

**Priority:** Accountability

**Lead Agency:** County Human Services

**Program Offer Type:** Support

**Program Contact:** Patrice Botsford

**Related Programs:**

**Program Characteristics:**

### Executive Summary

Proposal expands the records staff from three to five permanent full-time staff to manage the volume of client records and related tasks. In response to audit findings, a program manager is proposed to design and implement ongoing training plans and a project manager to compile and update the desk manual and oversee Medicaid File reviews. All four positions are in 05-06 budget but paid out of salary savings or approved carryover from 99-01 biennium.

### Program Description

Additional improvements needed to meet audit findings emerged during the year. Staff to perform the following tasks are over and above staffing level at time of audit. All new positions are existing in 05-06 but funded on one-time-only funds available at the time.

It was found that weekly trainings at all-staff meetings and the appointment of a lead worker in each team to mentor new case managers was not sufficient. The Division is designing training modules and an overall plan for staff training; implementation and oversight require permanent staff to assure the State this plan will remain in place. The desk manual needs to be completed and constantly updated, especially with bumping anticipated. Small modifications are already needed to make it a current and useful training tool.

Two office assistants were hired in 05-06 with one-time-only money to catch up on daily filing and fill requests for files or referral packets in a reasonable timeframe. The loss of these positions in June, 2006, will put the chart room again behind in its work in supporting the staff, which causes case manager inefficiency. Funding has been the barrier to permanently bringing the chart room to necessary staffing level.

### Program Justification

An infrastructure to plan and provide training, written instructions for every position, and a file system supporting quick retrieval of documentation of client services are essential responsibilities of the program and are audit findings as well. This scaled offer supplies ongoing funding to the key positions performing these functions in 05-06. If the Division is successful in arranging Medicaid match for administrative functions as is hoped, those funds may be a source of funding for some or all of these positions; but until that is a certainty and a dollar amount is identified for the budget, the Division is proposing County support. Only with these positions continuing can the Division maintain the same level of reporting to the State and the improvements made in response to the audit.

### Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY04-05)	Current Year Purchased (FY05-06)	Current Year Estimate (FY05-06)	Next Year Offer (FY06-07)
Output	Number of desk manual pages completed	286	735	735	975
Outcome	% of Desk manual completed	29	75	75	100
Output	Number of Files pulled*	20,000	20,000	20,426	21,000

### Performance Measure - Description

\* includes (on a daily basis) up to 1002 documents filed into 515 files. Also includes files pulled for case management/client contact, monitoring, plan review and administrative review. Note: Measures in this program offer are identical to measures in 25011A, as they are part of the same offer.

## Legal/Contractual Obligation

Subject to the terms and conditions of the State-County Financial Assistance Award; also governed by Oregon Administrative Rules 411-320-0010 through -0200 (CDDP rule), ORS 179.505 and ORS 192.525 (Oregon Public Records Laws), 45 CFR 205.5, CFR 164.512 (Health Insurance Portability and Accountability Act (HIPAA)), and 42 CFR Part 2 HIPAA. Client data are reported per the State's Client Process Monitoring System and certain services are tracked and paid for through the State's eXPRS payment system.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	2006	2006	2007	2007
Personnel	\$0	\$0	\$281,958	\$0
Materials & Supplies	\$0	\$0	\$5,856	\$0
Internal Services	\$0	\$0	\$7,508	\$0
Subtotal: Direct Exps:	<b>\$0</b>	<b>\$0</b>	<b>\$295,322</b>	<b>\$0</b>
Administration	\$0	\$0	\$0	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
Total GF/non-GF:	<b>\$0</b>	<b>\$0</b>	<b>\$295,322</b>	<b>\$0</b>
Program Total:	<b>\$0</b>		<b>\$295,322</b>	
Program FTE	0.00	0.00	4.00	0.00
<b>Program Revenues</b>				
Program Revenue for Admin	\$0	\$0	\$0	\$0
<b>Total Revenue:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

## Explanation of Revenues

The Division requests support through County General Fund for four positions to carry on current staff development and support functions.

## Significant Program Changes

### Last year this program was:

Last year this program was identifying improvements based on audit findings and its own quality review. Two limited duration records support staff were hired with one-time-only funding, as no base funds were available. The desk manual was already in process from 04-05, staffed with another limited duration position funded with approved carryover. Focus on ongoing training needs was only started when a program manager 1 was dedicated to this task and to quality assurance as related to the audit. The position was funded with one-time-only salary savings. Funding for all these positions ends June 30, 2006, so this offer proposes CGF to permanently fund them.