

<b>CHELAN-DOUGLAS RSN/PIHP POLICY AND PROCEDURE MANUAL</b>		Chapter:	1.3.1
Title:	INTRODUCTION AND ADMINISTRATIVE POLICIES	Page:	1 of 5
		Date Effective:	July 1, 2002
Subject:	GOVERNANCE AND COMMUNITY ACCOUNTABILITY	Date Revised:	August 21, 2007 January 12, 2012
		Authorizing Signature:	

**AUTHORITY:** Division of Behavioral Health and Recovery (DBHR) - Chelan-Douglas Regional Support Network/Prepaid Inpatient Health Plan Contracts, Related Work Orders, and Working Agreements certification by the Department of Social and Health Services effective July 1, 1993.

**SCOPE:** This policy applies to Chelan-Douglas Regional Support Network/Prepaid Inpatient Health Plan (CDRSN/PIHP) and its contractors (agencies/providers), and subcontractors (referred to as contractors or agencies or providers throughout this policy).

**PURPOSE:** This policy describes the general responsibilities, duties, governance, and community accountability of the CDRSN.

**DEFINITIONS:** n/a

**POLICY:** A. General Responsibilities & Duties.

1. Authority. The Chelan-Douglas Regional Support Network (RSN) shall operate under Chapter 71.24 Revised Code of Washington (RCW); Washington Administrative Code (WAC) 275-57: *Community Mental Health Programs*; and the applicable Douglas County Policies, Procedures, Ordinances and Douglas County Board of Commissioner Resolutions.

2. Board of Governors. The Governing Body of the Chelan-Douglas Regional Support Network shall be comprised of six (6) elected officials as follows: One member of the Douglas County Board of County Commissioners who shall act as chair; one member of the Chelan County Board of County Commissioners who shall act as vice-chair; one member of the Wenatchee City Council; one member of the East Wenatchee City Council, one member of the Chelan City Council, one member of the Rock Island City Council. The Board of Governors shall make recommendations to the Douglas County Board of Commissioners who shall act as the legal authority.

3. Administrator. The Douglas County Board of Commissioners, upon the recommendation of the CDRSN Board of Governors, shall appoint the Administrator of Chelan-Douglas Regional Support Network. The Administrator shall be the single point of responsibility, under the Governing Body, to administer and provide community mental health services to priority populations within Chelan and Douglas Counties.

4. Provide Mental Health Services. The Chelan-Douglas RSN shall provide the following mental health services within Chelan-Douglas Counties:

a. Resource Management Services. The RSN shall establish mechanisms which maximize access to and use of mental health services, and ensure people receive appropriate levels of care as described in Chapter 4: Resource Management of these policies and procedures.

b. Crisis Response Services. The RSN shall provide, or ensure the provision of, crisis response services (CRS) twenty-four-hours-a-day and seven-days-a-week, serving persons of all ages and cultures in crisis as described in Section A, Chapter 6: Service Delivery of these policies and procedures.

c. Brief Intervention and Community Support Services. The RSN shall provide, or ensure the provision of:

- Brief Intervention Services which are implemented in a streamlined process to provide planned, brief therapeutic interventions as described in Section B, Chapter 6: Service Delivery of these policies and procedures.
- Community Support Services which include case management services, residential services, employment services, psychiatric and medical services, and in-home services as described in Section C, Chapter 6: Service Delivery of these policies and procedures.

5. Contract Authority. The Chelan-Douglas RSN has the authority to prepare, negotiate and review contracts for approval by the Governing Board and the Douglas County Board of Commissioners. The RSN has the responsibility to meet the terms of any contracts or work orders entered into by the Department of Social & Health Services and the RSN Governing Body. The RSN has the responsibility to require its contractors and their subcontractors to comply with applicable requirements of the contracts and work orders with the Department of Social and Health Services.

6. Contract for Clinical Services only with Licensed Service Providers. The RSN will contract for clinical services only with licensed service providers or providers licensed under chapters 18.57, 18.71, 18.83, or 18.88 RCW. Clinical Services, as defined by WAC, means those direct age and culturally appropriate consumer services which either:

- a. Assess a consumer's condition, abilities, or problems; or
- b. Provide therapeutic interventions which are designed to ameliorate psychiatric symptoms and improve a consumer's functioning.

If the Department of Social and Health Services notifies the RSN of a provider's failure to attain or maintain licensure, the RSN shall terminate its contract with that provider. In turn, the RSN shall notify DSHS of observations indicating that providers may not be in compliance with licensing requirements. The RSN shall maintain written report of its evaluations and audits of providers for DSHS inspection.

7. Reasonable Access. The RSN shall allow the Department of Social and Health Services reasonable access at reasonable times to RSN records. In the event there is any issue concerning the "reasonableness" of the request for access the matter shall be referred to the Governing Body for resolution.

8. Nonclinical Resources. The RSN shall collaborate with and make reasonable efforts to obtain and use nonclinical resources in the community to maximize services to consumers.

9. Diminish Stigma. The RSN shall educate the community regarding mental illness to diminish stigma.

10. Operate as a Licensed Provider. The RSN may operate as a licensed provider only when another provider is not available to provide the mental health services, or the RSN demonstrates to DSHS that it can provide the mental health services more efficiently and cost effectively than other available providers without loss of quality of care.

B. Governance and Community Accountability.

The RSN shall ensure services are responsive in an age and culturally appropriate manner to the mental health needs of the population within Chelan and Douglas Counties, within available resources.

1. RSN Advisory Board. The CDRSN Governing Board shall appoint a Chelan-Douglas Regional Support Network Advisory Board.

2. Be Representative. WAC 275-57-080, effective October 28, 1994, requires that the RSN Advisory Board:

*“Be broadly representative of the demographic character of the region and the mental ill persons served. By December 31, 1995, fifty-one percent of the members of the advisory board will include:*

*(i) Consumers or past consumers of public mental health services; and*

*(ii) Family or foster family members of consumers, including parents of emotionally disturbed children.”*

The Administrator, RSN; the Advisory Board; and the Governing Board shall work together to ensure that these WAC requirements are fulfilled.

3. Advisory Board Duties. The Advisory Board shall have the authority to review and comment on plans, budgets, and policies developed by the RSN to implement the requirements of Chapter 71.24 RCW and WAC 275-57. The RSN Advisory Board shall forward its comments to the RSN Governing Board. The RSN Advisory Board may carry out other duties and responsibilities as requested by the RSN or Governing Board.

4. RSN to Prepare Biennial Plan. The RSN shall develop and implement an outcome-based biennial plan in accordance with department guidelines. In developing the plan, the RSN shall seek and incorporate input concerning service needs and priorities from community stakeholders, including:

- Consumers;
- Family members;
- Culturally diverse communities;
- Social Service Agencies;
- Organizations representing persons with a disability; and
- Identify trends and address service gaps, including specialized services for undeserved groups.

5. Periodically Review the Biennial Plan. The RSN shall periodically review the biennial plan and ensure resources are applied in support of its

goals and outcomes. The plan shall be reviewed at least once during each biennium quarter.

6. Listing of Services. The RSN shall ensure that there will be a listings of services in telephone and other public directories within the service area. The RSN will ensure that their provider network also provides this information.

7. Disseminate Brochures. The RSN shall publish and disseminate brochures and other materials for describing services and hours of operation that are appropriate for all individuals, including those who may be visually impaired, limited-English proficient, or unable to read.

8. Information Available Concerning Ombuds Service. The RSN shall post and make information available to consumers regarding the ombuds services and local advocacy organizations that may assist consumers in understanding their rights.

SEE ALSO: Glossary of Terms and Acronyms