

**Department:** County Human Services      **Program Contact:** Mohammad Bader  
**Program Offer Type:** Existing Operating Program      **Program Offer Stage:** As Requested  
**Related Programs:**  
**Program Characteristics:** In Target

**Executive Summary**

Eligibility is the entryway to Developmental Disabilities services and introduces potential clients to all DCHS services. The unit reviews approximately 1,150 cases per year. New intakes average 71 people per month and total 850 per year. Per Oregon Administrative Rules, eligibility must be re-determined at age 7 for children, at age 18 for individuals with intellectual disabilities and at age 22 for individuals with developmental disabilities. Approximately 280 clients are re-evaluated annually to determine continuing eligibility for DD services.

**Program Summary**

The Intake and Eligibility Program is the single point of access to services for people with intellectual and developmental disabilities. The program strives to provide excellent customer service to all applicants. Regular community outreach is conducted to increase awareness of Multnomah County Developmental Disabilities services and application process. Typically, referrals come from many different sources including schools, medical providers, Vocational Rehabilitation Services, parent networks, community groups and social service agencies.

The intake and eligibility screener contacts the referral source or potential client to schedule an intake appointment. Intake appointments are provided in the office or in the community, including at the applicant's home. The appointments are conducted in the applicant's primary language through the use of bilingual staff or interpreter services. The division is capable of providing bilingual intakes in Spanish, Vietnamese, Russian, German, French, Arabic, Mandarin, Cantonese and Farsi. At the intake appointment, the Eligibility Specialist completes the application for services, conducts an informal needs assessment and refers the potential client to community partners to access needed services while waiting for a formal determination of DD eligibility. All applicants are contacted regarding the outcome of their determination, either by phone or email depending on their preference. A letter is also sent to every applicant informing them of the outcome. Applicants found not eligible are provided referrals to other community resources. Eligible clients are paired with a Multnomah County Developmental Disabilities case manager that assists with accessing a menu of services based on the client's level of care needs. Individuals moving into Oregon are offered a preliminary eligibility review to reduce relocation challenges.

**Performance Measures**

Measure Type	Primary Measure	FY15 Actual	FY16 Purchased	FY16 Estimate	FY17 Offer
Output	# of intake eligibility referrals	878	775	984	850
Outcome	% of referrals made eligible for DD services	73.38%	75.0%	76.0%	76.0%

**Performance Measures Descriptions**

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2016	2016	2017	2017
Personnel	\$0	\$780,511	\$0	\$1,167,164
Contractual Services	\$7,500	\$0	\$10,000	\$0
Materials & Supplies	\$0	\$9,571	\$0	\$15,846
Internal Services	\$0	\$71,585	\$0	\$285,119
<b>Total GF/non-GF</b>	<b>\$7,500</b>	<b>\$861,667</b>	<b>\$10,000</b>	<b>\$1,468,129</b>
<b>Program Total:</b>	<b>\$869,167</b>		<b>\$1,478,129</b>	
<b>Program FTE</b>	0.00	8.00	0.00	12.00

Program Revenues				
Indirect for Dept. Admin	\$0	\$0	\$70,497	\$0
Intergovernmental	\$0	\$861,667	\$0	\$1,468,129
<b>Total Revenue</b>	<b>\$0</b>	<b>\$861,667</b>	<b>\$70,497</b>	<b>\$1,468,129</b>

Explanation of Revenues

\$1,468,128 - State Mental Health Grant Local Admin

Significant Program Changes

Last Year this program was: FY 2016: 25016-16 DD Eligibility & Intake Services

Positions added per Bud Mod no. DCHS-01-016:  
 1.0 FTE Clinical Services Specialist to increase capacity for Intake and Evaluation services;  
 1.0 FTE Program Specialist to provide capacity for housing assistance services.  
 Positions transferred from Program Offer 25010:  
 2.0 FTE OA 2 to align staff with unit they support.