



North Sound Behavioral Health Advisory Board Agenda

March 1, 2022
1:00 p.m. – 3:00 p.m.

Call to Order and Introductions

Revisions to the Agenda

Approval of February Minutes

Announcements

- Skagit County Resignation

Brief Comments or Questions from the Public

North Sound Regional Ombuds Report

Executive/Finance Committee Report

Executive Director's Report

Executive Director's Action Items

Old Business

- 2022 North Sound BH-ASO Policies for Advisory Board

New Business

- Executive Committee Appointment
- Advisory Board Recruitment

Report from Advisory Board Members

Reminder of Next Meeting

Adjourn



North Sound Behavioral Health Advisory Board

February 1, 2022

1:00 – 3:00

Meeting Minutes

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

Members Present on Phone Zoom Meeting Platform:

- Island County: Candy Trautman, Chris Garden
- San Juan:
- Skagit County: Duncan West, Candace Weingart, Deanna Randall-Secrest
- Snohomish County: Marie Jubie, Pat O'Maley-Lanphear, Michelle Meaker, Jennifer Yuen
- Whatcom County: Arlene Feld, Kara Allen, Mark McDonald, Alan Friedlob

Members Excused:

- Island County:
- San Juan County:
- Skagit County: Jere LaFollete
- Snohomish County: Joan Bethel, Jack Eckrem, Fred Plappert
- Whatcom County:

Members Absent:

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

North Sound BH-ASO Staff: Joe Valentine, Michael McAuley, Margaret Rojas, Megan Drake, Maria Arreola (Recording).

Managed Care Organization Representation:

- United Healthcare:
- Coordinated Care:
- Molina Healthcare: Kelly Anderson
- Community Health Plan of Washington [CHPW]: Marci Bloomquist

Guests: Michelle Osborne, Consultant

Pre-Meeting Training

Non pre-meeting month

Call to order and Introductions

The meeting was called to order by Chair West at 1:00 p.m.

Revisions to the Agenda

No revisions mentioned

Approval of January Minutes

Motion made for the approval of January meeting minutes as written. Motion seconded. All in favor, Motion carried.

Announcements

— Skagit County Appointment, Deanna Randall-Secrest

- Deanna is the Administrative Lieutenant at the Skagit County Corrections Justice Center. She comes with 24 years serving in corrections. She would like the opportunity to give a voice to members of our community that find their way into the corrections facility. Specifically, those individuals who suffer from mental health and substance abuse disorder. Deanna is interested in learning of the assessments and needs of the deficiency there is throughout the state.
- Motion made to approve Deanna's appointment to the Board. Jennifer seconded. All in favor. Motion carried.

Brief Comments from the Public

None

Executive Directors Report

Executive Directors report will be given at the end of the meeting if time permits. Members were given a copy of the report in their packets. Members were advised to send Maria any questions or comments regarding the report. Joe will address individually.

Executive Director's Action Items

Joe reviewed each action item. Motion made to approve the action items to move to the Board of Directors for approval. Chris seconded the Motion. One member abstained. Motion Carried.

Executive/Finance Committee Report

The January Expenditures were reviewed and discussed. Motion to move the Expenditures to the Board of Directors for approval. Motion seconded. All in Favor. Motion Carried.

Old Business

2022 Advisory Board Bylaws

Discussion took place to table the approval of the revised Bylaws until bills pass through legislation. Some of the bills could affect the Advisory Board functions.

Marie made a motion to table the revised Bylaws until house bills are passed through legislation. Motion not seconded. Motion Not Passed.

Pat made a motion to accept the revised Bylaws as written with further condition on revisiting them in April to look at the bills passed through legislation. Candy seconded the Motion. All in favor. Motion Carried.

2022 North Sound BH-ASO Policies for Advisory Board – Update

Policies will be brought to the March meeting. Chair West and Vice Chair O'Maley-Lanphear will be meeting to continue revising the policies.

North Sound Behavioral Health Advisory Board Proposal to Increase Engagement in Program Planning and Development – Update

Chair West and Vice Chair O'Maley-Lanphear attended the first review committee on January 28th. Their contribution was considered as a member of the committee. Chair West stated this is a great opportunity. Vice Chair O'Maley-Lanphear will be working on a process for the Board on the engagement on the review committee.

New Business

Diversity, Racial Equity, Inclusion [DREI] Report – Michelle Osborne and Nora Roberts

Michelle presented the DREI Maturity Assessment. The findings are preliminary considerations. Survey results were reviewed. The 18-month journey is to ultimately help make the North Sound BH-ASO to become more of a racially equitable organization. There will be six training session offered to the staff, Advisory Board and Board of Directors. Maria will send out the training session information when it is available.

North Sound BH-ASO Clinical Oversight Structure

Joe highlighted changes in the Clinical Oversight Structure. Michael McAuley's role as the Clinical Manager is changed to the Clinical Director. This role will be responsible for providing leadership to clinical program operations. This will streamline decision making in clinical operations.

Approved by Advisory Board

The Medical Director will be prioritized to focus on primarily on administrative operations.

It was suggested to add the Advisory Board to the organizational chart. This will be brought back to the March meeting.

North Sound BH-ASO Newly Hired Staff – Megan Drake

Michael McAuley introduced Megan Drake. Megan is the newly hired Quality Specialist. Megan comes with many years in the behavioral health system. She is part of the Clinical Oversight team.

North Sound BH-ASO Crisis Co-Responder Model – Michael McAuley

This topic has been tabled until the March or April meeting due to time constraints.

Report from Advisory Board Members

None given

Reminder of Next Meeting






Tuesday, March 1, 2022

Adjourn

Chair West adjourned the meeting at 3:00 p.m.

APPROVED

North Sound Behavioral Health Administrative Services Organization
Advisory Board Budget
Feb-22

		All Conferences	Board Development	Advisory Board Expenses	Stakeholder Transportation	Legislative Session
	Total	Project # 1	Project # 2	Project # 3	Project # 4	Project # 5
Budget	\$ 20,000.00	\$ 9,900.00	\$ 1,000.00	\$ 9,000.00		\$ 100.00
Expense	0.00					
Under / (Over) Budget	\$ 20,000.00	\$ 9,900.00	\$ 1,000.00	\$ 9,000.00	\$ -	\$ 100.00
						
		All expenses to attend Conferences	Advisory Board Retreat/Summit	Costs for Board Members (meals mileage, misc.)	Non- Advisory Board Members, to attend meetings and special events	Shuttle, meals, hotel, travel

North Sound Behavioral Health Ombuds

2021 Annual Report

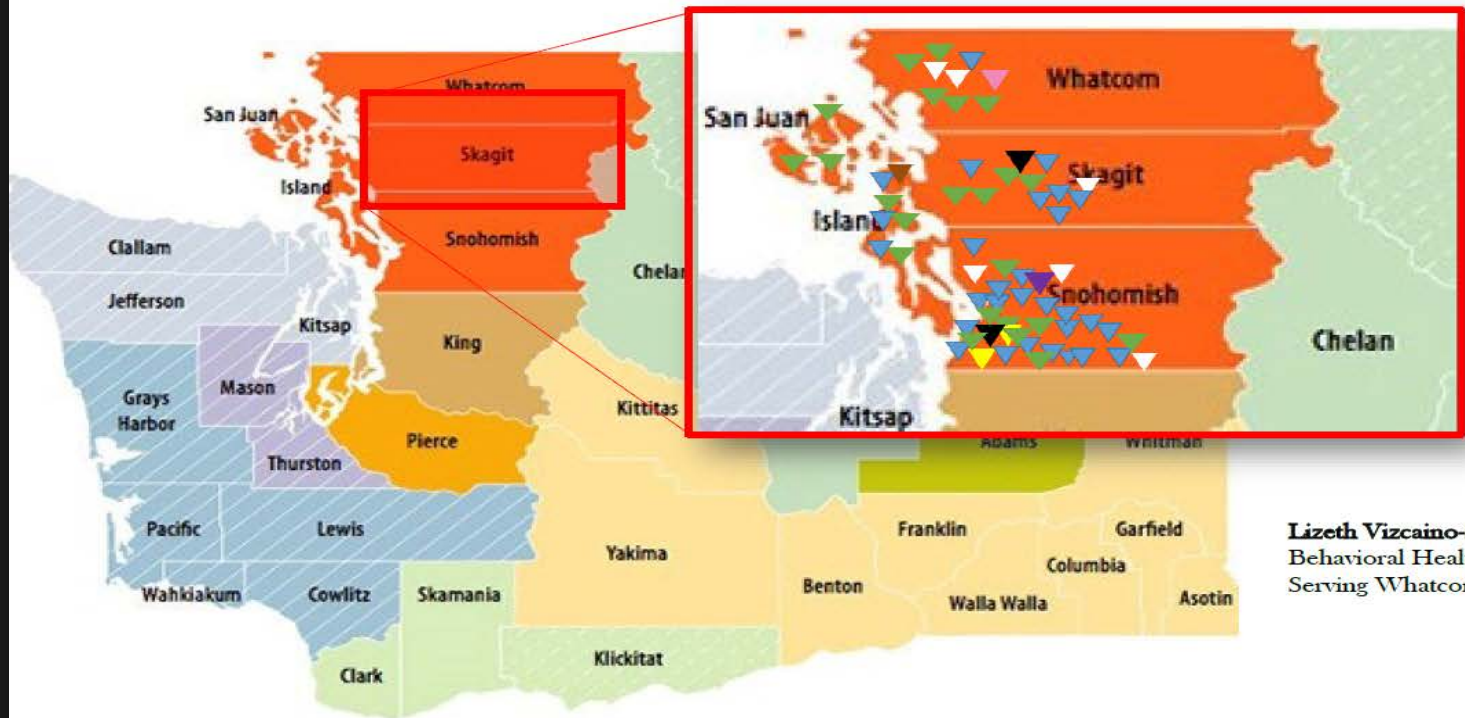
Key Highlights from 2021

- Distribution and creation of Agency Access List
- Facilitation/creation of Monthly Ombuds Connect
- Re-engagement in virtual outreaches
- Creation of the North Sound Provider Map
- Updated program brochures
- Advocating at the legislative level regarding House Bill 1086 and the closure of Ombuds Services
- Training and certification of two Certified Peer Counselors

North Sound Provider Map

Service Providers by County

North Sound Behavioral Health
Ombuds



Legend

MH Facility	Blue triangle pointing down
SUD Facility	Brown triangle pointing down
MH & SUD	Green triangle pointing down
MH Residential	Yellow triangle pointing down
SUD Residential	Pink triangle pointing down
MH & SUD Residential	White triangle pointing down
E & T	Black triangle pointing down
Triage	Purple triangle pointing down

Lizeth Vizcaino-Sandoval
Behavioral Health Ombuds
Serving Whatcom, Skagit, Snohomish, San Juan, and Island counties

Agency Access List

[North Sound Ombuds Website](#)

Updated Intake Procedures

Psychology Today Therapist Search

Resources

Are you facing difficulty finding local behavioral health services that accept state insurance?

- [Click here](#) for Whatcom, Skagit, San Juan, Island and Snohomish counties most recent wait times.
- [Click here](#) to find individual therapists who may have availability and accept your state insurance.

Updated Brochures:



NORTH SOUND BEHAVIORAL HEALTH OMBUDS



**Do you have questions or
concerns about your behavioral
health services?**

Do you think your rights have
been violated?

If so, please contact your local
Ombuds for assistance.

Learn how to be YOUR best advocate.
We are here to support & assist you.

How can I apply?

Call: (360) 416-7004

www.CommunityActionSkagit.org



NORTH SOUND BEHAVIORAL HEALTH OMBUDS

Services are Free and Confidential

Ombuds CAN:

- Listen to your concern
- Research the situation
- Assist with information/referrals
- Provide advocacy and support
- Provide education about the behavioral health system and your rights
- Assist in resolving concerns at the lowest possible level

Ombuds CANNOT

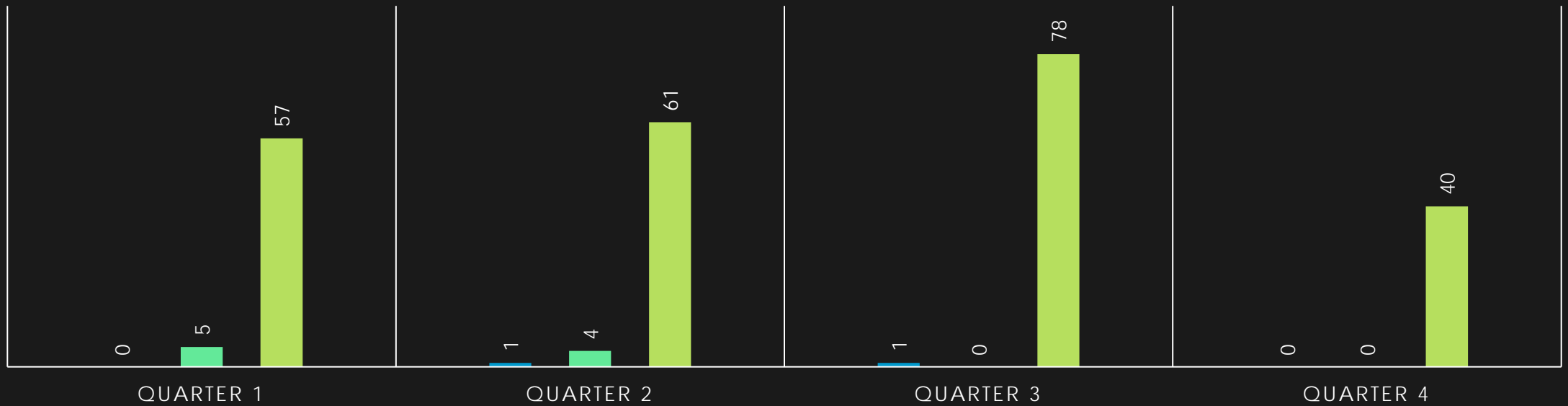
- Provide behavioral health counseling or case management
- Enforce a recommendation
- Give legal advice
- Guarantee a specific outcome

(360) 416-7004
www.CommunityActionSkagit.org

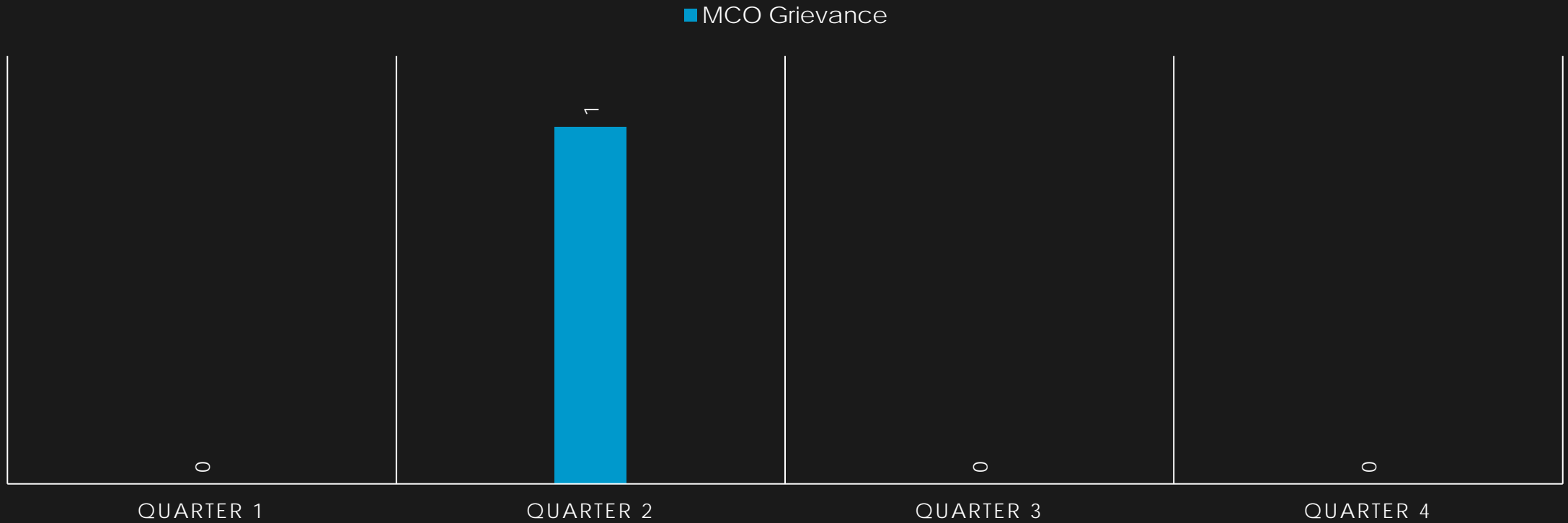
Ombuds 2021 Overview

SERVICES PROVIDED

■ MCO Grievance ■ Agency Complaint ■ Resource



2022 MCO Grievances



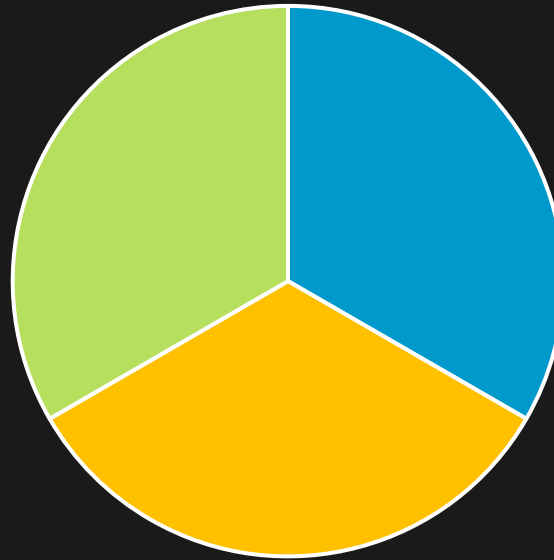
Single Grievance Overview

- Female
- 50-70 years old
- Mental Health Service type
- MCO: Community Health Plan of WA

Individual first exhausted the agency complaint process and then initiated a MCO grievance.

Grievance Categories

Category Breakdown



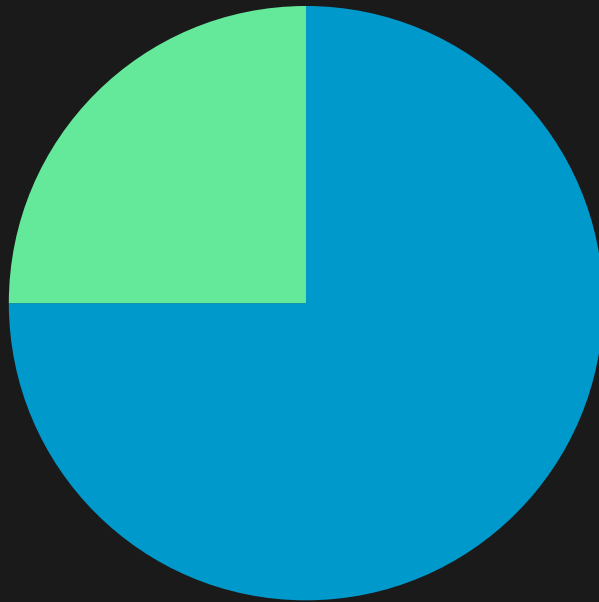
■ Access ■ Dignity and Respect ■ Coordination of Services

Complaint Breakdown

- Agency
- Complaint Categories
- Service Type
- Insurance Type
- Payer for Service

Agency Complaints

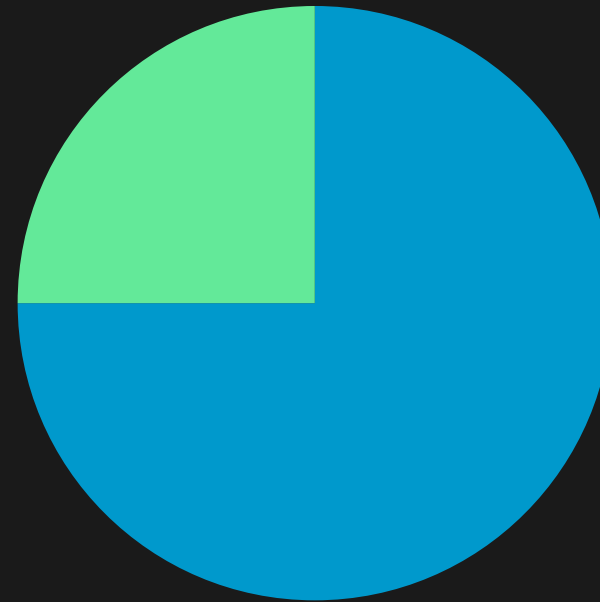
Quarter 1 2021



■ Compass
Health

Therapeutic
Health
Services

Quarter 2 2021



■ Compass
Health

■ Fairfax

Agency Complaints

Quarter 3 2021

- No Agency Complaints

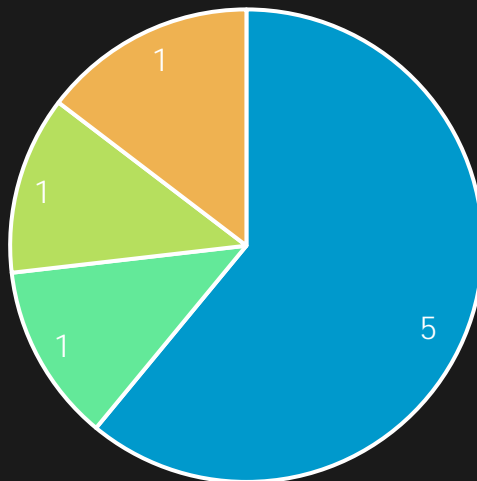
Quarter 4 2021

- No Agency Complaints

Complaint Categories

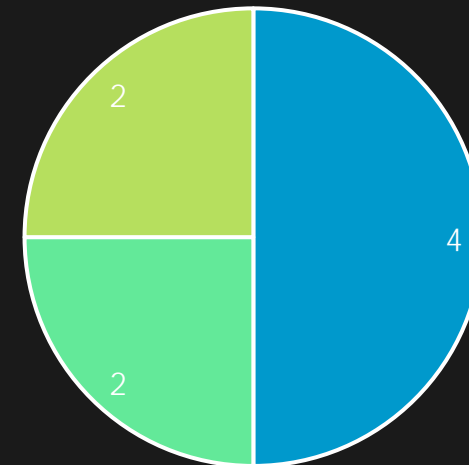
Note: No complaints were filed in Quarter 3 or 4

Quarter 1, 2021



Case 1: Access, dignity & respect
Case 2: Access
Case 3: Access
Case 4: Access, Other
Case 5: Access, service intensity

Quarter 2, 2021



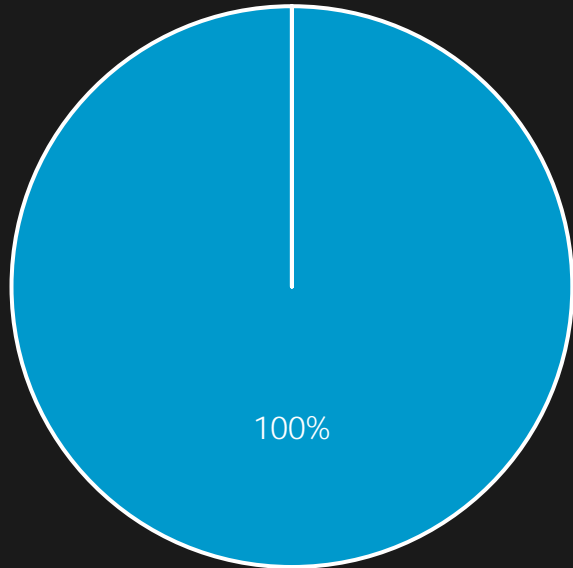
Case 1: Access
Case 2: Access, dignity & respect, coordination of care
Case 3: Access
Case 4: Access, dignity & respect, coordination of care

■ Access ■ Dignity & Respect ■ Service Intensity ■ Other

■ Access ■ Dignity & Respect ■ Coordination of Services

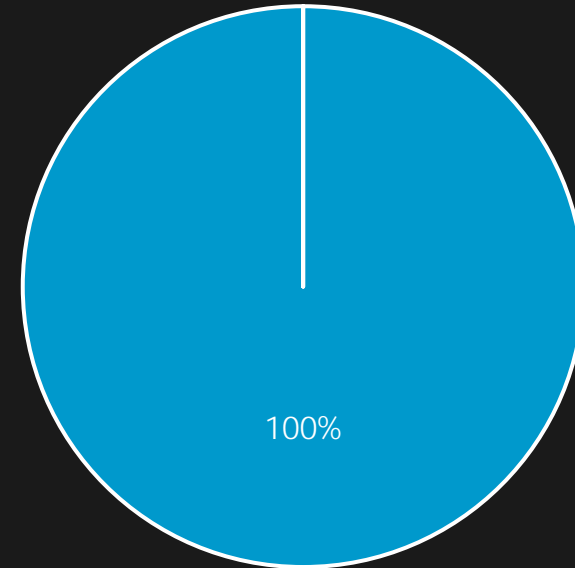
Service Type

Quarter 1 2021



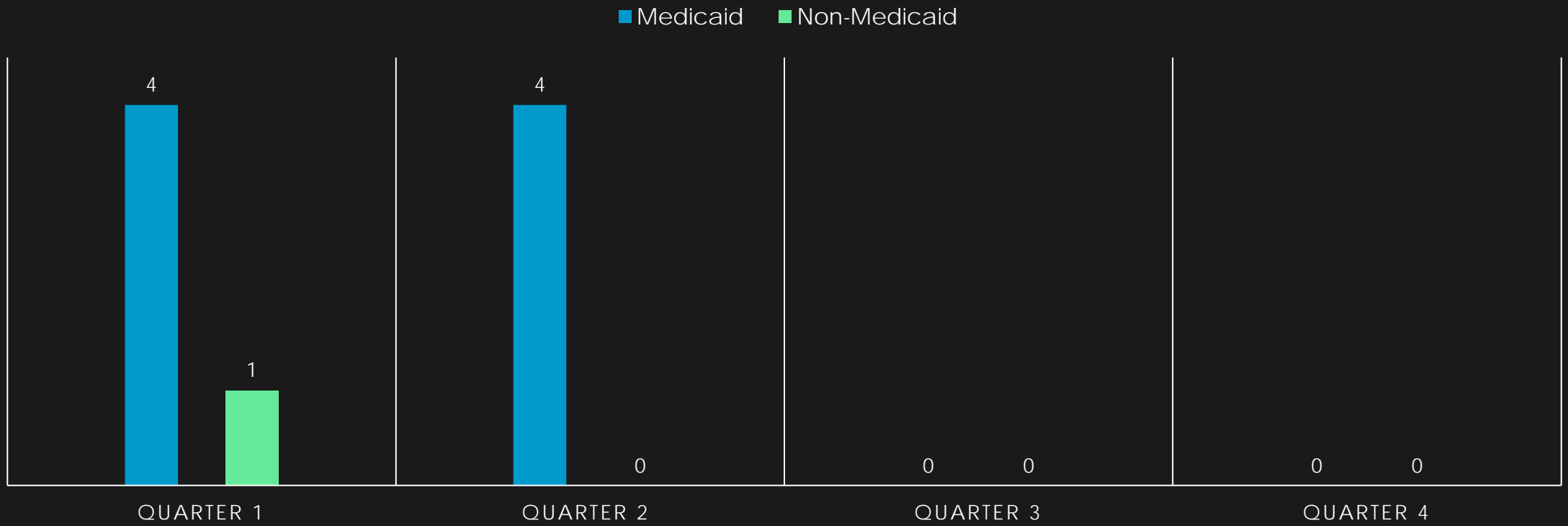
■ Mental Health ■ SUD ■ WISe ■ Co-occurring

Quarter 2 2021



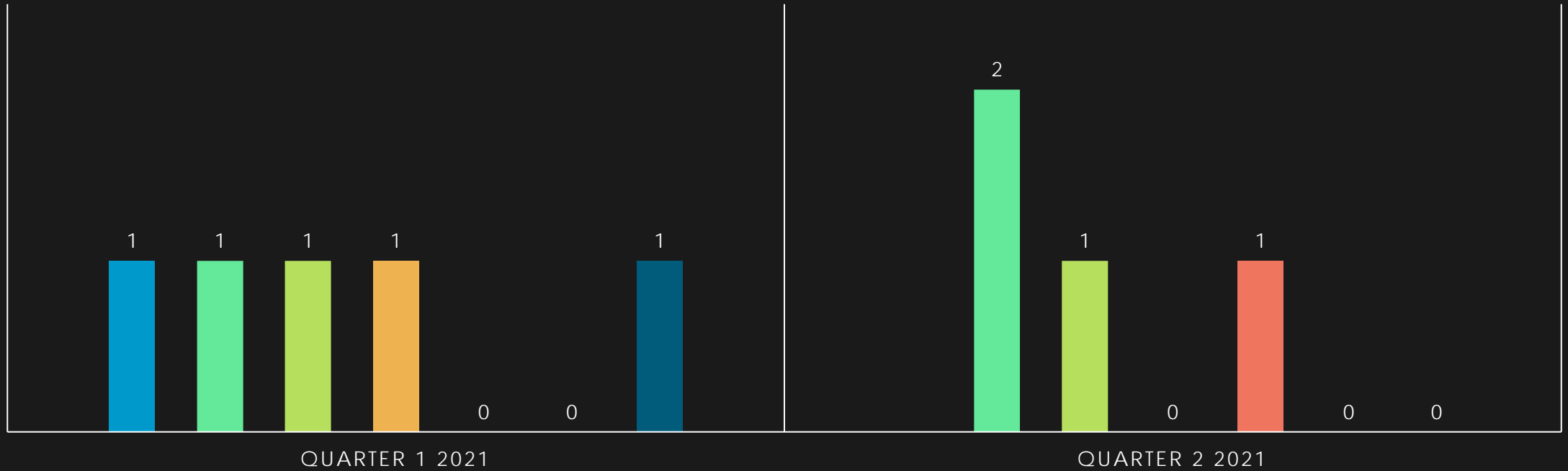
■ Mental Health ■ SUD ■ WISe ■ Co-occurring

Insurance Type



Payer for Service

Amerigroup CHPW Coordinated Care Molina United BH-ASO Other (Offender Health Plan)

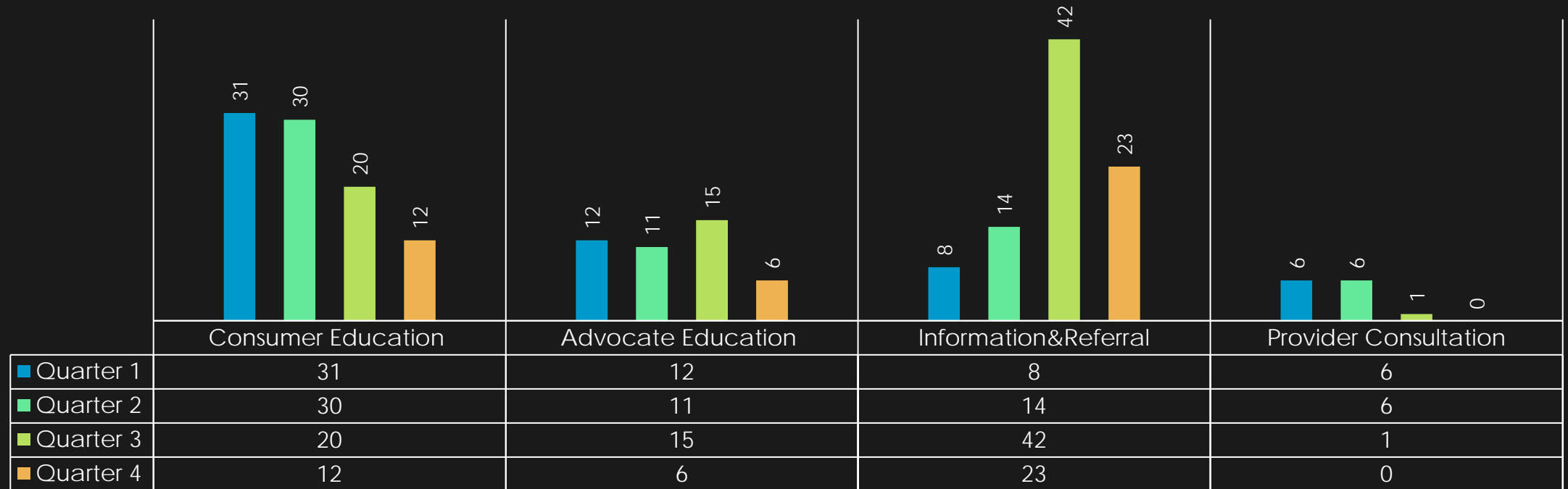


Resource Definitions

- ❑ **Consumer:** an individual who is currently receiving services
- ❑ **Advocate:** a family member, friend, or authorized representative of an individual
- ❑ **Provider:** an agency or professional providing direct service to an individual
- ❑ **Information & Referral:** a non-behavioral health related concern

Resource Breakdown

■ Quarter 1 ■ Quarter 2 ■ Quarter 3 ■ Quarter 4



2021 Trends

1. Increase in high wait times for outpatient both mental health & SUD services
2. Agencies have closed down locations in our region
3. Increase in contacts from providers expressing complaints about coordination of services with other providers
4. Problems accessing individuals staying ITA (hospitals)
5. Increase of complaints regarding agencies ability to retain staff (constant clinician changes)
6. Complaints regarding medication. Either accessing their medication or had their medications cut off by new prescribers

Ombuds Trainings

Quarter 1, 2021

- Webinar for DBHR call for Behavioral Health Service Providers
- Authorized Generic Drugs & Their Role in Mental Health Treatment
- WA State Behavioral Health Ombuds Quarterly Training
- One-day Summit: recovery Housing in Washington
- Neighborhood relations and Neighbor resistance to recovery webinar

Quarter 2, 2021

- Training in DBT Skills through Holding the Hope
- Training in combining Motivational Interviewing and CBT Skills
- Behavioral Health Ombuds State Training
- Older Adult Mental Health Day Webinar
- The Golden Thread of Documentation (6 week training)
- Washington State Peer Counselor Training
- Meth and Opioid Use Disorder Webinar

Ombuds Trainings

Quarter 3, 2021

- J.E.D.I Speaker Series: Leverage J.E.D.I as your Competitive Advantage
- Leadership Coaching
- Opioid Summit Training
- Peer Pathways Conference
- Behavioral Health Ombuds State Training
- Motivational Interviewing Training

Quarter 4, 2021

- Washington State Peer Counseling
- Leadership Training
- Youth Gaming and Gambling
- Documentation for Peer Supporters
- Mental Health First Aid
- Combating Medicare Parts C and D Fraud, Waste, and Abuse

Questions?

North Sound Behavioral Health Ombuds

Presented By: Katelyn Morgan and Lizeth Vizcaino-Sandoval

330 Pacific Place Mount Vernon, WA 98273

(Phone) 360-416-7004 (Toll Free) 1-888-336-6164 (Fax) 360-416-7550



For Board of Director Approval**Behavioral Health Enhancement Funds (BHEF)**

BHEF is a reoccurring legislative proviso specific to workforce retention and recruitment in the behavioral health system. North Sound has focused the funding on our crisis continuum of care. The six-month proviso allocation is \$389,594, the additional funding of \$199,098 is from federal block grants funds designated for workforce initiatives. We solicit provider proposals with each six-month allotment. Proposals for the period of January through June 2022 resulted in the following allocations and specific actions.

- Compass Health BHEF funding is focused on the Mobile Crisis Outreach, Evaluation & Treatment and Triage workforce.
 - Funds will be used for increases in staff wage scales to improve retention and recruitment through a market-competitive pay structure. Newly developed wage scales offer accelerator scales at the first and third year of employment to encourage retention. In addition to wage increases, Compass is offering a 20% premium to on-call staff to increase our on-call pool for coverage, to support regular full and part time employees reduce burnout.
- Volunteers of America BHEF funding is focused on the crisis hotline workforce.
 - Credentialing reimbursement (DOH Licensing)
 - Retention bonus: >12 mo. bonus
 - Hiring Bonuses for 10 FTEs
- Pioneer Human Services BHEF funding is focused on the Island and Whatcom County Triage workforce.
 - PHS will increase the shift differential for both swing and graveyard shifts in order to encourage staff to stay with the programs. Additionally, the increase in wages is intended to increase the number of individuals who are applying for any vacant positions for the withdrawal management and crisis stabilization programs.
- Telecare BHEF funding is focused on the Skagit County Evaluation and Treatment Center workforce.
 - Telecare will continue a retention bonus for our full-time prescriber as after hour coverage has been challenging to have consistent coverage. The retention bonus of has resulted in consistent prescriber coverage 7 days a week for those hours. The recruitment portion is a 13-week program where the on-call pool, and other community-based RNs can be paid at a heightened scale to work a fixed number of shifts each week that have been difficult to staff.
- Evergreen Recovery Centers BHEF funding is focused on Lynnwood Acute Withdrawal Management workforce.
 - Funds will be used for added recruitment costs, signing bonuses, attendance, and retention rewards, paid sick leave for new employees with inadequate accrual to cover sick leave and retention bonuses to keep existing nurses in place.

Motion# XX-XX

North Sound BH-ASO-Compass Health-ICCN-19-22 Amendment 8 providing BHEF in the amount of **\$200,000** for the period of January 1, 2022 through June 30, 2022. The contract term is July 1, 2019, through June 30, 2022, with an automatic one-year renewal on July 1, 2022, based on continued compliance with the terms of the contract.

North Sound BH-ASO-Volunteers for America-ICCN-19-22 Amendment 6 providing BHEF in the amount of **\$29,934** for the period of January 1, 2022 through June 30, 2022. The contract term is July 1, 2019, through June 30, 2022, with an automatic one-year renewal on July 1, 2022, based on continued compliance with the terms of the contract.

North Sound BH-ASO-Pioneer Human Services-ICCN-19-22-Amendment 8 providing BHEF in the amount of **\$70,200** for the period of January 1, 2022 through June 30, 2022. The contract term is July 1, 2019, through June 30, 2022, with an automatic one-year renewal on July 1, 2022, based on continued compliance with the terms of the contract.

North Sound BH-ASO-Telecare-ICCN-19-22 Amendment 4 providing BHEF in the amount of **\$215,058** for the period of January 1, 2022 through June 30, 2022. The contract term is July 1, 2019, through June 30, 2022, with an automatic one-year renewal on July 1, 2022, based on continued compliance with the terms of the contract.

North Sound BH-ASO-Evergreen Recovery Centers-ICCN-19-22 Amendment 6 providing BHEF in the amount of **\$73,500** for the period of January 1, 2022 through June 30, 2022. The contract term is July 1, 2019, through June 30, 2022, with an automatic one-year renewal on July 1, 2022, based on continued compliance with the terms of the contract.

Recovery Navigator Program (RNP)

Recovery Navigator Program is a new legislative proviso delineated in the Blake Bill (ESB 5476), the funding is to establish a RNP in all five counties. The RNP is an outreach and engagement service to individuals with substance use disorders, co-occurring disorders who are risk of arrest and/or have frequent contact with law enforcement. Services include, but are not limited to, facilitation and coordination of community resources, coordination and communication with law enforcement, prosecutors, program staff and other partners. Intensive case management and care coordination are the cornerstones of the services.

The funding is renewable and fully funded for one year, the RNP funding was added to our off-cycle amendment in November, however the funding is one-time annual allocation, covering July 2021 – June 2022.

The three contracts below are a result of the Request for Qualifications released in January for Island, San Juan, and Skagit Counties. For the other two counties, Snohomish, and Whatcom, the RNP will be contracted through the respective LEAD programs.

Motion#

North Sound BH-ASO-Island County-RNP-22 for the provision of RNP services in Island County. The annual funding for this contract is **\$528,855**. The contract term is March 1, 2022, through February 28,

2023, with an automatic one-year renewal on March 1, 2023, based on continued compliance with the terms of the contract.

North Sound BH-ASO-Community Action of Skagit County-RNP-22 for the provision of RNP services in Skagit County. The annual funding for this contract is \$528,855. The contract term is March 1, 2022, through February 28, 2023, with an automatic one-year renewal on March 1, 2023, based on continued compliance with the terms of the contract.

North Sound BH-ASO-Compass Health-RNP-22 for the provision of RNP services in San Juan County. The annual funding for this contract is \$528,855. The contract term is March 1, 2022, through February 28, 2023, with an automatic one-year renewal on March 1, 2023, based on continued compliance with the terms of the contract.

Community Behavior Health Rental Assistance (CBRA)

The funding for rental assistance is provided by the Department of Commerce. Island County is the final contract being presented for approval, the other four counties were approved at the November 2021 Board meeting. All five counties have received CBRA funds for individuals discharging from inpatient/residential/corrections facilities. The rental assistance is intended to stabilize the individual in permanent supportive housing; however, short term housing can be accessed with these funds until a long-term housing solution is found. Each provider has additional funds for case management funded through our federal block grant. The CBRA and FBG funding is renewable and is provided in six-month allocations. The providers for each county are listed below.

- Island County-Pioneer Human Services
- San Juan County-Compass Health
- Skagit County-Catholic Community Services and Lifeline Connections (HARPS provider)
- Snohomish County-Compass Health and Bridgeways
- Whatcom County-Lifeline Connections (HARPS provider) and Lake Whatcom Center

Motion# XX-XX

North Sound BH-ASO-PHS-CBRA-22 for the provision of rental assistance to individuals with behavioral health challenges returning to Island County. The maximum on this contract is \$140,182 for period of March 1, 2022, through June 30, 2022. The contract term is March 1, 2022, through February 28, 2023, with an automatic one-year renewal on March 1, 2023, based on continued compliance with the terms of the contract.

Volunteers of America (VOA)

The Advisory Board asked the ASO to inquire of VOA if funding would be beneficial for the crisis hotline staff to help with work life balance during the pandemic. The Advisory Board has excess funding in their budget due the pandemic and wanted it to be used to help alleviate some of the stress and burnout crisis hotline staff might be experiencing. They offered \$10,000 in one time funding.

VOA is thankful to the Advisory Board for recognizing their work and is honored to be recognized by the Board. VOA employees identified the incentives listed below.

The proposal submitted and approved by the Advisory Board is as follows:

- Nutritional snack & food items available for all shifts (24/7/365) at no cost to the employees.
- Placing art/décor in the work setting to make the space more appealing and calming to staff.
VOA would like to partner with local and indigenous artists.

Motion# XX-XX

North Sound BH-ASO-VOA-ICCN-19-22 Amendment 6 to provide one time funding of \$10,000 from the Advisory Board budget to help VOA with morale and retention of crisis hotline staff. The contract term is July 1, 2019, through June 30, 2022, with an automatic one-year renewal on July 1, 2022, based on continued compliance with the terms of the contract

North Sound BH ASO Executive Director's Report

March 1, 2022

1. BEHAVIORAL HEALTH LEGISLATIVE BILLS

- March 4 is the last day for acting on bills from the opposite house except fiscal matters
- March 10 is the last day allowed for the regular session

Bill Number	Status	Description
HB 1735	Passed by the House Passed by Senate Rules Committee	Makes changes to last year's HB1310 to allow for use of force by peace officers under certain circumstances, including transporting a person for evaluation and treatment, or "providing other assistance under civil or forensic commitment laws."
HB 1773	Passed by the House Passed by Senate Behavioral Health Committee. Scheduled for Ways & Means executive session on February 28, 2022	Significantly expands the situations in which a court order for Assisted Outpatient Treatment (AOT) can be filed. Would require a new BH-ASO position to coordinate AOT services in the region.
HB 1865	Passed by the House Referred to Senate Health & Long-Term Care February 15	Establishes Certified Peer Specialists and Certified Peer Specialist trainees as new professions to be certified by the Department of Health. Establishes standards and training for supervision of peer specialists, and specific training requirements for peer specialists practicing as peer crisis responders.
SB 5638	Passed by the Senate Referred to House Health Care & Wellness on February 13	Allows an applicant for associate licensure as a social worker, mental health counselor, or marriage and family therapist to work while their application for associate licensure is pending.

SB 5644	Passed by the Senate Passed by House Committee on College & Workforce Development Referred to House Rules on February 24	Establishes a plan to create standards and a training curriculum for co-responder teams.
SB 5655	No action taken in Senate Ways & Means, so this bill is dead for this year	Requires the state hospitals to establish the capacity to provide short term detention and civil commitment services for persons who experience difficulties being admitted to community facilities.
SB 5884	Passed by the Senate Referred to House Health Care & Wellness on February 14	Requires Department of Health to create a certification for “behavioral health support specialists”. These are defined as paraprofessionals with at least a bachelor’s degree who practice in partnership with a licensed behavioral health professional

2. LEGISLATIVE BUDGET PROPOSALS

- Both the House and the Senate have released their Capital and Operating budgets.
- A link to the Operating Budgets can be found here:
<https://fiscal.wa.gov/OperatingBillsDocsLegProposals.aspx>
- Key Highlights:
 - 7% provider rate increase effective 2023
 - Bridge funding until rate increase takes effect
 - House budget proposes \$30 million for a non-Medicaid rate increase and other funding for the BH-ASOs. This would include funding that could be applied to covering the increased costs of Involuntary Treatment Act [ITA] court hearings.
 - The Senate budget did not include additional funding for the BH-ASOs.
 - House budget includes proviso requiring a report to OFM on ITA court costs
 - Most of the existing General Fund provisos would continue
- The BH-ASOs will be sending a letter to the legislature urging support for the House budget provisions for non-Medicaid funding.

3. COMMUNITY BEHAVIORAL HEALTH RENTAL ASSISTANCE [Update]

- Last month we reported on the awardees to administer CBRA funds for Snohomish, Skagit, Whatcom and San Juan Counties.
- Subsequently, Pioneer Human Services has agreed to administer the contract for CBRA services in Island County, using the “Ituha Stabilization Facility” in Oak Harbor as the base of operations.

4. HOMELESS OUTREACH STABILIZATION TEAM [HOST]

- The Request for Letters of Interest for the HOST program was issued on Monday, February 17.
- It can be found on our website at: <https://nsbhaso.org/news-and-events/request-for-letter-of-interest-host-program>
- Responses were due by close of business on February 25. We received letters of interest from 4 organizations covering Whatcom and Snohomish counties.
- The next step will be to host an informational conference with interested organizations.
- Following the informational conference, a formal Request for Qualifications [RFQ] will be issued.
- Representatives from the Advisory Board, Counties, and Board of Directors will be invited to participate in the RFQ review panel.
- HCA hosted two technical assistance sessions for the program model on February 25 and 28. We forwarded the invitation of County Coordinators if they wanted to participate and learn more about the program.

5. WHATCOM COUNTY FIRST RESPONDER CO-RESPONSE OUTREACH PROGRAM RFQ UPDATE

- An RFQ for a Whatcom County First Responder Co-Response Outreach Program was released on February 17. We only received one response by the February 25 deadline – from Whatcom County.
- The proposed program allows for a broader scope than the traditional mobile crisis outreach team model and is part of our effort to experiment with different models that coordinate behavioral health and law enforcement response to persons in the community actively struggling with behavioral health issues. It being funded by money designated in our COVID Block Grant Plan.
- An RFQ response review panel will be scheduled, and one Advisory Board member and one County Coordinator will be invited to participate.

6. CRISIS SERVICES UPDATE

- a) Weekly Crisis Capacity Indicator Report – through **February 19** [attachment #1].
The reported number of Calls to the Crisis Line and dispatches of mobile crisis teams have increased again with an increase particularly in crisis calls.
- b) All 3 crisis indicators – crisis line calls, mobile crisis team dispatches, and ITA investigations – climbed during the month of January [attachment #2].

7. UPDATE ON CHANGES TO BH-ASO ORGANIZATIONAL STRUCTURE

- During our preparation for the Compensation Assessment all job descriptions were reviewed for accuracy and whether they are reflective of the functions being carried out. During the review we made the decision to make a title change to three positions.
- The title of Clinical Manager was changed to Clinical Director, which reflects the leadership and decision-making authority on clinical services. The second change was the Quality Specialist position title change to Clinical Specialist which reflects their clinical expertise and oversight of clinical services. The final change was the HR Specialist position title change to Program Specialist, this was due to the expanse of functions of this position, HR benefit coordination is part of a larger array of functions.
- Attached is the revised Organizational Chart [**Attachment #3**]

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 will make request in writing of the request when requesting 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.
- 5.4. The request form will be given to the Administrative Supervisor Manager and copy will be given to AB Chair who will review the request and distribute to the Support Staff the Coordinator Advisory Board Coordinator. In the absence of the Administrative Manager, the Support Staff Coordinator Advisory Board Coordinator shall be authorized to review requests.
- 6.5. The Advisory Board Coordinator will return the completed project to the Advisory Board Chair, who will then forward it to the applicable member.
- 7.6. Feedback from Advisory Board members regarding timeliness and/or quality of work can be directed to the Administrative Manager. to the Advisory Board Coordinator or escalated to Administrative Manager.

ATTACHMENTS

None



Identification of Staff

As identified in Policy 4501.00 *Advisory Board Requests for Staff Services*, the following individuals are the identified staff referred to in the policy:

- Administrative Manager – Joanie Wenzl
- Advisory Board Coordinator – Maria Arreola

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 Member Transportation Reimbursement Requests

Authorizing Source:

Approved by: Executive Director Date: 5/5/2020

Signature:

POLICY # 4507.00

SUBJECT: ADVISORY BOARD MEMBER TRANSPORTATION REIMBURSEMENT REQUESTS

PURPOSE

~~This document sets forth guidelines for making travel arrangement requests made by Advisory Board Members, Advisory Board authorized individuals with a behavioral health disorder, and Advisory Board authorized advocates~~ Travelers.

USE

This policy is designed to facilitate travel ~~ers by Advisory Board Members, Advisory Board authorized individuals with a behavioral health disorder, and Advisory Board authorized advocates~~, to participate in North Sound Behavioral Health -Administrative Services Organization (North Sound BH-ASO)-related activities only, and to honor taxpayers by using public monies judiciously and efficiently.

RESPONSIBILITY

Overall supervision for this policy and its procedures rests with the Administrative Manager. All travel will be arranged by Advisory Board Coordinator, in accordance with North Sound BH-ASO Policy 4510.00. Under the guidance of the Administrative Manager, the Advisory Board Coordinator will arrange travel for Advisory Board members. ~~Should a situation arise in which~~ If there is a question or problem, the Advisory Board Coordinator and the Advisory Board Chair will collaborate in resolving the situation.

AUTHORIZATION

All travel will be pre-authorized in accordance with North Sound BH-ASO Policy 4510.00. North Sound BH-ASO staff will respect the needs of the individual traveler in making reasonable accommodations ~~for travel~~, based on medically and legally accepted standards under the Americans with Disabilities Act (ADA, as amended), and will arrange for cost effective and efficient transportation in accordance with the use of public funds.

~~Therefore, When possible~~ all travel will be collective, ~~when possible~~, unless pre-authorized and arranged by the North Sound BH-ASO Administration Manager and the Advisory Board Coordinator, in collaboration with the Advisory Board Chair.

No ~~Advisory Board Member traveler, nor Advisory Board authorized individual with a behavioral health disorder, nor Advisory Board authorized advocate~~ will make their own, or another's, travel arrangements without the express authorization to do so from the North Sound Advisory Board BH-ASO Coordinator or Administration Manager, or their designee.

Advisory Board will consider providing lodging if the scholarship traveler ~~or Advisory Board Member~~ must travel 60 miles or more in a single direction to attend an event

PROCESS

North Sound BH-ASO Policy 4507.00

ADVISORY BOARD MEMBER TRANSPORTATION REIMBURSEMENT REQUESTS

Transportation

1. The Advisory Board Coordinator or a designated staff person will submit a request to the specific transportation company.
2. The Advisory Board Coordinator or designated staff person will make necessary arrangements using transportation providers which have standing relationships with the North Sound BH-ASO. These include taxi companies, Airporter Shuttle services, airlines, train, bus and ferry systems.

Taxicab Companies

1. A.

2. b The Advisory Board Coordinator or designated staff person will send a request (by phone, fax, or email) to the taxi company stating you are making travel arrangements to be charged to North Sound BH-ASO.

3. The Advisory Board Coordinator or designated staff person will give their own name, the name(s) and address(es) of the person traveling, and the date and time for pick-up/drop off points of the trip.

4. The Advisory Board Coordinator or designated staff person will be sure to make return arrangements, if needed.

5. Taxi companies include:

Name	Phone	Contact	Acct. #
Yellow Cab (Everett)	(425) 259-2000	Anyone	North Sound BH-ASO
Yellow Cab (B'ham)	(360) 424-8294	Anyone	North Sound BH-ASO

Yellow Cab services Skagit, Snohomish, and Whatcom Counties.

Airporter Shuttle

Before calling, check the schedule and determine what times and locations will meet the needs of the traveler. Be sure to take into consideration the time of the meeting and travel time to and from the pickup and drop off points.

1. Call the Airporter Shuttle at 1-800-235-5247.
2. Let them know you are making travel arrangements which will be billed to the North Sound BH-ASO.
3. Give them your name, name of the person traveling, date, time, location for pick up and destination.
4. Be sure to make return arrangements, if needed.
5. Tell them we have an account and give them a Purchase Order number.
6. They will give you a confirmation number once the reservation is made. Record this number in the appropriate space on the form.
7. For Charter services, a North Sound BH-ASO representative must accompany Advisory Board per direction of Airporter Shuttle management

Ferry System

Tickets can be purchased online and reservations must be made in advance.

Reimbursement for Travel

Information related to travel reimbursement will be found in Policy #3031.00.

PROCEDURE FOR REIMBURSEMENT REIMBURSEMENT

At the end of each month, each individual who is seeking reimbursement for travel must complete an expense reimbursement form and attach required receipts. The Advisory Board Coordinator and Administrative Manager must sign the form indicating approval of expenses.

Reimbursement forms will be submitted to North Sound BH-ASO's Accounting Specialist for processing and payment.

ATTACHMENTS

None

Effective Date: 5/5/2020

Review Date: 5/5/2020

Revised Date:

North Sound Behavioral Health Administrative Services Organization, LLC

Section 4500 – Advisory Board: Development of Annual Advisory Board Expense Projection

Authorizing Source:

Approved by: Executive Director Date: 5/5/2020

Signature:

POLICY # 4509.00

SUBJECT: DEVELOPMENT OF ANNUAL ADVISORY BOARD EXPENSE PROJECTION

PURPOSE

~~The purpose of this document is to govern the d~~development of the Advisory Board annual estimated budget and use of funds.

~~It is intended that all policies and procedures set down comply with the policies and procedures of the North Sound Behavioral Health Administrative Services Organization (North Sound BH-ASO), the State of Washington, and the US Federal Government.~~ If a conflict occurs between policies and procedures in this document and ~~those other~~ of the North Sound BH-ASO and State/Federal Government, the policies and procedures of the North Sound BH-ASO and the State/Federal governments will have precedence and will apply

POLICY

The initial estimation of the annual budget of the North Sound BH-ASO Advisory Board will be presented for discussion to the Executive ~~Finance~~ Committee of the Advisory Board no later than November each year, presented in its revised form for discussion to the full Advisory Board in November and voted on in final form in ~~November~~December. The Advisory Board Executive ~~Finance~~ Committee will have developed its projected expenses for the coming year to present for approval by the North Sound BH-ASO Board of Directors (BOD) at their ~~November~~December meeting.

PROCEDURE

The Advisory Board shall ~~itemize~~identify the projected operating costs of its members and North Sound BH-ASO individual participation. The ~~recommended~~projected expenses shall be incorporated into the North Sound BH-ASO annual proposed budget and presented by North Sound BH-ASO staff to North Sound BH-ASO Board of Directors Governance and Operations in ~~November~~December of each year.

ATTACHMENTS

None

Effective Date: 5/5/2020

Review Date: 5/5/2020

Revised Date:

North Sound Behavioral Health Administrative Services Organization, LLC

Section 4500 – Advisory Board: Attendance and Participation at Conferences, Seminars and Trainings

Authorizing Source:

Approved by: Executive Director Date: 5/5/2020

Signature:

POLICY # 4510.00

SUBJECT: ATTENDANCE AND PARTICIPATION AT CONFERENCES, SEMINARS AND TRAININGS

PURPOSE

~~The purpose of this document is to govern the development of the Advisory Board annual estimated expenses and use of funds. It describes allowable purchases, and reimbursements, limiting conditions and, required authorizations, and required administrative processes~~ regarding attendance and/or participation at Conferences, Seminars and Trainings.

~~It is intended that all policies and procedures set down comply with the policies and procedures of the North Sound Behavioral Health Administrative Services Organization (North Sound BH ASO), the State of Washington and the US Federal Government.~~ If a conflict occurs between policies and procedures in this document and ~~those of other~~ the North Sound BH-ASO, State and/or Federal government regulations, those of ~~those of the~~ North Sound BH-ASO, State and/or Federal governments will apply

POLICY

Advisory Board Members, individuals with a behavioral health disorder and advocates shall be reimbursed from the Advisory Board Budget for all allowable expenses when attending and/or participating in pre-authorized behavioral health and substance use disorder-related conferences, seminars and trainings.

PROCEDURE

To request authorization to be reimbursed for attending or participating in a specific conference, seminar, or training, the individual must complete the **Advisory Board Training/Conference Request** available at <http://nsbhaso.org/forms> and submit the completed Request form to the Advisory Board Coordinator.

A Travel Advance is available to cover projected allowable expenses including registration, lodging, meals and transportation. To request a Travel Advance, the individual must complete the **Advisory Board Travel Advance/Reimbursement Request** available at <http://nsbhaso.org/forms> and submit the Request form in addition to submitting the approved **Training/Conference Request form** available at <http://nsbhaso.org/forms> to the Advisory Board Coordinator.

ATTACHMENTS

None

Effective Date: 5/5/2020

Review Date: 5/5/2020

Revised Date:

North Sound Behavioral Health Administrative Services Organization, LLC

Section 4500 – Advisory Board: Purchasing and Other Expenses Procedure

Authorizing Source:

Approved by: Executive Director Date: 5/5/2020

Signature:

POLICY # 4511.00

SUBJECT: PURCHASING AND OTHER EXPENSES PROCEDURE

PURPOSE

~~The purpose of this document is to govern development of the Advisory Board annual estimated expenses and use of funds. It d~~describes allowable purchases and reimbursements, limiting conditions, required authorizations and administrative processes regarding Purchasing and other Expenses.

~~It is intended that all policies and procedures set down comply with the policies and procedures of the North Sound Behavioral Health Administrative Services Organization (North Sound BH-ASO), the State of Washington and the US Federal Government.~~ If a conflict occurs between policies and procedures in this document and ~~those other~~ of the North Sound BH-ASO, State/Federal Government, those of the North Sound BH-ASO, State/Federal Government will apply.

POLICY

Advisory Board members (or individuals designated by the Advisory Board) shall be reimbursed for non- travel expenses that have been approved by the Advisory Board and provided for in the Advisory Board budgeted ~~line item~~expense category.

Purchase orders are not required for purchases of supplies, materials and equipment under \$250, but all purchases on behalf of the Advisory Board must be approved by the Advisory Board or the Executive ~~Finance~~ Committee, prior to the purchase. Purchases need to follow North Sound BH-ASO Policy #3028.00 Purchases and Leasing of Equipment, Materials, Supplies and Routine Services.

PROCEDURE (For Reimbursement)

Submit *Request(s)* for non-travel related expenses (supplies, postage, etc.) to the Advisory Board Coordinator. The Coordinator and North Sound BH-ASO Advisory Board ~~Finance~~Executive Committee shall review all requests and present to the Advisory Board with their recommendation to approve/deny. The Executive Committee of the Advisory Board may act on behalf of the Advisory Board when time does not allow requests to come to the full Advisory Board.

Advisory Board members ~~(or designees)~~ shall submit receipts for any ~~pre~~-authorized purchases made on behalf of the Advisory Board to the Advisory Board ~~Finance~~Executive Committee using the **Advisory Board Monthly Reimbursement Request** available at <http://nsbhaso.org/forms> with the receipt(s) or other documentation attached.

ATTACHMENTS

None

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 Functions

Authorizing Source:

Approved by: Executive Director Date: 5/5/2020

Signature:

POLICY # 4514.00

SUBJECT: ADVISORY BOARD FUNCTIONS

PURPOSE

The North Sound Behavioral Health Administrative Services Organization (North Sound BH-ASO) Advisory Board provides recommendations to the North Sound BH-ASO Board of Directors (BOD) on plans, budgets and policies.

POLICY

The North Sound BH-ASO Advisory Board, in accordance with its By-Laws, shall independently review and provide comments to the North Sound BH-ASO BOD on plans, budgets and policies developed by North Sound BH-ASO. The Chair and Vice-Chair of the North Sound BH-ASO Advisory Board sit as ex-officio members on the North Sound BH-ASO BOD.

PROCEDURE

The North Sound BH-ASO Advisory Board, in accordance with the By-Laws, shall advise North Sound BH-ASO concerning the planning, delivery and evaluation of behavioral health services which are the responsibility of North Sound BH-ASO.

The meetings of North Sound BH-ASO Advisory Board shall provide a vehicle for public testimony regarding behavioral health concerns:

- Review and provide comments on all North Sound BH-ASO Strategic plans, Quality Assurance Plans, Service Delivery Plans and Budgets, which relate to the behavioral health services noted under Policy above, before such plans and budgets are submitted to the North Sound BH-ASO BOD;
- Ensure the needs ~~are met~~ of individuals from all racial/ethnic groups (including Native Americans), of all sexual- and gender identities, of all ages (especially the elderly and children), of all abilities (including both severely and chronically disabled) and of individuals from lower-income levels and addressed within the plans established by the North Sound BH-ASO BOD;
- Conduct at least two (2) site visits each year ~~to provide North Sound BH-ASO Advisory Board members with first hand information about regional community services, programs and inpatient facilities and county and state agencies, so North Sound BH-ASO Advisory Board members are better able to provide informed recommendations to North Sound BH-ASO BOD; to service providers, hospitals, and other community programs. Site visits are designed to provide North Sound BH-ASO AB members with first-hand information so that AB members might make informed recommendations to the North Sound BH-ASO BOD. In person visits may temporarily be suspended due to health or safety reasons may establish a virtual alternative to~~

in person site visits;

- Assist North Sound BH-ASO with dissemination of information to the public who reside within the five (5) counties of North Sound BH-ASO;~~and~~
- Perform such other duties as North Sound BH-ASO BOD may require~~.~~

ATTACHMENTS

None