

North Sound Mental Health Administration

Regional Support Network for Island, San Juan, Skagit, Snohomish, and Whatcom Counties

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NSMHA Contract Memorandum 2007-004

Date: May 29, 2007

To: Jess Jamieson, President APN and CEO, Compass Health
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Nancy Jones, Snohomish County Coordinator
Gary Williams, Whatcom County Coordinator
Jackie Henderson, Island County Coordinator
Barbara Andrews, Program Manager for T.R.I.P
Shelly Lacy, Quality Assurance, Privacy Officer, The Tulalip Tribes

From: Chuck Benjamin, Executive Director

Subject: Revised Policies

The following policies are new or have been revised:

NSMHA Policy #1701.00 – Crisis Respite Standards for Adults has been revised and is effective.

The following changes were made to Policy 1701.00:

1. Authorizing source in the header was added.
2. Motion # was changed to Signature.
3. References to “Crisis Respite Services” throughout the document are to begin with capitalization.
4. Under Procedures and Standards section the following changes were made:
 - a. **Change** in “*Triage supervisor*” to “*Triage Clinician*” in #IV.
 - b. At the beginning of the second sentence of #V, **change** “*For active APN*” to “*For enrolled*”.
 - c. In #VII under subsection A at the beginning, **change** “*The APN Health*” to “*A Health*”.
 - d. At the beginning of #VIII subsection D, **delete** “*APN*” and in subsection G, capitalize the “*P*” in “*placement*”.

- e. At the beginning of #IX, **delete** from “*Crisis Respite*” through “*etc.)*” and capitalize “*Crisis Respite Programs*”.
- f. **Capitalize** the “P” in “*Programs*” in #X.
- g. In #XII, after “*face-to-face*” begin “*Crisis Service*” with capitals and after “*arranged by the*” capitalize “*Crisis Respite*” and in subsection A capitalize “*Crisis Respite*”.
- h. In #XIII, capitalize “*Crisis Services*”.
- i. In #XIV subsection A, capitalize “*Services*” and “*Crisis/ITA Services*”.
- j. Under Other Program Procedures and Standards section make the following changes:
 - i. Subsection I, subsection A, capitalize the P in “*Programs and Placement*”. In subsection B, capitalize the P in “*Programs*”. In subsection D, **insert** “*DCR*” between “*Emergency Services/DMHP*”.
 - ii. Subsection II, **change** “*Program*” to “*Director*” and **add** “*or designee*” to the end.
 - iii. Subsection III, subsection A, capitalize the S in “*Services*”.
 - iv. Subsection III, subsection B, capitalize “*Crisis Respite Services*”.
- k. Make the following changes in subsection IV:
 - i. In subsection A, capitalize “*Services*” after Respite. **Add** at the end and inside the parentheses “*and referral to ongoing service, as necessary*”.
 - ii. In subsection B, capitalize “*Crisis Respite Services*”.
- l. In subsection V, subsection B, capitalize the P in “*Placement*”.

NSMHA Policy #1704.00 – Crisis Services – General Policy the following changes were made:

1. **Add** Authorizing source – header only
2. **Delete** “*Policy #*” after “*Cancels*” header only.
3. **Change** Motion # to Signature header only.
4. Under subsection Procedure make the following changes:
 - a. In the first paragraph, capitalize the beginning of “*Crisis Services*”.
 - b. Throughout subsections 1-17, capitalize the beginning of “*Crisis Response Services*” and “*Crisis Services*” references.
 - c. In the second paragraph, capitalize the beginning of “*Crisis Services*”.
 - d. In the third paragraph, capitalize the R in “*Response*”. In the third sentence, **add** a semi colon before “*however*” and a comma after. In the fourth sentence, **add** “*available based on medical necessity*” between “*An array of services*” and “*is provided*”.
5. Under subsection Procedure, bulleted section 1-18 make the following changes:
 - a. **Format numbering by adding** as #1 – “*Twenty-four hour telephone triage support and stabilization*”
 - b. **Adding** as #2 – “*During business hours, enrolled consumers needs shall be addressed initially by primary treaters and supported as needed by emergency outreach and stabilization services.*”

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- c. **Adding** as #3 – “*Investigation for Involuntary Detention for mental disorders and chemical dependency.*”
 - d. **Add** to the end of #6 – “*during business hours*”.
 - e. **Add** to the end of #11 – “*for adults only*”.
 - f. **Add** to the end of #16 – “*as required*”.
6. Under subsection Procedure, fourth paragraph, second sentence make the following changes:
- a. **Delete** “*and*” from between “*ITA*” and “*community mental health systems*” and **delete** “*APN*” from between “*NSMHA*” and “*and Volunteers of America*”.
7. Under subsection Procedure, **delete** the sixth paragraph “*The contractors will purchase crisis services where the contractor has not formal crisis arrangements*” from the one on the web. The one you reviewed stated “*The Crisis Services provider will purchase crisis services where the Crisis Services provider has no formal crisis arrangement*”. Either version you have that paragraph has to be **deleted**.
8. Under subsection Procedure, seventh paragraph capitalize “*Crisis Services*” after Voluntary at the beginning and “*Services*” after Act.

Please ensure that the policies are implemented or revised at your agency within sixty days. The policies may be found at <http://66.114.134.5/Policies/Default.asp>.

cc: Heather Fennell, Compass Health
Kathy McNaughton, Catholic Community Services
Kay Burbidge, Lake Whatcom
Pamala Benjamin, Whatcom Counseling and Psychiatric Center
Pat Morris, Volunteers of America
Contract File