

MEMORANDUM

TO: NSRSN Board of Directors and All Interested Parties
FROM: Rae A. Benjamin, NSRSN Office Manager
RE: Meeting Information
DATE: September 18, 2000

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

**Thursday, September 28, 2000
North Sound Regional Support Network
Conference Room
117 North First Street, Suite 8
Mt. Vernon, WA
1:30 PM**

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

For Special Disability accommodation needs, please call Rae at (360) 416-7013, ext. 222 at least 48 hours in advance, if possible.

**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 28, 2000
1:30 PM**

AGENDA

1. Call to Order; Introductions – Chair
2. Revisions to the Agenda – Chair
3. Approval of August Minutes – Chair
4. Comments & Announcements from the Chair
5. Board Discussion – Chair

"Who are my heroes when it comes to mental health issues?"

6. Comments from the Public
7. Report from the Advisory Board – Dan Bilson, Chair
8. Report from Executive/Personnel Committee – Dave Gossett, Chair
9. Report from the Planning Committee – Bob Hart, Chair
10. Report from QMOC Committee – Chuck Benjamin, Chair
11. Report from the Executive Director – Sharon Lucas, Interim Executive Director
 - NSRSN Staff Activities Reports
12. Report from the Fiscal Officer – Bill Whitlock, Fiscal Officer
13. Consent Agenda – Sharon Lucas, Interim Executive Director

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

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

Motion #00-035 To review and approve NSRSN claims paid from August 1, 2000 to August 31, 2000. Total dollar amount of warrants paid in August 2000 \$ *(not available at this time)*. Total August payroll of *\$(not available at this time)*, and associated benefits.

Motion #00-036 To authorize the NSRSN Executive Director to enter into contract amendment NSRSN-CAT-99 Amendment 1 with The Consumer Advocate Team (CAT), effective August 10, 2000 through February 28, 2001.

The NSRSN in collaboration with our county members and service providers submitted thirteen (13) responses to MHD's 2000 Federal Block Grant Proposal. Five (5) of these proposals were awarded funding. It is anticipated that the MHD will have submitted the final contracts and statements of work to the NSRSN prior to our September Board Meeting. Therefore the following have been placed on the Consent Agenda; five (5) contracts between the NSRSN and State of Washington – MHD, and five (5) contracts between the NSRSN and county/provider award recipients which enable the NSRSN to pass through the FBG funds and administer the services to be purchased:

Motion #00-037 To authorize the NSRSN Executive Director to enter into Contract with State of Washington Mental Health Division for “Co-Occurring Disorders Training Services”, effective October 1, 2000 through September 30, 2001. Maximum consideration shall not exceed \$19,480 in Federal Block Grant Funding.

Motion #00-038 To authorize the NSRSN Executive Director to enter into contract #NSRSN-CMHS-SJC-MICA-00 with Community Mental Health Services – San Juan County for “Co-Occurring Disorders Training Services”, effective October 1, 2000 through September 30, 2001. Maximum consideration shall not exceed \$19,480 in Federal Block Grant Funding.

Motion #00-039 To authorize the NSRSN Executive Director to enter into Contract with State of Washington Mental Health Division for “Geriatric Peer Counseling”, effective October 1, 2000 through September 30, 2001. Maximum consideration shall not exceed \$18,164 in Federal Block Grant Funding.

Motion #00-040 To authorize the NSRSN Executive Director to enter into contract #NSRSN-CMHS-SC-GPC-00 with Community Mental Health – Skagit County for “Geriatric Peer Counseling”, effective October 1, 2000 through September 30, 2001. Maximum consideration shall not exceed \$18,164 in Federal Block Grant Funding.

Motion #00-041 To authorize the NSRSN Executive Director to enter into Contract with State of Washington Mental Health Division for “Family Connections Program Services”, effective October 1, 2000 through September 30, 2001. Maximum consideration shall not exceed \$25,000 in Federal Block Grant Funding.

Motion #00-042 To authorize the NSRSN Executive Director to enter into contract #NSRSN-SNOHOMISH-FCP-00 with Snohomish County Human Services for “Family Connections Program Services”, effective October 1, 2000 through September 30, 2001. Maximum consideration shall not exceed \$25,000 in Federal Block Grant Funding.

Motion #00-043 To authorize the NSRSN Executive Director to enter into Contract with State of Washington Mental Health Division for “Rainbow Center Consumer Provider Staff Training Project”, effective October 1, 2000 through September 30, 2001. Maximum consideration shall not exceed \$43,025 in Federal Block Grant Funding.

Motion #00-044 To authorize the NSRSN Executive Director to enter into contract #NSRSN-WCPC-Rainbow-CTP-00 with Whatcom Counseling & Psychiatric Clinic – Rainbow Center for “Rainbow Center Consumer Provider Staff Training Project”, effective October 1, 2000 through September 30, 2001. Maximum consideration shall not exceed \$43,025 in Federal Block Grant Funding.

Motion #00-045 To authorize the NSRSN Executive Director to enter into Contract with State of Washington Mental Health Division for “Mentally Ill Awareness Course and Visions for Tomorrow Project”, effective October 1, 2000 through September 30, 2001. Maximum consideration shall not exceed \$45,000 in Federal Block Grant Funding.

Motion #00-046 To authorize the NSRSN Executive Director to enter into contract #NSRSN-NAMI-Visions-00 with NAMI Washington for “Mentally Ill Awareness Course and Visions for Tomorrow Project”, effective October 1, 2000 through September 30, 2001. Maximum consideration shall not exceed \$45,000 in Federal Block Grant Funding.

14. Action Items

None

15. Motions Not Yet Reviewed by the Advisory Board

Motion #00-IN11 To introduce the NSRSN/Tribal 2000 7.01 Plan, Amendment 1 for Board comment and review.

16. Executive Session

17. Reconvene

18. Adjournment

NOTE: The next Board of Directors meeting is scheduled for Thursday, October 26, 2000, at the North Sound Regional Support Network, 117 North 1st Street, Suite 8, Mt. Vernon, WA, 98273 at 1:30 PM.

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

**NSRSN Conference Room
117 N. First Street, Suite 8
Mt. Vernon, WA
August 24, 2000
1:30 PM**

MINUTES

Board Members Present:

Rhea Miller, Chair, San Juan County Commissioner
Ward Nelson, Vice Chair, Whatcom County Council
Jo Ann Angevine, Alternate for Bob Hart, Skagit County Commissioner
Chuck Benjamin, Alternate for Pete Kremen, Whatcom County Executive
Marianna Connor, Alternate for Bob Drewel, Snohomish County Executive
Dave Gossett, Alternate for Gary Nelson, Snohomish County Council
Joe Johnson, Nooksack Tribe
Gary Ramey, Tulalip Tribes
Mike Shelton, Island County Commissioner

NSRSN Staff Members:

Beckie Bacon, Rae Benjamin, Annette Calder, Sharri Dempsey, Darrell Heiner, Anne Hoffman, Dolores Holtcamp, Greg Long, Sharon Lucas, Betsy Niemann, Francene Thompson, Michael White, Bill Whitlock

County Staff:

Barbara LaBrash

Guests:

Andy Byrne, Jere LaFollette, Jane Relin

1. Call to Order; Introductions – Chair

Rhea Miller called the meeting to order at 1:30 PM. Introductions were made.

2. Revisions to the Agenda – Chair

There were no revisions to the agenda.

3. Approval of June Minutes – Chair

A motion was made and seconded to approve the minutes. Motion carried.

4. **Comments & Announcements from the Chair**

Ms. Miller welcomed the NSRSN staff into the meeting to announce the Employee of the Quarter. She read the plaque and offered congratulation to Bill Whitlock as the Employee of the Quarter for April through June 2000.

Ms. Miller stated that she was pleased to have had the opportunity to meet with Jere LaFollette and Jess Jamieson to discuss policy-type issues. She felt they were all on the same team.

The Chair stated that she had met with Harriet Spanel, Dave Quail and Jeff Morris to talk about mental health issues and she was impressed with their interest and understanding of the issues and systemic problems.

Ms. Miller commented on a workshop involving staff and providers and stated she pleased with what the RSN is managing to accomplish.

5. **Board Discussion – Chair**

Ms. Miller reviewed the protocols for Board discussion of the question:

“How can we foster more public "buy-in" of mental health issues and services?”

Mr. Benjamin stated that we need to look at the number of people needed to get the message out and that we need to involve the media. He mentioned that a subcommittee of Whatcom County Mental Health Advisory Board was scheduled to meet with the Editorial Board of the Bellingham Herald to try to educate them on mental health issues in an attempt to reduce negative publicity.

Mr. Gossett followed up by stating that it is not just a mental health issue but also a social services problem. There is a perception that there is a lot of money being thrown at this problem and that the problem doesn't get solved, that nothing works. We need to find ways to focus on how the dollars have positive outcomes and have helped consumers become contributing members of the community.

Ms. Conner stated that we need to move the whole issue of mental health into other milieus so they become a part of the entire community. Then mental health issues can be addressed by a broader group and can be incorporated into a total effort at a healthy community.

Mr. Shelton communicated the idea that you get good public buy-in when you have a good product. He stated we always need to be concerned with our product. He expressed the frustration that we need to create a service that is better than something mandated by other levels of government.

Mr. Nelson stated that mental health is not a glamorous issue to the public and that sometimes no news is good news. If the public has no real concerns, they may feel a good job is being done. To the layperson, the problem is being addressed however that doesn't mean there are no issues. He thinks the staff deserve a gold star as the public feels they are doing a good job.

Mr. Ramey stated that when you treat clients with respect, conduct client-centered planning and involve clients in their care, you will be giving quality service and will get more buy-in from consumers. He also feels there is a need to research the cost of mental illness and that if mental health problems are addressed, dollars will be saved on physical health issues.

Mr. Johnson sees all funding going to law enforcement and not to mental health issues. He also feels a need for the ability to follow through to help people in the system. Legislators will not buy-in if the people don't buy-in. It is necessary to have people "come out" and share their experiences. The more we talk about it, the more others will talk about it.

6. Comments from the Public

Barbara LaBrash stated that there has been a lot of work with the editor of the San Juan paper which has been very responsive in getting things printed. She encouraged people to talk about the good things that are occurring in the mental health arena which will heighten public awareness.

7. Report from the Advisory Board – Dan Bilson, Chair

Sharri Dempsey reported in Mr. Bilson's absence. She commented on:

- Advisory Board 2001 Budget;
- Site visit scheduled for October 26;
- Report on case manager training given by Mr. LaFollette; and
- Level of Care brochure written for non-clinical people.

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

Mr. Gossett explained that the deadline for applications for the Executive Director position is September 1 and described the proposed hiring process. He hopes to have completed the process by early October, with a recommendation coming to the Board of Directors at their October 26 meeting.

9. Report from Planning Committee – Bob Hart, Chair

Ward Nelson reported in Mr. Hart's absence. He stated that the subcommittee of the Planning Committee met last week on the Strategic Plan. The goals were tabulated and subcommittee members were asked to vote on their priority goals. These goals are:

- Crisis Services
- Co-Occurring Disorders
- Housing
- Children's Services
- Ethnic Minorities/Special Population Services
- Services to the Homeless Mentally Ill
- Older Adult Services
- Criminal/Justice Services
- Intensive Case Management (PACT)

The subcommittee will meet again on September 5 to finish work on their objectives.

Mr. Benjamin recognized Greg Long for his work in organizing this subcommittee's meetings.

10. Report from QMOC Committee – Chuck Benjamin, Chair

Mr. Benjamin reported that the Caseload subcommittee met and received an update on progress made in the caseload study. He stressed that more data needs to be collected regarding this issue.

He thanked Ms. Dempsey for her tribal presentation on a proposed amendment to the 7.01 plan. This will be introduced to the Board at the September meeting with action expected at the October meeting.

Mr. Benjamin thanked Mr. LeBeau for the presentation he made on residential review and the quality of care in residential settings.

The next QMOC meeting is scheduled for September 14, 2000.

11. Report from the Executive Director – Sharon Lucas, Interim Executive Director

Ms. Lucas directed Board member attention to the Staff Activity Reports. She also asked members to note a memorandum on the accomplishments of the NSRSN.

Ms. Lucas reminded Board members that the Joint Legislative Audit and Review Committee is still meeting with mental health as their topic. There was no new information to report at this time.

Ms. Lucas mentioned the Dangerous Mental Ill Offender contract with the state that provides funding for these individuals as they are released into our communities. She gave a brief overview of this program and indicated that Mr. Long and Ms. Thompson were available for questions. Mr. LaFollette also addressed the Board to update them on what APN is doing in this program. Discussion followed.

Ms. Lucas mentioned the program being put on by NAMI of Whatcom County unveiling the “Blueprints for An Effective Mental Health System In Washington State”. The program is scheduled for Thursday, September 14 from 7:00 to 9:00 PM at the St. Luke’s Community Health Education Center in Bellingham. Please call the NSRSN for copies of the flyer.

Ms. Lucas reported that a meeting has been set for September 7 with Dennis Braddock regarding the Western State Hospital bed allocation.

A motion was made and seconded to authorize Rhea Miller and Sharon Lucas to meet with Dennis Braddock and present the NSRSN issues and concerns. Motion carried.

12. Report from the Fiscal Officer – Bill Whitlock, Fiscal Officer

Mr. Whitlock reported that the RSN had completed an audit of the APN which revealed only a few minor findings relating to leased employees and travel policies.

The July financial statements showed the PHP revenue is \$510,904 under budget. New revenue estimates are between \$34,000,000 and \$34,300,000 which is between \$800,000 and \$500,00 less than budgeted for this year.

13. Consent Agenda – Sharon Lucas, Interim Executive Director

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 #00-033 To review and approve NSRSN claims paid from July 1,2000 to July 30, 2000. Total dollar amount of warrants paid in July 2000 \$3,038,746.52. Total July payroll of \$68,633.93, and associated benefits of \$25,673.18.

A motion was made and seconded to approve the Consent Agenda as amended. Motion carried.

14. Action Items – Sharon Lucas, Interim Executive Director

- Administrative Sanction for APN

Ms. Lucas directed the Board’s attention to a memorandum regarding a sanction on APN for failure to provide outreach services. She gave a brief history of events leading up to the sanction. Discussion followed.

A motion was made and seconded to concur with the Interim Executive Director's recommendation for a sanction of \$5,000.00 against Associated Provider Network for failure to provide outreach services. Motion carried, with 1 opposed.

15. Motions Not Yet Reviewed by the Advisory Board – Sharon Lucas, Interim Executive Director

None.

16. Other Business

None.

17. Executive Session

There was none.

18. Reconvene

None.

19. Adjournment

The meeting was adjourned at 2:41 p.m.

Rae Benjamin

NSRSN STAFF ACTIVITIES REPORT
September 28, 2000

TOPIC	PROGRESS
Assistant Director/Planner – Greg Long	
Strategic Planning Sub-Committee	The Strategic Planning Sub-Committee selected nine (9) priorities and several objectives for each priority. A draft Strategic Plan will be presented to the Planning Committee on October 16, 2000. After approval by the Planning Committee, the Strategic Plan will be presented to the Board.
MHD Audit Preparation	The MHD Audit of the NSRSN will be on approximately October 23, 2000. The emphasis will be different than in the past two years for it will be a combined Integrated Review Audit of the NSRSN and Licensing Audit of providers. Since the NSRSN has received full certification for two years, most of the focus will be on the Licensing Audit.
Behavioral Healthcare Tomorrow Conference	I have been invited to participate on a panel on Public Sector Mental Health at the Behavioral Healthcare Conference in Washington DC September 22-26, 2000 in Washington DC
CCF and AFH Licensing Revision	Debbie Page will represent the NSRSN on a statewide work group initiated by Home and Community Services to review and revise regulations for Congregate Care Facilities (CCFs) and Adult Family Homes (AFHs). This is important for CCFs and AFHs are essential residential resources for adult mental health consumers. Current regulations by Home and Community Resources do not fit mental health consumers' needs well.
Appeals of consumer grievances	The NSRSN is currently handling appeals on two consumer grievances. The Board will be notified if the consumers do not accept the NSRSN's ruling on these appeals.
Annual Evaluations of Quality Managers	Annual evaluations of Quality Managers have been initiated this month. The reports will be going to the Executive Director. This will be a joint and collaborative process between the Quality Managers and the Assistant Director.

NSRSN STAFF ACTIVITIES REPORT
September 28, 2000

TOPIC	PROGRESS
Clinical/Quality Assurance – Francene Thompson	
Clinical/Quality Management	<ul style="list-style-type: none"> • The Critical Incident Procedure currently under revision between NSRSN and APN has been completed and is awaiting concurrence from the NSRSN Board of Directors. Quality Management staff are working with Volunteers of America and SeaMar to adapt the new procedures and forms to meet their needs as well. In addition, plans are being made to report aggregate data regularly to QMOC and provide a forum to discuss and receive direction regarding systems concerns that may emerge from analysis of these data. • The Quality Management Team is working with Ombuds, QRT, and providers in reworking the Complaint/ Grievance process within NSRSN. New requirements from MHD make it necessary for us to develop methods of collecting unduplicated data in a different manner than has been implemented before. • In preparation for the MHD Integrated Review scheduled for late October, 2000, the Quality Management Team is ensuring clear documentation of resolution of issues raised at last year's audit, and preparing materials as requested by the State for their review this year. MHD is endeavoring to develop a new process whereby they will be able to do provider agency licensing audits at the same time as they are doing NSRSN's Integrated Review. Since we are one of the first of the RSN's to be audited this year, we may be able to have a voice in how this process will be designed. • The Sexual Minority Work Group continues its work in defining needs and designing an effective process for ensuring appropriate services to sexual minorities. They have recently met with representatives from DASA and are entering into important joint planning processes for services to this special population. Not only do they plan to present joint community forums throughout the Region, but they will be studying local training issues and jointly arranging to meet those needs. • Implementation of the NSRSN Dangerous Mentally Ill Offender (DMIO) contract amendment continues with QM staff attendance at the Statewide Multi-System Review Committee. A first meeting has been convened of the planning committee which will be designing and overseeing DMIO operations as pre and post-planning activities accompany program participants coming into our system. At this time, four participants have identified for NSRSN, with the first two being released from prison before the end of the year.

NSRSN STAFF ACTIVITIES REPORT
September 28, 2000

TOPIC	PROGRESS
Consumer Affairs/Tribal Liaison – Sharri Dempsey	
Office of Consumer Affairs	<ul style="list-style-type: none"> ▪ The Ombuds and Quality Review Team are preparing for the Mental Health Division audit. They have compiled all information that was suggested from last years audit and combined with a very comprehensive audit book. This information will be shared during this years audit in October 2000. ▪ The Ombuds Department attended the WPSS quarterly meeting in Vancouver, Washington. The quarterly meeting was in conjunction with the State Mental Health Conference. ▪ The next volume of “Around the Sound” NSRSN Mental Health Newsletter will be completed by the first of October 2000. ▪ A new NSRSN brochure is nearing completion. This brochure has been created with an eye for clarification of definitions and eye appeal.
Tribal Liaison	<ul style="list-style-type: none"> ▪ The tribes have asked for an annual Tribal Mental Health Conference. They will become the planning committee and the conference has been tentatively slated for April 2001. ▪ The Jennifer Clarke, PhD., PTSD Presentation will be held here at the NSRSN on October 16, 2000 from 8:30 am to 12:00 pm. This workshop was requested by the tribes even though all other contracted providers would be invited.

NSRSN STAFF ACTIVITIES REPORT
September 28, 2000

TOPIC	PROGRESS
Contract Compliance/Financial Services – Marcia Gunning	
Administrative On-site Audit:	<ul style="list-style-type: none"> Conducted Administrative, Financial and Quality Management Onsite Review of Lake Whatcom Residential and Treatment Center, September 13 – 15, 2000.
NSRSN 2001 Budget:	<ul style="list-style-type: none"> Finalizing 2001 Proposed NSRSN Administrative Budget for submission to Board of Directors in October.
Quarterly Financial Reporting:	<ul style="list-style-type: none"> Finalized quarterly financial contracts reconciliation and submitted quarterly financial reports to MHD.
2000 FBG Contracts:	<ul style="list-style-type: none"> As a result of the NSRSN's 13 responses to MHD's 2000 Federal Block Grant Proposal, 5 were awarded funding. Have been working with MHD and county/provider award recipients in developing MHD contracts and Statement of Work for each. Prepared NSRSN/county-provider contracts, which will enable the NSRSN to pass through the FBG funds and administer the services to be purchased.
Medicaid Eligibles:	<ul style="list-style-type: none"> Continue to develop and fine tune NSRSN system to reconcile Medicaid eligibles with State MHD and MAA.
Inpatient Sub-Committee:	<ul style="list-style-type: none"> Member of statewide RSN Inpatient sub-committee who meet monthly to address inpatient payment and reconciliation issues that occur when RSN's dispute MAA payments and/or dispute RSN to RSN payment transfers, in order to bring recommendations forward to RSN Administrators.
Inpatient Reconciliation:	<ul style="list-style-type: none"> Continue to develop and fine tune NSRSN system to reconcile Inpatient and Inpatient Savings payments with MHD and MAA. Working closely with APN and their sub-contracted inpatient hospital certification processes.
QMOC:	<ul style="list-style-type: none"> Made Administrative, Financial and Quality Management Contract Monitoring presentation to QMOC Committee. Presentation covered NSRSN policy, purpose, processes, including quality management (quality assurance + quality improvement = Quality management).
MHD Contract Committee:	<ul style="list-style-type: none"> Active participant in MHD/RSN/Other stakeholder MHD Contract review for 2001-2003 Biennium. This is a monthly meeting.
Monthly Meetings:	<ul style="list-style-type: none"> Participated in and/or facilitated various meetings/committees/workgroups throughout the month (i.e., QMOC, Finance Committee meetings, MHD/RSN inpatient roundtable meetings, NSRSN/APN Inpatient Certification Meeting, staff meetings, management team meetings, etc.

NSRSN STAFF ACTIVITIES REPORT
September 28, 2000

TOPIC	PROGRESS
Information Services / Information Technology – Michael White and BDS Liaison Christine Austin	
Monthly CIS Meeting	Reviewed 2 nd quarter maintenance release. ISDEC meeting was reported on and a hand out regarding HIPPA requirements was distributed to interested ones. Introduced the “Data Element of the Month”, to be focused on for integrity purposes. This month the element is “Service Level”. *Note group name changed to Consumer Information Group, from Management Information Group.
Core Data Dictionary	It has been agreed upon by the Management Team to adopt the APN data dictionary, and by means of either an appendix or special notes within the dictionary, specify any additional RSN requirements. This decision will allow us proceed with our MIS goals, and reduce duplication of work.
Web Site Advisory Group	Reviewed comments from staff on purpose of NSRSN web site. Proceeded with next two items: (1) Assure active membership, (2) Establish policy regarding: Content, format, processes, and relationships.
QM Plan	Preparing and refining data needs for report dispersal.
2001 Departmental Budget	Beginning preparation for IS/IT budget needs and developed standards for computer related departmental budget allocation rules.
Blue Sheets	Meeting set to improve blue sheets, in regards to management summarization. Work began on developing a ‘Key Indicator’ report.

NSRSN STAFF ACTIVITIES REPORT
September 28, 2000

TOPIC	PROGRESS
Office Manager's Report – Rae Benjamin	
Employee Appraisals	<p>The software has been installed on computers and managers will be trained in the use of the software. It is expected that evaluations will be complete by the end of October.</p> <p>Support staff evaluations have been completed for this year.</p>
Annual Plans & Budget	<p>The Support Staff budget was turned in to the Fiscal Officer on September 6, 2000.</p>
Advisory Board By-Laws	<p>At the suggestion of MHD during its Audit in 1999, the Office Manager met with the Office of Consumer Affairs Manager to review and recommend suggested changes to the Advisory Board By-Laws. These will be presented to the Advisory Board Chair for consideration.</p>
Board of Director's Orientation Packet	<p>Also at the suggestion of MHD, the Office Manager reviewed the Board of Director's Orientation Packet. Comments and suggestions for updates have been circulated to the Management Team for their review. Once their comments are incorporated to the Orientation Packet, the packet will be given to the Chair of the Board of Directors for consideration.</p>
Meetings	<p>Office Manager attended the Whatcom County Mental Health Advisory Board meeting in Bellingham on September 11.</p> <p>Office Manager attended the September 14 meeting of the Washington County Insurance Fund's Insurance Advisory Committee in SeaTac. Issues discussed included changes in health insurance rates and benefits for 2001.</p>

NORTH SOUND REGIONAL SUPPORT NETWORK
NSRSN Board of Directors
Approval Form

TO: NSRSN Board of Directors
FROM: Sharon Lucas, Interim Executive Director
DATE: September 18, 2000

Action Requested: The NSRSN Board is asked to approve **Motion #00-035**

Approval Date: September 28, 2000

Source of Request: Bill Whitlock, Fiscal Officer

Motion: To review and approve NSRSN claims paid from August 1, 2000 to August 31, 2000. Total dollar amount of warrants paid in August 2000 *\$(not available at this time)*. Total August payroll of *\$(not available at this time)*, and associated benefits.

Background: Will be reviewed by Kirke Sievers, Bob Hart and Ward Nelson on September 28, 2000.

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

Attachment(s): No

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

Sharon Lucas, Interim Executive Director

NORTH SOUND REGIONAL SUPPORT NETWORK
NSRSN Board of Directors
Approval Form

TO: NSRSN Board of Directors
FROM: Sharon Lucas, Interim Executive Director
DATE: September 18, 2000

Action Requested: The NSRSN Board is asked to approve **Motion #00-036**

Approval Date: September 28, 2000

Source of Request: Marcia Gunning Contracts Compliance/ Financial Services Manager

Motion: To authorize the NSRSN Executive Director to enter into contract amendment NSRSN-CAT-99 Amendment 1 with The Consumer Advocate Team (CAT), effective August 10, 2000 through February 28, 2001.

Background: NSRSN Advisory Board recommends amending and extending the above referenced contract as attached. Maximum consideration remains unchanged at \$9,860.00.

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

Attachment(s): Yes

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

Sharon Lucas, Interim Executive Director

**NORTH SOUND REGIONAL SUPPORT NETWORK
CONTRACT AMENDMENT**

**CONTRACT NO. NSRSN-CAT-99
Amendment (1)**

The above-referenced Contract between the North Sound Regional Support Network (NSRSN) and The Consumer Advocate Team (CAT) is hereby amended as follows:

1. Term. This Agreement shall take effect August 10, 2000, and shall continue in full force and effect through February 28, 2001.
2. Effective August 10, 2000 Exhibit A – Consumer Advocate Team (CAT) Statement of Work shall be replaced by Exhibit A-1, Consumer Advocate Team (CAT) Statement of Work, attached.
3. Effective August 10, 2000 Exhibit B – CAT Budget shall be replaced by Exhibit B-1 – CAT Budget, attached.
4. Effective August 10, 2000 Exhibit C – CAT Team Monthly Invoice Reporting Form shall be replaced by Exhibit C-1 – CAT Team Monthly Invoice Reporting Form.
5. Effective August 10, 2000 CAT Team Monthly Performance Reporting Form shall be replaced by Exhibit D-1 – CAT Team monthly Contract Performance Reporting Form.
6. Maximum consideration of this contract shall remain unchanged and shall not exceed \$9,860.00.

ALL TERMS AND CONDITIONS OF PERFORMANCE OUTLINED IN CONTRACT NO. NSRSN-CAT-99 THROUGH AMENDMENT ONE (1) 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

CONSUMER ADVOCATE TEAM

Sharon Lucas, Interim Executive Director Date

Authorized Signature Date

EXHIBIT A-1

NORTH SOUND REGIONAL SUPPORT CONSUMER ADVOCATE TEAM (“CAT”) STATEMENT OF WORK

SERVICE DESCRIPTION:

Effective August 10, 2000 through February 28, 2001 the “Contractor” shall perform the following:

1. Warm Line Services

- Provide volunteer peer support services to NSRSN eligible consumers.
- Perform consumer advocacy services that are not in conflict with or in place of NSRSN Crisis and/or Ombuds services.
- Provide one (1) 1-800 line and four (4) private warm lines throughout the Snohomish County service area.
- Ensure the provision of voice mail at all Warm Line locations.
- Ensure all emergencies are immediately referred to NSRSN Crisis Response.
- Facilitate referrals to NSRSN Ombuds as necessary.
- Publish and advertise warm line services and phone.

2. Warm Line Volunteer Training

- Ensure all volunteers receive Care Crisis Response training prior to providing warm line services.

3. CAT Publications

- Newsletter. The CAT Team shall design, publish and distribute a minimum of fifty (50) bi-monthly CAT Team Newsletters to mental health consumers, provider agencies, homeless shelters, walk in centers, etc. within Snohomish County and one (1) to the NSRSN every other month (a total of 3 newsletters for this 6-month extension, 9 newsletters for the duration of this Agreement).

- Marketing Brochure. The CAT Team shall on a monthly basis publish, print and distribute a minimum of thirty (30) CAT Team Brochures to mental health consumers within Snohomish County and one (1) to the NSRSN.
- Survival Guide. The CAT Team shall publish, print and distribute a minimum of 500 of their “Consumer Handbook to Services in Snohomish County Survival Guide” to mental health consumers within Snohomish County and one (1) copy to the NSRSN.
- Advocacy, Empowerment and Beyond. The CAT Team shall publish, print and distribute a minimum of 500 of their “Advocacy, Empowerment and Beyond Survival Guide” to mental health consumers within Snohomish County and one (1) copy to the NSRSN.

RECORDS MAINTENANCE AND REPORTING SERVICES:

Contractor shall arrange for the fiscal and administrative management requirements of this Agreement be provided by a qualified individual or organization with proven experience in successfully maintaining financial records, tracking grant funds and accurately invoicing/billing services rendered. For the purposes of this Agreement Fiscal and Administrative requirements shall include at a minimum the following:

- Records Maintenance (Refer to Page 4),
- Compliance with Governing Laws and Regulations (Refer to Page 4-5), and
- Reimbursement (Refer to Page 5).

PERFORMANCE MEASURES AND OUTCOMES:

The NSRSN has implemented a performance-based contracting model for the purchase and evaluation of Services and Support. This performance-based evaluation is a systematic approach to assessing program achievements. It is the intent of this Performance-Based Evaluation to:

- provide accountability
- improve program quality
- support decision-making about resource allocation
- help programs market themselves

The table on the following page details Performance Measures and requirements the CONTRACTOR shall be held accountable for during the duration of this contract.

**NSRSN MANAGEMENT CAT TEAM SERVICES
PERFORMANCE MEASURES**

ACTIVITIES	PERFORMANCE MEASURE	PERFORMANCE OUTCOME
Warm Line Services	<p>Volunteer peer support services to NSRSN eligible consumers.</p> <p>Consumer advocacy services that are not in conflict with or in place of NSRSN Crisis and/or Ombuds services.</p> <p>Ensure all emergencies are immediately referred to NSRSN Crisis Response.</p> <p>Facilitate referrals to NSRSN Ombuds as necessary.</p> <p>Publish and advertise warm line services and phone.</p> <p>Ensure volunteers receive Care Crisis Response training prior to providing warm line services.</p>	<p>A minimum of five (5) volunteers shall provide Warm Line Services.</p> <p>100% compliance.</p> <p>Within 10 seconds of awareness of need for Crisis Services.</p> <p>As needed.</p> <p>By September 15, 1999.</p> <p>Three (3) trainings shall occur. 100% all volunteers shall meet this requirement.</p>
Publications	<p>Newsletter</p> <p>Marketing Brochure</p> <p>Consumer Handbook and Guide to Services Survival Guide</p> <p>Advocacy, Empowerment and Beyond Survival Guide</p>	<p>9 separate publications/distributions. 6 shall be completed by August 10, 2000 and 3 shall be completed by February 28, 2001.</p> <p>First publication, printing and distribution by 7/15/00. 30 Brochures distributed each month thereafter</p> <p>First publication, printing and distribution by 3/31/2000. Total printed and distributed by February 28, 2001 – 500.</p> <p>First publication, printing and distribution by 3/31/2000. Total printed and distributed by February 28, 2001 – 500.</p>
Records Maintenance & Reporting	Fiscal and administrative management	100% compliance with contract requirement.

EXHIBIT B-1

**CONSUMER ADVOCATE TEAM SERVICES BUDGET
810/99-2/28/01**

DESCRIPTION	NSRSN FUNDS (\$)	IN-KIND CONTRIBUTION	TOTAL BUDGET
<i>General Expenses:</i>			
Equipment (Computer, Software, Printer, Fax)	555.20	NSRSN in-stock Computer/software	555.20
Printing and Postage	1,370.40		1,370.40
Telephone/Communications (E-Mail Internet)	450.00		450.00
Transportation (Mileage @ \$.315 per mile)	500.00		500.00
Insurance	2,534.40		2,534.40
Flex Funds	<u>200.00</u>		<u>200.00</u>
TOTAL GENERAL BUDGET:	\$5,610.00		\$5,610.00
<i>Warm Line Expenses:</i>			
Volunteer Training	450.00		450.00
Telephone/Voice Mail/1-800 Line	<u>3,800.00</u>		<u>3,800.00</u>
TOTAL WARM LINE BUDGET:	\$4,250.00		\$4,250.00
<i>Records Maintenance and Reporting Services:</i>			
Professional Services (\$50 per month)		Robert Kiesel NSRSN Staff	

**EXHIBIT C-1
CAT TEAM MONTHLY INVOICE
REPORTING FORM**

MONTH: _____

Complete and submit this form to NSRSN Finance Department, 117 North First Street, Suite 8, Mount Vernon, WA 98273 by the 10th of each month. Document all expenses incurred for the prior month AND attach (staple) ALL ORIGINAL receipts to this form. In addition, document all prior month activities on the Performance Reporting Form (page 12) and attach to this Monthly Invoice Reporting Form.

EXPENSE DESCRIPTIONS:	MONTHLY EXPENSE:
General Expenses:	
Printing and Postage	\$ _____
Telephone/Communications (E-Mail Internet)	\$ _____
Transportation (Mileage @ \$.31 per mile)	\$ _____
Insurance	\$ _____
Flex Funds	\$ _____
TOTAL GENERAL BUDGET:	
Warm Line Expenses:	
Volunteer Training	\$ _____
Telephone/Voice Mail/1-800 Line	\$ _____
TOTAL WARM LINE BUDGET:	\$ _____
Records Maintenance and Reporting Services:	
Professional Services (\$50 per month)	
TOTAL EXPENSES THIS MONTH:	

I hereby certify under penalty of perjury that this is a true and correct claim for necessary expenses incurred by me and that no payment has been received by me on account thereof.

Signature: _____

Date: _____

**EXHIBIT D-1
CAT TEAM
MONTHLY CONTRACT PERFORMANCE REPORTING FORM**

MONTH: _____

Document all prior month activities on the Performance Reporting Form and attach to the CAT Team Monthly Invoice Reporting Form.

Warm Line Services:	
# Warm Line Calls Received this Month	_____
# Consumers (unduplicated) Calling Warm Line this Month	_____
# Warm Line Volunteers Utilized this Month	_____
Total Hours Performing Warm Line Services this Month	_____
# Calls Referred to Crisis Response Services this Month	_____
# Calls Referred to NSRSN Ombuds this Month	_____
CAT Team Publication Services:	
Newsletter - # Printed this Month	_____
# Distributed this Month	_____
Locations Distributed	_____
Marketing Brochure - # Printed this Month	_____
# Distributed this Month	_____
Locations Distributed	_____
Consumer Handbook Survival Guide - # Printed this Month	_____
# Distributed this Month	_____
Locations Distributed	_____
Advocacy, Empowerment and Beyond Survival Guide - # Printed this Month	_____
# Distributed this Month	_____
Locations Distributed	_____
Records Maintenance and Reporting Services:	
# Professional Services hours this Month	_____

NORTH SOUND REGIONAL SUPPORT NETWORK
NSRSN Board of Directors
Approval Form

TO: NSRSN Board of Directors
FROM: Sharon Lucas, Interim Executive Director
DATE: September 18, 2000

Action Requested: The NSRSN Board is asked to approve **Motion #00-037**

Approval Date: September 28, 2000

Source of Request: Marcia Gunning Contracts Compliance/ Financial Services Manager

Motion: To authorize the NSRSN Executive Director to enter into Contract with State of Washington Mental Health Division for "Co-Occurring Disorders Training Services", effective October 1, 2000 through September 30, 2001. Maximum consideration shall not exceed \$19,480 in Federal Block Grant Funding.

Background:

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

Attachment(s): No

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

Sharon Lucas, Interim Executive Director

NORTH SOUND REGIONAL SUPPORT NETWORK
NSRSN Board of Directors
Approval Form

TO: NSRSN Board of Directors
FROM: Sharon Lucas, Interim Executive Director
DATE: September 18, 2000

Action Requested: The NSRSN Board is asked to approve **Motion #00-038**

Approval Date: September 28, 2000

Source of Request: Marcia Gunning Contracts Compliance/ Financial Services Manager

Motion: To authorize the NSRSN Executive Director to enter into contract #NSRSN-CMHS-SJC-MICA-00 with Community Mental Health Services – San Juan County for “Co-Occurring Disorders Training Services”, effective October 1, 2000 through September 30, 2001. Maximum consideration shall not exceed \$19,480 in Federal Block Grant Funding.

Background:

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

Attachment(s): No

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

Sharon Lucas, Interim Executive Director

NORTH SOUND REGIONAL SUPPORT NETWORK
NSRSN Board of Directors
Approval Form

TO: NSRSN Board of Directors
FROM: Sharon Lucas, Interim Executive Director
DATE: September 18, 2000

Action Requested: The NSRSN Board is asked to approve **Motion #00-039**

Approval Date: September 28, 2000

Source of Request: Marcia Gunning Contracts Compliance/ Financial Services Manager

Motion: To authorize the NSRSN Executive Director to enter into Contract with State of Washington Mental Health Division for "Geriatric Peer Counseling", effective October 1, 2000 through September 30, 2001. Maximum consideration shall not exceed \$18,164 in Federal Block Grant Funding.

Background:

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

Attachment(s): No

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

Sharon Lucas, Interim Executive Director

NORTH SOUND REGIONAL SUPPORT NETWORK
NSRSN Board of Directors
Approval Form

TO: NSRSN Board of Directors
FROM: Sharon Lucas, Interim Executive Director
DATE: September 18, 2000

Action Requested: The NSRSN Board is asked to approve **Motion #00-040**

Approval Date: September 28, 2000

Source of Request: Marcia Gunning Contracts Compliance/ Financial Services Manager

Motion: To authorize the NSRSN Executive Director to enter into contract #NSRSN-CMHS-SC-GPC-00 with Community Mental Health – Skagit County for “Geriatric Peer Counseling”, effective October 1, 2000 through September 30, 2001. Maximum consideration shall not exceed \$18,164 in Federal Block Grant Funding.

Background:

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

Attachment(s): No

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

Sharon Lucas, Interim Executive Director

NORTH SOUND REGIONAL SUPPORT NETWORK
NSRSN Board of Directors
Approval Form

TO: NSRSN Board of Directors
FROM: Sharon Lucas, Interim Executive Director
DATE: September 18, 2000

Action Requested: The NSRSN Board is asked to approve **Motion #00-041**

Approval Date: September 28, 2000

Source of Request: Marcia Gunning Contracts Compliance/ Financial Services Manager

Motion: To authorize the NSRSN Executive Director to enter into Contract with State of Washington Mental Health Division for "Family Connections Program Services", effective October 1, 2000 through September 30, 2001. Maximum consideration shall not exceed \$25,000 in Federal Block Grant Funding.

Background:

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

Attachment(s): No

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

Sharon Lucas, Interim Executive Director

NORTH SOUND REGIONAL SUPPORT NETWORK
NSRSN Board of Directors
Approval Form

TO: NSRSN Board of Directors
FROM: Sharon Lucas, Interim Executive Director
DATE: September 18, 2000

Action Requested: The NSRSN Board is asked to approve **Motion #00-042**

Approval Date: September 28, 2000

Source of Request: Marcia Gunning Contracts Compliance/ Financial Services Manager

Motion: To authorize the NSRSN Executive Director to enter into contract #NSRSN-SNOHOMISH-FCP-00 with Snohomish County Human Services for "Family Connections Program Services", effective October 1, 2000 through September 30, 2001. Maximum consideration shall not exceed \$25,000 in Federal Block Grant Funding.

Background:

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

Attachment(s): No

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

Sharon Lucas, Interim Executive Director

NORTH SOUND REGIONAL SUPPORT NETWORK
NSRSN Board of Directors
Approval Form

TO: NSRSN Board of Directors
FROM: Sharon Lucas, Interim Executive Director
DATE: September 18, 2000

Action Requested: The NSRSN Board is asked to approve **Motion #00-043**

Approval Date: September 28, 2000

Source of Request: Marcia Gunning Contracts Compliance/ Financial Services Manager

Motion: To authorize the NSRSN Executive Director to enter into Contract with State of Washington Mental Health Division for "Rainbow Center Consumer Provider Staff Training Project", effective October 1, 2000 through September 30, 2001. Maximum consideration shall not exceed \$43,025 in Federal Block Grant Funding.

Background:

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

Attachment(s): No

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

Sharon Lucas, Interim Executive Director

NORTH SOUND REGIONAL SUPPORT NETWORK
NSRSN Board of Directors
Approval Form

TO: NSRSN Board of Directors
FROM: Sharon Lucas, Interim Executive Director
DATE: September 18, 2000

Action Requested: The NSRSN Board is asked to approve **Motion #00-044**

Approval Date: September 28, 2000

Source of Request: Marcia Gunning Contracts Compliance/ Financial Services Manager

Motion: To authorize the NSRSN Executive Director to enter into contract #NSRSN-WCPC-Rainbow-CTP-00 with Whatcom Counseling & Psychiatric Clinic – Rainbow Center for “Rainbow Center Consumer Provider Staff Training Project”, effective October 1, 2000 through September 30, 2001. Maximum consideration shall not exceed \$43,025 in Federal Block Grant Funding.

Background:

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

Attachment(s): No

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

Sharon Lucas, Interim Executive Director

NORTH SOUND REGIONAL SUPPORT NETWORK
NSRSN Board of Directors
Approval Form

TO: NSRSN Board of Directors
FROM: Sharon Lucas, Interim Executive Director
DATE: September 18, 2000

Action Requested: The NSRSN Board is asked to approve **Motion #00-045**

Approval Date: September 28, 2000

Source of Request: Marcia Gunning Contracts Compliance/ Financial Services Manager

Motion: To authorize the NSRSN Executive Director to enter into Contract with State of Washington Mental Health Division for "Mentally Ill Awareness Course and Visions for Tomorrow Project", effective October 1, 2000 through September 30, 2001. Maximum consideration shall not exceed \$45,000 in Federal Block Grant Funding.

Background:

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

Attachment(s): No

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

Sharon Lucas, Interim Executive Director

NORTH SOUND REGIONAL SUPPORT NETWORK
NSRSN Board of Directors
Approval Form

TO: NSRSN Board of Directors
FROM: Sharon Lucas, Interim Executive Director
DATE: September 18, 2000

Action Requested: The NSRSN Board is asked to approve **Motion #00-046**

Approval Date: September 28, 2000

Source of Request: Marcia Gunning Contracts Compliance/ Financial Services Manager

Motion: To authorize the NSRSN Executive Director to enter into contract #NSRSN-NAMI-Visions-00 with NAMI Washington for "Mentally Ill Awareness course and Visions for Tomorrow Project", effective October 1, 2000 through September 30, 2001. Maximum consideration shall not exceed \$45,000 in Federal Block Grant Funding.

Background:

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

Attachment(s): No

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

Sharon Lucas, Interim Executive Director

NORTH SOUND REGIONAL SUPPORT NETWORK
NSRSN Board of Directors
Introduction Form

TO: NSRSN Board of Directors
FROM: Sharon Lucas, Interim Executive Director
DATE: September 18, 2000

Introduction: **Motion #00-IN11** To introduce the NSRSN/Tribal 2000 7.01 Plan, Amendment 1 for Board comment and review.

**Board Action
Request Date:** October 26, 2000

Source of Request: Sharri Dempsey, Office of Consumer Affairs Manager/Tribal Liaison.

**Background
Information:** The NSRSN/Tribal 7.01 Plan, Amendment 1 incorporates changes brought forward by the Tribes within the NSRSN. This amended 7.01 Plan has been unanimously approved by the Tribes and is being recommended for approval by the NSRSN Quality Management Oversight Committee.

Attachment(s): Yes

Executive Recommendations: Approve No Recommendation
XXXX Further Review Required

Sharon Lucas, Interim Executive Director