



North Sound Behavioral Health  
Administrative Services Organization

# 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** .....Attachment
- 8. Ombuds Presentation (2:00 p.m.)** .....Attachment
- 9. Report from the Finance Officer** (Available at Meeting) .....Attachment
- 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.*

**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 **\$2,769,287.51**.
- Payroll for the month of February in the amount of **\$158,044.62** and associated employer benefits in the amount of **\$74,029.70**.

**11. Action Items**

<b>For Board Approval</b>
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**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.

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#### **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.

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#### **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.

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#### **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

- 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.

### Summary:

- 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 ..... Attachments

## 15. Adjourn

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



## Board of Directors

### Meeting Minutes

### 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

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### **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

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### **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

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## **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

## **For Ratification**

## **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



## Advisory Board Brief

March 2, 2022

The Advisory Board met on March 1, and the following items were discussed:

### — Advisory Board

- The Ombuds gave their annual report.
- Annual review of Advisory Board policies was approved.
- Members were asked to provide nominations for Vice Chair. A ballot will be created to have an official vote occur in April.
- Ad Hoc Committee was formed to further discuss recruitment outreach in the community.

### — Executive Director

- The Executive Director reported on
  - Behavioral Health Legislative Bills
  - Legislative Budget Proposals
  - Community Behavioral Health Rental Assistance Update
  - Homeless Outreach Stabilization Team
  - Whatcom County First Responder Co-Response Outreach Program Request for Qualifications Update
  - Crisis Services Update
  - Update on Changes to BH-ASO Organizational Structure
- The Action Items were passed and recommended to the Board of Directors for approval.

### — Finance/Executive Committee

- The February Expenditures were passed and recommended to the Board of Directors for approval.

— **Advisory Board Resignation and Membership**

- Duncan West has resigned from the Board. Pat O'Maley-Lanphear is now Chair of the Board. Nominees have been submitted for Vice Chair. A vote will take place during the April meeting.
- Skagit 1 Vacancy
- Island 2 Vacancies
- San Juan 3 Vacancies
- Whatcom 2 Vacancies
- Snohomish 2 Vacancies

# North Sound Behavioral Health Ombuds

2021 Annual Report

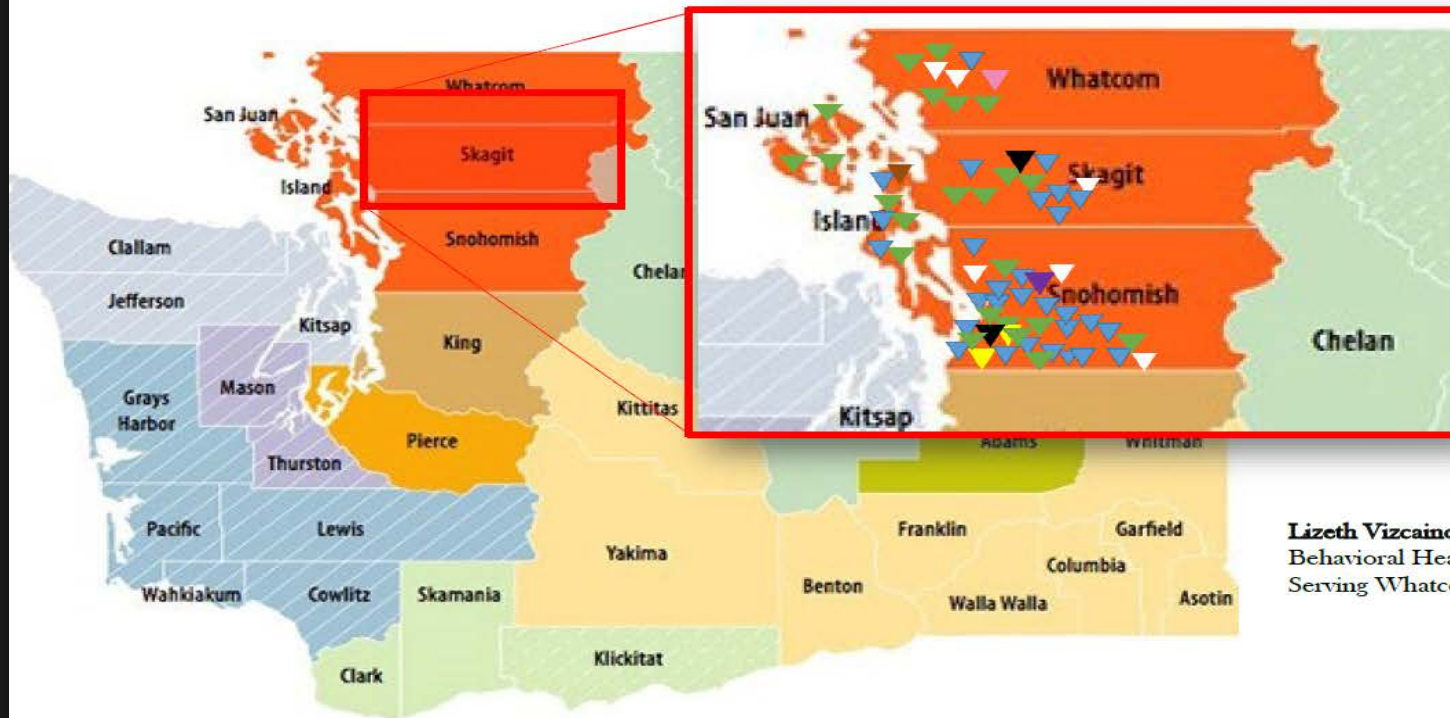
## Key Highlights from 2021

- 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

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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

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[www.CommunityActionSkagit.org](http://www.CommunityActionSkagit.org)



### NORTH SOUND BEHAVIORAL HEALTH OMBUDS

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**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

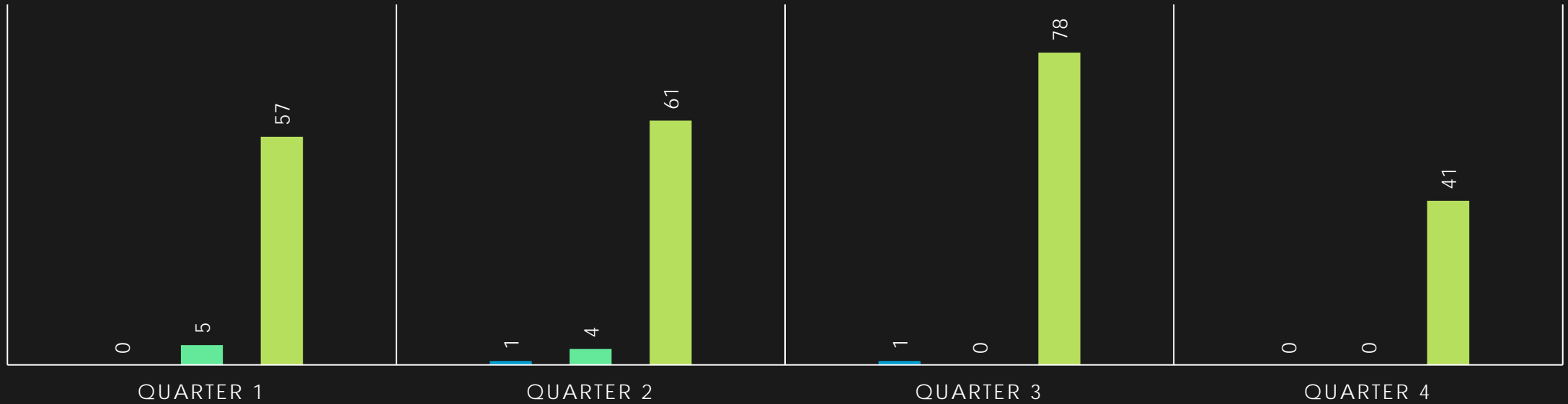
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**(360) 416-7004**  
[www.CommunityActionSkagit.org](http://www.CommunityActionSkagit.org)

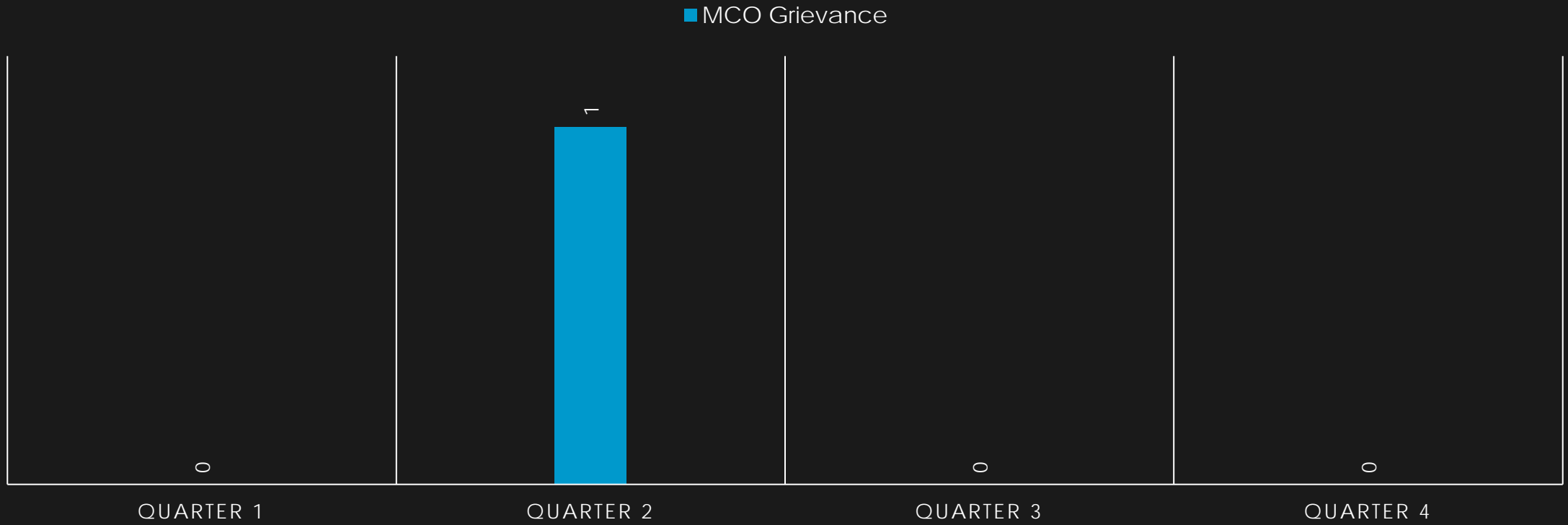
# Ombuds 2021 Overview

## SERVICES PROVIDED

■ MCO Grievance ■ Agency Complaint ■ Resource



# 2022 MCO Grievances



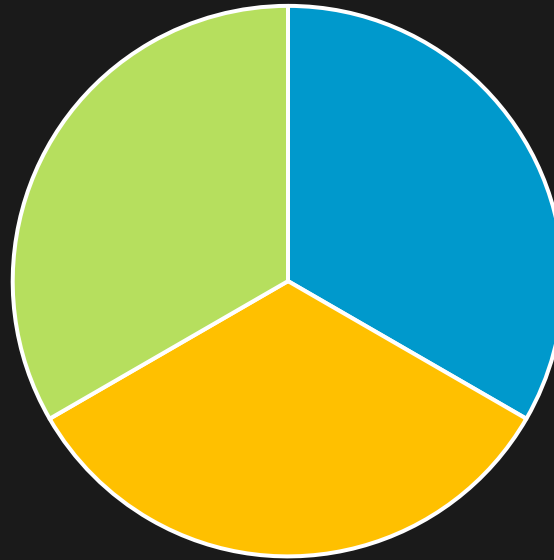
## Single Grievance Overview

- 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



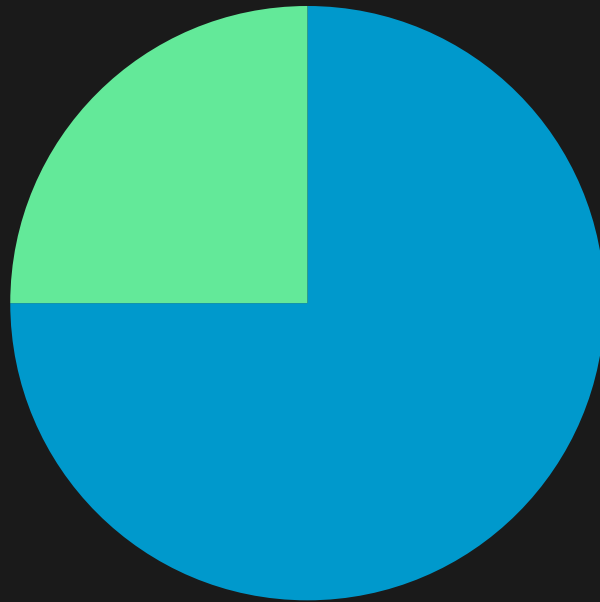
■ Access   ■ Dignity and Respect   ■ Coordination of Services

# Complaint Breakdown

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

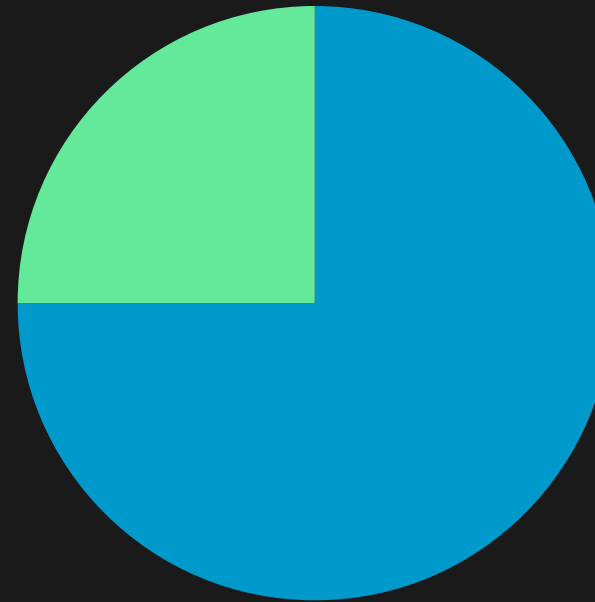
# Agency Complaints

Quarter 1 2021



- Compass Health
- Snohomish County Jail /Therapeutic Health Services

Quarter 2 2021



- Compass Health
- Fairfax



# Agency Complaints

Quarter 3 2021

- No Agency Complaints

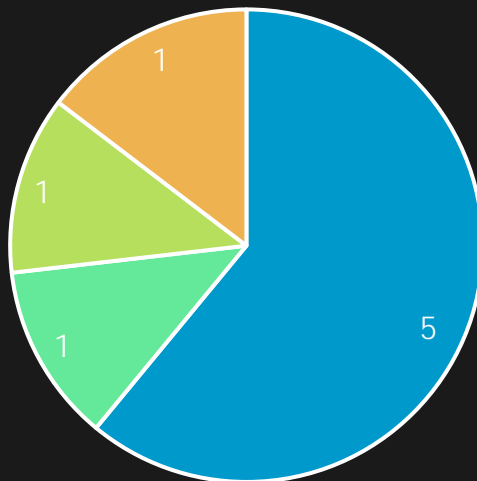
Quarter 4 2021

- No Agency Complaints

# Complaint Categories

Note: No complaints were filed in Quarter 3 or 4

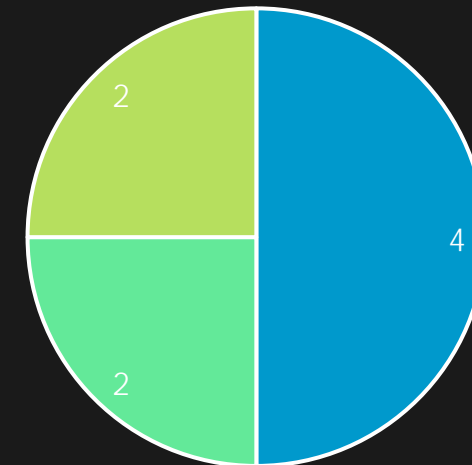
Quarter 1, 2021



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

■ Access ■ Dignity & Respect ■ Service Intensity ■ Other

Quarter 2, 2021

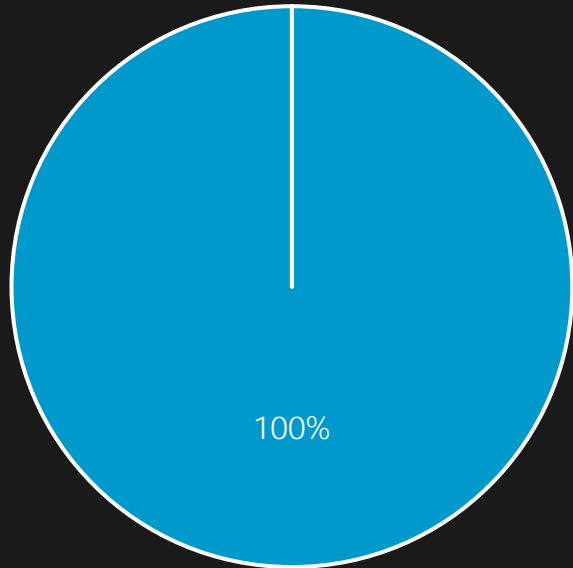


**Case 1:** Access  
**Case 2:** Access, dignity & respect, coordination of care  
**Case 3:** Access  
**Case 4:** Access, dignity & respect, coordination of care

■ Access ■ Dignity & Respect ■ Coordination of Services

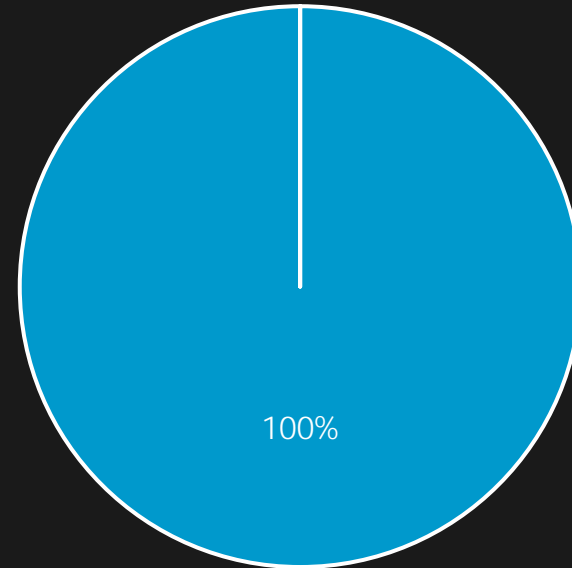
# Service Type

Quarter 1 2021



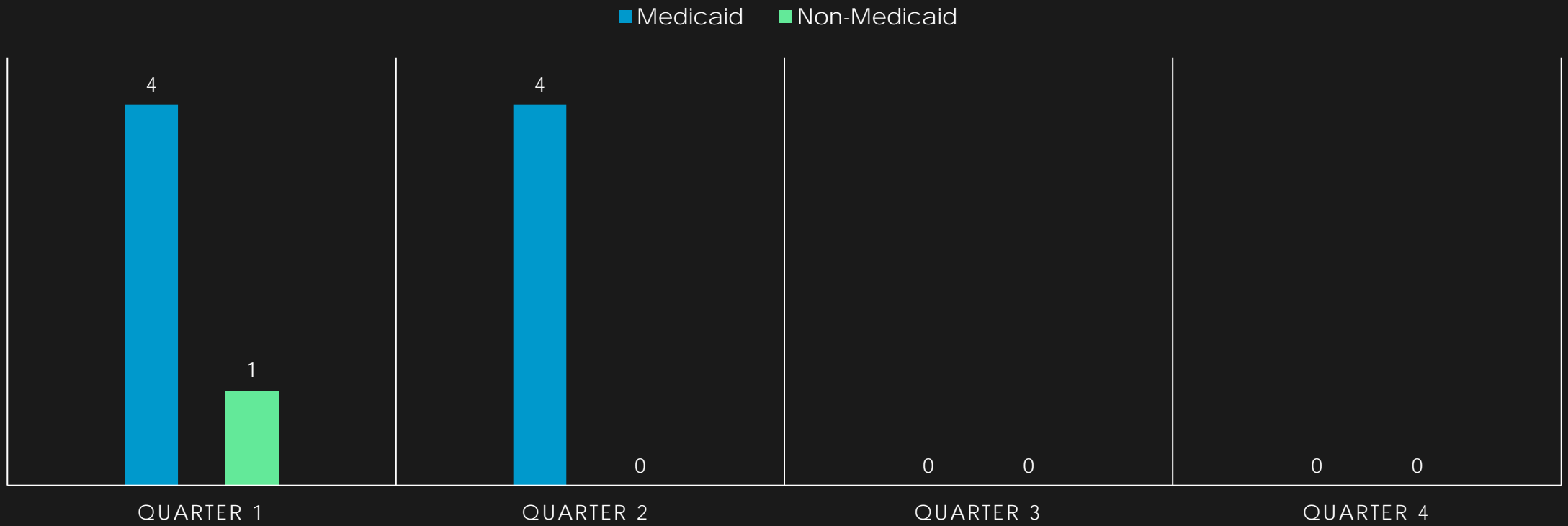
■ Mental Health ■ SUD ■ WISe ■ Co-occurring

Quarter 2 2021



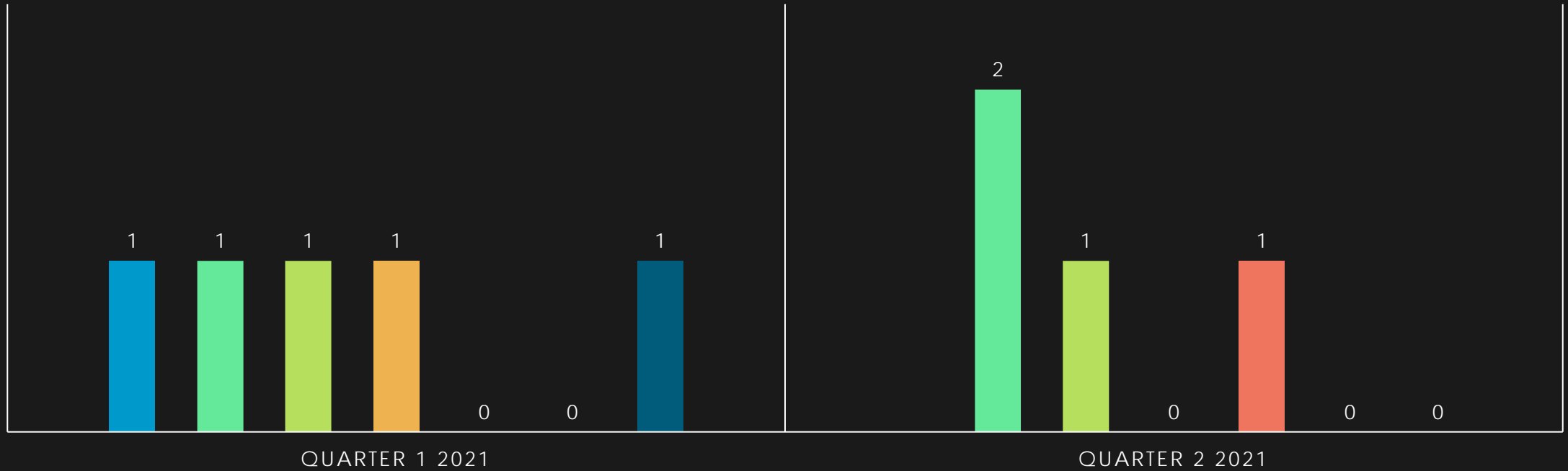
■ Mental Health ■ SUD ■ WISe ■ Co-occurring

# Insurance Type



# Payer for Service

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

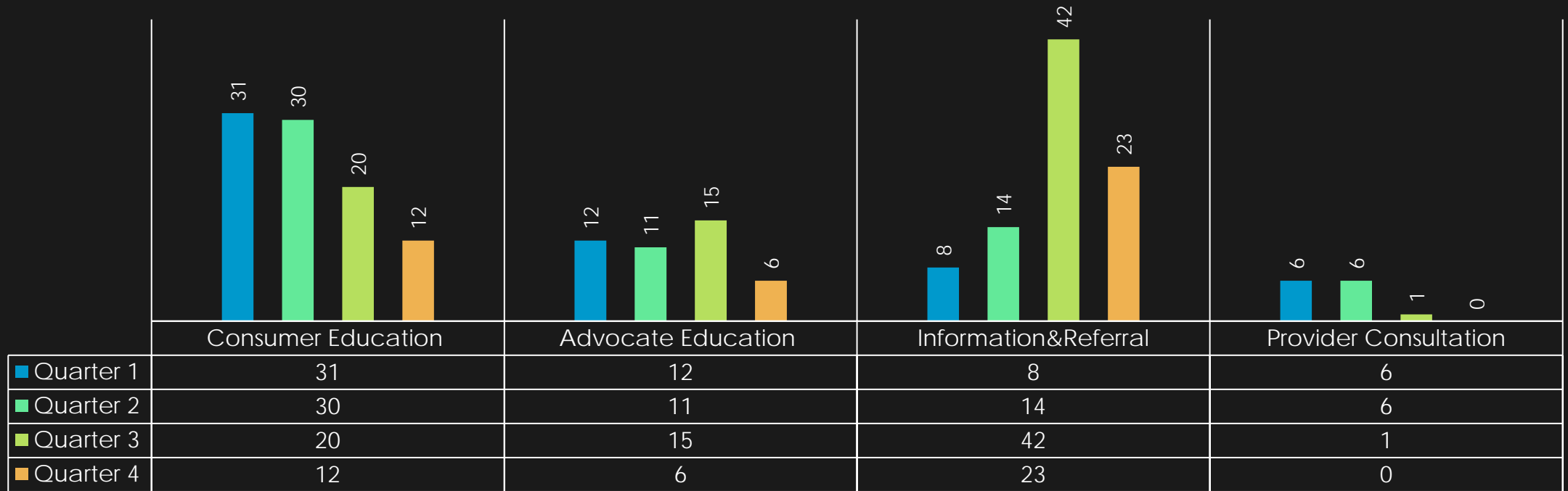


## Resource Definitions

- ❑ **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



# North Sound Behavioral Health Administrative Services Organization March 10th, 2022 Board of Directors Financial Notes

## HIGHLIGHTS

1. The Budget to Actuals Looks pretty good. Our state funds are showing a large positive variance due to receiving the November amendment amount in January. Inpatient Treatment is trending upwards, and we recently received a large bill from HCA which will be reflected in next month's report. Most of the large positive expense variances are due to programs not running yet.
2. The Revenue and Expense statement is currently showing a large income which is mainly due to the payment of the November amendment amounts in January.
3. The one thing to note is the decrease in the Medicaid fund balance, this is due to a change in our method for calculating MCO expense for our crisis system and enables us to pull down the MCO revenue that was building up in the fund balance. Current MCO revenue is not covering current expense and it looks like the remaining fund balance will be used up in March or April. We are planning to renegotiate our funding contracts with the MCOs and present data on the percentage of ITA investigations that are Medicaid billable.

## NOTES

1. We are presenting the financial statements for February 2022 for the Behavioral Health Administrative Services Organization (ASO).
2. These monthly statements are prepared for the Board's use only. They provide a snapshot of expenses and revenue for a single calendar month compared with a hypothetical "year to date" projection. However, neither revenues nor expenditures occur on an equal 1/12 amount each month.
3. The North Sound BH-ASO adopts "calendar year" budgets, but the allocations from the state are done on a state fiscal year basis [with adjustments every 6 months]. The exceptions are Federal Block Grant Funds which are allocated for the entire fiscal year.
4. Revenues and expenses are managed independently within each of the major fund categories: Medicaid, State General Fund, Mental Health Block Grant, Substance Abuse Block Grant, and SAMHSA [a direct grant we receive from the federal government for our rural Medication Assistance Treatment program].

5. Within 'State General Funds', allocations are further subdivided between general state funds, and the multiple "Proviso" funds allocated for specific services.

6. We have added two new lines at the bottom of the "Revenue and Expense" tab which shows the beginning and ending fund balance within each fund category for the state fiscal year. I also added some additional lines at the bottom to show the Net Income from Operations before the transfer of funds to the BHO.

7. The Budget to Actuals statement includes notes on areas where there is a variance between the hypothetical year to date budget and actual revenues and expenditures. I also added additional lines at the bottom to show the transfer of funds separate from the normal operations.

**NORTH SOUND BEHAVIORAL HEALTH ADMINISTRATIVE SERVICE ORGANIZATION**  
**PRELIMINARY REVENUE and EXPENSE STATEMENT for FEBRUARY 2022\***  
**BUDGET TO ACTUALS**

<b><u>REVENUES</u></b>	<b>2022 Budget</b>	<b>YTD 2022 Budget</b>	<b>YTD 2022 Actual</b>	<b>Variance Favorable (Unfavorable)</b>	
Intergovernmental Revenues					
HRSA	\$ 333,333	55,556	0	(55,556)	
MHBG	3,088,440	514,740	273,201	(241,539)	
SABG	5,339,865	889,978	1,601,651	711,673	
State Funds	25,083,404	4,180,567	9,220,671	5,040,103	Got November
Medicaid (MCO)	5,102,632	850,439	882,982	32,543	
Total Intergovernmental Revenues	38,947,674	6,491,279	11,978,504	5,487,225	
Misc. Revenue **	0	0	227,246	227,246	Transfer from
Interest Revenue	3,500	583	444	(139)	
<b>TOTAL REVENUES</b>	<b>\$ 38,951,174</b>	<b>\$ 6,491,862</b>	<b>\$ 12,206,194</b>	<b>\$ 5,714,332</b>	
<b><u>EXPENDITURES</u></b>					
Inpatient Treatment	\$ 1,150,000	191,667	\$ 335,456	(143,790)	
ITA Judicial	2,300,000	383,333	449,394	(66,060)	
Crisis Services	14,639,597	2,439,933	1,996,236	443,697	
MH Crisis Stabilization	1,500,000	250,000	366,650	(116,650)	
E&T Services	1,100,000	183,333	113,256	70,078	
E&T Discharge Planner	107,294	17,882	12,889	4,993	
Jail Services	367,536	61,256	33,261	27,995	
PACT Services	511,716	85,286	65,804	19,482	
MHBG Expenditures ***	1,371,893	228,649	120,045	108,604	
HARPS & DOC Housing	1,197,343	199,557	165,681	33,876	
DMA County Contracts	581,292	96,882	42,822	54,060	
SABG Expenditures ****	3,920,240	653,373	592,567	60,806	
Withdrawal Management	900,000	150,000	244,746	(94,746)	
HRSA	304,921	50,820	66,343	(15,523)	
Juvenile Drug Court	139,800	23,300	9,832	13,468	
Other MH Services *****	1,244,501	207,417	161,413	46,004	
Other SUD Services	3,046,419	507,737	11,817	495,920	
Ombuds	216,000	36,000	27,874	8,126	
Advisory Board	19,998	3,333	0	3,333	
Subtotal - Services	34,618,550	5,769,758	4,816,086	953,672	
Administration	4,332,624	722,104	629,513	92,591	
<b>TOTAL EXPENDITURES</b>	<b>\$ 38,951,174</b>	<b>\$ 6,491,862</b>	<b>\$ 5,445,599</b>	<b>\$ 1,046,264</b>	

Excess of Revenues Over (Under) Expenditure. \$ 6,760,595

\* **THIS IS AN UNAUDITED STATEMENT**

\* Medicaid and State revenue are paid in advance. MHBG, SABG and SAMHSA revenue are paid on an expense reimbursement method. Expenses are recognized when the bill is received.

**NORTH SOUND BEHAVIORAL HEALTH ADMINISTRATIVE SERVICE ORGANIZATION**  
**PRELIMINARY REVENUE and EXPENSE STATEMENT for FEBRUARY 2022\***

<b><u>REVENUES</u></b>	<b>YTD 2022 Totals</b>	<b>YTD 2022 Medicaid</b>	<b>YTD 2022 State</b>	<b>YTD 2022 MHBG</b>	<b>YTD 2022 SABG</b>	<b>YTD 2022 HRSA</b>
Intergovernmental Revenues						
HRSA	0					-
MHBG	82,277			82,277		
SABG	855,057				855,057	
State Funds	5,764,372		5,764,372			
Medicaid (MCO)	347,796	347,796				
Total Intergovernmental Revenues	7,049,502	347,796	5,764,372	82,277	855,057	0
Misc. Revenue **	0		0			
Interest Revenue	222		222			
<b>TOTAL REVENUES</b>	<b>\$ 7,049,723</b>	<b>\$ 347,796</b>	<b>\$ 5,764,593</b>	<b>\$ 82,277</b>	<b>\$ 855,057</b>	<b>\$ -</b>

<b><u>EXPENDITURES</u></b>						
Inpatient Treatment	\$ 103,223		\$ 103,223			
ITA Judicial	211,426		211,426			
Crisis Services	1,086,042	558,842	366,320		160,880	
MH Crisis Stabilization	121,886		0	121,886		
E&T Services	112,254		112,254			
E&T Discharge Planner	7,036		7,036			
Jail Services	20,454		20,454			
PACT Services	38,776		38,776			
MHBG Expenditures ***	61,778			61,778		
HARPS & DOC Housing	48,720		48,720			
DMA County Contracts	20,732		20,732			
SABG Expenditures ****	294,200				294,200	
Withdrawal Management	108,148				108,148	
HRSA	44,802					44,802
Juvenile Drug Court	6,600		6,600			
Other MH Services *****	118,250		118,250			
Other SUD Services	0		0			
Ombuds	13,446	10,622	2,824			
Advisory Board	0		0			
Subtotal - Services	2,417,772	569,464	1,056,615	183,663	563,227	44,802
Administration	338,061	79,624	252,172			6,264
<b>TOTAL EXPENDITURES</b>	<b>\$ 2,755,833</b>	<b>\$ 649,088</b>	<b>\$ 1,308,787</b>	<b>\$ 183,663</b>	<b>\$ 563,227</b>	<b>\$ 51,066</b>
Net Income	\$ 4,293,890	\$ (301,293)	\$ 4,455,806	\$ (101,387)	\$ 291,830	\$ (51,066)

Beginning Fund Balance 12/31/21	5,704,731	531,177	6,219,280	(96,902)	(942,437)	(6,387)
<b>Ending Fund Balance</b>	<b>9,998,621</b>	<b>229,884</b>	<b>10,675,086</b>	<b>(198,289)</b>	<b>(650,607)</b>	<b>(57,453)</b>

Note: State Fund Balance also includes Proviso Fund Balances which are designated for specific expenditures

\* THIS IS AN UNAUDITED STATEMENT

\* Medicaid and State revenue are paid in advance. MHBG, SABG and SAMHSA revenue are paid on an expense reimbursement method. Expenses are recognized when the bill is received.

**NORTH SOUND BEHAVIORAL HEALTH ADMINISTRATIVE SERVICE ORGANIZATION  
PROJECTED REVENUE and EXPENSE STATEMENT for JANUARY TO JUNE 2020  
BUDGET TO ACTUALS**

<b><u>REVENUES</u></b>	<b>2022 Budget</b>	<b>YTD 2022 Budget</b>	<b>YTD 2022 Actual</b>	<b>Variance Favorable (Unfavorable)</b>
Intergovernmental Revenues				
HRSA	\$ 333,333	166,667	166,667	1
MHBG	3,088,440	1,544,220	1,366,878	(177,342)
SABG	5,339,865	2,669,933	2,354,560	(315,373)
State Funds	25,083,404	12,541,702	15,730,305	3,188,603
Medicaid (MCO)	5,102,632	2,551,316	2,642,807	91,491
Total Intergovernmental Revenues	38,947,674	19,473,837	22,261,217	2,787,380
Misc. Revenue **	0	0	0	-
Interest Revenue	3,500	1,750	1,500	(250)
<b>TOTAL REVENUES</b>	<b>\$ 38,951,174</b>	<b>\$19,475,587</b>	<b>\$ 22,262,717</b>	<b>\$ 2,787,130</b>

<b><u>EXPENDITURES</u></b>				
Inpatient Treatment	\$ 1,150,000	575,000	\$ 466,000	109,000
ITA Judicial	2,300,000	1,150,000	1,250,000	(100,000)
Crisis Services	14,639,597	7,319,799	7,488,598	(168,800)
MH Crisis Stabilization	1,500,000	750,000	678,549	71,451
E&T Services	1,100,000	550,000	260,972	289,028
E&T Discharge Planner	107,294	53,647	53,647	-
Jail Services	367,536	183,768	183,768	-
PACT Services	511,716	255,858	255,858	-
MHBG Expenditures ***	1,371,893	685,947	691,196	(5,250)
HARPS & DOC Housing	1,197,343	889,512	903,415	(13,903)
DMA County Contracts	581,292	290,646	290,646	-
SABG Expenditures ****	3,920,240	1,960,120	1,819,294	140,826
Withdrawal Management	900,000	450,000	659,611	(209,611)
HRSA	304,921	152,461	152,461	(1)
Juvenile Drug Court	139,800	69,900	69,900	-
Other MH Services *****	1,244,501	622,251	782,173	(159,923)
Other SUD Services	3,046,419	1,523,210	1,559,688	(36,479)
Ombuds	216,000	108,000	82,900	25,100
Advisory Board	19,998	9,999	9,999	-
Subtotal - Services	34,618,550	17,600,116	17,658,675	(58,560)
Administration	4,332,624	2,166,312	1,985,332	180,980
<b>TOTAL EXPENDITURES</b>	<b>\$ 38,951,174</b>	<b>\$19,766,428</b>	<b>\$ 19,644,007</b>	<b>\$ 122,421</b>

Excess of Revenues Over (Under) Expenditure. \$ 2,618,710

\* THIS IS AN UNAUDITED STATEMENT



\* Medicaid and State revenue are paid in advance. MHBG, SABG and SAMHSA revenue are paid reimbursement method. Expenses are recognized when the bill is received.

\*\* Room Rental Fees, Tribal Conference, Salish Contract

\*\*\* Includes Peer Bridger, PATH and COVID. Does not include Crisis or E&T

\*\*\*\* Includes Opiate Outreach, PPW Housing Supports and Per Pathfinder. Does not include Cri

\*\*\*\*\* Includes CORS, AOT, Trueblood, FYSPRT, Outpatient Services

**ATION**  
**22\***

Some programs aren't running yet  
Slight difference between projected and budget  
Received November amendment dollars in January

Does appear expenses will exceed budget

BHEF got shifted to MH services instead of crisis

**NORTH SOUND BH-ASO****Warrants Paid****February 2022**

Type	Date	Num	Name	Amount
Bill Pmt -Check	02/04/2022	541530	Brigid Collins	-10,629.62
Bill Pmt -Check	02/04/2022	541548	Community Action of Skagit Co	-30,105.83
Bill Pmt -Check	02/04/2022	541557	Dimensional Communicaions Inc	-119.57
Bill Pmt -Check	02/04/2022	541741	Inland NW Behavioral Health	-825.48
Bill Pmt -Check	02/04/2022	541611	Lake Whatcom Center	-34,933.85
Bill Pmt -Check	02/04/2022	541620	Lifeline Connections	-36,869.76
Bill Pmt -Check	02/04/2022	541669	Providence-Everett	-4,749.43
Bill Pmt -Check	02/04/2022	541720	Sea Mar	-4,840.85
Bill Pmt -Check	02/04/2022	541729	Skagit County Clerk	-87,275.45
Bill Pmt -Check	02/04/2022	541732	Skagit County Public Health	-7,620.10
Bill Pmt -Check	02/04/2022	541738	Snohomish Co Human Services	-149,088.94
Bill Pmt -Check	02/04/2022	541742	Spokane County BHO	-3,180.00
Bill Pmt -Check	02/04/2022	541750	Telecare Corporation	-62,556.25
Bill Pmt -Check	02/04/2022	541756	Therapeutic Health Services	-28,291.40
Bill Pmt -Check	02/04/2022	541755	Tulalip Tribes	-6,269.27
Bill Pmt -Check	02/04/2022	541761	US Bank	-2,722.98
Bill Pmt -Check	02/04/2022	541744	WA State Auditors Office	-735.15
Bill Pmt -Check	02/11/2022	541868	CDW-G	-2,054.73
Bill Pmt -Check	02/11/2022	541883	Commercial Fire Protection-MV	-19,124.86
Bill Pmt -Check	02/11/2022	541885	Compass Health	-165.00
Bill Pmt -Check	02/11/2022	541911	Evergreen Recovery	-49,887.11
Bill Pmt -Check	02/11/2022	541961	Foster, Katherine	-795.00
Bill Pmt -Check	02/11/2022	541967	Lake Whatcom Center	-3,942.81
Bill Pmt -Check	02/11/2022	541979	Lifeline Connections	-48,370.18
Bill Pmt -Check	02/11/2022	541923	Lippman, Glenn	-3,543.75
Bill Pmt -Check	02/11/2022	542008	Office Depot	-95.90
Bill Pmt -Check	02/11/2022	542026	Providence-Everett	-1,356.98
Bill Pmt -Check	02/11/2022	542067	Snohomish Co Human Services	-350,869.41
Bill Pmt -Check	02/11/2022	542068	Snohomish Co Juvenile	-3,231.81
Bill Pmt -Check	02/11/2022	542072	SRS Property Management	-10,952.00
Bill Pmt -Check	02/11/2022	542090	Therapeutic Health Services	-11,749.04
Bill Pmt -Check	02/11/2022	542122	Whatcom County Health Departm	-38,202.68
Bill Pmt -Check	02/18/2022	542136	Access	-1,152.26
Bill Pmt -Check	02/18/2022	542147	AT&T	-81.48
Bill Pmt -Check	02/18/2022	542167	Catholic Community Services	-28,978.03
Bill Pmt -Check	02/18/2022	542175	Comcast	-364.97
Bill Pmt -Check	02/18/2022	542215	Frontline Cleaning Services LLC	-650.00
Bill Pmt -Check	02/18/2022	542230	Harborview Medical Center	-15,492.00
Bill Pmt -Check	02/18/2022	542238	Island County Human Services	-29,197.23
Bill Pmt -Check	02/18/2022	542269	Lifeline Connections	-3,032.14
Bill Pmt -Check	02/18/2022	542287	Osborne, Michelle, JD Associates	-7,000.00

# NORTH SOUND BH-ASO

## Warrants Paid

February 2022

Bill Pmt -Check	02/18/2022	542326	Richoh USA - 31001	-585.87
Bill Pmt -Check	02/18/2022	542358	Spokane County BHO	-5,565.00
Bill Pmt -Check	02/18/2022	542393	WA State Ferries	-50.00
Bill Pmt -Check	02/18/2022	542394	WA State Patrol	-11.00
Bill Pmt -Check	02/18/2022	542397	Wave Business	-601.20
Bill Pmt -Check	02/25/2022	542545	Arreola, Maria-Reim	-163.10
Bill Pmt -Check	02/25/2022	542449	cascade Behavioral Hospital LLC	-89,394.69
Bill Pmt -Check	02/25/2022	542453	Catholic Community Services	-13,637.79
Bill Pmt -Check	02/25/2022	542471	Compass Health	-924,901.49
Bill Pmt -Check	02/25/2022	542605	Downing, Shari-Reimb	-159.90
Bill Pmt -Check	02/25/2022	542491	Evergreen Recovery	-1,149.85
Bill Pmt -Check	02/25/2022	542495	Firstline Communications (All Pha	-1,068.32
Bill Pmt -Check	02/25/2022	542638	Hand up Project, The	-90,066.00
Bill Pmt -Check	02/25/2022	542526	King County BHO	-194,993.11
Bill Pmt -Check	02/25/2022	542529	Lake Whatcom Center	-304.18
Bill Pmt -Check	02/25/2022	52537	Lifeline Connections	-72,315.91
Bill Pmt -Check	02/25/2022	542549	McAuley, Michael T	-290.00
Bill Pmt -Check	02/25/2022	542554	Mount Baker Presbyterian Church	-1,816.39
Bill Pmt -Check	02/25/2022	542559	NAVOS	-34,556.76
Bill Pmt -Check	02/25/2022	542563	NW ESD 189	-7,006.20
Bill Pmt -Check	02/25/2022	542580	Pioneer Center	-115,133.88
Bill Pmt -Check	02/25/2022	542583	Pitney Bowes Pur Power	-50.00
Bill Pmt -Check	02/25/2022	542586	Providence-Everett	-35,815.97
Bill Pmt -Check	02/25/2022	542442	Robinson, Caileigh	-300.00
Bill Pmt -Check	02/25/2022	542602	Save on Storage	-495.00
Bill Pmt -Check	02/25/2022	542603	Sea Mar	-106.94
Bill Pmt -Check	02/25/2022	542620	Spokane County BHO	-1,216.00
Bill Pmt -Check	02/25/2022	542627	Swedish Edmonds	-18,370.50
Bill Pmt -Check	02/25/2022	542634	Telecare Corporation	-5,121.87
Bill Pmt -Check	02/25/2022	542640	Therapeutic Health Services	-13,660.24
Bill Pmt -Check	02/25/2022	542658	Volunteers of America	-6,241.05
Bill Pmt -Check	02/25/2022	542675	Whatcom Co Superior Court	-29,536.00
Bill Pmt -Check	02/28/2022	IGT	Skagit County Auditor	-3,500.00
				-2,769,287.51
				-2,769,287.51
				<b>-2,769,287.51</b>

## North Sound BH ASO Executive Director's Report

March 10, 2022

### 1. BEHAVIORAL HEALTH LEGISLATIVE BILLS

- March 10 is the last day allowed for the regular session
- Below is the status of key bills of interest as of **March 9**

Bill Number	Status	Description
HB 1735	Passed by both Legislative chambers and signed by the Governor on February 4	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 both the House and Senate and sent to the Governor	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 both the Senate and the House and sent to the Governor	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.
- 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 are urging support for the House budget provisions for non-Medicaid funding.
- The Senate version was sent to the House who modified it with a striking amendment.
- <http://leap.leg.wa.gov/leap/budget/detail/2022/ho2022Supp.asp>

## 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. SUCCESSION PLANNING**

- At the direction of the Governance & Operations Committee we have begun a formal process of succession planning.
- We're using a toolkit to identify management and other unique positions to be addressed by the plan. This will include estimated retirement ranges, unique skills sets, and a plan for developing internal capacity to replace these skills including leadership skills.

## **11. 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.

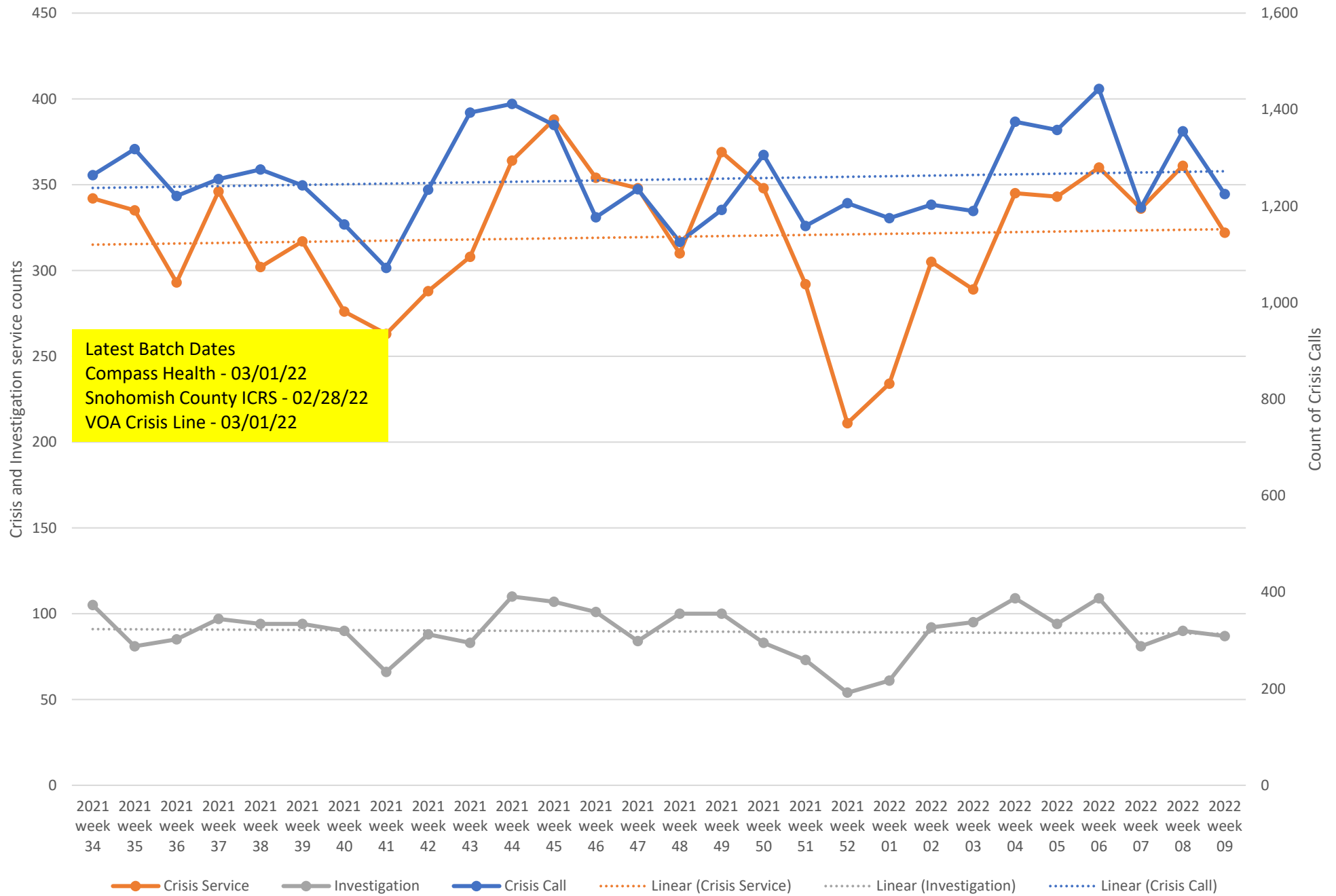




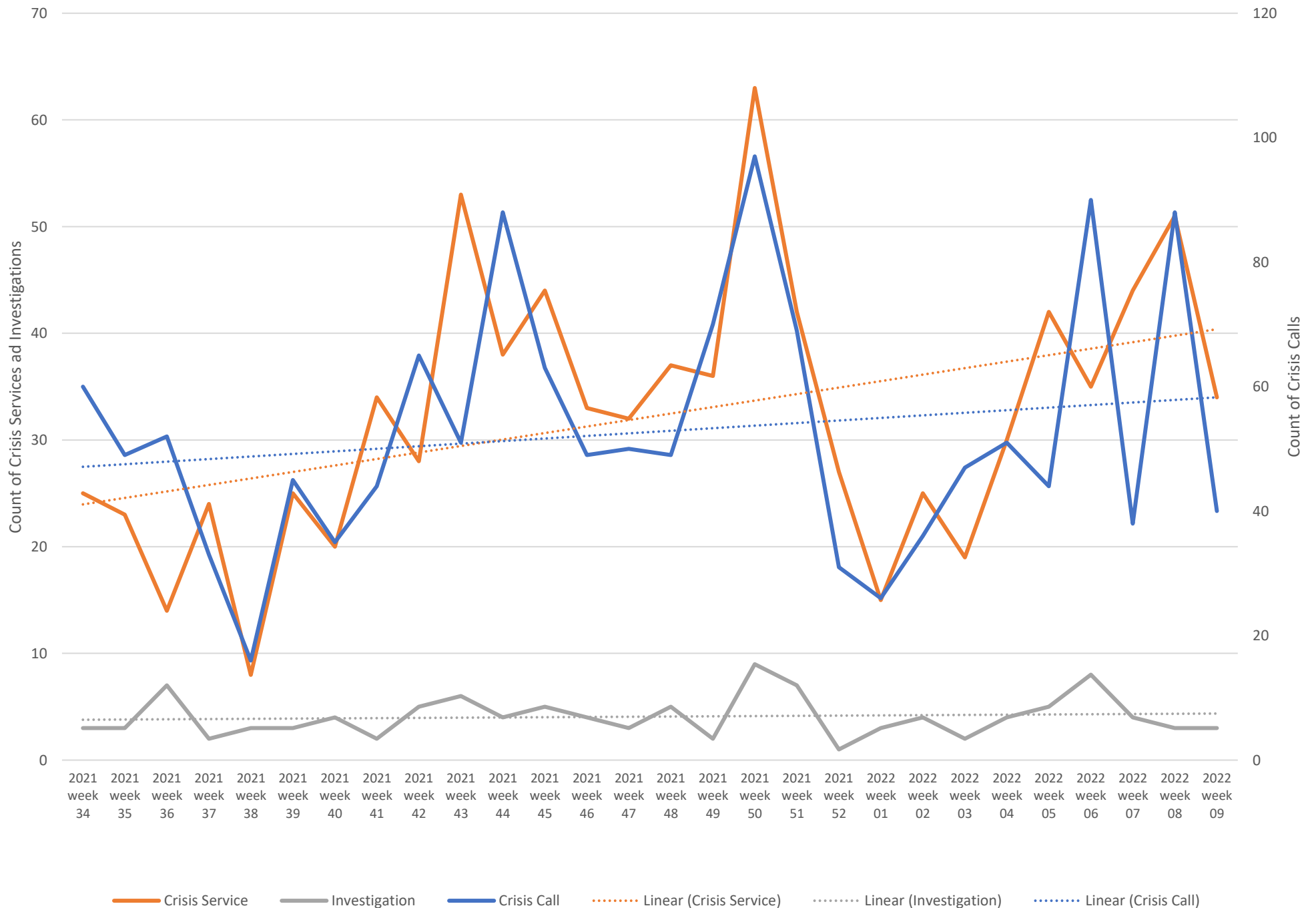
## Weekly Crisis Capacity Indicator Snapshot

Page 2	Crisis Data - dates 08/15/21 to 02/26/22
Page 3	Crisis Data: Ages 0-17 - dates 08/15/21 to 02/26/22
Page 4	All DCR Dispatches - dates 08/15/21 to 02/26/22
Page 5	Weekly Staff Count - Staff providing Crisis or Investigation services 08/15/21 to 02/26/22
Page 6	Hospital placement locations (Invol and Vol) - No adjustment has been made for timely data - recent weeks likely low
Page 7	Telehealth only, crisis and investigation services from 08/15/21 to 02/26/22
Page 8	Crisis Service Unit Percent - Crisis Service units divided by Crisis units + Investigation units
Page 9	Washington State Indicators of Anxiety or Depression Based on Reported Frequency of Symptoms During Last 7 Days
Page 10	Place of Service -Crisis Services, percent of total by week
Page 11	Place of Service -Investigations, percent of total by week
Page 12	New COVID-19 Cases Reported Weekly per 100,000 population - 11/24/20 to 03/02/22
Page 13	Total Hospitalized Adults - COVID-19 (confirmed or suspected) 7 day average
Page 14	HB 1310 Data collected with LE Declines 08/15/21 to 02/26/22
Page 15	HB 1310 Data collected with LE Response or Other 08/15/21 to 02/26/22

# Crisis Data - dates 08/15/21 to 02/26/22



Crisis Data: Ages 0-17 - dates 08/15/21 to 02/26/22



# All DCR Dispatches - dates 08/15/21 to 02/26/22

120

100

80

60

40

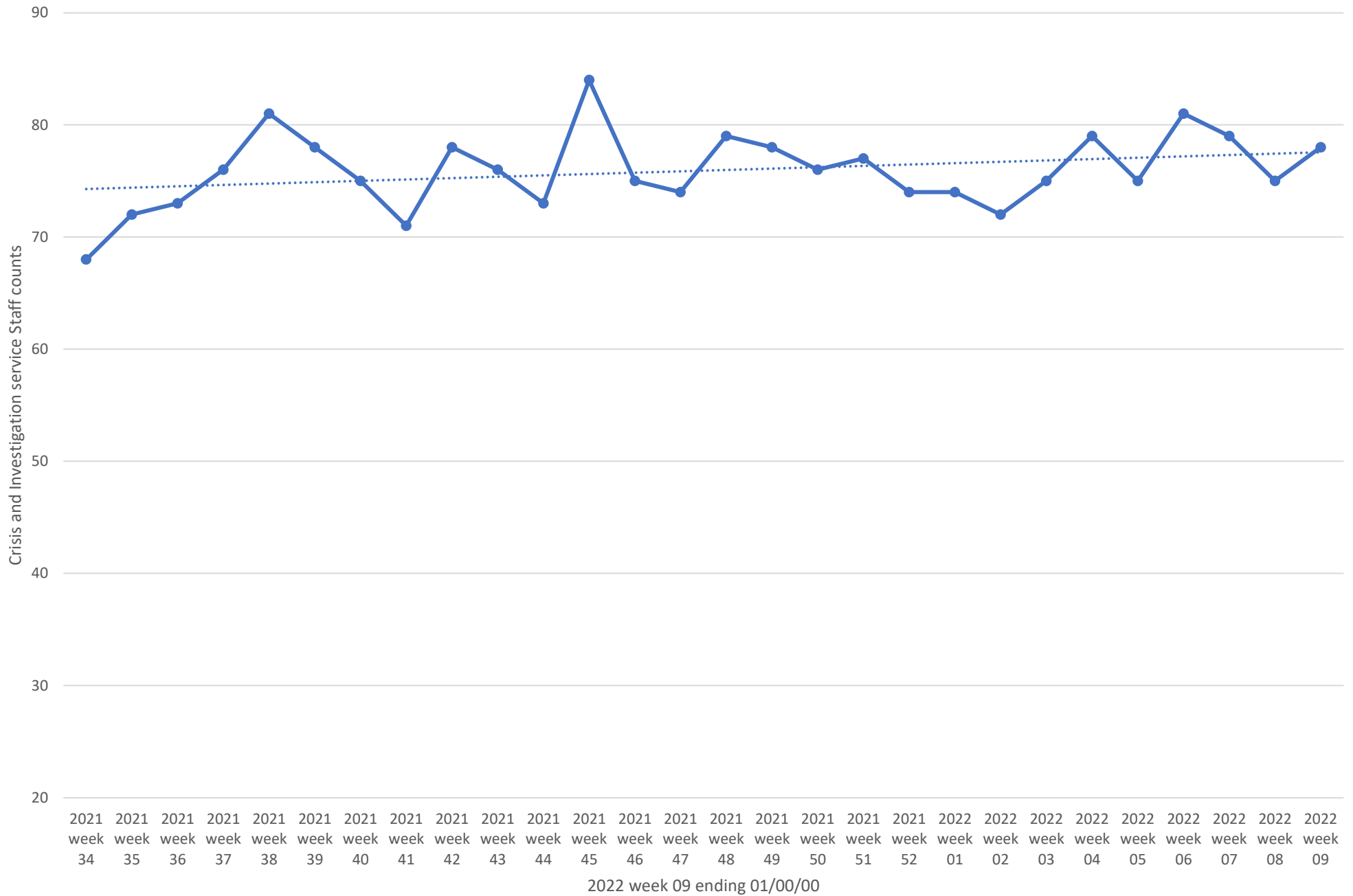
20

0

■ dispatch resulting in other outcome  
■ dispatch resulting in detention

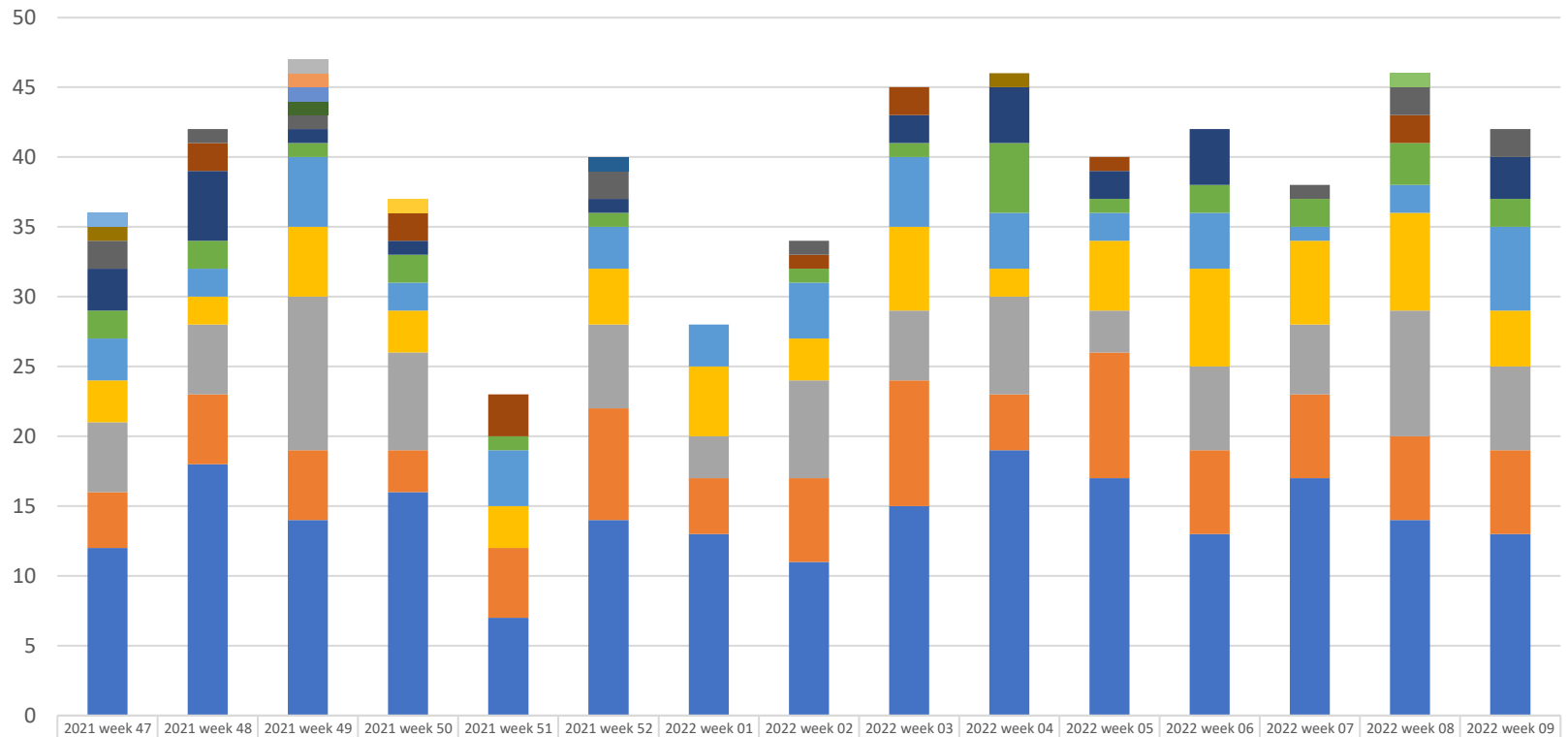
	2021 week 34	2021 week 35	2021 week 36	2021 week 37	2021 week 38	2021 week 39	2021 week 40	2021 week 41	2021 week 42	2021 week 43	2021 week 44	2021 week 45	2021 week 46	2021 week 47	2021 week 48	2021 week 49	2021 week 50	2021 week 51	2021 week 52	2022 week 01	2022 week 02	2022 week 03	2022 week 04	2022 week 05	2022 week 06	2022 week 07	2022 week 08	2022 week 09
dispatch resulting in other outcome	63	57	53	57	49	52	57	44	59	49	71	66	59	51	55	55	52	51	41	37	56	52	57	53	63	54	45	50
dispatch resulting in detention	37	24	36	27	34	34	36	23	29	27	34	36	38	31	36	44	31	19	36	28	31	37	40	36	39	31	41	37

Weekly Staff Count - Staff providing Crisis or Investigaion services 08/15/21 to 02/26/22



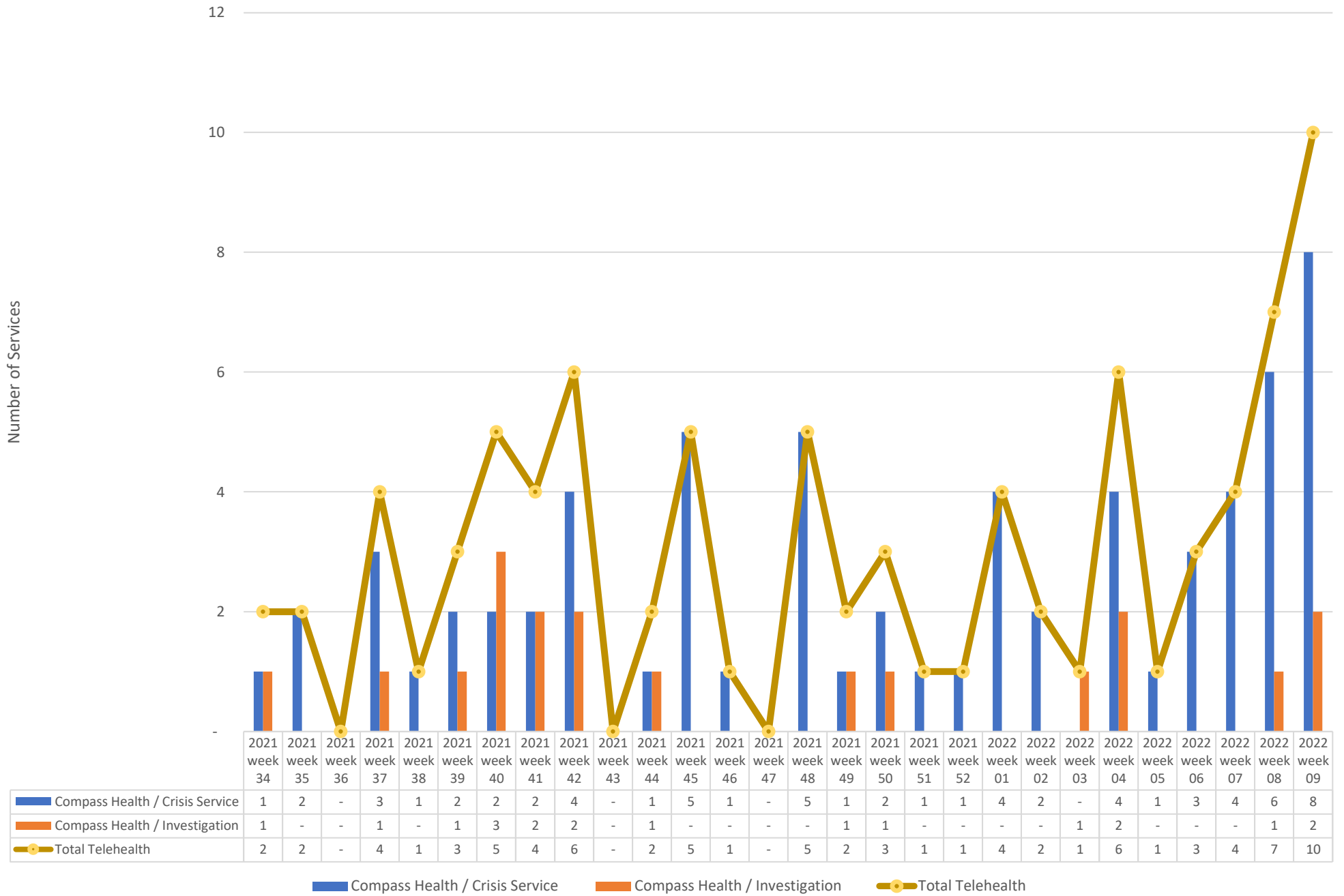
# Hospital placement locations (Invol and Vol) - No adjustment has been made for timely data - recent weeks likely low

Count of hospital placement locations  
in the dispatch record

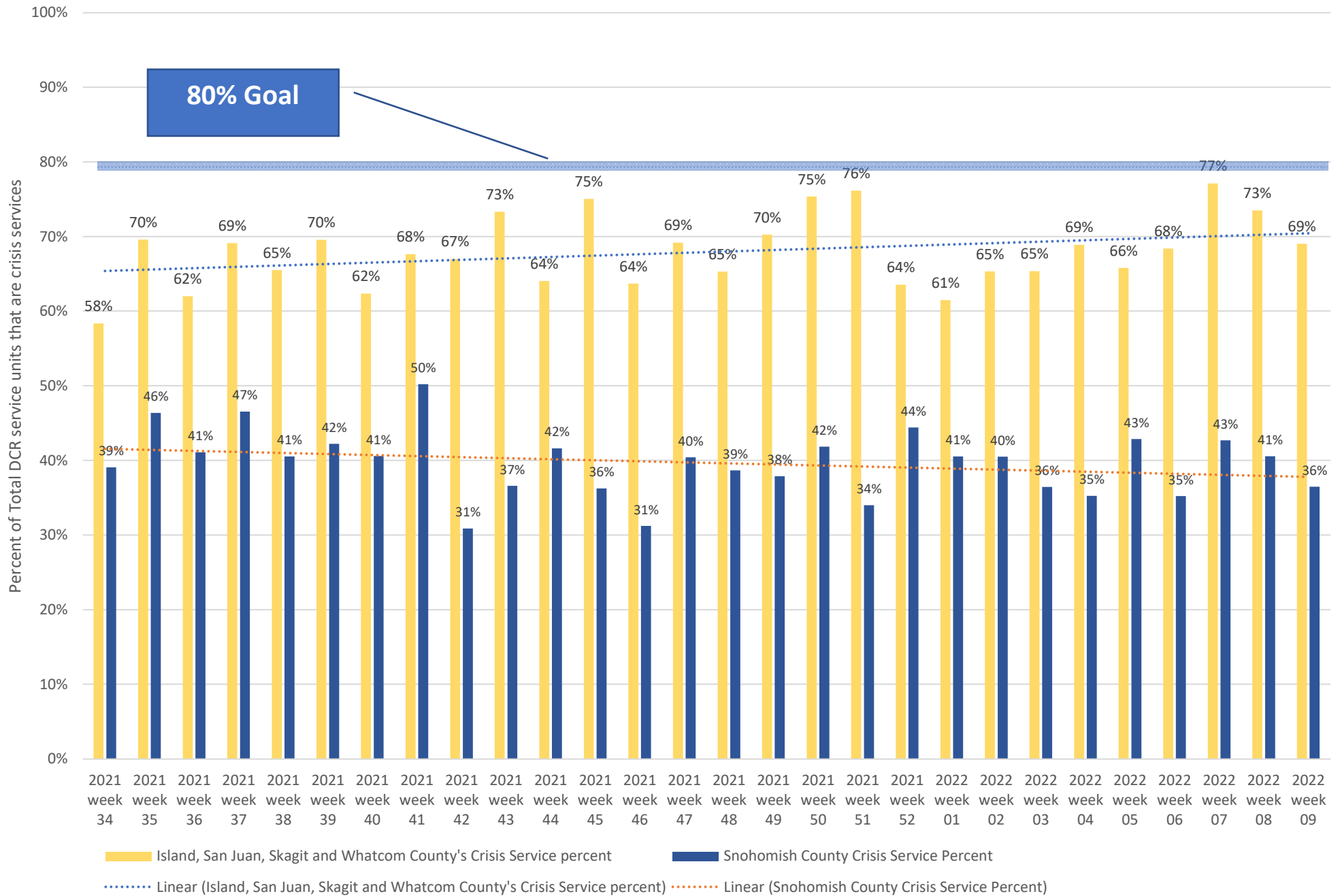


South Sound Vest Thurston														1	
Metro Dev Council	1														
VALLEY GENERAL HOSPITAL				1											
American Behavioral Health Systems SSI			1												
THURSTON/MASON EandT FACILITY			1												
Valley Cities Counseling And Consultation			1												
Multicare Behavioral Health Inpatient Services - Auburn			1												
Cascade Behavioral Hospital LLC						1									
SWEDISH MEDICAL CENTER CHERRY HILL	1									1					
ABHS Chehalis	2	1	1			2		1					1	2	2
Mukilteo		2		2	3			1	2		1			2	
BHC Fairfax Hospital INC	3	5	1	1		1			2	4	2	4			3
Telecare North Sound Evaluation and Treatment	2	2	1	2	1	1		1	1	5	1	2	2	3	2
SMOKEY POINT BEHAVIORAL HOSPITAL	3	2	5	2	4	3	3	4	5	4	2	4	1	2	6
Skagit Valley Hospital	3	2	5	3	3	4	5	3	6	2	5	7	6	7	4
SWEDISH EDMONDS	5	5	11	7		6	3	7	5	7	3	6	5	9	6
Peacehealth Bellingham	4	5	5	3	5	8	4	6	9	4	9	6	6	6	6
Providence Everett	12	18	14	16	7	14	13	11	15	19	17	13	17	14	13

# Telehealth only, crisis and investigation services from 08/15/21 to 02/26/22



# Crisis Service Unit Percent - Crisis Service units divided by Crisis units + Investigation units

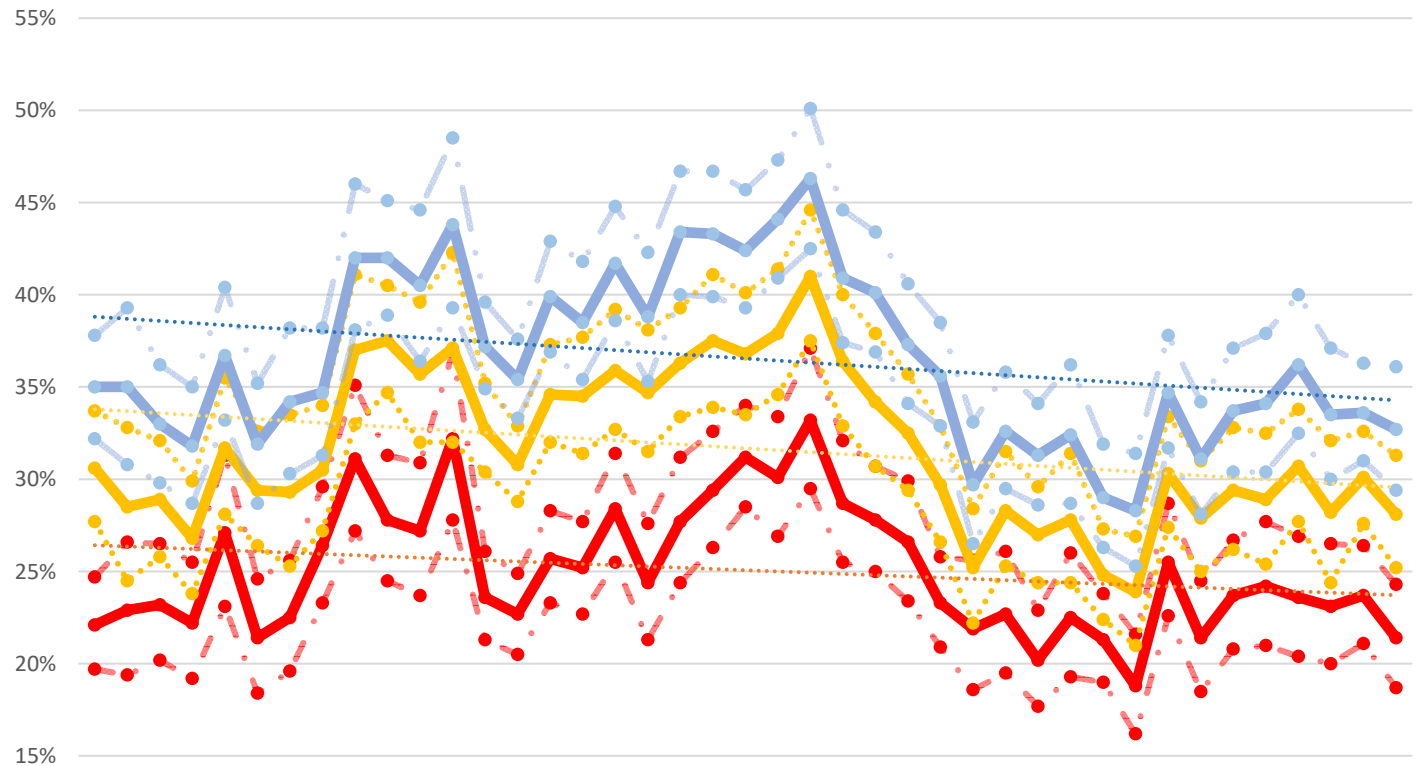




# Washington State Indicators of Anxiety or Depression Based on Reported Frequency of Symptoms During Last 7 Days

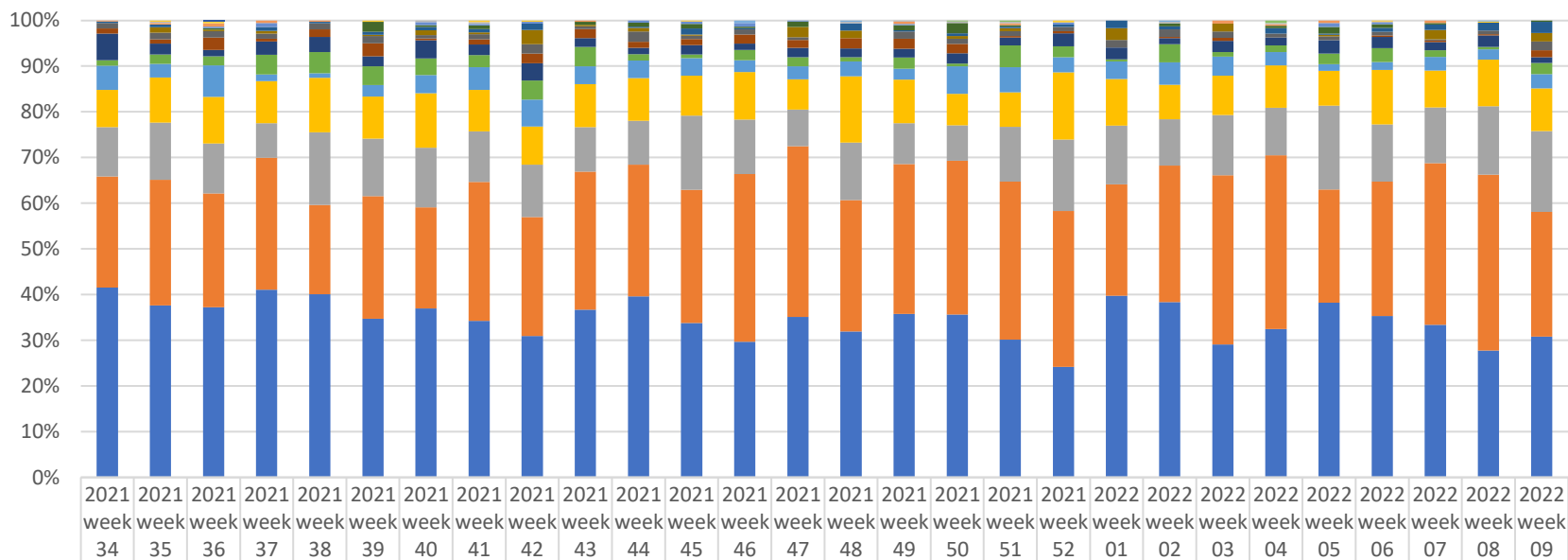
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 rq#p s#p hq#wdwxv/#frqvxp hu#  
 vshqglj/#rrg#hfxul/#K rxvlj/#  
 hgxfdwlrq#l uxswlrqv/#lqg#  
 glp hqvlrqv#r i#k#vlfdd#lqg#p hqwd#  
 z h#ghvvi

<https://data.cdc.gov/NCHS/Indicators-of-Anxiety-or-Depression-Based-on-Repor/8pt5-q6wp>

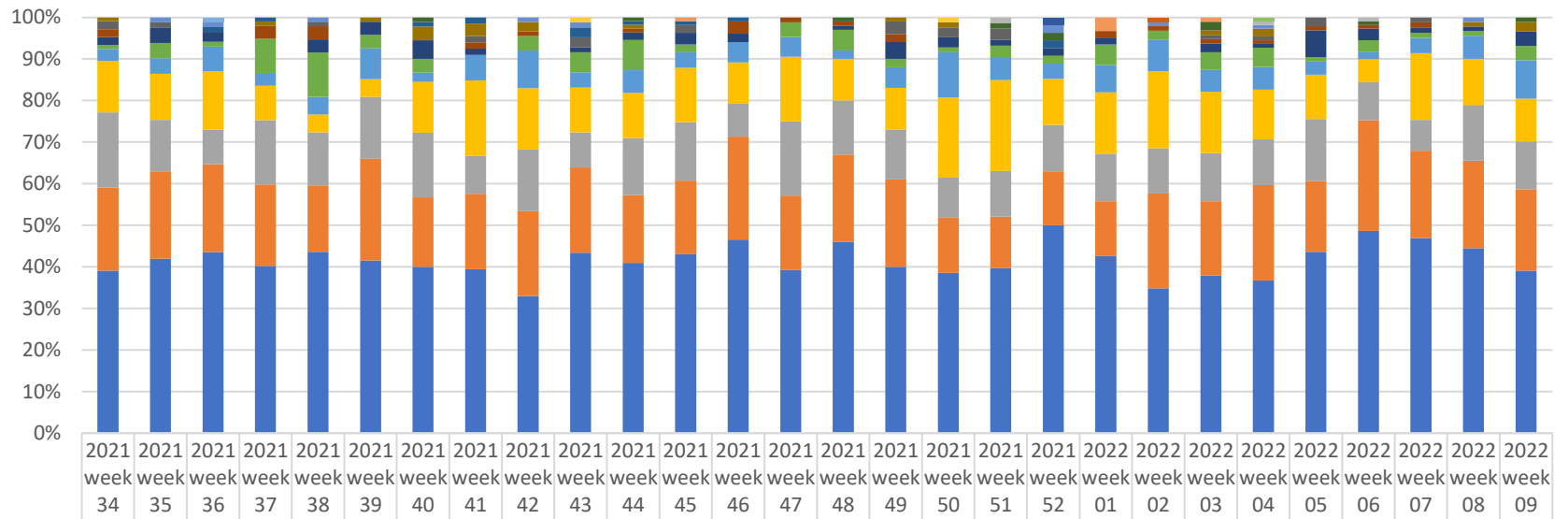


	23 Apr -05	07 Ma -12	14 Ma -19	21 Ma -26	28 Ma -02	04 Jun -09	11 Jun -16	18 Jun -23	25 Jun -30	02 Jul -07	09 Jul -14	16 Jul -21	19 Aug -31	02 Sep -14	16 Sep -28	30 Sep -12	14 Oct -26	28 Oct -09	11 Nov -23	25 Nov -07	09 Dec -21	06 Jan -18	20 Jan -01	03 Feb -15	17 Feb -01	03 Ma -15	17 Ma -29	14 Apr -26	28 Apr -10	12 Ma -24	26 Ma -07	09 Jun -21	23 Jun -05	21 Jul -02	04 Aug -16	18 Aug -30	01 Sep -13	15 Sep -27	29 Sep -11	01 Dec -13	29 Dec -10
% with Symptoms of Depressive Disorder low conf. level	20%	19%	20%	19%	23%	18%	20%	23%	27%	25%	24%	28%	21%	21%	23%	23%	26%	21%	24%	26%	29%	27%	30%	26%	25%	23%	21%	19%	20%	18%	19%	19%	16%	23%	19%	21%	21%	20%	20%	21%	19%
% with Symptoms of Depressive Disorder value	22%	23%	23%	22%	27%	21%	23%	26%	31%	28%	27%	32%	24%	23%	26%	25%	28%	24%	28%	29%	31%	30%	33%	29%	28%	27%	23%	22%	23%	20%	23%	21%	19%	26%	21%	24%	24%	24%	23%	24%	21%
% with Symptoms of Depressive Disorder high conf. level	25%	27%	27%	26%	31%	25%	26%	30%	35%	31%	31%	37%	26%	25%	28%	28%	31%	28%	31%	33%	34%	33%	37%	32%	31%	30%	26%	26%	26%	23%	26%	24%	22%	29%	25%	27%	28%	27%	27%	26%	24%
% with Symptoms of Anxiety Disorder low conf. level	28%	25%	26%	24%	28%	26%	25%	27%	33%	35%	32%	32%	30%	29%	32%	31%	33%	32%	33%	34%	34%	35%	38%	33%	31%	29%	27%	22%	25%	24%	24%	22%	21%	27%	25%	26%	25%	28%	24%	28%	25%
% with Symptoms of Anxiety Disorder value	31%	29%	29%	27%	32%	29%	29%	31%	37%	38%	36%	37%	33%	31%	35%	35%	36%	35%	36%	38%	37%	38%	41%	36%	34%	33%	30%	25%	28%	27%	28%	25%	24%	30%	28%	29%	29%	31%	28%	30%	28%
% with Symptoms of Anxiety Disorder high conf. level	34%	33%	32%	30%	36%	33%	34%	34%	41%	41%	40%	42%	35%	33%	37%	38%	39%	38%	39%	41%	40%	41%	45%	40%	38%	36%	33%	28%	32%	30%	31%	27%	27%	33%	31%	33%	33%	34%	32%	33%	31%
% with Symptoms of Anxiety or Depressive Disorder low conf. level	32%	31%	30%	29%	33%	29%	30%	31%	38%	39%	36%	39%	35%	33%	37%	35%	39%	35%	40%	40%	39%	41%	43%	37%	37%	34%	33%	27%	30%	29%	29%	26%	25%	32%	28%	30%	30%	33%	30%	31%	29%
% with Symptoms of Anxiety or Depressive Disorder value	35%	35%	33%	32%	37%	32%	34%	35%	42%	42%	41%	44%	37%	35%	40%	39%	42%	39%	43%	43%	42%	44%	46%	41%	40%	37%	36%	30%	33%	31%	32%	29%	28%	35%	31%	34%	34%	36%	34%	34%	33%
% with Symptoms of Anxiety or Depressive Disorder high conf. level	38%	39%	36%	35%	40%	35%	38%	38%	46%	45%	45%	49%	40%	38%	43%	42%	45%	42%	47%	47%	46%	47%	50%	45%	43%	41%	39%	33%	36%	34%	36%	32%	31%	38%	34%	37%	38%	40%	37%	36%	36%

Place of Service -Crisis Services, percent of total by week

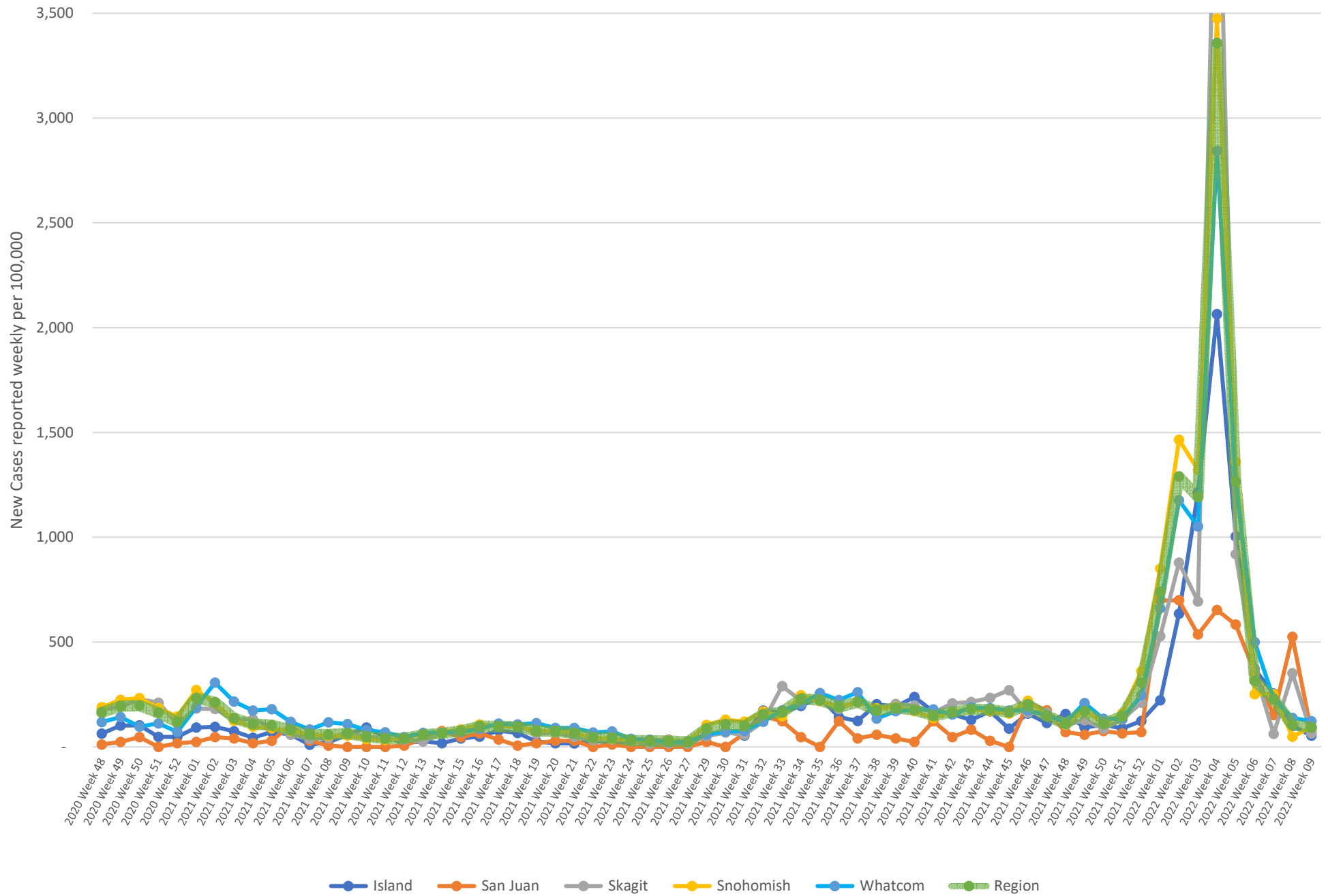


Place of Service -Investigations, percent of total by week

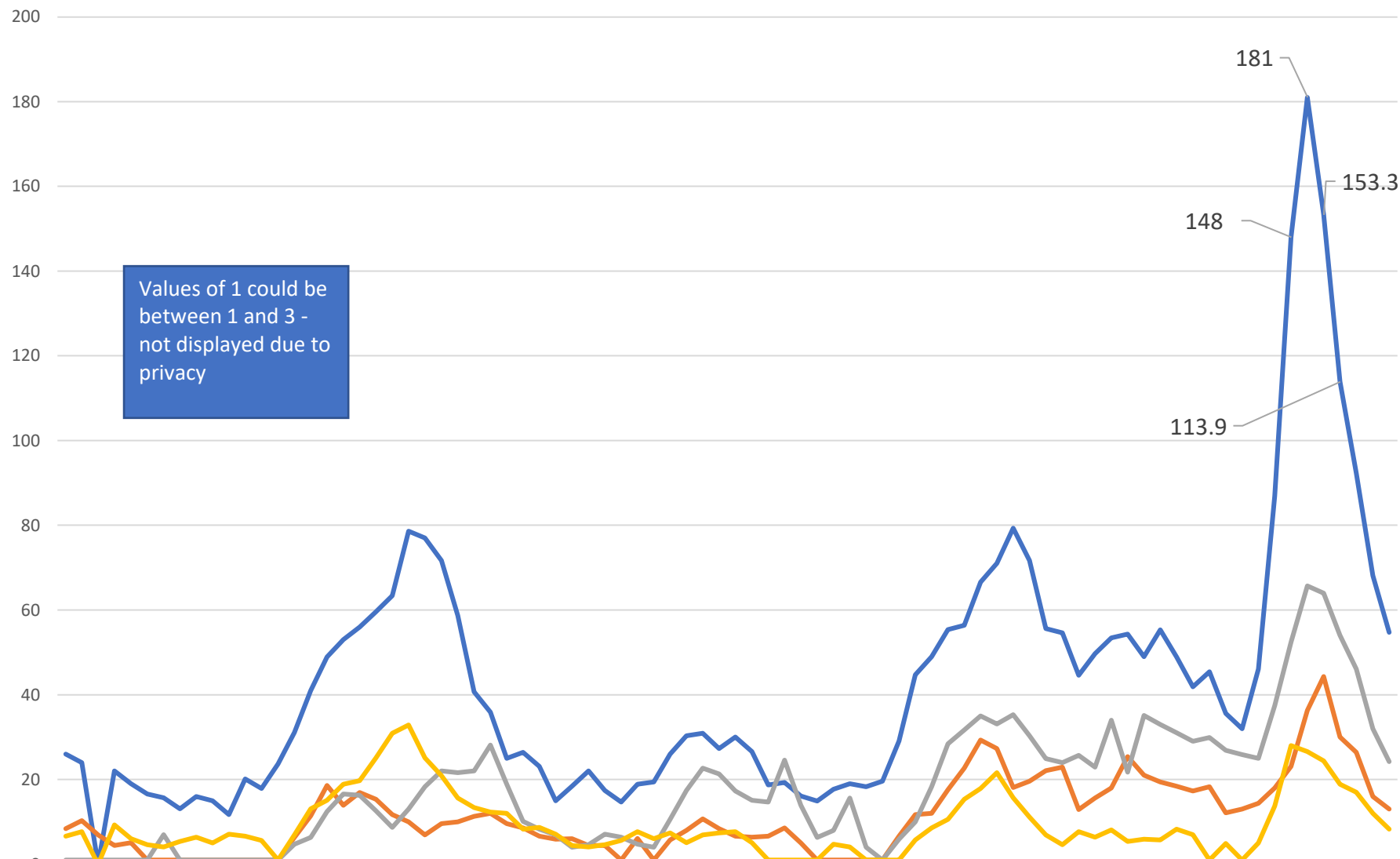


Nursing Facility																					1							
Residential SUD																			1									
Custodial Care Facility																						1						
Psych. Fac.-Partial Hosp			1																									
School										1						1												
Skilled Nursing Facility																		1					1		1			
Homeless Shelter												1								2		1						
Community Mental Health Center		1	1		1				1	1									1		1		1				1	
On Campus Outpatient Hospital							1			1					1			1	1			2			1			1
Psych. Residential			1	1			1	1		2	1	1	1						1									
Telehealth	1			1		1	3	2	2		1					1	1					1	2				1	2
Group Home	2	1			1			1		2		2				3	2	2				1	1	2		1		
Assisted Living Facility	2			3	3			1	1		1		3	1	1	2				1	1	1	1	1	1	1		
Home	2	3	2		3	3	4	1		1	2	3	2		1	4	2	1	1	1		2	1	6	3	1	1	3
Office	1	3	1	8	10	3	3		3	4	8	2		3	5	2	1	2	1	3	2	4	5	1	3	1	1	3
Inpatient Hospital	3	3	5	3	4	7	2	4	8	3	6	4	5	4	2	5	9	4	2	4	7	5	6	3	2	3	5	8
Prison Correctional Facility	13	9	12	8	4	4	11	12	13	9	12	14	10	13	10	10	16	16	6	9	17	14	13	10	6	13	10	9
Inpatient Psychiatric Facility	19	10	7	15	12	14	14	6	13	7	15	15	8	15	13	12	8	8	6	7	10	11	12	14	10	6	12	10
Other Place of Service	21	17	18	19	15	23	15	12	18	17	18	19	25	15	21	21	11	9	7	8	21	17	25	16	29	17	19	17
Emergency Room Hospital	41	34	37	39	41	39	36	26	29	36	45	46	47	33	46	40	32	29	27	26	32	36	40	41	53	38	40	34

# New COVID-19 Cases Reported Weekly per 100,000 population - 11/24/20 to 03/02/22



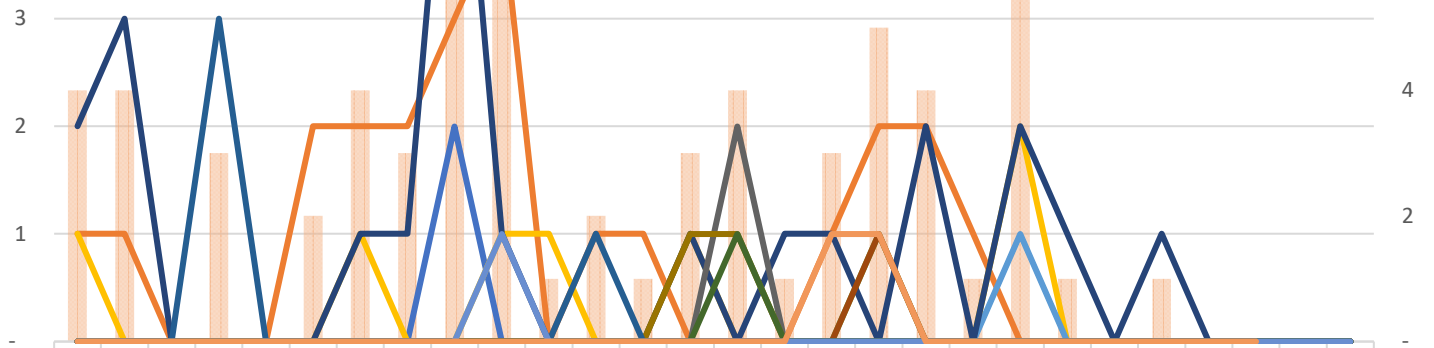
# Total Hospitalized Adults - COVID-19 (confirmed or suspected) 7 day average



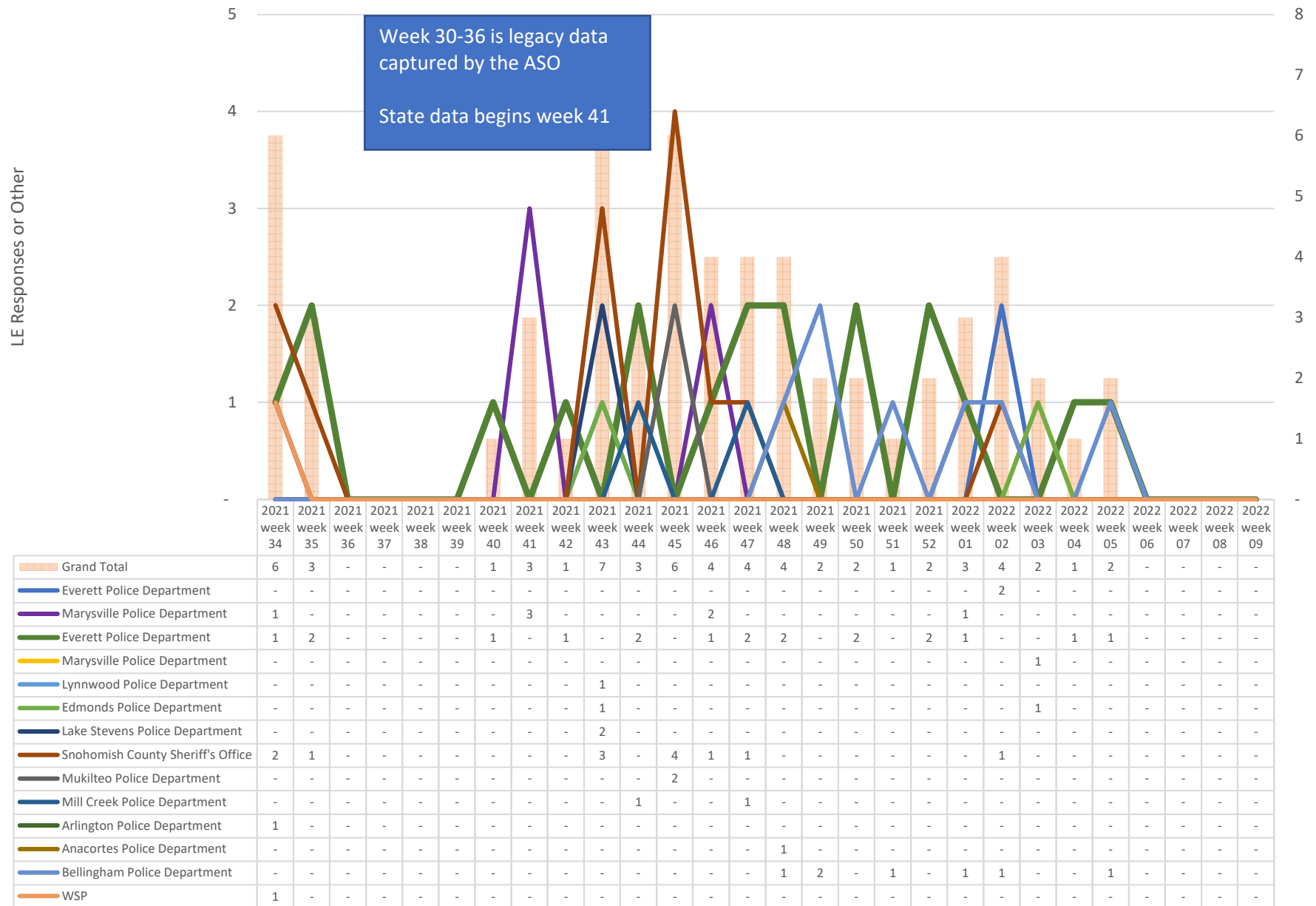
	7/3/8/3/8/3/8/4/9/9/20A0	10A0A0/11	11A1A1/12	A2A2/11	8/11/2A/2/5/2/2/3/3/3/4/4/4/5/5/5/5/5/5/7/9/7/7/3/6/3/8/3/9/9/20A0	10A0A0/11	11A1A1/12	A2A2/11	7/11/2A/2/4/2/1
	1/2A/1A/3/2/1A/3/5/2/3/5/2	16A2B0/6/2	13A207/2/2	11A825/2/2	2Q25/2/2/3/2/2/3/5/2/2/2/3/2/2/2/6/2/2/2/2A/2A/3/2/2/2/3/5/2/2/2/6/3/2/2/3/2/2/2/4/2A/2/2	15A2B9/5/2	12A926/2/2	10A74B1/2/4	1A/3/2/2A/3/2
	020								

## 7

Last report from state  
12/25/21

[illegible]

HB 1310 Data collected with LE Response or Other 08/15/21 to 02/26/22



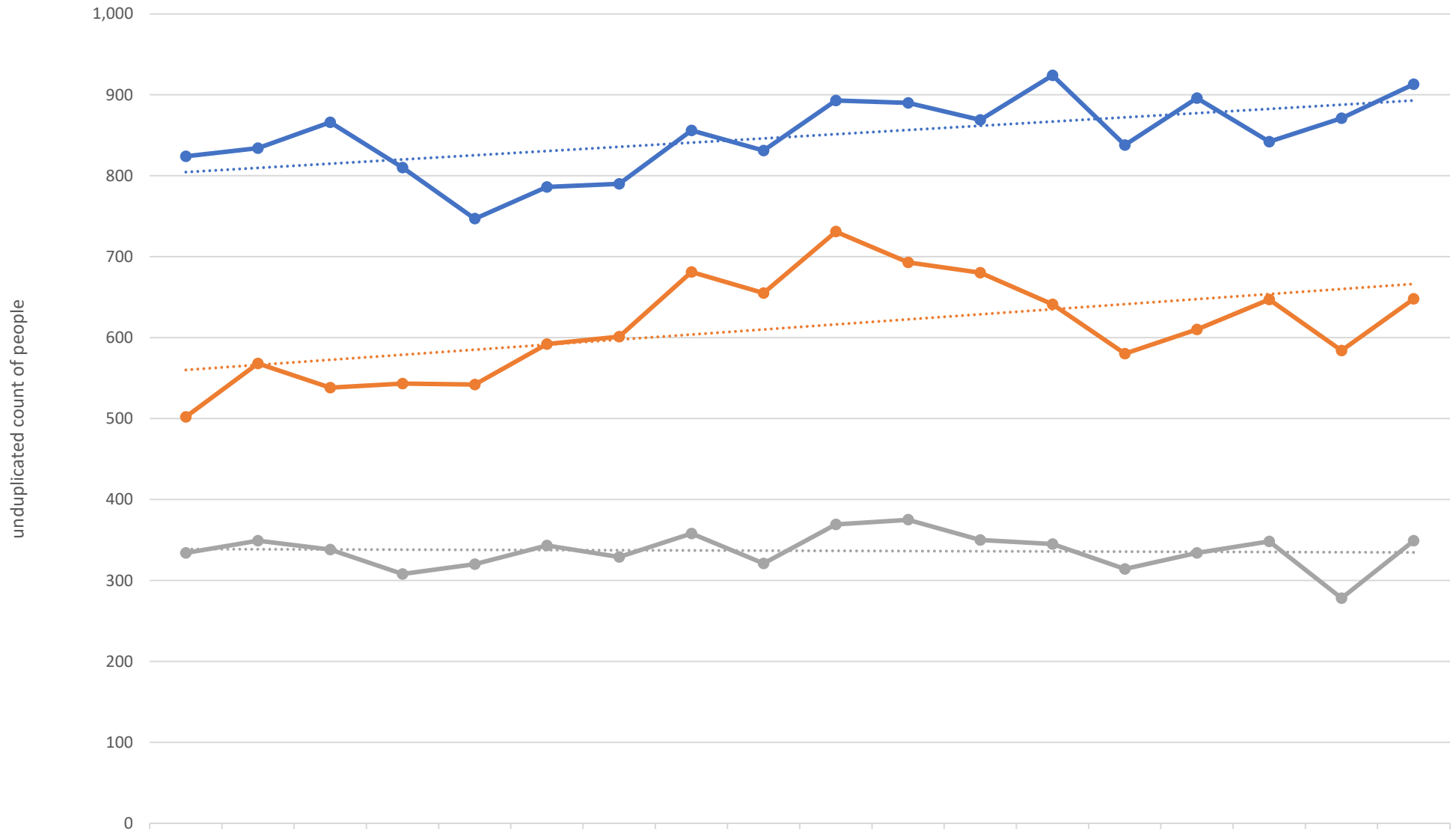


## North Sound Crisis System Dashboard

Page 2	Unduplicated People receiving a crisis system service
Page 3	Island - Unduplicated People receiving a crisis system service
Page 4	San Juan - Unduplicated People receiving a crisis system service
Page 5	Skagit - Unduplicated People receiving a crisis system service
Page 6	Snohomish - Unduplicated People receiving a crisis system service
Page 7	Whatcom - Unduplicated People receiving a crisis system service
Page 8	Region Designated Crisis Responder (DCR) Investigations
Page 9	Region DCR Investigation Referral Sources
Page 10	Region DCR Investigation Outcomes

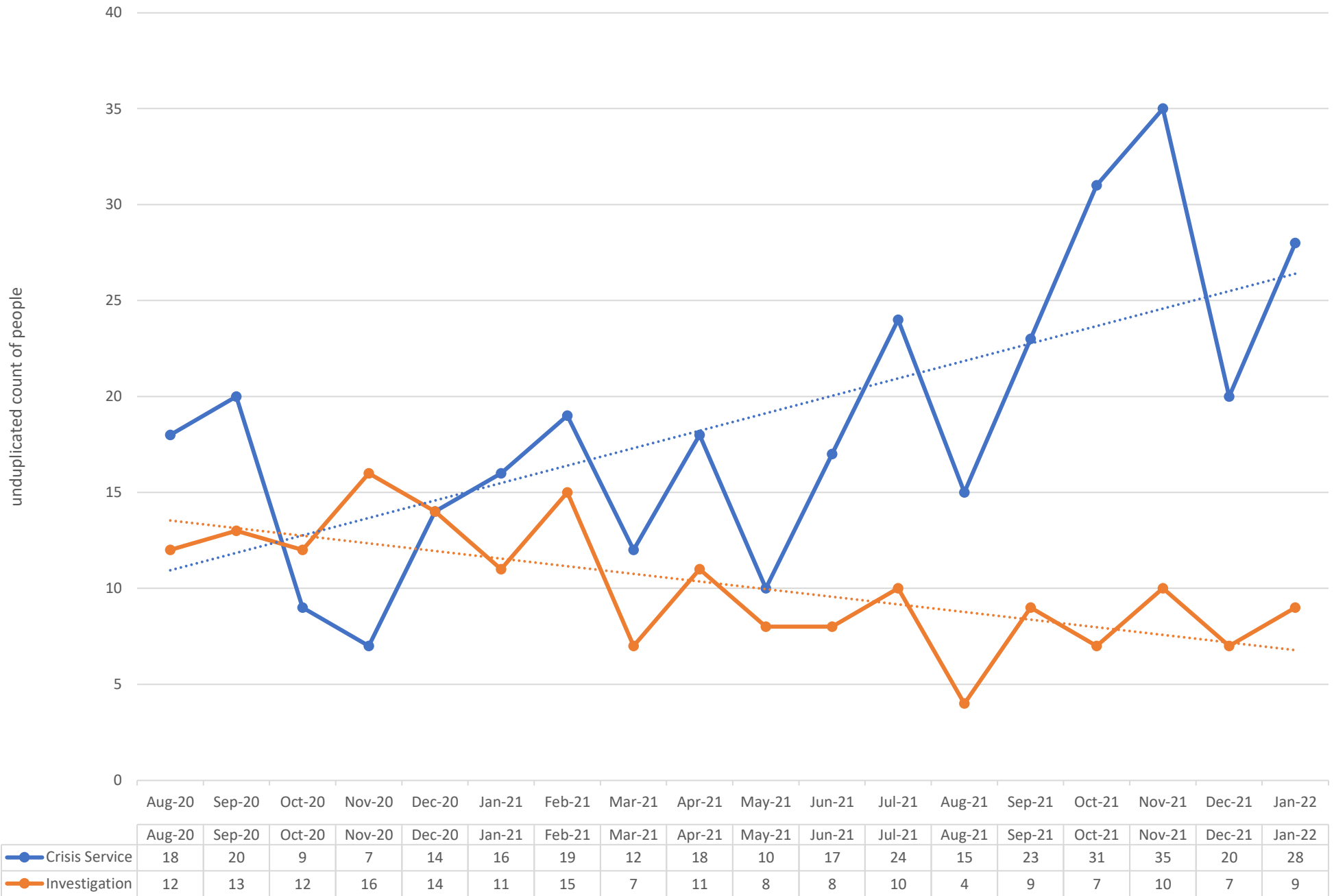


# Unduplicated People receiving a crisis system service

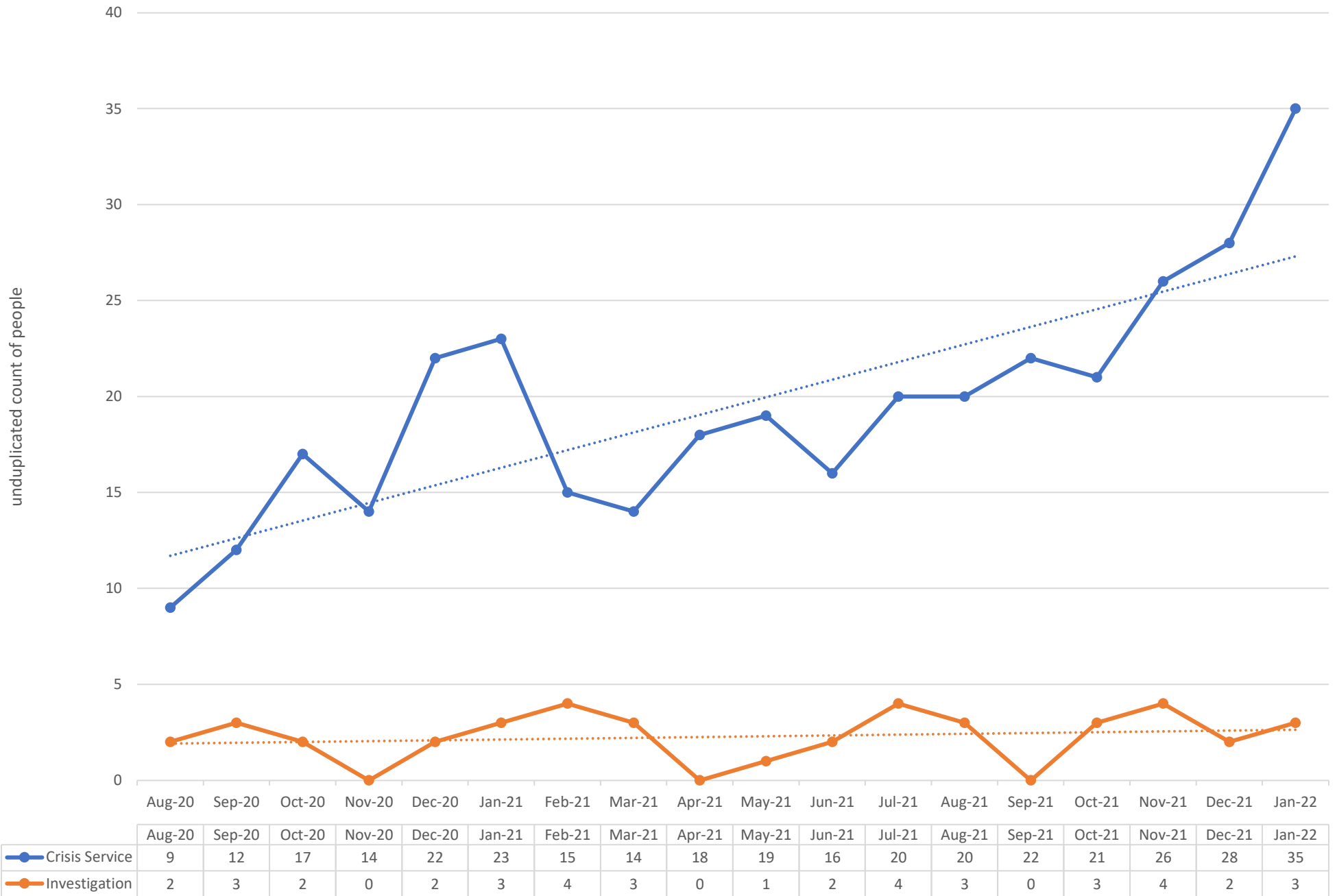


	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22
Crisis Call	824	834	866	810	747	786	790	856	831	893	890	869	924	838	896	842	871	913
Crisis Service	502	568	538	543	542	592	601	681	655	731	693	680	641	580	610	647	584	648
Investigation	334	349	338	308	320	343	329	358	321	369	375	350	345	314	334	348	278	349

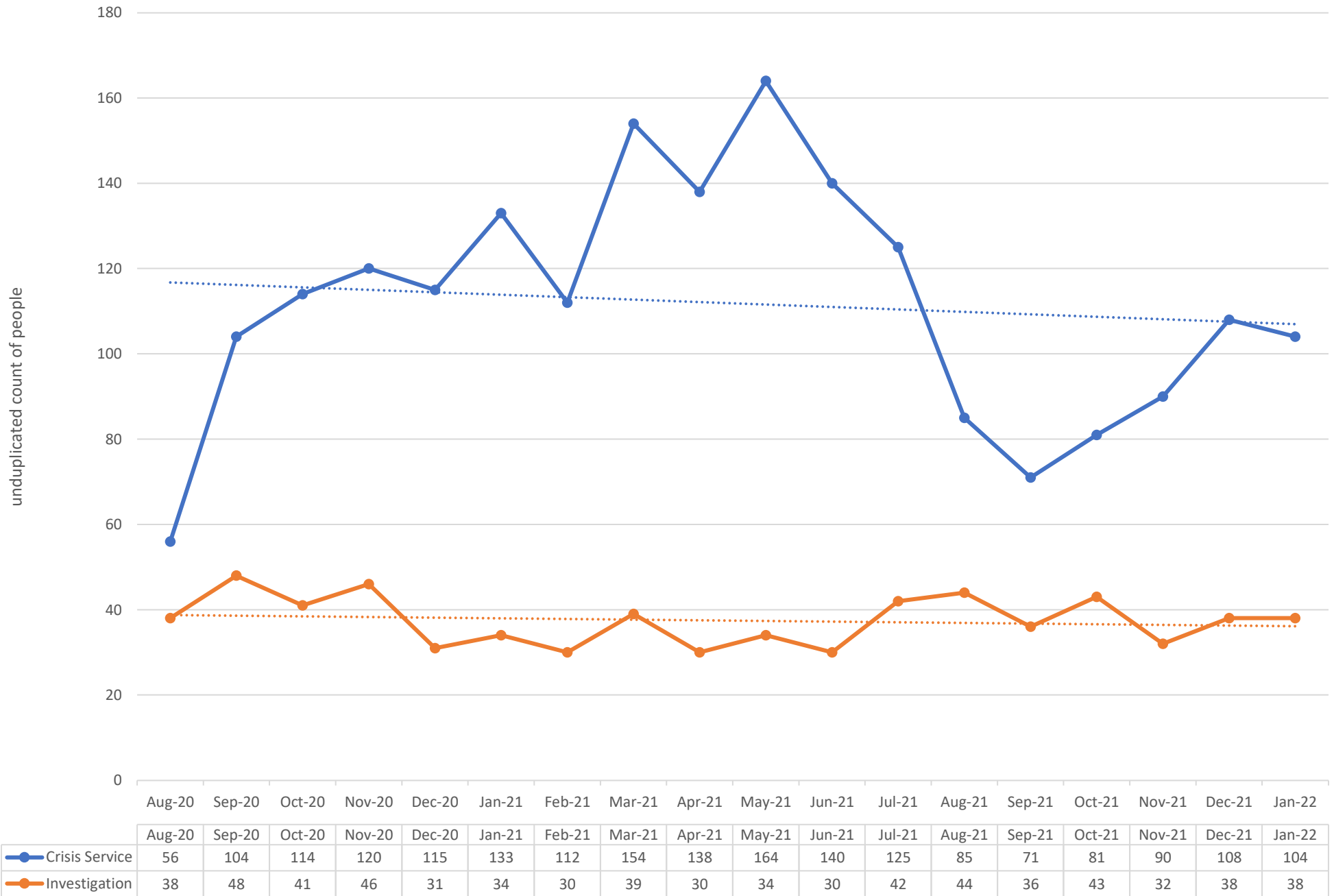
# Island - Unduplicated People receiving a crisis system service



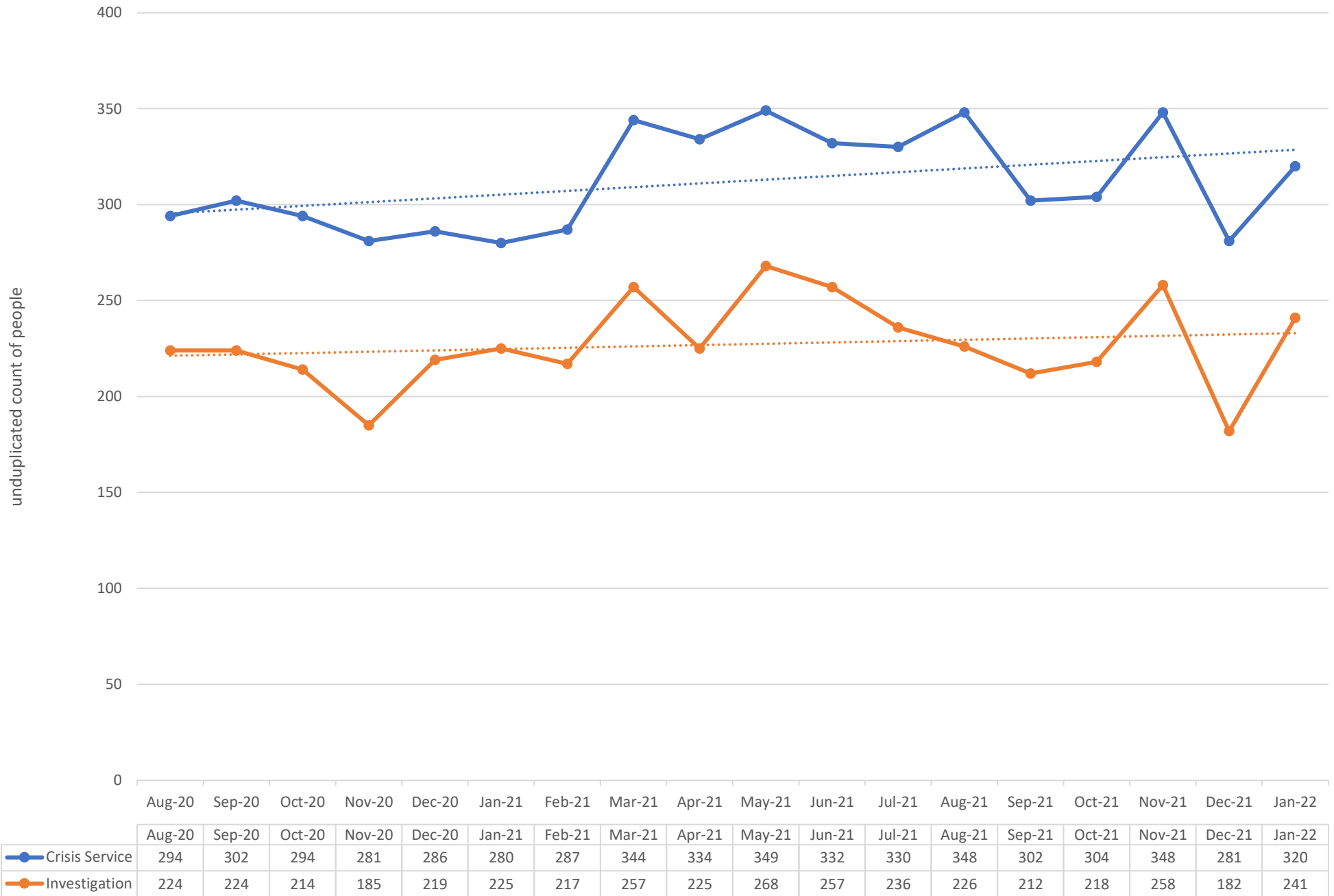
# San Juan - Unduplicated People receiving a crisis system service



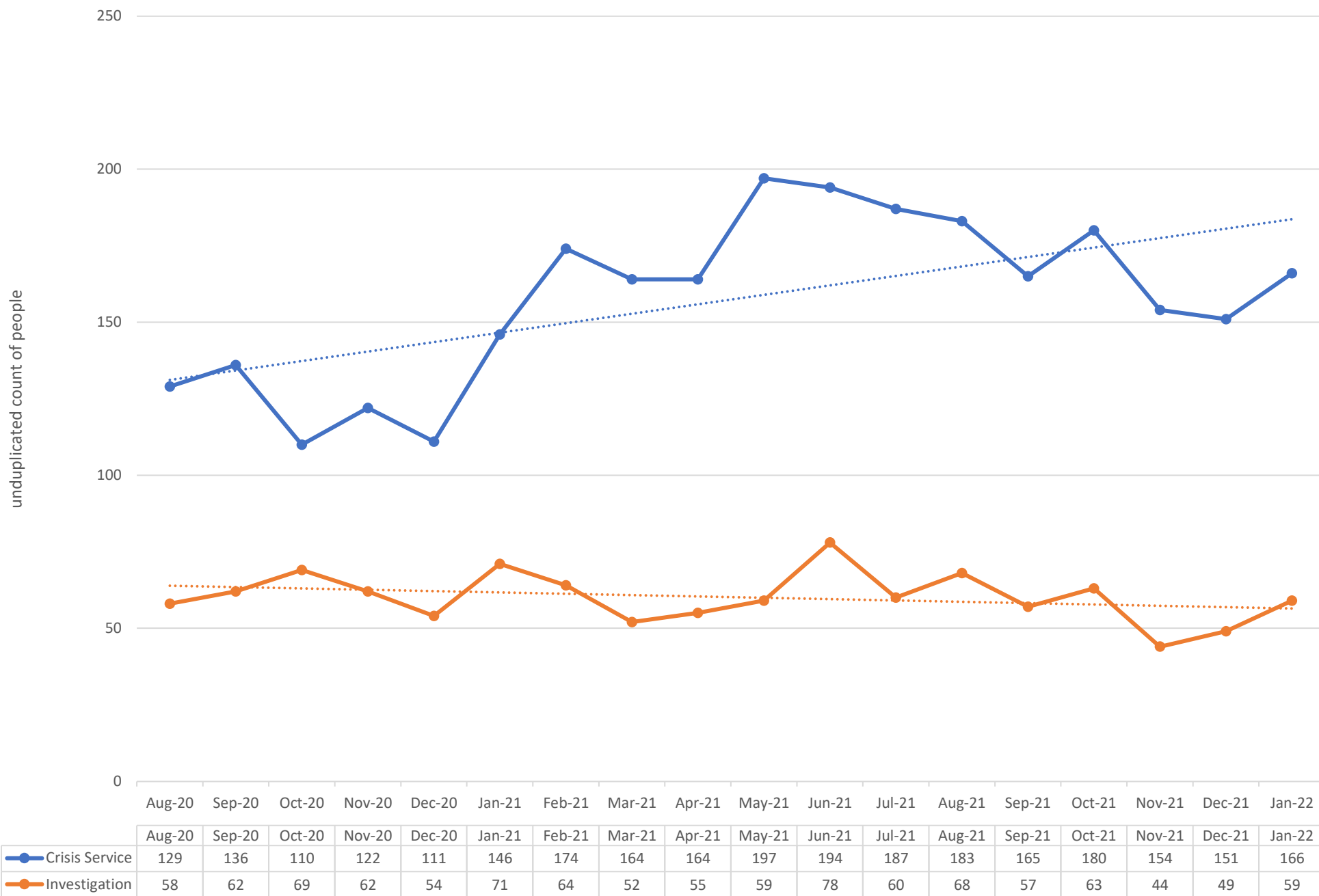
# Skagit - Unduplicated People receiving a crisis system service



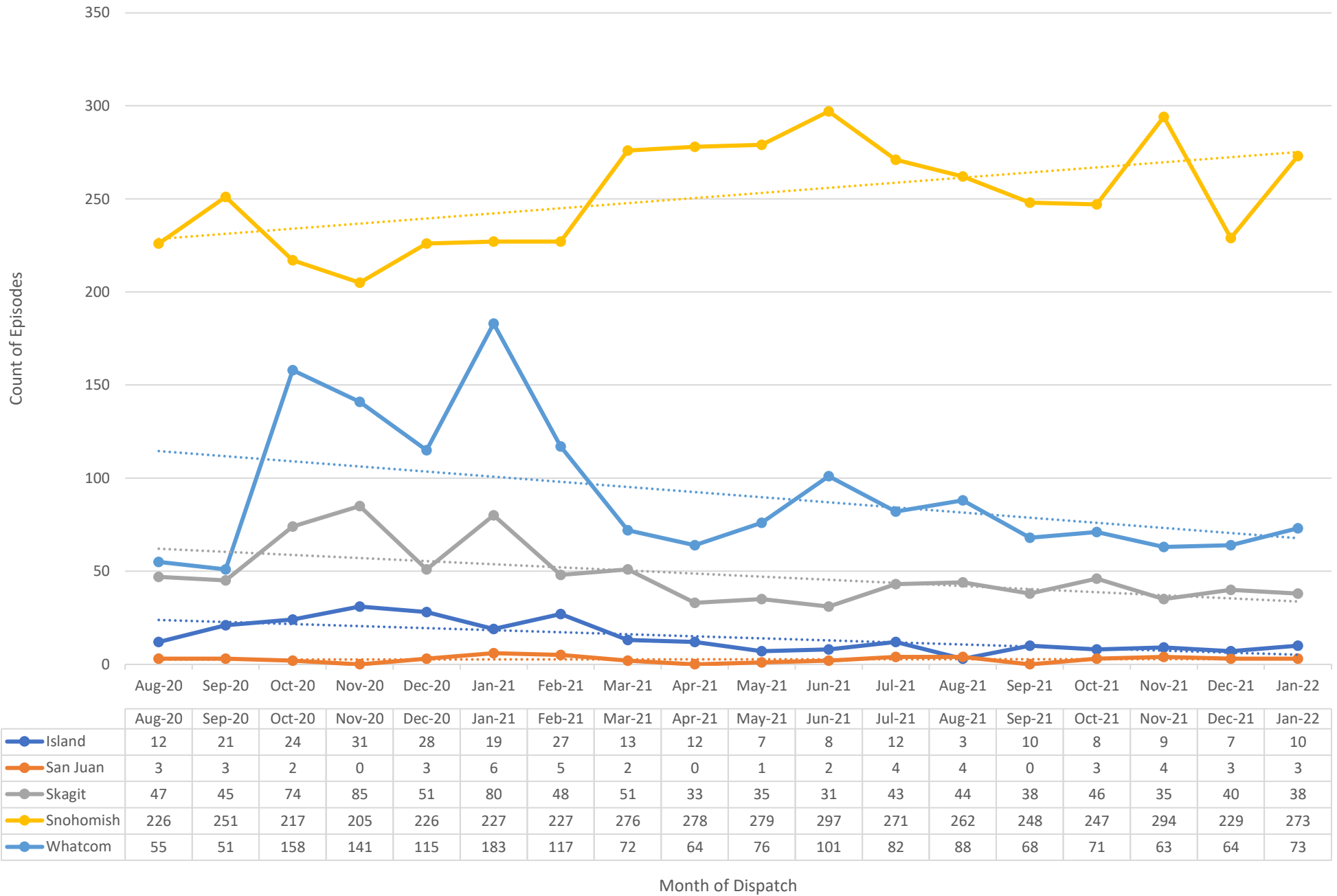
## Snohomish - Unduplicated People receiving a crisis system service



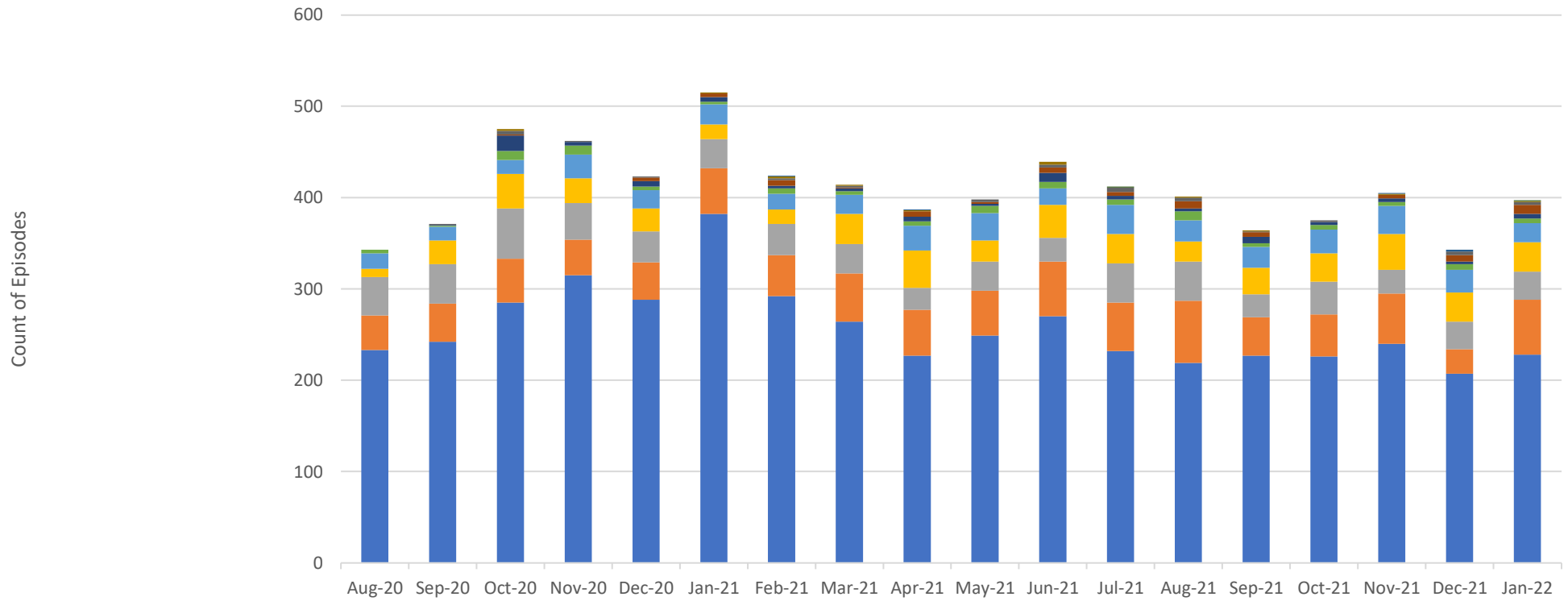
## Whatcom - Unduplicated People receiving a crisis system service



## Region Designated Crisis Responder (DCR) Investigations



## Region DCR Investigation Referral Sources

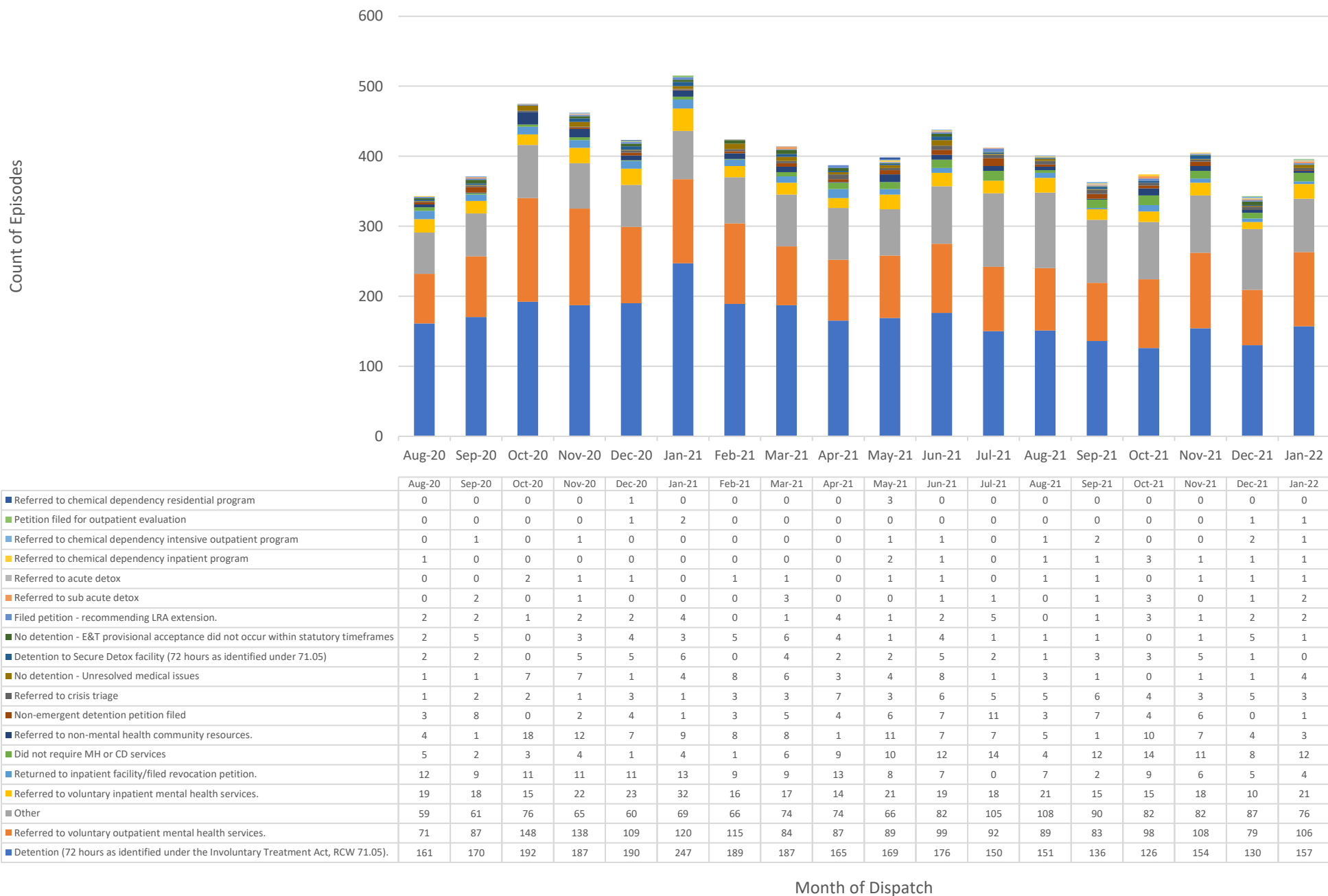


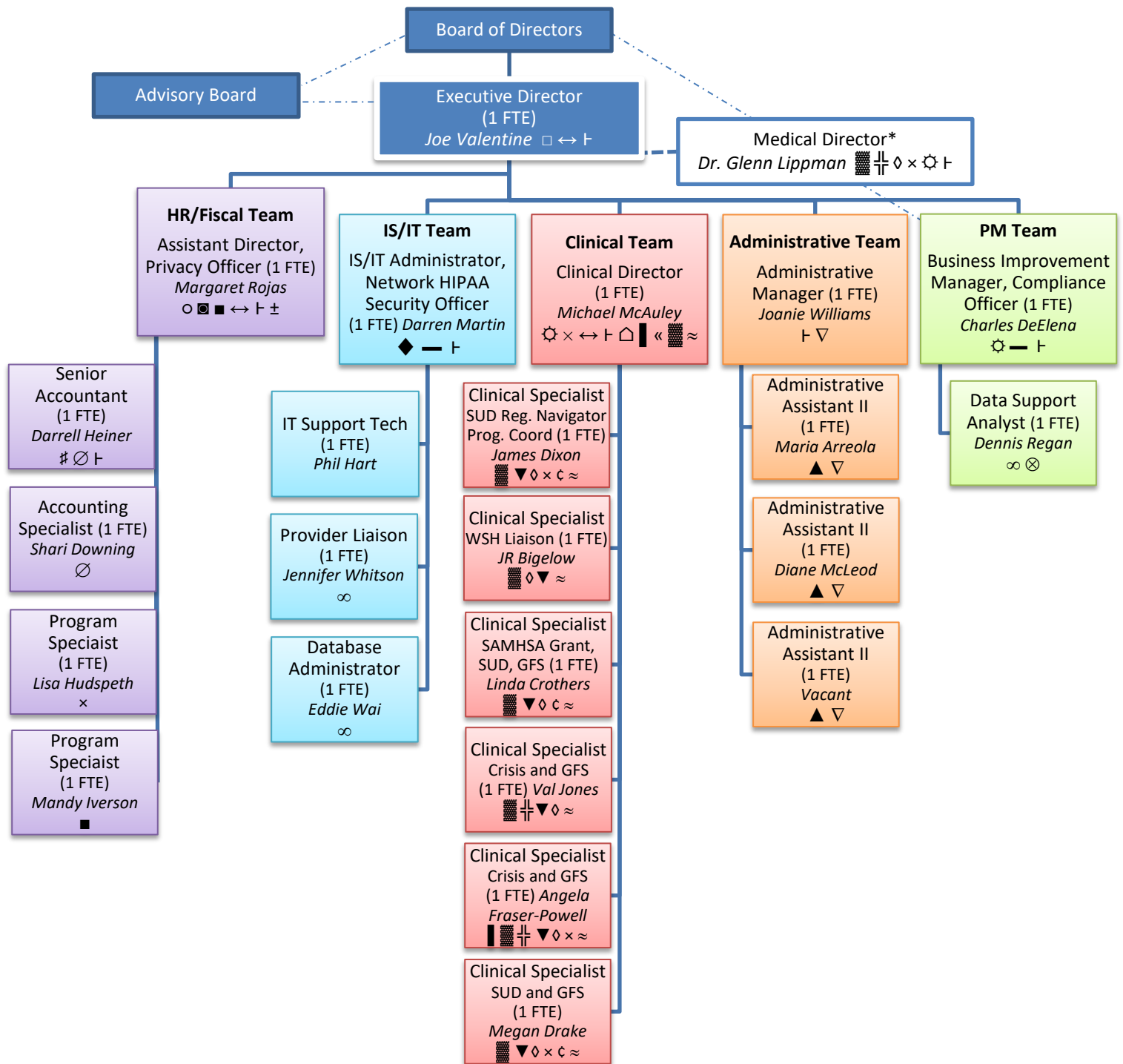
	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22
Impact Team Law Enforcement Referral	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
School	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	1	2	0
Referral from MCR to DCR	0	0	2	0	0	1	2	1	1	0	3	0	1	1	0	1	0	1
Community	0	1	4	1	1	0	2	2	0	3	3	5	4	1	2	0	4	3
Legal Representative	0	0	1	0	4	4	6	1	6	2	6	4	8	5	0	4	7	10
Social Service Provider	0	1	17	4	6	5	3	3	5	2	10	4	3	7	3	4	3	5
Care Facility	4	1	10	10	4	3	6	4	5	8	7	6	10	4	5	4	6	5
Professional	17	15	15	26	20	22	17	21	27	30	18	32	23	23	26	31	25	21
Other	9	26	38	27	25	16	16	33	41	23	36	32	22	29	31	39	32	32
Law Enforcement	42	43	55	40	34	32	34	32	24	32	26	43	43	25	36	26	30	31
Family	38	42	48	39	41	50	45	53	50	49	60	53	68	42	46	55	27	60
Hospital	233	242	285	315	288	382	292	264	227	249	270	232	219	227	226	240	207	228

Month of Dispatch



## Region DCR Investigation Outcomes





## Legend

⋈	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