

Advisory Board Pre-Meeting Training



August 6, 2019

12:10 – 12:50

Jackie Henderson; Human Services Director
Betsy Griffith; Behavioral Health Lead
Island County

Island County Opioid Outreach Program

Island County Opioid Outreach Program



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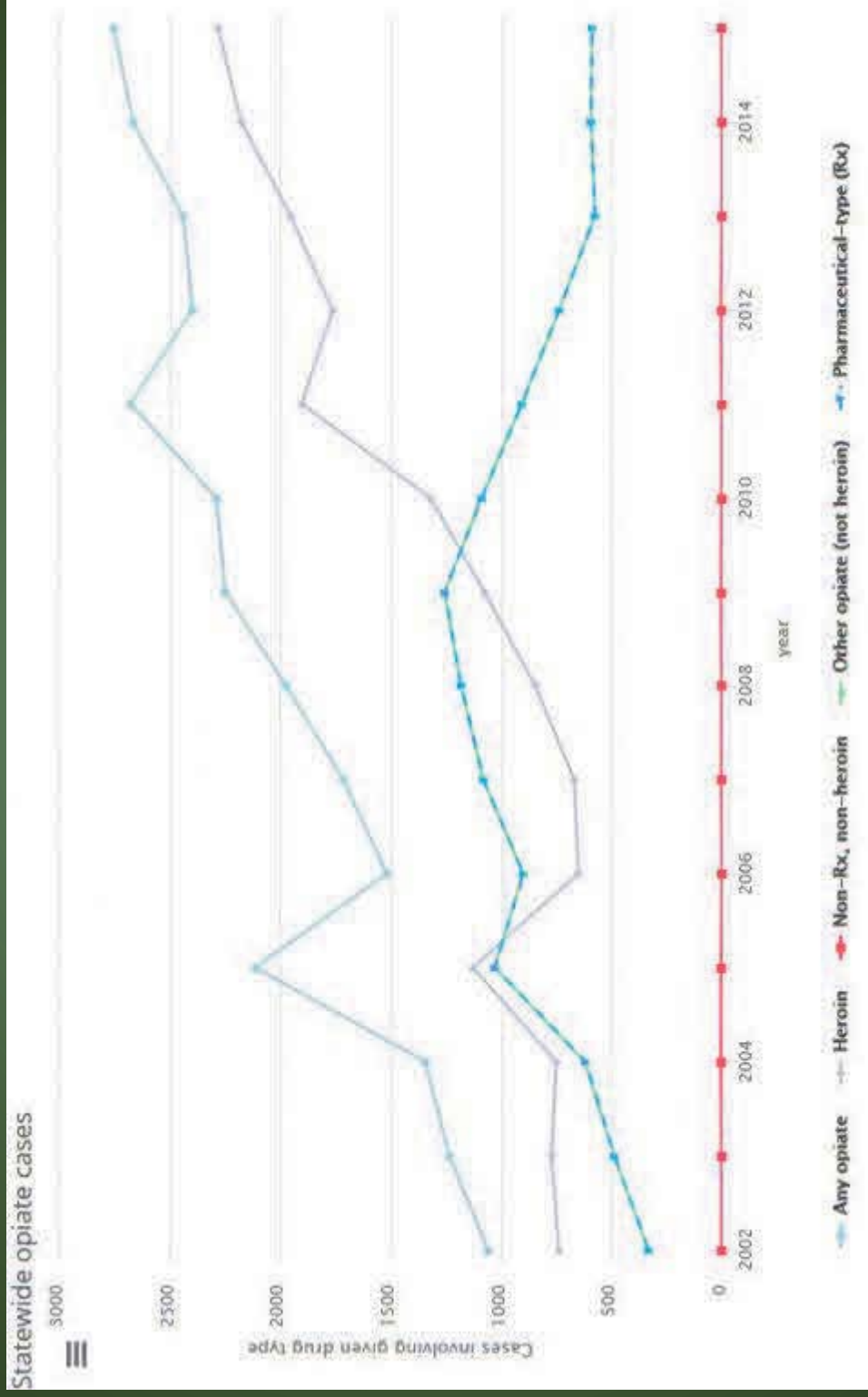
Opioid Outreach

- The Opioid Epidemic
- The Program
- Moving Forward



History of the Opioid Epidemic

- 90's Increased opioid prescriptions (Oxycontin)
- Early 2000's Increased regulation and reformulation
- 2010 Increased regulation of prescriptions. Simultaneous spike in heroin use.



<https://adai.washington.edu/WAdata/cases.htm>

Opioids and addiction

- Greater than 70% of use disorders originated from prescription painkiller (22% from own RX)
- Dependence and Tolerance can begin showing in less than two weeks of habitual use.

Program Background

- Started February 6th, 2017
- Camano and South Whidbey
- This program aims to reduce the adverse effects of addiction in the community (overdoses and property crimes)
- Identify and support Public Health needs
- Introduce people to recovery services

The Program...

- Creates a team of law enforcement, public health, fire/EMS, outreach mental health, social services, etc.
- Outreach to individuals and families impacted by opioids
 - Assess barriers to care
 - Assist in navigating treatment and recovery/support systems
 - Treatment, housing, insurance, health care, food, clothing, living essentials, transportation
- Provides access to harm reduction programs, late night team outreach approaches, naloxone distribution (Narcan nights), PAARI (The Police Assisted Addiction and Recovery Initiative)

Public Health

- Needle Exchange
- Narcan
- Wound Care
- Medical Care and referrals
- Compassionate Connection

Human Services

- Community education
- Connection to recovery services
- Watchful waiting! Motivational interviewing to facilitate progress through the stages of change
- Outreach to people where they are.

Identifying Clients through Law Enforcement Contacts



- Calls for service
- Active visits at drug houses
- Word of mouth spreads
- Partnerships with local business (flyers/cards)
- Island County Public Health

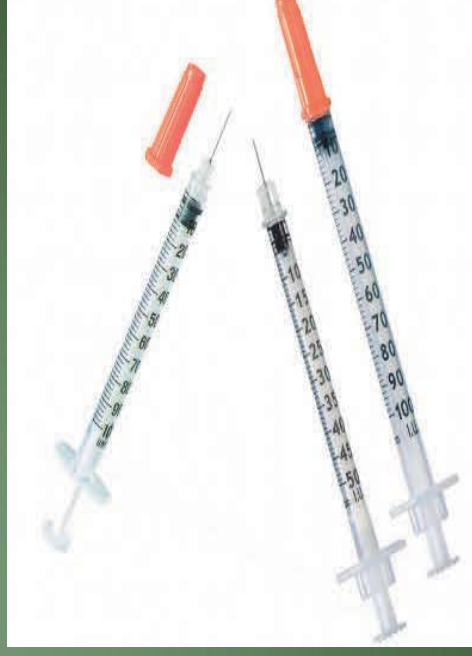
Law Enforcement/Client Relationships

- Warrants...
- No promises...
- First name basis
- Check in routinely
- Sell program to fellow LE



Scene Safety

- People are Unpredictable
- The addict lifestyle
- ~~Law Enforcement Intelligence~~



2018 Stats

- 60 contacts/referrals
- 22 assessments (Didgwalic, ABHS, Sunrise, Island Assessment)
- 14 detox
- 6 Successful inpatient treatment
- 24 MAT clients

Moving Forward

- Access to services-MAT
- Regular outreach hours
- Countywide coverage



Oxycodone

CN1CC[C@]23[C@@H]4OC5=C(C=CC(=C5C2=O)OC)C(=O)CC34A box of Oxycodone 20 mg tablets. The box is pink and white, with the text "Oxycodone 20 mg (oxycodone hydrochloride controlled-release) tablets" and "Rx Only". A pile of pink, oval-shaped tablets is shown next to the box.

Questions?



North Sound Behavioral Health Advisory Board

Agenda

August 6, 2019

1:00 p.m. – 3:00 p.m.

Call to Order and Introductions

Revisions to the Agenda

Approval of June MinutesTAB 1

Approval of July Minutes.....TAB 2

Announcements

Brief Comments or Questions from the Public

Executive/Finance Committee Report

— Approval of July ExpendituresTAB 3

Margaret Rojas Report

▪ Early Warning Signs Update

Old Business

— Lake Whatcom Center Substance Use Disorder Residential Facility Site Tour Update

— 2020 Youth Video Challenge Contest UpdateTAB 4

— July Retreat Reflection

— Workplan updateTAB 5

New Business

— Advisory Board appointments to the Managed Care Organizations Quality Management Advisory Boards

— Mission and Vision DiscussionTAB 6

— Date Change for September Advisory Board Meeting

Report from Advisory Board Members

Reminder of Next Meeting

Adjourn



North Sound Behavioral Health Organization

Advisory Board

June 4, 2019

1:00 – 3:00

Advisory Board Meeting Minutes

Members Present:

- Island County: Candy Trautman, Chris Garden
- San Juan County: Theresa Chemnick
- Skagit County: Duncan West, Ron Coakley
- Snohomish County: Marie Jubie, Fred Plappert, Pat O’Maley-Lanphear, Jim Bloss, Jack Eckrem (Phone), Jennifer Yuen
- Whatcom County: Mark McDonald, Michael Massanari, Arlene Feld, Kara Mitchell

Members Excused:

- Island County: Christy Korrow
- San Juan County:
- Skagit County: Joan Lubbe
- Snohomish County: Ashely Kilgore, Joan Bethel, Carolann Sullivan
- Whatcom County:

Members Absent:

- Island County:
- San Juan County:
- Skagit County:
- Snohomish County:
- Whatcom County:

Staff: Joe Valentine; Executive Director, Maria Arreola; Advisory Board Coordinator

Managed Care Organization:

- Community Health Plan of Washington; Marci Bloomquist

Guests: Katelyn Morgan; Behavioral Health Ombuds Specialist, Boone Sureepisarn; Ombuds Specialist

Call to Order and Introductions

The meeting was called to order by Chair O'Maley-Lanphear at 1:11 p.m.

Revisions to the Agenda

No revisions mentioned.

Approval of Minutes from the Previous Meeting Minutes

Motion made to approve the April minutes as written. Motion seconded. All in favor. Motion carried.

Executive/Finance Committee Report

The May Expenditures were reviewed and discussed. A motion was made to move the May Expenditures to the County Authorities Executive Committee for approval. Motion seconded. Motion carried.

Announcements

- Joe announced the Board will be invited to the next County Authorities Executive Committee meeting Thursday, June 13th, 2019 to have the opportunity to say farewell to the North Sound BHO departing staff.

Brief Comments from the Public

- Betsy Kruse, North Sound BHO Deputy Director announced her last day at the BHO will be June 28th, 2019. Betsy expressed her appreciation working the Board and the continued work they will have in the new system.
- Jim announced the National Alliance on Mental Illness (NAMI) walk is Saturday June 8, 2019 at the Parkland Marina in Snohomish County

Executive Director Report

Joe Reported

- Transition to Integrated Care
- Legislative Update
- Regional Opioid Plan

Joe gave an update of the Early Warning Signs Workgroup. The Workgroup has continued to meet. This will be a standing agenda item.

Action Items

Joe reviewed each of the Actions Items with the Advisory Board

- A motion was made to move the Action Items to the County Authorities Executive Committee for approval. Motion was seconded. All in favor. Motion carried.
- Motion approved to forward the Action Items to the County Authorities Executive Committee for approval.
- Margaret reviewed the Substance Abuse Block Grant [SABG] and the Mental Health Block Grant [MHBG] applications.
- Motion made to approve the SABG and MHBG applications. Motion seconded. All in favor. Motion carried.
- Chair O'Maley-Lanphear of the Board signed the official letter that will be sent to the state.

Old Business

Advisory Board Contribution to the 2020 Youth Video Challenge

- Youth Video Challenge Sub-Committee will meet to review plans of expected costs, documents, and timeline. Report will be given at the August meeting.

2019 Advisory Board Retreat Location

- It was discussed to move the retreat location from previous determination to have the retreat at the North Sound BHO office.
- Motion made to move the Advisory Board retreat to the Skagit Resort Conference Center. 2 Members in favor, 12 abstained. Motion not approved.
- The July retreat will remain to be held at the North Sound BHO office in Conference Room Snohomish.

Advisory board Purpose, History, Membership and Duties

- Members reviewed the document revisions to reflect the history section change.
- Motion made to approve the revised Purpose, History, Membership and Duties document.
- Motion seconded, 1 abstained. Motion carried.

Site Tour – Lake Whatcom Center Substance Use Disorder Residential Facility

- Site tour will take place Wednesday, June 26th, 2019 at 11:00
- Maria will send out a reminder prior
- Members interested in attending are Duncan, Mark, Pat, Kara, and Arlene

New Business

Senate Bill 5432

- Joe reviewed the updated Senate Bill 5432.
- Members discussed Senate Bill 5432 section pertaining to the Advisory Board functions, role and composition.
- Implementation of the Bill will be reflected in the Advisory Board Bylaws and policies when the Bill is passed in legislature.

Advisory Board ByLaws Revision Review

- Members reviewed the revised Bylaws. Revisions reflect the new name to North Sound Behavioral Health Administrative Services Organization and changes that are in compliance with the Healthcare Authority contract, North Sound BH-ASO LLC., Revised Code of Washington and the Washington Administrative Code
- Motion made to approve the ByLaws revisions. Motion seconded. All in Favor. Motion Passed.
- ByLaws will be effective July 1, 2019

Questions for the Managed Care Organizations Panel

- Members reviewed drafted questions for the MCO panel that will be asked during the July retreat.
- Joe will be facilitating the questions during the retreat
- Members were asked to be prepared to have an open dialogue with the panel to address concerns and discuss ways of how to help support the MCOs.

APPROVED by Advisory Board

State Regional Advisory Boards

- Maria is working on communication to arrange contacts with other BHOs.
- Members are interested in learning of lessons learned from other BHOs in their transition with the MCOs.

Report from Advisory Board Members

None

Reminder of Next Meeting

The next Advisory Board meeting will be at the July 11th, 2019 Retreat at the North Sound BHO office in Conference Room Snohomish from 8:30 a.m. – 4:45 p.m.

Adjournment

Chair O'Maley-Lanphear adjourned the meeting at 2:31 p.m.

APPROVED



APPROVED

North Sound Behavioral Health Advisory Board

July 11, 2019

9:00 a.m. – 4:00 p.m.

Retreat Meeting Notes

Empowering individuals and families to improve their health and well-being

APPROVED by Advisory Board

Members Present: Marie Jubie, Candy Trautman, Mark McDonald, Joan Bethel, Arlene Feld, Jennifer Yuen, Duncan West, Carolann Sullivan, Chris Garden, Michael Massanari, Fred Plappert, Theresa Chemnick, Pat O'Maley-Lanphear, Jim Bloss, Jack Eckrem, Kara Mitchell

Members Excused: Ron Coakley, Christy Korrow, Ashely Kilgore

Members Absent: Joan Lubbe

Staff: Joe Valentine, Michael McAuley, Maria Arreola (Recording)

Managed Care Organization Representation:

- Allen Fischer, United Healthcare
- Ruth Bush, Coordinated Care
- Kelly Anderson, Molina Healthcare
- Marci Bloomquist, Community Health Plan of Washington [CHPW]

Facilitator: Maureen Pettitt

Guests: Boone Sureepisarn North Sound Region Ombuds, Katelyn Morgan North Sound Region Ombuds

Welcome/Introductions/Agenda Review

Pat welcomed the North Sound Behavioral Health Advisory Board Members to the July Retreat and introductions were made.

Joe spoke on the history of advocacy by creating a better system of care for the needs of individuals in our communities.

Maureen Pettitt facilitated the Retreat by guiding the Advisory Board in conversation

The outcome is to build a foundation of advocacy in the new system partnerships with the Managed Care Organizations and the vision of the Advisory Board moving forward in the Behavioral Health System.

History and Context Setting

Joe gave a brief overview of the North Sound Behavioral Health Administrative Services Organization [North Sound BH ASO]

- July 1st, 2019 the North Sound Behavioral Health Organization transitioned to the North Sound BH ASO.
- North Sound BH ASO will contract with the Washington State Health Care Authority [HCA] and the five Managed Care Plans.
- Services contracted to do are crisis services, care coordination, non-Medicaid services, Ombuds and the Behavioral Health Advisory Board.
- The North Sound BH ASO will continue to have the same mission, vision and values.

Joe spoke on the importance of the Advisory Board voice to the Managed Care Organizations as Members will hear firsthand of the community's experiences in the behavioral health system.

Managed Care Organization Panel Q & A

Joe welcomed the MCO representatives and each Advisory Board Member were introduced to the panel. Joe emphasized the role of the Advisory Board as an independent voice that know about issues before statistics. Each Managed Care Representative took time to address all questions below. Open dialogue ensued with Advisory Board Members and MCO representatives after each question were addressed. The Board was able to educate themselves regarding the MCO implementation of integrated managed care in the North Sound region. The MCO representation has been a consistent communication during the regular scheduled Board meetings. During the retreat the MCO representatives were able to have a continued open dialogue to help inform the Board and address concerns.

1. Describe your behavioral health network in the North Sound region.
 - a. Do you have providers in all 5 counties?
 - b. Have all of our existing behavioral health outpatient and inpatient providers contracted with you?
 - c. Do you have contracts with all our Triage and Detox facilities?
 - d. Do you have contracts for school-based services?
2. Do each of the MCOs have individual contracts with each provider or the contracts divided between the MCOs?
3. Who oversees the MCOs?
4. How do existing individuals receiving behavioral health services know which MCO to enroll with?
5. What challenges did you encounter in establishing a comprehensive behavioral health network in the North Sound region? What lessons learned from your implementation of Integrated Managed Care in other regions can be applied to the North Sound?
6. What have you done as a group to minimize the administrative burdens of providers.

7. Do you have a plan in involving the Advisory Board in your Quality Management Oversight Committees?
8. Describe your regional organization structure. How many employees will you have that will be based in this region supporting behavioral health services? Describe your customer services process? What numbers would a concerned family member use to contact you about a family member who is enrolled with your MCO and experience serious behavioral health problems?
9. What opportunities will there be to improve whole person treatment through your network? How would you measure success for your behavioral health services?
10. For a particular individual who is one of your Members what would be different from July to August?
11. Have individuals received communication from the Care Coordinators?
12. How can the Advisory Board help you?

The MCO panel addressed individual questions from Members to address concerns.

1. How will you align the states expectation that you will save money from increasing access to care?
2. As a for profit organization how do you guarantee an approach to a client care that is not regulated by the bottom line? Poor service can push a client to another MCO on a monthly basis and out of the art of accountability.
3. How is the behavioral health infrastructure integrated with your management team?
4. A community perspective is that prior authorizations can be used to refuse treatment. Is there consistency in standards between MCOs?
5. What information did you have about previous authorized care? What happens to current authorizations when we went live July 1st, 2019? When do they expire?
6. How long does it take to access care in an emergency or crisis? If one of your Members are in crisis how do they go about accessing help?
7. Can a person get into detox right away with asking and not waiting for a month?
8. How many providers in the North Sound were you already working with from other regions?
9. What are the criteria for adding your behavioral health network going forward. What is your experience of provider churn in other regions?
10. What percentage of behavioral health payments were over and above the Medicaid amounts? How are providers being made whole?
11. Do you have your own version of an Ombuds office? Do you have your own version of an Advisory Board?
12. Do you plan on involving Members of this Advisory Board in your Quality Management Committees?

MCOs asked how they can help the Advisory Board. It was addressed to continue to keep the Advisory Board communication open and begin building that partnership in the system. Working together to keep the system person centered care and maintaining a vital behavioral health system for individuals receiving services in the North Sound region.

Reaffirmation of Charter; Advocacy Discussion

Members discussed ideas to revise the Advisory Board Charter to reflect new advocacy with the MCOs.. A Sub-committee will be formed during the August meeting to begin work on the Charter.

Executive Directors Report

- Joe reported on the following
 - Transition to Integrated Managed Care
 - Behavioral Health facilities update
 - North Sound BH ASO Facility Changes

Executive/Finance Committee Report

- Chair O’Maley-Lanphear called the business meeting to order
The June Expenditures were reviewed and discussed. A motion was made to move the June Expenditures to the Board of Directors for approval. Motion seconded. Motion carried.
- A motion was made to move the Action Items to the Board of Directors for approval.
- Motion was seconded. All in favor. Motion carried
- Chair O’Maley-Lanphear closed the business meeting.

North Sound Reginal Ombuds

Boone Sureeprisarn North Sound Regional Ombuds Manager spoke to the Board regarding changes to the Ombuds services as an ASO. Discussion ensued.

BH-ASO Crisis Services (Michael McAuley)

Michael gave an overview of the North Sound BH ASO crisis system. Topics that were discussed

- Crisis Services: Mobile Crisis Teams
- Transition Issues: Crisis Providers
- Crisis Services: Toll-Free Line
- Crisis Services System Flow Chart
- PACT & WISe Coordination with Crisis Services

Action Plan Next Steps

Members were given a section of the Workplan to discuss in groups. The Workplan was refined. The revised Workplan will be brought back to the August meeting.

Envisioning the Future Advisory Board Next Steps

Maureen guided a conversation into the outlook of Advisory Board. Listed below are future advocacy focus points and concerns.

- Need to advocate for accountability
- Focus on other ‘at risk’ populations
- Not going to have “learning opportunities” from providers – who will provide now? Probably not MCOs

- Data sources – more difficult to get the level/quantity of data that was provided under BHO
- Encourage two-way feedback
- Invite providers to engage with Advisory Committee
- Monitor through gaining membership on MCO advisory committees
- Integrated Managed Care (IMC) Provider Forum
- Hospital EDs
- Ombuds will still report to Advisory Committee
- Updating the Workplan as needed

Future Work to Be Done:

- Set legislative advocacy priorities
- Identify individuals who will not be served
 - Low income, non-Medicaid eligible
 - Non-citizens
 - Co-occurring
 - Medicare “holes”
 - In system, but not adequately served
 - Folks in grievance process
- Identify Key areas
 - Need to have both data and narrative to tell a compelling story for legislators

Question and Answer Session/ Wrap Up

A role of advocacy for the Board is to continue to keep the system focused on person centered care. In the transition with the Managed Care Organizations is to maintain open communication for a strong partnership in the new system.

Pat closed the meeting addressing the work ahead will begin to not lose track of the person being served during this transition. Chair O’Maley-Lanphear closed the meeting with appreciation of Members continuous time put into the Board. The acknowledgement of being the voices of the communities is the strength of the Board to provide feedback to improve the Behavioral Health system.

**North Sound Behavioral Health Organization, LLC.
Advisory Board Budget
July 2019**

	All Conferences	Board Development	Advisory Board Expenses	Stakeholder Transportation	Legislative Session
	Project # 1	Project # 2	Project # 3	Project # 4	Project # 5
Total					
Budget	\$ 10,200.00	\$ 575.00	\$ 10,200.00	\$ 75.00	\$ 950.00
Expense	(5,257.29)	(1,750.00)	(3,920.06)		(1,149.68)
Under / (Over) Budget	\$ 4,942.71	\$ (1,175.00)	\$ 6,279.94	\$ 75.00	\$ (199.68)

BHC , NAMI, COD, OTHER	BOARDS SUMMIT (RETREAT)	Costs for Board Members (meals mileage, misc.)	Non- Advisory Board Members, to attend meetings and special events	Shuttle, meals, hotel, travel
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North Sound Behavioral Health Administrative Services Organization
Warrants Paid
July 2019

ASO Expenses	Type	Date	Name	Memo	Amount
Advisory Board					
			Travel		
	Bill	07/31/2019	Chemnick, Theresa	Batch # 129247	47.15
	Bill	07/31/2019	McDonald, Mark - AdBrd	Batch # 129247	32.48
	Bill	07/31/2019	Yuen, Jennifer - AdBrd	Batch # 129247	52.20
Total · Travel					<u>131.83</u>
			Miscellaneous		
	Bill	07/31/2019	Pettitt, Maureen	Batch # 129247	1,750.00
Total · Miscellaneous					<u>1,750.00</u>
TOTAL					<u><u>1,881.83</u></u>

North Sound Behavioral Health Administrative Services Organization

Warrants Paid

July 2019

BHO Expenses	Type	Date	Name	Memo	Amount
Advisory Board			Travel		
	Bill	07/10/2019	AA Dispatch	Batch # 128986	521.75
	Bill	07/17/2019	Hilton Vancouver Parking	Batch # 129081	43.36
	Bill	07/30/2019	Chemnick, Theresa	Batch # 129237	26.31
	Dep	06/17/2019	Conf Adv Travel		-261.47
	Bill	07/30/2019	Feld, Arlene	Batch # 129237	90.00
Total · Travel					<u>419.95</u>
TOTAL					<u><u>419.95</u></u>

Communities & Opioids
NORTH SOUND



Communities & Opioids

Making Choices

NORTH SOUND



NORTH SOUND BEHAVIORAL HEALTH ADVISORY BOARD

2019-2020 Work Plan

Focus Areas & Action Items

→ Accountability

- What are the Accountable Community of Health measures?
- MCOs living up to the standards Washington Administrative Code and Revised Code of Washington
- Did integrated care live up to the promise?



Action: Explore collaboration with ACH for “value added”. (attempted/closed)



Action: Obtain information from other transition Advisory Boards for lessons learned from post transition. (In progress)

- Actively monitoring Behavioral Health (BH) impact through indicators
 - Working with leadership to develop metrics
 - Ratings scorecard



Action: Develop a monitoring system to determine if MCOs are meeting contractual requirements under “Value Added” (Begin discussion for implementation)

- Stoplight – Early Warning Signs



Action: Workgroup to develop items/conditions that have attainable data prior to transition. (resolved)





Action: Board workgroup to review data post transition to a min. of 6 months. Reviewing to ensure metrics reflect acceptable levels of treatment access. (Ongoing)

- Determine if there is any negative impact on accessibility of services and stability/continuity of care following transfer to MCO care.



Action: Track incidence of crisis calls for cohort over time. We can answer the questions about rates of change post 7/1/19 as we have comparative data prior to 6/30/19


 Action: Track change of MCOs over time in this cohort. That churn rate and patterns of MCO affiliation over time will give an indication of how the client population is “voting” with their feet.

 Action: Capture who has a crisis plan(s) on file at time of call. This will allow us to track which MCOs are successfully encouraging providers to post such plans.


— Participation in Quality Boards (committees) for the five MCOs – Facilitating opportunity to advocate for clients and accountability for MCO oversight.

 Action: Identify at least 5 Board Members who will volunteer for the additional time for meetings – minimum of two AB Members per each of the five MCOs meetings.

 Action: Follow up with all five MCOs on tentative commitment voices in in retreat by September Board meeting.

 Action: Report to Advisory Board meetings relevant information from the MCO Oversight/Quality meetings for information /potential action.


— Follow up on MCOs commitment to jail transition program vocalized at retreat

 Action: Status follow up on October 2019 with MCOs (allowing for time to stabilize transition). Obtain data of number serviced/follow up time frame for clients/insured of MCO receiving behavioral health services.

 Action: Obtain data on monthly basis for:

1. Number of cohorts per MCO
2. Number of high utilizers per MCO
3. Track high utilizers from June 2019 data per MCO in July/October/December.
 - a. Crisis use and who is responsible for care
 - b. Info pulled from crisis line compared to reported tracking per MCO

— Early Warning Signs (Metrics)

 Action: Established table measures to identify potential gaps in or barriers to service continuity will be tracked monthly starting July 1, 2019. Data will be reported to Advisory Board on monthly basis for review and potential action items if trend is noted.

— Transition impact of other BH ASOs – Lesson learned information we may be able to utilize to ensure a smooth transition.

 Action: information sought from other ASOs in progress at time of retreat. Continue to completion by October 2019.



Action: Determine what information/approaches can be duplicated to enhance transition process/continuity of services/advocacy for enhanced system resources.

→ Communication

— Members feedback to counties



Action: Explore process to communicate complaints or grievances made to MCOs by individuals (In Progress)

- a. Frequency of reporting to the state is unclear.
- b. Access to HCA reports is unclear.
- c. Frequency of members changing MCOs or providers. Turnover.

— County relationships



Action: Communication with the County Coordinators to continue working relationships with Members (Completed)



Action: Having briefs sent to the County Coordinators meeting so they can be informed of the progress of the Board.



Action: Individual County Coordinators would be responsible to ensure ongoing communication process with Advisory Board members. (In Progress – Further Work Needed)



Action: Counties will still approve renewal of Advisory Board appointments. (Ongoing)

— County communication to members regarding issues within the community

- o Community based public education issues



Action: How can Advisory Board assist in community education in the various five counties? (In Progress)

- i. Opioid Plan and town hall meetings



Action: Establish periodic communication via email and/or meeting contact information exchange between county representatives and Advisory Board. Establish or continue by October 2019 and continue at determined frequency thereafter. Board members will share as appropriate various projects/issues happening in their county.



Action: Advisory Board members reporting back at meeting information gained through participation in Community meetings (i.e. county board or meetings/townhalls or specific focus groups on identified issues, unmet

needs and/or new programs or resources on monthly/quarterly basis as applicable. BH-ASO representative will also provide information as applicable in intercounty leadership meetings or other similar committees as available.

— Bi-Annual Community Project Addressing Stigma



Action: Video project selected for 2019-2020 is under development at time of retreat. Draft outline of project; legal supporting paperwork; IT resources, funding resources for project and awards will be available by September meeting at latest.



Action: Outreach to all high schools of this age range are eligible but mechanisms for contact needs to be identified in same time frame.



Action: Plan for awards and community recognition will also be identified with timeframes for articles/community events to recognize the placing of individuals, families and mentors. Materials advertising events will be recognized of all sponsors making the project possible.

— Advisory Board Enhance sense of cohesion, inclusion and communication with the Advisory Board during transition to new configuration/responsibilities moving forward.



Action: Identify strategies for Advisory Board members to become active in other community oversight boards (North Sound BHO Interlocal Leadership Workgroup, Early Warning Signs)

— Lack of communication between systems. How will communication take place with the five MCOs?



Action: Encourage active participation by the five MCOs representatives on the Advisory Board (In progress)

→ **Crisis System – Supporting System Delivery**

- Continuity of care
- Care coordination
- Funding to serve everyone/regional



Action: Legislative outreach with specific clear data on current crisis services/unmet needs and cost of services. (Completed)



Action: Explore potential for further legislative outreach with representatives in district at community meetings and or invite to an Advisory Board meeting when they are in district to update them. (In Progress)

- Unified street level care
 - Connecting with individuals that are in crisis in the community before they end up in the criminal justice system or in the hospitals



Action Coordinate with the five counties for increase on potential intake of ED/police involvement for behavioral or SUD related issues. (In Progress)

- Advocate for these individuals with the MCOs to make sure they get the care they need



Action: Seek the churn information from each MCO post implementation to identify potential gaps/barriers. (Pending)

- Look at cross county needs advocate – support
- Working with justice system, law enforcement, correctional agencies to advocate behavioral healthcare services for incarcerated individuals



Action: Explore potential for Advisory Board participation in various county service boards (jail diversion program, 1/10 board, jail treatment board)

- Starting July 1, 2019 obtain the following data



Action: DCR time to service

Follow up documented

Plan in place prior to crisis service

Recidivism – (as defined) recalled within 30 days of original crisis service

Positive Outcomes

- **Care Is Improving**
- **Efficiencies In System Delivery**
- **Better Coordination Between Systems**
- **Lives Have Improved**
- **Healthier Communities**
- **Communities Are Holding MCOs Accountable**



NORTH SOUND BEHAVIORAL HEALTH
ADMINISTRATIVE SERVICES ORGANIZATION

301 Valley Mall Way, Suite 110, Mt. Vernon, WA 98273
360.416.7013 | 800.864.3555 | F: 360.416.7017

www.nsbhaso.org

North Sound Behavioral Health Administrative Services Organization Mission, Vision and Values

Mission Statement

Empowering individuals and families to improve their health and well-being.

Vision of the North Sound BHO

A system of care that is shaped by the voices of our communities, and people using behavioral health services. The people who work in this system are competent, compassionate, and empowering and supportive of personal health and wellness.

Values

- ✓ **Integrity:** We nurture an environment of transparency, trust and accountability
- ✓ **Collaboration:** We believe every voice matters
- ✓ **Respect:** We accept and appreciate everyone we encounter
- ✓ **Excellence:** We strive to be the best in everything we do
- ✓ **Innovation:** We endeavor to try new things, be forward thinking, learn from mistakes and be adaptable
- ✓ **Culture:** We endeavor to be culturally educated and responsive

North Sound Behavioral Health Advisory Board

Purpose

The purpose of the North Sound Behavioral Health Advisory Board is set forth in its bylaws, the North Sound BH-ASO's contract with the Health Care Authority, the Interlocal Agreement, and as mandated by law (RCW 71.24.300.) (WAC 182-538D-0252). An extrapolation of these documents indicates that the Advisory Board's primary responsibility is to provide independent and objective advice and feedback to the North Sound BH-ASO Board of Directors, local jurisdictions (County Advisory Boards) and service providers.

History

The North Sound RSN Advisory Board was established in October of 1989 with the creation of the five-county behavioral health consortium and in compliance with the provisions of RCW 39.34.030, RCW 71.24, and Chapter 205, Section 5, Laws of 1989. The membership of the Advisory Board has included individuals with lived experience, family members of individuals with lived experience, advocates, retired health care providers, service providers, concerned community members, law enforcement representation, and Tribal representation. Members from each county are appointed by their respective counties (see Interlocal Agreement.) As of January 1st, 2016 the North Sound Regional Support Network became a Limited Liability Company (LLC), North Sound Behavioral Health Organization in accordance to the Joint County BHO Interlocal Operating Agreement. As of July 1, 2019 the North Sound BHO became the North Sound Behavioral Health Administrative Services Organization, in accordance to the Washington Health Care Authority contract.

Membership

The 26-member North Sound Behavioral Health Advisory Board consists of delegates from each county as follows:

San Juan County	3 delegates
Island County	4 delegates
Skagit County	4 delegates
Snohomish County	9 delegates
Whatcom County	6 delegates
	County
	Subtotal 26
Tribes	8 delegates
	Advisory Board Total 34

Duties

The principal responsibility of the North Sound Behavioral Health Advisory Board, as prescribed by law, is to review and provide comment on plans and policies drafted by the governing body of the North Sound BH-ASO and to work with the BH-ASO to resolve significant concerns regarding service delivery and outcomes. The Advisory Board is empowered by the North Sound BH-ASO Board of Directors and the Washington State Health Care Authority:

- Act as a vehicle for public testimony regarding the behavioral health services/concerns for the region.
- Visit contracted service providers, hospitals and other community programs.
- Assist the North Sound BH-ASO with dissemination of information to the general public and the Mental Health Advisory Boards of San Juan County, Skagit County, and Whatcom County.
- Assure that the special needs of minorities are met within the plans established by the North Sound BH-ASO.
- Perform such other duties as the North Sound BH-ASO Board of Directors may require or request.
- Advocacy and Education