

**NORTH SOUND REGIONAL SUPPORT NETWORK
BOARD OF DIRECTORS
SKAGIT VALLEY COLLEGE – BOARD ROOM
ADMINISTRATIVE ANNEX
2405 EAST COLLEGE WAY
Mount Vernon, WA 98273
March 25, 1999
1:00 p.m.**

AGENDA

1. Call to Order; Introductions
2. Revisions to the Agenda
3. Comments from the Public – 15 minutes
4. Comments from APN Providers – 10 minutes
5. Approval of February Minutes
6. Announcements & Comments from the Chair
7. Report from the Advisory Board
8. Report on Board Conference - 5 minutes
9. Report from the Executive Director – 5 minutes
 - Framework For All NSRSN Contracting & Recommendations
 - State Budgeting Update
10. MIS Proposal Presentation
Bernie Hilgart, NSRSN MIS Manager - 10 minutes
11. Provider Contracts Performance Report
Merle Adrian, Executive Director - 5 minutes
12. Report from the Fiscal Officer – 5 minutes

13. 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:

- A. **Motion #99-03** to review and approve NSRSN claims paid from January 1st, through January 31, 1999. Total dollar amount of warrants input in December and paid in January was \$166,417.85. Total dollar amount of warrants input in January and paid in January was \$2,606,921.56. Total January payroll was \$60,411.88 and associated benefits.
- B. **Motion #99-08** to review and approve NSRSN claims paid from February 1, 1999 through February 28, 1999. Total dollar amount of warrants paid in February was \$2,744,109.44. Total February payroll paid was \$55,078.35 and associated benefits.
- C. **Motion #99-09** to authorize Contract #NSRSN-PSC-Dempsey-99, Amendment #1, between NSRSN and Sharri Dempsey for Native American Liaison Services. This Amendment extends the current contract for an additional three (3) months. Total length of contract after Amendment is six (6) months. Maximum consideration for duration of contract shall not exceed \$29,987.00.
- D. **Motion #99-10** to authorize Contract #NSRSN-PSC-CAT-99 between NSRSN and the Consumer Advocate Team for warm line services, bi-monthly newsletter, survival guide development, transportation and peer support for Snohomish County consumers. Maximum consideration shall not exceed \$9,860.00
- E. **Motion #99-11** to authorize Contract #NSRSN-PSC-898/99-MCP, Amendment #1, between NSRSN and MCPP Healthcare Consulting, Inc., (prior name was Managed Care Performance Project) for Quality Assurance/Improvement Consultation Services. This Amendment extends the contract for four (4) months, changes the compensation from \$5,333.34 to \$3,000.00 per month, and modifies the Statement of Work. Maximum consideration of this Amendment is \$12,000.00.

14. Action Items

None

15. Motions Not Yet Reviewed by the Advisory Board

- A. **#99-IN02** to review the NSRSN Management Information System Quality Assurance/Quality Improvement Plan per the Integrated Contract with MHD.

16. Executive Session

17. Reconvene

18. Adjournment

NOTE: The next Board of Directors meeting is April 22nd at the Skagit Valley College - Annex Building in the Board Room beginning at 1:00 p.m.

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

Skagit Valley College Board Room

Administrative Annex

2405 East College Way

Mount Vernon, WA 98273

February 25, 1999

1:00 p.m.

MINUTES

Board Members Present:

Rhea Miller, Vice Chair

JoAnn Angevine, Alternate for Bob Hart, Skagit County Commissioner

Chuck Benjamin, Alternate for Pete Kremen, Whatcom County Executive

Mary Good, Vice Chair NSRSN Advisory Board

Dave Gossett, Alternate for Barbara Cothorn, Snohomish County Council

Jim King, Chair NSRSN Advisory Board

Ward Nelson, Whatcom County Council

Susan Neely, Alternate for Kirke Sievers, Snohomish County Council

Gary Ramey, The Stillaguamish Tribes

Mike Shelton, Island County Commissioner

Joe Valentine, Alternate for Bob Drewel, Snohomish County Executive

County Staff:

Linda Morris, Island County Coordinator, Jim Teverbaugh, Snohomish County Coordinator

NSRSN Staff Members Present:

Merle D. Adrian, Rae Benjamin, Linda Benoit, Marcia Gunning, Michele Hare, Cathey

Heighton, Darrell Heiner, Bernie Hilgart, Judy Kennedy, Greg Long, Mike Page,

Francene Thompson, Michael White, Bill Whitlock

Guests:

Mark Adler, Craig Bellusci, Dan Bilson, Joan Dudley, Gregory Gerst, Jess Jamieson,

Andrea K. Jefferson, Karen Kipling, Kris Laaninen, Jere LaFollette, Bob LeBeau, Peter

LaFleur, Rodney Lund, Tom MacIntyre, John Patchamatla, Steve Reinig, Jane Relin, Gil

Sparto, Bill Thorn, Josselyn Winslow

1. Call to Order; Introductions

The meeting was called to order by Vice Chair Rhea Miller at 1:02 p.m. Introductions were completed.

2. Revisions to the Agenda

There were two (2) revisions to the Agenda: To remove Motion #99-03 from the Consent Agenda, and to add the NSRSN Advisory Board Report.

3. Comments from the Public

Gregory Gerst, consumer, commented on the co-mingling of Case Managers and Counselors, where one person acts in both roles to the consumer. He stated that this overlapping of services causes conflicts and is detrimental to the ongoing treatment of the consumer. Vice Chair Miller referred Mr. Gerst to Board member Chuck Benjamin, who is Chair of the Quality Management Oversight Committee (QMOC), to discuss his concerns.

Josselyn Winslow, NSRSN Advisory Board member and advocate, agreed with Mr. Gerst's comments. She also spoke of attending a conference where Dr. Harry Reisberg spoke on the development of children, their mental health, and challenges in understanding their illnesses.

4. Comments from APN Providers

Mr. Bob LeBeau, Director of Clinical Operations, Associated Provider Network (APN), gave a presentation called "Summary of Use of Episodic Acute Care Funds." Mr. LeBeau discussed a new program developed from Inpatient Savings Dollars delegated to APN in November 1998. He noted that approximately 90% of these program funds are going to pay for residential services for children. To date, six (6) children and one (1) adult have benefited from this program.

5. Approval of January Minutes

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

6. Announcements & Comments from the Chair

Rodney Lund from NAMI of Whatcom County, announced that there will be a Children's Conference at St. Luke's Community Health Center in Bellingham on March 20th from 8:00 a.m. to 4:00 p.m. Flyers are available.

Vice Chair Miller distributed the 1999 Committee Assignments as made by Chairman Sievers. Subsequent changes to the initial assignments are as follow:

FINANCE

*Kirke Sievers
Rhea Miller

QUALITY OVERSIGHT

*Chuck Benjamin
Barbara Cothorn

INTERLOCAL WORK GROUP

*Ward Nelson
Barbara Cothorn
Rick Larsen
Gary Ramey

TRIBAL

*Chair to be determined by
Committee
Gary Ramey
Rae Ann Cleveland

PERSONNEL

*Rhea Miller
Chuck Benjamin
Dave Gossett
Rick Larsen

FINANCE

*Kirke Sievers
Rhea Miller

PLANNING

*Bob Hart
Chuck Benjamin
Jim King
Ward Nelson
Mike Shelton
Joe Valentine

PLANNING SUB-COMMITTEE/RFP

*Joe Valentine
Chuck Benjamin
Bob Hart

*Indicates Chair of Committee

Vice Chair Miller also announced that Sharri Dempsey had resigned from the NSRSN Board of Directors effective February 22, 1999.

7. Advisory Board Report

Jim King, Chair of the Advisory Board, reported that the Consumer Advocate Team (CAT) proposal had been approved. The Advisory Board will fund the proposal in the amount of \$9,860.00. The Director of CAT, Marla Elder-Koplitz, has been asked to make a presentation to the Advisory Board after her program begins functioning.

Mr. King asked that provider agencies (other than APN) present Provider Reports at Board of Directors meetings.

He also reported that an Advisory Board Budget Committee has been set up to establish procedures for the Advisory Board's Fiscal 1999 Budget, estimated at approximately \$85,000.00.

Mr. King asked that Board member, Gary Ramey representing the Stillaguamish Tribe, provide the Advisory Board with a presentation on the 7.01 Plan that was passed at the January Board of Directors meeting. Mr. Ramey stated he would be happy to do so.

Mr. King commended Mr. Adrian and the RSN staff for the outstanding work they have done in receiving an excellent State Auditor's report.

8. Report from the Executive Director

Mr. Adrian presented a written report for the Board and reported on a few of the highlights. They are:

- a. The Mukilteo E & T Facility was temporarily closed from February 8th through February 14th. This was treated as a Critical Incident and the NSRSN did an Urgent Review. APN's responses to the Urgent Review Recommendations will be reported to the Board and the QMOC.
- b. The Planning Committee:
 1. Continues to meet and work on the *White Paper*, "Acute Care Service Needs of the North Sound Region".
 2. The Y2K issue continues to be addressed.
- c. The 1999 Board Conference will be held March 4th and 5th.
- d. Staffing Issues:
 1. Kathy Nelson, QRT, has resigned effective February 25, 1999. Remaining part time staff will increase their hours to fill the part time vacancy.
 2. Michael White has been hired to serve as Information Systems Specialist.
- e. The Interlocal Workgroup will meet on March 18th.
- f. Monthly reports tracking payments made to NSRSN's major contractor (APN) and service statistics have been made available for Board members. They will continue to be updated on a monthly basis.
- g. Linda Brown, RN, PhD. and Frederica O'Connor, RN, PhD., who are in the process of initiating a study funded by the Washington Institute for Mental Illness Research and Training, will be requesting interviews of selected Board members whose service goes back to RSN formation.

9. Deloitte and Touche Presentation

Mr. Adrian introduced Peter LaFleur and Mark Adler from Deloitte and Touche who presented their report entitled, "Assessment of Management Information Systems." In the presentation, Mr. LaFleur recommended that the NSRSN:

1. Establish organization infrastructure;
2. Determine outsourcing requirements and specifications;
3. Develop a business case for each outsourcing option;
4. Develop a performance management reporting system;

5. Acquire or create information technology services based on the business case outcomes.

Copies were handed out to the Board. A question and answer period followed the presentation. Mr. Valentine thanked Mr. LaFleur and Mr. Adler for their informative and understandable presentation.

10. Provider Contracts Performance Report

Mr. Adrian distributed copies of the Provider Contracts Performance Reports for APN, VOA and Seamar to Board members. He asked that they consider this a preliminary report. A full presentation will be made at the March Board meeting.

11. Report from the Fiscal Officer

Bill Whitlock presented preliminary FY 1998, year-end financial reports on Revenue, Expenditures and Changes in Fund Balances.

Mr. Whitlock announced that the State Auditors would perform an early FY 1998 Audit. The date for their arrival has been established as March 15th.

12. Consent Agenda

A motion was then made, seconded and carried to approve the Consent Agenda Items as presented. As the Finance Committee had not met, Motion #99-03 was withdrawn. This motion will be on the March Agenda. There were none opposed.

13. Action Item

- A. **Motion #99-07** to review and approve the 1999 Quality Management Plan as presented to the Board of Directors as Introductory Item #99-IN01 at the January 28th 1999 Board meeting.

Chuck Benjamin, Chair of the QMOC, thanked all members of this Committee for their input and support. He provided a visual presentation on the 1999 Quality Management Plan and noted that 43% of this Committee was comprised of consumers and advocates. There were questions and discussion after his presentation. Gary Ramey asked that we not forget "early intervention" as preventative medicine for helping those who are the most mentally ill. Mr. Benjamin was graciously thanked by the Vice Chair.

A motion was made, seconded and carried to approve Motion #99-07. There were none opposed.

14. Announcement

Rodney Lund from NAMI in Bellingham, announced that the state Attorney General's Office has filed a "friend-of-the-court" brief, siding with the state of Georgia, regarding a challenge to the Americans with Disabilities Act. The state of Georgia contends that this Act "usurps a state's authority to decide how to dole out limited resources to pay for the needs of the disabled." Mr. Lund provided handouts of this article.

He announced that Fred Fragner had been elected President of NAMI of Whatcom County.

15. Executive Session

There was none.

16. Reconvene

There was none.

17. Adjournment

As there was no further business, Vice Chair Miller adjourned the meeting at 3:00 p.m.

Respectfully submitted,

Merle D. Adrian
Executive Director

**NORTH SOUND REGIONAL SUPPORT NETWORK
NSRSN Board of Directors Approval Form**

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

Action Requested: The NSRSN Board is asked to approve **Motion #99-03.**

Approval Date: March 25, 1999

Source of Request: Bill Whitlock, Fiscal Officer

Motion: To review and approve NSRSN claims paid from January 1st, through January 31, 1999. Total dollar amount of warrants input in December and paid in January was \$166,417.85. Total dollar amount of warrants input in January and paid in January was \$2,606,921.56. Total January payroll was \$60,411.88 and associated benefits.

Background: Reviewed by Kirke Sievers and Rhea Miller on March 25, 1999.

Fiscal Implications: The first month of the annual budget is not expected to exceed total appropriations.

Attachment(s): Yes.

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: March 25, 1999

Action Requested: The NSRSN Board is asked to approve **Motion #99-08**

Approval Date: March 25, 1999

Source of Request: Bill Whitlock, Fiscal Officer

Motion: To review and approve NSRSN claims paid from February 1st to February 28th, 1999. Total dollar amount of warrants paid in February is \$2,744,109.44. Total February payroll of \$55,078.35

Background: Reviewed by Kirke Sievers and Rhea Miller on March 25, 1999.

Fiscal Implications: We do not estimate exceeding the annual budget in any category at this time.

Attachment(s): Yes

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: March 25, 1999

Action Requested: The NSRSN Board is asked to approve **Motion #99-09**

Approval Date: March 25, 1999

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

Motion: To authorize Contract #NSRSN-PSC-Dempsey-99, Amendment #1, between NSRSN and Sharri Dempsey for Native American Liaison Services. This Amendment extends the current contract for an additional three (3) months. Total length of contract after Amendment is six (6) months. Maximum consideration for duration of contract shall not exceed \$29,987.00.

Background: NSRSN Board of Directors authorized the NSRSN Executive Director to enter into a ninety (90) day (three [3] month) professional services contract for Native American Liaison Services. The NSRSN entered into said Agreement with Sharri Dempsey Effective March 11, 1999. At the January 1999 Board Meeting the NSRSN 7.01 Plan was unanimously approved. The Native American Liaison Services are an intricate part of that Plan.

Fiscal Implications: As approved in the NSRSN 1999 Budget

Attachment(s): Yes. See Attached.

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: March 25, 1999

Action Requested: The NSRSN Board is asked to approve **Motion #99-10**

Approval Date: March 25, 1999

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

Motion: To authorize Contract #NSRSN-PSC-CAT-99 between NSRSN and the Consumer Advocate Team for warm line services, bi-monthly newsletter, survival guide development, transportation and peer support for Snohomish County consumers. Maximum consideration shall not exceed \$9,860.00

Background: At the February 1999 NSRSN Advisory Board Meeting, the Board authorized the NSRSN to enter into a one (1) year demonstration contract with the Consumer Advocate Team utilizing \$9,860.00 of the NSRSN Advisory Board 1999 Budget.

Fiscal Implications: None

Attachment(s): To Be Distributed

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: March 25, 1999

Action Requested: The NSRSN Board is asked to approve **Motion #99-11**

Approval Date: March 25, 1999

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

Motion: To authorize Contract #NSRSN-PSC-898/99-MCP, Amendment #1 between NSRSN and MCPP Healthcare Consulting, Inc., (prior name was Managed Care Performance Project) for Quality Assurance/Improvement Consultation Services. This Amendment extends the contract for four (4) months, changes the compensation from \$5,333.34 to \$3,000.00 per month, and modifies the Statement of Work. Maximum consideration of this Amendment is \$12,000.00.

Background: The NSRSN Board of Directors authorized the NSRSN Executive Director to enter into a ninety (90) day (three [3] month) professional services contract for Quality Assurance Management Services. The NSRSN entered into said Agreement with MCPP (Bev Miller) effective November 25, 1998. Effective March 1, 1999, the NSRSN has appointed Francene Thompson Interim Quality Assurance (QA) Manager (.5 FTE) and Interim Consumer Affairs Manager (.5 FTE). Extending MCPP's contract will enable the NSRSN QA Manager to serve in dual capacities while transitioning the Quality Assurance and Clinical responsibilities formerly assigned to Ms. Miller to Ms. Thompson and Resource Managers.

Fiscal Implications: As approved in the NSRSN 1999 Budget.

Attachment(s): Yes

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

Executive Director (Signature)

NORTH SOUND REGIONAL SUPPORT NETWORK
NSRSN Board of Directors
Review Form

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

Introduction: #99-IN02 to review the NSRSN Management Information System Quality Assurance/Quality Improvement Plan.

Board Action Request Date: April 22, 1999

Source of Request: Bernie Hilgart, NSRSN Interim Management Information Systems (MIS) Manager

Background Information: Per the Integrated Contract with Mental Health Division, the NSRSN is obligated to develop and implement a MIS Quality Assurance/Improvement Plan. The attached NSRSN Plan has been developed, and upon Board approval, shall be implemented by NSRSN staff.

Attachment(s): Yes

Executive Recommendations: Approve No Recommendation
 Further Review Required

Executive Director (Signature)