

Pinal County Performance Management

Annual Report

FY 2012-2013

DIVISION OF BEHAVIORAL HEALTH & PUBLIC FIDUCIARY

Behavioral Health

Court Ordered Evaluation and Treatment (Title 36)

R
SBP % of Audited Title 36 Files will meet standards for accuracy and completeness based on scoring criteria found in the internal policy manual.

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
50.00%					100.00%	100.00%	100.00%	100.00%

Documents have always been filed electronically as soon as they are received. They are then placed in a hard file that are to be destroyed in 1 year's time unless the person is 'rolled over' for another year of Court Ordered Treatment.

R
SBP % of survey respondents indicating that the BH department communication has improved their ability to accomplish their professional business

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
50.00%	0.00%		0.00%	0.00%	0.00%			0.00%

This objective was not tracked due to a change in personell.

R
SBP % of survey respondents indicating that the BH department communication is good or excellent.

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
50.00%			0.00%	0.00%	0.00%	0.00%		0.00%

This objective was not tracked due to a change in personell.

S
SBP Completion of a secure and confidential database that will allow court assigned human service agencies and court appointed counsel to access accurate and up to date information on patients on a Court Order for Treatment.

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
	NOT		NOT		NOT		OT	OT

An electric data base for Title 36 clients was established through Panosoft. It is a web based system that can be accessed from any computer when the person has been given permission. Due to the sensitive information that is contained in the files, it has not been set up to give limited access to providers or attorneys.

Public Fiduciary

Client Financial Services

R
SBP % of entitlement eligibility client will remain eligible for entitlements quarterly

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
100.00%	100.00%	100.00%					100.00%	100.00%

At the end of June, 32 clients were over the \$2000.00 ceiling for their benefits. This information was given to the case managers in order for the client funds to be spent down.

In each month of the past fiscal year, several clients were over resources. By the end of the following month, these clients were spent down and not in danger of losing their benefits.

The case managers are now looking at clients who are over resources consistently. This is due to some of the following factors: earnings from work, large back payments from SSA or SSI, placement costs are low or personal needs are low. Case managers are now utilizing Special Needs Trusts whenever possible to keep the money for the client rather than spending it unnecessarily. This will give the person a fund to pay for unforeseen expenses to improve their quality of life. It should be noted that no client lost their benefits due to being over resources this past fiscal year.

The business supervisor in charge of this measure has retired. The measure has been reworded for the next fiscal year but the intent is the same. The new business supervisor will be in charge of tracking this information.

DIVISION OF BEHAVIORAL HEALTH & PUBLIC FIDUCIARY

Public Fiduciary

Public Fiduciary

R
SBP % of annual reports and accountings will be submitted to the Court by the filing date

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
75.00%	15.00%	70.00%	26.32%	50.00%	31.43%		97.50%	39.88%

A new procedure was set in place at the beginning of April to monitor the process. The case managers were submitting their reports directly to the Legal Secretary who would then prepare the annual report for the Director's review and signature. Now, the case managers are to submit their reports to the Director for review. After the review, it is sent to the Legal Secretary. The date of the submission to the secretary is noted as well as when the document is completed and signed by the Director. This past quarter has seen a vast improvement. This objective will be continued for the 2013-2014 fiscal year.

R
SBP % of audited guardianship files will meet standards for accuracy and completeness based on scoring criteria

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
75.00%	55.17%	75.00%	55.26%	70.00%	60.00%		82.50%	62.57%

The Director reviews three items in the data base, i.e. the annual visit, the budget and the case review. At this time, the case managers have improved documenting the Annual Visits (95%) and developing Budgets (87.5%). The case review process has been under analysis to determine whether it is a useful tool for the past year. The information on the form is general and much like the Annual Visit. Overall, the case managers have not been completing this. In the past quarter only 27% of the files audited had it completed. The case review process will be re-evaluated. This objective is continued for the next fiscal year.