

Pinal County Performance Management

Annual Report

FY 2011-2012

DIVISION OF BEHAVIORAL HEALTH & PUBLIC FIDUCIARY

Behavioral Health

Court Ordered Evaluation and Treatment (Title 36)

^R SBP Invoice Payments

FY12 Target	Q1		Q2		Q3		Q4	FY12 YTD
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
75.00%					100.00%	74.67%	100.00%	100.00%

This quarter the office received 28 invoices for T-36 Evaluations. Of these 100% were completed within 7 days. This measurement was intended to identify whether or not we were having issues in processing our financial invoices and making sure that we were paying for services rendered in a timely manner. Because this measurement has proven to be reached at each term we have concluded that there are few problems with payments for services and that this measurement has achieved its goal. We will discontinue this measurement in the next fiscal year.

^O SBP 100% implementation of an outpatient Title 36 evaluation process by October 1st

FY12 Target	Q1		Q2		Q3		Q4	FY12 YTD
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
1					1	1	1	2

We have achieved this goal as of early in the fiscal year. It has been used two times and we plan on seeing how this might be used more regularly in the future.

^O SBP 50% (5 documents) of informational documents, procedures, and templates of Title 36 forms will be placed on the County Website by December 1st

FY12 Target	Q1		Q2		Q3		Q4	FY12 YTD
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
5					3	4	3	6

3 Documents have been placed on the website.

DIVISION OF BEHAVIORAL HEALTH & PUBLIC FIDUCIARY

Behavioral Health

Forensic Mental Health Evaluations (Rule 11)

R
SBP 80% of forensic psychological evaluations will be completed within 6 weeks from the time of the appointment of a Mental Health Expert.

FY12 Target	Q1		Q2		Q3		Q4	FY12 YTD
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
80.00%					71.15%	78.17%	60.47%	66.32%

43 requests for Court Ordered evaluations were made this quarter of of those 26 were returned within 42 days. The Current Quarterly average for these dates is 39 days.

R SBP Invoice Payments

FY12 Target	Q1		Q2		Q3		Q4	FY12 YTD
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
75.00%					100.00%	98.53%	100.00%	100.00%

This quarter the office received 88 invoices for Rule 11 Evaluations. Of these 100% were completed within 7 days. This measurement was intended to identify whether or not we were having issues in processing our financial invoices and making sure that we were paying for services rendered in a timely manner. Because this measurement has proven to be reached at each term we have concluded that there are few problems with payments for services and that this measurement has achieved its goal. We will discontinue this measurement in the next fiscal year.

O
SBP 100% (1 Document) informational document on the Rule 11 process completed and posted on the County Website by October 1st 2011.

FY12 Target	Q1		Q2		Q3		Q4	FY12 YTD
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
1					1	1	1	2

We have placed information listing court approved evaluators for the Rule 11 Process online.

S SBP Creation of a fee for service schedule for forensic psychological evaluations By December 1st

FY12 Target	Q1		Q2		Q3		Q4	FY12 YTD
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
					NOT		NOT	NOT

We did not achieve this goal for the fiscal year due to a change in contracting procedures. This goal will be removed in the coming fiscal year.

Public Fiduciary

Client Financial Services

R
SBP % 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

FY12 Target	Q1		Q2		Q3		Q4	FY12 YTD
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
100.00%	100.00%	100.00%	100.00%		100.00%	100.00%		100.00%

DIVISION OF BEHAVIORAL HEALTH & PUBLIC FIDUCIARY

Public Fiduciary

Public Fiduciary

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

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
90.00%	88.89%	86.00%	92.86%	90.00%	88.89%	100.00%	66.67%	87.23%

In this past year we had a total of 48 referrals. Of those referrals we accepted 17 into our service system. The number of referrals per month has fluctuated from a low of 1 in March to a high of 11 in August. For the most part, a disposition was reached soon after the alleged incapacitated person was seen by the Intake Coordinator. Many times, delays in reaching a decision was based on not getting sufficient information from the referral source to make a determination. Additionally, the person conducting the investigation retired from the County after 25 years of service. The person that was requested to do the investigations also needed to coordinate care for 40 clients. This person also went on sabbatical in April. These two factors influenced our ability to make decisions in a timely manner for April. The numerator and denominator reflected here are for April.

The total of referrals for this year are the real numbers for the months with May and June added without the disposition documentation. The department will be monitoring this goal in the 2012-2013 fiscal year but not as a result measure.

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

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
97.00%	100.00%	100.00%	100.00%	100.00%	94.44%	100.00%	90.91%	96.10%

This past year, we have utilized a system that told the case managers which files were going to be audited rather than requesting a random sample. Therefore, the results of this measure are high. This measure will be replaced by a new one. Cases will be reviewed at the time of the annual guardianship review. The on-line file will have information completed in specific areas, i.e. annual visit, case review, events, and budget. Other areas will also be looked at but will not be tracked for completeness.