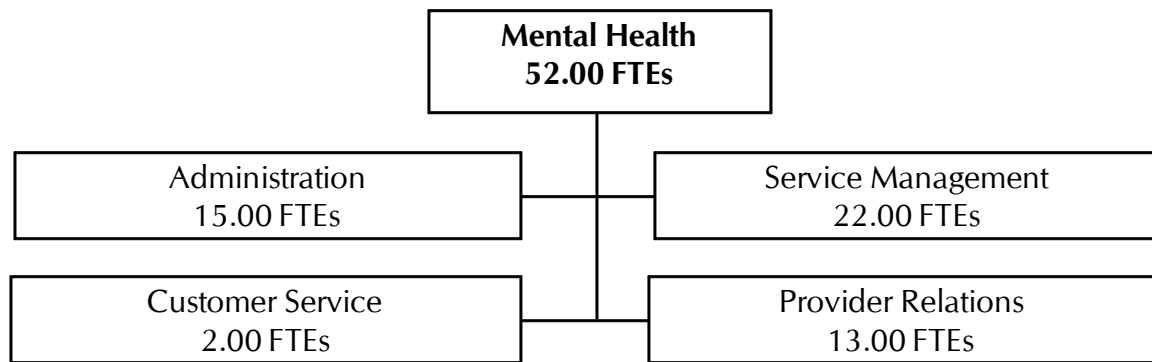


# Catawba County Government



# Mental Health

	2005/06	2006/07	2007/08	2007/08	Summary
	Actual	Current	Requested	Approved	Percent Change
<b>Revenue</b>					
Federal	530,175	653,732	1,032,941	1,032,941	58%
Taxes	34,642	45,000	45,000	45,000	
State	8,787,479	8,351,062	13,445,518	13,445,518	61%
Local	0	0	0	0	0%
Charges & Fees	5,685,037	7,184,493	3,880,517	3,880,517	-46%
Miscellaneous	485,628	286,400	103,000	103,000	-64%
MH Fund Balance	0	750,000	0	0	0%
General Fund	274,464	1,257,023	1,289,613	1,289,613	3%
<b>Total</b>	<b>\$15,727,896</b>	<b>\$18,527,710</b>	<b>\$19,796,589</b>	<b>\$19,796,589</b>	<b>7%</b>
<b>Expenses</b>					
Personal Services	\$2,496,311	\$2,608,432	\$3,033,286	\$3,033,286	16%
Supplies & Operations	\$13,205,190	\$15,919,278	\$16,763,303	\$16,763,303	5%
Capital	26,395	0	0	0	0%
Interfund Transfers	0	0	0	0	
<b>Total</b>	<b>\$15,727,896</b>	<b>\$18,527,710</b>	<b>\$19,796,589</b>	<b>\$19,796,589</b>	<b>7%</b>
<b>Employees</b>					
Permanent	61.50	43.00	52.00	52.00	21%
Hourly	1.25	1.00	1.00	1.00	0%
<b>Total</b>	<b>62.75</b>	<b>44.00</b>	<b>53.00</b>	<b>53.00</b>	<b>20%</b>

## Budget Highlights

The Mental Health budget reflects the inter-local agreement with Burke County effective July 1, 2007. This agreement will remain in effect for one year while the details of the full merger are addressed. The intent is to have the full merger completed and implemented by July 1, 2008.

As a result of this merger this will be a transitional year for Mental Health. In order to act as the LME and oversee the provision of services for Burke County the budget includes 9 new positions paid for by Burke County and the abolishment of 2 current FTEs, for a net gain of 7 FTEs. Burke County and Catawba County together comprise an area with a population of approximately 241,700.

This transitional year will provide the time needed to allow Burke County to settle its proportionate share of assets with Foothills Area Program. An integration committee will be formed to recommend the details for the creation of a new LME to service both counties, effective July 1, 2008 with each County having equal representation. A formal integration plan is to be presented to the BOC no later than December 1, 2007.

## **MENTAL HEALTH**

### **Administration**

#### **Statement of Purpose**

Administration oversees all aspects of the Local Managing Entity (LME) including the planning for, the funding of, and the monitoring of services that treat and support persons with mental illness, developmental disabilities, and substance abuse problems.

#### **Outcomes**

1. Successfully integrate the operations of a merged LME to provide all LME functions to the newly established service area. This will be measured by full compliance with the established cost model for the designated population.
2. Satisfy the expectations of the State's performance contract at the 85% level for an average of all indicators.
3. Assure consumer participation through establishing a series of consumer feedback mechanisms at the provider level. These might include the use of focus groups, satisfaction surveys, peer supports, and other ways to engage consumers in providing feedback on the quality of services.
4. Establish a new internal personnel system that effectively reflects all external requirements established within the law and applicable regulations.
5. Assure that all allocated resources are appropriately utilized, in accordance with a Board approved budget, to meet consumer needs in the service area.

#### **MIS**

6. Continue to expand the Auto Authorization for services to our main service providers – Family N.E.T., Catawba Valley Behavioral Healthcare, Clay Wilson, etc. This allows our service providers to enter their service request electronically on line for approval without interventions of Mental Health Services staff. This reduces the amount of staff involvement both on Mental Health Services staff and on our service providers' staff.
7. Upgrade of CMHC/MIS and CMHC/MCO software to most recent versions.
8. Improve the operational and procedural documentation for all CMHC/MIS and CMHC/MCO functions.

#### **Financial Services**

9. The Financial services department shall comply with state mandates to pay contractor agencies within thirty (30) days of submission of a clean claim for services.
10. Maintain responsible accounting, reimbursement, and financial management practices to maintain an unrestricted fund balance of at least one month's operational costs to assure consistent availability of services to individuals within overall funding levels.
11. Provide accurate financial reports to Area Director, Board of Directors, and all mandated agencies as required by the Department of Health and Human Services (DHHS) and Catawba County.

## **Service Management**

### **Statement of Purpose**

Service Management is responsible for overseeing the Access Unit, Utilization Management (UM) Unit, and Medical Records. The Access Unit is the first point of contact for consumers and has the responsibility of linking consumers with providers who are qualified to provide the appropriate services. The Utilization Management Unit is responsible for establishing medical necessity and authorizing state funded services for consumers as well as conducting concurrent and retrospective reviews. The Medical Records Unit assures compliance with all state demographic submissions and documentation processes.

12. Establish a toll free telephone number and provide screening, triage, and referral 24/7 for all consumers in this catchment area.
13. Meet State performance indicators for timeliness of managing emergent, urgent, and routine Access calls. Access Unit staff will provide disposition of all requests for referral to consumer's choice of appropriate provider based on established protocol.
14. The UM Unit will provide review for medical necessity and authorization of State funded services based on established service definition criteria.
15. The UM Unit will conduct concurrent reviews on consumers in most intensive level services on a quarterly basis.
16. Medical Records Department will track on collection of required data for submission to the State and submit within the required timelines with at least 95% accuracy.

## **Psychiatric Services**

17. Provide clinical consultation/medical oversight of services contracted and authorized through the Service Management Unit.

## **Customer Services**

### **Statement of Purpose**

This unit will manage consumer responses to services and will develop new State initiatives that impact the community.

18. Ensure that all consumer issues, including rights, complaints, grievances and appeals, are addressed in a timely and effective manner, based on consumer feedback and tracking reports measured against the state performance agreement.
19. Serve as staff liaison to Consumer Family Advisory Committee (CFAC) and Client Rights Committee at their regularly scheduled meetings.
20. As Mental Health Services of Catawba County undergoes merger with another entity, the Customer Service Unit will provide direction and assistance to consumers to aid in making the transition process as consumer friendly as possible.

## **Provider Relations**

### **Statement of Purpose**

Provider Relations is responsible for managing the provider network, monitoring services, and contracting for services.

21. Develop and maintain the Qualified Provider network to include an adequate representation of service providers to meet Mental Health/Developmental Disability/Substance Abuse (MH/DD/SA) needs of Catawba County citizens based on ongoing needs assessment reports.
22. Monitor and track provider performance to assure quality, based upon on site reviews and data collection; this includes meeting the requirements of SB 163.
23. Provider Relations will ensure that 100% of the consumers who are eligible for services and for whom funding is available are provided medically necessary services based on review and approval of the individual Primary Care Provider (PCP).
24. To assist with implementation of newly adopted Service Definitions and endorsement of providers.

## **Quality Management**

### **Statement of Purpose**

Quality Management is responsible for quality assurance/quality improvement within the LME and among the provider network. This unit includes medical records and psychiatric services and works directly with contracted agencies to ensure that quality services are provided to consumers of MHSCC.

25. Measure consumer satisfaction with the LME and providers through surveys, interviews, focus groups, etc.
26. Provide technical assistance and training to assure best practices and quality functioning of the provider network.

### **Care Coordination**

27. To develop a Care Coordination model, identify staff and determine appropriateness of the unit within the LME organizational chart.
28. Review high cost services to assure positive treatment outcomes are achieved and best practices are being implemented.

# Administration

Organization: 530901

	2005/06 Actual	2006/07 Current	2007/08 Requested	2007/08 Approved	Percent Change
<b>Revenue</b>					
State	\$1,514,916	\$1,336,673	\$2,301,634	\$2,301,634	72%
Charges & Fees	0	0	0	0	0%
Miscellaneous	258,833	118,700	0	0	0%
MH Fund Balance	0	750,000	0	0	0%
General Fund	(397,669)	0	159	159	0%
<b>Total</b>	<b>\$1,376,076</b>	<b>\$2,205,373</b>	<b>\$2,301,793</b>	<b>\$2,301,793</b>	<b>4%</b>
<b>Expenses</b>					
Personal Services	\$649,361	\$696,942	\$840,540	\$840,540	21%
Supplies & Operations	700,320	1,508,431	1,461,253	1,461,253	-3%
Capital	26,395	0	0	0	0%
Interfund Transfers	0	0	0	0	0%
<b>Total</b>	<b>\$1,376,076</b>	<b>\$2,205,373</b>	<b>\$2,301,793</b>	<b>\$2,301,793</b>	<b>4%</b>
<b>Employees</b>					
Permanent	15.50	12.00	15.00	15.00	25%
Hourly	1.25	1.00	0.00	0.00	0%
<b>Total</b>	<b>16.75</b>	<b>13.00</b>	<b>15.00</b>	<b>15.00</b>	<b>15%</b>

## Budget Highlights

The Administrative function of the Local Managing Entity (LME) include administrative oversight of the organization, local business plan, performance of contracted services, protection of clients' rights, and all financial services.

# Service Management

Organization: 530902

	2005/06 Actual	2006/07 Current	2007/08 Requested	2007/08 Approved	Percent Change
<b>Revenue</b>					
State	\$1,216,979	\$992,457	\$1,395,537	\$1,395,537	41%
Charges & Fees	0	0	0	0	0%
Miscellaneous	4,525	0	0	0	0%
General Fund	(35,665)	25,000	5,000	5,000	-80%
<b>Total</b>	<b>\$1,185,840</b>	<b>\$1,017,457</b>	<b>\$1,400,537</b>	<b>\$1,400,537</b>	<b>38%</b>
<b>Expenses</b>					
Personal Services	\$1,153,434	\$978,707	\$1,292,537	\$1,292,537	32%
Supplies & Operations	32,406	38,750	108,000	108,000	179%
Capital	0	0	0	0	0%
<b>Total</b>	<b>\$1,185,840</b>	<b>\$1,017,457</b>	<b>\$1,400,537</b>	<b>\$1,400,537</b>	<b>38%</b>
<b>Employees</b>					
Permanent	22.00	15.00	22.00	22.00	47%
Hourly	0.00	0.00	1.00	1.00	0%
<b>Total</b>	<b>22.00</b>	<b>15.00</b>	<b>23.00</b>	<b>23.00</b>	<b>53%</b>

## Budget Highlights

The Service Management function is responsible for authorization of services, monitoring of services, and contracting for services.

# Customer Service

Organization: 530903

	2005/06 Actual	2006/07 Current	2007/08 Requested	2007/08 Approved	Percent Change
<b>Revenue</b>					
State	\$269,867	\$287,026	\$57,850	\$57,850	-80%
Charges and Fees	0	0	0	0	0%
General Fund	(49,947)	102,761	150,000	150,000	46%
<b>Total</b>	<b>\$219,925</b>	<b>\$389,787</b>	<b>\$207,850</b>	<b>\$207,850</b>	<b>-47%</b>
<b>Expenses</b>					
Personal Services	\$192,797	\$348,462	\$147,950	\$147,950	-58%
Supplies & Operations	27,128	41,325	59,900	59,900	45%
Capital	0	0	0	0	0%
<b>Total</b>	<b>\$219,925</b>	<b>\$389,787</b>	<b>\$207,850</b>	<b>\$207,850</b>	<b>-47%</b>
<b>Employees</b>					
Permanent	5.50	6.00	2.00	2.00	-67%
Hourly	0.00	0.00	0.00	0.00	0%
<b>Total</b>	<b>5.50</b>	<b>6.00</b>	<b>2.00</b>	<b>2.00</b>	<b>-67%</b>

## Budget Highlights

Consumer Affairs will ensure that all consumer issues are addressed, monitor consumer satisfaction with service providers, serve as the liaison to the Client Rights Committee, and expand consumer involvement in agency and community roles.

# Provider Relations/Quality Mgmt./ Care Coordination

Organization: 530904

	2005/06 Actual	2006/07 Current	2007/08 Requested	2007/08 Approved	Percent Change
<b>Revenue</b>					
State	\$621,712	\$601,821	\$796,559	\$796,559	32%
Charges & Fees	8,667	0	0	0	0%
General Fund	(191,584)	0	0	0	0%
<b>Total</b>	<b>\$438,797</b>	<b>\$601,821</b>	<b>\$796,559</b>	<b>\$796,559</b>	<b>32%</b>
<b>Expenses</b>					
Personal Services	\$430,041	\$584,321	\$752,259	\$752,259	29%
Supplies & Operations	8,756	17,500	44,300	44,300	153%
Capital	0	0	0	0	0%
<b>Total</b>	<b>\$438,797</b>	<b>\$601,821</b>	<b>\$796,559</b>	<b>\$796,559</b>	<b>32%</b>
<b>Employees</b>					
Permanent	10.00	10.00	13.00	13.00	30%
Hourly	0.00	0.00	0.00	0.00	0%
<b>Total</b>	<b>10.00</b>	<b>10.00</b>	<b>13.00</b>	<b>13.00</b>	<b>30%</b>

## Budget Highlights

Provider Relations serves as the primary entry point for consumers to access services.

# Quality Management

Organization: 530905

	2005/06 Actual	2006/07 Current	2007/08 Requested	2007/08 Approved	Percent Change
<b>Revenue</b>					
State	\$0	\$0	\$0	\$0	0%
Charges & Fees	293,244	0	0	0	0%
General Fund	58,712	0	0	0	0%
<b>Total</b>	<b>\$351,960</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>0%</b>
<b>Expenses</b>					
Personal Services	\$70,678	\$0	\$0	\$0	0%
Supplies & Operations	281,282	0	0	0	0%
Capital	0	0	0	0	0%
<b>Total</b>	<b>\$351,960</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>0%</b>
<b>Employees</b>					
Permanent	8.50	0.00	0.00	0.00	0%
Hourly	0.00	0.00	0.00	0.00	0%
<b>Total</b>	<b>8.50</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0%</b>

# Contracts for Direct Services

Organization: 530906

	2005/06 Actual	2006/07 Current	2007/08 Requested	2007/08 Approved	Percent Change
<b>Revenue</b>					
Taxes	\$34,642	\$45,000	\$45,000	\$45,000	0%
Federal	530,175	653,732	650,527	650,527	0%
State	5,164,005	5,133,085	5,699,319	5,699,319	11%
Local	0	0	0	0	0%
Charges and Fees	5,383,126	7,184,493	1,380,517	1,380,517	-81%
Miscellaneous	222,270	167,700	103,000	103,000	-39%
MH Fund Balance	0	0	0	0	0%
General Fund	890,617	1,129,262	1,134,454	1,134,454	0%
<b>Total</b>	<b>\$12,155,298</b>	<b>\$14,313,272</b>	<b>\$9,012,817</b>	<b>\$9,012,817</b>	<b>-37%</b>
<b>Expenses</b>					
Personal Services	\$0	\$0	\$0	\$0	0%
Supplies & Operations	12,155,298	14,313,272	9,012,817	9,012,817	-37%
Capital	0	0	0	0	0%
<b>Total</b>	<b>\$12,155,298</b>	<b>\$14,313,272</b>	<b>\$9,012,817</b>	<b>\$9,012,817</b>	<b>-37%</b>

## Budget Highlights

This cost center includes the funds that are paid to the Qualified Provider Network that provides specialty services to Mental Health clients in such areas as child residential services, halfway house services, detox, outpatient counseling, adult substance abuse services, and employee assistance programs.

# Contract Services - Burke County

Organization: 530907

	2005/06 Actual	2006/07 Current	2007/08 Requested	2007/08 Approved	Percent Change
<b>Revenue</b>					
Taxes	\$0	\$0	\$0	\$0	0%
Federal	0	0	382,414	382,414	0%
State	0	0	3,194,619	3,194,619	0%
Local	0	0	0	0	0%
Charges and Fees	0	0	2,500,000	2,500,000	0%
Miscellaneous	0	0	0	0	0%
MH Fund Balance	0	0	0	0	0%
General Fund	0	0	0	0	0%
<b>Total</b>	<b>\$0</b>	<b>\$0</b>	<b>\$6,077,033</b>	<b>\$6,077,033</b>	<b>0%</b>
<b>Expenses</b>					
Personal Services	\$0	\$0	\$0	\$0	0%
Supplies & Operations	0	0	6,077,033	6,077,033	0%
Capital	0	0	0	0	0%
<b>Total</b>	<b>\$0</b>	<b>\$0</b>	<b>\$6,077,033</b>	<b>\$6,077,033</b>	<b>0%</b>

## Budget Highlights

This cost center reflects the inter-local agreement to provide Mental Health LME services for Burke County.