The standard and the expectation @ TCBHS is that each provider staff will generate 60% of their paid time with billable activity.

A full-time employee is paid 2080 hours per year, and 60% means an employee will bill for 1248 hours each year to meet their goal.

This formula still leaves 832 of paid time for vacations, sick leave, holidays, trainings, jury duty and meetings when there is no need to generate any billing.

After we subtract out 50 days for time off including vacations, sick leave, holidays and training, and 104 days for week-ends, there are still 211 workdays left in a year.

In order to produce 1248 hours of billable time in 211 days, the employee will need to generate 355 minutes each 8-hour day.

This basically boils down to having six one-hour sessions each working day.

Our “No Show” dashboard reveals that about 10% of our scheduled consumers do not make their appointments.

In order to account for this fact, providers really need to schedule seven one-hour sessions each day knowing that there will be a free hour somewhere in the schedule, but not knowing exactly when in the day this opening will happen.

If by chance all seven come, that is a bonus, because there will be days when there will be two or three “no shows”.

The only possible way a provider can meet this goal is to have a minimum of 35 active cases, or a willingness to take on new assessments regularly to fill these time slots.

Another way of saying this is that in order to have seven scheduled hours of time each day during a five-day work week, is to have 35 consumers in which to schedule.

The exception of course is to do longer sessions, as in groups, travel time to a consumer’s home or school, Case management that is longer in duration or schedule in two-hour intakes regularly.