

**Department:** County Human Services      **Program Contact:** Mohammad Bader  
**Program Offer Type:** Administration      **Program Offer Stage:** As Adopted  
**Related Programs:**  
**Program Characteristics:**

**Executive Summary**

Intellectual and Developmental Disabilities Services Division (IDDSD) Administration provides oversight of the Division to ensure the delivery of services that increase quality of life for individuals with intellectual and developmental disabilities. This oversight is focused on the accurate and timely delivery of services and improved systems that support clients in living independent and healthy lives in the community. Administration leads the division in continuous quality improvement, coordination of daily functions, advocacy at the local and state levels, and collaborative efforts with partner agencies.

**Program Summary**

**ISSUE:** IDDSD Administration and Support provides Department oversight of staff, quality assurance, and system improvement in order to maximize client services and provide leadership as the Community Developmental Disability Program (CDDP) for Multnomah County, which is a Medicaid authority status conferred by the state. An intellectual or developmental disability is a condition such as cerebral palsy, autism or intellectual disability that a person is born with or that develops during childhood, and is expected to continue indefinitely.

**PROGRAM GOALS:** Business strategies related to organization transformation, systems change, professional development and staff support directly improve quality of life for individuals with intellectual and developmental disabilities by increasing the delivery and accessibility of quality services. The goals of Administration and Support include 1) optimize day-to-day functioning and staff development in order to demonstrate public stewardship and accountability; 2) deliver quality, timely, and HIPPA-compliant services to support the health, safety, independence and inclusion of clients; 3) improve policies and remove barriers to access by advocating for clients; and 4) increase resources for clients through collaborative partnerships.

**PROGRAM ACTIVITY:** The four goals outlined above correspond to four general areas of activity: coordination, quality, advocacy, and collaboration. In the area of coordination, Administration and Support is responsible for overall staff development, office management, implementing new and innovative ways to accomplish work, and ensuring timely provision of services within federal and state guidelines. In the area of quality, Administration and Support is responsible for the creation of the strategic plan, metrics, and dashboards for performance management, monitoring the inter-agency agreement with the state, maintaining the quality assurance of records and practices, and collecting and responding to customer feedback. In the area of advocacy, Administration and Support focuses on identifying and removing barriers for access to services and informing policy through open and continuous dialogue with state and local agencies. In the area of collaboration, Administration and Support identifies and works with a variety of community-based organizations to increase the delivery of equitable and inclusive service, offering customer choice to a diverse community across the county.

**Performance Measures**

Measure Type	Primary Measure	FY17 Actual	FY18 Purchased	FY18 Estimate	FY19 Offer
Output	Number of client records audited annually for Medicaid compliance	458	300	350	350
Outcome	% of federally-funded plans re-authorized annually <sup>1</sup>	75%	90%	75%	100%
Outcome	% of survey respondents satisfied with the services they receive	80%	80%	80%	80%

**Performance Measures Descriptions**

<sup>1</sup> The federal re-authorization requirement for funded plans is 100%. In order to mitigate financial risk, IDDSD continuously strives to reach the 100% requirement.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2018</b>	<b>2018</b>	<b>2019</b>	<b>2019</b>
Personnel	\$135,201	\$1,672,845	\$289,983	\$1,740,246
Contractual Services	\$1,941,274	\$1,000	\$715,538	\$1,000
Materials & Supplies	\$11,143	\$48,926	\$31,212	\$53,469
Internal Services	\$0	\$403,935	\$38,698	\$547,989
<b>Total GF/non-GF</b>	<b>\$2,087,618</b>	<b>\$2,126,706</b>	<b>\$1,075,431</b>	<b>\$2,342,704</b>
<b>Program Total:</b>	<b>\$4,214,324</b>		<b>\$3,418,135</b>	
<b>Program FTE</b>	1.00	16.00	2.00	16.00

<b>Program Revenues</b>				
Indirect for Dept. Admin	\$156,806	\$0	\$200,130	\$0
Intergovernmental	\$0	\$1,994,195	\$0	\$2,342,704
<b>Total Revenue</b>	<b>\$156,806</b>	<b>\$1,994,195</b>	<b>\$200,130</b>	<b>\$2,342,704</b>

Explanation of Revenues

\$2,341,704 - State Mental Health Grant Case Management  
 \$1,000 - State Mental Health Grant Local Admin

Significant Program Changes

Last Year this program was: FY 2018: 25010 I/DD Administration & Support

Increased 1.0 Program Specialist Sr. from Bud Mod APR 10 - 18