

Effective Date: 5/5/2020

Review Date: 5/5/2020

Revised Date:

## **North Sound Behavioral Health Administrative Services Organization, LLC**

Section 4500 – Advisory Board: Advisory Board Requests for Support Staff Services

Authorizing Source:

Approved by: Executive Director      Date: 05/05/2020      Signature:

### **POLICY # 4501.00**

### **SUBJECT: ADVISORY BOARD REQUESTS FOR SUPPORT STAFF SERVICES**

#### **PURPOSE**

To facilitate timely response to requests made by Advisory Board members for support staff services.

#### **USE**

The use of support staff services by North Sound Behavioral Health Administrative Services Organization (North Sound BH-ASO) Advisory Board members is restricted to North Sound BH-ASO related business only.

#### **RESPONSIBILITY**

The Advisory Board Coordinator will receive and review all requests from Advisory Board members. The Advisory Board Coordinator will take into consideration: the nature of the request and degree of difficulty.

#### **PROCESS**

The following procedures are to be followed for each request for support staff services:

1. A minimum of 1-2 weeks' notice is required for requests for service. The actual length for completion will depend on the complexity of the project and the current workload.
2. In the event of an unexpected emergency, the 1-2-week timeframe for completion **may** be waived. If this should occur, the Advisory Board Coordinator will consult with the Executive Director and/or the Administrative Manager before taking on the project.
3. The person requesting services will complete a detailed description of the request of the support staff services work.
4. Advisory Board members may request services via e-mail, fax, voice mail, written notes, or any other methodology of choice.
5. The form will be given to the Administrative Supervisor who will review the request and distribute to the Support Staff Coordinator. In the absence of the Administrative Manager, the Support Staff Coordinator shall be authorized to review requests.
6. The Advisory Board Coordinator will return the completed project to the Advisory Board Chair, who will then forward it to the applicable member.
7. Feedback from Advisory Board members regarding timeliness and/or quality of work can be directed to the Administrative Manager.

#### **ATTACHMENTS**

None