



# Board of Directors

## Hybrid Meeting Agenda

March 10, 2022

### Board of Directors Members Present:

**North Sound Behavioral Health  
Administrative Services Organization  
(North Sound BH-ASO) Staff Present:**

### Guests Present:

1. **Call to Order and Introductions** – Chair
2. **Revisions to the Agenda** – Chair
3. **Approval of the February 10<sup>th</sup>, 2022, Minutes, Motion #22-11** – Chair.....  
Attachment
4. **Comments & Announcements from the Chair**
5. **Reports from Members**
6. **Comments from the Public**
7. **Report from the Advisory Board** .....(Available at Meeting)
8. **Ombuds Presentation** (2:00 p.m.) .....(Available at Meeting)
9. **Report from the Finance Officer** (Available at Meeting) .....(Available at Meeting)
10. **Report from the Governance Operations Committee**

*All matters listed with the Consent Agenda have been distributed to each 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, the item may be removed from the Consent Agenda and placed on the Regular Agenda by request of a Member.*

**Consent Agenda** .....(Available at Meeting)

**Motion #22-12**

- To review and approve the North Sound Behavioral Health Administrative Services Organization claims paid from February 1<sup>st</sup>, 2022, through February 28<sup>th</sup>, 2022, in the amount of \$.
- Payroll for the month of February in the amount of \$ and associated employer benefits in the amount of \$.

**11. Action Items**

**For Board Approval**

**Summary:**

**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 workforce at the Island County Ituha Stabilization Facility and Whatcom County Triage Facility.
  - 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 North Sound Evaluation and Treatment Center workforce.
  - Telecare will continue a retention bonus for our full-time prescriber as it has been challenging to maintain consistent. The retention bonus 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 #22-13**

- 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.

\*\*\*

#### **Summary:**

##### **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 for a one-time annual allocation, covering July 2021 – June 2022.

The three contracts below are a result of the Request for Qualifications [RFQ] released in January for Island, San Juan, and Skagit Counties. The responses to the Request for Qualifications were reviewed and scored by the BH-ASO RFQ evaluation committee on January 28. The committee was represented by two Advisory Board members, two county coordinators, one ASO staff member and two LEAD Technical Assistants (TAs). The March 1, 2022 contract start date is due to the RFQ finalization process during the month of February.

For the other two counties, Snohomish, and Whatcom, the RNP will be contracted through the respective LEAD programs.

#### **Motion #22-14**

- 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.

\*\*\*

#### **Summary:**

##### **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 #22-15**

- 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.

\*\*\*

**Summary:**

**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. Since VOA will be moving into a new facility, this will help make the office environment a more welcoming place.

**Motion #22-16**

- 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

**12. Introduction Items** (Available at Meeting)

- Federal Block Grant/Peer Outreach Follow up Services

**Background:** In 2020, VOA instituted a suicide prevention and follow up service program through a SAMHSA (ERSP) Grant. The ERSP program funded through SAMHSA focused primarily on serving individuals in behavioral health crisis that need support and follow up, but do not qualify for the services offered by our regional mobile crisis outreach teams. Much of the referral base for the ERSP program came from area hospital emergency departments. The Grant was a short-term grant and expired in 2021, because the program was so popular with local hospitals VOA applied for Federal Block Grant funds to keep the program in existence. The program fit well in the suicide prevention funds set aside in the Mental Health COVID Grant. VOA submitted a proposal and was awarded the grant in November 2021. The funding continues the staffing provided in the SAMHSA Grant, three FTEs, two

follow up crisis counselors/navigators and one follow up crisis coordinator. These funds were approved in VOA's January amendment.

**April Action Item:** In our MH & SUD approved COVID Federal Block Grant plans we set aside \$150,000 for Peer/Outreach Worker for crisis follow up for individuals with serious behavioral health challenges. It was determined by our Operations Team & Leadership Team the suicide prevention funds for follow up services were a nice enhancement to the VOA project. Our clinical team reached out to VOA to discuss the idea of adding peers to the crisis follow up service. VOA expressed interest in adding peers/outreach workers, it had been on their "wish list" for some time. The ASO determined it was a good fit to add the peer outreach services to VOA's crisis follow up services. With the addition of peers/outreach workers VOA will be expanding the referral base for the program.

- Authorizing a 2.75% COLA for the Executive Director

**Background:** The Executive Director's performance evaluation was conducted in February, and it was determined the 2.75% COLA would be applied to the Executive Director's salary.

**April Action Item:** The motion will give the ASO authority to add the 2.75% COLA with an effective date of May 1, 2022.

### 13. Discussion Items

Proposal to provide an updated overview of the current BH-ASO structure and scope of services to each of the five North Sound County Councils/Commissions

### 14. Report from the Executive Director **DRAFT** ..... Attachment

### 15. Adjourn

*Next Meeting:* April 14<sup>th</sup>, 2022



## **MINUTES/HYBRID Meeting**

February 10<sup>th</sup>, 2022

### **Board of Directors Members Present:**

- **Jill Johnson**, Commissioner, San Juan County, North Sound BH-ASO Chair (last meeting as chair)
- **Jackie Mitchell**, Behavioral Health Program Specialist, Whatcom County, designated alternate for Satpal Sidhu
- **Peter Browning Chair**, Commissioner, Skagit County; Chair (Replacing Jill Johnson's role as Chair of the Board of Directors)
- **Cindy Wolf**, Council Member, San Juan County
- **Nicole Gorle**, Legislative Analyst, Snohomish County; designated alternate for Nate Nehring, Snohomish County Council
- **George Kosovich**, Skagit County Public Health; designated alternate for Peter Browning
- **Cammy Hart-Anderson**, Snohomish County Human Services; designated alternate for Dave Somers, Snohomish County Executive
- **Heidi Beazizo**, Sr. Legislative Analyst, Snohomish County; designated alternate for Jared Mead, County Council
- **Duncan West**, North Sound BH-ASO Advisory Board Chair
- **Pat O'Maley Lanphear**, North Sound BH-ASO Advisory Board, Vice Chair

### **North Sound Behavioral Health Administrative Services Organization (North Sound BH-ASO) Staff Present:**

- **Joe Valentine**, Executive Director, North Sound BH-ASO
- **Margaret Rojas**, Assistant Executive Director, North Sound BH-ASO
- **Darrell Heiner**, Senior Accountant
- **Joanie Wenzl**, Clerk of the Board, North Sound BH-ASO

**Guests Present:**

No guests were present

**Call to Order and Introductions – Chair**

The Chair called the meeting to order and initiated introductions

*It was noted that this was the first hybrid Board of Directors meeting since the inception of COVID*

**Revisions to the Agenda – Chair**

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

**Approval of the January 13<sup>th</sup>, 2022, Minutes, Motion #22-05 – Chair**

Peter Browning moved the motion for approval, Cammy Hart-Anderson seconded, none opposed, no abstentions, all in favor, motion #22-05 carried

**Presentation from Diversity, Racial Equity and Inclusion (DREI) – Michelle Osborne and Nora Karena (30 minutes 1:45-2:15 p.m.)**

The DREI PowerPoint Presentation was given and questions and answers followed

**Comments & Announcements from the Chair**

Jill Johnson thanked the Board for her time served on the North Sound BH-ASO Board of Directors as the Board Chair.

She then congratulated Peter Browning in his new role as Board Chair and Cindy Wolf as Vice Chair. She then passed the remainder of the meeting's Chair responsibilities over to Peter.

**Reports from Members**

Reports from members were given

**Comments from the Public**

There were no comments from the public

**Report from the Advisory Board**

Pat O'Maley Lanphear gave the report from the Advisory Board

**Report from the Executive Director**

Joe Valentine gave the report from the Executive Director which included the following topics:

- BEHAVIORAL HEALTH LEGISLATIVE BILLS
- BH-ASO LEGISLATIVE BUDGET PRIORITIES
- NEW BUDGET PROVISOS FOR CHILDREN AND YOUTH SERVICES
- RECOVERY NAVIGATOR PROGRAM [RNP]
- WHATCOM COUNTY CO-RESPONSE COMMUNITY RESPONSE RFQ
- HOMELESS OUTREACH STABILIZATION TEAM [HOST]
- CRISIS SERVICES UPDATE
- DIVERSITY, RACIAL EQUITY, AND INCLUSION INITIATIVE [DREI]
- CHANGES TO BH-ASO CLINICAL OVERSIGHT STRUCTURE

### **Report from the Finance Officer**

Joe Valentine gave the report from the Finance Officer and opportunity for questions and answers

*All matters listed with the Consent Agenda have been distributed to each Member for reading and study, are considered to be routine, and will be enacted by one action of the Executive Committee with no separate discussion. If separate discussion is desired, the item may be removed from the Consent Agenda and placed on the Regular Agenda by request of a member.*

### **Consent Agenda**

#### **Motion #22-06**

- To review and approve the North Sound Behavioral Health Administrative Services Organization claims paid from January 1st, through January 31st in the amount of **\$3,134,304.26**.
- Payroll for the month of January in the amount of **\$161,973.87** and associated employer benefits in the amount of **\$68,882.28**.

Jill Johnson moved the motion for approval, Jackie Mitchell seconded, none opposed, none abstained, all in favor, motion #22-06 carried

### **Action Items**

- Vote for Chair and Vice Chair
- A single nomination for the new 2022-2024 Chair was received, it was for Peter Browning. No other nominations were received by the Clerk of the Board or mentioned during the meeting.
- A single nomination for the new 2022-2024 Vice-Chair was received. It was for Cindy Wolf. No other nominations were received by the Clerk of the Board or mentioned during the meeting.

Jackie Mitchell moved a motion to approve Peter Browning as Chair and Cindy Wolf as Vice Chair from 2022-2024.

Cammy Hart-Anderson seconded, none opposed, none abstained, all in favor, motion carried.

**For Board Approval**

**Asian American Chemical Dependency Treatment Services (ACTS)**

**Summary:**

ACTS is a Behavioral Health Agency previously contracted with the BHO. They are a specialized outpatient provider for the American Korean population; however, they will treat anyone who wishes to access their services. They are licensed for both mental health and substance use services. ACTS reached out to the ASO inquiring of a contract for the non-Medicaid population requesting their services. This is a Fee for Service (FFS) contract, services will be paid on encounters through our data system. ACTS was a contracted provider in the BHO network.

**Motion# 22-07**

- North Sound BH-ASO-ACTS-ICN-22 for the provision of outpatient services to individuals who are non-Medicaid. The contract term is January 1, 2022, through December 31, 2022, with an automatic one-year renewal on January 1, 2023, based on continued compliance with the terms of the contract.

Jill Johnson moved the motion for approval, Cammy Hart-Anderson seconded, none opposed, no abstentions, all in favor, motion #22-07 carried

\*\*\*

**Compensation Works Contract**

**Summary:**

Compensation Works is a human resource agency specializing in compensation assessments. This agency conducted our previous survey in 2016. This is an update to the information gathered previously to the Benchmark and Benefit Assessment Survey.

**Motion #22-08**

- Compensation Works-North Sound BH-ASO-Benefit Assessment Contract-22 for the provision of benefit analysis of the North Sound BH-ASO. The term of the contract will

expire when the assessment and analysis is completed and accepted by the North Sound BH-ASO. The maximum consideration on this contract is up to \$20,000.

Jill Johnson moved the motion for approval, Jackie Mitchell seconded, none opposed, no abstentions, all in favor, Motion #22-08 carried

\*\*\*

### **Snohomish County Juvenile Treatment**

#### **Summary:**

Snohomish County Juvenile Treatment program is a diversion program for at risk youth. The number of referrals has increased due to the Blake bill. This funding is Mental Health Block Grant funds set aside for Evidence Based Practices training and implementation of EBPs, such as Dialectical Behavior Therapy (DBT), Functional Family Therapy (FFT) and Multisystemic Family Therapy (MFT). Snohomish Superior Court has been a contractor of the BHO/ASO for several years.

#### **Motion #22-09**

- North Sound BH-ASO-Snohomish County Superior Court-19 Amendment 4 for the provision of \$116,866 in funding to support evidence-based practices with at risk youth. The contract term is July 1, 2019, through June 30, 2022, with an automatic one-year renewal on January 1, 2022, based on continued compliance with the terms of the contract.

Cindy Wolf moved the motion for approval, Jill Johnson seconded, none opposed, no abstentions, all in favor, motion #22-09 carried

<b>For Ratification</b>
-------------------------

### **Substance Abuse Block Grant (SABG)**

#### **Summary:**

The Hand Up Project is a non-profit agency in Snohomish County working with individuals who are unhoused in need of housing and support. They have administered the HARPS housing subsidies in the past and are continuing to provide the services with Substance Abuse Block Grant (SABG) Funding. The funding is for a 6-month period, January – June 2022.

#### **Motion #22-10**

- North Sound BH-ASO-Hand Up Project-PSC-20 Amendment 2 for the provision of housing subsidies to unhoused individuals. The maximum consideration for this contract is \$200,000. The contract term is December 1, 2020, through June 30, 2022, with an automatic one-year renewal on July 1, 2022, based on continued compliance with the terms of the contract.

Cammy Hart-Anderson moved the motion for approval, Cindy Wolf seconded, none opposed, no abstentions, all in favor, Motion #22-10 carried

**Adjourn:** 2:50 p.m.

*Next Meeting: March 10<sup>th</sup>, 2022, (Hybrid meeting, both in person and virtual, via Zoom)*

DRAFT

## North Sound BH ASO Executive Director's Report

March 10, 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
- Below is the status of key bills of interest as of **March 3**

Bill Number	Status	Description
HB 1735	Passed by both Legislative chambers and signed by Speaker of the House and President of the Senate	Amends last year's HB1310 to allow for use of force 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 Ways & Means executive session on February 28, 2022 and referred to Rules Committee	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 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 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 will be issued.
- Representatives from the Advisory Board, Counties, and Board of Directors will be invited to participate in the RFQ review panel.

#### **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. The deadline for response is March 3.
- A Review Committee consisting of North Sound BH-ASO Staff, one (1) county coordinator, and two (2) Advisory Board Representatives is scheduled for Friday, March 11<sup>th</sup>. All current RFI/P/Qs can be found on the North Sound BH-ASO website: <https://nsbhaso.org/for-providers/requests-for-proposals-and-qualifications>

#### **6. CRISIS SERVICES UPDATE**

- a) Weekly Crisis Capacity Indicator Report – through **February 26** [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. CRISIS SERVICES ASSESSMENT**

- We've submitted the annual Crisis Services Assessment required by our HCA contact.
- The Crisis Services Assessment provides an analysis of crisis services metrics during calendar year 2021, reviews the status of improvement strategies, and identifies opportunities for improvement strategies during 2022.
- A link to the Crisis Services Assessment can be found on our website at: [North Sound BH-ASO Annual Crisis Assessment Now Available | North Sound BH-ASO \(nsbhaso.org\)](https://nsbhaso.org/north-sound-bh-aso-annual-crisis-assessment-now-available)
- An overview of the Crisis Services Assessment will be provided at the April Advisory Board and Board of Director meetings with an opportunity to discuss AB and BOD recommendations for how to prioritize improvement strategies.

## **8. CLOSURE OF GREENHOUSE RESIDENTIAL TREATMENT FACILITY**

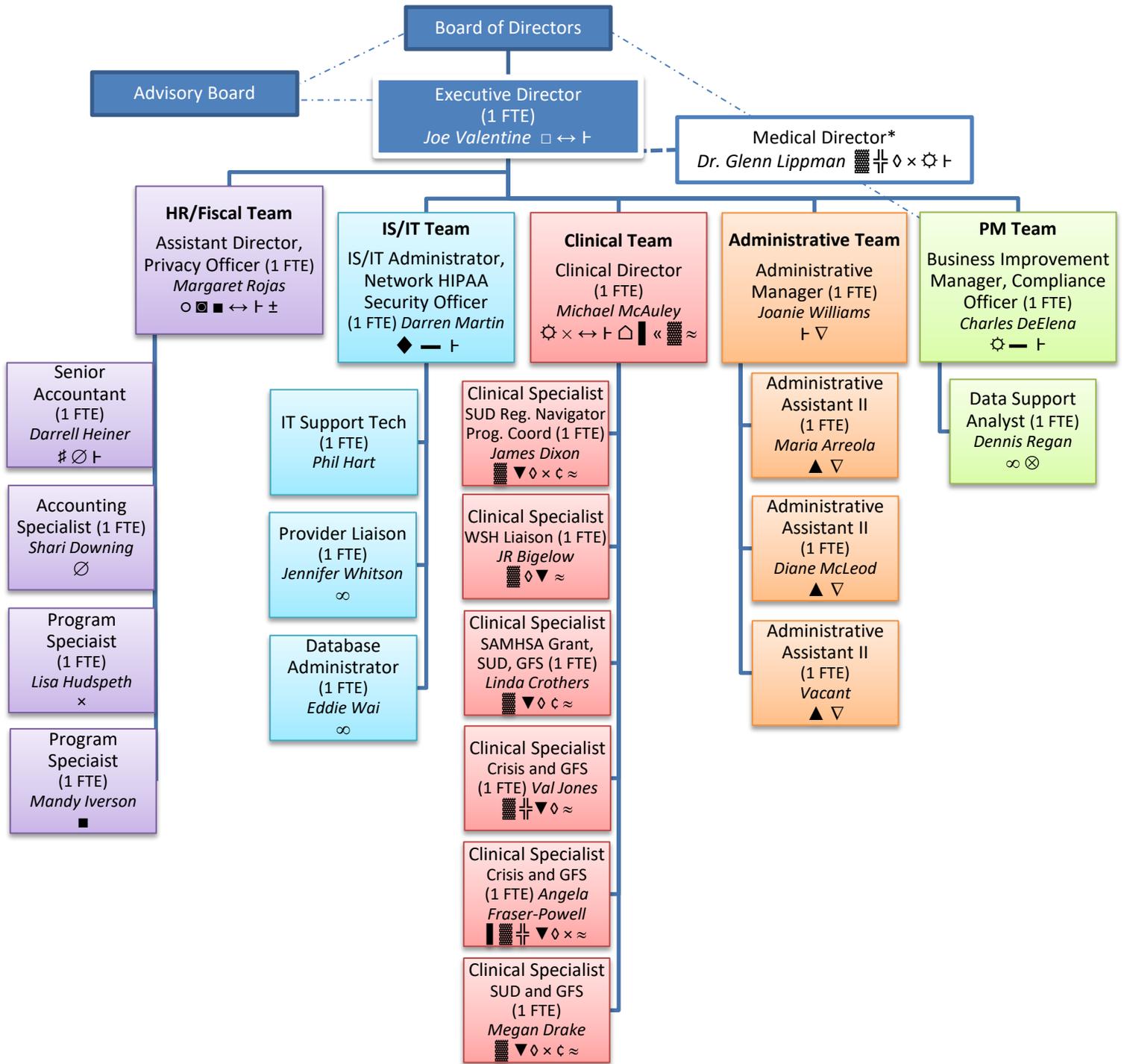
- Compass Health notified us that as of the end of March mental health residential treatment services will no longer be provided at the Greenhouse RTF.
- The existing 16 beds at the Triage Facility bed in the Bailey Building will be temporarily re-located to the Greenhouse facility for an anticipated period of 2 years to allow for the demolition and replacement of the current Bailey Building.
- The 16-bed mental health RTF at Aurora House will continue to operate.
- This change is being made both to accommodate the displacement of beds from the Bailey Building Triage facility as well as to consolidate RTF staffing. Compass has experienced high staffing vacancies at its facilities as a result of staff burnout and turnover.

## **9. 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]

## **10. SOFT RE-OPENING OF NS BHASO OFFICE**

- We are planning a “soft-reopening of the North Sound BH-ASO Office on April 1 unless conditions change with the prevalence of the COVID virus.
- The office will be re-opened in “stages”, the first stage being April 1 – June 30. This will give us a chance to test out different arrangements for a “hybrid” model and monitor the course of the pandemic.
- A minimal monthly requirement for attending meetings in the office will be established for this first stage. However, it is our intent to continue with a “hybrid” model in the future balancing in-office attendance requirements with tele-commuting arrangements.



Legend	Symbol	Role	Description	Symbol	Role
	☪	Addictions Specialist	Customer services/information and referral: General Information and referral and overall customer service	≈	Member Services
	▽	Administrative Services	Customer services/information and referral: Specific information and referral and customer service on BH clinical services	○	Network Development Administrator
	↔	ASO Executive Team	Data Analyst	±	Privacy Officer
	◇	Care Management/Care Coordination	Encounter Data Processing	—	Program Integrity, Fraud and Abuse
	█	Children's Specialist	Financial Reporting	☑	Provider Relations Administrator
	#	Claims Administration	Government/Community/Tribal Liaison	☀	Quality Management
	△	Clinical Director	Grievances and Appeals	■	Staff and Provider Training
	⚖	Crisis response system, including oversight of delegation to VOA	Information Technology	⚙	Utilization/Care Management Administrator
	«	Crisis Triage Administrator	Leadership Team		

\*Independent Sub-Contractor