

Department: County Human Services

Program Contact: Alexis Alberti

Program Offer Type: Operating

Program Offer Stage: Proposed

Related Programs:
Program Characteristics:
Executive Summary

The Eligibility and Intake Services team provides the entryway to IDSD services. They increase equitable access to resources. These resources support quality of life for individuals with intellectual and developmental disabilities. Entryway services emphasize awareness, access, choice, and community inclusion. The team follows State and Federal rules ensuring that eligibility and intake services are self-directed and inclusive. They provide services that are culturally and linguistically responsive. They support clients to make informed decisions based on their goals and provide opportunities for individuals to choose activities, supports and living arrangements. This team is the point of entry to all IDSD vocational, residential, case management, and in-home services.

Program Description

ISSUE: There is a need for increased understanding of, and access to, IDSD services. The Eligibility and Intake Services team addresses these needs. They provide help with navigating the application and eligibility processes for services.

PROGRAM GOALS: The Eligibility and Intake Services team increases service access and supports quality of life. The goals of this team include increasing the public's understanding of available services and eligibility requirements. Second, increasing the connection of individuals to community resources. Third, provide direct, trauma-informed application support. Finally, increase access to funded services by determining eligibility and enrolling clients. This is done according to State regulatory requirements.

PROGRAM ACTIVITY: The three general areas of activity are: awareness, equitable access, and connection. Awareness efforts include community outreach, increasing understanding of IDSD services and processes. Efforts result in referrals from community partners, such as schools, medical providers, and parent networks. All referrals are followed up with service information. Equitable access efforts include contacting the potential client in their primary language. Supports include application assistance, initial needs assessment, service information, and eligibility determination. Once eligible, clients are paired with a Service Coordinator or referred to a brokerage. Brokerages are alternative non- County case management systems. Bilingual staff with KSA designation support Spanish speaking applicants and provide referrals to other social supports, such as housing, social security, energy assistance, and links to community agencies. Additionally, a Clinical Services Specialist with KSA designation provides outreach to the African American community and culturally responsive intake supports. Applicants are contacted in their preferred language regarding the outcome of their eligibility determination. Connection efforts include connecting potential clients to agencies providing additional resources, such as health insurance, social security benefits, early intervention, or housing support.

Performance Measures

| Measure Type | Performance Measure | FY23 Actual | FY24 Budgeted | FY24 Estimate | FY25 Target |
|--------------|--|-------------|---------------|---------------|-------------|
| Output | Number of intake eligibility referrals. | 1,248 | 1,100 | 1,350 | 1,250 |
| Outcome | Percent of applicants found eligible for DD services. | 82% | 80% | 82% | 80% |
| Outcome | Percent of newly eligible clients who identify as Black, Indigenous, or People of Color. | 42% | 34% | 34% | 34% |
| Output | Number of linguistically and culturally responsive community outreach activities. ¹ | 10 | N/A | 10 | 20 |

Performance Measures Descriptions

¹New measure in FY25. Responsive community outreach includes presentations, materials, and staff consultation tailored to the language and cultural needs requested by the partnering organization.

Revenue/Expense Detail

| | Adopted General Fund | Adopted Other Funds | Proposed General Fund | Proposed Other Funds |
|------------------------|-------------------------|------------------------|--------------------------|-------------------------|
| Program Expenses | 2024 | 2024 | 2025 | 2025 |
| Personnel | \$0 | \$1,890,634 | \$0 | \$2,291,618 |
| Contractual Services | \$10,000 | \$0 | \$10,000 | \$0 |
| Materials & Supplies | \$2,960 | \$39,524 | \$2,960 | \$21,255 |
| Internal Services | \$2,876 | \$514,662 | \$0 | \$585,964 |
| Total GF/non-GF | \$15,836 | \$2,444,820 | \$12,960 | \$2,898,837 |
| Program Total: | \$2,460,656 | | \$2,911,797 | |
| Program FTE | 0.00 | 14.00 | 0.00 | 14.00 |

| Program Revenues | | | | |
|---------------------------|------------|--------------------|------------|--------------------|
| Intergovernmental | \$0 | \$2,333,462 | \$0 | \$2,898,837 |
| Beginning Working Capital | \$0 | \$111,358 | \$0 | \$0 |
| Total Revenue | \$0 | \$2,444,820 | \$0 | \$2,898,837 |

Explanation of Revenues

This program generates \$337,325 in indirect revenues.
 \$2,123,168 - State Mental Health Grant Local Admin (Federal)
 \$775,669 - State Mental Health Grant Case Management (Federal)

Significant Program Changes

Last Year this program was: FY 2024: 25016 IDDSD Eligibility & Intake Services