

**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  
November 8, 2001  
1:30 PM**

**AGENDA**

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

*“How will a proposed \$474,000,000 cut to DSHS affect county budgets?”*
- 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. 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.

**Motion #01- 077** To review and approve NSRSN claims paid from October 1, 2001 to October 31, 2001 in the amount of (unavailable). Payroll for the month of October in the amount of (unavailable), and associated benefits in the amount of (unavailable).

**14. Action Item – Marcia Gunning, Contracts Compliance/Financial Services Manager**

**Motion #01 -076** To authorize \$2.5 Million Emergency 2001 Budget Appropriations.

It is estimated that the NSRSN PHP Outpatient Revenues will be greater than originally budgeted/anticipated by approximately \$2.5 million. This Board Motion will enable the NSRSN to pay to our contracted providers the amount due to them on a timely basis.

PLEASE NOTE: *This will not increase the 2001 Administrative Budgeted Expenses.*

**ITEM INTRODUCED AT OCTOBER ADVISORY BOARD MEETING FOR DECEMBER ACTION**

**Motion #01-075** To introduce the NSRSN Preliminary Proposed 2002 Annual Administration Budget.

*The proposed NSRSN 2002 Annual Administrative Budget and related materials are being introduced to the NSRSN Board of Directors at their October 25, 2001 meeting. The Preliminary Proposed Budget will be available for public review and comment beginning October 25, 2001*

**16. Introduction Item – Rhea Miller, Chair**

**Motion # IN-037** To introduce Community Mental Health Program Services Contract # NSRSN-APN-02-03 between the North Sound Regional Support Network and Associated Provider Network, effective January 1, 2002 through December 31, 2003. Estimated funding is \$65,858,777.

*The NSRSN Staff are presenting for review and approval at the December 6, 2001 Board Meeting the 2001-2003 Biennium Mental Health Services Contract negotiated with the Associated Provider Network.*

**Motion #IN-038** To introduce Community Mental Health Program Services - Hispanic Contract #NSRSN-SeaMar-02-03 between North Sound Regional Support Network and SeaMar Community Health Centers, effective January 1, 2002 through December 31, 2003. Maximum consideration shall not exceed \$1,019,760.

*The NSRSN Staff are presenting for review and approval at the December 6, 2001 Board Meeting the 2001-2003 Biennium Mental Health Services Contract currently being negotiated with SeaMar.*

**Motion #IN-039** To introduce Integrated Crisis Response Services Contract #NSRSN-VOA-MC-02 between North Sound Regional Support Network and Volunteers of America, effective January 1, 2002 through December 31, 2003. Maximum consideration shall not exceed \$1,820,018.

*The NSRSN Staff are presenting for review and approval at the December 6, 2001 Board Meeting the 2001-2003 Biennium Mental Health Integrated Crisis Response Services Contract currently being negotiated with Volunteers of America.*

**Motion #IN-040** To introduce Interagency Agreement #NSRSN-Island-02-03 between North Sound Regional Support Network and Island County for County-specific Administration, Development, Planning, MICA Services and other Direct Community Services, effective January 1, 2002 through December 31, 2003. Maximum consideration shall not exceed \$112,061.

*The NSRSN Staff are presenting for review and approval at the December 6, 2001 Board Meeting the 2001-2003 Biennium contract with Island County.*

**Motion #IN-041** To introduce Interagency Agreement #NSRSN-San Juan-02-03 between North Sound Regional Support Network and San Juan County for County-specific Administration, Development, Planning, MICA Services and other Direct Community Services, effective January 1, 2002 through December 31, 2003. Maximum consideration shall not exceed \$102,517.

*The NSRSN Staff are presenting for review and approval at the December 6, 2001 Board Meeting the 2001-2003 Biennium contract with San Juan County.*

**Motion #IN-042** To introduce Interagency Agreement #NSRSN-Skagit-02-03 between North Sound Regional Support Network and Skagit County for County-specific Administration, Development, Planning, MICA Services and other Direct Community Services, effective January 1, 2002 through December 31, 2003. Maximum consideration shall not exceed \$159,025.

*The NSRSN Staff are presenting for review and approval at the December 6, 2001 Board Meeting the 2001-2003 Biennium contract with Skagit County.*

**Motion #IN-043** To introduce Interagency Agreement #NSRSN-Snohomish-02-03 between North Sound Regional Support Network and

Snohomish County for County-specific Administration, Development, Planning, Clinical Utilization Management Services, Crisis/ITA Services, E & T Loan and Maintenance Services, Community Team for Children Services, MICA Services and other Direct Community Services, effective January 1, 2002 through December 31, 2003. Maximum consideration shall not exceed \$1,819,275.

*The NSRSN Staff are presenting for review and approval at the December 6, 2001 Board Meeting the 2001-2003 Biennium contract with Snohomish County.*

**Motion #IN-044** To introduce Interagency Agreement #NSRSN-Whatcom-02-03 between North Sound Regional Support Network and Island County for County-specific Administration, Development, Planning and Geriatric Peer Support, MICA Services and other Direct Community Services, effective January 1, 2002 through December 31, 2003. Maximum consideration shall not exceed \$276,628.

*The NSRSN Staff are presenting for review and approval at the December 6, 2001 Board Meeting the 2001-2003 Biennium contract with Whatcom County.*

**Motion #IN-045** To introduce the NSRSN's "Standards of Care Manual" (Eligibility and Clinical Care Standards), as modified.

During negotiations with APN, questions regarding the Standards of Care Manual were raised. As a result, a clinical review committee met to review APN's "concerns". As discussed at the NSRSN October Advisory Board, this Committee recommends the attached modifications to the NSRSN Standards of Care Manual. The Advisory Board Executive Committee moved to accept and forward QMOC's recommendations to the NSRSN Board of Directors at their December meeting, as QMOC will be reviewing the proposed revisions during their November Meeting.

17. **Executive Session - Chair**

18. **Reconvene - Chair**

19. **Adjournment – Chair**

**NOTE: The next Board of Directors meeting is scheduled for Thursday, December 6, 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  
October 25, 2001  
1:30 PM**

**MINUTES**

**Present:**

Ward Nelson, Vice Chair, Whatcom County Council  
Dan Bilson, Chair, NSRSN Advisory Board  
Andy Byrne, Alternative for Pete Kremen, Whatcom County Council  
Kenneth Dahlstedt, Skagit County Commissioner  
Sharrie Freemantle, Alternate for Mike Ashley, Snohomish County Council  
Robin Hazen, Alternate for Kirke Sievers, Snohomish County Council  
Della Hill, The Tulalip Tribes  
Joe Johnson, Nooksack Tribe  
Barbara LaBrash, Alternate for Rhea Miller, San Juan County Commissioner  
Susan Neely, Alternate for Gary Nelson, Snohomish County Council  
Jim Teverbaugh, Alternate for Bob Drewel, Snohomish County Executive  
Bill Thorn, Alternate for Mike Shelton, Island County Commissioner

**NSRSN Staff Members:**

Chuck Benjamin, Melinda Bouldin, Sharri Dempsey, Marcia Gunning, Anne Hoffman, Greg Long, Bill Whitlock

**Guests:**

Jane Relin, Jere LaFollette, Jess Jamieson

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

Vice Chair Ward Nelson called the meeting to order at 1:30.

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

There were none

**3. Approval of Minutes – Chair**

It was pointed out that Gary Nelson was incorrectly described as Snohomish County Executive. Moved and seconded to approve the September minutes with the recommended correction. All in favor, motion carried.

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

Vice Chair Nelson commented briefly on:

- Announced the Recovery Model Conference on November 1, immediately followed by the Board Retreat the evening of November 1, and all day on November 2

- The next two Board meetings will be November 8 and December 6
- Announced Marcia Gunning as Employee of the Quarter. He presented Ms. Gunning with a certificate and offered congratulations.

## 5. Board Discussion – Chair

Vice Chair Nelson posed the question to the Board members:

*“What repercussions, if any, are felt in our mental health services in the wake of September 11th?”*

Vice Chair Nelson feels that as far as mental health issues, we only seeing the tip of the iceberg.

Ken Dahlstedt feels that *everyone’s* mental health has been affected. On a recent trip to Seattle, he looked at the tall buildings differently than he had in the past.

Dan Bilson stated that everyone has had an emotional reaction. If the general public has had an emotional reaction, imagine how these feelings are multiplied in the minds of the mentally ill. Multiple layoffs are causing anxiety and depression also.

Barbara LaBrash stated that those living with PTSD have seen exacerbation of their symptoms.

Joe Johnson stated that he personally hasn’t been able to work through this. He’s looking at terrorism more closely. Looking at domestic violence as a form of terrorism. A five-member family could be disrupted in a split second.

Chuck Benjamin cited the increased fear the public is feeling with regard to Anthrax. He has discussed this issue with Jere LaFollette and Karen Kipling who state there has been an increase in crisis calls. Reactions progress in phases, and we are seeing some anger now. He feels we must be proactive; have community forums with professionals present.

Bill Thorn stated that Island County is bringing in special speakers to explain system structure for emergency services. They are trying to build confidence in peoples’ minds with regard to mail issues.

Andy Byrne shared that prior to September 11 he thought we had more than enough to worry about! Information helps when we’re uncertain about things. Anxiety is a public health issue now; it is important to assure citizens that there is a system in place to deal with these issues.

Vice Chair Nelson stated that it is difficult for elected officials to see the impact on individual citizens. He has seen an increase in patriotism with bonds folks together, which is healthy.

Jere LaFollette addressed the group saying that he is staying in contact with staff. He has increased emergency services staff. He has stayed in close contact with VOA – have not seen big increase in requests for emergency services. He cautioned that special populations, vets and those with PTSD, will be more affected by the terrorist attacks.

Barb LaBrash shared that two meetings have been held in San Juan County where emergency services were discussed. They have had some frank discussions about mail handling. It is important to take care of our needs and help each other.

Jane Relin stated that Lummi Island is putting together a public meeting to discuss emergency services.

Jess Jamieson expressed concern for older adults and folks isolated from others. Media is their only connection with current events, and many are seeing too much news. He stated that at E & T's televisions have been unplugged. Jess feels there is a real need to reach out to special populations.

Janice Lovelace, who is with Compass Health Acute Care, stated that there is a severe impact on children. Some who were potty trained are now wetting, many are throwing tantrums, sleeping with parents, etc. They don't understand that they are seeing the same film footage over and over, not repeat attacks. Some are afraid to travel to the second floor to attend therapy, as they feel the building is too tall and may be attacked.

Chuck Albertson stated that he thought he had insulated himself. He tries to put his fears in perspective, like the probability of winning the Lotto. He has seen an increase in his overall stress.

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

Jess Jamieson introduced Dr. Janice Lovelace, with Compass Acute Care Services. He stated that she has a strong history in community mental health services. She will be in charge of the new children's crisis facility.

Jere LaFollette gave a PowerPoint presentation of the APN Strategic Plan. The presentation included an evaluation of the APN Strategic Plan 1999 – 2001, as well as outlining the 2001-2003 Plan, Goals and Objectives.

Rick Weidman, Rainbow Center, presented a handout explaining a request for \$15,000 for renovation of bathrooms at the Rainbow Center. He shared photographs of the current condition of the facility. Jim Teverbaugh stated that he thought the Board was going to establish a forum and procedure for making requests for funding? Chuck Benjamin stated he felt that the Rainbow request should come back to RSN staff that will make a recommendation. Vice Chair Nelson told Mr. Weidman that the Board would consider his request and get back to him.

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

Mr. Bilson reported:

- Next two meetings of the Advisory Board are 11/6 and 12/4
- At the October 16 meeting, the AB recommended approval of expenditures and payment of vouchers presented.
- Charles Albertson and Rick Weidman from the Bellingham Rainbow Center made a presentation and request for \$15,000 to make physical improvements to the restrooms. A subsequent motion was passed asking the NSRSN Board of Directors give positive consideration to the request.
- Following discussion of PTSD, the AB passed a motion to recommend that the NSRSN Board of Directors provide funding for Region III to provide clinicians training addressing PTSD.
- Chuck Benjamin gave volunteer pins and certificates of appreciation to all Advisory Board members.
- The Advisory Board recommends approval of contracts with Sam Magill and Wilma Townsend for facilitation of the Recovery Conference and Board Retreat on 11/1 and 11/2.
- The Advisory Board recommends approval of UBH contract and Principles and Framework as presented.
- The Standards of Care Manual had several changes made after its introduction to the Advisory Board. The AB Executive Committee was authorized to make a recommendation on behalf of the full Board after a question and answer period following the October 16 meeting, led by Greg Long. As a result, a conditional recommendation for approval was made with the understanding that proposed manual come back to the QMOC to allow for comments and clarification of changes made by staff prior to final approval by the Board of Directors.
- Jere LaFollette stated that the APN has a committee to plan PTSD training in the region, Chuck Benjamin indicated the RSN will take the lead and involve stakeholders.
- Mr. LaFollette presented handouts of APN Strategic Plan 1999-2001 evaluation, and the 2001-2003 Goals and Objectives.
- Dean Stupke, San Juan County reported he heard good reports from Island County providers with regard to APN leadership. Morale is higher at the provider level now.
- Mary Good, Skagit County reported that JoAnn Angevine is planning to retire.

Jim Teverbaugh requested clarification of the Advisory Board's recommendation with regard to the SOC revision. Mr. Bilson explained that the Advisory Board had not been given adequate time to review changes made to the SOC.

Mr. Bilson read RCW 71.05. He stated that the Executive Committee of the Advisory Board is requesting that the Board of Directors looks at policy and



procedure. He stated that he feels it is almost impossible to introduce new and innovative services in the region. For almost 11 years there hasn't been outreach for homeless, who are the most vulnerable of those we serve. He stated that the Advisory Board is making a plea to the Board of Directors to look at providing money for outreach programs. He further stated that he feels there should be consumer project dollars for the Rainbow Center request. Vice Chair Nelson requested clarification of Mr. Bilson's request. Mr. Bilson said that the Advisory Board wants the Board of Directors to look at their own policies and procedures.

Barbara LaBrash asked who represents the Advisory Board on the Planning Committee? Dan Bilson, and others depending on what areas are being worked on, was the answer given.

Mr. Bilson asked a rhetorical question: "As an elected official, if you had passed through a contract for \$500,000 with no report of outcomes expected, what would the voting taxpayers think"?

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

No report.

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

Mr. Nelson reported that a draft report on Enhanced Case Management is being reviewed. Management Team and staff are beginning HIPAA planning. Reports on housing and homeless are currently being developed.

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

Andy Byrne reported that QMOC had met on October 24. There were no actions, four reports were given, and one item introduced. The four reports were:

- SeaMar QI plan
- APN Strategic Plan
- Workload Quarterly Report offered by Paul Vanderveen and Rosemary Lea
- Hospital Utilization Report offered by Gary Williams

QMOC also received proposed revision to the Standards of Care Manual. This document was presented and approved in August. There will be a chance for public comment.

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

Mr. Benjamin reported briefly on:

- Standards of Care revision
- Poster Contest – at least six copies of the poster were seen in MHD offices
- NSRSN is in final negotiations with Raintree for IS services

- CMS (formerly HCFA) visited on October 23 and 24. Visited the NSRSN and three providers. There will be no exit interview, an aggregate report will be given to the State. Jess Jamieson interjected that he felt the auditors were quite impressed with the level of collaboration between the RSN and providers, and the continuity of practice throughout the region.
- Many RSNs are not signing DMIO contracts due to the possibility of losing liability insurance.
- Thanked Jim Teverbaugh for facilitating contract negotiations with APN. He also thanked Nancy Jones, Marcia Gunning, Chuck Albertson, and Melinda Bouldin for their work on the team as well. Mr. Benjamin also complimented the APN team, and feels it was a productive, positive and collaborative process.
- Reported that he had proceeded with the restructure of the RSN. The QA/Clinical Manager has been laid off. He complimented Francene Thompson for the manner in which she handled this situation.
- Been appointed to the Board of the NABHC. Although more work, this will offer a voice on the national level. He will be attending his first meeting on December 1,2, and 3, 2001 in San Antonio, TX. There are three meetings per year.
- Several issues continue to be priorities:
  - 4-E Waiver to better serve eligible children who are in need
  - Outreach to our homeless population
  - Quality Assurance and Quality Improvement
  - Standards of Care
  - Western State Hospital Bed Reductions
  - Assessing consumer satisfaction
  - WAC and MHD Contract requirements
  - Prevalence Study and Performance Indicators

Even more pressing is the potential budget reductions within DSHS and more directly MHD!
- Stated he is proud of staff and the relationship the NSRSN has with providers and counties. He continues to maintain a Vision of Hope and Recovery.
- Shared a card and letter of thanks from a person who attended the NAMI convention. She had received a scholarship from the Advisory Board, which afforded her the opportunity to attend.

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

Mr. Whitlock outlined his report, which was offered as a handout. He reported the PHP revenue is \$1,701,603 over the budgeted amount. Operating rentals and insurance have negative variances due to timing differences. Agency/County services are over budget by \$2,272,064, due to increased revenues and contract requirements.

## **13. 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.

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

**Motion #01- 071** To review and approve NSRSN claims paid from September 1, 2001 to September 30, 2001 in the amount of \$3,105,544.39. Payroll for the month of September in the amount of \$71,934.13, and associated benefits in the amount of \$20,061.05.

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

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

**Motion #01-072** To authorize Executive Director to enter into professional services contract with Sam Magill Consulting, Inc. for Recovery: Vision of Hope Conference and Board Retreat Facilitation and Consultation services, effective October 10, 2001 through November 30, 2001. Maximum consideration shall not exceed \$5,000.

**Moved, and seconded to approve Motion #01-072, all in favor, motion carried.**

**Motion #01-074** To authorize Executive Director to enter into professional services contract with Wilma Townsend, MSW for Recovery: Vision of Hope Conference and Board Retreat Recovery Model Education, Training and Development services, effective November 1 and 2, 2001. Maximum consideration, including transportation, lodging and meals shall not exceed \$4,000. **(TAB 5)**

**Moved, and seconded to approve Motion #01-074 all in favor, motion carried.**

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

**Motion #01-067** To approve contract #NSRSN-UBH-PSC-01 between North Sound Regional Support Network and United Behavioral Health Services, effective November 1, 2001 through October 31, 2002. Maximum consideration shall not exceed \$30,000.

**Moved, and seconded to approve Motion #01-067 all in favor, motion carried.**

**Motion #01-068** To approve NSRSN 'Framework for all NSRSN Activities'.

**Moved, and seconded to approve Motion #01-068 all in favor, motion carried.**

**Motion #01-069**To approve the NSRSN's "Standards of Care Manual" (Eligibility and Clinical Care Standards). **(TABLED)**

*NSRSN clinical staff facilitated a "Level of Care Manual" review work group. This work group consisted of NSRSN staff and consumer/advocate. They met with various stakeholders including providers and allied systems. The result is a revised clinical manual, the NSRSN Standards of Care Manual (Eligibility and Clinical Care Standards), formally known as Level of Care Manual. The "Standards of Care Manual" was approved by QMOC on August 15, 2001*

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

Vice Chair Nelson directed all to review:

**Motion #IN-035** To introduce the NSRSN Preliminary Proposed 2002 Annual Administration Budget.

*The proposed NSRSN 2002 Annual Administrative Budget and related materials are being introduced to the NSRSN Board of Directors at their October 25, 2001 meeting. The Preliminary Proposed Budget will be available for public review and comment beginning October 25, 2001*

**Motion #IN-036** To authorize \$2.5 Million Emergency 2001 Budget Appropriations.

It is estimated that the NSRSN PHP Outpatient Revenues will be greater than originally budgeted/anticipated by approximately \$2.5 million. This Board Motion will enable the NSRSN to pay to our contracted providers the amount due to them on a timely basis.

**PLEASE NOTE:** *This will not increase the 2001 Administrative Budgeted Expenses.*

## **17. Executive Session - Chair**

None  
18. **Reconvene - Chair**

19. **Adjournment – Chair**

The meeting was adjourned at 3:30 p.m.

Respectfully submitted,

Melinda Bouldin