

North Sound Mental Health Administration

Regional Support Network for Island, San Juan, Skagit, Snohomish, and Whatcom Counties
Improving the mental health and well being of individuals and families in our communities

117 North First Street, Suite 8 • Mount Vernon, WA 98273

360.416.7013 • 800.684.3555 • Fax 360.416.7017 • Email nsmha@nsmha.org • Web Site <http://nsmha.org>

NSMHA Contract Memorandum 2014-010

Date: July 7, 2014

To: Tom Sebastian, Compass Health and Whatcom Counseling & Psychiatric Center
Donna Konicki, Bridgeways
Michael Watson, Lake Whatcom RTC
Kathy McNaughton, Catholic Community Services Northwest
Claudia D'Allegrì, Sea Mar
Ken Stark, Snohomish County Human Services Director
Phil Smith, Volunteers of America
Cindy Paffumi, Interfaith
Sue Closser, Sunrise Services
Mitch Lykins, Pioneer Human Services
Dr. Jerry Jenkins, NWESD 189

From: Greg Long, Deputy Director

Subject: Landlord/Tenant Concerns

Please find attached the letter from NSMHA to ALL Providers and Ombuds regarding management of Landlord/Tenant concerns. Please follow instructions within this letter regarding management of these concerns.

cc: Cindy Ferraro, Bridgeways
Heather Fennell, Compass Health
Kay Burbidge, Lake Whatcom RTC
Pamala Benjamin, Whatcom Counseling
and Psychiatric Center
Pat Morris, Volunteers of America
Katherine Scott, Sea Mar
Richard Sprague, Interfaith
Robert Sullivan, Pioneer Human Services

Rebecca Clark, Mental Health Program
Coordinator Skagit County
Barbara LaBrash, San Juan County Coordinator
Anne Deacon, Whatcom County Coordinator
Jackie Henderson, Island County Coordinator
Cammy Hart-Anderson, Snohomish County
Eric Chambers, NWESD 189
Contract File

North Sound Mental Health Administration

Regional Support Network for Island, San Juan, Skagit, Snohomish, and Whatcom Counties
Improving the mental health and well being of individuals and families in our communities

117 North First Street, Suite 8 • Mount Vernon, WA 98273 • 360.416.7013
800.684.3555 • Fax 360.416.7017 • TTY 360.419.9008 • Email nsmha@nsmha.org • Web Site <http://nsmha.org>

June 30, 2014

All Provider Agencies
North Sound Regional Ombuds

Greetings;

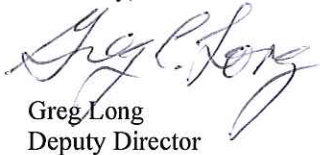
We are writing to provide NSMHA guidance regarding the management of Landlord/Tenant concerns in follow up to recent discussion at the Grievance System policy change review meetings held February 26 and March 26, 2014.

Concerns by individuals receiving mental health services funded by NSMHA specific to addressing housing support services as part of the case management and treatment plan are grievable under NSMHA current and future Grievance System policy. For example, the case manager would document the housing needs of the individual receiving NSMHA funded mental health services and assist with application for same within the confines of case management.

Landlord/Tenant concerns presented by individuals receiving NSMHA funded mental health services that do not fall into this category are not grievable to NSMHA, although assistance may be offered to the individual by provider agencies or Ombuds in identifying a support resource. For example, concerns by an individual Tenant specific to the building physical plant (heating, water, etc.) and conduct of other Tenants fall within the purview of the Landlord. Each agency should have an identified contact to address issues with independent housing.

Ombuds will discuss situations with the grievance system contact for the provider agency prior to initiating concerns that are Landlord/Tenant related. In rare instances where the provider agency and Ombuds differ in their determination as to whether or not the concerns of the individual receiving NSMHA funded mental health services is grievable under NSMHA policy, the Ombuds or provider agency will fax a written statement to NSMHA, attention Grievance System at 360.416.7017. The statement is to be no more than one page and outline why it is believed that the concern is a Landlord/Tenant issue or a mental health services issue for a determination by NSMHA as to whether the provider level grievance should proceed. NSMHA may ask for a one page statement from the other party and their position as to whether the issue is a Landlord/Tenant issue or a mental health services issue. This latter response must be returned to NSMHA within 5 work days from the date of the request.

Sincerely,



Greg Long
Deputy Director

CC:
File