

**MEMORANDUM**

**TO:** NSRSN Board of Directors and All Interested Parties  
**FROM:** Rae A. Benjamin, NSRSN Office Manager  
**RE:** Meeting Information  
**DATE:** February 11, 2000

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

**Thursday, February 24, 2000  
North Sound Regional Support Network  
Conference Room  
117 North 1<sup>st</sup> Street, Suite 8  
Mt. Vernon, WA  
1:30 PM**

**PLEASE NOTE CHANGE IN TIME.**

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 1<sup>st</sup> Street, Suite 8  
Mt. Vernon, WA  
February 24, 2000  
1:30 PM**

**AGENDA**

1. Call to Order; Introductions – Chair
2. Revisions to the Agenda – Chair
3. Approval of December Minutes – Chair
4. Comments & Announcements from the Chair
5. Board Discussion – Chair  
  
“What has been most inspiring about the area of mental health that you have seen?”
6. Comments from the Public
7. Report from the Advisory Board, Dan Bilson
8. Report from the Executive Director, Merle Adrian
  - NSRSN Staff Activities Reports
9. Report from the Fiscal Officer, Bill Whitlock
10. Additional Comments from the Public
11. Consent Agenda, Merle Adrian

<p>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.</p>
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The NSRSN Board of Directors moves to approve the Consent Agenda:

**Motion #00-003** to review and approve NSRSN claims paid from January 1, 2000 to January 31, 2000. Total dollar amount of warrants paid in January: \$(not available at this time). Total January payroll of \$(not available at this time), and associated benefits in the amount of \$(not available at this time).

**Motion #00-004** to review and approve the NSRSN purchase of a Security/Burglar Alarm System at NSRSN offices located at 117 N. First Street, Suite 8, Mt. Vernon, Washington.

Staff are currently receiving bids for this system. Recommendation and supporting information will be distributed at the Board meeting.

**Motion #00-005** to review and approve contract amendment NSRSN-BDS-99-MIS (1) with Behavioral Data Systems, Exhibit A-1 effective March 1, 2000 through June 30, 2001. Maximum consideration will not exceed 2000 Adopted Budget.

Final copy to be sent under separate cover.

12. Action Items, Merle Adrian

**Motion #00-002** to approve the NSRSN/Tribal 2000 Annual 7.01 Plan as introduced at the January 2000 Board meeting held on February 3, 2000.

Presentation by Sharri Dempsey

13. Motions Not Yet Reviewed by the Advisory Board

**Motion #99-IN02** to introduce contract amendment NSRSN-APN-99-10-01 (5) with Associated Provider Network for Children's Hospital Alternative Program Services (CHAP) effective April 1, 2000 through December 31, 2000. Maximum consideration for this nine (9) month statement of work would no exceed \$518,193.

Contract currently being negotiated. Final copy to be sent under separate cover.

**Motion #99-IN03** to introduce NSRSN Level of Care Manual Revision #1.

14. Executive Session

15. Reconvene

16. Adjournment

**NOTE:** The next Board of Directors meeting is scheduled for Thursday, March 23, 2000, at 117 North First Street, Suite 8, Mt. Vernon, WA 98273-2858.

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

**NSRSN Conference Room  
117 N. First Street, Suite 8  
Mt. Vernon, WA  
February 3, 2000  
1:00 PM**

**MINUTES**

**Board Members Present:**

Kirke Sievers, Chair, Snohomish County Council  
Rhea Miller, Vice Chair, San Juan County Council  
Chuck Benjamin, Alternate for Pete Kremen, Whatcom County Executive  
Dan Bilson, Chair, NSRSN Advisory Board  
Marianna Conner, Alternate for Bob Drewel, Snohomish County Executive  
Dave Gossett, Alternate for Gary Nelson, Snohomish County Council  
Bob Hart, Skagit County Council  
Susan Neely, Alternate for Rick Larsen, Snohomish County Council  
Ward Nelson, Whatcom County Council  
Gary Ramey, Tulalip Tribe  
Mike Shelton, Island County Council

**NSRSN Staff Members:**

Merle Adrian, Rae Benjamin, Linda Benoit, Marcia Gunning, Gail LaFleur, Mike Page, Bill Whitlock

**County Staff:**

Joanne Angevine, Barbara LaBrash, Linda Morris, Gary Williams

**Guests:**

Susan Fox, Mary Good, John Hooper, Kris Laaninen, Jere LaFollette, Linda Vaughn

**1. Call to Order; Introductions – Chair**

The meeting was called to order at 1:05 PM. Introductions were made around the room.

## **2. Revisions to the Agenda – Chair**

An addition was made to the Agenda under Item #10, Quality Management Oversight Report. Two (2) 2 bullets have been included for presentations on CHAP and the Mukilteo E & T Center.

## **3. Election of Chair and Vice Chair - Chair**

A Motion was made, seconded and carried to elect Rhea Miller as NSRSN Board Chair and Ward Nelson as NSRSN Vice Chair.

## **4. Assumption of Chair**

Mr. Sievers thanked the Board for a great year. Major accomplishments made included completion of the biennial contract process, relocation to the new offices, and numerous site visits. He also thanked the staff for a job well done.

Mr. Sievers passed the gavel to Rhea Miller, newly elected Chair and wished her good luck for the coming year.

Ms. Miller presented Mr. Sievers with a Certificate of Appreciation and thanked him for his leadership. She will focus on trying to expand the vision of the RSN and setting sights higher. There will be changes made to future agendas, including expanding the timeframe for comments and questions to 15 minutes. She will propose a different topic or questions each month and Board members will spend 15 minutes discussing the issue. It is hoped that this will energize the Board.

Ms. Miller stated she is changing the time for Board meetings to 1:30 PM with committees beginning at 12:30 PM. She made Committee assignments and will distribute these to the members.

Introductions made around the room.

## **5. Comments by an APN Agency – 10 minutes**

- Video on Stigma Reduction, Compass Health

Jere LaFollette introduced Susan Fox of Compass Health who gave a brief introduction to the video.

## **6. Approval of December Minutes – Chair**

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

## **7. Comments & Announcements from the Chair**

There were no further comments from the Chair

## **8. Report from the Advisory Board, Dan Bilson**

The Advisory Board will meet for a retreat on February 15 at Mitzel's Restaurant in Mt. Vernon. Due to the retreat, the regular meeting scheduled for that day is cancelled however the Advisory Board Finance Committee will meet to review January bills. Mr. Bilson thanked RSN staff for their assistance in putting together packets for the retreat.

Mr. Bilson hopes to have the Advisory Board committees filled by next month and he is striving to make the members more productive in coming year.

## **9. Report from the Executive Director, Merle Adrian – 5 minutes**

- NSRSN Staff Activities Reports

Mr. Adrian thanked Board for their direction and support in making it possible for the RSN to relocate to the new office space stating that if not for the Board, we would not be here today. We still have some issues, which are dealt with as they arise. Mr. Adrian also thanked to staff for planning and facilitating a smooth and effective move.

Mr. Adrian referred Board members to a memo regarding the NSRSN 2000 Mental Health Conference, which is held annually. He asked members to reserve on March 23 and 24 on a tentative basis. As in the past, the Board meeting will be held in the afternoon and Board Members and Management staff will move to the conference. Staff have tentatively reserved the Wild Iris in LaConner for this conference.

Sam Magill of S. Magill Consulting, Inc. has agreed to facilitate conference again this year. We will be looking at some exciting, informative and innovative issues. More Information will follow.

Mr. Adrian referred Members to the statistical information which are on green sheets this month.

## **10. Quality Management Oversight Committee Report, Chuck Benjamin, Chair**

Mr. Benjamin gave an overview of QMOC activities using PowerPoint. He stated that more detailed information would follow regarding the CHAP program and the

Mukilteo E & T Center. See Attachment A for more information on Mr. Benjamin's presentation.

a. CHAP Report and Recommendations, Linda Benoit & Linda Vaughn

Ms. Benoit and Ms. Vaughn gave a PowerPoint presentation on the CHAP program. Discussion and questions followed. See Attachment B for more information.

b. Mukilteo E & T Report and Recommendations, Gary Williams

Mr. Williams presented information on the Mukilteo E & T using PowerPoint. Discussion and questions followed. See Attachment C for more information.

A Motion was made, seconded carried to accept the CHAP report and recommendations.

A Motion was made, seconded and carried to accept the Mukilteo E & T report and Recommendations.

## **11. Planning Committee Report – Bob Hart, Chair**

Mr. Hart stated that the Planning Committee met on January 6 and reviewed the second draft of the Acute Services for Older Adults report. Modifications were requested and will be presented to the geriatric specialist. The report will go back to Planning Committee for review.

The Committee reviewed the current allocations of Inpatient Savings fund and recommendations will come back to the Board at a future date.

Ward Nelson is chairing the Strategic Planning Subcommittee which met on January 13<sup>th</sup>. A survey will be conducted regarding the strategic planning with spring forums to be held in the counties. The revised plan will be presented to Board at a later meeting. When complete, the Strategic Plan will be posted to the NSRSN web page.

## **12. Report from the Fiscal Officer, Bill Whitlock**

Mr. Whitlock reported that December financial information would be presented at the February 24<sup>th</sup> meeting. Year-end adjustments should be complete at that time and a more accurate report will be given.

The January payment from the State was based on December information. The new funding with the added TANF population was not received.

Mr. Whitlock stated that the State Auditors would schedule a visit in the near future.

The NSRSN has been connected to the Skagit County system without problems

### **13. Comments from the Public**

There were no comments from the public.

### **14. Consent Agenda, Merle Adrian**

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

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

**Motion #00-001** to review and approve NSRSN claims paid from December 1, 1999 to December 31, 1999. Total dollar amount of warrants paid in December: \$3,087,738.99. Total December payroll \$64,908.68 and associated benefits in the amount of \$16,322.21.

Motion was made, seconded and carried to approve the Consent Agenda.

**Motion #00-002** to authorize the Executive Director to enter into Lease Agreement Amendment (1) between the North Sound Regional Support Network and Timothy B. White Properties for the office space located at 117 North First Street, Suite 8, Mt. Vernon, WA.

Move, seconded and carried to approve the Motion.

### **15. Action Items, Merle Adrian**

None

### **16. Motions Not Yet Reviewed by the Advisory Board, Gary Ramey**

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

Mr. Ramey stated that the contract with the Mental Health Division & the Department of Social & Health Services mandates the 7.01 plan for provisions of culturally appropriate services to Native Americans. This is an ongoing process as the Tribes work on developing plan in the even years and implementing it in the odd years.

He stated that Ms. Dempsey has met with tribes who support this plan.



Mr. Nelson will formulate questions and forward to Ms. Dempsey before next month's mtg.

Ms. Gunning stated that the plan in the Board books has been updated since the packets were mailed. As of 5:00 PM last evening, all the Tribes have approved this plan.

**17. Executive Session**

There was none.

**18. Reconvene**

There was none.

**19. Adjournment**

The meeting was adjourned at 2:34 PM.

Respectfully submitted,

Rae Benjamin  
Office Manager

## NSRSN Staff Activities Reports

## NSRSN STAFF ACTIVITIES REPORT

February 24, 2000

TOPIC	PROGRESS
<b>Assistant Director/Planner's Report – Greg Long</b>	
Response to 1999 MHD Audit	The NSRSN responded to the Mental Health Division's Audit. The NSRSN responded to the three findings with corrective actions which we are confident will resolve these issues. The NSRSN responded to the Quality Improvement issues with plans to assure improvements in these areas. Copies of the response have been distributed to County Coordinators, Advisory Board Members, and NSRSN Board Members.
S.B. 5011 Enhanced Services for Mentally Ill Offenders	NSRSN has been participating in implementation meetings regarding Senate Bill 5011. This program will provide increased funding to enhanced services for mentally ill offenders being released from prison by the Department of Corrections. The RSNs would receive approximately \$10,000 a year to provide services such as housing rental supports, drug counseling, vocational supports, expanded case management, and other services. The NSRSN will in turn contract with and fund providers to purchase these additional services to assist mentally ill offenders to live successfully in the community.
Strategic Planning Sub-Committee	The Strategic Planning Sub-Committee reviewed a Community Survey of Mental Health Needs that will be distributed broadly to obtain community input. Community Forums are being planned for each county this spring.
Quality Improvement Certification	The NSRSN is preparing a request to get its Quality Improvement Committee certified by the State of Washington as a Continuous Quality Improvement Program. This will allow the NSRSN to do quality improvement studies of cases throughout the Region and not have the concern that these studies would be subpoenaed into court. This allows professionals to look openly at quality improvement issues.

# NSRSN STAFF ACTIVITIES REPORT

February 24, 2000

TOPIC	PROGRESS
<b>Clinical/Quality Assurance Report – Francene Thompson</b>	
Clinical/Quality Manager	<ul style="list-style-type: none"><li>• The NSRSN Quality Manager has been assigned the major project of investigating Board and public concerns that paperwork requirements of NSRSN may be excessive and may create barriers to quality services to the public. The project will be guided by a workgroup consisting of Chuck Benjamin, Greg Long, Jere LaFollette, Merle Adrian, and either Gil Saparto or Karen Kipling.</li><li>• Planning and work sessions continue on development of the Quality Management Plan for 2000. Initial work has clarified which of the objectives from last year's plan have been accomplished and which need to be carried into the future.</li><li>• The NSRSN Quality Manager worked with VOA, APN, and specific crisis response personnel to investigate and clarify issues around two reports of refused outreaches requested of crisis responders by VOA. These incidents continue to be reviewed to determine whether they clearly represent refused outreaches, and to determine what system improvements will prevent recurrence of such events.</li><li>• While several of the pending formal complaints have been resolved, one grievance is still being addressed, with progress through the Fair Hearing process and coordination between NSRSN quality staff and providers.</li><li>• The Quality Management Team is performing a Recurrent Review which will be completed this month.</li></ul>

NSRSN STAFF ACTIVITIES REPORT  
February 24, 2000

TOPIC	PROGRESS
Consumer Affairs/Tribal Liaison Report – Sharri Dempsey	
<p><b>Office of Consumer Affairs</b></p>	<p>The re-write of the Quality Review Team survey tools has been completely. The reconstructed surveys will be tested the last week of February and then during March 2000. When a sample of each age and treatment type is completed a new data grid will be used for reports and trend comparison.</p> <p>The OCA Department is providing cross-training between QRT and Ombuds. The first cross training will be Beckie Bacon from Ombuds and Gail LeFleur from the QRT. They will be trading jobs for approximately three (3) months. When each of the employees in the OCA departments are crossed trained there will be gaining with the ability to fill-in during vacations and also help when a department becomes busy. The employees are very excited and willing to learn new skills.</p> <p>The Ombuds have completed a first draft, Policy and Procedure Manual. The manual has been reviewed by the Ombuds Oversight Committee, which has just met for the first time on February 23, 2000. Then suggested changes the manual will be presented during the March 2000, Advisory Board Meeting.</p> <p>The newsletter “Around the Sound” has been completed and the distribution is in progress. This quarterly issue included a mail back survey form. We are hoping to receive the surveys for ongoing improvement.</p>
<p><b>Tribal Liaison</b></p>	<p>All the eight tribes in Region III are on board with the year 2000 7.01 plan. The Region III, NSRSN is gaining lots of great feedback from all other state divisions about the progress and process that has happened with the 7.01 planning.</p> <p>The first of four (4) tribal workgroups will be held during March 2000. This workgroup will focus on FAS/FAE. The focus will provide intervention and treatment possibilities for this serious disorder.</p> <p>The February NSRSN/Tribal meeting was held at Nooksack Tribe. There were seven (7) tribes present. The tribes are making a decision about tribal participation on the CLIP committee.</p>

# NSRSN STAFF ACTIVITIES REPORT

February 24, 2000

TOPIC	PROGRESS
<b>Contract Compliance &amp; Financial Services Department – Marcia Gunning</b>	
Year-End Finance:	<ul style="list-style-type: none"> <li>Completed the 1999 year-end financial processing; contracts reconciliation, quarterly and year-end financial reports to MHD, etc.</li> </ul>
Department Budgets:	<ul style="list-style-type: none"> <li>Implementing Departmental Budget system for the NSRSN. In prior years the NSRSN Administrative Budget was not by Department. Each Department Manager will be responsible for monitoring and adhering to their approved 2000 budget. We are in the process of implementing a system to report and monitor expenditures by department.</li> </ul>
SLA's and Salary Survey	<ul style="list-style-type: none"> <li>Intensive review, analysis and additional survey of Contracts, Financial Services and MIS staff job descriptions and related salaries. Made formal report of findings to Management and Washington firm.</li> </ul>
Medicaid Eligibles:	<ul style="list-style-type: none"> <li>Continue to develop and fine tune NSRSN system to reconcile Medicaid eligibles with State MHD and MAA.</li> </ul>
Inpatient Sub-Committee	<ul style="list-style-type: none"> <li>Member of state-wide RSN Inpatient sub-committee who will be meeting monthly to address inpatient payment and reconciliation issues that occur when RSN's dispute MAA payments and/or dispute RSN to RSN payment transfers, in order to bring recommendations forward to RSN Administrators.</li> </ul>
Inpatient Reconciliation:	<ul style="list-style-type: none"> <li>Continue to develop and fine tune NSRSN system to reconcile Inpatient and Inpatient Savings payments with MHD and MAA. We are running into irregularities and concerns with State Payment system. Working with MHD and other RSN's to develop processes. Our efforts have resulted in savings to the NSRSN.</li> </ul>
Supervised Living Review	<ul style="list-style-type: none"> <li>Facilitated meeting with APN regarding inpatient reconciliation, claims process, etc</li> <li>Reviewed supervised living clinical review tool for contract issues and other suggestions for NSRSN clinical staff</li> </ul>
QMOC Sub- Committee:	<ul style="list-style-type: none"> <li>Participated in QMOC 1999 QM Plan Review and 2000 Plan Development Subcommittee.</li> </ul>
Staff Retreat:	<ul style="list-style-type: none"> <li>Participated in .5 day Staff Retreat review.</li> </ul>
RFP 99-01 Awards:	<ul style="list-style-type: none"> <li>Continued contract negotiations and execution process with the 18 RFP 99-01 award recipients.</li> </ul>
Advisory Board:	<ul style="list-style-type: none"> <li>Continue to work with Advisory Board Finance Committee in establishing process and priorities, budget, expenditure approval process, etc.</li> </ul>
CHAP Contract	<ul style="list-style-type: none"> <li>Developed CHAP Statement of Work and member of RSN negotiating team. Recommended/negotiated contract is being introduced at 2/24/00 Board meeting.</li> </ul>
Monthly Meetings:	<ul style="list-style-type: none"> <li>Participated in and/or facilitated various meetings/committees/workgroups throughout the month (i.e., QMOC, finance Committee meetings, MHD/RSN inpatient roundtable meetings, CHAP contract development meeting, CHAP negotiations meetings, contract interpretation meetings with clinical staff.</li> </ul>

## NSRSN STAFF ACTIVITIES REPORT

February 24, 2000

TOPIC	PROGRESS
<b>Management Information Systems – Christine Austin</b>	
MIS Meeting	A meeting to facilitate communication between BDS, NSRSN, NSRSN providing agencies, APN, and individual providing agencies of APN was held Tuesday, February 08, 2000 in the NSRSN conference room. The meeting was well attended by all. The meeting included a visual presentation of how the transmission of data flows from the agency database to the NSRSN database. Detailed explanation of the format of the BDS error reports and a recommended way to work them was discussed. Another meeting was scheduled for Tuesday, March 07, 2000 in the NSRSN Conference Room.
Core Data Dictionary	NSRSN has recognized the immediate need for a Core Data Dictionary. This dictionary will define data elements already collected by submitting agencies. The projected completion date of the NSRSN Core Data Dictionary is July 1, 2000. Goals for this dictionary include (1) clear definitions, (2) ease of use, (3) minimal additional data requirements, (4) reduce any unnecessary data requirements.
Data Integrity	During the process of creating the Core Data Dictionary, attention will be given to the integrity of data collected. When necessary additional data integrity reports will be designed to work in harmony with existing error reports. This month much attention was given to data integrity by looking at the upload of data from the agencies and how it flowed into the NSRSN database.
Special Provider Meeting	Christine Austin, BDS Liaison and Marsha Murray, APN met during January to review data integrity and system changes surrounding Version 2. Christine Austin, BDS Liaison and 2 representatives from Sea Mar met to discuss data completeness and integrity. The provider meetings are referred to as Special; in the sense that, the meetings had a Special purpose, and do not present an on going need.

# NSRSN STAFF ACTIVITIES REPORT

February 24, 2000

TOPIC	PROGRESS
<b>Office Manager's Report – Rae Benjamin</b>	
Office Relocation	<ul style="list-style-type: none"> <li>• NSRSN completed its move on January 22 &amp; 23, 2000. Notices continue to be sent out notifying interested parties of the new address.</li> <li>• The new address is 117 North First Street, Suite 8, Mt. Vernon, WA 98273.</li> </ul>
Support Staff Projects	<ul style="list-style-type: none"> <li>• Support staff continue work on the support staff projects in order to address issues such as preparation procedures for Board and Advisory Board packets, central filing system, records retention protocols, staff training, mail procedures, crisis protocols, etc.</li> </ul>
Washington Firm	<ul style="list-style-type: none"> <li>• Intensive work continues regarding the Service Level Agreements, Salary Survey, and Personnel Policies and Procedures. Personnel Policies and Procedure Manual is being introduced this month and will be voted on at the March 23<sup>rd</sup> Board of Directors meeting.</li> </ul>
NSRSN Staff Retreat	<ul style="list-style-type: none"> <li>• Support Staff participated in the Staff Retreat on January 7 and February 7. A second full day retreat is scheduled for March 17, 2000.</li> </ul>
PowerPoint Presentations	<ul style="list-style-type: none"> <li>• Support staff are scheduled to attend a one-day seminars to learn how to develop and design PowerPoint presentations.</li> </ul>



NORTH SOUND REGIONAL SUPPORT NETWORK  
NSRSN Board of Directors  
Approval Form

**TO:** NSRSN Board of Directors  
**FROM:** Merle D. Adrian, Executive Director  
**DATE:** February 11, 2000

**Action Requested:** The NSRSN Board is asked to approve **Motion #00-003**

**Approval Date:** February 24, 2000

**Source of Request:** Bill Whitlock, Fiscal Officer

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

**Background:** Reviewed by Bob Hart and Kirke Sievers February 24, 2000.

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

**Attachment(s):** None.

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

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Executive Director (Signature)

NORTH SOUND REGIONAL SUPPORT NETWORK  
NSRSN Board of Directors  
Approval Form

**TO:** NSRSN Board of Directors  
**FROM:** Merle D. Adrian, Executive Director  
**DATE:** February 11, 2000

**Action Requested:** The NSRSN Board is asked to approve **Motion #00-004**

**Approval Date:** February 24, 2000

**Source of Request:** Rae Benjamin, Office Manager

**Motion:** To review and approved the NSRSN purchase of a Security/Burglar Alarm System at NSRSN offices located at 117 N. First Street, Suite 8, Mt. Vernon, Washington.

**Background:** The NSRSN staff will present a recommendation and information on three (3) separate bids for the security/burglar alarm system.

**Fiscal Implications:** None

**Attachment(s):** Yes

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

\_\_\_\_\_  
Executive Director (Signature)

NORTH SOUND REGIONAL SUPPORT NETWORK  
NSRSN Board of Directors  
Approval Form

**TO:** NSRSN Board of Directors  
**FROM:** Merle D. Adrian, Executive Director  
**DATE:** February 11, 2000

**Action Requested:** The NSRSN Board is asked to approve **Motion #00-005**

**Approval Date:** February 24, 2000

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

**Motion:** To review and approve contract amendment NSRSN-BDS-99-MIS (1) with Behavioral Data Systems, Exhibit A-1 effective March 1, 2000 through June 30, 2001. Maximum consideration will not exceed 2000 Adopted Budget.

**Background:** This amendment will allow us to continue our network connection with Whatcom County following a BDS conversion of all RSN and provider systems to Version 2 software.

**Fiscal Implications:** None

**Attachment(s):** No

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

\_\_\_\_\_  
Executive Director (Signature)

NORTH SOUND REGIONAL SUPPORT NETWORK  
NSRSN Board of Directors  
Approval Form

**TO:** NSRSN Board of Directors  
**FROM:** Merle D. Adrian, Executive Director  
**DATE:** February 11, 2000

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

**Approval Date:** February 24, 2000

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

**Motion:** To approve the NSRSN/Tribal 2000 Annual 7.01 Plan as introduced at the January 2000 Board Meeting held on February 3, 2000.

**Background:** The Proposed 7.01 Plan was presented to the 8 Tribes within the NSRSN Service Area on January 10, 2000. Each Tribe has approved the 2000 annual 7.01 Plan. 2000. The NSRSN must submit the annual 7.01 Plan to the Mental Health Division in March 2000.

**Fiscal Implications:** None

**Attachment(s):** Yes

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

\_\_\_\_\_  
Executive Director (Signature)



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	Goals/Objectives	Activities	I. Measurements	Target Date	Lead Staff
		1.4 Develop and implement a plan with contracted NSRSN/PHP providers for incorporating traditional/cultural tribal mental health services when treating AI/AN consumers.	1.4 MOUs are in effect that establish the required collaboration between Tribal Mental Health, County Mental Health, and PHP providers to staff and case-managers AI/AN consumers.  A working procedure is in place to notify tribes when a self-identified service population member presents for services.  AI/AN Mental Health Specialist is called in for consultation/therapy within 30 days of access appointment.	1.3 7/1/00  7/1/00  7/1/00	Contracts Manager  Tribal Liaison  Utilization Review Team
		1.5 AI/AN consumers are offered traditional tribal/cultural treatment options as part of the intake process, verbally and via the Tribal Mental Health brochure.	1.5 During access, self-identified AI/AN consumers who refuse traditional tribal/cultural treatment options are encouraged to sign a waiver, which is the provider's record that such options have been offered.	8/1/00	Tribal Liaison/Utilization Review
#2	Support and Enhance Tribal Mental Health Services	2.1 Provide workshops, training, seminars and conferences among State Divisions and Tribal communities to develop procedures that promote seamless access to services, provide linkages to all DSHS divisions, County Health Programs which will provide inclusive treatment access.	2.1 Quarterly joint NSRSN/Tribal workshops, training, seminars and/or conferences address specific Tribal mental health issues.	2.1	Tribal Liaison

DRAFT

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

DRAFT

	Goals/Objectives		Activities	I.	Measurements		Target Date	Lead Staff
		4.4	Joint case review when PHP is providing non-traditional /spiritual services to AI/AN.	4.4	Audits reveal that provider Policy & Procedure Manuals contain these procedures.	4.4	On-going	Contract/Fiscal Manager
		4.5	Develop working agreements between the Tribes, NSRSN, APN and contractors (i.e., Agreement for Crisis Services)	4.5	Execute agreements; report at monthly Tribal meetings	5.5	10/1/00	Contracts Manager
#5	Mental Health Community awareness and understanding of outstanding issues and/or gaps in services identified by Tribes.	5.1	Develop satisfaction survey for Native American consumers, to include all aspects of treatment	5.1	Report at Tribal meetings and in NSRSN newsletter	5.1	Ongoing	Tribal Liaison
		5.2	Incorporate awareness and oversight of special needs of AI/AN consumers into the standard QMOC process.	5.2	The address of outstanding issues and/or gaps in services identified by Tribes appears on QMOC agenda.	5.2	Ongoing	Executive Director
#6	Maintain 7.01 Plan as a living, focused, working document	6.1	Hold quarterly meetings with Tribal appointed leaders to update 7.01 Plan.	6.1	7.01 Plan updated quarterly.  Collaborative, concerted focus on common needs and goals identified through process	6.1	Quarterly	Tribal Liaison and The Eight Region III Tribes
#7	Optimal Tribal Participation and Involvement in Every Aspect of the 7.01 Plan and Planning Process.	7.1	All eight Region III Tribes assign staff and regularly attend monthly NSRSN/Tribal meetings.	7.1	Monthly attendance at NSRSN/Tribal meetings by representatives of all eight Region III tribes.	7.1	Ongoing	The Eight Region III Tribes



# NORTH SOUND REGIONAL SUPPORT NETWORK

NSRSN Board of Directors  
Introduction Form

**TO:** NSRSN Board of Directors  
**FROM:** Merle D. Adrian, Executive Director  
**DATE:** February 11, 2000

**Introduction:** **#99-IN02** To introduce contract amendment NSRSN-APN-99-10-01 (5) with Associated Provider Network for Children's Hospital Alternative Program Services (CHAP) effective April 1, 2000 through December 31, 2000. Maximum consideration for this nine (9) month statement of work would not exceed \$518,193.

**Board Action Request Date:** March 23, 2000

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

**Background Information:** As a result of the concluded NSRSN/DCFS CHAP review, the NSRSN Review committee and staff recommend entering into a nine (9) month contract with APN for CHAP services as stated in attached Statement of Work. The NSRSN CHAP Negotiating Team has successfully negotiated this CHAP Statement of Work with Associated Provider Network (APN).

**Attachment(s):** No

**Executive Recommendations:** \_\_\_\_\_ Approve XXX No Recommendation  
\_\_\_\_\_ Further Review Required

\_\_\_\_\_  
Executive Director (Signature)

# NORTH SOUND REGIONAL SUPPORT NETWORK

NSRSN Board of Directors  
Introduction Form

**TO:** NSRSN Board of Directors  
**FROM:** Merle D. Adrian, Executive Director  
**DATE:** February 11, 2000

**Introduction:** #99-IN03 to introduce NSRSN Level of Care Manual Revision #1.

**Board Action  
Request Date:** March 23, 2000

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

**Background  
Information:** As stipulated in Contract NSRSN-APN-99-10-01, the NSRSN was to delegate hospital extension authority to APN upon approval of APN's Hospital Extension Plan. Effective January 1, 2000 the delegation of hospital extension authority was transferred to APN. The LOC Manual revision is made in order to be consistent with this delegated responsibility.

**Attachment(s):** Yes

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

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Executive Director (Signature)

- e) There is documented evidence of concerted efforts to establish a realistic discharge plan to move the individual to a less intensive level of care.
- f) A trial period for medication evaluation of a recent psychopharmacological intervention is medically necessary.

Requests for hospital extensions resulting from the lack of community placement option will be approved for administrative days only. Determinations will be made by ~~NSRSN Resource Management~~ [APN Acute Care Team](#).

**II. Discharge Criteria:**

- 1) Individual no longer meets medical necessity for acute inpatient level of care.
- 2) Individual no longer is a danger to self, others or property.

**III. Inpatient Benefit:**

- 1) **Days:** Dependent upon Consumer's Diagnosis
- 2) **Duration:** Three hundred sixty five (365) days.
- 3) **Service Package:** Title XIX Rehabilitative Modalities and WAC 257-57 Community Support Services.
- 4) Continuity of care through coordination with primary care clinician/team for treatment and discharge planning.

**IV. Service Array:**

- 1) Assessment and triage
- 2) Psychiatric intensive outpatient (includes use of behavioral aides)
- 3) Psychiatric acute residential treatment
- 4) Crisis stabilization
- 5) Partial hospitalization
- 6) Adult and older adult day treatment
- 7) Psychiatric consultation between provider and hospital medical staff at least 1x during hospitalization.

**North Sound Regional Support Network  
Quality Management Oversight Committee Report**

**February 3, 2000**

Presented by: Chuck Benjamin, QMOC Chair

**QMOC Report Summary**

Membership  
Guiding Principles  
Overall Subcommittee Structure / Chairs  
Individual Subcommittee Responsibilities  
"Other Business"  
Concluding Remarks

**QMOC Members**

Barbara Cothorn  
Chuck Benjamin, Chair  
Merle Adrian  
Chuck Albertson  
Pamela Benjamin  
Dan Bilson  
Linda Benoit  
Fran Collison  
Lorelei Coy  
Robin Grupper  
Marcia Gunning  
Dolores Holtcamp  
Karen Kipling  
Joan Lubbe  
Terry McDonough  
Julia Ortiz  
Diana Striplin  
Jim Teverbaugh  
Francene Thompson  
Gary Williams

**QMOC Guiding Principles**

Demonstrate **RESPECT** and speak with **RESPECT** toward each other at all times.  
Practice **CANDOR** and **PATIENCE**.  
Accept a minimum level of **TRUST** so we can build on that as we progress.  
Be **SENSITIVE** to each other's role and perspectives.

Promote the **TEAM** approach toward quality assurance.  
QMOG Guiding Principles  
Maintain an **OPEN DECISION-MAKING PROCESS.**  
Actively **PARTICIPATE** at meetings.  
Help create an atmosphere that is **OPEN** and **SAFE.**  
Be **ACCOUNTABLE** for your words and actions.  
Keep all stakeholders **INFORMED.**  
QMOG Subcommittees

**SUBCOMMITTEES**

Outcomes  
QM Work Plan 2000  
Critical Incidents  
Case Load/Quality of Care  
MHD Integrated Review

**CHAIR**

Chuck Benjamin  
Jim Teverbaugh  
Francene Thompson  
Francene Thompson  
Greg Long

**QMOG Outcomes Subcommittee**

National Benchmarks  
  
Proposed Key Performance Measures  
  
APN proposal under review

**QMOG 2000 Work Plan Subcommittee**

1999 Accomplishments  
  
1999 Unmet Goals & Objectives  
  
Unveil in March 2000

**QMOG Critical Incidents Subcommittee**

Comparing NSRSN's process to other RSNs  
  
Reviewing APN's Policies & Procedures  
  
Review critical incident reports

**QMOG Case Load / Quality of Care Subcommittee**

No definitive answers  
On-going assessments / surveys  
"Best Practice"

MIS data improvement  
Inclusion of line staff

### **QMOC MHD Integrated Review Subcommittee**

#### **FINDINGS:**

QRT Reviews  
QRT Policies and Procedures  
Some grievances not handled within 30 days

### **QMOC MHD Integrated Review Subcommittee**

#### **QUALITY IMPROVEMENT RECOMMENDATIONS:**

Advisory Board  
Ombuds  
QRT  
Tribal Authorities  
Quality Management  
Clinical Quality Management  
Management Information Systems

### **QMOC “OTHER BUSINESS”**

Concurrent Reviews  
Quality Resource Team Reports  
Ombuds Reports  
Tribal Liaison Reports  
Mukilteo E&T  
CHAP Program

### **QMOC CONCLUDING REMARKS:**

We have accomplished a LOT  
We have a LONG way to GO  
Challenges - **OPPORTUNITIES**  
**QUALITY IMPROVEMENT**  
**CONSUMER FOCUS**

### **North Sound Regional Support Network Quality Management Oversight Committee Report**

NEW BEGINNINGS

THANK YOU TO ALL PARTICIPANTS



**CHILDREN'S HOSPITALIZATION ALTERNATIVE PROGRAM  
Regional Review- Recommendations**

Presented to NSRSN Board of Directors  
February 3, 2000

**CHILDREN'S HOSPITALIZATION ALTERNATIVE PROGRAM (CHAP)**

Treatment foster care model  
Provides intensive community-based wrap-around services  
Children/Youth with serious emotional/behavioral disturbances and their families  
Alternative to more restrictive care

**POSITIVE CHANGES**

In practical terms, the programs have:

- Increased program staffing ratios
- Increased psychiatric time allotted to CHAP clients
- Increased psychiatric availability for staff consultation
- Developed on-call teams for after-hours and crisis response
- Increased staffing related to foster home recruiting and pre-licensing
- Increased staff training
- Increased foster parent training and supports
- Initiated Quarterly Reviews and Reports

**PROGRAM CHALLENGES**

The following challenges remain:

- Intensifying face-to-face services
- Increasing staff expertise and confidence
- Providing the majority of services in the home and community
- Creating treatment plans and crisis plans that are individualized, proactive and strength-based
- Intensifying crisis prevention and intervention
- Increasing foster home capacity for both placement and respite services
- Providing planned, consistent respite with an identified foster family
- Rebuilding community confidence to increase appropriate referrals

**QUALITY MANAGEMENT OVERSIGHT COMMITTEE (QMOC)**

**RECOMMENDATIONS**

Renegotiate a nine-month contract for CHAP services with the APN by February 15, 2000. (The current contract expires March 31, 2000.)  
Introduce contract to Board and public at February 24, 2000 meeting.  
Board approval will be required at its March 23, 2000 meeting.

**RATIONALE:**

The contracting agencies have made a sincere and significant effort to develop and improve existing programs.



Recontracting would regain the ability to apply sanctions and would move Children's Quality Managers from positions as coaches to more productive positions as contract monitors.

Allows time for DCFS contract compliance process to be completed and re-aligns our contract time periods with our DCFS partners.

Formalizes the expectation of APN regional management and oversight of this program.

Assures continuation of CHAP services for the next nine months and allows for continued services through an RFP process, if that becomes necessary.

## **QUALITY MANAGEMENT OVERSIGHT COMMITTEE (QMOC)**

### **RECOMMENDATIONS**

Renegotiate a nine-month contract for CHAP services with the APN by February 15, 2000. (The current contract expires March 31, 2000.)

Introduce contract to Board and public at February 24, 2000 meeting.

Board approval will be required at its March 23, 2000 meeting.

**NSRSN Recommendations Regarding  
Snohomish County  
Evaluation & Treatment Center**

Presented to NSRSN Board of Directors  
February 3, 2000

**CORRECTIVE ACTION PLAN**

Snohomish County E & T  
Ensuring history and physicals are completed within 24 hours  
Signed copies of Clients' Rights  
Documentation of OMBUDS brochures

**CORRECTIVE ACTION PLAN**

Snohomish County E & T  
Documentation identifying individualized needs from special population patients  
Documentation of staff-patient ratio  
Annual staff training plan  
Documentation of all alleged assaults

**CORRECTIVE ACTION PLAN**

Snohomish County E & T  
Employment of a recreational therapist within 30 days from receipt of NSRSN response to corrective action plan.  
The daily schedule of unit activities is confusing in its present form. Please explain overlaps.