree Systems, Inc.

This Agreement postpones the effective date of the current Agreement from September 1, 2002 until November 1, 2002. Total maximum consideration of this Agreement shall not exceed \$97,067

18. Executive Session - Chair

19. Reconvene - Chair

20. Adjournment – Chair

NOTE: The next Board of Directors meeting is scheduled for Thursday, October 24, 2002 at the North Sound Regional Support Network, 117 North First Street, Suite, 8, Mount Vernon, WA at 1:30 PM.

MEMORANDUM

Revised

DATE: September 11, 2002

TO: NSRSN Advisory Board

FROM: Marcia Gunning
Contracts Compliance & Financial Services Manager

RE: September 17, 2002 NSRSN Board of Director's Agenda

Please find for your review and comment the following that will be discussed with the Board of Directors brought forth at the September 17, 2002 NSRSN Board Meeting.

CONSENT AGENDA

1. To authorize the NSRSN Executive director to enter into Contract 0169-45577, Amendment 3 between the North Sound Regional Support Network and Division of Developmental Disabilities for Crisis Prevention, Intervention and Stabilization Services. Maximum consideration has been decreased by \$2,395. Maximum consideration is changed to \$817,126.32. All other terms and conditions remain unchanged.

This contract amendment implements the State Legislature budget reduction requirement for the Division of Developmental Disabilities as it affects DDD's contract with the NSRSN.

2. To authorize the NSRSN Executive director to enter into Contract NSRSN-APN-DD Crisis-02, Amendment 2 between the North Sound Regional Support Network and the Associated Provider Network for DDD Crisis Prevention, Intervention and Stabilization Services. Maximum consideration of this Amendment has been reduced by \$2,395. Maximum consideration for the entire term of this agreement shall not exceed \$712,210.

This contract amendment passes on to the provider the State Legislature budget reduction requirement for the Division of Developmental Disabilities as it affects DDD's contract with the NSRSN.

ACTION ITEMS

1. To adopt and incorporate the attached Quality Improvement Plan into the NSRSN 2002-2003 Quality Management Plan:

As presented at the August 22, 2002 Board of Directors Meeting, the NSRSN Quality Management Department staff conducted an indepth review of the NSRSN Access System. As a result of this review, the NSRSN staff recommends that those items listed above be incorporated into the NSRSN

2002-2003 Quality Management Plan. Both the results of the Access Review and staff recommendations have been presented to the NSRSN Advisory Board and QMOC.

EMERGENCY ACTION ITEMS

None

ITEMS NOT YET REVIEWED BY THE ADVISORY BOARD

1. To introduce the NSRSN Housing Plan.

The NSRSN Planning Committee brings forth for review and comment their recommended NSRSN Housing Plan. It is recommended by NSRSN Staff that this plan be adopted at the October 2002 Board of Directors Meeting

2. To introduce the NSRSN Homelessness Plan.

The NSRSN Planning Committee brings forth for review and comment their recommended NSRSN Homelessness Plan. It is recommended by NSRSN Staff that this plan be adopted at the October 2002 Board of Directors Meeting

3. To introduce the NSRSN Anti-Retaliation Policy and Procedure.

The Mental Health Division has recommended the NSRSN formally adopt an Anti-Retaliation Policy and Procedures. The NSRSN Quality Review Team and Ombuds have worked with NSRSN staff in developing the attached NSRSN Anti-Retaliation Policy/Procedures and recommend its approval.

3. To introduce Contract No. NSRSN-PCI-User-01 Amendment (2)

This amendment will extend the dates of the current contract with PCI through January 31, 2003. Maximum consideration of this amendment shall be \$10,083.14 (\$5,041.67 per month). Maximum consideration of the Agreement shall not exceed \$95,791.47.

4. To introduce Contract No. NSRSN-Raintree-ISSB-02 Professional Services Agreement between the North Sound Regional Support Network and Raintree Systems, Inc.

This Agreement postpones the effective date of the current Agreement from September 1, 2002 until November 1, 2002. Total maximum consideration of this Agreement shall not exceed \$97,067.

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

cc: NSRSN Board of Directors
Charles R. Benjamin
County Coordinators

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

**North Sound Regional Support Network
Conference Room
117 North First Street, Suite 8
Mt. Vernon, WA
August 22, 2002
1:30 PM**

MINUTES

Present:

Mike Shelton, Vice-Chair, Island County Commissioner
Maile Acoba, Alternate for Kenneth Dahlstedt, Skagit County Commissioner
Andy Byrne, Alternate for Pete Kremen, Whatcom County Executive
Julia Gibb, Alternate for Dave Gossett, Snohomish County Council
Della Hill, Tulalip Tribes
Marie Jubie, NSRSN Advisory Board
Rhea Miller, San Juan County Commissioner
Jim Teverbaugh, Alternate for Bob Drewel, Snohomish County Executive

NSRSN Staff Members:

Chuck Benjamin, Melinda Bouldin, Shirley Conger, Chuck Davis, Melissa DeCino, Sharri Dempsey, Marcia Gunning, Wendy Klamp, Greg Long, Michael White, Bill Whitlock

Guests:

Dan Bilson, Jane Relin, Marla Elder-Koplitz

1. Call to Order; Introductions – Chair

Vice-Chair Shelton convened the meeting at 1:30. Introductions were made of all present.

2. Revisions to the Agenda – Chair

Melinda Bouldin pointed out that "*Report from the Finance Committee*" had been inadvertently omitted from the agenda, and should appear as item #13.

3. Approval of Minutes – Chair

It was moved, seconded and approved to accept the July minutes.

4. Comments & Announcements from the Chair

None

5. Reports from Board Members

None

6. Comments from the Public – Chair

Marla Elder-Koplitz presented Board members with information about the Consumer Advocate Team (C.A.T.), including the group's structure, mission and goals. Additionally she distributed material about Medicaid Prescription coverage, and announced that the C.A.T. is providing "warm" services again.

Dan Bilson voiced strong concern about Action Item 02-034. He feels it is redundant to present a motion on pass through funding. He recommends that the 4.74% administrative funds be allocated to consumer projects and family supports. He further stated that he feels this Board should give more consideration to consumer projects. He feels the meeting minutes provide a rosy picture, which is inaccurate, and misleading to the State auditors who look at the minutes.

Shirley Conger, NSRSN Ombuds, invited all Board members to remain after the meeting and vote on the consumer poster contest. She distributed voting instructions.

6.a Presentation: Access Review – Wendy Klamp

Ms. Klamp offered a PowerPoint presentation outlining the results of the recently conducted Access Review. The full report was included in each member's meeting packet. Her report outlined the timeframe of the study, a summary of the results, and recommendations for future action. There will be a proposal to add the Quality Improvement Plan to the Quality Management Plan at the September 2002 meeting. Part of the plan will be to develop a regional plan for community education. She thanked the Quality Management staff, and providers for their hard work and cooperation.

Mr. Teverbaugh commented that he felt the Access Review was a success and that the work performed was impressive. He thanked Ms. Klamp, and inquired as to why the need to wait a month? Mr. Benjamin answered that QMOC had not reviewed the Access Review Report.

7. Report from the Advisory Board – Eileen Rosman, Chair

Marie Jubie represented Ms. Rosman who was unable to attend. Ms. Jubie reported that Janet Lutz-Smith had chaired the NSRSN Advisory Board meeting. She reported that the NSRSN was the most widely represented at the Stakeholder Meeting on August 14th. Several members of the Advisory Board, as well as NSRSN staff traveled together to attend the meeting. Ms. Jubie also attended a recent rally in opposition of the Medicaid waiver in Olympia. WAPAS sponsored the rally. Dennis Braddock did not meet with the group.

Ms. Elder-Koplitz commented that the State's transporting consumers to pharmacies still honoring Medicaid coupons is a tremendous waste of money. It is also very cumbersome for consumers. She feels also that this is only the beginning, that cuts will begin reaching further into medical care as well.

8. Report from Executive/Personnel Committee – Dave Gossett, Chair

Rhea Miller offered the report in Mr. Gossett's absence. She reported that the group had met, but had no report at this time. She reported that Karl Brimmer and Dr. Tim Brown, both from DSHS, had visited the region yesterday, touring some provider agencies. It was a fruitful visit. She voiced the Committee's concern over the delay in the Raintree implementation.

9. Report from the Planning Committee – Dave Gossett, Chair

In Mr. Gossett's absence, Greg Long offered the report. The group did not meet, but is scheduled to meet in October. September meetings are scheduled for the three newly formed workgroups: Criminal Justice, Special Populations, and Mission Statement / Name Change. Along with the APN, the NSRSN will be applying for four or five more ECS slots. The deadline for application is September 10th, with people being placed by January 1, 2003. The current ECS program is a success according to everyone involved.

Jere LaFollette echoed Mr. Long's comments regarding the success of the ECS program, and feels we should take pride in the collaboration between the NSRSN and providers to make this happen.

Mr. Teverbaugh added that he feels we should be journaling this story concisely. The story is significant.

Mr. Long added that a detailed report would be done statewide, as MHD must report to the Legislature.

Mr. Benjamin stated that an article would be done in the "Around the Sound" newsletter, but we should also follow up in the media. We would need to have releases signed by the consumers involved.

Vice-Chair Shelton stated that historically the mental health system has forgotten people who are hospitalized. It sounds like when they closed the beds they set us up to fail, but we did not!

10. Report from QMOC Committee – Andy Byrne, Chair

Andy Byrne reported that the August meeting of the QMOC had been cancelled. The Access Review Report will be presented to that group in September.

11. Report from the Executive Director – Chuck Benjamin, Executive Director

Mr. Benjamin reported:

- Implementation of Raintree is delayed once again. No new implementation date is available.
- Wendy Klamp is heading up the Regional Training Committee
- Recovery Conference date changed to December 4th. The Board Retreat will commence the evening of December 4th, the morning of December 5th, followed by the regular Board Meeting at 1:30 on December 5th. All events will take place at the CottonTree in Mount Vernon, and all members are encouraged to attend.
- Thanked Shirley Conger and Chuck Davis for their hard work in organizing the Poster Contest.
- Discussions are underway about GMU (geriatric patients) negotiating for at least 10 beds in this region.
- The NSRSN, along with providers have been accepted by the MHD as a pilot for a performance indicator project. The purpose is to measure consumer satisfaction. Several modes of submission will be offered to consumers. Feedback will be given to the clinician.
- Dr. Tim Brown and Karl Brimner visited the region. They briefly visited Rainbow Center, VOA, Haven House, and the Luther Center. They were very impressed overall, especially with Crisis Triage. There are some licensing issues and concerns; Mr. Brown will be looking into changing licensing stipulations for some facilities to better fit with serving the mentally ill. Mr. Brown also commented that he feels the budget picture is bleaker than projected. Hard times are ahead, and we must all work together.

12. Report from the Finance Officer – Bill Whitlock

Mr. Whitlock offered his report, directing members to his written report included in their notebooks. There are no major variances. Revenues exceed expectations.

13. Report from the Finance Committee – Mike Shelton

Mr. Shelton reported that the Committee had reviewed and recommends approval of the consent agenda.

14. Consent Agenda – Chair

It was moved, seconded, to approve Motions 02-040, 02-037, 02-038, 02-039, all in favor, motion carried.

15. Action Items – Marcia Gunning, Contracts Compliance/Financial Services Manager

It was moved and seconded to approve Motion 02-034, To authorize the NSRSN Executive Director to enter into Contract NSRSN-APN-02, Amendment 1 between the NSRSN and Associated Provider Network for

PHP Title XIX Case Rate Increase - FY 2002. Maximum consideration shall be increased by \$591,343.

Discussion followed. Ms. Jubie reported that four people had voted against the motion when it was presented to the Advisory Board. She is quite concerned about the pass through of these monies to the APN, and no other providers.

Mr. Teverbaugh reminded the group that he had voiced concerns at last month's meeting. Since that time he studied the motion, and now understands that this money is for services already provided. It isn't "new" money. He understands the concerns of the Advisory Board members. He feels the best course of action is to go ahead and approve the Motion, and look at the issue in the future. He added that it is good to get money back into services for patient care, and plan for future support of consumer projects.

Vice-Chair Shelton stated that the worst thing to do is to automatically carve out money for administration when it is unneeded. He would like Mr. Benjamin to address the Advisory Board's questions about this issue. In the past monies were allocated for consumer oriented projects.

Mr. Benjamin reminded the group that monies for consumer projects were derived from inpatient savings pool. Resolution 98-066 gave 85% to APN, 10% to VOA, and 5% to consumer oriented projects. Inpatient savings is no longer there.

He went on to add that last year, the VOA negotiated with the RSN because inpatient savings had dried up. We worked together to come up with stabilized funding, and the Board voted to carve out dollars to support VOA. There was also an administrative carve out for the Advisory Board. Additionally, there was an extension done for the Skagit Valley College's Supported Education Project. Two consumer to provider trainings were done.

Mr. Bilson asked if the 4.75% is money that the APN wouldn't have received, why not allocated it to consumer-oriented projects? Should be placed where needed! The community verifies his feelings. This is just another windfall for the APN.

Following discussion, Vice-Chair called for a vote. The Motion carried.

16. Emergency Action Item – Marcia Gunning, Contracts Compliance/Financial Services Manager

None

17. Motions Not Yet Reviewed by the Advisory Board – Ward Nelson, Chair

Vice-Chair Shelton directed the Board to review Motions IN-022 and IN-023.

18. Executive Session - Chair

There was none

19. Reconvene - Chair

20. Adjournment – Chair

The meeting adjourned at 2:45

Respectfully submitted,

Melinda Bouldin

**NORTH SOUND REGIONAL SUPPORT NETWORK
CONTRACT AMENDMENT**

**CONTRACT NO. NSRSN-APN-DD Crisis-02
Amendment (2)**

THIS AGREEMENT is entered into between NORTH SOUND REGIONAL SUPPORT NETWORK/PREPAID HEALTH PLAN, (NSRSN) Mount Vernon, Washington, and ASSOCIATED PROVIDER NETWORK (CONTRACTOR”), Mount. Vernon, Washington.

THE PARTIES MUTUALLY AGREE AS FOLLOWS:

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

1. Maximum consideration of this Amendment has been reduced by \$2,395. Maximum consideration for the entire term of this agreement shall not exceed \$712,210.

ALL TERMS AND CONDITIONS OF PERFORMANCE OUTLINED IN CONTRACT NO. NSRSN-APN-DD CRISIS-02 THROUGH AMENDMENT TWO (2) 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
NETWORK

ASSOCIATED PROVIDER

Charles R. Benjamin
Executive Director

Date

Jere LaFollette
Executive Director

Date

Quality Improvement Plan Resulting from Access Review

Identified Area of Concern	Action	Work Group	Work Product	Timeline	NSRSN staff assigned
High degree of dissatisfaction among surveyed stakeholders.	1. Review each agency's community education plans and customer satisfaction components and develop system wide plan that includes detailed and specific mechanisms and timeframes to provide effective information to stakeholders and consumers to better explain our access system, eligibility criteria and levels of care and ongoing monitoring of customer satisfaction around access.	NSRSN APN Volunteers of America Sea Mar	Collaborative community education plan	Per contract	Sharri Dempsey
As Above	2. Improve data collection of referral sources in order to better target communication and identify education needs.	NSRSN APN Volunteers of America Sea Mar	Data reports	1 st Quarter data received by January 1, 2003	Sharri Dempsey
As above	3. Develop strategies for improved mechanisms for facilitated referrals and assisting individuals with presumptive eligibility and/or who require special assistance.	NSRSN APN Volunteers of America Sea Mar	Committee report	Nov. 1, 2002	Sharri Dempsey

As Above	4. Quarterly reports on wait time and abandonment rate will be furnished to NSRSN for monitoring	APN Sea Mar	Data report	August 31 st , 2002 January 1, 2003	Michael White
As Above	5. Investigate potential for increasing number and types of third party referrals to APN Access Call Center that can be accepted.	NSRSN APN Sea Mar Compass	Committee report	Dec. 1, 2002	Linda Benoit
XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX
APN Access staff stated policy that only one child from a family can be enrolled at a given time	This is not an approved policy. APN Call Center supervisor will provide further staff training to clarify this issue.	APN/Compass	Training documentation	Oct. 1, 2002	Terry McDonough
XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX
Current access policy for sex offenders may create delays in scheduling assessment	There will be a meeting with clinical staff from NSRSN, APN and providers to discuss the rationale for the policy and determine whether any changes are indicated and provide a written response.	NSRSN APN Providers	Written response	Nov. 1, 2002	Linda Benoit