

**NORTH SOUND MENTAL HEALTH ADMINISTRATION
BOARD OF DIRECTORS MEETING**

**May 10, 2012
1:30 PM**

AGENDA

Page #/Tab

1. **Call to Order; Introductions – Vice Chair Gossett**
2. **Revisions to Agenda – Vice Chair Gossett**
3. **Approval of Minutes– Vice Chair Gossett Motion #12-009**
 - **To review and approve the minutes March 8, 2012..... 3-7**
4. **Comments & Announcements from the Chair**
 - **Poster and Poem Contest Winners Awards**
5. **Reports from Board Members**
6. **Comments from the Public**
 - **Ombuds Spring 2012 Report..... Tab 1**
7. **Report from the Advisory Board – Candy Trautman, Chair**
8. **Report from the Executive/Personnel Committee – Dave Gossett, Chair**
9. **Report from the Quality Management Oversight Committee – Anne Deacon, Chair**
10. **Report from the Planning Committee – Regina Delahunt, Chair**
11. **Report from the Executive Director – Joe Valentine, Executive Director Tab 2**
12. **Report from the Finance Officer – Bill Whitlock, Fiscal Officer..... Tab 3**
13. **Report from the Finance Committee – Ken Stark, Chair**
Motion#12-010
To authorize the following transfers for 2011 NSMHA Operating Budget:

Decreased professional services \$26,500
Increase salaries and wages \$5,000
Increase benefits and taxes \$21,500

Decrease Agency/County/Other Services \$2,800,000
Increase Inpatient Expenditures \$2,800,000

14. Consent Agenda – Finance Committee Motion #12-011

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 action 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.

To review and approve North Sound Mental Health Administration's claims paid from March 1, 2012 through March 31, 2012 in the amount of \$ 4,779,942.32. Payroll for the month of March in the amount of \$135,318.28 and associated employer paid benefits in the amount of \$57,644.47.

To review and approve North Sound Mental Health Administration's claims paid from April 1, 2012 through April 30, 2012 in the amount of \$4,537,582.44. Payroll for the month of April in the amount of \$112,010.62 and associated employer paid benefits in the amount of \$58,944.49.

15. Action Items

Motion #12-012

To approve adding Joe Valentine, Executive Director as an authorized signor (replacing Charles Benjamin) on NSMHA's accounts at Skagit County Auditor's and Treasurer's offices and also the bank accounts at Skagit State Bank: Petty Cash, Advanced Travel and the employee Flexible Spending Account. The authorized signors shall have the authorization privileges for disbursements over Petty Cash, Advanced Travel and Flexible Spending accounts, vouchers, payroll and investing. Other authorized signors remain the same: Greg Long, Deputy Director and Annette Calder, Executive Assistant.

Motion #12-013

To approve having the NSMHA Credit Card reissued in the name of Joe Valentine (replacing Charles Benjamin).

16. Introduction Items

None

17. Adjourn

Next Meeting: June 14, 2012

**NORTH SOUND MENTAL HEALTH ADMINISTRATION
BOARD OF DIRECTORS MEETING**

March 8, 2012

1:30 PM

MINUTES

Board Members Present:

Kathy Kershner, Whatcom County Council member, NSMHA Board of Directors Chair
Dave Gossett, Snohomish County Council member, NSMHA Board of Directors Vice Chair
Jamie Stephens, San Juan County Council member
Ken Stark, designated alternate for Snohomish County Executive, Aaron Reardon
Jennifer Kingsley, designated alternate for Skagit County Commissioner, Ken Dahlstedt
Jackie Henderson, designated alternate for Island County Commissioner, Helen Price-Johnson
Anne Deacon, designated alternate for Whatcom County Executive, Jack Louws
Candy Trautman, NSMHA Advisory Board Chair
Mark McDonald, NSMHA Advisory Board Vice Chair

Staff Present:

Chuck Benjamin, Bill Whitlock, Annette Calder

Guests:

Barbara LaBrash, Cammy Hart-Anderson, David Kincheloe

1. Call to Order; Introductions

Chair Kershner opened the meeting at 1:32 and welcomed everyone; introductions were made.

2. Revisions to Agenda

Chair Kershner asked if there were any revisions to the agenda, there were none.

3. Approval of Minutes

Chair Kershner asked if there were any revisions to the minutes of December 8, 2011; there were none. Dave Gossett moved approval, seconded by Ken Stark, all in favor; **motion carried #12-004.**

4. Comments & Announcements from the Chair

Chair Kershner announced that the Poster and Poem voting will start for others while the Board of Directors is in Executive Session.

Chair Kershner announced that Chuck's retirement celebration would begin at 3:30 across the hall in suite 7.

5. Reports from Board Members

None

6. Comments from the Public

None

7. Executive Session to discuss personnel – 20 minutes

Dave Gossett moved to go into Executive Session for 20 minutes for personnel issues, seconded by Jackie Henderson. Executive Session began at 1:38.

At 1:58 it was announced that Executive Session was extended by 5 minutes.

At 2:03 it was announced that Executive Session was extended by 5 minutes.

At 2:07 Executive Session ended

At 2:08 the regular meeting resumed.

8. Report from the Executive/Personnel Committee

Dave Gossett reported:

- Dave Gossett moved to offer the Executive Director position to Joe Valentine, seconded by Jamie Stephens, all in favor, **motion carried, #12-006**
- Dave Gossett made a motion to appoint Greg Long as Interim Director with a 5% salary increase until the new Executive Director starts, seconded by Candy Trautman, all in favor, **motion carried, #12-007**.
- Dave Gossett moved to authorize an exception to NSMHA's personnel policies to cash out Chuck's 2 days of floating holidays, seconded by Ken Stark, all in favor, **motion carried, #12-008**.
- Dave discussed budget issues, change of Executive Director, and noted this Board will go back to meeting monthly, 2nd Thursday of the month. Annette will email the Board of this change.

Dave was thanked for his report.

9. Report from the Advisory Board

Candy Trautman reported:

- The Advisory Board met on February 7th
- Discussed site visits: REACH Peer Center, Skagit Valley Hospital
- Planning annual retreat
- Discussed role as advocate consumers and attending conferences and trainings
- Received reports from Planning Committee and Quality Management Oversight Committee
- Next meeting will be April 7th.

Candy was thanked for her report.

10. Report from the Quality Management Oversight Committee

Anne Deacon reported:

- QMOC met on February 22nd
- New Skagit Crisis Bed facility has opened up an additional bed
- Definition of substance abuse discussed and agreed to use two definitions
- Consumer Satisfaction report was heard and it was felt there was great information received from the survey
- External Quality Review Organization report will be posted on the NSMHA website.

Anne was thanked for her report.

11. Report from the Planning Committee

Anne Deacon reported:

- The Planning Committee met on February 29th.
- Discussed Western State Hospital and the pending closure of two decertified wards and discussion turned to WSH not accepting people with dementia but NSMHA is still paying for people with dementia in our local hospitals.
- Mobile Outreach Teams and accessibility to the MOTs.
- Other concern was trying to determine true data on Skagit County Crisis Respite beds. There are a lot of people there with co-occurring disorders. Want to be sure the data is accurate and that we are getting mental health services for the mental health funding.

- Discussed Healthcare Reform and NSMHA's presentations to our member counties. All counties have received presentation except San Juan County (scheduled for 3/13). All that have received the presentation seem interested in pursuing a regional approach.

Anne was thanked for her report.

12. Report from the Executive Director

Chuck Benjamin reported:

- House and Senate got together and went forward with the Senate budget, which was more favorable to mental health than other budgets presented. This budget still moves forward with closing the wards at WSH. Senate budget has no Medicaid cuts, and no State cuts to mental health. This is more than anyone could hope for in mental health.
- Identification of a 7.5 million surplus that NSMHA has. A meeting was held with Advisory Board officers, County Coordinators and providers to discuss ideas for allocating the money.
- Very happy to be ending his professional career as Executive Director here at the North Sound. He is happy to say that if anyone is working in this state, it should be here in the North Sound. Really wants to say that this Board has been so supportive of what NSMHA is trying to do and recommendations that staff comes forward with. The role of the Advisory Board is very important and also the quality of the staff here at NSMHA. He thinks we are all better served by that. He wants to thank everyone for the opportunity he had by being here and is leaving with good memories and good feelings.

Chuck was thanked for his report.

13. Report from the Finance Officer

Bill Whitlock reported:

- This is for the December 31, 2011 financial report. The Federal Block Grant and PATH (Project for Assistance in Transition from Homelessness) were low. They have negative variances of \$76,484 and \$63,176 respectively. The PACT variance is because the funds were switched to mostly Medicaid funding in May 2011. This is per the state budget proviso. This was not a budget reduction like we thought might happen last year. The negative PALS variance of \$222,064 is from a legislative budget reduction. The Medicaid revenue budget was increased at the end of 2011 by \$8,500,000. The negative budget variance of \$86,331 does not show the whole picture. We received a lot more Medicaid revenue in 2011 than projected by the state in the fall of 2010.
- The negative expenditure variances are in wages and benefits in the amount of \$9,076 and \$22,085. We will need a budget transfer at year end.
- Agency/County/Other Services budget expenditures are under budget by \$5,382,834. We added \$8,500,000 to that budget at the end of 2011. Inpatient billings are over budget by \$883,576. We will be coming to the board next month for budget transfers between accounts.
- We are asking the board to pass the revised purchasing policies. The state fiscal auditors asked us to update them to comply with RCW's and Skagit County policies. There is a change in the executive director's purchasing authority. The prior policies gave them the ability to purchase up to \$5,000 of professional services without board approval. The new policy changes that to a maximum of \$10,000.

Bill was thanked for his report.

14. Report from the Finance Committee

Ken Stark reported:

- The Finance Committee met today
- Reviewed all claims paid for December 2011, January 2012 and February 2012.
- Ken Stark moved **motion #12-005**, seconded by Jamie Stephens, all in favor, **motion carried**.

Ken was thanked for his report.

15. Consent Agenda – Finance Committee Motion #12-005

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 action 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.

To review and approve North Sound Mental Health Administration's claims paid from December 1, 2011 through December 31, 2011 in the amount of \$6,422,648.58. Payroll for the month of December in the amount of \$114,439.10 and associated employer paid benefits in the amount of \$55,541.25.

To review and approve North Sound Mental Health Administration's claims paid from January 1, 2012 through January 31, 2012 in the amount of \$5,797,885.83. Payroll for the month of January in the amount of \$119,327.82 and associated employer paid benefits in the amount of \$57,590.28.

To review and approve North Sound Mental Health Administration's claims paid from February 1, 2012 through February 29, 2012 in the amount of \$4,725,747.81. Payroll for the month of February in the amount of \$116,986.46 and associated employer paid benefits in the amount of \$57,607.15.

16. Action Items

Chuck provided an explanation of motions #12-001 and #12-002; discussion followed. Chair Kershner asked for a motion to approve. Dave Gossett moved approval, seconded by Anne Deacon, all in favor, **motion carried** to approve **#12-001 and #12-002**.

Motion #12-001

To approve the following:

NSMHA-INTERLOCAL AGREEMENT-11 AMENDMENT 1

NSMHA-WCPC-SMHC-11-13 AMENDMENT 1

NSMHA-WCPC-CRISIS TRIAGE-11-13 AMENDMENT 1

COUNTY:

To approve **WHATCOM COUNTY-NSMHA-INTERLOCAL AGREEMENT-11 AMENDMENT 1** for the provision of local funding for the Whatcom County Triage Center and the WCPC Rainbow Center. The term of this Amendment is January 1, 2012 through December 31, 2012. Consideration on this Amendment is \$411,156 for a maximum consideration on the Agreement of \$697,156. This contract was signed by the Executive Director in December 2011.

STATE CONTRACT:

To approve **NSMHA-WCPC-SMHC-11-13 AMENDMENT 1** for the provision of passing through the Whatcom County Rainbow Center funding to WCPC. The term of this Amendment is January 1, 2012 through December 31, 2012. Consideration on this Amendment is \$96,451 for a maximum consideration of \$7,356,633.96 on this Agreement.

CRISIS TRIAGE:

To approve **NSMHA-WCPC-CRISIS TRIAGE-11-13 AMENDMENT 1** for the provision of passing through the Whatcom County Crisis Triage funding to WCPC. The term of the Amendment is January 1, 2012 through December 31, 2012. Consideration on this Amendment is \$314,705 for a maximum consideration of \$1,092,150.38 on this Agreement.

Motion #12-002

To approve the following regarding the Snohomish County Evaluation and Treatment Center:

Termination of NSMHA-SNOHOMISH COUNTY-PSC-12-13

Approval of NSMHA-COMPASS HEALTH-E&T-PSC-12-13

Background regarding the Snohomish County Evaluation and Treatment Center:

In 2011 Snohomish County had requested that NSMHA take the E&T maintenance funding out of their Administration contract and have a separate contract with their Facilities department as this would eliminate the step of passing the funding through. In December 2011 the Board of Directors passed **Motion #11-126** approving Personal Service Contracts. The **NSMHA-SNOHOMISH COUNTY-PSC-12-13** contract was approved for E&T maintenance. Snohomish County has since indicated that they would prefer we contract directly with Compass Health who operates the facility. Based on this request, NSMHA is terminating the **NSMHA-SNOHOMISH COUNTY-PSC-12-13** that had a maximum consideration of \$136,764. A new PSC will be developed with Compass Health, **NSMHA-COMPASS HEALTH-E&T-PSC-12-13** with a maximum consideration of \$136,764. This contract period is January 1, 2012 through June 30, 2013, and is a cost reimbursement contract.

To terminate **NSMHA-SNOHOMISH COUNTY-PSC-12-13**, for E&T rental and maintenance on a cost reimbursement basis. Term of this contract is January 1, 2012 through September 30, 2013, for a maximum consideration of \$136,764 through June 30, 2013.

To approve **NSMHA-COMPASS HEALTH-E&T-PSC-12-13** for E&T rental and maintenance on a cost reimbursement basis. Term of this contract is January 1, 2012 through June 30, 2013 with a maximum consideration of \$136,764.

Motion #12-003

To approve Policy #3028 – Purchasing

To approve updating policy #3028 for agency purchasing as requested by the Washington State Auditors to align with the RCWs and the policies of Skagit County. This revision also includes an increase from \$5,000 to \$10,000 as the amount the Executive Director can approve without prior approval from the NSMHA Board of Directors.

Chuck provided an explanation for motion #12-003. Ken Stark moved approval, seconded by Jamie Stephens, and opened for discussion. Chair Kershner called for the vote, all in favor, **motion carried**.

17. Introduction Items

None

18. Adjourn

Chair Kershner reminded folks to vote on the Posters and Poems. She also invited everyone to the reception at 3:30 in suite 7. Kathy thanked Chuck for helping her become a new board member and Chair of this Board along with everything he has done at NSMHA.

The meeting was adjourned at 2:47.

Poster and Poem Contest judging will take place after the Board meeting.

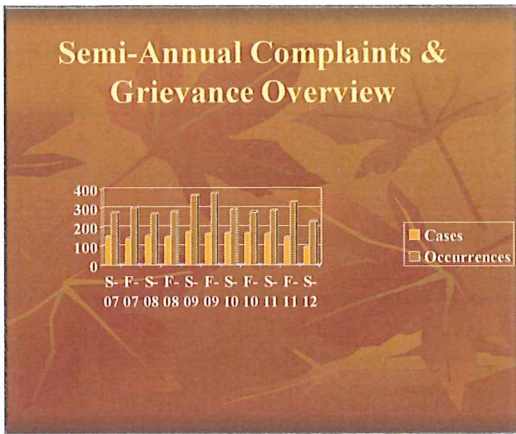
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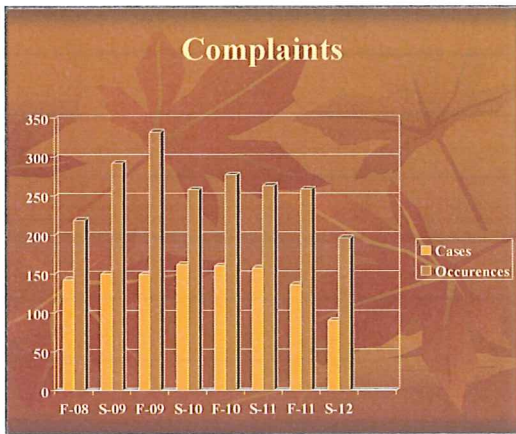
Annette Calder
Executive Assistant

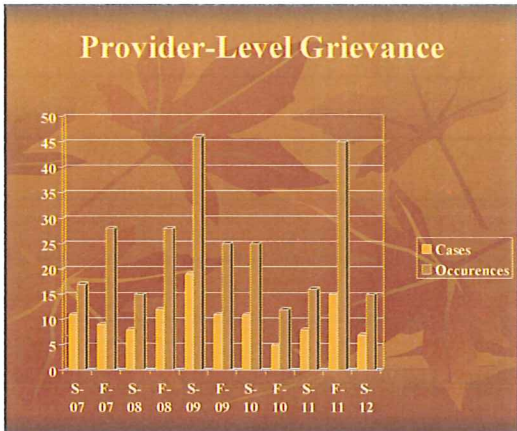
**NORTH SOUND REGIONAL
OMBUDS & QUALITY REVIEW
TEAM REPORT**

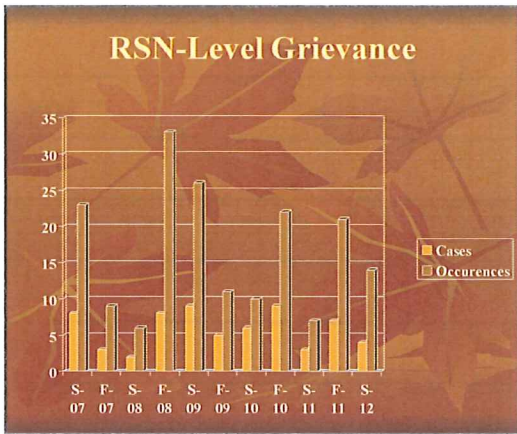
SPRING 2012

October 2011 through March 2012





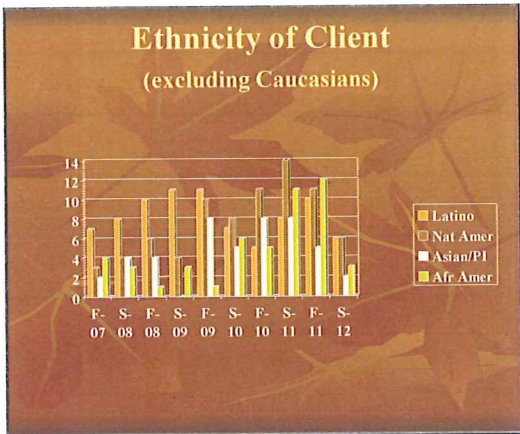


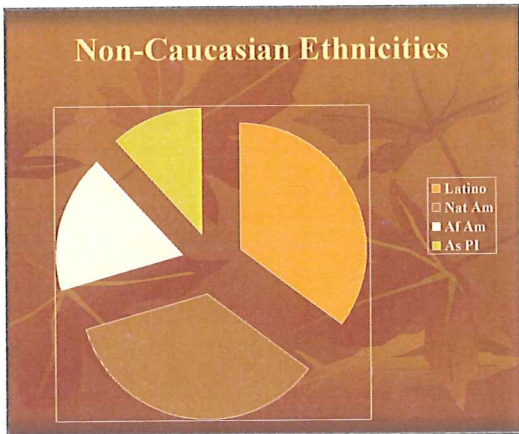


Appeals & Administrative Hearings

- 1 Appeal Case: Access to Inpatient Treatment and Services Coordination-Intensity
- No new Administrative Hearings







Comments - Recommendations

- Phone Calls Not Returned - breakout
- North Sound Consumer Satisfaction Survey
- Training on Dissociative Identity Disorder
- Power of Attorney
- Painkillers & Opioids Overdoses
- Clients with Dementia-Involuntary Treatment
- Benzodiazepines and Medical Cannabis
- Regional Team for Difficult Issues
- Lack of Communication Skills and Treatment
- An Ethical Issue

**Ombuds and Quality Review
Team Report**

QUESTIONS or COMMENTS?

SPRING 2012 OMBUDS AND QUALITY REVIEW TEAM REPORT

SLIDE 1 We are Chuck Davis & Kim Olander-Mayer from North Sound Regional Ombuds. This is our Ombuds report for October 1st 2011 through March 31st, 2012. Two items in your packet accompany it: an “Agency Complaints & Grievances” report and the complaint definitions. This report presents the client voice on complaints and general issues of concern. We estimate the region’s complaint rate traditionally at about 5% to 6% of total people served, although it seems to have dropped somewhat this period. If this report has information that is of no benefit to you, or if you request we add something else in, please tell us or note it in your meeting’s satisfaction survey.

SLIDE 2: This slide shows our work historically and for this period. “S-12,” bottom right, stands for Spring 2012 and covers last October through this March. The S’s stand for Spring reports and the F’s stand for Fall reports. A “Case” is a person; an “Occurrence” is the type of complaint or grievance. We assisted 95 people (cases) this period with 196 complaint occurrences, 15 provider-level grievance occurrences, 14 RSN-level grievance occurrences, 2 appeal occurrences and no new administrative hearing occurrences although we conducted an administrative hearing this period with four occurrences that we filed nearly a year ago. We also provided information and referral services to an estimated 500 people--not included here. Our clients numbered 54 women and 41 men. We assisted at least 3 seniors and 2 children. 23% of our cases were reported by friends, family members or community mental health program staff personnel.

SLIDE 3: This slide shows cases and occurrences of complaints only. We had 196 complaint occurrences from 92 complaint cases (people).

SLIDE 4: Provider-level grievances: 7 clients had 15 provider-level grievance occurrences: 3 Access; 2 Dignity & Respect; 2 Consumer Rights; 2 Emergency Services; 2 Physicians & Meds; 1 Financial Services; 1 Housing; 1 Quality Appropriateness; and 1 Violation of Confidentiality. Upon receiving a response to a complaint we advise clients of their right to elevate the issue higher if they aren’t satisfied. It’s totally up to the client to decide whether to initiate a provider-level grievance or not.

SLIDE 5: RSN-level grievances: 4 clients had 14 RSN-level grievance occurrences: 3 Dignity & Respect; 2 Consumer Rights; 2 Access; 2 Housing; 2 Physicians & Meds; 1 Quality Appropriateness; 1 Services Coordination/Intensity; and 1 Unreturned phone call.

SLIDE 6: We had 1 appeal case with 2 occurrences: 1 Access to Inpatient Treatment and 1 Services Coordination/Intensity.

SLIDE 7: Our 196 complaint occurrences this period consisted of: 31 Physicians & Meds; 29 Consumer Rights; 21 Services Coordination/Intensity; 18 Dignity & Respect; 15

Quality Appropriateness; **15** Financial Services; **13** Access; **12** Housing; **12** Participation-in-Treatment; **11** Emergency Services; **9** Phone Calls not Returned; **4** Residential; **3** Other Type; and **3** Violation of Confidentiality. We tracked “Phone Calls not Returned” this period and will report on that in a moment. Complaints in general were significantly down this period, continuing a downward trend over the past year and a half. We attribute the drop in complaints to several things. First, the providers are simply doing a better job of resolving complaints at the lowest level and communicating with and paying attention to their clients. Their response letters to client complaints and grievances are now well written and meaningful. Second, the providers have started some innovative programs such as walk-in assessments and the collaborative documentation program. Third, we feel that the impact of programs that were started several years ago--intensive outpatient treatment programs, PACT teams, the various block grants, better crisis and emergency services, and so forth—are now showing fruition.

SLIDE 8: Reflecting population ethnicities in the Pacific Northwest, **78** Caucasians were **82%** of our clients. This slide omits Caucasians. There were **6** Latino clients, **6** Native American clients, **2** Asian/Pacific Islander clients, and **3** African American clients. We analyzed “non-Caucasian” complaints, compared them to the types of complaints from Caucasians and found no significant differences.

SLIDE 9: This slide shows another picture of non-Caucasian ethnicities for this period.

SLIDE 10: These are our comments and recommendations:

- We broke out the various types of “telephone calls not returned” complaints for you. They include: an agency cancelling an appointment but not returning the client’s phone call about it; an agency promising to call a client a certain number of times daily but not accomplishing all the calls; an agency not returning calls and an instance of Ombuds calling a provider’s number and being put on hold for 9 minutes—both were because the agency had telephone problems; an instance where neither a clinician nor a prescriber returned a client’s urgent calls about meds; a client being out of meds and calling for a meds management appointment but receiving no call back; no return calls from anyone when a clinician was out for a week or for another who was out most of a month (the provider agency related to the client that “No one was able to access that clinician’s voicemail;”) a provider not returning calls from a client in crisis; and a Payee not returning calls regarding a client’s finances. We recommend treatment provider agencies take these to heart.

We were heartened to find that the results of the region’s consumer satisfaction survey conducted this period correlated amazingly well with the 5% to 6% consumer complaint rate that Ombuds has long noted and described. We recommend these be accomplished periodically, but more often if Ombuds complaint rates rise unexpectedly.

Sometimes clients with histories of complex trauma also have co-morbid diagnoses of Dissociative Identity Disorder, or DID. We see the need for select staff in the provider agencies to be trained to treat DID. It's very likely that the definition of DID will broaden considerably in the DSM V and an increasing number of clients may have medically necessary treatment needs for it. We recommend that NSMHA arrange training and create a cadre of therapists within the community mental health program. Or, another option would be to allow providers to hire consultants for assistance in treating these clients. With this cadre or consultants, mutual support and case consultation can occur for therapists treating clients with DID. The International Society for Study of Trauma & Dissociation offers basic and advanced training courses on-line and in the region. The Society also has studies in progress to determine best practices.

- Several times a family member with a durable power of attorney has considered their document sufficient in legality and coverage to mandate that the community mental health program deal with them rather than with the person with mental illness who signed it. While we understand that every situation is different and powers of attorney take effect under varying conditions, we recommend NSMHA provide guidance to providers about powers of attorney...notarization requirements, legal options they offer, necessity for a healthcare decision making component, revocation procedures and so on.

- Ombuds recommends that the community mental health program focus attention on clients who suffer from addiction. Painkillers & Opioids overdoses are now the leading cause of accidental death in Washington – higher than traffic accidents and weapons incidents. Ombuds has had clients die of overdose in the past. We recommend that the entire community mental health program keep a sharp eye out for persons liable to overdose, and for persons seeking these types of meds.

- We make these recommendations concerning seniors with Dementia, involuntarily committed in local hospitals. About 6 times in 2011 clients “languished” (the words of the person we spoke to) in a local hospital because there is no good Gero-psyc involuntary commitment option locally. Here is what we recommend to hospitals and family members. First, the hospital needs to be aggressive about sending those patients back to their assisted living facilities, including contacting Residential Care Services if they suspect dumping. The local Long Term Care Ombudsman can help. With a signed consent from the guardian, the Ombudsman can go to the assisted living facility, inspect records and provide information to Residential Care Services if they find a problem. Second, as with all involuntary patients, if they don't stabilize, sometimes they can be sent to Western State Hospital. And third, treatment providers should consider calling Home & Community Services for an evaluation for the older adult Expanded Community Services (ECS) program—it may provide more funding for their care. Hopefully Providence Hospital will open its planned 25-to-30 bed involuntary treatment unit. At any rate, with the Division of Behavioral Health & Recovery placing more stress on enhanced care for

clients with Dementia we see the involuntary commitment piece as a missing link that needs attention. NSMHA has targeted this issue with its new Policy 1723, “Outreach and Involuntary Investigations for Residents of Licensed Residential Care Facilities,” in hopes of convincing the facilities to contact the mental health community before the person must be sent to the hospital.

- We have clients who are taking sizable dosages of benzodiazepines but who are also prescribed medical cannabis. Some prescribers feel this is a dangerous mix and are ethically reluctant to continue prescribing the benzodiazepines. During a search of the Internet we couldn't find very much about this topic. We recommended, and NSMHA did provide guidance to prescribers in an email from its medical director to prescribers. This will remain a growing problem for society however.

- We recommend NSMHA consider forming a regional team to discuss common, core issues of difficult-to-treat clients—problems of delusion, inappropriate behavior, paranoia, meds refusal and chemical dependency for example. The team would discuss these issues and eventually develop practices that prove most effective locally. We recommend NSMHA introduce this to the Quality Management Oversight Committee and tie in the concepts of using motivational interviewing and peer counselors.

- We saw three cases arise this period in which families complained that their children had problems receiving services essentially because they couldn't communicate well. One was suffering from severe Autism; one from less-severe Autism; and one from Angelman Syndrome--a functionally severe developmental disability with severe speech impediment and no, or minimal use of words. All three children were Medicaid eligible and had Medicaid-covered diagnoses. In one case the child's services were terminated and in another the child wasn't initially allowed to access services. The third child is in services but services are inadequate due to the communication barrier. The complaints were resolved in two cases and we're still working the third. We recommend, and Medical necessity demands, that there be a way developed to treat their needs. This might be a good target for the regional team we just mentioned. Or, as mentioned previously, perhaps providers could hire consultants on this issue as well.

- And we are open to recommendations on our final issue. It regards an ethical problem that has plagued Ombuds since there first was an Ombuds--one which became worse this period. And that is, our duty is to advocate for clients, help them initiate complaints, and assist them in achieving the resolutions they desire. The ethical problem is that sometimes the resolution they seek is clearly and plainly against their best interest...for example, the client with Schizophrenia who wishes to stop taking meds. We try to offer them the best guidance we can but it is most often rejected and they accuse us of working against them rather than for them. We sometimes have meetings with the clients and their providers to

try to come to a solution. This remains a problem for Ombuds. We plan to bring it up at the next State Ombuds meeting.

Finally, in your “Agency Complaints, Grievances, Administrative Hearings and Appeals” handout, we wish to bring attention to several agencies whose complaint levels dropped significantly this period: Compass Health-Whidbey and Lynnwood; SeaMar-Skagit; Lake Whatcom Center, Snohomish Involuntary Treatment; and the Volunteers of America “Access “ and “Crisis Line.”

AGENCY COMPLAINTS, GRIEVANCES, ADMINISTRATIVE HEARINGS & APPEALS
Spring, 2012

Compass Health, Marysville: 10 Occurrences (3 last period)

Access: 1
Dignity & Respect: 1
Physicians & Meds: 2
Participation in Treatment: 1
Quality Appropriateness: 1
Svs Coordination/Intensity: 2
Unreturned Phone Calls: 1
Violation of Confidentiality: 1

Compass Health, Whidbey: 1 Occurrence (12 last period)

Physicians & Meds: 1

Compass Health, Lynnwood (Children & Adults): 4 Occurrences (13 last period)

Consumer Rights: 1
Dignity & Respect: 1
Housing: 1
Svs Coordination/Intensity: 1

Compass Health, Mount Vernon: 12 Occurrences (13 last period)

Access: 2
Consumer Rights: 2
Dignity & Respect: 1
Financial & Admin Services: 2
Other Type Complaint: 1
Participation in Treatment: 1
Physicians & Meds: 1
Svs Coordination/Intensity: 2

Compass Health, Everett: 34 Occurrences (40 last period)

Access: 2
Consumer Rights: 6
Dignity & Respect: 4
Financial & Admin Services: 1
Housing: 4
Quality Appropriateness: 3
Participation in Treatment: 1
Physicians & Meds: 5
Svs Coordination/Intensity: 6
Unreturned Phone Calls: 2

Compass Health, Snohomish: 3 Occurrences (1 last period)
Consumer Rights: 1
Physicians & Meds: 1
Svs Coordination/Intensity: 1

Compass Health, Smokey Point: 2 Occurrences (2 last period)
Access: 1
Quality Appropriateness: 1

Compass Health Payee Office: 4 Occurrences (3 last period)
Financial & Admin Services: 4

Compass Health Aurora House: 6 Occurrences (0 last period)
Consumer Rights: 1
Dignity & Respect: 2
Housing: 1
Residential Services: 2

Snohomish PACT: 16 Occurrences (11 last period)
Consumer Rights: 1
Dignity & Respect: 1
Financial & Admin Services: 2
Housing: 1
Participation in Treatment: 1
Physicians & Meds: 5
Quality Appropriateness: 1
Svs Coordination/Intensity: 1
Provider-level Grievance: 3 (1 Financial & Admin Services; 1 Housing; 1 Physicians & Meds)

Bridgeways: 15 Occurrences (21 last period)
Access: 2
Consumer Rights: 4
Participation in Treatment: 2
Physicians & Meds: 1
Quality Appropriateness: 2
Svs Coordination/Intensity: 1
Unreturned Phone Calls: 2
Violation of Confidentiality: 1

Sea Mar, Mount Vernon: 6 Occurrences (24 last period)
Access: 1
Quality Appropriateness: 1
Provider-level Grievance: 2 (1 Access; 1 Quality Appropriateness)
RSN-level Grievance: 2 (1 Access; 1 Quality Appropriateness)

Sea Mar, Bellingham: 0 Occurrences (5 last period)

Sunrise Services, Everett: 31 Occurrences (29 last period)

Access: 3
Consumer Rights: 1
Dignity & Respect: 5
Emergency Services: 1
Housing: 1
Physicians & Meds: 3
Quality Appropriateness: 3
Svs Coordination/Intensity: 2
Unreturned Phone Calls: 2
Provider-level Grievance: 2 Access; Dignity & Respect
RSN-level Grievance: 8 (1 Consumer Rights; 2 Dignity & Respect; 2 Housing; 1 Physicians & Meds; 1 Svs Coordination/Intensity; 1 Unreturned Phone Calls)

Sunrise Services, Mount Vernon: 0 Occurrences (2 last period)

Interfaith: 15 Occurrences (10 last period)

Access: 1
Consumer Rights: 2
Physicians & Meds: 1
Participation in Treatment: 1
Svs Coordination/Intensity: 1
Unreturned Phone Calls: 1
Provider-level Grievance: 4 (Access; Consumer Rights; Dignity & Respect; Physicians & Meds)
RSN-level Grievance: 4 (Access; Consumer Rights; Dignity & Respect; Physicians & Meds)

Lake Whatcom Center: 16 Occurrences (27 last period)

Consumer Rights: 2
Emergency Services: 1
Financial & Admin Services: 5
Housing: 2
Physicians & Meds: 2
Participation in Treatment: 2
Residential Services: 1
Svs Coordination/Intensity: 1

Whatcom Counseling & Psychiatric Clinic: 10 Occurrences (9 last period)

Consumer Rights: 2
Dignity & Respect: 1
Emergency Services: 1
Financial & Admin Services: 1
Other Type Complaint: 1
Physicians & Meds: 2
Unreturned Phone Calls: 1

Catholic Community Services Mount Vernon: 0 Occurrences (0 last period)

| | |
|--|-------------------------|
| Catholic Community Services Bellingham: 0 Occurrences | (1 last period) |
| Catholic Community Services Everett: 0 Occurrences | (0 last period) |
| Mukilteo Evaluation & Treatment Center: 13 Occurrences | (7 last period) |
| Consumer Rights: <u>2</u> | |
| Emergency Services: <u>4</u> | |
| Other Type Complaint: <u>1</u> | |
| Participation in Treatment: <u>1</u> | |
| Physicians & Meds: <u>4</u> | |
| Svs Coordination/Intensity: <u>1</u> | |
| PeaceHealth Medical Center: 1 Occurrences | (6 last period) |
| Participation in Treatment: <u>1</u> | |
| Skagit Valley Hospital: 1 Occurrence | (1 last period) |
| Emergency Services: <u>1</u> | |
| Fairfax Hospital: 0 Occurrences | (5 last period) |
| United General Hospital (Sedro Woolley): 0 Occurrence | (1 last period) |
| Swedish-Edmonds (formerly Stevens) Hospital: 10 Occurrences | (11 last period) |
| Consumer Rights: <u>2</u> | |
| Dignity & Respect: <u>2</u> | |
| Emergency Services: <u>1</u> | |
| Housing: <u>1</u> | |
| Physicians & Meds: <u>2</u> | |
| Quality Appropriateness: <u>2</u> | |
| Western State Hospital: 2 Occurrences | (0 last period) |
| Housing: <u>1</u> | |
| Residential Services: <u>1</u> | |
| Providence Colby Hospital: 0 Occurrences | (7 last period) |
| Snohomish Designated Crisis Responders: 8 Occurrences | (19 last period) |
| Consumer Rights: <u>1</u> | |
| Emergency Services: <u>2</u> | |
| Violation of Confidentiality: <u>1</u> | |
| Provider-level Grievance: <u>4</u> (1 Consumer Rights; 2 Emergency Services; 1 Violation of Confidentiality) | |
| Skagit Designated Crisis Responders: 0 Occurrences | (2 last period) |

Whatcom Designated Crisis Responders: 1 Occurrences (0 last period)
Participation in Treatment: 1

VOA (Access Line, Gatekeeper & Care Crisis Line): 0 Occurrences (15 last period)

Hopelink (Medicaid Transportation): 1 Occurrence (1 last period)
Svs Coordination/Intensity: 1

NSMHA: 5 Occurrences (25 last period)
Consumer Rights: 1
Access to Inpatient Tx: 1
Quality Appropriateness: 1
Svs Coordination/Intensity: 2

Non-community mental health program agencies: 0 Occurrences (2 last period)

COMPLAINT & RESOLUTION DEFINITIONS

COMPLAINTS:

Access: Concerns (1) access to initial inpatient or outpatient services and (2) terminations from services primarily. Deals with having trouble getting into services or having on-going services cut back or terminated. May deal with eligibility for services or taking too long to receive services. A complaint about access is not only about access into services, but perhaps how long it took, or sometimes about a type of service not available to the consumer.

Dignity & Respect: Actual or perceived such treatment. How the consumer felt treated by the staff.

Quality Appropriateness: Appropriate type of service needed either isn't available or isn't being provided. Example: Client has PTSD and is put in an anxiety group. Client questions quality of the therapist, isn't satisfied with anxiety group counseling, and wants individual therapy for PTSD.

Phone Calls Not Returned: Just what it says--usually client to case manager/therapist. This would normally be when the consumer is already in services.

Service Intensity or Coordination of Services: Has to do with insufficient amount of services being provided. It may involve level of care or a type of therapy not available in that agency (for instance, treatment for eating disorders). Also deals with coordination between provider and another agency or possibly between service providers in the same agency. Example is an alcoholic client where there must be coordination between the person's medical doctor, substance abuse treatment provider and mental health clinician. This could have to do with something like personal care in the home while also in therapy. Could have to do with case manager not coordinating appointments with the right providers.

Consumer Rights: These are listed in the WAC and in our NSMHA brochure. It has a number of sub-categories. Mental health consumers have specific rights as listed in the WACs; this would involve a complaint that one or more had been violated. (Remember that "dignity and respect" is its own category).

Physicians and Medications: When someone wants another type of medication or different dosage. Perhaps they think their psychiatrist isn't listening to what they say about their medications. It may involve interaction with the PCP. Usually it involves medication and refers to psychiatrists and psychiatric meds. Complaints in this area might be around side effects and the doctor not paying attention to the consumer's concerns about them.

Financial and Administrative Services: Having to do with client funds. Generally deals with payees and pay problems. We would generally seek assistance from the case manager and payee. These complaints might be about SSI eligibility, or the consumer having a payee that controls his or her benefits.

Residential: This deals with any agency-provided housing. It may be an issue concerning supported living, boarding alone, agency-owned housing. Aurora House is an example of agency-owned housing. These complaints would involve supported living situations managed by the agency.

Housing: This deals with regular, independent housing out in the community, or perhaps integrating mental health clients back into the community. It also involves Section 8 applications or Shelter Plus Care. A complaint here might be that the agency hasn't done enough to find a consumer independent living.

Transportation: May deal with transportation coupons, bus passes, taxis, obtaining an access bus, or possibly transportation to and from services or places they need to go for normal living. May deal with clients who have agoraphobia and have trouble with public transportation. A complaint here would involve transportation to and from mental health services.

Emergency Services: Has to do with crisis services such as Crisis Clinics, or may involve E & T centers. May involve interaction with CDMHP. This complaint would involve crisis services, either the crisis line, or a CDMHP evaluation, or difficulty in the hospital emergency room during a mental health crisis.

Participation in Treatment: Client's voice and viewpoint aren't being heard by the treatment provider or reflected in their treatment.

Violation of Confidentiality: An aspect of a client's diagnosis, treatment history, or current treatment has been inappropriately revealed.

Access to Inpatient Treatment: A client is denied access to needed hospitalization.

Other: Any other type of complaint.

RESOLUTIONS:

Information or Referral: Giving information/names/numbers, or referring to another source. May involve significant follow up by Ombuds.

Conciliation/Mediation: Working out the issue between Ombuds, the provider and the client. Usually involves meetings, letters, phone calls, etc.

Arbitration: Grievance or Fair Hearing ruling by a higher authority.

Fair Hearing: Normally filed with an administrative law judge when an RSN's grievance ruling is unsatisfactory to a client.

Other: Another type of resolution. Perhaps the client moved away or died, is hospitalized, etc.

Not pursued: Client dropped the complaint. Perhaps the client didn't understand the system and were satisfied once they understood the whole situation, or they became satisfied during the working of the complaint or grievance.

Fund Balance Distribution Process Overview and Plan

As a result of a variety of unanticipated factors, NSMHA has \$7.5 million dollars in unallocated funds that that need to be encumbered by June 30, 2012. A NSHMA Board motion will be needed to accomplish this, and staff will submit a final proposal to the Board at its June 14 meeting.

Some of the significant changes from NSHMA’s original budget assumptions that led to this one time balance of unallocated funds include: a smaller level of state funding reductions than anticipated, a higher level of revenue than anticipated, and lower than anticipated inpatient costs. There is a risk that the State might take back these funds if they are not appropriately encumbered. To determine the best use of these funds, NSMHA staff solicited suggestions from consumers, advocates, county coordinators and providers. We received over 50 ideas that included a total request of over \$19 million dollars.

NSMHA staff identified 9 priority areas for funding based on NSHMA’s mission and strategic goals. They then consulted with the County Coordinators, the Planning Committee and the Advisory Board. There was general consensus that these priority areas should guide allocation of these funds but more discussion was needed on how these criteria would be implemented in an allocation process. Below is a list of the 9 priority areas and the total number of dollars requested based on the suggestions that most closely fit these areas. Note: not all of the ideas received addressed one of these priority areas, these were grouped into the “Other” category.

Fund Balance Concepts Priority Category Summary

| Sum of Funding | | funding category | | | |
|--------------------|---|--------------------|--------------------|--------------------|---------------------|
| Priority # | Priority Categories | 1 time | pilot x 2 yrs | ongoing | Grand Total |
| 1 | Inpatient decrease | | \$740,250 | \$51,545 | \$791,795 |
| 2 | Increase Housing options | \$1,343,776 | \$768,000 | \$592,488 | \$2,704,264 |
| 3 | Preparation for future Healthcare | \$1,771,980 | | | \$1,771,980 |
| 4 | Improving Emergency Services | \$271,903 | \$5,823,692 | \$2,224,504 | \$8,320,099 |
| 5 | Promoting Recovery and Consumer Oriented Services | \$38,280 | | \$1,500 | \$39,780 |
| 6 | Outpatient funding | \$656,937 | | \$3,500,504 | \$4,157,441 |
| 7 | Need for Services | | | \$304,920 | \$304,920 |
| 8 | Cross system integration | \$62,500 | | \$135,554 | \$198,054 |
| 9 | Developing EBP | \$114,500 | | \$360,390 | \$474,890 |
| 10 | Other | \$386,997 | | \$379,000 | \$765,997 |
| Grand Total | | \$4,646,873 | \$7,331,942 | \$7,550,405 | \$19,529,220 |

NSMHA staff is proposing that we would submit to the NSHMA Board in June a recommendation on how much funding would be set aside for one or more of the priority areas in the list above in order to encumber the funds. This recommendation would be developed in conjunction with the County Coordinators and Planning Committee and reviewed with the Advisory Board. Following the Board's approval of the funding distribution, NSMHA staff would develop a streamlined RFP process, similar to that used for our Federal Block Grant allocations, in order to receive formal proposals that would address both the priority area and other specific criteria that would be developed. These other criteria could include such requirements as showing that the use of funds would be on a one-time basis and that the proposal would demonstrate the use of Evidence-Based Practices.

However, NSHMA staff are recommending, based on input from the County Coordinators and Planning Committee, that some of the fund balance would be set aside for specific purposes and not subject to the RFP process. These specific allocations would include funding:

- Continuation of "B3 Supportive Employment Services" since state funding to these services are being cut on July 1 for two years;
- "Dignity and Respect" training; and,
- A regional plan for increasing housing services that would be developed jointly with the County Coordinators.
- Proposals under \$10,000 if they otherwise meet the criteria established

In addition, NSHMA staff is recommending that proposals requesting retroactive payment for services already provided would NOT be considered for funding.

Following the RFP process, contracts would be negotiated and submitted to the Board for approval. As contracts are finalized, it is probable that funding may be shifted between some of the priority categories.

**NORTH SOUND MENTAL HEALTH ADMINISTRATION
BUDGET TRANSFERS FOR DECEMBER 2011 ***

| | 2011 Budget | | YTD 2011 Actual | | Variance Favorable (Unfavorable) | | Board Motion Budget Adjustment | | 2011 Revised Budget | | YTD 2011 Actual | | Variance Favorable (Unfavorable) | |
|----------------------------------|-------------|---------------|-----------------|---------------|----------------------------------|--------------|--------------------------------|--|---------------------|----|-----------------|--|----------------------------------|------------|
| | | \$ | | \$ | | \$ | | | | \$ | | | \$ | |
| REVENUES | | | | | | | | | | | | | | |
| Intergovernmental Revenues | | | | | | | | | | | | | | |
| Federal Block | | \$ 1,098,134 | | \$ 711,505 | | \$ (386,629) | | | | | | | | |
| Path | | 179,791 | | 92,160 | | (87,631) | | | | | | | | (87,631) |
| DDD | | 359,055 | | 299,213 | | (59,842) | | | | | | | | (59,842) |
| Local | | | | 591,816 | | 591,816 | | | | | | | | 591,816 |
| ECS | | | | 177,426 | | 177,426 | | | | | | | | 177,426 |
| PALS | | 1,442,818 | | 1,220,754 | | (222,064) | | | | | | | | (222,064) |
| PACT | | 1,300,000 | | 521,381 | | (778,619) | | | | | | | | (778,619) |
| Jail Services | | 747,216 | | 753,423 | | 6,207 | | | | | | | | 6,207 |
| State Funds | | 16,164,449 | | 17,544,795 | | 1,380,346 | | | | | | | | 1,380,346 |
| Medicaid | | 44,216,691 | | 44,130,360 | | (86,331) | | | | | | | | (86,331) |
| Total Intergovernmental Revenues | | 65,508,154 | | 66,042,833 | | 534,679 | | | | | | | | 534,679 |
| Misc. Revenue | | 20,000 | | 17,585 | | (2,415) | | | | | | | | (2,415) |
| Interest Revenues | | 50,000 | | 54,093 | | 4,093 | | | | | | | | 4,093 |
| TOTAL REVENUES | | \$ 65,578,154 | | \$ 66,114,511 | | \$ 536,357 | | | | | | | | \$ 536,357 |

EXPENDITURES

| | | | | | | | | | | |
|--|---------------|---------------|--------------|--|--|--|-------------|---------------|---------------|--------------|
| Regular Salaries | \$ 1,331,084 | \$ 1,336,005 | \$ (4,921) | | | | 5,000 | \$ 1,336,084 | \$ 1,336,005 | \$ 79 |
| Personnel Benefits | 652,656 | 673,725 | (21,069) | | | | 21,500 | 674,156 | 673,725 | 431 |
| Office, Operating Supplies | 35,745 | 19,917 | 15,828 | | | | | 35,745 | 19,917 | 15,828 |
| Small Tools | 47,784 | 47,678 | 106 | | | | | 47,784 | 47,678 | 106 |
| Professional Services | 157,804 | 110,651 | 47,153 | | | | (26,500) | 131,304 | 110,651 | 20,653 |
| Communications | 44,020 | 41,655 | 2,365 | | | | | 44,020 | 41,655 | 2,365 |
| Travel | 35,733 | 26,854 | 8,879 | | | | | 35,733 | 26,854 | 8,879 |
| Advertising | 4,000 | 2,401 | 1,599 | | | | | 4,000 | 2,401 | 1,599 |
| Operating Rentals & Leases | 145,038 | 142,408 | 2,630 | | | | | 145,038 | 142,408 | 2,630 |
| Insurance | 28,500 | 27,540 | 960 | | | | | 28,500 | 27,540 | 960 |
| Utilities | 7,500 | 6,468 | 1,032 | | | | | 7,500 | 6,468 | 1,032 |
| Repairs & Maintenance | 18,614 | 10,803 | 7,811 | | | | | 18,614 | 10,803 | 7,811 |
| Miscellaneous | 24,300 | 15,086 | 9,214 | | | | | 24,300 | 15,086 | 9,214 |
| Machinery & Equipment | 0 | - | - | | | | | - | - | - |
| Administrative Reserve | 0 | - | - | | | | | - | - | - |
| Subtotal - Administration | 2,532,778 | 2,461,191 | 71,587 | | | | | 2,532,778 | 2,461,191 | 71,587 |
| Agency/County/other Services | 54,045,376 | 49,754,720 | 4,290,656 | | | | (2,800,000) | 51,245,376 | 49,754,720 | 1,490,656 |
| Inpatient Payments | 9,000,000 | 11,715,042 | (2,715,042) | | | | 2,800,000 | 11,800,000 | 11,715,042 | 84,958 |
| TOTAL EXPENDITURES | \$ 65,578,154 | \$ 63,930,953 | \$ 1,647,201 | | | | | \$ 65,578,154 | \$ 63,930,953 | \$ 1,647,201 |
| Excess of Revenues Over (Under) Expenditure. | | \$ 2,183,558 | | | | | | \$ 2,183,558 | | |

North Sound Mental Health Administration

Warrants Paid

March 2012

| Type | Date | Num | Name | Amount |
|-----------------|------------|--------|---------------------------------|---------------|
| Bill Pmt -Check | 03/02/2012 | 357428 | Bilson, Dan G. | -33.30 |
| Bill Pmt -Check | 03/02/2012 | 357397 | Catholic Community Services | -12,385.95 |
| Bill Pmt -Check | 03/02/2012 | 357669 | Century Link (formally QWEST) | -28.93 |
| Bill Pmt -Check | 03/02/2012 | 357418 | Compass Health | -15,040.70 |
| Bill Pmt -Check | 03/02/2012 | 357462 | DSHS/MHD | -503,444.99 |
| Bill Pmt -Check | 03/02/2012 | 357509 | IKON Office Solutions | -315.60 |
| Bill Pmt -Check | 03/02/2012 | 357567 | Kitsap Mental Health Services | -28,307.27 |
| Bill Pmt -Check | 03/02/2012 | 357756 | Lunch Box | -32.05 |
| Bill Pmt -Check | 03/02/2012 | 357596 | McDonald, Mark | -62.16 |
| Bill Pmt -Check | 03/02/2012 | 357633 | NSRSN (Petty Cash) | -104.36 |
| Bill Pmt -Check | 03/02/2012 | 357640 | Opportunity Council | -7,690.37 |
| Bill Pmt -Check | 03/02/2012 | 357722 | Skagit County Prosecutting Atty | -4,400.00 |
| Bill Pmt -Check | 03/02/2012 | 357726 | Snohomish County Clerk | -13,110.00 |
| Bill Pmt -Check | 03/02/2012 | 357759 | Tulalip Tribes | -3,910.00 |
| Bill Pmt -Check | 03/02/2012 | 357789 | Whatcom Counseling/Psych Clinic | -12,500.00 |
| Bill Pmt -Check | 03/02/2012 | 357788 | Whatcom County Superior Court | -3,038.00 |
| Bill Pmt -Check | 03/15/2012 | 358213 | AA Dispatch | -84.84 |
| Bill Pmt -Check | 03/15/2012 | 358384 | Aemmer, Kurt R | -211.01 |
| Bill Pmt -Check | 03/15/2012 | 358221 | All Phase Communications Inc | -3,217.14 |
| Bill Pmt -Check | 03/15/2012 | 358237 | AT&T | -1,259.92 |
| Bill Pmt -Check | 03/15/2012 | 358255 | Bridgeways | -62,569.00 |
| Bill Pmt -Check | 03/15/2012 | 358374 | Brown, Keith, MD | -3,000.00 |
| Bill Pmt -Check | 03/15/2012 | 358265 | Catholic Community Services | -343,112.72 |
| Bill Pmt -Check | 03/15/2012 | 358266 | CDW-G | -1,439.91 |
| Bill Pmt -Check | 03/15/2012 | 358277 | Comcast | -206.90 |
| Bill Pmt -Check | 03/15/2012 | 358280 | Compass Health | -1,615,295.58 |
| Bill Pmt -Check | 03/15/2012 | 358283 | Consumer Voices are Born | -2,770.58 |
| Bill Pmt -Check | 03/15/2012 | 358291 | Culligan Water Inc | -42.00 |
| Bill Pmt -Check | 03/15/2012 | 358368 | deLosada, Julie | -128.01 |
| Bill Pmt -Check | 03/15/2012 | 358305 | DSHS/MHD | -508.40 |
| Bill Pmt -Check | 03/15/2012 | 358318 | Express Personal Services | -123.83 |
| Bill Pmt -Check | 03/15/2012 | 358396 | Grosso, Lisa L | -141.29 |
| Bill Pmt -Check | 03/15/2012 | 358346 | InfoCare, Inc. | -114.21 |
| Bill Pmt -Check | 03/15/2012 | 358348 | Interfaith Comm Health Center | -35,724.00 |
| Bill Pmt -Check | 03/15/2012 | 358350 | Island County Health Dept. | -9,850.41 |
| Bill Pmt -Check | 03/15/2012 | 358239 | Jacobson, Barbara | -226.10 |
| Bill Pmt -Check | 03/15/2012 | 358403 | Kipling, Mark | -1,371.96 |
| Bill Pmt -Check | 03/15/2012 | 358388 | Lake Whatcom Center | -299,370.68 |
| Bill Pmt -Check | 03/15/2012 | 358334 | Long, Greg | -121.76 |
| Bill Pmt -Check | 03/15/2012 | 358405 | McDonald, Mark | -62.16 |
| Bill Pmt -Check | 03/15/2012 | 358526 | McDonough, Terry M | -50.31 |
| Bill Pmt -Check | 03/15/2012 | 358416 | Mister T Trophies | -64.92 |
| Bill Pmt -Check | 03/15/2012 | 358438 | Office Depot | -43.26 |
| Bill Pmt -Check | 03/15/2012 | 358451 | Pioneer Center North | -43,251.49 |
| Bill Pmt -Check | 03/15/2012 | 358461 | Puget Sound Energy | -564.04 |
| Bill Pmt -Check | 03/15/2012 | 358485 | Sea Mar Counseling Services | -102,988.00 |

North Sound Mental Health Administration
Warrants Paid
March 2012

| | | | | |
|-----------------|------------|--------|---------------------------------|---------------|
| Bill Pmt -Check | 03/15/2012 | 358515 | Snohomish County Human Services | -195,262.02 |
| Bill Pmt -Check | 03/15/2012 | 358522 | Sunrise Services Inc | -220,657.24 |
| Bill Pmt -Check | 03/15/2012 | 358544 | Turner HR Services | -3,300.00 |
| Bill Pmt -Check | 03/15/2012 | 358553 | Volunteers of America | -4,837.60 |
| Bill Pmt -Check | 03/15/2012 | 358556 | WA State Consolidated Tech Svcs | -583.32 |
| Bill Pmt -Check | 03/15/2012 | 358576 | Whatcom Counseling/Psych Clinic | -377,329.40 |
| Bill Pmt -Check | 03/15/2012 | 358575 | Whatcom County Superior Court | -9,200.00 |
| Bill Pmt -Check | 03/15/2012 | 358484 | Whitcutt, Sandy | -221.13 |
| Bill Pmt -Check | 03/26/2012 | | Skagit County Auditor | -2,500.00 |
| Bill Pmt -Check | 03/30/2012 | 359122 | Benjamin, Charles R. | -403.78 |
| Bill Pmt -Check | 03/30/2012 | 359104 | Bridgeways | -650.57 |
| Bill Pmt -Check | 03/30/2012 | 359112 | Carnation Building | -10,499.91 |
| Bill Pmt -Check | 03/30/2012 | 359117 | Catholic Community Services | -124,213.24 |
| Bill Pmt -Check | 03/30/2012 | 359379 | Century Link (formally QWEST) | -18.24 |
| Bill Pmt -Check | 03/30/2012 | 359141 | Compass Health | -323,230.91 |
| Bill Pmt -Check | 03/30/2012 | 359144 | Copies Now | -418.50 |
| Bill Pmt -Check | 03/30/2012 | 359170 | DSHS Match | -23,558.62 |
| Bill Pmt -Check | 03/30/2012 | 359169 | DSHS/MHD | -14,850.53 |
| Bill Pmt -Check | 03/30/2012 | 359189 | Everett Housing Authority | -2,933.86 |
| Bill Pmt -Check | 03/30/2012 | 359190 | Express Personal Services | -252.86 |
| Bill Pmt -Check | 03/30/2012 | 359223 | IKON Office Solutions | -1,161.98 |
| Bill Pmt -Check | 03/30/2012 | 359227 | Interfaith Comm Health Center | -9,519.50 |
| Bill Pmt -Check | 03/30/2012 | 359229 | Island County Clerk | -690.00 |
| Bill Pmt -Check | 03/30/2012 | 359725 | Kitsap Mental Health Services | -25,600.00 |
| Bill Pmt -Check | 03/30/2012 | 359282 | Lake Whatcom Center | -2,270.42 |
| Bill Pmt -Check | 03/30/2012 | 359351 | Office Depot | -195.29 |
| Bill Pmt -Check | 03/30/2012 | 359354 | Opportunity Council | -7,264.35 |
| Bill Pmt -Check | 03/30/2012 | 359396 | Sea Mar Counseling Services | -15,600.00 |
| Bill Pmt -Check | 03/30/2012 | 359412 | Skagit County Community Action | -10,029.09 |
| Bill Pmt -Check | 03/30/2012 | 359416 | Skagit County Human Services | -14,799.79 |
| Bill Pmt -Check | 03/30/2012 | 359430 | Snohomish County Clerk | -12,880.00 |
| Bill Pmt -Check | 03/30/2012 | 359432 | Sound Recycling | -29.40 |
| Bill Pmt -Check | 03/30/2012 | 359438 | Sun Community Services | -4,916.67 |
| Bill Pmt -Check | 03/30/2012 | 359439 | Sunrise Services Inc | -2,186.54 |
| Bill Pmt -Check | 03/30/2012 | 359455 | Tiffany, Scott | -247.60 |
| Bill Pmt -Check | 03/30/2012 | 359451 | Tulalip Tribes | -4,810.00 |
| Bill Pmt -Check | 03/30/2012 | 359467 | US Bank Purchase Card | -821.61 |
| Bill Pmt -Check | 03/30/2012 | 359250 | Valentine, Joe | -373.76 |
| Bill Pmt -Check | 03/30/2012 | 359479 | Volunteers of America | -174,138.99 |
| Bill Pmt -Check | 03/30/2012 | 359504 | Whatcom Counseling/Psych Clinic | -19,367.49 |
| Bill Pmt -Check | 03/30/2012 | 359503 | Whatcom County Prosecutor | -25,800.00 |
| | | | | -4,779,942.32 |
| | | | | -4,779,942.32 |
| | | | | -4,779,942.32 |

North Sound Mental Health Administration
Warrants Paid
April 2012

| Type | Date | Num | Name | Amount |
|-----------------|------------|--------|----------------------------------|---------------|
| Bill Pmt -Check | 04/06/2012 | 359534 | A-1 Mobile Lock & Key | -64.92 |
| Bill Pmt -Check | 04/06/2012 | 359686 | Aemmer, Kurt R | -80.49 |
| Bill Pmt -Check | 04/06/2012 | 359610 | Bilson, Dan G. | -33.30 |
| Bill Pmt -Check | 04/06/2012 | 359588 | Catholic Community Services | -34,352.75 |
| Bill Pmt -Check | 04/06/2012 | 359589 | Central WA Comp MH | -6,368.00 |
| Bill Pmt -Check | 04/06/2012 | 359599 | Comcast | -206.90 |
| Bill Pmt -Check | 04/06/2012 | 359602 | Compass Health | -2,650.00 |
| Bill Pmt -Check | 04/06/2012 | 359603 | Consumer Voices are Born | -5,897.41 |
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| Bill Pmt -Check | 04/06/2012 | 359698 | Grosso, Lisa L | -251.89 |
| Bill Pmt -Check | 04/06/2012 | 359651 | IKON Office Solutions | -45.58 |
| Bill Pmt -Check | 04/06/2012 | 359656 | Island County Health Dept. | -10,103.53 |
| Bill Pmt -Check | 04/06/2012 | 359559 | Jacobson, Barbara | -85.10 |
| Bill Pmt -Check | 04/06/2012 | 359689 | Lake Whatcom Center | -60,014.26 |
| Bill Pmt -Check | 04/06/2012 | 359807 | Lunch Box | -33.58 |
| Bill Pmt -Check | 04/06/2012 | 359708 | McDonald, Mark | -31.08 |
| Bill Pmt -Check | 04/06/2012 | 359805 | McDonough, Terry M | -90.75 |
| Bill Pmt -Check | 04/06/2012 | 359737 | Office Depot | -48.99 |
| Bill Pmt -Check | 04/06/2012 | 359705 | Rojas, Margaret | -380.65 |
| Bill Pmt -Check | 04/06/2012 | 359793 | Speedy Automated Mailers Inc. | -1,033.08 |
| Bill Pmt -Check | 04/06/2012 | 359798 | Staples Business Advantage | -324.00 |
| Bill Pmt -Check | 04/06/2012 | 359820 | Turner HR Services | -675.00 |
| Bill Pmt -Check | 04/06/2012 | 359843 | Whatcom Counseling/Psych Clinic | -3,898.39 |
| Bill Pmt -Check | 04/06/2012 | 359770 | Whitcutt, Sandy | -222.04 |
| Bill Pmt -Check | 04/13/2012 | 359927 | AA Dispatch | -86.45 |
| Bill Pmt -Check | 04/13/2012 | 359948 | AT&T | -1,259.92 |
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| Bill Pmt -Check | 04/13/2012 | 360117 | Brown, Keith, MD | -3,000.00 |
| Bill Pmt -Check | 04/13/2012 | 359980 | Catholic Community Services | -317,840.90 |
| Bill Pmt -Check | 04/13/2012 | 360001 | Compass Health | -1,622,258.99 |
| Bill Pmt -Check | 04/13/2012 | 360010 | Culligan Water Inc | -40.25 |
| Bill Pmt -Check | 04/13/2012 | 360051 | Express Personal Services | -93.65 |
| Bill Pmt -Check | 04/13/2012 | 360084 | InfoCare, Inc. | -209.11 |
| Bill Pmt -Check | 04/13/2012 | 360085 | Interfaith Comm Health Center | -34,659.00 |
| Bill Pmt -Check | 04/13/2012 | 360148 | Kipling, Mark | -1,143.30 |
| Bill Pmt -Check | 04/13/2012 | 360124 | Lake Whatcom Center | -178,629.79 |
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| Bill Pmt -Check | 04/13/2012 | 360200 | Pioneer Center North | -43,251.49 |
| Bill Pmt -Check | 04/13/2012 | 360212 | Puget Sound Energy | -544.63 |
| Bill Pmt -Check | 04/13/2012 | 360238 | Sea Mar Counseling Services | -93,275.00 |
| Bill Pmt -Check | 04/13/2012 | 360241 | Senior Services of Snohomish Cot | -3,417.00 |
| Bill Pmt -Check | 04/13/2012 | 360261 | Snohomish County Human Service | -185,226.38 |
| Bill Pmt -Check | 04/13/2012 | 360268 | Sun Community Services | -4,916.67 |
| Bill Pmt -Check | 04/13/2012 | 360269 | Sunrise Services Inc | -201,054.00 |

North Sound Mental Health Administration
Warrants Paid
April 2012

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|-----------------|------------|--------|-----------------------------------|---------------|
| Bill Pmt -Check | 04/13/2012 | 360294 | Volunteers of America | -835.00 |
| Bill Pmt -Check | 04/13/2012 | 360298 | WA State Consolidated Tech Svcs | -626.51 |
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| Bill Pmt -Check | 04/13/2012 | 360316 | Whatcom Counseling/Psych Clinic | -329,349.99 |
| Bill Pmt -Check | 04/13/2012 | 360315 | Whatcom County Superior Court | -7,820.00 |
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| Bill Pmt -Check | 04/27/2012 | 360798 | Carnation Building | -10,499.91 |
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| Bill Pmt -Check | 04/27/2012 | 360887 | Island County Health Dept. | -11,555.31 |
| Bill Pmt -Check | 04/27/2012 | 360913 | Kitsap Mental Health Services | -12,000.00 |
| Bill Pmt -Check | 04/27/2012 | 360918 | Lake Whatcom Center | -2,006.26 |
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| Bill Pmt -Check | 04/27/2012 | 360931 | McDonald, Mark | -31.08 |
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| Bill Pmt -Check | 04/27/2012 | 360979 | Pitney Bowes Global Financial Svc | -577.79 |
| Bill Pmt -Check | 04/27/2012 | 360997 | San Juan County Human Services | -2,043.48 |
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| Bill Pmt -Check | 04/27/2012 | 361029 | Sound Recycling | -120.00 |
| Bill Pmt -Check | 04/27/2012 | 361034 | Sunrise Services Inc | -1,607.94 |
| Bill Pmt -Check | 04/27/2012 | 360795 | Trautman, Candy | -126.54 |
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