

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

May 23, 2002

1:30 PM

AGENDA

- 1. Call to Order; Introductions – Chair**
- 2. Revisions to the Agenda – Chair**
- 3. Approval of April Minutes – Chair**
- 4. Comments & Announcements from the Chair**
- 5. Reports from Board Members**
- 6. Comments from the Public**
- 7. Report from the Advisory Board – Eileen Rosman, Chair**
- 8. Report from Executive/Personnel Committee – Dave Gossett, Chair**
- 9. Report from the Planning Committee – Ward Nelson, Chair**
- 10. Report from the QMOC – Andy Byrne, Chair**
- 11. Report from the Executive Director – Chuck Benjamin, Executive Director**
- 12. Report from the Finance Officer – Bill Whitlock**
- 13. Consent Agenda – Chair**

<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>

Motion 02-017 To review and approve NSRSN claims paid from April 1, 2002 to April 30, 2002. Total dollar amount of warrants paid in April, \$ (unavailable) Total April payroll of (unavailable) and associated benefits in the amount of (unavailable)

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

15. Emergency Action Items

Motion 02-018 To authorize Contract NSRSN-Magill-PSC-02 between the North Sound Regional Support Network and Sam Magill Consulting effective June 1, 2002 through December 31, 2002. Maximum consideration shall not exceed \$14,250 (less APN payment of \$4,125) Adjusted Maximum Consideration to NSRSN shall not exceed \$10,125.

This contract includes consultation and facilitation services for the NSRSN 2002 Vision of Hope...Pathway to Recovery Conference and Board Retreat and for consultation and facilitation services that will support and assist the North Sound Regional Support Network and its Provider Network in creating effective interactions and structures that use all the talent available in a way that builds effective working relationships, encourages commitment, health, collaboration, mutual accountability and aspirations for the future so that quality Recovery based model system of care is embraced and routinely provided within the North Sound Regional Support Network. The APN will be reimbursing the NSRSN for ½ of the costs associated with the NSRSN/Provider Conference/Retreat (\$4,125).

Motion 02-019 To authorize professional services contract #NSRSN- -TC-02 between the NSRSN and Pam James effective April 24 & 25, 2002. Maximum consideration shall not exceed \$700.00, which includes travel.

This contract purchases professional speaking/facilitation services at the NSSN 2002 Tribal Conference

Motion 02-020 To authorize professional services contract #NSRSN- -TC-02 between the NSRSN and Carol Locust effective April 24 & 25, 2002. Maximum consideration shall not exceed \$1,800.00, which includes travel.

This contract purchases professional speaking/facilitation services at the NSSN 2002 Tribal Conference.

16. Introduction Items – Chair

Motion IN-007 To introduce contract 0169-00339, Amendment 3 between the State of Washington Mental Health Division and the North Sound Regional Support Network, effective July 1, 2002 through June 30, 2003.

This amendment includes the language changes from MHD's original Amendment 2 that the NSRSN Board authorized on 3/7/02 (Motion 02-007). In addition this amendment implements 1) the State Legislatures Reserve Reduction (\$486,180), 2) Case Rate increase one-time payment of \$591,343 in State funds, and 3) increases the NSRSN federal Medicaid PMPM rate by \$1.98 for FB03. Estimated increase in funding as a result of this amendment is \$1,166,257.

Motion IN-008 To introduce North Sound Regional Support Network's Complaints, Grievance and Fair Hearing Policy and Procedure.

This policy and procedure has been under development for the past year and is brought forward after extensive participation and review by NSRSN staff and stakeholders.

Motion IN-009 To introduce North Sound Regional Support Network's Complaints, Grievance and Fair Hearing Policy and Procedure.

This policy and procedure has been under development for the past year and is brought forward after extensive participation and review by NSRSN staff and stakeholders.

Motion IN-010 To introduce contract NSRSN-Raintree-ISSB-02 between the North Sound Regional Support Network and Raintree Systems, Inc, effective 7/1/02 through 12/31/03. Maximum consideration for this 18-month contract shall not exceed \$124,800.

With this contract Raintree becomes the NSRSN's Management Information Systems Service Bureau. They will provide:

- *.2 FTE Technical Support person responsible for file transfers to Washington state and maintain user accounts.*
- *.4 FTE Project Manager / Client Liaison to manage report requests and the ongoing training needs of the Raintree liaison. Works with the Programmer to document report specifications.*
- *.4 FTE Programmer for ongoing database maintenance, documenting report specifications and writing reports to such specifications.*

Motion IN-011 To introduce contract NSRSN-VOA-DD Crisis-02, Amendment 1 between the North Sound Regional Support Network and Volunteers of America, extending the current contract through June 30, 2003. Maximum consideration of this Amendment shall not exceed \$10,020. Maximum consideration for the entire term of this agreement shall not exceed \$20,040.

Motion IN-012 To introduce contract NSRSN-APN-DD Crisis-02, Amendment 1 between the North Sound Regional Support Network and The Associated Provider Network, extending the current contract through June 30, 2003. Maximum consideration of this Amendment shall not exceed \$366,903. Maximum consideration for the entire term of this agreement shall not exceed \$714,605.

Motion IN-013 To introduce the NSRSN's 2002 Enhanced Case Management Plan.

The NSRSN's Strategic Plan identified the need to study Enhanced Case Management Programs in the year 2001. Advocates nationally and regionally have called for development of ACT Programs. This has taken on added significance because the Mental Health Division of the State of Washington has decided to reduce the number of hospital beds by 120 during this biennium.

The NSRSN conducted a workgroup whose members included consumers, advocates, NSRSN QRT and Ombuds representation, service providers, county representation and NSRSN staff. The group met four (4) times and reviewed national and state models of enhanced case management as well as the current types of case management available in the North Sound Region. This Committee reviewed the ACT Program Standards, the PACE Program, and the Village Program as national models of best practice. The NSRSN greatly appreciates the time and commitment of

these and many other individuals in assisting with the development of the proposed NSRSN Enhanced Case Management Plan.

17. Executive Session - Chair

18. Reconvene - Chair

19. Adjournment – Chair

NOTE: The next Board of Directors meeting is scheduled for Thursday, June 27, 2002 at the North Sound Regional Support Network, 117 North First Street, Suite, 8, Mount 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
April 24, 2002
1:30 PM**

MINUTES

Present:

Ward Nelson, Chair, Whatcom County Council
Mike Shelton, Vice Chair, Island County Commissioner
Maile Acoba, Alternate for Kenneth Dahlstedt, Skagit County Commissioner
Andy Byrne, Alternate for Pete Kremen, Whatcom County Council
Dave Gossett, Snohomish County Council
Rhea Miller, San Juan County Commissioner
Sharrie Freemantle, Alternate for Kirke Sievers, Snohomish County Council
Jim Teverbaugh, Alternate for Bob Drewel, Snohomish County Executive

NSRSN Staff Members:

Beckie Bacon, Chuck Benjamin, Melinda Bouldin, Annette Calder, Sharri Dempsey, Marcia Gunning, Wendy Klamp, Greg Long, Linda Vaughan, Michael White, Bill Whitlock, Gary Williams

Guests:

Jere LaFollette, David Jefferson, Marsha Murray, Jane Relin, Ken Richardson, Josselyn Winslow

1. Call to Order; Introductions – Chair

Chair Ward Nelson called the meeting to order at 1:30. Introductions were made of all present.

2. Revisions to the Agenda – Chair

Chair Nelson announced that since the recipient of the Employee of the Quarter award was absent, the announcement would be made at the next meeting.

3. Approval of Minutes – Chair

It was moved, seconded and approved to accept the February (March 7) minutes as presented.

4. Comments & Announcements from the Chair

Chair Nelson:

- Announced the Tribal Conference, still in progress, had paid for itself, with over 220 people participating. He offered praise to those involved in organizing it.

5. Reports from Board Members

Jim Teverbaugh reported of a celebration held in Snohomish County honoring Lorelei Coy's life. The County Executive named April 22nd as "Lorelei Coy Day" in Snohomish County.

Chair Nelson spoke of a lively debate at a forum held recently at CWPC regarding criminal issues and the mentally ill. Discussion at the forum also revolved around the DMIO issue and local level difficulties in providing treatment. He spoke of the death of Michael Busby and how this further illustrates the need to recognize essential nature of treatment.

Jim Teverbaugh added that a recent satellite training he participated in on the use of jails as a "treatment" facility, only further affirmed Whatcom County's forward thinking about opening a triage center.

Chair Nelson offered to make a future short presentation to the Board on Whatcom County's outline for their triage center.

6. Comments from the Public – Chair

Chuck Benjamin introduced Ken Richardson of Sound Data Systems (SDS) and Darlyn Sullivan from Raintree. Ken offered a brief description of SDS structure and function.

Darlyn Sullivan offered a visual presentation of sample screens. She discussed key concepts used in the development of the Raintree software.

Discussion followed. Mr. Benjamin stressed that collaboration and data integrity mean dollars to the NSRSN – fewer errors mean more dollars going to services. He gave credit to providers for their commitment of money and time to this effort. He thanked Linda Vaughan for jumping in with both feet in taking on the task of implementation. Further discussion followed, with a question being asked about security and confidentiality. Ms. Sullivan reiterated that there are four security gateways, allowing access only to approved individuals in approved areas, as well as filters and other controls.

Jim Teverbaugh asked for confirmation that we are in fact on schedule for July 1 "go live" status. Ken Richardson said "yes", that training would in fact begin in two weeks.

David Jefferson offered a brief update on SeaMar Visions, sharing a letter written from a staff member outlining the successes of the program. Twenty-five young women have been served, they are currently at capacity. The completion rate for the program is 78%. Jim Teverbaugh

stressed the need to follow up and capture data on these clients after they leave the program. Are they hospitalized down the road?

Josselyn Winslow, on behalf of the Alzheimer Society of Washington reported on a conference she had recently attended furthering the argument for community-based services for Alzheimer patients, enabling them to remain close to their families. There is a tremendous burden on families who must make long trips to visit loved ones who are institutionalized out of town. Ms. Winslow spoke of an afore-reported case where a Whatcom County gentleman was sent to WSH and the devastation this has caused both the client and his family.

Discussion followed. Mr. Teverbaugh inquired as to whether or not there is a gentle care program in the region? Ms. Winslow answered “no”. Mr. Teverbaugh asked whether or not Debbie and Santiago have been involved in the case of the Whatcom County gentleman? Greg Long confirmed that yes, they had. Mr. Teverbaugh stated that he feels these issues are resolvable. There is currently work being done to propose taking back 20-30 WSH beds and using those resources to get people back into their community.

Jere LaFollette added that providers are very interested in working with the MHD to offer community services, i.e. Expanding Community Services.

Chair Nelson stated concern that we’re losing people on the front end – how is this happening? We talk only about getting them *back*.

7. Report from the Advisory Board – Eileen Rosman, Chair

In Ms. Rosman's absence, Chuck Benjamin offered their report. He stated that at the April 16 meeting, the Advisory Board heard reports from Darlyn Sullivan, Raintree, and the Quarterly Report from the QRT. QMOC reps were chosen, a site visitation is planned for Seattle Children’s Home, the Finance Committee recommends Board approval of their expenditures, and the full Advisory Board unanimously recommends Board approval of all consent and action items before them.

7.a. QRT Quarterly Report – Beckie Bacon

Ms. Bacon summarized the Quarterly Reports provided to all Board members in their notebooks. Discussion followed.

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

Dave Gossett reported that the Lead Quality Specialist position had been filled from the outside. The Committee heard and recommends approval of the plan offered by Chuck Benjamin, whereby current staffing levels would remain static in the Quality Specialist department for one year. Discussion followed.

It was moved, seconded and approved to maintain current staffing levels in the Quality Specialist Department for one year.

9. Report from the Planning Committee – Greg Long

Greg Long reported that the planning and implementation of the ECS project is proceeding. The NSRSN and providers are starting a new planning process to further reduce beds at WSH. After development of the proposal, the NSRSN plans to meet with MHD staff. Meetings are occurring around improving employment services for mental health consumers. Joe Maronne, a nationally recognized employment services consultant, has met with the RSN and will be meeting the APN and WCPC in the near future. The MHD has released a revised draft of the MH Performance Indicators. The NSRSN is concerned that there are major inconsistencies in what is included in the data across the 14 RSNs. A report is being developed to clarify the issues.

10. Report from QMOC Committee – Andy Byrne, Chair

Mr. Byrne reported that the QMOC had met on April 17. At that meeting, they heard the QRT quarterly report, witnessed a presentation made by Bob LeBeau about the sharing of information in the Raintree system when clients transfer between agencies. Sharri Dempsey offered a presentation on the 7.01 plan, which was recommended for Board approval by the QMOC.

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

Mr. Benjamin reported briefly on:

- Introduced Wendy Klamp as Lead Quality Specialist
- Offered an illustration of the State Budget Impacts on the NSRSN, whereby the NSRSN avoided rate reductions, but ended up with reserve fund reductions totaling \$486,331, exempting risk reserve and capital funds)
- Attended a statewide Ombuds/QRT training
- Announced Maile Acoba as JoAnn Angevine's replacement
- Attended the March 23 State Mental Health Advisory Council
- Commended Linda Vaughan for doing an excellent job for us and working well with Raintree, Providers, and NSRSN/County staff on the implementation of the Raintree software.
- Announced Anne Hoffman returning to Ombuds position
- Melissa DeCino's request to transfer from Ombuds to QRT was honored
- Shirley Conger is our new Ombuds
- Announced Chuck Albertson's work on the "media gang" to develop messages to public regarding stigma reduction
- The Tribal Conference is underway
- Met with the San Juan Advisory Board on April 15
- The Quality Management and Marketing Plans have been accepted by the MHD

- Last but certainly not least, the NSRSN Staff took up a collection to purchase a plaque and flowers in honor of Lorelei Coy. The Advisory Board Library will now be the “Lorelei Coy Memorial Library”. Mr. Benjamin asked for endorsement from the Board of Directors.

It was moved, seconded and unanimously approved to name the Advisory Board Library the “*Lorelei Coy Memorial Library*” and to establish a memorial fund for purchase of educational materials for the memorial library.

12. Report from the Finance Officer – Bill Whitlock

Mr. Whitlock offered a summary of the auditor’s report. One item was mentioned in the management letter, the monitoring of Federal Block Grant monies going to the counties. There were two verbal items, making certain deposits are made on a daily basis, and ensuring credit card receipts are submitted.

13. Consent Agenda – Ward Nelson, Chair

Motion 02-006 To review and approve NSRSN claims paid from January 1, 2002 to January 31, 2002. Total dollar amount of warrants paid in January, \$3,553,846.92 Total January payroll of \$72,024.29 and associated benefits in the amount of \$10,329.48

Motion 02-012 To review and approve NSRSN claims paid from February 1, 2002 to February 28, 2002. Total dollar amount of warrants paid in February \$3,395,900.21. Total February payroll of \$68,210.38 and associated benefits in the amount of \$20,611.87. To review and approve NSRSN claims paid from March 1, 2002 to March 31, 2002. Total dollar amount of warrants paid in March \$3,354,896.88. Total March payroll of \$70, 907.56 and associated benefits in the amount of \$20,344.88.

Motion 02-009 To authorize contract NSRSN-Gingold-02 between the North Sound Regional Support Network and Lane, Powell, Spears & Lubersky - Jeffery Gingold for specialized health care legal services and HIPAA expertise. Maximum consideration shall not exceed \$10,000.

Motion 02-011 To authorize the following line-item transfer amounts in the NSRSN 2001 Operating Budget:

1. \$6,200 from Administrative Budget - Professional Services to \$2,400 office & operating supplies and \$3,800 machinery & equipment.
2. \$23,740 from Advisory Board Professional Services to \$1,600 office & operating supplies, and \$140 communications and \$12,700 Travel and \$9,300 miscellaneous

3. \$9,100 from Agency, County and Other Services Line Item (MIS Services) to \$9,100 MIS machinery & equipment.

Moved, and seconded to approve Motions 02-06, 02-012, 02-009 and 02-011 of the consent agenda, all in favor, motion carried.

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

Motion 02-008 To approve the NSRSN 2002 Annual 7.01 Plan.

Moved, and seconded to approve Motion 02-008, all in favor, motion carried.

15. Emergency Action Item – Marcia Gunning, Contracts Compliance/Financial Services Manager

Motion 02-013 To authorize the NSRSN Executive Director to enter into contract #NSRSN-MCPP-ITS-01, Amendment 1, between the NSRSN and MCPP Healthcare Consulting Inc.

Moved, and seconded to approve Motion 02-013, all in favor, motion carried.

Motion 02-014 To authorize the NSRSN Executive Director to enter into contract #0169-00339, Amendment 02, between the NSRSN and DSHS-MHD for Expanding Community Services July 2002 Funding Allocation, effective May 1, 2002 through June 30, 2003. Maximum consideration shall not exceed \$564,655.

Moved, and seconded to approve Motion 02-014, all in favor, motion carried.

Motion 02-016 To authorize the NSRSN Executive Director to enter into contract 0269-09037 with DSHS-MHD for Expanding Community Services Federal Block Grant funding effective May 1, 2002 through June 30, 2003. Maximum consideration shall not exceed \$280,000.

Moved, and seconded to approve Motion 02-016, all in favor, motion carried.

Motion 02-015 To authorize the NSRSN Executive Director to enter into contract # NSRSN-APN-ECS-02 between the North Sound Regional Support Network and Associated Provider Network for Expanding Community Services, effective May 1, 2002 through June 30, 2003. Funding includes \$564,655 in ECS Phase II Funds, \$69,000 in ECS Phase I Funds and \$280,000 in ECS FBG funds. Maximum consideration shall not exceed \$913,655

Moved, and seconded to approve Motion 02-015, all in favor, motion carried.

16. Motions Not Yet Reviewed by the Advisory Board – Ward Nelson, Chair

There were none.

17. Executive Session - Chair

There was none

18. Reconvene - Chair

19. Adjournment – Chair

Marcia Gunning thanked Bill Whitlock, Darrell Heiner, and the rest of the staff for their hard work and contribution to a clean audit.

The meeting was adjourned at 3.28 p.m.

Respectfully submitted,

Melinda Bouldin

MEMORANDUM

Revised 5/8/02

DATE: April 30, 2002
TO: NSRSN Advisory Board
FROM: Marcia Gunning
Contracts Compliance & Financial Services Manager
RE: May 23, 2002 NSRSN Board of Director's Agenda

Please find for your review and comment the following that will be discussed with the Board of Directors brought forth at the May 23, 2002 NSRSN Board Meeting.

CONSENT AGENDA

NONE

ACTION ITEMS

NONE

EMERGENCY ACTION ITEMS

1. To authorize Contract NSRSN-Magill-PSC-02 between the North Sound Regional Support Network and Sam Magill Consulting effective June 1, 2002 through December 31, 2002. Maximum consideration shall not exceed \$14,250 (less APN payment of \$4,125) Adjusted Maximum Consideration to NSRSN shall not exceed \$10,125.

This contract includes consultation and facilitation services for the NSRSN 2002 Vision of Hope...Pathway to Recovery Conference and Board Retreat and for consultation and facilitation services that will support and assist the North Sound Regional Support Network and its Provider Network in creating effective interactions and structures that use all the talent available in a way that builds effective working relationships, encourages commitment, health, collaboration, mutual accountability and aspirations for the future so that quality Recovery based model system of care is embraced and routinely provided within the North Sound Regional Support Network. The APN will be reimbursing the NSRSN for ½ of the costs associated with the NSRSN/Provider Conference/Retreat (\$4,125).

2. To professional services contract #NSRSN-Pjones-TC-02 between the NSRSN and Pam James effective April 24 & 25, 2002. Maximum consideration shall not exceed \$700.00, which includes travel.

This contract purchases professional speaking/facilitation services at the NSRSN 2002 Tribal Conference.

3. To authorize professional services contract #NSRSN-Clocust-TC-02 between the NSRSN and Carol Locust effective April 24 & 25, 2002. Maximum consideration shall not exceed \$1,800.00, which includes travel.

This contract purchases professional speaking/facilitation services at the NSRSN 2002 Tribal Conference.

ITEMS NOT YET REVIEWED BY THE ADVISORY BOARD

1. To introduce contract 0169-00339, Amendment 3 between the State of Washington Mental Health Division and the North Sound Regional Support Network, effective July 1, 2002 through June 30, 2003.

This amendment includes the language changes from MHD's original Amendment 2 that the NSRSN Board authorized on 3/7/02 (Motion 02-007). In addition this amendment implements 1) the State Legislatures Reserve Reduction (\$486,180), 2) Case Rate increase one-time payment of \$591,343 in State funds, and 3) increases the NSRSN federal Medicaid PMPM rate by \$1.98 for FB03. Estimated increase in funding as a result of this amendment is \$1,166,257.

3. To introduce North Sound Regional Support Network's Complaints, Grievance and Fair Hearing Policy and Procedure.

This policy and procedure has been under development for the past year and is brought forward after extensive participation and review by NSRSN staff and stakeholders.

4. To introduce North Sound Regional Support Network Critical Incident Policy and Procedure.

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5. To introduce contract NSRSN-Raintree-ISSB-02 between the North Sound Regional Support Network and Raintree Systems, Inc, effective 7/1/02 through 12/31/03. Maximum consideration for this 18-month contract shall not exceed \$124,800.

With this contract Raintree becomes the NSRSN's Management Information Systems Service Bureau. They will provide:

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6. To introduce contract NSRSN-VOA-DD Crisis-02, Amendment 1 between the North Sound Regional Support Network and Volunteers of America, extending the current contract through June 30, 2003. Maximum consideration of this Amendment shall not exceed \$10,020. Maximum consideration for the entire term of this agreement shall not exceed \$20,040.

As of March 19, 2002 the NSRSN and DSHS-DDD have a fully executed contract for DDD Crisis Services through June 30, 2003. This contract amendment will enable the NSRSN to continue to reimburse VOA for specialized DDD Crisis Line Triage Services (\$835 per month) through the end of the biennium.

7. To introduce contract NSRSN-APN-DD Crisis-02, Amendment 1 between the North Sound Regional Support Network and The Associated Provider Network, extending the current contract through June 30, 2003. Maximum consideration of this Amendment shall not exceed \$366,903. Maximum consideration for the entire term of this agreement shall not exceed \$714,605.

As of March 19, 2002 the NSRSN and DSHS-DDD have a fully executed contract for DDD Crisis Services through June 30, 2003. This contract amendment will enable the NSRSN to continue to reimburse APN for the specialized DDD Crisis Services they are providing through the end of the biennium.

8. To introduce the NSRSN's 2002 Enhanced Case Management Plan.

The NSRSN's Strategic Plan identified the need to study Enhanced Case Management Programs in the year 2001. Advocates nationally and regionally have called for development of ACT Programs. This has taken on added significance because the Mental Health Division of the State of Washington has decided to reduce the number of hospital beds by 120 during this biennium.

The NSRSN conducted a workgroup whose members included consumers, advocates, NSRSN QRT and Ombuds representation, service providers, county representation and NSRSN staff. The group met four (4) times and reviewed national and state models of enhanced case management as well as the current types of case management available in the North Sound Region. This Committee reviewed the ACT Program Standards, the PACE Program, and the Village Program as national models of best practice. The NSRSN greatly appreciates the time and commitment of these and many other individuals in assisting with the development of the proposed NSRSN Enhanced Case Management Plan.

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