



## **North Sound Behavioral Health Advisory Board Agenda**

September 6, 2022  
1:00 p.m. – 3:00 p.m.

### **Call to Order and Introductions**

### **Revisions to the Agenda**

### **Approval of July and August Minutes**

### **Announcements**

— Molina Healthcare Representative – Ashley Nelson

### **Brief Comments or Questions from the Public**

### **Office of Behavioral Health Advocacy**

### **Executive Committee Report**

### **Executive Director's Report**

### **Executive Director's Action Items**

### **Old Business**

- WA Co-Occurring Disorders & Treatment Conference – Update
- Strategic Planning Ad Hoc Committee – Summary
- Advisory Board Community Contest

### **New Business**

- Advisory Board Behavioral Health Needs Survey
- October Open for New Officers
- Legislative Planning

### **Report from Advisory Board Members**

### **Reminder of Next Meeting**

### **Adjourn**



## **North Sound Behavioral Health Advisory Board**

**August 2, 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: Jere LaFollete
- Snohomish County: Pat O'Maley-Lanphear, Jack Eckrem, Jennifer Yuen, Fred Plappert
- Whatcom County: Kara Allen, Alan Friedlob, Mark McDonald, Arlene Feld

### **Members Excused:**

- Island County:
- San Juan County:
- Skagit County: Deanna Randall-Seacrest
- Snohomish County: Michele Meaker
- Whatcom County:

### **Members Absent:**

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

**North Sound BH-ASO Staff:** Joe Valentine, Executive Director; Maria Arreola, Advisory Board Coordinator, Margaret Rojas; Assistant Director, James Dixon; Regional Recovery Navigator Coordinator, Lisa Hudspeth; Program Specialist

### **Managed Care Organization Representation:**

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

### **Guests:**

Michelle Osbourne and Nora Roberts, Consultants

### **Call to order and Introductions**

The meeting was called to order by Chair O'Maley-Lanphear at 1:05 p.m.

### **Revisions to the Agenda**

No revisions mentioned

### **Approval of May Minutes**

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

### **Announcements**

None

### **Brief Comments from the Public**

None

### **Whatcom County Candidate – Cathie Murphy**

Motion made to accept Cathie Murphy's seat on the Board for Whatcom County. All in favor. Motion Carried.

### **DREI Project Update**

Michelle Osborne provided a brief update on the DREI project. Members were encouraged to attend the Lunch and Learn sessions. Maria will send out the informational poster.

### **Substance Use Block Grant and Mental Health Block Grant – North Sound BH-ASO, Lisa Hudspeth; Program Specialist, Margaret Rojas; Assistant Director**

Lisa and Margaret reviewed the grants with the Board. Fred moved a motion to accept the grants to forward to Health Care Authority. Jack seconded. All in favor. Motion carried.

Maria will send the letter to Chair O'Maley-Lanphear to be signed. This letter will be turned into the Health Care Authority.

### **Executive Directors Report**

Joe reported on the following

- Activation of State-Wide 988 Line
- ASO/County Behavioral Health Legislative Priorities for 2023
- Crisis Services Update
- Transition of the Ombuds Services Contract
- 2022 Strategic Plan Dashboard

Not Approved by Advisory Board

- Succession Planning
- Facility Needs Assessment
- Update on Request For Proposal for Children and Youth Mobile Crisis Teams
- Update on Recovery Navigator Program
- TEAMonitor Review

## **Executive Director's Action Items**

Joe reviewed each action item. Motion seconded. All in favor. Motion carried.

## **Executive/Finance Committee Report**

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

## **Old Business**

### **Regional Recovery Navigator Program Update – North Sound BH-ASO; James Dixon, Regional Recovery Navigator Coordinator**

Each county staffing were reviewed. Positions are being worked on to fill.

### **Advisory Board Bylaw Review**

Bylaws were brought back to the Board with minor revisions. Jack moved a motion to accept the revised Bylaws. Fred seconded. All in favor. Motion carried.

## **New Business**

### **Advisory Board Priority Planning**

Executive Committee proposed to create an Ad Hoc Committee to begin discussion of the Strategic Plan for the Board.

Jere, Fred, Candy, Alan, and Pat were interested in participating. Maria will coordinate the first meeting.

It was discussed to begin focus on the below priorities

- Peer Support in the Workforce
- Network Adequacy

The Ad Hoc Committee will provide an update during the September meeting.

### **WA Co-Occurring Disorders and Treatment Conference**

Conference will be held October 10-11 in Yakima. This conference will be held as a hybrid model. Members that are interested in attending are to contact Maria. Maria will coordinate registration, lodging and transportation if needed.

### **Advisory Board Retreat Reflection**

Alan shared the impact of listening to other Members in strategic conversations. The retreat provided a stronger connection with other Members.

Arlene shared the importance and significance of face to face contact with people. She was appreciated to get to know other Members

Kara reflected on how Members shared opinions and values. Kara felt more encouraged to keep that drive to move forward.

Candy reflected on the strength of the stories shared and relationships built during the retreat.

Pat shared on the seeing the process unfold from start to finish. The energy built by asking questions and ideas. A lot of work was done in a short period of time.

Joe explained how the Board is where it is today due to individuals wanting to do something in society.

### **Advisory Board Community Contest**

Tabled until the September meeting due to time

### **Report from Advisory Board Members**

None

### **Reminder of Next Meeting**

Tuesday, September 6<sup>th</sup>, 2022

This meeting will be hybrid. Members that are interested in attending in person are to notify Maria.

### **Adjourn**

Chair O'Maley-Lanphear adjourned the meeting at 2:59 p.m.



## North Sound Behavioral Health Organization

### Advisory Board

July 26th, 2022

8:00 a.m. – 2:30 p.m.

Skagit Resort Conference Center, Bow, Washington

### Advisory Board Retreat Meeting Notes

**Members Present:** Pat O'Maley-Lanphear, Kara Allen, Arlene Feld, Alan Friedlob, Michele Meaker, Fred Plappert, Mark McDonald, Cathie Murphy, Candy Trautman, Jennifer Yuen

**Staff:** Joe Valentine, Michael McAuley, Maria Arreola

**Facilitator:** Timothy Corey

**Guests:** Michelle Osbourne

## **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 impact of advocacy by creating a better system of care for the needs of individuals in our communities.

Timothy Corey facilitated the Retreat by guiding the Advisory Board in conversation, via a graphic representation of the role Advisory Boards Strategic Planning

Before entering the agenda topics, Timothy guided a framework of the importance the today's discussions. The outcome is to build a strong foundation for the Strategic Planning

### **North Sound BH-ASO Strategic Plan**

Joe gave a brief overview of the 2022 Strategic Plan

- Goal #1 Remain fully compliant with the Health Care Authority Behavioral Health Administrative Contract
  - AB input: Administrative Responsibility
- Goal #2 Support continuous process improvement of the crisis system
  - AB input: Support the chronic crisis system users, expand the Co-Responder teams, look at the data and see where the trending rises are
- Goal #3 Implement of the updated Quality Management Plan
  - AB input: Continue to monitor data for measure, there are system wide issues, manage the risks i.e. data attacks
- Goal #4 Support regional and state planning efforts to improve access to care for behavioral health services
  - AB input: Access to care and capacity issues
- Goal #5 Develop and implement a plan to address social inequity and systemic racism
  - AB: Input DREI project to educate and develop a strong plan for the ASO. Trauma impacts the system
- Goal #6 Advocate for funding to meet the behavioral health needs of all at-risk persons

Each goal Members provided input to provide feedback to assist the North Sound BH-ASO in their goals.

### **What is being seen in the community**

Points were voiced of the changes in the community. The eyes in the community are critical to help inform the ASO of what data will not show. The change in the community reflects what the system strong thriving points are and what needs to be improved.

- What is working are new treatment options for opioids
- The need for affordable housing
- Homelessness continues to be on the rise
- Varied responses by law enforcement on crisis services calls
- Not enough support for youth



- Individuals are not being held accountable or no consequences for drug use

## **Priorities and Legislative Goals**

### **Legislative Priorities**

- Involuntary Treatment Act Funding
- Streamline funding opportunities
- Managed Care Organization reporting
- Network advocacy standards

### **Advisory Board Priorities**

- Improve service delivery
- Reduce stigma
- Invest in communication deficit within county leadership, human resource and community groups
- Social breakdown in communities
- Moving behavioral health from law enforcement
- Workforce shortage
- Creating a diverse Board

## **Crisis Services**

Michael McAuley, North Sound BH-ASO, Clinical Director provided an in-depth update on the crisis services in the North Sound region.

- 2021 Annual Crisis Assessment – Key Opportunities
- North Sound Care Crisis Continuum of Care
- Crisis Services 24/7 Urgent Care
- What are the barriers for providers implementing ‘optimal’ models or enhances service capacity?
- Crisis prevention/early intervention strategies
- Responding to community needs
- Co-responder programs
- Care Management and Coordination
- 988 and Regional Crisis Line (RCL)
- Individual’s experience with crisis services

## **Budget Meeting**

The May and June Expenditures were reviewed and discussed. A motion was made to move the Expenditures to the Board of Directors for approval. Motion was approved.

Members reviewed the draft Bylaws. It was determined to move to the Full Board in August for approval.

### **Diversity Racial Equity Inclusion Update**

Michelle Osbourne joined the Board to educate on ways to bridge gaps in equity. The Board is supportive in creating a diverse board and building true relationships.






### **Question and Answer Session/ Wrap Up**

A vision is to see communities to be healthier and lives improved by having a system that keeps the system person centered. All individuals are focused on not just those on Medicaid. The system should be honest and be receiving of the needs of communities to help provide the quality of life all individuals need.

Joe wrapped up the retreat by giving his appreciate for sharing ideas and thoughts through the day.

Pat closed the meeting addressing the work ahead.

**North Sound Behavioral Health Administrative Services Organization**  
**Advisory Board Budget**  
**August 2022**

		All Conferences	Board Development	Advisory Board Expenses	Stakeholder Transportation	Legislative Session
	Total	Project # 1	Project # 2	Project # 3	Project # 4	Project # 5
Budget	<b>\$ 20,000.00</b>	\$ 7,900.00	\$ 4,226.00	\$ 7,874.00		\$ -
Expense	(4,678.54)		(4,313.25)	(365.29)		
Under / (Over) Budget	\$ 15,321.46	\$ 7,900.00	\$ (87.25)	\$ 7,508.71	\$ -	\$ -
						
		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



# Office of Behavioral Health Advocacy (OBHA)

# Peer Washington's

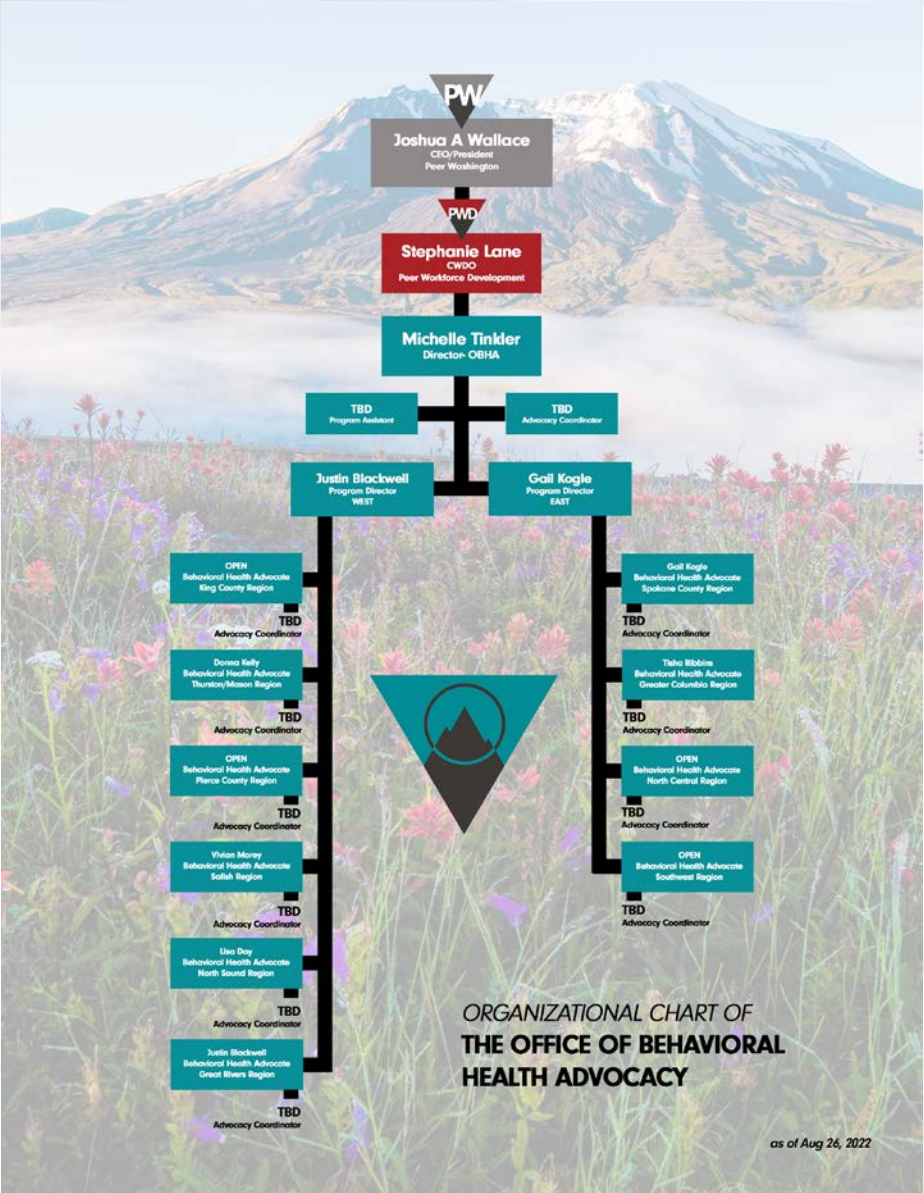
## **Mission**

Peer Washington cultivates powerful, healthy lives by providing peer emotional support and development services to those impacted by addiction, mental health and/or HIV/AIDS.

## **Vision**

Peer Washington envisions a community of peers connected by shared experience in compassionate support of one another.

# OBHA Organizational Chart



# Overview of OBHA

- May 2021, HB 1086 passed (chapter 202, Laws of 2021). This bill transferred oversight of the Ombuds services from HCA to the Department of Commerce to create the Office of Behavioral Health Advocacy.
- Peer Washington was awarded the OBHA contract from Department of Commerce on July 1, 2022.
- Services that Behavioral Health Ombuds currently provide will not change.
- If approved by the OBHA Advisory Council the name for the Behavioral Health Ombuds will be changed to Behavioral Health Advocates.



# What is the Office of Behavioral Health Advocacy (OBHA)?

- Office of Behavioral Health Advocacy(OBHA) has replaced the former behavioral health ombuds.
- OBHA Provide behavioral health advocacy services to individuals needing access to and current recipients of behavioral health services in Washington State. OBHA is tasked with ensuring that the rights of recipients of behavioral health services are respected, and that services are responsive to individuals' needs. OBHA provides recommendations to local, regional, and statewide community and governmental entities to bring about changes in laws, rules, regulations, policies, and procedures that will improve to the quality of behavioral health services for Washington's residents.

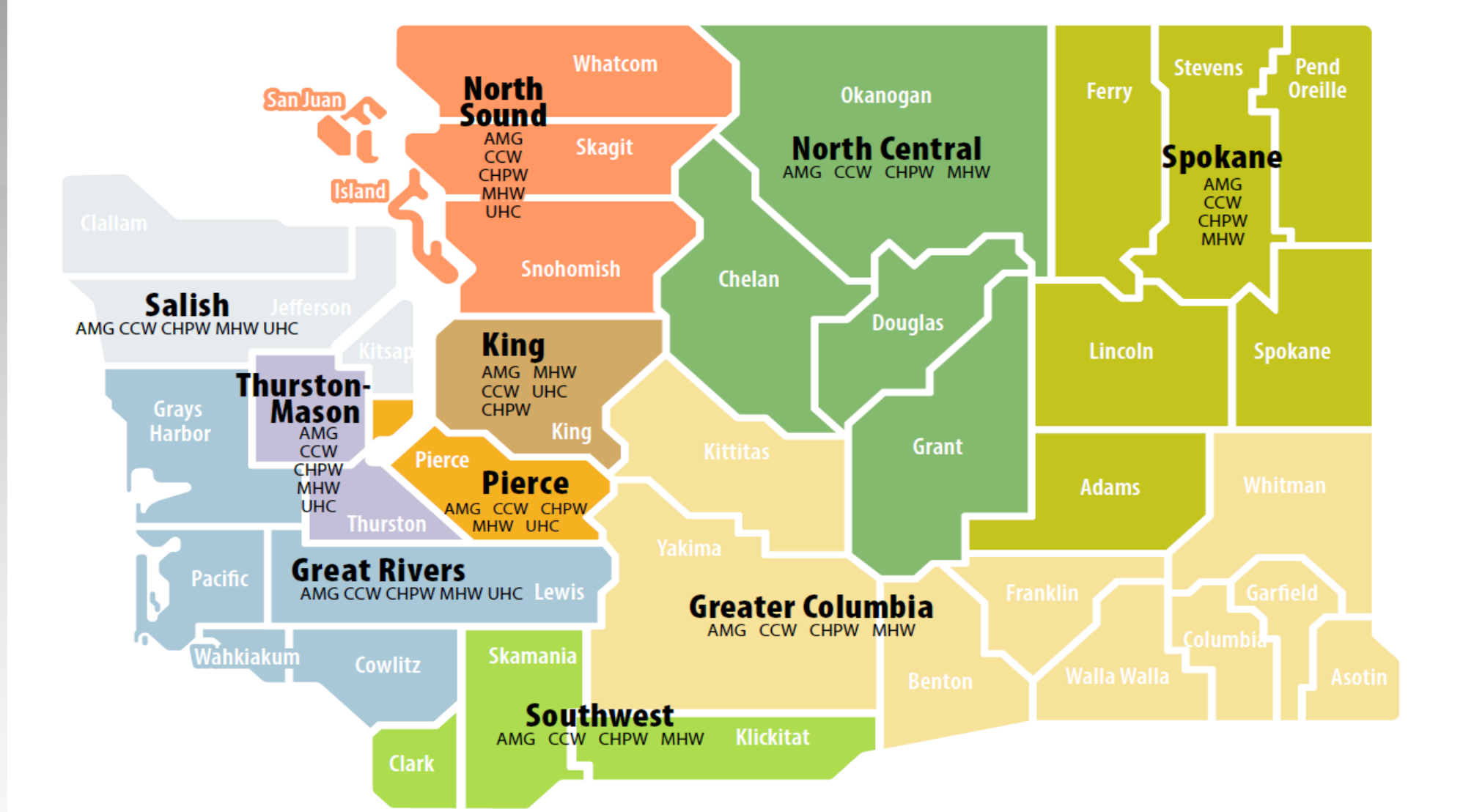


# What is the Office of Behavioral Health Advocacy (OBHA)?

At OBHA, our mission is to improve the quality of behavioral health services delivered to Washington State's residents. To achieve this, we offer the following three core services:

1. OBHA provides free assistance, support, and advocacy to any individual who is currently receiving or needs access to behavioral health services in Washington State.
2. We provide input and recommendations to local, regional, and statewide entities regarding changes in laws, rules, regulations, policies, and procedures that will improve behavioral health services, service access, and service delivery.
3. We deliver behavioral health-related training for community members, service providers, and other stakeholders.

# Service Locations



# What is a Behavioral Health Advocate (BHA)?

- Also known as Behavioral Health Ombuds.
- Peer Washington employee who has lived experience of navigating within the behavioral health system.
- Equipped to assist individuals with any concerns they may have regarding services they are receiving from a behavioral health service provider.
- Able to assist individuals who are experiencing barriers accessing behavioral health care.
- Supports an individual with the information, tools, and resources they need to advocate on their own behalf, or when requested by the individual, to step in to mediate or advocate on an individual's behalf with a service provider.

# Behavioral Health Advocates (BHA)

- Promote self-advocacy, empowering individual voice, and assisting individuals to develop not only confidence in their own voice, but a sense of empowerment through promoting ownership of their individual recovery plan and goals.
- Inform and educate individuals and their supports of their rights
  - Medicaid service rights
  - Mental Health service rights
  - Voluntary rights
  - Involuntary rights

# **Behavioral health Advocates will...**

Work collaboratively with the individual receiving service, their supports, providers, BH-ASOs, and MCOs to resolve complaints, grievance, appeals, and/or administrative hearings

# BHA Services

- Complaint (Agency Level)
- Grievance
- Appeal
- Administrative
- Information and Referral
- Assist with completing Mental Health Advanced Directives
- Assist individuals in finding a voice for their concerns and teach them self-advocacy skills
- Educates individuals, advocates, and providers about the behavioral health system
- Investigates and resolves behavioral health concerns at the lowest level possible
- Attends committees, meetings, and conferences
- Provides education on Joel's Law, Ricky's Law, ITA Laws, and Advanced Directives
- Services are provided to adults and youth



# Definitions:

- Complaint: Informal process where concerns are addressed at the lowest level directly with the service provider
- Grievance: A formal process where concerns are addressed at the BH-ASO or MCO level (depends on how services are funded). Concerns could be concerns with service provider or concerns about the service of the BH-ASO or MCO
- Appeal:
  - disagreement with the benefit determination, termination, or adjustment in services by the BH-ASO or MCO
  - BH-ASO or MCO did not follow the timeline for the grievance process
- Administrative Hearing: Disagreement with the decision of the appeal regarding benefit determination

# BHA- Categories of Grievances/Complaints

- Access
- Dignity and respect
- Quality/Appropriateness
- Patient rights
- Phone calls not returned
- Service intensity, not available or coordination of services
- Participation in treatment/consumer voice
- Physicians, ARNPs, and medications
- Financial and administrative services
- Residential
- Housing
- Emergency services
- Violation of confidentiality
- Other rights (interpreters, cultural differences, MHAD)



# BHA Responsibilities

- Ensure individual's Client Rights are not being violated
- Stays accessible to individuals, families and other interested parties to investigate complaints and grievances related to behavioral health services
- Adheres to Federal confidentiality regulations and laws (CFR 42 PART 2)
- Participates in training and adheres to confidentiality standards of the Health Insurance Portability and Accountability Act (HIPAA)
- Adheres to all state confidentiality laws (WAC, RCW)
- Regional Advisory Committee meeting
- Attend the BH-ASO Advisory Board meetings and the FYSPRT meetings.

# BHAs do not:



- Provide behavioral health counseling or case management
- Obtain information on your behalf without written consent
- Ensure any specific outcome
- Give legal advice
- Enforce a recommendation

# Who is Eligible?

- Any person applying for, eligible for, or receiving services behavioral health and/or substance use provider
- All services are FREE of charge and CONFIDENTIAL

*Eligibility  
Criteria*



# Office of Behavioral Health Advocacy (OBHA)

- Centralize website and phone number (no wrong door)
- Statewide uniform reporting system
  - Analyze data relating to complaints and conditions provided by behavioral health providers and facilities
  - Monitor, develop, and recommend improvements in the implementation of Federal, State, and local laws, rules, regulations, and policies.
- Establish a statewide advisory council. (First meeting scheduled for September 6, 2022, at 10:00 AM – 1:30 PM)

# OBHA

- Oversee the services BHAs in all 10 regions
- Certification training for BHAs
- Development and delivery of education programs and information on topics on but not limited to:
  - Mental Health Advanced Directives (MHAD)
  - Wellness Recovery Action Plans (WRAP)
  - Crisis services and contacts
  - Peer services and supports
  - Family advocacy and rights
  - Family-initiated treatment and other behavioral health service options for minors
  - Involuntary treatment
  - Telling your story to the legislature

# OBHA

- Will refer and track grievances that fall out of the BH Advocates jurisdiction (Note: all services are still self directed)
  - Department of Health
  - Department of Corrections Ombuds
  - DDA Ombuds
  - LTC Ombuds
  - Office of the Family and Children's Ombuds
  - State Hospitals (Western State, Eastern State, and Child Study)
  - Community Hospitals



# Quality Review Team (QRT).

In the future we will develop a QRT team in each region

- Individuals with lived experience
- Survey individuals as BH agencies regarding their experience with BH services and gather any recommendations that are reported
- Volunteers



# Contact Information

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Toll Free: Coming soon



# Questions?



Thank  
you!!