



# North Sound Behavioral Health Organization, LLC

301 Valley Mall Way, Suite 110, Mount Vernon, WA 98273  
<http://northsoundbho.org> • 360.416.7013 • 800.684.3555 • F 360.416.7017

North Sound BHO Contract Memorandum 2016-007-2

Date: June 22, 2016

To: Tom Sebastian, Compass Health and Compass Whatcom  
Donna Konicki, Bridgeways  
Michael Watson, Lake Whatcom RTC  
Will Rice, Catholic Community Services Northwest  
Claudia D'Allegrì, Sea Mar  
Cammy Hart-Anderson, Snohomish County MH/CD/Vets Division Manager  
Phil Smith, Volunteers of America  
Randy Polidan, Interfaith  
Sue Closser, Sunrise Services  
Robert Sullivan, Pioneer Human Services  
Beratta Gomillion, Center for Human Services  
Tribal Committee

From: Joe Valentine, Executive Director

Subject: **Update** Revised Policies

Greetings BHA Providers:

***Policy 1521.00 – Cultural and Linguistic Competence***

This revised policy has been through the review and approval process. The Executive Director signed and approved this policy June 22, 2016.

References to “7.01 Plan” with Policy 1521.00 were changed due to language recommended by DSHS. The revised policy is attached for your convenience.

***Policy 6001.00 – Tribal Coordination of Implementation of Services Plan***

This revised policy has been through the review and approval process to incorporate suggested language change from DSHS. The Executive Director signed and approved this policy June 22, 2016.

Please ensure all appropriate staff is notified of this revised policy.

Full implementation of this policy should occur no later than 60 days after this memo.

cc: Cindy Ferraro, Bridgeways  
Heather Fennell, Compass Health  
Kay Burbidge, Lake Whatcom RTC  
Pat Morris, Volunteers of America  
Katherine Scott, Sea Mar  
Richard Sprague, Interfaith  
Danae Bergman, Center for Human Services  
Jackie Henderson, Island County Coordinator  
Barbara LaBrash, San Juan County Coordinator  
Rebecca Clark, Mental Health Program Coordinator Skagit County  
Anji Jorstad, Snohomish County Coordinator  
Anne Deacon, Whatcom County Coordinator  
Contract File

Effective Date: 6/26/2004  
Revised Date: 2/18/2016  
Review Date: 2/18/2016

**North Sound Behavioral Health Organization**  
Section 1500 – Clinical: Cultural and Linguistic Competence

Authorizing Sources: 42 CFR 438.206(b); RCW 71.24.300;  
WAC 388-877-0600, 388-877-0620;  
State North Sound BHO Policies 1545,  
1558 and 6001

Approved by: Executive Director

Signature:

Date:

Providers must comply with this policy and may develop  
individualized implementation guidelines as needed  
Responsible Staff: Deputy Director

**POLICY #1521.00**

**SUBJECT: CULTURAL AND LINGUISTIC COMPETENCE**

**PURPOSE**

To promote, develop and maintain a culturally and linguistically competent public mental health service system of care for the North Sound Behavioral Health Organization (North Sound BHO) geographic service area.

**DEFINITIONS**

**Culture**

The integrated patterns of human behavior that include language, thoughts, communications, actions, customs, beliefs, values and institutions of racial, ethnic, religious and/or social groups.

**Cultural Identity**

The extent to which one relates self to race, ethnicity, language, age, gender, sexual orientation, physical ability, region or country of origin, degree of acculturation, socioeconomic status, religious beliefs and the makeup of one's family.

**Cultural and Linguistic Competence**

**Cultural Competence** means a set of congruent behaviors, attitudes, and policies that come together in a system or agency and enable that system or agency to work effectively in cross-cultural situations. A culturally competent system of care acknowledges and incorporates at all levels the importance of language and culture, assessment of cross-cultural relations, knowledge and acceptance of dynamics of cultural differences, expansion of cultural knowledge and adaptation of services to meet culturally unique needs.

**POLICY**

North Sound BHO and its providers will develop policies and procedures designed to promote the development and maintenance of cultural and linguistic competence toward its consumers, employees and the community at large.

## PROCEDURES

### 1. AGENCY CULTURAL AND LINGUISTIC COMPETENCE

- 1.1 North Sound BHO will develop and establish policies and procedures that support cultural and linguistic competence in its Human Resources practices, system of care and service delivery to consumers and public relations with the community at large.
- 1.2 North Sound BHO will review its providers' policies and procedures periodically to ensure the promotion of cultural and linguistic competence throughout the mental health system of care at all levels. This will include a review of Individual Service Plans to assess whether they address age, gender, cultural, strengths and/or disability issues identified by the individual or, if applicable, the individual's parent(s) or legal representative [WAC 388-877-0620 (b)].
- 1.3 North Sound BHO will periodically assess, as part of its Quality Management Plan, the bilingual and bicultural capabilities of its service delivery system. A thorough analysis of all consumer and consumer-related data will be performed to ascertain the level of need for bilingual/bicultural staff. These analyses will include, but not be limited to:
  - a. Consumer demographic data;
  - b. Minority consumer penetration rates;
  - c. Provider periodic on-site contract review reports;
  - d. Consumer grievances, appeals and fair hearings.
  - e. Provision of interpreter/translation services based on the requirements of North Sound BHO Policy #1515.
- 1.4 Publications routinely circulated among minority communities will be regularly included in advertising for North Sound BHO and provider staff vacancies. Additionally, culturally sensitive groups, organizations and academic institutions may be contacted to maximize recruitment potential.
- 1.5 North Sound BHO conducts periodic on-site contract reviews of providers, which include review of documentation for orientation and training on cultural competence. This includes reviews conducted by the North Sound BHO Quality Review Team. In addition, North Sound BHO conducts a cultural and linguistic competence review of provider staff that includes:
  - a. Education level;
  - b. Knowledge of culturally competent policies and/or plan;
  - c. Participation in cultural competence training; and
  - d. Experience working with specific minority groups.

- 1.6 Providers shall develop and maintain a listing of their employees or others in the community who are certified interpreters in other languages, including American Sign Language, to ensure interpreter services are available. These lists shall be updated and submitted annually to North Sound BHO so that a master regional list can be established and maintained.
- 1.7 North Sound BHO will utilize the aggregate related data (e.g., review of provider policies and procedures, onsite contract reviews) to periodically assess its performance and effectiveness in developing, implementing, and maintaining cultural and linguistic competence.

**2. SPECIAL POPULATIONS [State RSN Contract Requirement 9.6.2.2.12]**

Special Populations – The Contractor shall ensure that Individuals who self-identify as having specialized cultural, ethnic, linguistic, disability, age, or gender identity related needs have those needs addressed. Referrals for specialty service consultation should be tracked through the treatment plan and progress notes. If a provider identifies a need, but it is deferred by the Consumer, the provider must document why they are not addressing it at this time.

**3. TRIBAL COORDINATION**

North Sound BHO will maintain a Tribal Coordination of Implementation of Services Plans to describe the Goals and Activities identified by the North Sound Tribal Nations to ensure equal access to behavioral health services for American Indians/Alaska Natives. The Tribal Coordination of Implementation of Services Plans will include:

- a. Arrangements for representation on the North Sound BHO Board of Directors and Advisory Board.
- b. Information about 7.01 Trainings provided by DSHS Office of Indian Affairs being forwarded to North Sound BHO Staff and Provider Agencies.
- c. Strategies to ensure optimum access to and inclusion in North Sound BHO contracted programs and/or culturally appropriate services for which Tribal Members are eligible.
- d. Strategies to provide culturally appropriate treatment for all Tribal consumers, and collaborative relationships between Tribes and PHP's in the treatment of Tribal individuals.
- e. A plan for providing training opportunities that address cultural sensitivity to Tribal Behavioral Health Workers and the public.
- f. Agreements to ensure that Tribes are notified of employment openings within North Sound BHO and Provider Agencies.
- g. A plan for the development of written Crisis Services agreements between North Sound BHO and each Tribal Authority to increase coordination in mental health crisis services, including psychiatric inpatient discharge planning, between Tribes and North Sound BHO Provider Agencies.

**4. CULTURAL COMPETENCE TRAINING**

- 4.1** North Sound BHO and its Provider Agencies will be required to conduct bi-annual Cultural Competence Self-Assessments to identify areas for staff training, strategies to strengthen culturally sensitive trauma informed systems of care, and plans for specialty service consultations.
- 4.2** The North Sound BHO Training Committee will review the North Sound BHO and Provider Agency Self-Assessments, on-site provider reviews, service data, and recommendations from Tribes to identify training opportunities to include in North Sound BHO’s annual training plan, including trainings that can be hosted on the Relias On-Line learning system.

Effective Date: 10/9/2008, Approved by BOD, Motion #08-101; 3/19/2009; 10/9/2008, Approved by BOD, Motion #08-101; 5/8/2003, Approved by BOD, Motion #03-022  
 Revised Date: 6/22/2016  
 Review Date: 6/22/2016

## North Sound Behavioral Health Organization

### Section 6000 – Tribal: Tribal Coordination of Implementation of Services Plan

Authorizing Source: North Sound BHO Policy 1521.00  
 Cancels:  
 See Also:  
 Providers must comply with this policy and may develop individualized implementation guidelines as needed  
 Responsible Staff: Executive Director:

Approved by: Executive Director

Date: 6/22/2016

<b>Tribal Coordination of Implementation of Services Plan</b>				
<b>Update to the NSMHA 2004-2008 7.01 Plan</b>				
<b>Implementation Plan</b>			<b>Progress Report</b>	
(1) Goals/Objectives	(2) Activities	(3) Expected Outcome	Lead Staff and Target Date	Status Updated for the Contract Year Starting July 1, 2007
<p><b>1.</b> Assure that Native Americans are receiving the services they need within counties through participation in North Sound BHO Board of Directors meetings.</p>	<p><b>1.1</b> Tribal membership on North Sound BHO Board of Directors. (and standing committees:</p> <ul style="list-style-type: none"> <li>• County Authorities Executive Committee (formerly known as the Board of Directors)</li> <li>• Planning Committee</li> <li>• Strategic Planning Committee</li> <li>• Quality Management Oversight Committee</li> <li>• Tribal Committee</li> <li>• Establish a Tribal Planning Committee as a subcommittee of the North Sound BHO Board of Directors.</li> <li>• Annual letter will go out to Tribes to invite them to North Sound BHO Board of Directors and/or Advisory Board. Due in Sept 08.</li> </ul>	<p>Tribal members on North Sound BHO Board of Directors at monthly meetings and other committee meetings.</p>	<p>North Sound BHO Executive Director</p> <p>Target Date: 12-31-09</p>	<p>On May 11, 2006 the issue of each Tribe having a vote on the Board of Directors was discussed.</p> <ul style="list-style-type: none"> <li>o Financial risk discussed.</li> </ul> <p>Membership letters were sent to every Tribe in the North Sound granting a full vote with the acceptance of financial risk.</p> <ul style="list-style-type: none"> <li>o No Tribe responded accepting financial risk.</li> <li>o Samish Tribe responded for Board of Directors' membership.</li> </ul> <p>Tribal membership on North Sound BHO Board of Directors went from 2 to 3:</p> <ul style="list-style-type: none"> <li>o Tulalip Tribes</li> <li>o Nooksack Tribe</li> <li>o The Samish Tribe</li> </ul> <p>Membership letters were sent out a second time to every Tribe in the North Sound in September of 2007. Again no Tribe responded in accepting financial risk.</p>

(1) Goals/Objectives	(2) Activities	(3) Expected Outcome	Lead Staff and Target Date	Status Updated for the Contract Year Starting July 1, 2007
	<p><b>1.2</b> Follow Centennial Accord Communication Protocol</p>	<p>Collaborate with Tribes on the interpretation and implementation of the Centennial Accord Communication Protocol.</p> <p>Implement Centennial Accord Communication Protocol.</p>	<p>North Sound BHO Executive Assistant</p>	<p>1. April 2007: Training on communication protocol provided.</p> <p>2. May 2007: North Sound BHO implementing communication protocol</p> <p>Next update on this after tribal conference possibly Sept or Oct of 2009.</p>
<p><b>2.</b> Optimum access to and inclusion in North Sound BHO contracted programs and/or culturally appropriate services for which Tribal members are eligible.</p>	<p><b>2.1</b> Collect, record, and provide access data: Identify census of Tribal communities and individuals receiving mental health services by North Sound BHO PHP contractors.</p>	<p>Production of statistics from the IS database regarding Tribal members served by North Sound BHO contractors. Include as required fields for aggregate data:</p> <ul style="list-style-type: none"> <li>• Tribal field</li> <li>• County</li> <li>• Tribal Affiliation</li> <li>• Diagnostic codes</li> <li>• Referring/initiating Tribe</li> <li>• Number of PHP Provider Encounters</li> <li>• Primary/secondary diagnoses</li> <li>• Referring Tribes – Non-Indians</li> <li>• Data Dictionary to Tribes</li> <li>• Provide suitable reports of access data to Tribes for program planning and evaluation</li> <li>• North Sound BHO UR reviews will report on culturally appropriate services North Sound BHO can limit this to Native American numbers. This should be an aggregate number.</li> </ul>	<p>North Sound BHO IS Specialist.</p> <p>Target Date: 12-31-09</p>	<p>1. Data reported to North Sound BHO Tribal Committee (July 9<sup>th</sup> 2007) and RTCC (July 17<sup>th</sup> 2007).</p> <p>2. Data reports include:</p> <ul style="list-style-type: none"> <li>○ Provider agency.</li> <li>○ Age Groups <ul style="list-style-type: none"> <li>a. 0-17</li> <li>b. 18-59</li> <li>c. 60+</li> </ul> </li> <li>○ Number people served.</li> <li>○ Number of Service Hours.</li> <li>○ Number of Services Provided.</li> <li>○ List of Services provided.</li> </ul>

(1) Goals/Objectives	(2) Activities	(3) Expected Outcome	Lead Staff and Target Date	Status Updated for the Contract Year Starting July 1, 2007
	<p><b>2.2</b> Initiate process to enhance traditional healing through Federal Block Grant Funds</p>	<p>Tribal proposals which go to North Sound BHO Board of Directors for use of Federal Block Grant Funds</p>	<p>Tribes and North Sound BHO Target Date: 12-31-09</p>	<p>North Sound BHO currently has a traditional healing contract with the Tulalip Tribe utilizing Federal Block Grant Funds.</p> <p>North Sound BHO released an FBG Request for Proposal on June 4, 2007. This RFQ resulted in the continuation of the Tulalip Tribes contract and added non-Medicaid services contract with the Stillaguamish Tribe.</p> <p>FBG funds so even current providers need to reapply.</p> <p>North Sound BHO entered into FBG contract with Stillaguamish Tribe. Contract effective date Oct. 1<sup>st</sup> 2007.</p>
	<p><b>2.3</b> Tribal Mental Health Depts. have the capacity to initiate certification for voluntary admissions to inpatient services.</p> <ul style="list-style-type: none"> <li>• The initiation of certification for and admission to inpatient services will be provided to those Tribal community members receiving services at a Tribal mental health facility through the Tribe.</li> <li>• The initiation of certification for and admission to inpatient services will be provided to those Tribal community members receiving services at a Tribal mental health facility through the Tribe.</li> </ul>	<p>Tribes will provide aggregate reports of inpatient initiation. This will include:</p> <ul style="list-style-type: none"> <li>• Admission criteria consistent with Tribal evaluation criteria</li> <li>• The number of initiated referrals.</li> <li>• Response times to initiation.</li> <li>• Outcome of certification.</li> <li>• Current status</li> <li>• Inpatient outcome sheet on voluntary admissions will be developed.</li> <li>• Consensus on this new protocol</li> </ul>	<p>North Sound BHO Executive Director in collaboration and partnership with the Tribes</p> <p>Target Date: 04-31-08, reviewed at 6 month intervals for workable solutions.</p>	<p><i>Tribal Mental Health Departments have the capacity to initiate certifications for voluntary hospitalizations. This process has been working with no major problems.</i></p> <p><i>Need to look at differences in adult and child admissions, such as diversion programs for children.</i></p>



<b>(1) Goals/Objectives</b>	<b>(2) Activities</b>	<b>(3) Expected Outcome</b>	<b>Lead Staff and Target Date</b>	<b>Status Updated for the Fiscal Year Starting July 1, 2007</b>
	<ul style="list-style-type: none"> <li>• Establish agreed-on definitions of terms.</li> <li>• Update agreed-on protocols.</li> <li>• Redevelop the protocol for change from APN to VOA</li> <li>• North Sound BHO to partner with Tribes on State options available.</li> <li>• Identify provider contacts for Tribes.</li> </ul>			
<p>This will be recommended to remove from the plan. If all agree it will be removed.</p>	<p><b>2.4</b> Develop methodology and procedures to share Tribal mental health and North Sound BHO data for collaborative studies.</p>	<p>North Sound BHO will work with RTCC and other Tribal representatives in the opportunity to share in collaborative data studies to develop method, research and analysis data for North Sound BHO and tribal planning; provide resources and technical support.</p> <p>Inpatient outcome sheet on voluntary admissions will be used.</p> <p>(See also measurements listed in 1.1)</p>	<p>North Sound BHO Executive Director/Target Date: 12-31-09</p>	<p>Data was provided to the Tribes at July 17<sup>th</sup> 2007 RTCC meeting. There are on-going discussions regarding the data.</p>
<p><b>3.</b> Provide culturally appropriate treatment for all Tribal consumers, and collaborative relationships between Tribes and PHP's in the treatment of Tribal individuals.</p>	<p><b>3.1</b> Support and encourage North Sound BHO providers to incorporate Tribal resources when treating Tribal individuals. Review appropriate North Sound BHO polices. Support and encourage North Sound BHO providers</p>	<ul style="list-style-type: none"> <li>• Revise Tribal MH brochure, list contacts by Tribal position and contact number and review brochure yearly.</li> </ul>	<p>North Sound BHO Executive Director</p> <p>Target Date: 3-1-09</p>	<p>Related North Sound BHO Policies: 1521 – Cultural &amp; Linguistic Competency 1530 – Cross System Coordination 1558 – Mental Health Specialist 6001 – Tribal Coordination of Implementation of Services Plan</p> <p>Related North Sound BHO Training Modules: North Sound BHO 7.01 Administrative Policy/American Indian Training Module North Sound BHO Cultural Competence Training Module</p> <p>Date reviewed and agreed upon</p>

(1) Goals/Objectives	(2) Activities	(3) Expected Outcome	Lead Staff and Target Date	Status Updated for the Fiscal Year Starting July 1, 2007
	<p><b>3.2</b> Encourage providers to offer Tribal consumers traditional cultural treatment options as part of the intake process.</p> <p>Encourage Tribal consumers to seek cultural options as part of the intake process.</p>	<ul style="list-style-type: none"> <li>All North Sound BHO providers routinely offer Tribal clients referrals to Tribal traditional cultural treatment, using contacts listed in the Tribal Mental Health Brochure.</li> </ul>	<p>North Sound BHO Quality Manager Audit of Tribal files yearly</p> <p>Target Date: 8-1-09</p>	<p>Providers are audited for compliance during North Sound BHO Administrative audits. 2007 audits:</p> <p>bridgeways: audited Feb 14-16 CCS: audited May 30-Jun 1 Compass Health: audited Apr. 30-May 4 Compass E&amp;T's: audited Dec 3/Dec 6 LWC: Mar 27-29 Sea Mar: Apr 3-6 Snohomish County: Mar 14-16 VOA: Aug 14-16 WCPC: May 15-17</p>
	<p><b>3.3</b> Develop and implement a plan with contracted North Sound BHO providers for incorporating traditional/cultural Tribal mental health services when treating Tribal consumers.</p> <p>Develop educational programs for provider staff on working with Tribal healing resource programs and people and that identify outstanding issues and/or gaps on services identified by Tribes</p> <p>Track number of providers that attend annual tribal conference both tribal and non-tribal providers.</p>	<p>Provider staff will notify Tribal mental health when a self-identified Tribal consumer presents for treatment and will routinely collaborate with Tribal Mental Health providers when treating a member of that Tribe. (Incorporates deleted bullet below).</p> <ul style="list-style-type: none"> <li>An Ad Hoc committee comprised of Tribal Members will be formed to review best practices for Tribal individuals</li> </ul>	<p>North Sound BHO Executive Director</p> <p>Target Date: 12-31-09</p>	<p><i>North Sound BHO and Regional Tribes are sponsoring its yearly Tribal Conference in June of 2008. Tribal Committee Meetings in 2007 where planning on the conference is done were held on: 01-08-07, 02-12-07, 03-12-07, 04-09-07, 05-14-07, 07-09-07, 08-13-07, 09-10-07, 10-08-07, 11-12-07, 12-10-07.</i></p>

(1) Goals/Objectives	(2) Activities	(3) Expected Outcome	Lead Staff and Target Date	Status Updated for the Fiscal Year Starting July 1, 2007
	<p><b>3.4</b> Foster collaborations between Tribes and North Sound BHO providers, County Mental Health, DCR's, staff &amp; case managers of Tribal consumers, and other components of mental health that result in culturally appropriate treatment, Encourage linkages among Tribes, DSHS agencies and County Health Programs that promote seamless services and inclusive treatment access for Tribal individuals.</p>	<ul style="list-style-type: none"> <li>• Tribes have met with DCR's &amp; North Sound BHO providers to arrange for:</li> <li>• A working procedure is in place to notify Tribes when a self-identified service population member presents for services.</li> <li>• Tribal Mental Health Specialist is called in for consultation/therapy within 30 days of access appointment.</li> <li>• Revise protocol.</li> </ul>	<p>North Sound BHO Executive Director  Target Date: 12-31-09</p>	<p>Related North Sound BHO Policies: 1521 – Cultural &amp; Linguistic Competency 1530 – Cross System Coordination 1558 – Mental Health Specialist 6001 – Tribal Coordination of Implementation of Services Plan Related North Sound BHO Training Modules: North Sound BHO 7.01 Administrative Policy/American Indian Training Module North Sound BHO Cultural Competence Training Module  List what has been accomplished.</p>
<p>4.) All Stakeholder Training</p>	<p><b>4.1</b> Provide training opportunities that address cultural sensitivity to Tribal Mental Health Workers and the public.</p>	<ul style="list-style-type: none"> <li>• Workshops, trainings seminars, and conferences held each year.</li> </ul>	<p>North Sound BHO Executive Director  Target Date: 12-31-09</p>	<p>8<sup>th</sup> Annual Tribal Mental Health Conference was held June 4-5, 2008, with the theme “Building on Tribal Culture”.  Next conference will be held in June of 2009.</p>
	<p><b>4.2</b> Workshop, training, seminar and conference need and subject matter are directed by Tribes who attend the North Sound BHO/Tribal meetings.</p>	<ul style="list-style-type: none"> <li>• Joint North Sound BHO/Tribal workshops, training, seminars conferences address specific Tribal mental health issues. Tribes direct Tribal-specific design and presentation of workshops, training, seminars, and/or conferences.</li> <li>• Provide two workshops/trainings annually.</li> </ul>	<p>North Sound BHO Executive Director &amp; Tribes  Target Date: 2/2009 &amp; 10/2009</p>	<p><i>North Sound BHO and Regional Tribes sponsored its yearly Tribal Conference in June of 2008.</i>  Past trainings: wisdom, FAS training, &amp; co-occurring disorders.  Suggestions: VA training for Native Vets returning from Iraq. Presentation on Indian identity.  These trainings will be targeted for February and October 2009  CEUs and possibly invite providers for this cultural training.</p>

(1) Goals/Objectives	(2) Activities	(3) Expected Outcome	Lead Staff and Target Date	Status Updated for the Fiscal Year Starting July 1, 2007
	<p><b>4.3</b></p> <p>Continue to hold monthly joint Tribal/North Sound BHO meetings to identify common issues and goals and to collaborate on addressing them.</p>	<ul style="list-style-type: none"> <li>Continued collaboration on mental health issues of concern between Tribes and North Sound BHO.</li> </ul>	<p>North Sound BHO Executive Director &amp; Tribes</p> <p>Target Date: 12-31-09</p>	<p><i>North Sound BHO has conducted monthly Tribal/North Sound BHO Meetings in 2006 &amp; 2007. Our intention is to continue these meetings.</i></p> <p><i>Meetings in 2006 held on: 01-09-06, 02-13-06, 03-13-06, 04-10-06, 05-08-06, 06-12-06, 07-10-06, 08-14-06, 09-11-06, 10-09-06, 11-13-06, 12-11-06.</i></p> <p><i>Meetings in 2007 held on: 01-08-07, 02-12-07, 03-12-07, 04-09-07, 05-14-07, 07-09-07, 08-13-07, 09-10-07, 10-08-07, 11-12-07, 12-10-07.</i></p> <p><i>Future Meetings Scheduled:</i></p> <p><i>01-14-08, 2-11-08, 03-10-08, 04-14-08, 05-12-08, 06-09-08, 07-14-08, 08-11-08, 09-08-08, 10-13-08, 11-10-08, 12-08-08.</i></p>
<p><b>5.)</b></p> <p>Increase in census of enrolled Tribal members employed by North Sound BHO-contracted PHP providers by county.</p>	<p><b>5.1</b></p> <p>North Sound BHO providers include Tribal employment on mailing lists/publicity for job announcements.</p> <p>North Sound BHO will examine provider hiring process to make sure the Native American communities as well as non-Native Tribal mental health specialists are involved.</p>	<ul style="list-style-type: none"> <li>Tribal employment offices routinely receive job announcements from providers.</li> <li>Tribes are included in PHP provider recruitment; i.e., employment opportunity announcements.</li> <li>North Sound BHO will evaluate the use of tribal interns</li> </ul> <p>Tribes are included in recruitment for training opportunities and internships.</p> <ul style="list-style-type: none"> <li>Tribes provide mailing lists of individuals from their Tribes be notified when training and internships are available.</li> <li>Increase in the amount of Native Americans employed by provider agencies.</li> </ul>	<p>North Sound BHO Executive Director &amp; Tribes</p> <p>Target Date: 12-31-08 3-31-09</p>	<p><i>Tribes are notified of all North Sound BHO Advertised Staff Openings via email/ direction to posting on North Sound BHO website.</i></p> <p>5-14-06 – Quality Specialist</p> <p>5-14-06 – Quality Manager</p> <p>5-19-06 – IS Support/Accounting Assistant</p> <p>5-19-06 – Planning Specialist</p> <p>5-19-06 – Quality Specialist</p> <p>6-9-06 – Secretary</p> <p>6-9-06 – Contracts Coordinator</p> <p>5-17-07 – Quality Specialist</p> <p>5-17-07 – Quality Manager</p> <p>01-03-08 – Tribal Liaison</p> <p>01-03-08 – Accounting Tech</p>

(1) Goals/Objectives	(2) Activities	(3) Expected Outcome	Lead Staff and Target Date	Status Updated for the Fiscal Year Starting July 1, 2007
<p><b>6.)</b> Broad knowledge and understanding of the concepts in the Centennial Accord and of 7.01 planning throughout Region III, especially among all North Sound BHO stakeholders, including North Sound BHO staff, contractors, Governing Board, and Advisory Board members.</p>	<p><b>6.1</b> Educate and train North Sound BHO stakeholders.</p>	<ul style="list-style-type: none"> <li>Influence of the Centennial Accord and Tribal Coordination of Implementation of Services Plan are apparent in stakeholder planning and activities.</li> </ul>	<p>North Sound BHO Executive Director &amp; Tribes</p> <p>Target Date: Ongoing activities</p>	<p>The following North Sound BHO staff have attended 7.01 Trainings: presented through region III Chuck Benjamin, Executive Director, Greg Long, Deputy Director, Debra Jaccard, Quality Manager, Margaret Rojas, Legislative Liaison/Contracts Coordinator, Charissa Fuller, Quality Specialist, Angela Frazer-Holtz, Quality Specialist, Barbara Jacobson, Administrative Secretary, Rebecca Pate, Administrative Secretary, Shannon Solar, Administrative Secretary.</p>
	<p><b>6.2</b> Incorporate awareness and oversight of special needs of AI/AN consumers into the North Sound BHO process of governance, to include Board of Directors, the Quality Management Oversight Committee and Children's Policy Executive Team (CPET)</p>	<ul style="list-style-type: none"> <li>Outstanding issues and/or gaps in services identified by Tribes appear on Board and Committee agendas and are addressed routinely.</li> <li>Tribes are appropriately represented on North Sound BHO Boards and Committees.</li> </ul>	<p>North Sound BHO Executive Director &amp; Tribes</p> <p>Target Date: ongoing activities</p>	<p>Three Tribal representatives on North Sound BHO Board of Directors, June LaMarr, Joe Johnson, and Rebecca Peck.</p> <p>One Tribal Representative on the Quality Management Oversight Committee (QMOC), June LaMarr.</p> <p>In addition, the Children's Policy Executive Team (CPET) charter shows one spot for a Tribal Liaison.</p>
	<p><b>6.3</b> Incorporate North Sound Region Tribal Coordination of Implementation of Services Plan in all North Sound BHO contracts.</p>	<ul style="list-style-type: none"> <li>Execute contract revisions that include Tribal Coordination of Implementation of Services Plan.</li> </ul>	<p>Contracts/Fiscal Manager</p> <p>Target Date: ongoing</p>	

(1) Goals/Objectives	(2) Activities	(3) Expected Outcome	Lead Staff and Target Date	Status Updated for the Fiscal Year Starting July 1, 2007
	<p><b>6.4</b>            Incorporate provisions of Tribal Coordination of Implementation of Services Plan in North Sound BHO and Provider Policy &amp; Procedure Manuals, and all other planning and procedure documents.</p>	<ul style="list-style-type: none"> <li>Review North Sound BHO and contractor Policy &amp; Procedure Manuals along with all planning and procedure documents.</li> </ul>	<p>North Sound BHO Executive Director and North Sound BHO</p> <p>Target Date: ongoing activities Contracts/Fiscal Manager</p> <p>Target Date: ongoing activities</p>	<p>Charissa Fuller, North Sound BHO Quality Specialist, will implement.</p>
	<p><b>6.5</b>            Joint case review when PHP is providing non-traditional/spiritual services to Tribal individuals</p>	<ul style="list-style-type: none"> <li>Audits reveal that providers Policy &amp; Procedure Manuals contain these procedures and clinical records show compliance.</li> </ul>		<p>To add to the Utilization Review Tool: If a consumer is identified as Native American was a consult performed?</p>
<p><b>7.)</b>            Mental Health Community awareness and understanding of outstanding issues and/or gaps in services identified by Tribes.</p>	<p><b>7.1</b>            North Sound BHO will jointly develop satisfaction surveys with all Tribes.</p>	<ul style="list-style-type: none"> <li>Elements of plan incorporated into North Sound BHO planning, to include Strategic Planning.</li> <li>Comprehensive Final Plan that is funded, supported by data, endorsed by Tribal Councils and North Sound BHO Board of Directors, for addressing outstanding issues and gaps published and distributed to all Tribal Councils, MH Departments, Providers, and North Sound BHO Board of Directors.</li> </ul>	<p>North Sound BHO Executive Director &amp; Tribes</p> <p>Target Date: 12-31-09</p>	<p>DBHR Adult Consumer Survey &amp; Child Consumer Survey in Tribal Coordination of Implementation of Services Plan folder.</p>

(1) Goals/Objectives	(2) Activities	(3) Expected Outcome	Lead Staff and Target Date	Status Updated for the Fiscal Year Starting July 1, 2007
	<p><b>7.2</b></p> <ul style="list-style-type: none"> <li>• Collect data to support Tribal statements of need.</li> <li>• Seek a grant to pay for a plan to identify issues and gaps in services. Submit to Tribes.</li> <li>• Provide information to Tribes during Tribal/North Sound BHO monthly meeting.</li> <li>• Create opportunity for Tribes to identify service gaps.</li> </ul>	<ul style="list-style-type: none"> <li>• Elements of plan incorporated into North Sound BHO planning, to include Strategic Planning.</li> <li>• Comprehensive Final Plan to address outstanding issues and gaps that is funded, supported by data, endorsed by Tribal Councils and North Sound BHO Board of Directors, published and distributed to all Tribal Councils, MH Departments, Providers, and North Sound BHO Board of Directors.</li> </ul>	<p>North Sound BHO Executive Director &amp; Tribes,</p> <p>Target Date: 12-31-09</p>	
<p><b>8.)</b> Maintain Tribal Coordination of Implementation of Services Plan as a living, focused, working document, with optimal Tribal participation and involvement in every aspect of the process</p>	<p><b>8.1</b></p> <ul style="list-style-type: none"> <li>• Hold quarterly meetings with Tribal appointed leaders to update Tribal Coordination of Implementation of Services Plan.</li> <li>• All eight Region III Tribes assign staff and regularly attend monthly North Sound BHO/Tribal meetings.</li> <li>• All eight Region III Tribes participate in 7.01 Process.</li> </ul>	<ul style="list-style-type: none"> <li>• Quarterly opportunity for Tribes to update Tribal Coordination of Implementation of Services Plan.</li> <li>• Collaborative, concerted focus on common needs and goals identified through process.</li> <li>• Monthly attendance at North Sound BHO/Tribal meetings by representatives of all eight Region III Tribes.</li> <li>• All 8 North Sound Tribes provide representatives at the North Sound BHO/Tribal 7.01 planning meetings.</li> </ul>	<p>North Sound BHO Executive Director, and Tribes</p> <p>Target Date: 12-31-09</p>	<p>North Sound BHO/Tribal Tribal Coordination of Implementation of Services Planning Meetings will be held quarterly on the second Monday of the month. The first scheduled meeting was Oct 8<sup>th</sup>. 2007 but due to lack of quorum was postponed until Jan. 14<sup>th</sup> 2008.</p> <p>Following meeting dates: Apr. 14<sup>th</sup> 08, Jul. 14<sup>th</sup> 08, Oct. 13<sup>th</sup> 08</p>

(1) Goals/Objectives	(2) Activities	(3) Expected Outcome	Lead Staff and Target Date	Status Updated for the Fiscal Year Starting July 1, 2007
9.) To obtain funding that will be used to serving non-Medicaid eligible individuals living on reservation land if the tribe so chooses to provide these services.	Determine who to contract with including services to be provided, reporting requirements and funding. Terms of contract. Negotiate with Tribes.	A signed contract for services and funding.	North Sound BHO Executive Director and Stillaguamish Tribe Target Date: 03-01-09	NSMH was in negotiations with Stillaguamish Tribe. In June 2006 Stillaguamish Tribe submitted three proposals for FBG (federal block grant) funds.
10.) To obtain funding that will be used to serve Medicaid-eligible non-tribal members living on reservation land if the tribe so chooses to provide these services.	Determine who to contract with including services to be provided, reporting requirements and funding.  Terms of contract.  Negotiate with Tribes.	A signed contract for services and funding.	North Sound BHO Executive Director and Stillaguamish Tribe  Target Date: 03-01-09	North Sound BHO was in negotiations with Stillaguamish Tribe during 2007. North Sound BHO is mandated to contract only with licensed BHA's which the Tribe is not.  North Sound BHO is contracting with Stillaguamish using Federal Block Grant funds for non-Medicaid outpatient mental health services.
11.) Tribes & North Sound BHO work collaboratively to address the licensure BHA issues with the DBHR.		Recognition of Sovereign Nation certification of Licensed BHA.	Executive Director  Target Date: 11-30-09	North Sound BHO sent a letter to DSHS Mental Health Director Richard Kellogg addressing Tribal licensing authority for Lummi Nation and Stillaguamish Tribe on January 17 <sup>th</sup> , 2007.  No response received to date.
12.) Have DBHR/Tribal Liaison		Communication & collaboration regarding Tribal concerns.	Executive Director & DBHR Tribal Liaison. Target Date: 11-30-09	2008 North Sound BHO budget was approved by North Sound BHO Board of Directors, which included a 0.5 Tribal Liaison position.  February 2009: 0.5 Tribal Liaison position became vacant and was frozen due to severe budget impacts from the State.