

OFFICE OF BEHAVIORAL HEALTH
STRATEGIC BUSINESS PLAN
FY 2012/2013

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

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

2-5 YEAR STRATEGIC GOALS:

Strategic Goal 1 – Increased Communication

By 2014, Customers of the Pinal County Office of Behavioral Health will experience better efficiency through more effective communication to the customer as evidenced by:

- 75% of survey respondents indicating that the BH department communication is good or excellent.
- 75% of survey respondents indicating that the BH department communication has improved their ability to accomplish their professional business

Strategic Goal 2 – Increased Accountability

By 2014, Customers of the Pinal County Office of Behavioral Health will experience improved quality of records and accountability as evidenced by:

- 75% of Audited Title 36 Files will meet standards for accuracy and completeness based on scoring criteria found in the internal policy manual.
- 90% of all forensic psychological evaluations will be completed within 6 weeks from the time of the appointment of a Mental Health Expert.

ANNUAL PERFORMANCE MEASURES:

Measure Type	Measure Description	Annual Target (FY 2013)
Result	% of Audited Title 36 Files will meet standards for accuracy and completeness based on scoring criteria found in the internal policy manual.	50%
Result	% of survey respondents indicating that the BH department communication is good or excellent.	50%
Result	% of survey respondents indicating that the BH department communication has improved their ability to accomplish their professional business.	50%
Result	% of forensic psychological evaluations completed within 6 weeks from the time of the appointment of a Mental Health Expert.	80%
Statement	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.	By 06/30/13