



PINAL • COUNTY
wide open opportunity

**OFFICE OF BEHAVIORAL HEALTH
STRATEGIC BUSINESS PLAN
FY 2011/2012**

COUNTY VISION

Pinal County Government provides progressive and proactive leadership in the areas of economic development, state-of-the-art technologies, growth management, and public services to promote healthy and safe communities.

COUNTY MISSION

Pinal County Government protects and enhances its citizens' quality of life by providing public services in an ethical, efficient, and responsible manner delivered by a motivated, skilled, and courteous workforce.

DEPARTMENT MISSION

The mission of the Office of Behavioral Health is to provide coordination and quality control of court ordered psychological evaluations, and to facilitate persons undergoing the civil commitment process so the courts can make appropriate judgments and mentally ill individuals can receive the appropriate care in a timely and efficient manner.

SUMMARY OF MAJOR SERVICES PROVIDED:

- Competency evaluation distributions and coordination
- Competency evaluator reimbursements
- Court hearing attendance sessions
- Court procedure inquiry responses
- Coordination of mental health assessments
- Assisting with identification and credentialing of providers
- Coordination of competency restoration clients
- Quality control of mental health evaluations
- Quality control of competency restoration reports
- Competency restoration reimbursements
- Title 36 case management coordination
- Title 36 hospital reimbursements
- Court hearing attendance sessions
- Court procedure inquiry responses
- Follow up care coordination
- Inpatient placement approvals
- 24/7 behavioral health on-call response
- Letter of intent coordination
- Quality control of contracted mental health care
- Patient advocacy services
- Criminal justice diversion facilitations
- Disaster behavioral health planning
- Crisis care planning
- Office of behavioral health policy and procedure statements

MANDATORY SERVICES:

- Competency evaluation distributions and coordination
- Competency evaluator reimbursements
- Quality control of mental health evaluations
- Title 36 case management coordination
- Title 36 hospital reimbursements
- Quality control of contracted mental health care

ISSUE STATEMENTS

Increasing Demand for Service

ISSUE 1: The growing population within Pinal County is leading to an increased demand for behavioral health services. In addition, there is also a continuation of legislative cost shifts and administrative requirements without a corresponding increase in county resources to meet these requirements that, if not addressed, will result in:

- Reduction in availability of behavioral health services within the county
- Increased burdens on existing behavioral health agencies in the county
- Increased financial obligations to pay for state programs that will limit the county's ability to fund other needed services.

ISSUE 2: The reduction in federal and state funding for benefit programs combined with a more stringent eligibility requirements for benefit eligibility will, if not addressed result in:

- A reduction in the ability of incapacitated customers to meet their basic needs.
- Increased financial pressures on existing behavioral health services that may lead to behavioral health agencies reducing capacity and/or available services
- Increases in the complexity of the cases addressed by this office, which require additional time to achieve the same results as in previous years
- An increase in the jail and prison population
- Decreased safety of clients (vulnerable adults and severely mentally ill) and the public*

*If clients do not receive proper treatment and/or are not in the appropriate setting to have their needs addressed, there is a high likelihood that there will increase in crimes committed by persons with mental illness, or cause harm to themselves and/or the others around them.

COUNTY PRIORITY ALIGNED TO:

Service delivery provided by the Office of Behavioral Health does not directly align with any of the current County Priorities; however, the focus of the services our office provides supports the following County priorities: Public Safety: foster safe neighborhoods and communities, and Healthcare; provide residents with quality, accessible healthcare.

2-5 YEAR STRATEGIC GOALS:

Strategic Goal 1 – Increased Communication

Clients of the Pinal County Office of behavioral health will benefit from increased communication as evidenced by:

- By 2014, The Office of Behavioral Health will develop and maintain a secure and confidential database that will allow court assigned human service agencies and court appointed counsel to access current information on their Title 36 patients on a Court Order for Treatment.
- By 2013, Informational documents, procedures, and templates of Title 36 forms will be placed on the County Website.
- By 2013, 90% of all Rule 11 Evaluations** will be completed within 6 weeks from the time of the appointment of a Mental Health Expert.

**Rule 11 evaluations are psychological evaluations intended to determine the ability of a criminal defendant to stand trial.

Strategic Goal 2 – Increased Accountability

Clients of the Pinal County Office of behavioral health will benefit from increased accountability as evidenced by:

- By 2012, The Office of Behavioral Health will implement alternative outpatient Title 36 evaluation processes to reduce costs to the taxpayer.
- By 2013, The Office of Behavioral Health will standardize costs for forensic psychological evaluations and post contracts online.
- By 2013, The Office of Behavioral Health will process provider invoices within 7 days of receipt of invoice.

CROSS CUTTING ISSUES

Increasing Demand for Service

Department(s): Health and Human Services Administration; Pinal County Attorney’s Office, Public Defender’s Office, Sheriff’s Office, Pinal County Courts, Long Term Care, Correctional Health, Clerk of the Court
 Need(s): Better recognition of individuals’ mental health, incapacity, and incompetence issues; increased communications between the departments, increases in Residential, outpatient, and inpatient services throughout the County.

Reduction in Public Funding for Benefit Programs

Department(s): Health and Human Services Administration; Pinal County Attorney’s Office, Public Defender’s Office, Sheriff’s Office, Pinal County Courts, Long Term Care, Correctional Health, Budget
 Need(s): Increased communications between the departments, increased problem solving between departments, increased identification of customer resources

ANNUAL PERFORMANCE MEASURES:

Title 36

1. 100% implementation of an outpatient Title 36 evaluation process by October 1st – (as evidenced by protocol posted on Pinal County Website).
2. 50% (5 documents) of informational documents, procedures, and templates of Title 36 forms will be placed on the County Website by December 1st
3. 75% of provider invoices will be processed within 7 days of receipt of invoice

Rule 11

1. 80% of forensic psychological evaluations will be completed within 6 weeks from the time of the appointment of a Mental Health Expert.
2. 100% (1 Document) informational document on the Rule 11 process completed and posted on the County Website by October 1st 2011.
3. 75% of provider invoices will be processed within 7 days of receipt of invoice.
4. Creation of a fee for service schedule for forensic psychological evaluations By December 1st 2011.

EXPENDITURES BY FUND:

Programs/Activities	# of Full Time Employees	# of Part Time Employees	Cost Center	Total Budget
General Fund - Behavioral Health				
Rule 11	1		3530220	\$1,616,652.00
Title 36	1		3530230	\$1,155,616.00
Community Protection & Treatment - ASH -SVP			1149	\$350,000.00
General Fund Total				\$3122268.00