

## MEMORANDUM

**TO:** NSRSN Board of Directors and All Interested Parties  
**FROM:** Melinda Bouldin, NSRSN Office Manager  
**RE:** Meeting Information  
**DATE:** August 7, 2001

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

**Thursday, August 23, 2001  
North Sound Regional Support Network  
Conference Room  
117 N. 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 Melinda at (360) 416-7013, extension 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  
August 23, 2001  
1:30 PM**

**AGENDA**

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

"What is one way that I personally could foster mental health for consumers in my community?"

- 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 – Ward Nelson, Chair**
- 10. Report from QMOC Committee – Andy Byrne, Chair**
- 11. Report from the Executive Director – Chuck Benjamin, Executive Director**
- 12. Report from the Finance Officer – Bill Whitlock**
- 13. Action Item – Marcia Gunning, Contracts Compliance/Financial Services Manager**

**#01-060** To authorize the NSRSN Executive Director to enter into Contract #NSRSN-SVC Education-CP-01 between NSRSN and Skagit Valley College in order to maintain the supported education program serving Island and Skagit counties, effective July 1, 2001 through June 30, 2002. Maximum consideration shall not exceed \$15,000. Funding shall come from NSRSN designated Fund Balance – Inpatient Savings - Consumer Projects.

*The SVC Supported Education Program was developed and successfully implemented during the 2000-2001 school year as a result of being awarded a Consumer Projects Grant from the NSRSN. In order to continue this project SVC is requesting \$15,000 from the NSRSN. An additional \$6,200 has been secured from the "Perkins Fund" and \$10,901 in In-Kind Contributions will support this project.*

**14. Executive Session - Chair**

**15. Reconvene - Chair**

**16. Adjournment – Chair**

**NOTE: The next Board of Directors meeting is scheduled for Thursday, September 27, 2001, at the North Sound Regional Support Network, 117 North First Street, Suite, 8, Mt. Vernon, WA at 1:30 PM.**

**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  
July 26, 2001  
1:30 PM**

**MINUTES**

**Present:**

Rhea Miller, Chair, San Juan County Commissioner  
Mike Ashley, Snohomish County Council  
Dan Bilson, Chair, NSRSN Advisory Board  
Andy Byrne, Alternate for Pete Kremen, Whatcom County Executive  
Kenneth Dahlstedt, Skagit County Commissioner  
Sharie Freemantle, Alternate for Kirke Sievers, Snohomish County Council  
Susan Neely, Alternate for Gary Nelson, Snohomish County Council  
Eileen Rosman, Vice Chair, NSRSN Advisory Board  
Jim Teverbaugh, Alternate for Bob Drewel, Snohomish County Executive  
Melinda Trujillo, Alternate for Rae Anne Cleveland, Tulalip Tribe

**NSRSN Staff Members:**

Chuck Benjamin, Beckie Bacon, Annette Calder, Melissa DeCino, Sharri Dempsey,  
Marcia Gunning, Dolores Holtcamp, Anne Hoffman, Greg Long, Mike Page, Bill  
Whitlock

**County Staff:**

JoAnn Angevine, Jackie Henderson

**Guests:**

Mary Good, Jane Relin, Josselyn Winslow, Jere LaFollette, Jess Jamieson, Josiah  
Anderson, Barbara Houston

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

Rhea opened the meeting at 1:30 p.m., introductions were made of all present.

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

None.

**3. Approval of Minutes – Chair**

**Moved and seconded to approve the minutes of June 28, 2001, as presented  
all in favor, motion carried.**

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

Chair Miller:

- Stated she had attended an excellent PTSD presentation by Dr. Backlund of CMHS and Beckie Bacon, NSRSN QRT, it was high energy and a great training. She provided group with summary of training and notification of upcoming conference on PTSD. If there are any questions after reading this material feel free to contact Rhea Miller or Sharri Dempsey.
- The winners of the Ombuds poster contest will be presented their prizes later in the meeting, arrival delayed due to travel problems.

#### **5. Board Discussion – Chair**

*“Are you aware of any changes that "summertime" brings to mental health issues?”*

Dan Bilson stated he had been told the primary change of being back in service is homeless are more comfortable and have warmer place to sleep.

Jim Teverbaugh said it used to be that things would slow down in the summer, but for the past several years that is not the case, there is no break like we used to get.

Rhea Miller expressed that often times this is a period of vacation for clinicians or therapists and could be a traumatic time for consumers. Also child abuse, there is no one structured to see the child, they are totally at the mercy of whatever their living situation at home and sometimes children find themselves in unusually unsafe situations with no one to look over them.

Josselyn Winslow spoke about a call she had received from daughter having hard time dealing with her mothers dementia. Things at home are not good when clinician is unavailable.

#### **6. Comments from the Public**

Josselyn Winslow addressed the group stating she appreciated the fact the program she is starting in September was noted in the minutes. We have interviewed 3 families to date and all three of them will be eligible, one from Skagit. Is great because program is reaching out to more people, not just those in Whatcom County. The program is called “Taking Care of You” and is being sponsored by the Northwest Regional Council, it is a six week program and targets caregivers and empowering them to deal with the problems they encounter being a caregiver. Hoping to do this program again next spring.

Has letter from Families USA, is a major organization that deals with health and a variety of issues that people in general are concerned about, they are a major watchdog in Washington. For the past two years the Bureau of Primary Healthcare with the help of strong partners has provided leadership to hundreds of communities across the country. Mobilizing a campaign for 100% access in rural health disparities. To summarize, this group has been very powerful, but recently HHS has announced that this campaign would be eliminated and instead there have been a coalition of managed care groups that have come together sending a sample letter to Tommy Thompson about this because this because they feel that Health and Human Services should be very concerned about this. Basic primary healthcare is

an issue to an awful lot of the folks that we deal with who have some problems. Josselyn provided a copy of the sample letter.

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

Dan Bilson reported on Advisory Board activities, (copy attached)

- Meeting in August to discuss the issue of refusal of service to medicaid eligible clients with the non APN provider complaining agency
- Debbie Hollo resigned due to medical problems and apologizes for not appearing in person due to shoulder surgery.
- The Executive Directors report was very positive and well received by the Advisory Board.
- 3 consumers from the Rainbow Center have not submitted their Behavioral Seminar costs and Chair Bilson has contacted Rick at Rainbow Center regarding the urgent need for this. A copy of the advance payment policy was delivered and he said he would get right on it
- Mr. Patchamatla met with Chuck Benjamin, Sharri Dempsey and Beckie Diaz with AT&T to discuss outreach to minorities by purchasing radio time.
- Ms. Rosman and Ms. Jubie discussed the joint meeting with the Advisory Board Executive Committee and the Board Of Directors Executive committee. Appreciation was expressed for the openness of the Executive Committee and both are trying for adequate services to all.
- On August 29<sup>th</sup>, the Advisory Board will visit the Rainbow Center and Lighthouse Mission in Bellingham.
- The Advisory Board recommends approval of all consent, regular and emergency motions.
- The Advisory Board recommended approval of the DSHS-MHD 2001-2003 based on the presentation they received.
- Nancy Jones reported the Bailey Center in Everett is in danger of losing \$20,000 in funding
- Jack Bilsborough announced that scholarships for consumers would be sought for those wishing to attend the NAMI convention, the Advisory Board also has some funding available.

Jim Teverbaugh asked how the CDMHP presentation to the advisory board went, Dan Bilson said it went very well.

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

No report

#### **9. Report from the Planning Committee – Ward Nelson, Chair**

Greg Long addressed the Board of Directors regarding recent Planning Committee activities, three of its workgroups have met since the last Board of Directors meeting; Enhanced Case Management, Housing, Homelessness, participants include RSN and County staff, providers, shelter providers, consumers and advocates. Future meetings with jail staff and corrections staff are in the process of being scheduled. Housing really is a crisis in this region. National study regarding ability to pay for housing on SSI payment was recently released and in this state it takes 117% of SSI payment to secure housing. This is especially a problem in this state.

## **10. Report from QMOC Committee – Andy Byrne, Chair**

Andy Byrne informed the committee of QMOC activities, presentation by RSN and APN staff on the Jail Services review, both agencies working together to decide how to better obtain information.

APN staff with the assistance of NSRSN staff made an Inpatient Utilization report that was very comprehensive, extremely useful information. QMOC was very appreciative of work done on this by APN and RSN staff.

QMOC was enthused about the work the Ombuds are doing.

RSN staff also introduced the Level of Care manual which will be reviewed at the August meeting.

Jere LaFollette offered to supply the Inpatient Utilization report to the Board of Directors and was willing to make a presentation to the Board of Directors. Jim Teverbaugh requested a copy of report.

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

Mr. Benjamin reported on the following:

- Emphasized the PTSD training and along with Beckie Bacon he recognized Judy Susia and Sharri Dempsey for their work on this project
- Sharri is also putting together Cultural Awareness training for providers
- The winning poster of the Ombuds poster contest will be reproduced and used this year to promote Mental Health Week, the week of September 10 in this region
- The Ombuds are doing consumer outreach
- QRT & Ombuds working jointly on projects
- The NSRSN is still pursuing a reimbursement for the additional community hospital costs due to the closure of Western State Hospital due to the earthquake
- The State Auditors have been here since July 9, and all is going well.
- Continuing to work on Information Systems / Information Technology issues for the region in conjunction with the providers
- New contract with MHD, available under Tab 4 in the meeting packet is a Power Point presentation printout, also available is a 24-page summary and a 2-page summary. Chuck identified some concerns with the proposed MHD contract and wants Board of Directors to act on it today. The PHP language has been broadened, opening up our liability. Definition that MHD has given to critical juncture points is so broad that it will tap resources
- 5.9% of PHP payment needs to be in Risk Reserve, at the present time we would have to add over \$220,000, suggesting to do this over the biennium
- Based on legislative action and the JLARC study, as well as the efforts of NAMI, Board Members, Advisory Board members, in pursuing the equitable funding allocations and equitable distribution of hospital beds, the new

contract implements a 6 year phase-in on funding - total of 5.9 million increase from the last biennium contract to this one

There was much discussion regarding the new contract, Board members and audience voiced concerns over many items in the contract. It was agreed that Chuck would write a strong letter to MHD.

Poster Winners – Chair Miller addressed those present regarding the poster contest and the presentation and selection of the winners last month. The first place winner, Josiah Anderson, was presented a \$500 gift certificate and plaque. The second place winner, Barbara Houston, was presented with a \$100 gift certificate and plaque. The posters were passed around for people to see. It was stated that the poster will be professionally reproduced and displayed throughout the region to promote Mental Health Week in September. Both posters had been featured in the Skagit Valley Herald. Sharri Dempsey thanked the Ombuds and QRT for thinking of this project and is very proud of their fine work.

#### **12. Report from the Finance Officer – Bill Whitlock**

Bill reported that we received an extra payment for last contract retroactive, \$557,000, then \$530,000 passed onto APN after our 4.75%. Auditors have been here, no major findings.

He stated the NSRSN had conducted a three-month review of CMHS cash flow, funds lower due to two major payers moving their operations and not having paid yet. CMHS is looking to reduce expenditures.

#### **13. Presentation of Poster Contest Winner – Sharri Dempsey**

Presented earlier in the meeting.

#### **14. MHD/NSRSN PHP Program Agreement – Marcia Gunning**

No action on this item.

#### **15. Consent Agenda – Rhea Miller, Chair**

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

**#01-061** To review and approve NSRSN claims paid from June 1, 2001 to June 30, 2001. Total dollar amount of warrants paid in June 2001 \$3,276,521.71 Total June payroll of \$72,849,33 and associated benefits in the amount of \$23,888.25.

**Moved, and seconded to approve the consent agenda, all in favor, motion carried.**

## **16. Emergency Action Items, Marcia Gunning, Contracts Compliance/Financial Services Manager**

**#01-056** To authorize NSRSN Executive Director to enter into contract with Department of Developmental Disabilities (DDD) for add-on supports and services for people with mental health and developmental disabilities, effective JULY 1, 2001 through June 30, 2002. Maximum consideration shall not exceed \$357,724.

*The initial contract for these services sunset June 30, 2001. This contract continues to fund the implementation of phase II of DDD/MHD collaborative work plan "Supports and Services for People with Developmental Disabilities and Mental Illness" agreement signed by MHD and DDD 11/23/99. Funding is pass-thru dollars from DDD*

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Asked for questions or concerns, Jim Teverbaugh noted that it is a Division not a Department, **moved and seconded to approve motion, all in favor, motion carried.**

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**#01-057** To authorize NSRSN Executive Director to enter into contract NSRSN-APN-DD Crisis-02 with the Associated Provider Network for enhanced crisis prevention and intervention services to individuals with developmental disabilities and mental illness, effective July 1, 2001 through June 30, 2002. Maximum consideration shall not exceed \$347,701.92

*The initial contract for these services sunset June 30, 2001. This contract continues to purchase enhanced crisis prevention and intervention services outlined in the NSRSN/DDD contract that implements phase II of DDD/MHD collaborative work plan "Supports and Services for People with Developmental Disabilities and Mental Illness" agreement signed by MHD and DDD 11/23/99. Funding is pass-thru dollars from DDD.*

**Moved and seconded, all in favor, motion carried.**

**#01-058** To authorize NSRSN Executive Director to enter into contract NSRSN-VOA-DD Crisis-2 with Volunteers of America for enhanced Crisis Line/Triage services to individuals with developmental disabilities and mental illness, effective July 1, 2001, through July 31, 2002. Maximum consideration shall not exceed \$10,020.

*The initial contract for these services sunset June 30, 2001. This contract continues to purchase specific 24-hour crisis line services outlined in the NSRSN/DDD contract that implements phase II of DDD/MHD collaborative work plan "Supports and Services for People with Developmental Disabilities and Mental Illness" agreement signed by MHD and DDD 11/23/99. Funding is pass-thru dollars from DDD.*

**Motion to approve, seconded, all in favor, motion carried.**

## **17. Action Items – Marcia Gunning, Contracts Compliance/Financial Services Manager**

**#01-052** The NSRSN Board of Directors allocates \$4,032 from the NSRSN Inpatient Savings Designated Fund Balance-Consumer Projects for two consumers to complete the Consumer-To-Provider Training Program. Total funding request per consumer = \$2,016. Maximum consideration would not exceed \$4,032.

**Moved approval, seconded, no discussion, all in favor, motion carried.**

**#01-053** To authorize the NSRSN Executive Director to enter into professional services contract NSRSN-MCPP-ITS-01 between the North Sound Regional Support Network and MCPP, Healthcare Consulting Group, Inc. for consultation and facilitation services with regards to Information Technology Services and NSRSN Children's Executive Council, effective July 1, 2001 through December 31, 2001. Maximum consideration shall not exceed \$34,500.

**Moved approval, seconded, all in favor, motion carried.**

**#01-054** To authorize the NSRSN Executive Director to enter into the 2001-2003 Biennium Integrated Mental Health Inpatient/Outpatient Contract with DSHS-Mental Health Division, *as finalized with the Mental Health Division*, effective August 17, 2001 through June 30, 2003.

Substitute amended board motion #01-054 – to authorize NSRSN Executive Director to enter into the 2001-2003 biennium integrated mental health inpatient/outpatient contract with DSHS/MHD, ***as finalized with the mental health division***

Jim Teverbaugh asked that the Executive Director to write a strong letter of opposition stating our reservations, he agreed.

**Motion to approve, seconded, all in favor, motion carried.**

**#01-055** To authorize the NSRSN Executive Director to enter into Contract 0169-00339, Amendment 1 between State of Washington Mental Health Division and the NSRSN modifying Section 7.4 Financial Consideration to include the results of adding to the Z factor Country Borders (x2) to the NSRSN's funding formula. *The NSRSN discovered an error in the funding formula and have brought this error to the attention of MHD. MHD has indicated that they will recalculate the NSRSN's funding formula to include country borders x 2 counties (Whatcom and San Juan). The state's initial recalculation indicates an additional \$15,716 per year on the eligibles allocation. Using the 6-year phase-in FY 01 = \$2,226 and FY 03 = \$5,186.*

**Moved to approve, seconded, all in favor, motion carried.**

**#01-056** To approve the following language change to the NSRSN Personnel Policies and Procedures Manual retroactive to January 1, 2001. This change will clarify unclear language and ensure consistent application of the policy.

### 3.6 Advancement Within a Pay Range

Employee's progress horizontally through the steps of the salary range based on length of employment and satisfactory performance as determined by their supervisor(s).

Progression beyond Step A will normally occur according to the following schedule, with the actual increase prorated to the employee's anniversary date.

<u>STEP SCHEDULE</u>	<u>% INCREASE</u>
A. 6 Months	2.5%
B. 12 Months	2.5%
C. 24 Months	5.0%
D. 36 Months	5.0%
E. 48 Months	5.0%
F. 72 Months	(merit)

**Move approval of motion 01-056, seconded, all in favor, motion carried.**

#### **18. Motions Not Yet Reviewed by the Advisory Board – Rhea Miller, Chair**

**#IN-032** To introduce Contract #NSRSN-SVC Education-CP-01 between NSRSN and Skagit Valley College in order to maintain the supported education program serving Island and Skagit counties, effective July 1, 2001 through June 30, 2002. Maximum consideration shall not exceed \$15,000. Funding shall come from NSRSN designated Fund Balance – Inpatient Savings - Consumer Projects.

*The SVC Supported Education Program was developed and successfully implemented during the 2000-2001 school year as a result of being awarded a Consumer Projects Grant from the NSRSN. In order to continue this project SVC is requesting \$15,000 from the NSRSN. An additional \$12,400 has been secured from the "Perkins fund and Chinook Enterprises". In addition \$4,701 in In-Kind Contributions will support this project.*

#### **19. Executive Session - Chair**

None.

#### **20. Reconvene - Chair**

None.

#### **21. Adjournment – Chair**

The meeting was adjourned at 2:42 p.m.

Respectfully submitted,

Annette Calder

## MEMORANDUM

DATE: July 30, 2001  
TO: NSRSN Advisory Board  
FROM: Marcia Gunning  
Contracts Compliance & Financial Services Manager  
RE: August 23, 2001 NSRSN Board of Director's Agenda

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**Please find for your review and comment the following that will be discussed with the Board of Directors brought forth at the August 23, 2001 NSRSN Board Meeting.**

### **CONSENT AGENDA**

**None**

### **EMERGENCY ACTION ITEMS**

**None**

### **ACTION ITEMS**

To authorize the NSRSN Executive Director to enter into Contract #NSRSN-SVC Education-CP-01 between NSRSN and Skagit Valley College in order to maintain the supported education program serving Island and Skagit counties, effective July 1, 2001 through June 30, 2002. Maximum consideration shall not exceed \$15,000. Funding shall come from NSRSN designated Fund Balance – Inpatient Savings - Consumer Projects.

*The SVC Supported Education Program was developed and successfully implemented during the 2000-2001 school year as a result of being awarded a Consumer Projects Grant from the NSRSN. In order to continue this project SVC is requesting \$15,000 from the NSRSN. An additional \$6,200 has been secured from the "Perkins Fund" and \$10,901 in In-Kind Contributions will support this project.*

### **ITEMS NOT YET REVIEWED BY THE ADVISORY BOARD**

**None**

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

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

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

TO: **NSRSN Board of Directors**  
FROM: **Charles R. Benjamin, Executive Director**  
DATE:

Action Requested: The NSRSN Board is asked to approve **Motion #01-060**

Approval Date: August 23, 2001

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

Motion: To authorizing the NSRSN Executive Director to enter in Contract #NSRSN-SVC Education-CP-01 between NSRSN and Skagit Valley College in order to maintain the supported education program serving Island and Skagit Counties, effective July 1, 2001 through June 30, 2002. Maximum consideration shall not exceed \$15,000. Funding shall come from NSRSN designated Fund Balance – Inpatient Savings – Consumer Projects.

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

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**Executive Director (Signature)**

## **Departmental Projects**

### **Planner / Assistant Director**

#### **Planning Committee**

While the Planning Committee did not meet this month, three workgroups are now underway studying housing, homelessness, and Intensive Case Management. Reports will be going to the Planning Committee and the NSRSN Board in the fall.

#### **Level of Care Manual Revision**

A workgroup lead by Linda Vaughan is completing revision of the Level of Care Manual which will now be called Eligibility and Care Standards. These new clinical guidelines are being updated to improve services and conform to the newly revised WAC and MHD Contract. This manual will be presented to the Advisory Board and NSRSN Board in September.

#### **Sexual Minority Workgroup**

The sexual minority or GLBT Workgroup is planning community forums for the fall to gather in put on the quality of services to this group. Clinical training in being planned for the late fall or early winter.

#### **WSH Bed Reduction**

Resource Management staff are identifying needed resources to discharge long term patients at WSH. The Mental Health Division intends to close 30 bed by December 1st of 2001. Resource Management staff are attending meetings coordinating this transition.

### **Tribal Liaison**

#### **Tribal Liaison attended:**

- Tribal canoe celebrations
- New buildings at the Nooksack Tribe
- The Tulalip Tribes, Youth Hope House
- Lummi Health Council
- Indian Policy and Support Meeting, Olympia
- Statewide Co-Occurring Disorder group, Moses Lake

Marketing Plan has been started for MHD and 7.01 was review and tribes decided to not make changes.

## **Office of Consumer Affairs**

### **QRT and Ombuds**

The QRT and Ombuds provided seven (7) outreach's during July:

- O'Leary House, Oak Harbor
- CADA Family Resource Center, Oak Harbor
- Loving Hands, Oak Harbor
- Fort Casey House, Oak Harbor
- North Island CMHS, Friday Harbor
- Presentation at Lake Whatcom Center
- Information booth at The Tulalip Tribes, Health Fair
- QRT involved in Critical Incident Review Committee meetings
- NSRSN departments Quality Management Plan Combined Reports meeting
- Quality Management Oversight Committee members and meeting attendance
- Grant Funding meeting attendance
- Enhanced Case Management meeting attendance
- QRT & Ombuds meeting on retaliation description for Policies and Procedures
- QRT & Ombuds 2<sup>nd</sup> Quarter Reports completed

In addition, all poster contest enters have been hand delivered or mailed back to the artist along with Thank You cards. The QRT and Ombuds had a luncheon for the poster contest winners and family members.

The Office of Consumer Affairs has published the Summer edition of the Around the Sound newsletter.

## **Quality Management**

### **Catholic Community Services Northwest Administrative Audit**

The NSRSN Clinical/Quality Manager participated in the on-site review of CCSNW, working with a member of QRT in performing the quality management portion of the administrative audit led by the NSRSN Fiscal/Contracts Department. Preliminary results from this review are quite positive and reflect well on the agency's national COA (Council on Accreditation for Children and Family Services) accreditation.

### **IS / IT Measurement Group**

This sub-committee of the NSRSN Information Technology (IT) Policy Group held meetings in June with the intent of achieving consistency and assuring that the databases and programming provided through the new regional information services provider/s meet the needs of the Region. Emphasis was on outcome measurements, and processes that will facilitate compliance with all of the legal regulations and contractual expectations inherent in the new 2001-2003 biennium. The group was successful in identifying many areas of shared concerns, as well as solutions to many of the challenges raised in the IS transition.

### **Federal Block Grant Application**

A proposal was forwarded from NSRSN requesting FBG funding to be used in moving the Region into the new focus on the recovery model of mental health services provision. There are many challenges involved in educating staff, Providers, consumers and family members, advocates, other service systems, and the community regarding the meaning of recovery for consumers with serious and persistent mental illness. However, since there is a strong movement across the nation, from the Federal Government, the Washington legislature, and our MHD toward creating a 'cultural' shift toward recovery focused services, it is important that our Region develop the tools necessary to make this transition. The grant request is designed to provide the education, technical assistance, and ongoing consumer empowerment necessary to assure a smooth transition.

### **Coordination of the NSRSN Quality Management and CQIP Plans**

Work has begun on the processes for coordination of tasks necessary for fulfillment of both of these quality management plans, involving participation from all departments of the organization, and developing a process by which all facets of the ongoing quality management work of NSRSN is monitored and reported.

### **SIG III**

The NSRSN Clinical/Quality Manager continues to participate in the work of the Systems Improvement Group III as convened by the MHD, with emphasis on outcomes, development of 'deeming' procedures for providers who elect national accreditation for their organizations, and improvement of the overall QM process for the State.

### **Office Manager / Support Staff**

#### **Advisory Board Survey**

Melinda has been assisting the NSRSN Advisory Board in conducting a survey of all RSN's in the state and helping to compile results.

#### **Recovery Model / Vision of Hope Conference**

The Office Manager has been in planning with Chuck and Sharri. Conference to be held in late fall.

#### **Support Staff**

Support staff continue to support all managers and programs.