

Pinal County - Managing For Results

Annual Report

FY 2010-2011

DIVISION OF BEHAVIORAL HEALTH & PUBLIC FIDUCIARY

Behavioral Health

Behavioral Health Rule 11 (Competency to Stand Trial)

KR % of court ordered evaluations completed and submitted within 6 weeks of the date of order

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate						
80.00%	70.77%	68.87%	89.77%	80.00%	85.71%	82.00%	79.41%	71.92%	81.64%	71.92%

This year the office received a total of 348 requests for Court Ordered evaluations this year. Of these 70.69% (246) were completed within 42 days. The quarterly average time for these reports is 35.22 days This compares to the previous annual average of 44.72 days. Our office now has the ability to track this information in a systematized way. After researching, verifying and entering the past two years of data into our database we are now able to show a downward trend in the average time it takes for a report to be entered from the time it was ordered by a Judge. The time spent in verifying records and entering the data has shown the following average length of time (in days) over the past 8 quarters: Quarter 1: 52.48 days. Quarter 2: 54.86 days. Quarter 3: 45.34 days. Quarter 4: 37.02 days. Quarter 5: 29.15 days. Quarter 6: 34.22 days. Quarter 7: 41.22 days and Quarter 8: 27.94 days. The discrepancy in the CYEE is due to entering and verifying all data over two year period. It is important to note that the information we have now is more valid than the previous entries. It does show that the office is improving in its efficiency and is also now able to be audited at any time. The previous data was entered by hand and had no efficient way to verify. This has been a significant improvement in the operations of our office.

Behavioral Health Title 36 (Civil Commitment)

KR % of persons identified as needing emergency commitment, will be placed in an evaluation hospital within 48 hours.

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
90.00%	94.00%	93.27%	100.00%	96.63%	96.00%	95.00%	100.00%	96.93%	96.90%	96.93%

This year, this office placed 126 persons in the hospital on an emergent basis for involuntary court ordered evaluation. Of these persons, 122 were placed within 48 hours. In addition to the 126 emergent patients, we placed an additional 48 persons on a non-emergent basis. 2 of those persons were done on an outpatient basis. We have also been working with law enforcement to address transportation issues in areas where it could be unsafe to have an officer away for long periods to conduct a transport and will be placing a significant amount of information on the internet site regarding Title 36 in Pinal County.

Public Fiduciary

Client Financial Services

KR % of all clients who are enrolled in a benefits program with a financial eligibility requirement will be monitored on a monthly basis to verify they are not risking benefit loss

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate						
95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

In the 2010-2011 fiscal year, maintaining all our clients' resources under \$2,000.00 has been a result of the diligence of the case manager and business services supervisor. The case managers are providing their clients with a budget to assure that their clients do not go over the entitlement limit. This can be difficult at times. Some of our clients have few needs that are not met by their placement. This causes their client account to grow close to the limit. Case managers will look at purchasing different services prior to the actual need for the service, such as buying pre-need burial services or dental plans. This helps keep the client funds in check as well as providing them with their needs. This coming fiscal year, it will be imperative that no client is dropped from their entitlement program. This goal will continue for the next fiscal year given its importance in the provision of services to the client.

DIVISION OF BEHAVIORAL HEALTH & PUBLIC FIDUCIARY

Public Fiduciary

Public Fiduciary

KR % of all referrals will come to a disposition (decision) within one month of receipt of referral

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate						
75.00%	94.74%	75.00%	94.12%	95.00%	83.33%	92.00%	81.82%	90.00%	88.16%	90.00%

This year we are meeting our stated target for this result. We are glad to report we continue to have an accurate reporting system in place. Therefore the corrections made by utilizing the cases that have come to disposition this month (the completed month before the reporting time for MFR) and by reporting the information in this format (2 months prior) it has given us an accurate reporting system. The challenges and obstacles to obtain information regarding potential wards still continue to remain an issue. This is an ongoing process monitoring and following up with the person/agency/courts for them to provide the information within the timeframe for us to come to a disposition. We have had to use another position to assist in making visits, and obtaining information again this past quarter. It should be noted that the 95% target is anticipated for 2012. At this time the CYEE will be 90%. This will be revisited again this next quarter.

KR % of audited client files will show appropriate services have been identified and provided*

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
90.00%	91.67%	90.00%	95.00%	95.00%	95.65%	95.00%	100.00%	100.00%	95.40%	100.00%

This year we are meeting our stated target for this result. A meeting was held in January to address what is working and not working with the test sites regarding what are appropriate services, annual budget, medical and dental visits. Without these components it is difficult to know whether the client is receiving everything they need. In March Panosoft completed the changes that we requested. We have been monitoring these changes to see how well they were working and if any other revisions would need to be made to the data base. With changes forthcoming from the Judicial Court we will be making adjustments in our reviews to accommodate those changes. We continue to utilize the panoramic software to review the cases on-line. Unfortunately, it is difficult for the case managers to keep the files on-line current when they have several other responsibilities. One of the case managers has additionally been assisting with the referrals. With the current changes in place being tested the CYEE will remain at 90% and will be revisited the next quarter.