

MEMORANDUM

TO: NSRSN Board of Directors
FROM: Rae A. Benjamin, Office Manager
RE: Meeting Information
DATE: April 15, 1999

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

Thursday, April 22, 1999
SKAGIT VALLEY COLLEGE
Administration - Annex
2405 E. College Way
Mt. Vernon, WA
1:00 p.m.
Please note new time!

Please place the enclosed postcards on your dashboards and park in areas designated as "SP" or student parking as indicated on the enclosed map. I look forward to seeing you there.

Attached is the following:

Agenda
March Minutes
Attachments

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
SKAGIT VALLEY COLLEGE – BOARD ROOM
ADMINISTRATIVE ANNEX
2405 EAST COLLEGE WAY
Mount Vernon, WA 98273
April 22, 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 by an APN Agency – 10 minutes
 - Statistics and Quality – Jere LaFollette
5. Approval of March Minutes
6. Announcements & Comments from the Chair
7. Report from the Advisory Board – 5 minutes
8. Report from the Executive Director – 5 minutes
 - Office Relocation
9. QMOC Report – Chuck Benjamin, Chair – 5 minutes
 - 1998 Concurrent Review Presentation – Terry McDonough,
Snohomish County Area Resource Coordinator – 5 minutes
10. QRT Biannual Report – 5 minutes
11. Personnel Committee Report – 5 minutes

12. Report from the Fiscal Officer – 5 minutes

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 #99-15** to review and approve NSRSN claims paid from March 1 to March 31, 1999. Total dollar amount of warrants paid in March of \$3,377,447.23. Total March payroll of \$59,665.97, and associated employer paid benefits.
13. Action Items
 - A. **Motion #99-014** to approve the NSRSN Management Information System Quality Assurance/Quality Improvement Plan.
14. Motions Not Yet Reviewed by the Advisory Board
 - A. **#99-IN03** to review Policy and Procedure regarding use of the Executive Director's Signature Stamp
 - B. **#99-IN04** to authorize NSRSN Executive Director to enter into professional services contract with Scott Graham for the purpose of providing suicide intervention training to the Eight Tribes within the NSRSN geographic area.
15. Executive Session
16. Reconvene
17. Adjournment

NOTE: The next Board of Directors meeting is May 27th 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
March 25, 1999
1:00 p.m.**

MINUTES

Board Members Present:

Kirke Sievers, Chair
Rhea Miller, Vice Chair
Rae Anne Cleveland, The Tulalip Tribes
Mary Good, Vice Chair NSRSN Advisory Board
Dave Gossett, Alternate for Barbara Cothorn, Snohomish County Council
Bob Hart, Skagit County Commissioner
Jim King, Chair NSRSN Advisory Board
Rick Larsen, Snohomish County Council
Linda Morris, Alternate for Mike Shelton, Island County Commissioner
Ward Nelson, Whatcom County Council
Gary Ramey, The Stillaguamish Tribes
Joe Valentine, Alternate for Bob Drewel, Snohomish County Executive

County Staff:

Barbara LaBrash, San Juan County Coordinator
Jim Teverbaugh, Snohomish County Coordinator

NSRSN Staff Members Present:

Merle D. Adrian, Rae Benjamin, Sharri Dempsey, Michele Hare, Darrell Heiner,
Bernie Hilgart, Delores Holtcamp, Greg Long, Sandy Lucero, Terry McDonough,
Francene Thompson, Bill Whitlock,

Guests:

Steve Reinig, Vicki McCarty, Dean Wight, Joan Dudley, Jere LaFollette, Tom
MacIntyre, Josselyn Winslow, Kris Laaninen, Della Hill, Betsy Rogers, Kris
Rhoades, Gil Saparto, Tom Robinson, Karen Kipling

1. Call to Order; Introductions

The meeting was called to order by Chair Kirke Sievers at 1:05 p.m. Rae Anne Cleveland, Executive Director of Health Services for the Tulalip Tribes, was introduced as the new Board member replacing Sharri Dempsey who resigned from the Board in March.

2. Revisions to the Agenda

No revisions to the agenda were requested.

3. Comments from the Public

No comments from the public were made.

4. Comments by an APN Agency

Mr. Troy Husband, CMHS, presented findings from APN's *1998 Consumer Satisfaction Survey*. Mr. Husband stated APN hopes to increase consumer participation in future surveys. Handouts summarizing the data were made available.

5. Approval of February Minutes

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

6. Announcements and Comments from the Chair

Chair Sievers announced that he had visited new facilities/apartments managed by Family Counseling and Compass, providers in Snohomish County.

He also stated that he sent letters to all Washington State legislators representing the region to request their help in reinstating the mental health monies slated for elimination in the Governor's proposed budget. He has already received responses, including one from Jean Edwards (Snohomish County) who stated, "Every legislator wants to at least restore proposed mental health cuts. Perhaps we can even add a few dollars."

Relatedly, Chair Sievers asked Ward Nelson, Whatcom County Council, to discuss efforts being taken in Whatcom County. Mr. Nelson offered a proposed Resolution for maintaining the current level of state funding for mental health care as approved by the Whatcom County Council. He recommended that NSRSN adopt the Resolution for use before forwarding it to the Legislature. A motion was made, seconded and passed to create

and forward such a resolution on behalf of the RSN (#99-13). None were opposed.

7. Advisory Board Report

Mr. Jim King, Chair of the Advisory Board, commented on the need to encourage more comments from the public and a need for more effective outreach to consumers who have been physically/sexually abused or are chemically addicted.

He reported on Bernie Hilgart's presentation of Deloitte and Touche's study and findings to the Advisory Board.

He reported on the Advisory Board's Case Manager Training Committee's progress in developing a region-wide comprehensive case management training proposal. Funding has not yet been committed for implementing the training.

The Advisory Board Budget Committee continues to review its budget options regarding the \$70,000 set aside for its use. Funding has been allocated for the Consumer Advocate Team project in Snohomish County and the Advisory Board is considering using some monies for training and networking with members of other Advisory Boards.

Mr. King also stated he would be stepping down at the end of this year and that Mary Good, Vice Chair, is expected to assume his responsibilities.

8. Report on Board Conference

Rhea Miller reported on the Board Conference held March 4-5 in La Conner. The conference emphasized increasing consumer involvement and understanding the various issues and concerns stemming from a consumer-driven system. Randy Revelle, former King County Executive and Seattle Councilman was the key note speaker.

9. Report from the Executive Director

Mr. Adrian presented a written report for the Board. The highlights include:

- 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 QMOC.

- b. A final recommendation concerning proposed office space will be submitted to the Chair and ultimately to the Board during the month of April.
- c. Staffing Issues:
 - 1. Secretary/Transcribing typist—the search continues.
 - 2. Medical Director—no selection has yet been made.
 - 3. Tribal Liaison—Sharri Dempsey has agreed to a contractual relationship with NSRSN regarding these services.
- d. Interlocal Work Group continues to make progress.
- e. The MIS department is proposing a new approach to such services in response to the Deloitte and Touche findings. They will be presented later in this Board meeting.
- f. MIS paperwork reduction continues to be a high priority.
- g. NSRSN now has an official web site. The address is <http://nsrsn.org>.
- h. The NSRSN – Tribal Advisory Committee continues to meet in order to implement the 7.01 Plan.
- i. NSRSN funding and service level reports will continue to be provided on a monthly basis. The current month's data was discussed. The Board asked that an analysis of the data be presented at the April meeting.
- j. The Contracts/Finance department report was attached for review.
- k. The Planning committee is addressing key services; Mr. Valentine was thanked for his work on the RFP sub-committee. He will be presenting the sub-committee's work to the Board at the June 1999 meeting.
- l. Y2K issues and preparedness continue to be addressed.
- m. The NSRSN framework for contracting are complete and the final document has been affirmed by Sea Mar, VOA, and APN.

10. MIS Proposal Presentation

Mr. Bernie Hilgart, NSRSN Interim MIS Manager, presented program proposals regarding RSN MIS functions. The proposed changes for 1999-2000 include:

- a. Reallocating funds currently spent with BDS to BDS and providers.
- b. Continuing to contract with BDS for at least one year or contracting with other providers for similar services.
- c. Continuing to assure an appropriate NSRSN MIS staff infrastructure.

11. Provider Contracts Performance Report

Mr. Adrian presented final versions of the Provider Contracts Performance Reports for APN, VOA and Sea Mar. Mr. Adrian requested sanctions be imposed against APN for the following:

- a. Underutilization of CHAP beds in Snohomish County. After discussion, a motion to approve sanctions was made, seconded and carried (#99-12) with two opposed and one abstention.

- b. Compass failure to implement acceptable responses from the June 1998 on-site review. Francene Thompson, OCA/Clinical/QA Manager for NSRSN, was asked to meet with Compass to further discuss actions necessary for the responses to be acceptable. She will report at the next Board meeting. No sanctions will be imposed at this time.

Mr. Jim King, Chair, recommended contract findings be made available on the NSRSN web site.

12. Report from the Fiscal Officer

Bill Whitlock, Fiscal Officer for NSRSN, presented a preliminary January 1999 Financial Report including Revenue, Expenditures and Changes in Fund Balances. He noted that NSRSN is not yet receiving its full Federal portion from grants because eligible populations have gone down. There is concern about this trend as more people move off welfare.

Mr. Whitlock announced that the State Auditors arrived two weeks ago and are performing a FY 1998 Audit earlier than usual. They should be finished within the next two weeks.

13. Consent Agenda

A motion was made, seconded and carried to approve the Consent Agenda Items as presented. There were none opposed.

14. Action Item

There were no action items.

15. Motions Not Yet Reviewed by the Advisory Board

#99-IN02 to review the NSRSN Management Information System Quality Assurance/Quality Improvement Plan per the Integrated Contract with MHD. Staff will formally present details regarding this issue at the Board's April meeting.

16. Executive Session

Chair Sievers dismissed the public in order to hold an Executive Session.

17. Reconvene

There were no further announcements or actions.

18. Adjournment

As there was no further business, Chair Sievers adjourned the meeting at 2:48 p.m.

Respectfully submitted,

Merle D. Adrian
Executive Director

QRT REPORT

April 5, 1999

Enclosed please find a copy of our Biannual Report. This report is made in accordance with NSRSN Quality Review Team Policies and Procedures, and as required by the Mental Health Division. If you would like any further information please call us at 360-416-7013 ext. 32 or 45.

Sincerely yours,

Michele Hare
NSRSN Quality Review Team

Dolores Holtcamp
NSRSN Quality Review Team

CC: Board of Directors
Executive Director
Assistant Director
QA Manager
Advisory Board
Regional Ombudsperson
APN
VOA
MHD (Contract Administrator)
Sea Mar
Northwest Youth Services
Whatcom Counseling & Psychiatric Clinic
Catholic Community Services NW
C.A.T. (Consumer Advocate Team)
NAMI Skagit
NAMI Whidbey Island
NAMI Snohomish
NAMI Whatcom
NAMI Island County

Attachments:

Biannual Report
Overview survey data from agencies

NSRSN - QUALITY REVIEW TEAM **BIANNUAL REPORT**

Date: April 5, 1999

For Calendar Year : August 1 - December 31, 1998

Prepared by: NSRSN - Quality Review Team

- 1. Number of Satisfaction Surveys Conducted to Date: 74**
- 2. Number of Provider Agencies Contracted with NSRSN: 11**
- 3. Number of Site Visits: 7**
- 4. Approximate Number of Active Consumers Enrolled in NSRSN/PHP: 5,954**
- 5. The QRT is required to conduct satisfaction surveys with at least 2% of the consumers being served by each of the providers being reviewed.**
Although this biannual report properly reflects the required number of participants, the data collected has limited validity when that 2% includes only one or two consumers. It is recommended that this limitation be considered in reviewing this report. The QRT plans to designate a minimum of 10 completed surveys per provider for its 1999 satisfaction survey process.
- 6. Cross – System Contacts:**
 - Site visit to Western State Hospital
 - Made sure the homeless services were in place in Skagit County
 - QRT visits to Rainbow (drop-in) Center to see if they are able to access services
 - Site visits and information left with local E&T and Hospitals
 - QRT researched and provided information on payee services to homeless consumers
 - QRT on-going assessment of Shelter Plus Care housing for the mentally ill in Snohomish.
- 7. Access with Under Served Populations:**
 - Extensive follow up by the QRT to make sure Mental Health services are in place at Skagit County Homeless Shelters
 - Recommendation by QRT to APN to implement similar homeless services in the other four counties.

8. Continuing Education for QRT:

- WPAS training
- Quarterly meeting
- Advance Directives training
- Basic 2 training for new QRT
- Forums on Mental Illness
- Open house at Rainbow Center/ drop-in
- Continued computer training

9. QRT/QMOC:

- One QRT member participates on the committee and is also involved in sub-committee helping to write the RSN QA plan

10. Special Areas of Focus for QRT:

- Continuing Shelter Plus Care Survey concerning housing for Mentally Ill
- Assuring access to Mental Health systems for the homeless
- Researching and revising surveys for the new year
- Research of survey for NSRSN Performance Review in process
- Visits to Jails, E&Ts, Hospitals, homeless shelters, drop-in centers etc.
- Continuation of Survey process in all appropriate facilities
- Completion of Biannual Overview

NORTH SOUND REGIONAL SUPPORT NETWORK
NSRSN Board of Directors Approval Form

TO: NSRSN Board of Directors
FROM: Merle D. Adrian, Executive Director
DATE: April 13, 1999

Action Requested: The NSRSN Board is asked to approve
Motion #99-15

Approval Date: April 22, 1999

Source of Request: Bill Whitlock, Fiscal Officer

Motion: To review and approve NSRSN claims paid from March 1 to March 31, 1999. Total dollar amount of warrants paid in March of \$3,377,447.23. Total March payroll of \$59,665.97, and associated employer paid benefits.

Background: Reviewed by Bob Hart and Kirke Sievers April 22, 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)

Exp. Yr.	Batch #	Seq #	Batch Date	Vendor #	Vendor Name	Amount	Sk GL Code	Date Paid	Warrant #	RSN Exp.	Description
	10663	1	02/24/99	16468	Express Personnel Services	99.92	5014110	3/2/99	39985		Temp. Help
	10663	2	02/24/99	11006	Lane, Powell, Spears	189.27	5014110	3/2/99	40043		January Legal
	10663	3	02/24/99	12661	Pitney Bowes Credit Corp.	279.21	5014510	3/2/99	39918		Mailing Machine
	10663	4	02/24/99	16505	Postage by Phones	600.00	5014230	3/2/99	40162		Postage
	10738	1	03/03/99	13589	AirTouch Cellular	16.33	5014230	3/11/99	40600		Telephone
	10738	2	03/03/99	13589	AirTouch Cellular	16.33	5014230	3/11/99	40600		Telephone
	10738	3	03/03/99	13589	AirTouch Cellular	137.34	5014230	3/11/99	40600		Telephone
	10738	4	03/03/99	13589	AirTouch Cellular	85.52	5014230	3/11/99	40600		Telephone
	10738	5	03/03/99	13589	AirTouch Cellular	216.12	5013510	3/11/99	40600		Cell Phone
	10738	5	03/03/99	13589	AirTouch Cellular	36.49	5014230	3/11/99	40600		Telephone
	10738	6	03/03/99	16803	Chuck Albertson	10.00	5014310	3/11/99	40677		Travel - Advisory
	10738	7	03/03/99	16438	APN	4,200.00	5014124	3/11/99	40624		
	10738	8	03/03/99	16438	APN	16,092.00	5014124	3/11/99	40624		
	10738	9	03/03/99	16438	APN	34,854.00	5014124	3/11/99	40624		
	10738	10	03/03/99	16439	Behavioral Data Systems	11,201.61	5014124	3/11/99	40632		Feb. 99
	10738	11	03/03/99	16425	Linda Benoit	298.99	5014310	3/11/99	40826		Feb. 99 Travel
	10738	12	03/03/99	16468	Express Personnel	399.68	5014110	3/11/99	40727		Extra Help
	10738	13	03/03/99	16529	Marcia Gunning	189.03	5014310	3/11/99	40835		Feb. 99 Travel
	10738	14	03/03/99	16697	Michele Hare	19.21	5014310	3/11/99	40849		Feb. 99 Travel
	10738	15	03/03/99	16692	Hilgart Data Systems	2,998.00	5014110	3/11/99	40766		Feb.
	10738	16	03/03/99	11006	Lane Powell Spears Lubersky	750.00	5014110	3/11/99	40820		Legal
	10738	17	03/03/99	11006	Lane Powell Spears Lubersky	87.50	5014110	3/11/99	40820		Legal
	10738	18	03/03/99	11006	Lane Powell Spears Lubersky	201.30	5014110	3/11/99	40820		Legal
	10738	19	03/03/99	11006	Lane Powell Spears Lubersky	37.50	5014110	3/11/99	40820		Legal
	10738	20	03/03/99	16804	Mt. Vernon Business Machines	245.78	5014810	3/11/99	40833		Repairs
	10738	21	03/03/99	14082	Microage Infosystems	933.02	5013110	3/11/99	40851		Supplies
	10738	22	03/03/99	16210	Northwest Link	19.00	5014230	3/11/99	40878		March Web Site
	10738	23	03/03/99	14266	Office Depot	323.27	5013510	3/11/99	40883		TV
	10738	24	03/03/99	16430	Mike Page	11.95	5014230	3/11/99	40848		Fax
	10738	24	03/03/99	16430	Mike Page	295.17	5014310	3/11/99	40848		Dec. 98 Travel
	10738	25	03/03/99	16473	Snohomish County Human Services	134,430.00	5014124	3/11/99	41005		Jan. 99
	10738	26	03/03/99	13870	3D Computer Corp.	146.61	5013110	3/11/99	40593		Supplies
	10738	26	03/03/99	13870	3D Computer Corp.	533.61	5013510	3/11/99	40593		Printer
	10773	1	03/03/99	14763	The Wild Iris	1,877.58	5014910	3/11/99	41036		Board Retreat
	10773	2	03/03/99	16531	NSRSN Petty Cash	44.30	5013110	3/11/99	40880		Resource Directory
	10773	2	03/03/99	16531	NSRSN Petty Cash	815.00	5014910	3/11/99	40880		Board Retreat Deposit & Seminar
	10882	1	03/10/99	10187	Alliance	700.02	5013110	3/18/99	41100		Feb. Office Supplies
	10882	2	03/10/99	12360	City of Mt. Vernon	140.41	5014700	3/18/99	41147		Utilities
	10882	3	03/10/99	11810	Wa. St. Dept. of Info. Services	758.61	5014230	3/18/99	41297		Feb. Scan
	10882	3	03/10/99	11810	Wa. St. Dept. of Info. Services	919.87	5013110	3/18/99	41297		Software
	10882	4	03/10/99	16826	Greenview Data, Inc.	149.00	5013110	3/18/99	41101		Software
	10882	5	03/10/99	11402	General Telephone	117.06	5014230	3/18/99	41194		Telephone
	10882	6	03/10/99	14036	Puget Sound Energy	195.83	5014700	3/18/99	41252		Utilities

	10882	7	03/10/99	14036	Puget Sound Energy	96.49	5014700	3/18/99	41252	Utilities
	10882	8	03/10/99	16430	Mike Page	90.67	5014310	3/18/99	41230	Jan. Travel
	10882	9	03/10/99	16718	SVC Food Services	43.12	5013110	3/18/99	41268	Board Meeting Supplies
	10882	10	03/10/99	13208	Skagit Systems	17.07	5013110	3/18/99	41274	Computer Parts
	10882	11	03/10/99	13388	Service Alternatives	450.00	5014810	3/18/99	41263	Feb. Office Cleaning
	10882	12	03/10/99	16694	Sound Recycling Services	58.20	5014700	3/18/99	41278	Utilities
	10882	13	03/10/99	16580	Skagit County Human Services	4,166.00	5014124	3/18/99	41270	Feb. 99
	10882	14	03/10/99	16504	The Tulalip Tribes	4,513.16	5014124	3/18/99	41286	Feb. 99
	10882	15	03/10/99	16582	Managed Care Performance	5,333.34	5014110	3/18/99	41285	Feb. 99
	10882	16	03/10/99	14763	The Wild Iris	978.48	5014910	3/18/99	41287	Board Retreat
	10882	17	03/10/99	16612	Bill Whitlock	65.00	5014310	3/18/99	41124	Feb. Travel
	10882	18	03/10/99	16475	Whatcom County Health Dept.	9,329.25	5014124	3/18/99	41299	Feb. 99
	10900	1	03/10/99	13892	Sea Mar Counseling Services	40,748.67	5014124	3/18/99	41261	Mar. 99
	10900	2	03/10/99	15607	Volunteers of America	49,652.00	5014124	3/18/99	41293	Mar. 99
	10900	3	03/10/99	12558	Northwest Youth Services	3,511.00	5014124	3/18/99	41241	Mar. 99
	11021	1	03/17/99	16439	Behavioral Data Systems	3,459.45	5014124	3/25/99	41399	Feb. 99 Communication Lines
	11021	2	03/17/99	14158	Cascade Natural Gas	57.40	5014700	3/25/99	41419	Utilities
	11021	3	03/17/99	14158	Cascade Natural Gas	76.32	5014700	3/25/99	41419	Utilities
	11021	4	03/17/99	16716	Deloitte and Touche	14,740.00	5014110	3/25/99	41438	Professional Services
	11021	5	03/17/99	11402	General Telephone	251.72	5014230	3/25/99	41454	Telephone
	11021	6	03/17/99	16428	Cathy Heighton	342.24	5014310	3/25/99	41420	Feb. 99 Travel
	11021	7	03/17/99	11819	Insty Prints	83.37	5014910	3/25/99	41464	Printing
	11021	8	03/17/99	16503	LKB Partnership	3,700.31	5014510	3/25/99	41495	April 99 Rent
	11021	9	03/17/99	11006	Lane Powell Spears Lubersky	540.62	5014110	3/25/99	41491	Legal
	11021	10	03/17/99	11006	Lane Powell Spears Lubersky	75.00	5014110	3/25/99	41491	Legal
	11021	11	03/17/99	12917	Rural Sanitation	17.00	5014700	3/25/99	41551	Utilities
1998 A/P	11021	12	03/17/99	16857	Sharron Kick	600.00	5014110	3/25/99	41563	Professional Services
	11021	13	03/17/99	16473	Snohomish County Human Services	134,430.00	5014124	3/25/99	41579	Feb. 99
	11021	14	03/17/99	16507	Wa. St. Dept. of General Admin.	7,137.29	5014124	3/25/99	41604	April 99 E&T Rent
	11021	15	03/17/99	16474	Wa. State Ferries	17.25	5014310	3/25/99	41608	Travel
	11021	16	03/17/99	16863	Michael White	53.12	5014310	3/25/99	41507	Travel
	11021	17	03/17/99	16612	Bill Whitlock	13.76	5013110	3/25/99	41405	Office Supplies
	11021	17	03/17/99	16612	Bill Whitlock	43.80	5014310	3/25/99	41405	Travel
	11024	1	03/17/99	16438	Associated Provider Network	2,397,372.73	5014124	3/18/99	41303	Mar. 99
	11152	1	03/25/99	16438	Associated Provider Network	32,953.99	5014124	3/29/99	41758	Rate Adjustment
1998 A/P	11152	1	03/25/99	16438	Associated Provider Network	443,641.83	5014124	3/29/99	41758	Rate Adjustment - 98 portion
	11152	2	03/25/99	11402	General Telephone	159.32	5014230	3/29/99	41671	Skagit County Connection (99exp.)
1998 A/P	11152	2	03/25/99	11402	General Telephone	456.82	5014230	3/29/99	41671	Skagit County Connection (98exp.)
	I.F.	1	03/29/99		Skagit County Auditor	<u>2,500.00</u>	5014110	3/29/99	Transfer	Accounting Fees
						<u>3,377,447.23</u>				

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: **Motion #99-014** 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: XXXX Approve ____ No Recommendation
____ Further Review Required

Executive Director (Signature)

MANAGEMENT INFORMATION SYSTEMS QUALITY CONTROL/QUALITY ASSURANCE PLAN

REQUIREMENT: Develop a separate MIS quality control and quality assurance plan that verifies data accuracy. This plan shall be submitted to the MHD/MIS section for approval no later than sixty (60) days after the execution of (the Outpatient Services) Agreement.

A. INTRODUCTION

North Sound Regional Support Network (NSRSN) and its subcontracted network providers collect and manage fiscal, service event, consumer demographic, TXIX eligibility, and other types of data at many locations. This data may be divided into three (3) main levels:

1. Service Event and Consumer Demographics:

Data collection and management occur at contracted service providers. The NSRSN currently has limited access to electronic consumer demographics information and electronic service event information on a full-time basis as well as major access to paper consumer demographics information and paper service event information during the contract monitoring site visits.

2. Core Data Batch:

Construction and transmission occur at either a designated provider agency, contractually delegated Core Data responsibilities, or at the NSRSN using information from electronic and paper service event information and consumer demographics information provided by subcontractor clinical line staff. Core Data processes also include data correction by means of interface with the Mental Health Division's CIS (reconciliation with the Exception Report, TXIX eligibility checking, etc.).

3. System Performance Monitoring:

Data compilation and management occurs primarily at the NSRSN, though providers may internally monitor performance with electronic information.

This Information Systems Quality Control/Quality Assurance Plan introduces anticipated internal and external controls which will ensure that information at all three (3) levels is protected, accurate, and timely.

B. DEFINITIONS

To promote a common understanding of MIS nomenclature, and the ways in which MIS interfaces with managed care service provision, NSRSN will employ a list of definitions in its MIS Policies and Procedures Guide. Definitions will be updated as necessary. NSRSN will place an emphasis on employing nomenclature which is current and reflects best practices.

C. QUALITY CONTROLS

1. Overview:

The NSRSN's subcontracted network providers collect a wealth of service event and consumer demographic information (see Definitions, Section #2) at the clinician and financial worker levels. The great majority of consumer demographic data for any particular individual is accumulated/collected at the points of:

- a. Initial or subsequent crisis response system contacts (registration, if not already enrolled);
- b. Intake/enrollment of consumers to brief or ongoing treatment. Providers key in demographic information within a predetermined time from the point of collection at intake. They also enter select initial treatment plan information within thirty (30) days of intake while updating treatment plans, including revision of relevant demographic information, every 180 days as required by State law.

In addition, providers will collect service event information either at the time of the event or at the end of the service month from clinician- completed service activity logs. This information is keyed into the local information system anywhere from one (1) day to not more than thirty (30) days following the actual service event.

Support and financial staff collect additional information from consumers on an episodic basis, usually at the setting of appointments or subsequent to, changes in consumer funding/insurance status.

With these differing timelines for data entry and their attendant diverse methods of collection, input, and management, NSRSN finds it necessary to impose some degree of uniformity and control so that those with access to the electronic information or reports generated from, it may safely make general assumptions about its accuracy and timeliness. The NSRSN, therefore, shall ensure that members of its subcontracted provider network develop,

implement, and periodically refine internal controls. The NSRSN shall also impose periodic external controls that simultaneously examine data management/utilization as well as the structure and functioning of the physical information system.

D. INTERNAL CONTROLS

1. Intent:

The contracted provider network agencies shall use internal data quality control measures for information collection and management in order to:

- a. Maximize electronic data accuracy;
- b. Provide timely electronic data;
- c. Maximize security of sensitive consumer information;
- d. Carefully and accurately portray the functioning of the service; delivery system and;
- e. Monitor outcome performance.

2. Internal Control Administration:

NSRSN deems it appropriate that each contracted provider shall develop in writing and implement its own MIS internal controls, provided said controls meet NSRSN suitability criteria. NSRSN takes this approach due to the fact that many of its providers have established information systems which are unique in form and function from that internal to NSRSN, and to impose entirely uniform controls which may necessitate retrofitting of physical systems or substantial revisions to established data management practices places unfair burden upon the contractors.

E. EXTERNAL CONTROLS

1. Intent:

NSRSN will impose external controls upon provider information systems to ensure the highest degree of conformity between necessary information maintained in written clinical records and that maintained in the electronic database. NSRSN's essential reasons for ensuring this agreement is that the electronic database:

- a. May be accessed as a source of crucial information during crises when the written clinical record is not available, such as in remote access at a hospital ER; and

- b. It feeds core data, which the providers report to the State's Mental Health Division/CIS;
- c. It provides reliable and accurate data needed to be used in support of management decisions. External controls, therefore, mean auditing and monitoring of provider information systems by auditors having reasonable expertise to make informed objective and subjective evaluations. Said auditors should also be able to provide, outside of the auditing function, consultation and technical assistance to ameliorate deficiencies and facilitate information system development congruent with the demands of managed care in the public sector.

Regarding auditors for its contractors, NSRSN may utilize its own MIS staff or require the contractor to employ an independent auditing firm provided that such follows reasonable auditing practices known throughout the industry. In the latter two (2) cases, the auditors will not be required to follow the internal control procedures described in the MIS Policies and Procedures Guide.

For audits of the NSRSN MIS, NSRSN will determine whether to employ an independent auditor or an auditor employed by a county agency (not directly responsible to the NSRSN Administrator) by determining what degree of responsibility NSRSN maintains for State Core Data collection, transmission, and reconciliation. NSRSN's role in Core Data has changed over past biennia, and will continue to evolve with managed care.

2. Elements Subject To Review:

- a. Consumer Demographic Data Elements:

In each provider level IS audit, the auditor(s) shall examine clinical records and the electronic database for correspondence in the consumer demographic data elements described in the attached Mental Health Division documentation, **Data Audits**, plus any additional elements mandated by relevant DSHS Administrative Policies, MAA Guidelines, Mental Health Division Contracts with NSRSN, WAC 275-55, WAC 275-57, RCW 71.05, RCW 71.24 and/or RCW 71.34. This documentation will be incorporated into the MIS Policies and Procedures Guide. The auditor will also compare paper and electronic record for agreement on a pre-determined selection of other consumer demographic data elements.

b. Service Event Data Elements:

In each provider level IS audit, the auditor(s) shall examine clinical records and the electronic database for correspondence in the following consumer service event information (also described in the attached Mental Health Division documentation, **Data Audits**, plus any additional elements mandated by relevant DSHS Administrative Policies, MAA Guidelines, Mental Health Division Contracts with NSRSN, WAC 275-55, WAC 275-57, RCW 71.05, RCW 71.24, and/or RCW 71.34:

1. service date
2. minutes of service
3. service type/modality
4. service location
5. referral type
6. outcome performance

The auditor will also compare paper and electronic record for agreement on a pre-determined selection of other consumer service event data elements specifically identified in the MIS Policies and Procedures Guide.

3. Sampling:

a. Enrolled Service Recipient:

The auditor shall examine a representative sample of enrolled service recipient charts at the provider agencies, for accuracy of corresponding information in the electronic database. The auditor shall inspect a quantity of charts and matching consumer electronic records that provide a reasonable snapshot of the overall agency's information management efforts. The sample shall be made representative of the enrolled service recipient population, or may be a focused demographic sampling method.

b. Other Service Recipients:

The auditor shall also examine a representative sample of registered service recipient charts (if any) against corresponding information in the electronic database also using variables defined in the MIS Policies and Procedures Guide.

4. Process:

NSRSN shall follow the process for auditing its contracted providers fully described in the MIS Policies and Procedures Guide. The auditing will occur as part of the chart reviews and an annual contract compliance review. This process will include:

- a. Written notification of the agency a minimum amount of time before the scheduled audit;
- b. Pre-determination of sampling variables (as describe in Sampling #3, above);
- c. Use of auditing checklists and guidelines;
- d. Examination of both physical systems and data management practices (including provider MIS quality assurance plans, activities, and documentation);
- e. Written notification of findings including a corrective plan; and
- f. Follow-up procedures to ensure corrections are implemented.

5. Performance Standards:

- a. NSRSN will establish performance standards for NSRSN and contractor information systems and incorporate said standards into its MIS Policies and Procedures Guide. Performance standards will be based on research of standards normally used by independent MIS auditing entities, with special attention, if appropriate, to the needs of and usual expectations placed upon managed care practices. These standards may be periodically revised.

6. Compliance:

The contractor's failure to submit complete and accurate MIS data in the manner and time requested by the NSRSN shall be considered failure of performance on the part of the contractor. In such a case, the NSRSN will seek remedies as defined in the contract between NSRSN and contractor.

NORTH SOUND REGIONAL SUPPORT NETWORK
NSRSN Board of Directors
Introduction Form

TO: NSRSN Board of Directors
FROM: Merle D. Adrian, Executive Director
DATE: April 22, 1999

Introduction: **#99-IN03** to review Policy and Procedure regarding use of the Executive Director's Signature Stamp

Board Action Request Date: May 27, 1999

Source of Request: Rae Benjamin, NSRSN Office Manager

Background Information: The attached Policy and Procedure has been developed and, and upon Board approval, shall be implemented by NSRSN staff.

Attachment(s): Yes

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

Executive Director (Signature)

NORTH SOUND REGIONAL SUPPORT NETWORK

POLICY & PROCEDURE

USE OF EXECUTIVE DIRECTOR SIGNATURE STAMP

POLICY:

This shall set forth guidelines for the use of the NSRSN Executive Director's signature stamp by its employees.

The use of the Executive Director's signature stamp will only be granted in emergency situations when the Director is unavailable. In all situations, every attempt must be made to obtain the Executive Director's permission. In the event that the Director is not available, the Office Manager or the Assistant Director/Planner are the only employees of the NSRSN with the authority to use the signature stamp. In the event that these three (3) individuals are not available, the Chair and Vice Chair of the Board of Directors are authorized to sign documents.

USE:

The use of the NSRSN Executive Director's signature stamp is to maximize efficiency of NSRSN business. Use of signature stamp is restricted to NSRSN **business only**, and shall be utilized only when the Executive is out of the office and/or unavailable to personally sign NSRSN documents. Such use shall only be granted in emergency situations. Whenever possible, it is desirable to obtain the permission of the Executive Director.

RESPONSIBILITY:

The Office Manager shall retain the signature stamp in a secured location within his/her office. In the event of the unavailability of the Office Manager, the Assistant Director/Planner shall be authorized to grant use of the signature stamp.

PROCEDURE:

The following procedures are to be followed each time the signature stamp is used:

- 1) Employee requesting use of the signature stamp will bring all pertinent documentation to the Office Manager for review with the attached form completed. The form indicates:
 - a) Date
 - b) Nature of Document
 - c) Monetary value of document (when applicable)
 - d) Name of requesting employee
 - e) Nature of emergency
 - f) Executive Director's permission received (Yes/No)
 - g) Initials of person authorizing use
- 2) Office Manager (Assistant Director/Planner), after thoroughly review of documentation, will obtain verbal permission from the Executive Director, if possible. If Executive Director is not available to verbally authorize, Office Manager (Assistant Director/Planner) will make the final decision.
- 3) Office Manager (Assistant Director/Planner) will remove the stamp from its secured location and apply to the documentation and return it to the secured location upon completion of the task.
- 4) Office Manager will inform Executive Director immediately upon return to the office of all incidents involving use of signature stamp without verbal authorization.
- 5) Office Manager will maintained completed form and pertinent documentation in a secured location within his/her office.

SIGNATURE STAMP APPROVAL

DATE: _____

NAME: _____

DOCUMENT NAME: _____

MONETARY VALUE (WHEN APPLICABLE): _____

NATURE OF EMERGENCY: _____

EXECUTIVE DIRECTORS PERMISSION: YES NO

INITIALS OF APPROVING AUTHORITY: _____

NORTH SOUND REGIONAL SUPPORT NETWORK
NSRSN Board of Directors
Introduction Form

TO: NSRSN Board of Directors
FROM: Merle D. Adrian, Executive Director
DATE: April 12, 1999

Introduction: **#99-IN04** to authorize NSRSN Executive Director to enter into professional services contract with Scott Graham for the purpose of providing suicide intervention training to the Eight Tribes within the NSRSN geographic area.

Board Action Request Date: May 27, 1999

Source of Request: Sharri Dempsey, NSRSN Tribal Liaison

Background Information: Initial meetings with all the Tribe have identified a substantial increase in completed suicides and suicide attempts by Native Americans in 1999. Request is for four (4) training sessions at Tribal sites. Maximum cost is \$3,960.00 per session. Minimum attendance per training projected at twenty (20) Tribal community participants.

Fiscal Implications: Maximum of \$15,840.00. Funding from NSRSN Reserves (sanction funds, i.e., E&T payment reduction)

Attachment(s): Yes

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

Executive Director (Signature)

**Scott Graham, CDS III
Suicide Intervention Training's
933 N. Grennan Pl.
Camano Island, WA 98292
(360) 387-6821**

To: Sharri Dempsey

From: Scott Graham

Re: Suicide Intervention Training Proposal

Date: 3\29\99

Dear Sharri,

The primary goal of the suicide intervention training, is to provide information to the student for the experiential processes regarding suicide interventions and prevention activities. Another goal is to provide knowledge and experience in concepts, strategies, and approaches in identifying, assessing, counseling, referring, and the prevention of suicides destructive behaviors. The student who completes the two day training_ will be able to understand and recognize the symptoms of suicide, understand basic concepts of suicide and destructive behaviors, understand cultural differences that could impact suicide and destructive behavior, counsel individuals with suicide ideation, make effective interventions with individuals having suicidal ideation, and learn how to collectively utilize community resources. The two-day course will be a combination of didactic information and experiential processes to provide the student with an opportunity to learn about the many dynamics surrounding suicide.

The break down in cost for each training is as follows:

Training fees for two trainers -	\$2,500.00
Organizer fee -	\$200.00
30 participant packets -	\$810.00
*Facility rental -	\$250.00
Refreshments -	\$200.00
Total per training	\$3,960.00

Cost for (4) trainings = \$15,840.00

Cost for facility rental could vary depending on where the training is held

Respectfully Submitted,

Scott Graham

Suicide Intervention Workshop Factsheet

What is IM A two-day training designed to provide participants with the skills to recognize the risk factors associated with suicide as well as to respond to and connect at-risk youth to persons capable of crisis intervention,

What's the curriculum? Created by LivingWorks Education, the workshop has five learning modules:

- **Introduction:** Sets the tone, norms and expectations of the learning experience
- **Attitudes:** Sensitizes participants to their own attitudes toward suicide. Creates an understanding of the Impact which attitudes have on the intervention process
- **Knowledge;** Emphasizes the magnitude of suicidal behavior and provides participants with the knowledge and skills to recognize and assess the risk of suicide.
- **Intervention:** presents a model for effective suicide intervention. Participants develop their skills through observation, supervised simulation experiences and role playing,
- **Resourcing/Networking:** generates information about resources in the local community. Promotes a commitment by participants to building resources into helping networks.

Who Is the workshop for? The workshop Is suitable for all caregivers including health care professionals, nurses, teachers, counselors, school support staff, clergy and anyone who has significant contact with high-risk youth in the course of the day.

Who teaches/sponsors the workshops? During the first year of implementation of the Youth Suicide Prevention Program, 63 Individuals across the state were trained to deliver the curriculum. They are from diverse backgrounds and professions Including mental health counselors, educators, nurses and child welfare workers.

Be Aware of the Links Between Depression and Suicide

- Suicide is the third leading cause of death for 15-to-24 year olds, and the sixth leading cause of death for 5-to- 14 year olds. ^{vii}
- The risk of suicide among people with depression is approximately 30 times higher than the general population. ^{viii}
- Suicide is particularly likely when a depressive episode begins to lift (the person may *feel* less tension after having made the decision to end their life)^{ix}
- People who drink alcohol in addition to being depressed are at a greater risk for suicide. ^x

What Can Parents/Adults Do?

If parents/adults in a young person's life suspect a problem with depression, they should:

- Be aware of the behaviors that concern them and note how long the behaviors have been going on, how often and how severe they seem,
- See a mental health professional or the child's doctor for evaluation and diagnosis.
- Get accurate information from libraries, hotlines and other sources.
- Ask questions about treatments and services.
- Talk to other families in their community.
- Find family network organizations'.

It is important for people who are not satisfied with the mental health care they are receiving to discuss their concerns with the provider, ask for information and seek help from other sources.

Help is Available

Early diagnosis and treatment are essential for children with depression. Children who exhibit symptoms of depression should be referred to, and further evaluated by, a child and adolescent psychiatrist, who can diagnose and treat depression in children and teenagers. The diagnostic evaluation may include psychological testing, laboratory tests and consultation with other medical specialists. The comprehensive treatment plan may include medical psychotherapy, ongoing evaluations and monitoring, and in some cases, psychiatric medication. Optimally, this plan is developed with the family, and whenever possible, the child or adolescent is involved in the decisions,

Campaign on Clinical Depression	1.800.228.1114
National Mental Health Association	1.900.969.NMHA
Depression Awareness, Recognition, sad Treatment (D/ART)	1.800.421.4211 1.800.82.NDNMA
National Depressive and Manic Depressive Association	1,800.950-NAMI
National Alliance for the Mentally Ill (NAMI)	1.800-333-7636
American Academy of Child & Adolescent Psychiatry	

To locate a free and confidential depression screening site near you 1.800.573.4433

(revised 3/98)

National Mental Health Association, 1997,
Center for Mental Health Services, U.S. Department of Health and Human Services. 1996,
Center for Mental Health Services, U.S. Department of Health and Human Services. 1996.
American Academy of Child & Adolescent Psychiatry. 1995.
Center for Mental Health Services, U.S. Department of Health and Human Services, 1996.
Center for Mental Health Services, April 4, 1997.
American Academy of Child & Adolescent Psychiatry, 1995.
viii American Association of Suicidology, 1997.
ix "American Association of Suicidology, 1,997,
x American Association of Suicidology. 1997.

WORKSHOP SCHEDULE

OCTOBER 21, 1990 (DAY 1);

8:30 AM to 9:00 AM	Introduction to the Workshop and the Attitudes Module, (Large Group).
9:00 AM to 10:30 AM	Discussion of Attitudes involved with Suicide Intervention. (Small Groups)
10:30 AM to 20:45 AM	BREAK
10:45 AM to 22:00 Noon	Continued
12:00 to 1:00 PM	LUNCH
1:00 PM to 2:30 PM	Knowledge about Suicidal Behaviors (Small Groups)
2:30 PM to 2:45 PM	BREAK
2-45 PM to 5:00 PM	continued

OCTOBER 22, 1998, Day Two

8:30 AM to 10:00 AM	Presentation of a Model to Guide Interventions, (Large Groups)
10:00 AM to 10:25 AM	Break
10:15 AM to 12:00 Noon	Practice with the Intervention Model, (Large Group)
12:00 PM to 1:00 PM	Lunch
1-00 PM to 2:30 PM	More Practice with the Intervention Model, (Small Groups)
2:30 PM to 2:45 PM	BREAK
2.45 PM to 5:00 PM	Discussion of resources for Persons at Risk, and Caregivers (Large Group), Closing of Workshop.

Resume'

Scott Graham
Chemical Dependency & Intervention Specialist, 11
-933 North Grennan Place
Camano Island, Wa. 98292
(360) 387-6921

Experience:

- 7\94 - Present Stillaguamish Tribe Of Indians - Arlington, Wa
Social & Health Service Director
- 1\89 -Present Self Employed - Intervention Specialist, individual, group, and family
counseling, educator, and trainer
- 6\94 - 9\94 Employment Security Department - Washington State, Everett Office
Job Service Specialist, (summer youth program)
- 5\93 - 6\94 The Phoenix Center - Everett, Wa
School alcohol and drug intervention program, supervisor \ counselor
- 7\92 - 5\93 Schick Shadel Hospital, Shared Health Services - Seattle, Wa
Director of business & public relations, and intervention specialist
- 6\91 - 7\92 Cornerstone Treatment Center - Seattle, Wa
Individual and group counselor as well as director of employee assistance
Program
- 1\89 - 6\91 Schick Shadel Hospital - Santa Barbara, Long Beach, and Patterson, Ca
Director of business & public relations, and intervention specialist
- 1980 - 1986 Los Angeles County Sheriff s Department
Maximum security jail deputy, patrol deputy, and vice \ narcotics in the
West Hollywood division

Education:

- 1996 Living Works, Youth Suicide Prevention Training the Trainer
Certificate, Spokane, WA
- 1993-1994 City University, BA. program - Seattle, Wa
- 1991 Washington State alcohol and drug information instructor certification
- 1991 U.C.L.A. - Relapse prevention specialist certification
- 1990 U.C.S.D. - Summer school of alcohol and other drug studies certificate
- 1989-1990 U.C.S.B. - Advanced drug and alcohol counseling certificate program
- 1989 Community Health Projects, Inc. - Advanced narcotic and drug influence
identification certificate
- 1980-1983 East Los Angeles College - Peace officers standards of training certificate
- 1978-1979 Los Angeles Pierce Jr., College - General education

Expertise :

- Chemical dependency counselor, level II - Drug & Alcohol Intervention Specialist - Suicide Prevention Specialist -Alcohol and drug information school instructor -Relapse prevention specialist -Educator and trainer -Advanced narcotic and drug identification -Expert witness regarding the use, packaging, and sales of alcohol and controlled substances

Awards and Commendations :

1990 Appreciation certificate from " Problem of Alcohol in Labor and Management"
1989 Christian Business Men's "Speaker of the Year" award
1989 U.S. Navy "Special Recognition Award"
1980-1986 Commendations from the Mayor of Los Angeles, the Los Angeles
 Police Department, and the Los Angeles County Sheriffs Department

Affiliations:

Living Works, Canada - Youth Suicide Prevention Training

Northwest Indian College - Instructor for the alcohol and drug counseling certificate program

Seattle Police Academy - Instructor

Valley General & Providence Hospitals - Utilized as their intervention specialist

City of Lynnwood, Mountlake Terrace, and Edmonds - Management and employee training

Perry women's prison - Employee training

Numerous school districts - Employee, parent and student training

Numerous civic and service organizations - Drug. awareness presentations

Washington State Employment Security Department - Management and employee training