



PENINSULA RSN

NETWORK MANAGEMENT POLICIES AND PROCEDURES

Policy Name: AVAILABILITY OF SERVICES

Policy Number: 3.01

Reference: DSHS Contract, 42 CFR 437.207

Effective Date: 2/2004

Revision Date(s): 4/2007

Approved by: PRSN Executive Board

CROSS REFERENCES

- Plan: Utilization Management Plan
- Policy: Access To Timely Services
- Policy: Corrective Action Plan

PURPOSE

The Peninsula Regional Support Network (PRSN) shall ensure that it maintains an adequate network of service providers. Upon request, the PRSN will ensure the state of sufficient capacity to serve the projected enrollment in our service area with supportive documentation in accordance with the contract standards for access to services.

DEFINITIONS

Request for Services is defined as the point in time when a request for mental health services are sought or applied for through a telephone call, in person, or receipt of a written request through any of the following access points.

- Contacting PRSN
- Contacting CommCare
- Contacting the network provider
- Crisis services

PROCEDURE

At least annually, the PRSN will determine the adequacy of the provider network, utilization management entity, and subcontractors within the region. The provider network, utilization management entity, and subcontractors are contracted to provide adequate access to all services covered under their contracts.

1. The PRSN shall examine:
 - Anticipated Medicaid enrollment.
 - Historic and expected regional utilization rates, taking into consideration the characteristics and health care needs specific to the Medicaid population residing within the PRSN and number of enrollees served.
 - Information regarding staff numbers and types (in terms of training, credentials, and experience, and specialization) at each provider required to furnish the contracted Medicaid and non-Medicaid contracted services.
 - The numbers of network providers who are not accepting new Medicaid clients.
 - The geographic location of providers and enrollees, with consideration given to distance, travel time standards, the means of transportation ordinarily used by Medicaid enrollees, and whether the location provides physical access for Medicaid enrollees with disabilities.

2. The PRSN does not discriminate and protects against provider discrimination for serving high risk populations, costly treatment, or specializes in conditions that require costly treatment.

MONITORING

This policy is a mandated by statute and contract.

1. This policy will be monitored through use of PRSN:
 - Annual PRSN Provider Directory requests
 - Annual PRSN Provider and Subcontractor Administrative Review
 - Exhibit N Report and Grievance Tracking
 - Biennial Provider Quality Review Team on-site review
 - Biennial Provider Ancillary Surveys
 - Quality Management Plan QUIC activities, such as review of Provider Directories updates and historical comparisons for staffing trends and recommendations

2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action will be required for PRSN approval. Reference PRSN Corrective Action Plan Policy.



PENINSULA RSN

NETWORK MANAGEMENT POLICIES AND PROCEDURES

Policy Name: CULTURALLY COMPETENT SERVICES

Policy Number: 3.02

Reference: DSHS Contract; 42 CFR 438.206

Effective Date: 5/2005

Revision Date(s): 12/2008

Approved by: PRSN Executive Board

CROSS REFERENCES

- Policy: Corrective Action Plan Policy
- Policy: Promoting Recovery and Resiliency
- Specialists Provider Directory

PURPOSE

The Peninsula Regional Support Network (PRSN) shall ensure that network providers provide culturally competent services.

DEFINITIONS

Age and Cultural Competence means:

- Recognition of the unique developmental and socio-cultural needs and customs of human beings at differing ages, specifically those of children and older adults.
- The ability to serve individuals in a manner which is responsive to their unique developmental needs.
- Recognition of the unique beliefs, customs, and institutions which arise out of each individual's self-identified social/cultural and/or ethnic group.
- The ability to serve individuals in a manner which is responsive to their unique cultural background.

PROCEDURE

1. PRSN providers comply with Washington Administrative Code (WAC), contract and policy requirements concerning the provision of culturally competent services
2. The PRSN maintains a list of in-network cultural specific consultants available to network providers. These lists are updated and distributed annually.
3. The PRSN analyzes the specialists FTE gains and loss from year to year in order to ensure adequate special population and ethnic specialists for the network to access for consultation purposes.
4. The PRSN monitors specialists sufficiency and timeliness through the following mechanisms:
 - Monthly standard chart review process
 - Annual Administrative Review – personnel section

MONITORING

This policy is a mandate by statute and contract.

1. This Policy is monitored through use of PRSN:
 - Annual PRSN Provider and Subcontractor Administrative Review
 - Monthly Provider Chart Review
 - Exhibit N Reports and Grievance Tracking
 - Biennial Provider Quality Review Team on-site review
 - Quarterly Provider Performance Reports
 - Quality Management Plan activities, such as review targeted issues for trends and recommendations
 - Consumers are asked about culturally appropriate service delivery through the MHSIP. The MHSIP is performed every two years
 - In addition, the Mental Health Division monitors WAC compliance during licensing and certification reviews
2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action Plan will be required for approval. Reference PRSN Corrective Action Plan Policy.



PENINSULA RSN

NETWORK MANAGEMENT POLICIES AND PROCEDURES

Policy Name: CULTURALLY COMPETENT SERVICE
STRUCTURE

Policy Number: 3.03

Reference: WAC 388-865-0450 and 1996 Waiver

Effective Date: 9/2005

Revision Date(s): 9/2009

Approved by: PRSN Executive Board

CROSS REFERENCES

- Policy: Corrective Action Plan

PURPOSE

It is the policy of the Peninsula Regional Support Network (PRSN) to establish, and to require network providers and subcontractors to establish, policies, procedures and mechanisms maximizing access to and use of mental health services, including care which evidences age and cultural competence, assures reception of appropriate levels of care, and in which treatment plan responsibility and information availability issues meet criteria as specified in Washington Administrative Code (WAC) and PRSN/ DSHS contracts.

DEFINITIONS

Age and Cultural Competence means:

- Recognition of the unique developmental and socio-cultural needs and customs of human beings at differing ages, specifically those of children and older adults;
- The ability to serve individuals in a manner which is responsive to their unique developmental needs;
- Recognition of the unique beliefs, customs and institutions which arise out of each individual's self-identified social/cultural and/or ethnic group; and
- The ability to serve individuals in a manner which is responsive to their unique cultural background.

PROCEDURE

The PRSN will, in compliance with Revised Code of Washington (RCW), WAC and contract, promote and evidence age and cultural competence throughout the system by:

Representation:

Governance System: Conducting recruitment for membership on the Advisory Board so as to enhance representation of regional demographics, including persons representing:

- Consumers, past and present
 - Tribal membership or other significant ethnic groups
 - Concerns of youth and children
 - Concerns of older adults
- a. PRSN staff conducts a demographic profile of Advisory Board members no less than annually to determine if membership is representative of the region as defined above, and advises the Board of recruitment needs, if any.
 - b. PRSN staff mail recruitment letters to organizations serving individuals from diverse cultural groups, particularly those groups under-represented, when a vacancy on the board occurs.
 - c. PRSN staff, QRT and Advisory Board members maintain ongoing discussions with key informants who are knowledgeable and involved with diverse cultural communities within Clallam, Jefferson and Kitsap Counties in order to inform and invite their membership on the Board.
 - d. The PRSN staff appraises Executive Board members and management staff of requirements relative to age and culturally competent representation in order to support compliance with laws, regulations, and contractual obligations.
 - e. Advisory Board orientation materials include sections addressing the PRSN goals for achieving region-wide cultural competence.
 - f. The Advisory Board advises the Board and PRSN regarding potential benefits or barriers resulting from current policies and procedures; and who address the reduction and elimination of culturally based barriers to service; and who serve in conjunction with the oversight committee(s) for children, older persons, and ethnic minorities which meets quarterly and which includes parents of children/adolescents receiving services, early intervention providers, health providers, juvenile court, child welfare, tribal and substance abuse treatment providers who address, as well, EPSDT requirements.
 - g. PRSN management staff attend and represent the PRSN at regional meetings, conferences, assemblies or trainings which examine, promote or represent

cross-cultural awareness, and schedules Advisory Board or other appropriate meetings at churches, Tribal Centers and other community-based locations which may be comfortable to and promote attendance by a diverse population.

Administration: Ensuring that PRSN staff:

- a. Review demographic profiles and provide demographic information relative to the region and catchment areas in order to promote and facilitate broad representation throughout the system.
- b. Recruit PRSN staff in a manner which assures removal of barriers to equal opportunity and promotes diversity.
- c. Develop a roster of Specialists who may be accessed by network providers for consultation in the event an appropriate Specialist is not available within the provider organization. The providers may have an additional list of Specialists, who may have a formal and contractual, or informal arrangement with consultants.
- d. The PRSN management staff develops Tribal Agreements and regularly schedules meetings with Tribal authorities for the discussion of issues of mutual interest or concern.

Grievance, Quality Review Team, Ombuds: Ensuring that:

- a. The PRSN and provider grievance policies and procedures are reviewed and policies or procedures which may represent a barrier, or do not enhance age and culturally competent representation, are revised.
- b. The Quality Review Team recruitment policies and practices are in alignment with those of the Advisory Board and solicits persons who evidence an understanding of or appreciation for age and cultural competence issues for membership.
- c. The policies and procedures of the Ombuds, and its management, are reviewed, and policies or procedures which may represent a barrier, or do not enhance age and culturally competent representation are revised. Recruitment for Ombuds solicits persons who evidence an understanding of or appreciation for age and cultural competence issues.
- d. The Ombuds program policies and procedures are culturally competent.
- e. The Ombuds program policies and procedures encourage the involvement by consultation with or supervision from, specialists, and certified interpreters, when addressing consumer concerns of special populations.

- f. All steps necessary to pursue complaint and grievance procedures at the PRSN, provider, and all other levels are translated into the languages most used in the region.

Provider Network and Subcontractors: Requiring that:

- a. Contracted network providers and subcontractors evidence policies and procedures which include provisions to ensure staff development and staffing that is culturally competent and promotes availability of age and culturally competent staff.
- b. Contracted network providers and subcontractors assure that equal access to available services exists for people who are not English proficient or who are ethnic minorities by making marketing materials available for these services in alternative languages.

Clinical Care: Requiring that contracted network providers ensure availability of, or access to, age and culturally competent staff, or consultants to staff, who are able to provide:

- a. Assistance to Providers in developing appropriate access avenues which promote service availability across age, ethnic groups within the catchment area, local cultures, and among under served populations.
- b. Age and culturally competent clinical supervision.
- c. Age and culturally competent service delivery.
- d. Age and culturally competent specialist availability.
- e. Age and culturally competent representation in the various review and monitoring aspects of PRSN and provider quality assurance/improvement systems.

Training

Administration:

- a. The PRSN contracting for, and making available to staff of the RSN, network providers, subcontractors, the Advisory Board and QRT, the Ombuds, and other constituents of the region as it deems appropriate, training which promotes age and cultural competency including respect for and awareness of:
 - Non-ethnic based cultures (e.g. gang, prison related, regional, religious, life style or occupation related, etc.), as well as cultures of ethnicity
 - Valuing diversity
 - The dynamics of difference

- Acculturation vs. assimilation
 - Cross cultural and/or cultural norms in assessment, differential diagnosis, service planning and intervention
 - Incorporation of the individual's age or culture related supports and beliefs into the treatment process
 - Incorporation of non-traditional interventions into the treatment process
 - Developmental issues; and socio economic issues in order to provide the most consumer-useful, effective and efficient services
- b. The PRSN ensuring that it:
- Develops an on-going/updated roster of trainings within the region which are delivered by persons with expertise in age and cultural competence, and which address 1) the concepts of age and cultural competence in general, and 2) specific competencies relative to children and older adults, ethnic groups within the region, other cultural groups within the region
 - Provide the training roster to personnel at all levels of the mental health service delivery system within the region
 - Annually attend a training that addresses age or cultural competence in mental health service systems

Governance, Grievance-QRT-Ombuds, Provider, and Subcontractor Systems

The PRSN ensuring that it:

- a. Provide training rosters to, and encourage attendance by, members of the Advisory Board at age and cultural competence training.
- b. Provide training rosters to, and encourage attendance by, members of the QRT and the Ombuds at age and cultural competence training.
- c. Require that network providers ensure that all staff attend training in age and cultural competence concepts and that clinical staff attend training to increase their competence in specific areas of age or culture.
- d. Promote and facilitate network provider ability to assist staff in attending training, which will result in their acquiring specialist status in areas of age, cultural or other specialty competence.

Written Entrance Criteria- Outpatient and Inpatient Services

- a. The PRSN, with its providers, develop and implement age and culturally competent written criteria for outpatient and inpatient eligibility, admissions, and continuing stay authorization criteria and discharge protocols for PRSN funded services.

By assuring that documents for information gathering, screening, intake, assessment, and individual plans of care, developed by the PRSN and/or providers/ subcontractors, promote age and cultural competence by including opportunities for service recipients to identify their age, their ethnicity according to personal perception, their culture, and issues relating to these factors.

The individualized information is included in authorization requests for outpatient and inpatient services and referrals to hospitals or other services which may be treating the service recipient.

- b. The PRSN requires, and ensures through review and audit, that network providers implement PRSN policies and procedures regarding cultural competency through:
 1. Early identification of persons seeking services who are an ethnic minority or specialty population by:
 - Providing an opportunity for self identification of one's ethnic or cultural group or groups within the beginning interactions of the initial contact between the PRSN and/or provider and the person seeking service, while maintaining their right to decline to provide this information.
 - Organizing access documents so that the consumer can self-identify his/her ethnic or cultural group(s), and be allowed to identify more than one ethnic group.
 - Organizing all screening, intake and other access documents to capture date of birth and age, and any existing disability information.
 2. Upon identification that the service applicant or consumer is under eighteen years of age or over sixty years of age, is disabled, or has identified him or herself as a member of an ethnic minority, the PRSN requires that the Provider staff:
 - Refers and/or arranges for further contact, within the activity being performed, to be conducted by an available appropriate specialist; *or*, if none is available;
 - Arranges for consultation, in person or by telephone, by an appropriate specialist at the earliest reasonable opportunity within contract requirements; *or*
 - Performs the activity under the supervision of an appropriate specialist; and
 - Documents the date, time and person contacted to provide consultation or supervision.
 - Explicitly asks the service applicant about preferences which they may have relative to the plan of care and documentation in the treatment plan.

3. The network provider staff conducting interviews determines English language proficiency, documents the need for interpreter services and arranges for interpreter services, if necessary.
 4. All written materials generally available to service recipients are made available and TTY and other electronic devices are available to assure communication.
 5. Treatment planning and process include interventions which are congruent with the client's cultural background and are documented as such.
 6. Care coordination of clients receiving in-patient services includes review of the age and cultural competence of the care being received.
- c. The PRSN requires that provider staff include an assessment of relevant cultural issues which may include levels of acculturation vs. assimilation when planning for services for individuals who are ethnic minorities, and the explicit incorporation and documentation of assessment outcomes into planning and services.
 - d. Consultation by Specialists is always documented and accessible through Profiler. Consultation information is incorporated into the Treatment Plan.
 - e. Differential diagnosis, assessment, and service planning by provider staff explicitly address the individual client's cultural norms, which are documented.
 - f. The PRSN requires and network provider staff incorporate, and document the incorporation of, the individual consumer supports and beliefs into the treatment process, indicating those that are unique to the individuals culture, if known.
 - g. The PRSN requires and network provider staff incorporate and document the incorporation of traditional interventions that the client has identified as having efficacy for them, into the treatment process.
 - h. The PRSN Quality Management policies and procedures require activities specifically designed to identify culturally based barriers within the mental health system or services and the recommendation of solutions to resolve identified barriers.
9. The PRSN policies and procedures require the contracted managed care entity delegated PRSN authorization of services/utilization management address issues of cultural competence.

Language Availability

The PRSN, and network provider and subcontractors, ensure:

1. Certified interpretation is provided for limited English proficient clients and their families
 2. Outpatient client rights are posted in lobby areas within each network provider agency in the seven DSHS required languages and other predominant languages in the region.
 3. Clients who are unable to read written material have access to the information in their own language, by
 - Utilizing certified interpreters on- staff, if available
 - Contracting for certified interpretation services, as necessary
 - Compiling and making available to all service providers, a list of acceptable interpreters and how to access them
 - Ensuring communication capacity including TTY and other electronic devices
- b. The PRSN ensures that all PRSN informational material and postings which represent services (such as access to services provided in the region, consumer rights, complaint/grievance protocol, or other crucial program information) are published in the DSHS required seven languages and other predominant languages in the region/network provider catchment area. These documents are translated by certified interpreters.
- The PRSN Member Handbook, Outpatient Client Rights and Authorization letter are all posted on the PRSN website in the PRSN Manual.

Specialists (See also PRSN Specialists List)

The PRSN staff ensures that network providers and subcontractors have access to and use Specialists as defined in RCWs by:

- Providing Providers with the definitions of and requirements for Specialists
- Providing Providers with definitions of special populations
- Assisting Providers in having access to Specialists via distribution of annual in-network and out-of-network Tribal Specialists lists.
- Monitoring Providers to ensure compliance

MONITORING

This policy is a mandate by contract and statute.

1. This Policy will be monitored through use of PRSN:
 - Annual PRSN Provider and Subcontractor Administrative Review
 - Monthly Provider Clinical Chart Review

- Exhibit N Report and Grievance Tracking
 - Biennial Provider Quality Review Team on-site review
 - Quarterly Provider Performance Reports
 - Biennial Provider Ancillary Surveys
 - Quality Management Plan activities, such as review targeted issues for trends and recommendations
 - Review of previous Provider Corrective Action Plans related to Age and Cultural Competence policy, including provider profiles related to performance on targeted indicators
2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action will be required for PRSN approval. Reference PRSN Corrective Action Plan Policy.

**PENINSULA REGIONAL SUPPORT NETWORK
DIRECTORY OF MENTAL HEALTH PROFESSIONALS**

<u>NAME</u>	<u>AGENCY</u>	<u>PHONE</u>
I. PSYCHIATRISTS		
1. Karin Barkin, MD	Kitsap Mental Health Services	(360) 373-5031
2. William Cagle, MD	Kitsap Mental Health Services	(360) 373-5031
3. Jeffrey Collins, MD	Kitsap Mental Health Services	(360) 373-5031
4. Antonio Gutierrez, MD	Kitsap Mental Health Services	(360) 373-5031
5. Gary Lenza, MD	Kitsap Mental Health Services	(360) 373-5031
6. Robert Reinach, MD	Kitsap Mental Health Services	(360) 373-5031
7. Mark Eisenstadt, MD	Peninsula Community Mental Health	(360) 457-0431
8. Terry Trudel, MD	Peninsula Community Mental Health	(360) 457-0431
9. Sarah Winternitz, MD	Peninsula Community Mental Health	(360) 457-0431
II. PSYCHOLOGISTS		
1. Stephen Ironhill	West End Outreach Services	(360) 374-5011
III. PSYCHIATRIC NURSES		
1. Georgianna Cannady	Kitsap Mental Health Services	(360) 373-5031
2. Gail Campbell	Kitsap Mental Health Services	(360) 377-8581
3. Kellye Campbell, ARNP	Kitsap Mental Health Services	(360) 377-8583
4. Karen Casseday	Kitsap Mental Health Services	(360) 377-8583
5. Dolly Coulter	Kitsap Mental Health Services	(360) 377-8581
6. Jennifer Drake, ARNP	Kitsap Mental Health Services	(360) 373-5031
7. Mary Dunbar, ARNP	Kitsap Mental Health Services	(360) 479-4994
8. Victoria Holmes	Kitsap Mental Health Services	(360) 377-8581
9. Peter Merrill	Kitsap Mental Health Services	(360) 373-3425
10. Donna Poole, ARNP	Kitsap Mental Health Services	(360) 373-5031
11. Alex Henke	Jefferson Mental Health Services	(360) 385-0321
12. Marge Irthum	Jefferson Mental Health Services	(360) 385-0321
13. Barbara Minchin, ARNP	Jefferson Mental Health Services	(360) 385-0321
14. Laura Rightmeyer, ARNP	Jefferson Mental Health Services	(360) 385-0321
15. Margaret Depew, ARNP	Peninsula Community Mental Health	(360) 457-0431
16. Saskia VonMichalofski, ARNP	Peninsula Community Mental Health	(360) 457-0431
17. Susan Bach, ARNP	West End Outreach Services	(360) 374-5011

IV. SOCIAL WORKERS

1.	Georgianna Akers	Kitsap Mental Health Services	(360) 373-3425
2.	Charlotte Anibas	Kitsap Mental Health Services	(360) 415-6679
3.	Gil Banks	Kitsap Mental Health Services/ C&F	(360) 479-5866
4.	Chris Borer	Kitsap Mental Health Services/ C&F	(360) 479-4994
5.	Donna Carter	Kitsap Mental Health Services/ C&F	(360) 415-5865
6.	Gary Carter	Kitsap Mental Health Services	(360) 373-5031
7.	Martin Cassidy	Kitsap Mental Health Services	(360) 373-3425
8.	Deanna Deery-Schmitt	Kitsap Mental Health Services/ C&F	(360) 415-5866
9.	Beth Friedman Danner	Kitsap Mental Health Services	(360) 415-5827
10.	Kathryn Felix	Kitsap Mental Health Services	(360) 415-6674
11.	Catherine Goldston	Kitsap Mental Health Services/ C&F	(360) 415-5845
12.	Ian Harrel	Kitsap Mental Health Services	(360) 415-5824
13.	Lisa Lawrence	Kitsap Mental Health Services/ C&F	(360) 415-5866
14.	Donald Moriarty	Kitsap Mental Health Services/ C&F	(360) 415-5879
15.	John Perona	Kitsap Mental Health Services/ C&F	(360) 415-5847
16.	Pattie Pritchard	Kitsap Mental Health Services	(360) 415-5853
17.	Patricia Slaye	Kitsap Mental Health Services	(360) 337-7019
18.	Edie Stone	Kitsap Mental Health Services	(360) 373-5031
19.	Marilee Tate	Kitsap Mental Health Services	(360) 373-6819
20.	Tom Chambers	Jefferson Mental Health Services	(360) 385-0321
21.	Ann Marie Mende	Jefferson Mental Health Services	(360) 385-0321
22.	Jill Paulk	Jefferson Mental Health Services	(360) 385-0321
23.	Janet Polley	Jefferson Mental Health Services	(360) 385-0321
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25.	Elizabeth Clark	Peninsula Community Mental Health	(360) 457-0431
26.	David Larson	Peninsula Community Mental Health	(360) 457-0431
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28.	Cheryl Johnson	Peninsula Community Mental Health	(360) 457-0431
29.	Darren Nealis	Peninsula Community Mental Health	(360) 457-0431
30.	Robert Nuffer	Peninsula Community Mental Health	(360) 457-0431
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33.	Junne Seela	Peninsula Community Mental Health	(360) 457-0431
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V. (MHP) MASTERS DEGREE, PLUS TWO YEARS DIRECT SERVICE EXPERIENCE

1. Alicia Anderson	Kitsap Mental Health Services/ OAS	(360) 373-6819
2. Elena Argomaniz	Kitsap Mental Health Services	(360) 415-5803
3. Sara Bischoff	Kitsap Mental Health Services	(360) 415-5866
4. Lillianne Boardman	Kitsap Mental Health Services/ C&F	(360) 415-5844
5. Elaine Boyle	Kitsap Mental Health Services	(360) 373-5031
6. Robert Brinton	Kitsap Mental Health Services/ YIU	(360) 377-8583
7. David Burrows	Kitsap Mental Health Services	(360) 373-5031
8. Gary Carter	Kitsap Mental Health Services	(360) 415-5865
9. Ken Clifton	Kitsap Mental Health Services	(360) 415-6691
10. Cory Cordero	Kitsap Mental Health Services	(360) 373-5031
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14. Mary Dunbar	Kitsap Mental Health Services/ C&F	(360) 479-4994
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19. Jill Forsberg	Kitsap Mental Health Services/ C&F	(360) 415-5846
20. Rodney Hitchcock	Kitsap Mental Health Services/ OAS	(360) 373-6819
21. Bruce Jackson	Kitsap Mental Health Services/ C&F	(360) 415-5866
22. Richelle Jordan	Kitsap Mental Health Services/ C&F	(360) 415-4994
23. Judith Kasnick	Kitsap Mental Health Services	(360) 373-5031
24. Carol Lambias	Kitsap Mental Health Services/ C&F	(360) 479-4994
25. Martiann Lewis	Kitsap Mental Health Services	(360) 415-5862
26. Charles Ludwig	Kitsap Mental Health Services	(360) 373-3425
27. Stephen Magee	Kitsap Mental Health Services	(360) 373-3425
28. Laura McLaughlin	Kitsap Mental Health Services/ C&F	(360) 415-5866
29. Linda Melseth	Kitsap Mental Health Services/ AIU	(360) 415-5864
30. Cheryl Mogensen	Kitsap Mental Health Services	(360) 415-6682
31. Kirby Nave	Kitsap Mental Health Services/ YIU	(360) 415-5857
32. Kevin Patton	Kitsap Mental Health Services	(360) 373-5031
33. Donna Poole	Kitsap Mental Health Services	(360) 373-5031
34. Pamela Rhodes	Kitsap Mental Health Services/ C&F	(360) 415-5866
35. Steven Selberg	Kitsap Mental Health Services/ OAS	(360) 373-6819
36. Janet Sire-Anderson	Kitsap Mental Health Services/ C&F	(360) 415-5848
37. Lisa Smith	Kitsap Mental Health Services	(360) 415-5823
38. Sheryl Stansbury	Kitsap Mental Health Services	(360) 415-6678
39. Cory Staton	Kitsap Mental Health Services/ C&F	(360) 415-5866
40. Michael Tebow	Kitsap Mental Health Services/ AIU	(360) 415-5851
41. Victoria Tierney	Kitsap Mental Health Services /C&F	(360) 415-5866
42. Christie Wright	Kitsap Mental Health Services/ YIU	(360) 415-5856
43. Nicole York	Kitsap Mental Health Services	(360) 415-5819
44. Julie Archibald	Jefferson Mental Health Services	(360) 385-0321
45. Bernie Donanberg	Jefferson Mental Health Services	(360) 385-0321

(MHP) MASTERS DEGREE, PLUS TWO YEARS DIRECT SERVICE EXPERIENCE
continued

46. Jerry Fryrear	Jefferson Mental Health Services	(360) 385-0321
47. Jessica Huntting	Jefferson Mental Health Services	(360) 385-0321
48. Lois Lund	Jefferson Mental Health Services	(360) 385-0321
49. Erik Nygard	Jefferson Mental Health Services	(360) 385-0321
50. Mariam Williamson	Jefferson Mental Health Services	(360) 385-0321
51. Sheila Witte-Hunt	Jefferson Mental Health Services	(360) 385-0321
52. Hazel Johnson	Jefferson Mental Health Services	(360) 385-0321
53. Harvey Montgomery	Jefferson Mental Health Services	(360) 385-0321
54. Mary Arnott	Peninsula Community Mental Health	(360) 457-0431
55. Rebecca Brown	Peninsula Community Mental Health	(360) 457-0431
56. Lucille Celestino	Peninsula Community Mental Health	(360) 457-0431
57. Pamella Davick	Peninsula Community Mental Health	(360) 457-0431
58. Patricia Janusz	Peninsula Community Mental Health	(360) 457-0431
59. Evelyn Johnson	Peninsula Community Mental Health	(360) 457-0431
60. J. "Mac" McIntyre	Peninsula Community Mental Health	(360) 457-0431
61. Sheila Reed	Peninsula Community Mental Health	(360) 457-0431
62. Linda Scott	Peninsula Community Mental Health	(360) 457-0431
63. Erran Sharpe	Peninsula Community Mental Health	(360) 457-0431
64. Wendy Sisk	Peninsula Community Mental Health	(360) 457-0431
65. Kathy Stevens	Peninsula Community Mental Health	(360) 457-0431
66. Kristin Warner	Peninsula Community Mental Health	(360) 457-0431
67. Michael Yeager	Peninsula Community Mental Health	(360) 457-0431
68. Kent Bezzio-Stone	West End Outreach Services	(360) 374-5011
69. Marcia Harms	West End Outreach Services	(360) 374-5011
70. Beatrice Kaufman	West End Outreach Services	(360) 374-5011
71. S. "Beth" Palmer	West End Outreach Services	(360) 374-5011
72. Ann Rowe	West End Outreach Services	(360) 374-5011
73. Gary Webb	West End Outreach Services	(360) 374-5011
74. Toby Bingham	PRSN	(360) 337-4604
75. Stacey A.S. Smith	PRSN	(360) 337-4604

**PENINSULA REGIONAL SUPPORT NETWORK
 DIRECTORY OF SPECIALISTS/CONSULTANTS**

I. CHILD MENTAL HEALTH SPECIALISTS, per WAC 388-865-0150

1. Liliane Boardman	Kitsap Mental Health Services	(360) 415-5844
2. Gilbert Banks	Kitsap Mental Health Services	(360) 415-5866
3. Sara Bischoff	Kitsap Mental Health Services	(360) 415-5866
4. Denise Bower	Kitsap Mental Health Services	(360) 415-5866
5. Karen Cassedy	Kitsap Mental Health Services/ YIU	(360) 377-8583
6. George Dannells	Kitsap Mental Health Services	(360) 415-5869
7. Julie Daum	Kitsap Mental Health Services	(360) 415-5866
8. Deanna Deery-Schmitt	Kitsap Mental Health Services	(360) 415-5866
9. Nell Fairbanks	Kitsap Mental Health Services/ YIU	(360) 415-5863
10. Patricia Flowergrowing	Kitsap Mental Health Services	(360) 415-5866
11. Jill Forsberg	Kitsap Mental Health Services	(360) 415-5846
12. Catherine Goldston	Kitsap Mental Health Services	(360) 415-5845
13. Ian Herrel	Kitsap Mental Health Services	(360) 415-5824
14. Bruce Jackson	Kitsap Mental Health Services	(360) 415-5866
15. Richelle Jordan	Kitsap Mental Health Services	(360) 479-4994
16. Carol Lambias	Kitsap Mental Health Services	(360) 479-4994
17. Lisa Lawrence	Kitsap Mental Health Services	(360) 415-5866
18. Steven Maynard	Kitsap Mental Health Services	(360) 415-5866
19. Laura McLaughlin	Kitsap Mental Health Services	(360) 415-5866
20. Donald Moriarty	Kitsap Mental Health Services	(360) 415-5879
21. Kirby Nave	Kitsap Mental Health Services	(360) 415-5847
22. Pattie Pritchard	Kitsap Mental Health Services/ AIU	(360) 415-5853
23. John Perona	Kitsap Mental Health Services	(360) 479-4994
24. Janet Sire-Anderson	Kitsap Mental Health Services	(360) 415-5848
25. Cory Staton	Kitsap Mental Health Services	(360) 415-5866
26. Michael Tebow	Kitsap Mental Health Services/ AIU	(360) 415-5851
27. Victoria Tierney	Kitsap Mental Health Services	(360) 415-5866
28. Christie Wright	Kitsap Mental Health Services/ YIU	(360) 415-5856
29. Bernie Donanberg	Jefferson Mental Health Services	(360) 385-0321
30. Anne Marie Mende	Jefferson Mental Health Services	(360) 385-0321
31. Harvey Montgomery	Jefferson Mental Health Services	(360) 385-0321
32. Janet Polley	Jefferson Mental Health Services	(360) 385-0321
33. Mary Arnott	Peninsula Community Mental Health	(360) 457-0431
34. Lucille Celestino	Peninsula Community Mental Health	(360) 457-0431
35. Tim Haberer	Peninsula Community Mental Health	(360) 457-0431
36. Diana Kohler	Peninsula Community Mental Health	(360) 457-0431
37. James "Mac" McIntyre	Peninsula Community Mental Health	(360) 457-0431
38. Junne Seela	Peninsula Community Mental Health	(360) 457-0431
39. Kathy Stevens	Peninsula Community Mental Health	(360) 457-0431
40. Regina Zsupnik	Peninsula Community Mental Health	(360) 457-0431
41. Kent Bezzio-Stone	West End Outreach Services	(360) 374-5011

42. Marcia Harms	West End Outreach Services	(360) 374-5011
43. Stephen Ironhill	West End Outreach Services	(360) 374-5011
44. S. "Beth" Palmer	West End Outreach Services	(360) 374-5011
45. Gary Webb	West End Outreach Services	(360) 374-5011
46. Toby Bingham	PRSN	(360) 337-4604
47. Stacey A.S. Smith	PRSN	(360) 337-4604

II. GERIATRIC MENTAL HEALTH SPECIALIST, per WAC 388-865-0150

1. Alicia Anderson	Kitsap Mental Health Services	(360) 373-6819
2. Rodney Hitchcock	Kitsap Mental Health Services	(360) 373-6819
3. Denise Hughes	Kitsap Mental Health Services	(360) 373-6819
4. Steve Selberg	Kitsap Mental Health Services	(360) 373-6819
5. Thomas Chambers	Jefferson Mental Health Services	(360) 385-0321
6. Harvey Montgomery	Jefferson Mental Health Services	(360) 385-0321
7. Sheila Witte-Hunt	Jefferson Mental Health Services	(360) 385-0321
8. Pamella Davick	Peninsula Community Mental Health	(360) 457-0431
9. Kathy Frantz	Peninsula Community Mental Health	(360) 457-0431
10. Michael Yeager	Peninsula Community Mental Health	(360) 457-0431
11. Marcia Harms	West End Outreach Services	(360) 374-5011

MINORITY MENTAL HEALTH SPECIALISTS, per WAC 388-865-0150

AFRICAN AMERICAN

1. Gil Banks	Kitsap Mental Health Services	(360) 415-5866
2. Harvey Montgomery	Jefferson Mental Health Services	(360) 385-0321

HISPANIC

1. Beatrice Kaufman	West End Outreach Services	(360) 374-6177
2. Harvey Montgomery	Jefferson Mental Health Services	(360) 385-0321

DEVELOPMENTAL DISABILITIES MENTAL HEALTH SPECIALISTS, per WAC 388-865-0150

1. Sheila Reed	Peninsula Community Mental Health	(360) 457-0431
2. Stephen Ironhill	West End Outreach Services	(360) 374-5011

**PENINSULA REGIONAL SUPPORT NETWORK
 DIRECTORY OF BILINGUAL DIRECT SERVICE STAFF**

<u>NAME</u>	<u>LANGUAGE</u>	<u>AGENCY</u>	<u>PHONE</u>
I. PSYCHIATRISTS			
1. Karin Barkin, MD	German	Kitsap Mental Health Services	(360) 373-5031
2. Antonio Gutierrez, MD	Spanish	Kitsap Mental Health Services	(360) 373-5031
3. Mark Eisenstadt, MD	French	Peninsula Community Mental Health	(360) 457-0431
II. NURSE			
1. Claudia Benaroch, RN	Spanish	Kitsap Mental Health Services	(360) 377-5854
III. SOCIAL WORKERS			
IV. MHP (MASTERS DEGREE, PLUS TWO YEARS DIRECT SERVICE EXPERIENCE)			
1. Lillianne Boardman	French	Kitsap Mental Health Services/ C&F	(360) 479-5844
2. Beatrice Kaufman	Spanish	WestEnd Outreach Services	(360) 374-5011
3. Cristina Oliver	Spanish	Peninsula Community Mental Health	(360) 457-0431
V. CHILD MENTAL HEALTH SPECIALISTS, per WAC 388-865-0150			
1. Lilliane Boardman	French	Kitsap Mental Health Services/ C&F	(360) 479-5844
VI. OTHER BILINGUAL DIRECT SERVICE STAFF			
1. Etsuko Stephens, MA LMHC	Japanese	Kitsap Mental Health Services	(360) 373-7049
2. Hueini Chen, MS RC	Chinese	Kitsap Mental Health Services	(360) 373-7049
3. Estela Pajarillo, BA RC	Tagalog	Kitsap Mental Health Services	(360) 373-6819
4. Grenda Cancino, BA RC	Spanish	Kitsap Mental Health Services	(360) 373-7049
5. Iwona Sypka, MA, CDP, RC	Polish & Russian	Kitsap Mental Health Services	(360) 479-6679
6. Diana Williams, AA RC	Spanish	Peninsula Community Mental Health	(360) 457-0431

PENINSULA REGIONAL SUPPORT NETWORK
DIRECTORY OF LOCAL TRIBALLY AFFILIATED CONSULTANTS & INTERPRETERS
OUTSIDE PRSN

MINORITY MENTAL HEALTH SPECIALISTS, per WAC 388-865-0150

At the request of the PRSN, the following Native American Specialist are only available for specialists consultations for individuals (consumers) that are affiliated with their designated Tribe.

The PRSN has agreed to pay for these consultation services for Tribal members with current executed Interlocal Agreements. The consultants have been instructed to invoice the PRSN for services rendered to the PRSN network.

Tribal

- | | | |
|--------------------|-----------------------------------|----------------|
| 1. Dan Brewer | Port Gamble (specific) Consultant | (360) 297-9673 |
| 2. Roberta Charles | Lower Elwha (Specific) Consultant | (360) 452-8471 |

The Department of Social and Health Services announced a new Website <http://www.washingtonrelay.com/> that offers deaf, hard of hearing, deaf-blind and speech-disabled people a location to obtain a variety of telecommunication relay services designed to empower them to communicate with their hearing counterparts. Sprint developed the website with review by DSHS Office of the Deaf and Hard of Hearing. Included in the Web site are instructions, visual aids and video clips showing how to use the services provided by the Washington Relay Services. There are links that enable direct access to Internet-based services and a frequently asked question section with answers about Washington Relay Service. Washington Relay Services are available 24 hours a day and 365 days a year. The service is confidential and records of use are not maintained.

INTERPRETERS

Interpreter Services

All Languages

(800) 562-3022

**PENINSULA REGIONAL SUPPORT NETWORK
 DIRECTORY OF NETWORK AGENCY & STAFF
 EVIDENCE BASED SPECIALIZED TRAINING**

<u>NAME</u>	<u>AGENCY</u>	<u>PHONE</u>
I. ILLNESS MANAGEMENT & RECOVERY		
<i>Readily available at all network agencies</i>		
II. FAMILY PSYCHO-EDUCATION		
<i>Readily available at all network agencies</i>		
III. WELLNESS & RECOVERY ACTION PLAN (WRAP)		
<i>Readily available at all network agencies</i>		
IV. MEDICATION MANAGEMENT		
<i>Readily available at all network agencies</i>		
V. TRAUMA FOCUSED COGNITIVE BEHAVIORAL THERAPY (TF- CBT)		
1. Denise Bower	KMHS	(360) 415-5866
2. Lisa Lawrence	KMHS	(360) 415-5866
3. Steven Maynard	KMHS	(360) 415-5866
4. Tom Chambers	JMHS	(360) 385-0321
6. Mary Arnott	PCMHC	(360) 457-0431
7. Laura Lilly	PCMHC	(360) 457-0431
8. Kathy Stevens	PCMHC	(360) 457-0431
9. Toby Bingham	PRSN	(360) 337- 4872
10. Betsy Cadwell	WEOS	(360) 374-6177
11. Cheri Fleck	WEOS	(360) 374-6177
12. Lonelle Huckabone	WEOS	(360) 374-6177
13. Naomi Jacobson	WEOS	(360) 374-6177
14. Beatrice Kaufman	WEOS	(360) 374-6177
15. Peggy Lindberg	WEOS	(360) 374-6177
16. Marcia Harms	WEOS	(360) 374-6177
17. Beth Palmer	WEOS	(360) 374-6177
VI. DIALECTICAL BEHAVIORAL THERAPY (DBT)		
1. Gary Carter	KMHS	(360) 415-5865
2. Jill Forsberg	KMHS	(360) 415-5846
3. Steven Maynard	KMHS	(360) 415-5866
4. Lisa Smith	KMHS	(360) 415-5823
6. Chris Swigert	KMHS	(360) 308-5909
7. Nicole York	KMHS	(360) 415-5819
8. Megan Smith	JMHS	(360) 385-0321
9. Harvey Montgomery	JMHS	(360) 385-0321
10. Julie Archibald	JMHS	(360) 385-0321
11. Mary Arnott	PCMHC	(360) 457-0431
13. Becky Brown	PCMHC	(360) 457-0431
14. Lucille Celestino	PCMHC	(360) 457-0431
15. Debbie Fredson	PCMHC	(360) 457-0431
16. Patricia Janusz	PCMHC	(360) 457-0431

VI. DIALECTICAL BEHAVIORAL THERAPY (DBT), continued

<u>NAME</u>	<u>AGENCY</u>	<u>PHONE</u>
17. Cheryl Johnson	PCMHC	(360) 457-0431
18. Laura Lilly	PCMHC	(360) 457-0431
19. Darren Nealis	PCMHC	(360) 457-0431
20. Bob Nuffer	PCMHC	(360) 457-0431
21. Erran Sharpe	PCMHC	(360) 457-0431
22. Mac McIntyre	PCMHC	(360) 457-0431
23. Nancy Wiltshire	PCMHC	(360) 457-0431
24. Kent Bezzio-Stone	WEOS	(360) 374-6177
25. Beatrice Kaufman	WEOS	(360) 374-6177
26. Steve Ironhill	WEOS	(360) 374-6177

VII. PROGRESSIVE ASSERTIVE COMMUNITY TREATMENT (PACT)

1. Grenda Cancino	KMHS	(360) 415-6691
2. Ken Clifton	KMHS	(360) 415-6691
3. Nick Niemann	KMHS	(360) 415-6691
4. Alicia Porter	KMHS	(360) 415-6691
5. Francie Sholl	KMHS	(360) 415-6691
6. Lisa Smith	KMHS	(360) 415-5823
7. Kate Flikkema	KMHS	(360) 415-6691

VIII. CERTIFIED PEER COUNSELORS

1. Jeffrey Burgess	KMHS	(360) 373-5031
2. Carol Gartin	KMHS	(360) 373-5031
3. Michael Yocom	KMHS	(360) 373-5031
4. Judy Best	JMHS	(360) 385-0321

IX. SUPPORTED EMPLOYMENT

1. Karrie McGuirk	KMHS	(360) 415-5826
2. Ross Morgan	KMHS	(360) 415-5831
3. Becky Brown, MA	PCMHC	(360) 457-0431

X. SUPPORTED HOUSING

1. Tau Bios	KMHS	(360) 620-9778
2. Michael Lawrence	KMHS	(360) 373-2574
3. Daniel Petersen	KMHS	(360) 373-2574
4. Becky Brown	PCMHC	(360) 457-0431
5. Dawn Saiz	PCMHC	(360) 457-0431
6. Cheri Fleck	WEOS	(360) 374-6177

XI. INTEGRATED TREATMENT FOR CO-OCCURRING DISORDERS

1. Charlotte Anibas	KMHS	(360) 415-6679
2. Helen Havens	KMHS	(360) 415-6679
3. Cheryl Mogensen	KMHS	(360) 415-6682
4. Linda Segur	KMHS	(360) 415-6679
5. Iwona Sypka	KMHS	(360) 415-6679

XI. INTEGRATED TREATMENT FOR CO-OCCURRING DISORDERS, continued

<u>NAME</u>	<u>AGENCY</u>	<u>PHONE</u>
6. Susan Woolley	KMHS	(360) 415-6679
7. Becky Brown	PCMHC	(360) 457-0431
8. David Larson	PCMHC	(360) 457-0431
9. Darren Nealis	PCMHC	(360) 457-0431
10. Sarah Perry	PCMHC	(360) 457-0431
11. Gary Webb	WEOS	(360) 374-6177
12. Kent Bezzio-Stone	WEOS	(360) 374-6177

XII. THERAPUETIC FOSTER CARE, Child & Family Services

1. Liliane Boardman	KMHS	(360) 415-5844
2. Jennifer Henshaw	KMHS	(360) 479-4994
3. Theresa Howell	KMHS	(360) 479-4994
4. Christine Puebla	KMHS	(360) 479-4994
5. Jessica Shine	KMHS	(360) 479-4994
6. Kristine Welch	KMHS	(360) 479-4994

XIII. MULTI SYSTEMIC THERAPY (MST), Child & Family Services

1. Julie Daum	KMHS	(360) 479-4994
2. Carol Lambias	KMHS	(360) 479-4994

XIV. FUNCTIONAL FAMILY THERAPY (FFT), Child & Family Services

1. Steven Maynard	KMHS	(360) 415-5866
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PENINSULA RSN

NETWORK MANAGEMENT POLICIES AND PROCEDURES

Policy Name: EXTERNAL SPECIALIST CONSULTATION SERVICES

Policy Number: 3.04

Reference: DSHS Contract, WAC 388-865-0425

Effective Date: 11/2002

Revision Date(s): 9/2009

Approved by: PRSN Executive Board

CROSS REFERENCES

- Form: PRSN Special Population Evaluation Form
- Plan: Utilization Management Plan
- Policy: Corrective Action Plan
- Policy: Tribal External Specialists Consultation Services

PURPOSE

The Peninsula Regional Support Network (PRSN) network agencies are responsible for having service contacts for out of network Specialists consultation services.

- Beginning January 1st 2008, the PRSN will no longer be reimbursing Specialty Consultants external to the network for consultation services.

The PRSN will continue to have external local Tribal specialists (only) reimbursed by the PRSN (reference the Tribal External Specialists Consultation Services Policy).

The PRSN public health provider network includes:

- Kitsap Mental Health Services (KMHS) main campus located in Bremerton
- Jefferson Mental Health Services (JMHS) main campus in Port Townsend
- Peninsula Community Mental Health Center (PCMHC) main campus in Port Angeles
- West End Outreach (WEOS) main campus in Forks

PROCEDURE

1. The network agencies are responsible for having service contacts with external specialists for the required specialty consultation services.
2. The PRSN and the network mental health providers are contracted to provide medically necessary comprehensive mental health services that provide therapeutic interventions which are designed to ameliorate psychiatric symptoms and improve a consumer's functioning.
 - All services must demonstrate age and culturally competency.
3. The recommendations provided by the Consultant must be taken into account when planning, reviewing, and revising the Individual Service Plan and treatment. The consultation may provide information targeted at the course of treatment and identify steps toward progress of established goals for **rehabilitation, recovery, resiliency and reintegration** into the mainstream of social, employment, and educational choices.
4. All specialty consultation must be recorded in Profiler.
 - If the specialty consultation is from an in-network consultant, the clinician records a Special population Consultation service in profiler and writes the recommendations within the note for that service.
 - If the specialty consultation is from an out of network consultant, the service is entered in Profiler as a Special Population Consultation Received with a brief note regarding the recommendations.
 - Scanning the PRSN Special Population Consultation form into Profiler is also optional.

PRSN Providers Request Consultation

1. When a Specialist Consultation is required, the PRSN mental health providers will contact the consultant to request an appointment time.
2. The PRSN expects the consultation to occur within thirty (30) days of the intake assessment unless there are documented special arrangements.
3. The PRSN provider will complete the Special Population Evaluation document in Profiler with the information provided during the consultation. These consultation services are typically conducted via telephone.
4. The PRSN provider is responsible for transferring the special population consultation information into Profiler (clinical chart), documenting the activity in the clinical notes, and incorporating the recommendations into the Individual Service Plan/ Treatment Plan.

MONITORING

This policy is a mandate by statute and contract.

1. This Policy is monitored through use of PRSN:
 - Annual PRSN Provider and Subcontractor Administrative Review
 - Monthly Provider Chart Review
 - Exhibit N Reports and Grievance Tracking
 - Biennial Provider Quality Review Team on-site review
 - Quarterly Provider Performance Reports
 - Quality Management Plan activities, such as review targeted issues for trends and recommendations
 - Consumers are asked about culturally appropriate service delivery through the MHSIP. The MHSIP is performed every two years
 - In addition, the Mental Health Division monitors WAC compliance during licensing and certification reviews

2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action Plan will be required for approval. Reference PRSN Corrective Action Plan Policy.

PRSN SPECIAL POPULATION EVALUATION- Optional Paper Form

Use of this form is optional. Information can be directly entered into Profiler, in lieu of paper form.

Program: _____ Therapist: _____

Geriatric _____ Child _____ Disability _____ Client Identified Ethnicity _____

Specialist: _____ Phone or Face To Face

Client participated: Yes No

Not Completed- reason: _____

PROFILE: To be completed by person seeking consult.

CULTURAL CONSULTATION ISSUES: To be completed by person seeking consult and modified by Specialists, as needed.

SPECIALISTS RECOMMENDATIONS: Consider cultural/ spiritual beliefs; coordination with family, tribes and other cultural resources; most effective treatment approaches. To be completed with information provided by the Specialists.

Follow-up with Specialists indicated at this time.

Staff Signature

Date

Print Consumer Name

Date

* To be completed for all External Consultations by PRSN provider requesting consultation.

ATTACHMENT B

PRSN SPECIAL POPULATION EVALUATIONS INSTRUCTIONS FOR EXTERNAL CONSULTATIONS

The PRSN strongly recommends the network providers to use the PRSN specialists population evaluation form for documenting all consultations with specialists. The form can be scanned into Profiler.

This policy applies to all PRSN provider agencies and consumers that require Specialists Consultations. This Form has been implemented since June 10, 2002.

When the PRSN network treatment provider is a Specialist, the Specialists Consultation requirement is deferred per WAC388-865-0260, -0405, -0425, -0430.

PROCEDURE:

1. The PRSN Contracted Provider Agencies are strongly encouraged to use the PRSN Special Population Evaluation Form To Document Consultations with Specialists

All PRSN Providers are strongly encouraged to use and complete the PRSN Specialists Population Evaluation Form to document consultations, with regard to phone or face to face consultations, with specialists as required by WAC. The completed form can be scanned into Profiler.

- After the initial consultation, the "Profile" information may be left blank if there are no changes.

2. Inform the Treatment Plan

The recommendations documented during the consultation **must be** taken into account when planning, reviewing, and revising the Individual Service Plan and treatment progress.

The consultation may provide integral information targeted at the course of treatment and identify steps toward progress of established goals for rehabilitation, recovery, and reintegration into the mainstream of social, employment, and educational choices.

3. Specific Time Frames for Completion

Specialists consultations **must be** completed within thirty (30) days of the Intake Assessment and periodically thereafter as specified by the mental health specialists.

4. Specialists

- The PRSN providers will arrange for the consultation, in person or on the telephone, by the required (minority, DDD, Geriatric, Children's, or Deaf) specialist within contract requirements.
- The PRSN will provide yearly updated in-network specialists lists to the PRSN providers. The network agencies are expected to contract with specialists not available within the network.



PENINSULA RSN

NETWORK MANAGEMENT POLICIES AND PROCEDURES

Policy Name: TRIBAL EXTERNAL SPECIALISTS
CONSULTATION SERVICES WITH
LOCAL TRIBES

Policy Number: 3.05

Reference: DSHS Contract

Effective Date: 7/2007

Revision Date(s): 7/2009

Approved by: PRSN Executive Board

CROSS REFERENCES

- Directory: PRSN Tribal Specialists/ Consultants
- Form: PRSN Special Population Evaluation Form
- Plan: Utilization Management Plan
- Policy: Corrective Action Plan
- Policy: PRSN External Specialists Consultation Services and Attachments

PURPOSE

The Peninsula Regional Support Network (PRSN) provides reimbursement for Tribal specialty consultations provided to the network. Because the PRSN values the relationship with the local Tribes, has established Interlocal Agreements and 7.01 Plan identifying consultation services with each Tribe, consultation services are available to the network and reimbursed by the PRSN.

These consultation services are intended to inform the primary mental health clinician to culturally relevant factors (for the local Tribes) that may impact the treatment, including treatment planning and crisis services, of a client that has self-identified affiliation with a local Tribe.

The PRSN considers the following Tribes “local Tribes”:

- Port Gamble S’Klallam
- Suquamish
- Jamestown S’Klallam
- Lower Elwha Klallam

- Quileute
- Makah
- Hoh River

The PRSN health provider network includes:

- Kitsap Mental Health Services (KMHS) main campus located in Bremerton
- Jefferson Mental Health Services (JMHS) main campus in Port Townsend
- Peninsula Community Mental Health Center (PCMHC) main campus in Port Angeles
- West End Outreach public (WEOS) main campus in Forks

PROCEDURE

Public Mental Health Services and Consultation

The PRSN and the network mental health providers are contracted to provide medically necessary comprehensive mental health services that provide therapeutic interventions which are designed to ameliorate psychiatric symptoms and improve a consumer's functioning. All services must demonstrate age and culturally competency.

The recommendations provided by the Consultant **must be** taken into account when planning, reviewing, and revising the Individual Service Plan (ISP) and treatment.

The consultation may provide information targeted at the course of treatment and identify steps toward progress of established goals for **rehabilitation, recovery, resiliency and reintegration** into the mainstream of social, employment, and educational choices.

The following information outlines protocol and payment reimbursement instructions with the Tribes.

PRSN Providers Request Consultation

1. When a Specialist Consultation is required, the PRSN mental health provider staff will contact the local Tribal consultant listed on the PRSN Directory of Tribal Specialists to request an appointment time.
2. *The PRSN expects the consultation to occur within thirty (30) days from the intake assessment unless there are documented special scheduling arrangements.*
3. The PRSN provider staff is responsible for providing basic demographic information and documenting the consultation. The PRSN strongly encourages the use of the PRSN Special Population Evaluation Form for documenting the information provided during the consultation.

- This information may be directly entered into Profiler or the Specialists Evaluation form scanned into Profiler.
4. The PRSN provider is responsible for transferring the Special Population consultation information into the clinical chart, documenting the activity in the clinical notes, and incorporating the recommendations into the treatment plan.

Rate Reimbursement for Tribal Consultants

The PRSN has agreed to reimburse the local Tribe for consultation services, according to the rate noted in the current Interlocal Agreement. The PRSN encourages the use of phone consultation services.

Helpful hints for Tribes submitting an invoice:

- The PRSN is administered through Kitsap County. All PRSN Invoices are processed through the Accounting Policy and Procedures established by Kitsap County. **Per Kitsap County Policy, items listed on an Invoice cannot exceed \$500. total amount.** If needed, use multiple forms with services broken into increments.
- The PRSN must receive signed original Invoice forms. Copies or faxes will begin the processing, but reimbursement will not be released until the mailed original invoice is received.
- The average length of time for processing an Invoice, once received by the PRSN is three weeks. Consultation services are verified and invoices are submitted for payment. If you have not received payment after the average three weeks, please contact the PRSN.
- Verify all necessary information is on the Invoice prior to mailing to the PRSN. This may delay the reimbursement payment. The Kitsap County Accounting office will not process Invoices with missing information. The PRSN will verify the Invoice Forms prior to submitting to the Accounting Office, if information is missing we will make attempts to gather the needed information. If missing information can not be identified, the PRSN will return the Invoice.

MONITORING

This policy is a mandate by contract.

1. This Policy is monitored through use of PRSN:
 - Annual PRSN Provider and Subcontractor Administrative Review
 - Monthly Provider Chart Review
 - Quarterly Inter-tribal Meetings
 - 7.01 Plans

- Quality Management Plan activities, such as review targeted issues for trends and recommendations
 - Consumers are asked about culturally appropriate service delivery through the MHSIP. The MHSIP is performed every two years
 - In addition, the Mental Health Division monitors WAC compliance during licensing and certification reviews
2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action Plan will be required for approval. Reference PRSN Corrective Action Plan Policy.

KITSAP COUNTY PERSONNEL & HUMAN SERVICES DEPARTMENT
Invoice Form
(Revised July 2006)

Invoice Number: _____

Invoice Date: _____

Billing Amount: \$ _____

Agency: _____ Tribe

Program: To provide improved mental health services to local Native American communities.

Contract:

Time Period: January 1, 2009 – December 31, 2010

I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered, the labor performed as described herein, and that the claim is just, due and unpaid obligation against the County of Kitsap, and that I am authorized to authenticate and certify said claim.

Contracting Agency Director

Date

Remit Invoice to:

Anders Edgerton, Regional Administrator
Peninsula Regional Support Network
Kitsap County
614 Division St. MS-23
Port Orchard, WA 98366

Send Check to:

(Name of Tribal Chair)

**KITSAP COUNTY PERSONNEL & HUMAN SERVICES DEPARTMENT
Expenditure Report**

Agency: _____ Tribe

Program: To provide improved mental health services to local Native American communities.

Contract:

Time Period: January 1, 2009 – December 31, 2010

Current Billing: Month _____ Year 2009/2010

Expenditure Cost Category	Contract Amount	Current Billing	Life to Date Billed	Contract Balance
Total				



PENINSULA RSN

NETWORK MANAGEMENT POLICIES AND PROCEDURES

Policy Name: SERVICE PROVIDER SELECTION

Policy Number: 3.06

Reference: DSHS Contract, 42 CFR 438.207, 210, 230

Effective Date: 8/2003

Revision Date(s): 7/2009

Approved by: PRSN Executive Board

CROSS REFERENCES

- Policy: Corrective Action Plan
- Policy: Monitoring Contactor and Subcontractor Sufficiency
- Policy: Subcontractual Delegation & Assessment Plan

PURPOSE

The Peninsula Regional Support Network (PRSN) shall establish and maintain a contracted network of providers which ensures sufficient access and capacity to serve the expected enrollment. Upon request, the PRSN will provide the Department of Social and Health Services with supportive documentation in accordance with the contract standards for access to services and travel standards.

DEFINITIONS

Community Mental Health Agency is an agency that under contract with the PRSN and licensed to provide mental health services, also referred as CMHA.

Integrated Mental Health Services are defined as services that are coordinated to include multiple service providers.

PROCEDURE

1. The PRSN contracts with comprehensive outpatient mental health centers for delivery of services that are able to meet the needs of distinct communities.
 - Existing Network Providers have been responsible for delivering these services to their assigned communities for over twenty (20) years.

- Any new entity interested in a comprehensive service delivery contract would need to meet requirements developed under a PRSN Request for Proposals (RFP). The RFP would require the delivery of information regarding past experience or plans for development sufficient to allow the PRSN to evaluate the interested contractor's ability to fulfill all aspects of the comprehensive contract. If the interested contractor was deemed not to be able to meet the requirements of the contract, the response would be considered non-responsive.
 - Any new entity interested in providing stand- alone PRSN-Pre Paid Inpatient Health Plans (PIHP) delegated services would need to meet the requirements developed under a PRSN RFP and sign a formalized delegation agreement with the PRSN. See PRSN Subcontractual Delegation and Assessment Policy.
2. The PRSN authorizes applications for agency certification as Evaluation and Treatment facilities under WAC 388-865-0511.
- The PRSN will authorize sufficient numbers of inpatient facilities to meet the needs of the PRSN population.
 - Network Providers will be authorized to provide outpatient Evaluation and Treatment services for individuals on Less Restrictive Alternatives or on Conditional Release from involuntary Inpatient care.
 - Any new entity interested in a comprehensive service delivery contract would need to meet requirements developed under a PRSN Request for Proposals (RFP). The RFP would require the delivery of information regarding past experience or plans for development sufficient to allow the PRSN to evaluate the interested contractor's ability to fulfill all aspects of the comprehensive contract. If the interested contractor was deemed not to be able to meet the requirements of the contract, the response would be considered non-responsive.
3. The PRSN will retain at least the same access to contracted providers as existed in the Fee for Service system.
- Physical service sites will be maintained in at least four geographic areas: Bremerton, Port Townsend, Port Angles, and Forks. When enrollees must travel to these sites, they are accessible per the state defined travel standards.
 - Access to an intake evaluation by a mental health professional.
 - Age-appropriate range of services as identified in the Medicaid State Plan.
4. All network provider agencies shall be licensed (credentialed) by the State of Washington Department of Social and Health Services Mental Health Division.
- The PRSN shall assure that contracted network providers maintain their licensing status.

5. The PRSN will not discriminate against any network provider that is acting within the scope of their license or certification solely based upon the basis of that status.
6. The PRSN shall not contract with an agency provider or agency provider staff excluded from participation in Federal health care programs.
 - Network providers shall screen and provide documentation for each employee shown on the federal exclusion website, and not employ such individuals.
 - Providers shall certify that they are not disbarred.
7. The PRSN will evaluate network capacity at any time upon request of the Department due to significant change in operations.
8. The PRSN and contracted network providers must comply with all other federal and state laws, including:
 - Title IV of the Civil Rights Act of 1964
 - The Age Discrimination Act of 1975
 - The Rehabilitation Act of 1973
 - Title II and III of the Americans with Disabilities Act
 - and other laws regarding privacy and confidentiality

MONITORING

This policy is a mandate by statute and contract.

1. This policy is monitored through use of PRSN:
 - Annual PRSN Provider and Subcontractor Administrative Review
 - Annual Network Provider Staffing Directory
 - Analyzing annual PRSN Medicaid enrollment projections
2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action will be required for PRSN approval. Reference PRSN Corrective Action Plan Policy.



PENINSULA RSN

NETWORK MANAGEMENT POLICIES AND PROCEDURES

Policy Name: SERVICE PROVIDER LICENSING
PROCEDURES --APPLICATION AND
APPROVAL

Policy Number: 3.07

Reference: WAC 388-865-0284, -0315

Effective Date: 8/2004

Revision Date(s): 7/2009

Approved by: PRSN Executive Board

CROSS REFERENCES

- Policy: Correction Action Plan

PURPOSE

It is the policy of the Peninsula Regional Support Network (PRSN) to protect persons using licensed community mental health services by ensuring that the minimum state standards are uniformly applied and maintained.

PROCEDURE

The PRSN shall review all applications for community mental health agency licensure and send written comments either recommending or not recommending licensure to the department with a copy to the applicant.

1. Each provider shall fax or mail a copy of the current agency license for outpatient services to the PRSN.
2. The E&T agency shall fax or mail a copy of the current facility license to the PRSN.
3. The PRSN will maintain a paper record of all network agency licensing correspondence.

MONITORING

This policy is mandated by statute.

1. This policy will be monitored through use of PRSN:
 - Annual PRSN Provider and Subcontractor Administrative Review
2. If a provider performs below expected standards during the review listed above a Corrective Action will be required for PRSN approval. Reference PRSN Corrective Action Plan Policy.



PENINSULA RSN

NETWORK MANAGEMENT POLICIES AND PROCEDURES

Policy Name: SERVICE PROVIDER STAFF
QUALIFICATIONS

Policy Number: 3.08

Reference: WAC 388-865-0260, 0405 and 1996 Waiver

Effective Date: 9/2005

Revision Date(s): 7/2009

Approved by: PRSN Executive Board

CROSS REFERENCES

- Policy: Corrective Action Plan

PURPOSE

It is the policy of the Peninsula Regional Support Network (PRSN) to retain, and to require its licensed service providers to:

- retain respectful, competent staff who are qualified to meet job requirements, including requirements for mental health professional status;
- maintain job descriptions for staff including qualification specification;
- conduct a Washington State Patrol and Federal Exclusion background checks and reference check on all staff providing direct service; and
- require regular supervision and at least annual staff evaluation, as well as to maintain an individual training plan for staff.

PROCEDURE

The PRSN maintains, and expects the network providers and subcontractors to maintain, personnel files which are consistent with good management practices and which include:

- a) Job description and job qualification requirements for each position
- b) Supervision and evaluation documentation
- c) Qualifications (application or resume) of staff filling the position
- d) A plan which specifies training required or received
- e) WSP/Federal Exclusion background check documentation

MONITORING

This policy is mandated by statute.

1. This Policy will be monitored through use of PRSN:
 - Annual PRSN Provider and Subcontractor Administrative Review, personnel section
 - Quality Management Plan activities, such as review targeted issues for trends and recommendations
2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action will be required for PRSN approval. Reference PRSN Corrective Action Plan Policy.



PENINSULA RSN

PROVIDER MONITORING POLICIES AND PROCEDURES

Policy Name: CREDENTIALING AND RECREDENTIALING
OF PROVIDERS

Policy Number: 3.09

Reference: 42 CFR 438.214; DSHS Contract

Effective Date: 7/2009

Revision Date(s):

Approved by: PRSN Executive Board

CROSS REFERENCES

- Policy: Corrective Action Plans
- Policy: Provider and Subcontractor Administrative Review

PURPOSE

The Peninsula Regional Support Network (PRSN) shall monitor contracted provider agency and staff for compliance with credentialing and recredentialing contract requirements and federal regulations.

PROCEDURE

The PRSN only contracts for direct services with licensed mental health agencies.

The PRSN monitors network agency contractor compliance with credentialing and recredentialing through the following processes:

1. Contractor licensing and certification is monitored during the annual PRSN Administrative Reviews.
2. Personnel background and federal exclusions are monitored through a random 10% sample of employee files conducted during the annual PRSN Administrative Reviews.
 - The PRSN review checklist includes verification of staff credentials, job description, current training plan, and background clearance(s).
3. PRSN staff and contracted network agency federal exclusions are monitored annually by the PRSN Compliance Officer.

4. Subdelegated ASO, CommCare, is required by contract to maintain URAC accreditation.

MONITORING

1. This policy is a mandate by contract and statute. This policy is monitored through use of PRSN:
 - Annual PRSN Provider and Subcontractor Administrative/ Subdelegated Review
2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action will be required for PRSN approval. Reference PRSN Corrective Action Plan Policy.



PENINSULA RSN

NETWORK MANAGEMENT POLICIES AND PROCEDURES

Policy Name: SERVICE PROVIDER MHP EXCEPTION

Policy Number: 3.10

Reference: WAC 388-865-0120, -0265

Effective Date: 5/2005

Revision Date(s): 7/2009

Approved by: PRSN Executive Board

PURPOSE

It is the policy of the Peninsula Regional Support Network (PRSN), under conditions in WAC 388-865-0120, 0265 to consider granting: a) general/other waivers to Providers; and b) waivers to individuals otherwise qualified as Mental Health Professionals (MHP) that do not meet the requirements listed in WAC 388-865-0405, 0530 if granting such a waiver supports the mission and purpose of the PRSN.

DEFINITIONS

Mental Health Professional (MHP) means:

- A psychiatrist, psychologist, psychiatric nurse or social worker as defined in Chapters 71.05 and 71.34 RCW.
- A person with a masters degree or further advanced degree in counseling or one of the social sciences from an accredited college or university. Such person shall have, in addition, at least two years of experience in direct treatment of persons with mental illness or emotional disturbance, such experience gained under the supervision of a Mental Health Professional.
- A person who meets the waiver criteria of RCW 71.24.260, which was granted prior to 1986.
- A person who had an approved waiver to perform the duties of a Mental Health Professional that was requested by the regional support network and granted by the Mental Health Division prior to July 1, 2001.
- A person who has been granted a time-limited exception of the minimum requirements of a Mental Health Professional by the Mental Health Division consistent with WAC 388-865-0265.

PROCEDURE

1. Providers may request MHP exceptions by submitting a written request to the PRSN.
2. To be granted a MHP exception a person must have:
 - a. At least five years experience in the direct treatment of mentally ill individuals under the supervision of a mental health professional, and course work or training which includes education in making diagnoses and assessments, and developing related treatment plans. In-service training at mental health centers qualifies, with PRSN approval. Or, less than two years experience and a masters degree in behavioral sciences, or a related field from an accredited college or university, or
 - b. Documentation of experience, including written statements, from the supervisor verifying the person's ability to perform the identified functions.
 - c. A bachelor degree in behavioral sciences, or a related field from an accredited college or university.
3. Providers may request MHP exceptions to section 020(25) (b. above) by submitting a written request to the PRSN which includes:
 - a. The name of the person for whom the waiver is requested
 - b. The functions which they will be performing
 - c. How the provider has determined that the person is "otherwise qualified" to perform those functions, including their education, training, and experience and how it was verified.

Verification will include:

- a) documentation of a bachelors or masters degree in behavioral sciences, or a related field, from an accredited college or university;
 - b) five years of experience in the direct treatment of mentally ill individuals under the supervision of a Mental Health Professional, or less than two years experience for those holding a masters degree;
 - c) written supervisory statements verifying the person's ability to perform the identified functions, including making assessments, diagnosis, and appropriate treatment plans.
4. If the PRSN receives an exception request and approves it, it shall be forwarded to the Mental Health Division for consideration within fifteen (15) days of receipt

of the request. The Mental Health Division is required to respond in writing to the request within thirty (30) days of its receipt of the request.

5. Providers must receive written approval of the exception request from the Mental Health Division prior to the person assuming mental health professional duties.
6. Once granted, waivers will be in effect for a period of time specified by the PRSN on an individual basis.
7. Certified Occupational Therapists are automatically considered waived. No application, verbal or written, need be made.
8. Those persons who were qualified as a Mental Health Professional under WAC 388-865-0150 are considered qualified under this policy and procedure.

MONITORING

This policy is a mandated by statute.

1. This policy will be monitored through use of PRSN:
 - Annual PRSN Provider and Subcontractor Administrative Review
2. If a provider performs below expected standards during the review listed above a Corrective Action will be required for PRSN approval. Reference PRSN Corrective Action Plan Policy.



PENINSULA RSN

NETWORK MANAGEMENT POLICIES AND PROCEDURES

Policy Name: NOTIFICATION OF NETWORK AGENCY
TERMINATION

Policy Number: 3.11

Reference: DSHS Contract, 42 CFR 438

Effective Date: 3/2006

Revision Date(s): 12/2008

Approved by: PRSN Executive Board

CROSS REFERENCES

- Policy: Corrective Action Plan

PURPOSE

The Peninsula Regional Support Network (PRSN) shall ensure timely and advance notice to Medicaid enrollees when a contracted network provider is terminated so continuity of care can be maintained.

DEFINITIONS

Community Mental Health Agency (CMHA) means a mental health agency that is subcontracted by the PRSN and licensed by the State of Washington to provide mental health services.

PROCEDURE

1. The PRSN will notify Medicaid enrollees when a network community mental health agency (CMHA) subcontract is terminated in accordance with all state, federal and MHD contract requirements.
2. The PRSN will send a written notice to all Medicaid enrollees receiving services from that CMHA within at least fifteen (15) days of notification of termination.
3. The PRSN notification to enrollees will be in writing and include the following:

- Name and location of the of the terminated network CMHA
 - Termination effective date
 - Alternate service providers and their locations
 - Steps that the PRSN will ensure to coordinate and transfer care to an alternative provider
 - Crisis line information
 - Contact numbers for assisting member with questions. At a minimum these will include the PRSN and the local Ombuds office
4. The PRSN will provide notification for the following systems within the required timeframes:
- The PRSN will immediately provide verbal and written notification to the Department of Social and Health Services (DSHS) notification of the termination status, at a minimum thirty (30) days prior to the termination date. The written notification will include the contingency/transition plan.
 - The PRSN will provide notification to the local Community Service Offices (CSO) located within the catchment area at least ten (10) days prior to the termination date.
 - The PRSN will provide notification to the allied service providers in the CMHA area at least ten (10) days prior to the termination date.
5. In addition to directly notifying the enrollee, the Department, Community Service Office, and the local allied systems the PRSN will conduct the following activities at least ten (10) days prior to the termination date:
- Post the notification on the PRSN webpage
 - Publish the notification in the local newspaper(s)
 - If available, provide notification on the local public access television channel
 - Verbally announced on local radio stations

MONITORING

The policy is mandated by statute and contract.

1. This policy will be monitored through the PRSN:
 - Annual PRSN Provider and Subcontractor Administrative Review
 - Monthly Ombuds Tracking Reports
 - Monthly Provider Clinical Chart Review
 - Quality Management Plan activities, such as review targeted issues for trends and recommendations

2. If the PRSN falls below any expected standards listed in the policy or during any of the reviews listed above, a Corrective Action will be required. Reference PRSN Corrective Action Plan policy.



PENINSULA RSN

NETWORK MANAGEMENT POLICIES AND PROCEDURES

Policy Name: NOTIFICATION OF PRIMARY MENTAL HEALTH CARE PROVIDER TERMINATION **Policy Number:** 3.12

Reference: DSHS Contract:

Effective Date: 9/2005

Revision Date(s): 12/2008

Approved by: PRSN Executive Board

CROSS REFERENCES

- Policy: Corrective Action Plan

PURPOSE

The PRSN shall ensure that network agencies provide notification to Medicaid clients when their primary mental health care provider is terminated and no longer employed within the agency.

DEFINITIONS

Mental Health Care Provider is defined as the individual with primary responsibility for implementing an individualized service plan for mental health rehabilitative services.

PROCEDURE

1. When a network agency terminates, or no longer employs a mental health care provider (MHCP), the PRSN requires the agency to use best efforts to notify clients assigned to the MHCP or who had received a service from the terminated MHCP in the previous sixty (60) days.
 - All clients requiring notification are authorized, currently opened for services, and assigned to the primary mental health care clinician.
2. The notification can be verbal or in writing, with documentation of the notification in the clients medical records at the agency.

3. The notification must occur within fifteen (15) working days of the termination of the MHCP.
4. The notification will include information about:
 - How services will be transitioned,
 - Identify the new MHCP contact person, and
 - Include a phone number and contact information for questions related to the transition.

MONITORING

This policy is mandated by contract.

1. This policy will be monitored through the PRSN:
 - Annual PRSN Provider and Subcontractor Administrative Review, personnel file reviews
 - Monthly Provider Chart Review
 - Quality Management Plan activities, such as review targeted issues for trends and recommendations
2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action will be required for approval. Reference PRSN Corrective Action Plan policy.



PENINSULA RSN

NETWORK MANAGEMENT POLICIES AND PROCEDURES

Policy Name: APPOINTMENT OF DESIGNATED MENTAL HEALTH PROFESSIONALS

Policy Number: 3.13

Reference: RCW 71.05

Effective Date: 2/1990

Revision Date(s): 12/2008

Approved by: PRSN Executive Board

PURPOSE

The Peninsula Regional Support Network (PRSN) shall ensure that it maintains an adequate network of Designated Mental Health Professionals (DMHP) to fulfill the requirements of the Involuntary Treatment Act.

DEFINITIONS

Designated Mental Health Professional is a mental health professional who has been designated by the RSN to conduct the activities set forth in RCW 71.05.

Mental Health Professional (MHP) means:

- A psychiatrist, psychologist, psychiatric nurse or social worker as defined in Chapters 71.05 and 71.34 RCW.
- A person with a masters degree or further advanced degree in counseling or one of the social sciences from an accredited college or university. Such person shall have, in addition, at least two years of experience in direct treatment of persons with mental illness or emotional disturbance, such experience gained under the supervision of a Mental Health Professional.
- A person who meets the waiver criteria of RCW 71.24.260, which was granted prior to 1986.
- A person who had an approved waiver to perform the duties of a Mental Health Professional that was requested by the regional support network and granted by the Mental Health Division prior to July 1, 2001.
- A person who has been granted a time-limited exception of the minimum requirements of a Mental Health Professional by the Mental Health Division consistent with WAC 388-865-0265.

PROCEDURE

1. Designated Mental Health Professionals (DMHP) are employed by the PRSNs Network Providers (Kitsap Mental Health Services, Jefferson Mental Health Services, Peninsula Community Mental Health Center, West End Outreach).
2. Each Network Agency shall have a PRSN Executive Board appointed and designated employee within their respective agencies as the DMHP.
 - a. Designations are made annually or upon change of agency staff
3. Individuals designated as the network agency DMHP may deputize additional qualified employees, as necessary, to conduct business.
 - a. Each agency and DMHP shall ensure that all deputized individuals:
 - i. Meet the qualifications listed in WAC
 - ii. Receive the necessary training to successfully complete their work.
 - iii. Are employed by the same Network Provider Agency that the DMHP represents.
4. Each agency shall provide the PRSN with a current list of deputized employees
 - a. Agencies shall provide a new/ updated list annually, each time there is a personnel change, or upon request.
5. The PRSN shall review qualifications of deputized individuals during annual Administrative Reviews.

MONITORING

This PRSN policy is mandated by statute.

1. This policy will be monitored through use of PRSN:
 - Annual PRSN Provider and Subcontractor Administrative Review.
2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action will be required for PRSN approval. Reference PRSN Corrective Action Plan policy.