306.0 Budget Performance Indicator Monitoring and Reporting

306.1 Policy Approval Clearance Record

☒ Rural Services Policy ☐ Mental Health Policy ☐ Developmental Services Policy	This policy supersedes: N/A	Number of pages in Policy: 4
Review by Representative from the Office of the Attorney General: n/a	Date: n/a	Date Policy Effective: 11/15/2010
Rural Services Director Approval Signature: Barbara Legier	Date: 4/11/12	Policy Lead: Eric Skansgaard, Jessica Adams

306.2 Statement of Purpose

306.2.1 **Policy Statement:** Rural Services leadership will review budget performance indicators at least once per quarter. To facilitate this process, the Quality Assurance Department will develop systematic reports on the Nevada Executive Budget System (NEBS) indicators for Budget Accounts 3167 and 3648.

306.2.2 **Purpose:** NEBS indicators are critical measures by which the Nevada Legislature measure agency performance. Acceptable performance is critical to maintaining viability of services to people supported by Rural Services as well as the staff and contract providers. Rural Services leadership uses budget performance reports to make mid-year plans of correction should indicators be outside of the projected targets.

306.3 Authority

NRS 352.205
Nevada State Administrative Manual 2512
State of Nevada Executive Budget System Budgets 3167 and 3648

306.4 Unique Definitions and Acronyms

306.4.1 **Quarter:** Fiscal year period of three months. First quarter is July-August-September. Second quarter is October-November-December. Third quarter is January-February-March. Fourth quarter is April-May-June.

306.4.2 **Cross Tab:** Cross tabulated report which provides summary data. Also called X-Tab.

306.5 Procedures

306.5.1 **Mental Health:** Not later than the 15th day of each quarter, Rural Services QA department will complete reports for NEBS budget indicators 1, 2, 3 and 5 (A through D below). Budget indicator 4, Percent of Consumers Reporting Improvement in Daily Problems, is drawn from an item on the annual MHDS Consumer Survey.

    A. Budget Indicator 1, Average Wait Time Between a Request for Outpatient Counseling Services and the Receipt of Face-to-Face Service

        1. Wait time will be calculated using the Report I:\Reports\MH Performance Indicators > OP avg waitlist duration for the period.

                • Calculation: This report automatically calculates the average waitlist time in days.

    B. Budget Indicator 2, Percent of Consumers Demonstrating Stable or Improved Functioning During the SFY

        1. Percent improvement in adult functioning will be calculated using report I:\Reports\MH Performance Indicators > LOCUS Score looking at original vs.

current fiscal.rpt. Percent improvement in child functioning will be calculated using report I:\Reports\MH Performance Indicators > CASII score looking at original vs current fiscal 2012-01-18.rpt.

- Calculation: The last page of these reports (use final arrow tab) calculates the percentage of stable or improving by dividing the number stable or improving by the total number of ratings.

C. Budget Indicator 3, Rate of Psychiatric Hospitalization per 1000 residents

1. MH Center staff will report hospitalizations to the MH AA II each month using Attachment 306.6.1, RS306A – Rural Clinics Referrals for Psychiatric Hospitalizations. MH AA II compiles this into the hospitalization spreadsheet and reports it to Quality Assurance.

- Calculation: Total number of reported hospitalizations per quarter and multiplied by 4 to pro-rate to annual and divide by 305 to get rate per 1000 residents. The target is less than 1.

D. Budget Indicator 5, Rate of Persons Served per 1000 Residents

1. Rate of persons served per 1000 residents will be calculated using the report S:\Admin Monthly Management Reports\Months of Current Quarter (e.g., April, May, June) > Staff time productivity hours by month and clients seen with svc count.rpt. The final numbers from the Cross Tabulation (X-Tab) for distinct count of clients seen for the three months of the quarter is calculated.

- Calculation: After tallying the distinct count of clients seen during the quarter, rate of persons served per 1000 residents equals distinct count of clients seen per quarter multiplied by 4 (prorated to annual basis) divided by 305. This provides an estimate of the number of people served per each thousand in the rural region. For example: 5,681 people divided by 305 (thousand people) equals 18.6 per thousand.

306.5.2 **Developmental Services:** Not later than the 15th day of each quarter, Rural Services Quality Assurance department will compile reports for budget indicators 1 through 7.

A. Budget Indicator 1, Total Persons with Mental Retardation or Related Conditions Receiving any Support Service through a Regional Center

1. Total persons with mental retardation or related conditions receiving any support service through Rural Services will be calculated using the report DS Crystal Library\Fiscal\Map Reports\RS Map Reports > Line 60-Total people receiving supports v 1.0.rpt.

- Calculation: The report generates the total number of people open at Rural Services. This report does not include anyone who has transferred to another Regional Center past the reporting month. To confirm accurate counts, this active service list should match the number of individuals admitted during the reporting month less number of terminations added to the previous month's active service plus the number of individuals transferred to another Regional Center after the reporting month.

B. Budget Indicator 2, Total Persons Receiving Residential Supports

1. Total persons receiving residential supports will be calculated using report Z:\Fiscal\FINANCIAL TRACKING FY*yy*\ARCHiVE FT FY*yy*\PRINT ARCHIVES*mm* FY*yy* PRINTS > FY*yy* 3167 MAP.

- Calculation: This report generates the MAP for SC, and Categories 11, 18, and 36. The MAP for Category 11 will be used for this count. To calculate this number, use MAP Category 11, line 1a, Total placements paid during month minus duplicate.

C. Budget Indicator 3, Total Number of Individuals Using Home and Community-Based Waiver Services

1. Total Number of Individuals Using Home and Community-Based Waiver Services will be calculated using the report, DS Crystal Library\Fiscal\Revenue\Medicaid Claims > 1 EVES for RRC Only v1.0 rpt.

   - Calculation: This report generates the total number of people using Home and Community-Based Waiver Services.

D. Budget Indicator 4, People on the Residential Wait List Over Ninety Days

1. People on the residential wait list over 90 (ninety) days will be calculated using Z:\Fiscal\SERVICE FiLES\FY*yy* > *yyyy*Cat11.xls.

   - Calculation: The wait list is after the list of individuals with current SLA contracts. The list automatically generates the number of days an individual has been on the waiting list. Sort the list by the column listing the number of days on the waiting list. Add a column in front of the individual's name and do a running count (1, 2, 3, etc.) of those on the wait list over 90 (ninety) days.

E. Budget Indicator 5, Individuals in Institutional Settings

1. Individuals in institutional settings will be calculated using the report DS Crystal Library\Program (SC-Clinical)\Individuals in Service > People in Service2_NH RelCond v1.0.rpt.

   - Calculation: The number of individuals in institutional settings will be calculated by adding the ICF State, ICF Private, State Nursing Facility (SNF) and Out of State columns on the People in the report Service2_NH RelCond.rpt.

F. Budget Indicator 6, Number of Families Using Self-Directed Supports

1. The number of families using self-directed supports will be calculated by using the reports Z:\Fiscal\FINANCIAL TRACKING FY*yy*\ARCHIVE FT FY*yy*\PRINT ARCHIVES*mm* FY*yy* PRINTS > FY*yy* 3167 MAP.

   - Calculation: The number of families using self-directed supports will be calculated by adding MAP Category 11 line "$313.00," MAP Category 11 line "$488.00," MAP Category 11 line "Autism," and MAP Category 18 line "# of Respite Paid YTD (Unduplicated."

G. Budget Indicator 7, People in Community Based Residential Supports with Intensive Services

1. The number of people in community based residential supports with intensive services is calculated using Z:\Fiscal\FINANCIAL TRACKING FY*yy*\ARCHIVE FT FY*yy*\PRINT ARCHIVES*mm* FY*yy* PRINTS > FY*yy* 3167 MAP.

   - Calculation: The number of people in community based residential supports with intensive services is calculated by adding MAP Category 11 line 'Int SLA (RI)" and MAP Category 11 line "Int SLA+ (IP)."

306.5.3 **Rural Services Leadership Team Review:** Not later than the 31st day of each quarter, Rural Services Leadership Team (MARS) will review reports for budget indicators, evaluate against proposed base, and develop plans of improvement as required. Plans of improvement will be implemented through the MH and DS Program Managers and Supervisors, Psychologists, or their designees.

306.5.4 **Timelines**

Table 306.5.4.1: Timelines for Budget Performance Indicator Policy

Requirement	Deadline	Starting Date	Responsible Party	Actions to be Taken
Report on Items 306.5.1.A-D and 306.5.2.A-G	15th day of each quarter	First day of each quarter	QA department staff	Calculate data as described above and schedule review at leadership meeting no later than the 31st day of each quarter.

306.5.5 **Supervisory Responsibilities:** Supervisors will provide in-service training to ensure all staff understands the requirements of this policy and its procedures. Supervisors will revisit this policy periodically, but no less than annually to identify

306.6 Attachments

306.7.1 **RS306A Hospitalization Form** (the attached form is a sample only. The actual form is an Excel spreadsheet, which is to be used to transmit data to Administrative office.

ATTACHMENT RS306A

HOSPITALIZATION REPORT

RURAL CLINICS
REFERRALS FOR PSYCHIATRIC HOSPITALIZATIONS

Clinic: _____   **Reporting Month:** _____

Date	Person	Age	Client Yes/No	Reason	Hospital/ Contact	Admitted Yes/No	Vol/ Legal 2000	**When R/A/W/H	Date Discharged	Staff

Hospitals: Carson = Carson Tahoe   NAMS = NNAMHS   SAMS = SNAMHS   Wash = Washoe   West = West Hills

Willow = Willow Springs   Senior = Senior Bridges   VA = Veterans Hospital   Mead = Lake Mead   Monta = Monta Vistae

Spring = Spring Mtn.   Desert = Desert Willow   Dixie = Dixie Regional

When: R = Regular Hours   A = After Hours   W = Weekends   H = Holidays

(Rev. 1/2004)   jc