

**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**

Intellectual and Developmental Disabilities Services Division (IDSD) Eligibility and intake Services increase access to essential quality of life supports and resources for individuals with intellectual and developmental disabilities. These entryway services emphasize awareness, access, choice, and community inclusion for individuals seeking support. Eligibility and Intake Services, as determined by State and Federal rules, are self-directed, community and family inclusive, culturally appropriate, and support clients to make informed decisions based on their goals.

**Program Summary**

**ISSUE:** Eligibility and Intake Services address the need for awareness and understanding of available services and provide assistance with navigating the application and eligibility processes for intellectual and developmental disability services for both children and adults.

**PROGRAM GOALS:** Research shows that efforts to support quality of life for individuals with intellectual and developmental disabilities must enhance the individual's opportunity to access and choose the activities, supports and living arrangements that are right for them. Eligibility and Intake Services constitute the point of entry to all IDSD vocational, residential, case management, and in-home services. The goals of Eligibility and Intake Services align with demonstrated best practices and include: a) increase understanding of available services and eligibility requirements; b) increase connections of individuals to community resources; c) increase application rates through direct application supports; and d) increase access to funded services by determining eligibility and enrolling clients according to state regulatory requirements.

**PROGRAM ACTIVITY:** The four goals outlined above correspond to three general areas of activity: awareness, connection, and access. In the area of awareness, Eligibility and Intake Services conduct community outreach to increase awareness and understanding of Multnomah County Intellectual and Developmental Disabilities services and processes. This outreach results in referrals from community partner agencies, including schools, medical providers, parent networks, and social service agencies. Referrals and inquiries are followed up with a phone call that provides detailed information about services and next steps. In the area of connection, Eligibility and Intake Services contact the potential client in their primary language to schedule an intake appointment at a location convenient for them. While waiting for a formal eligibility determination, potential clients are connected to community partner agencies that may provide needed resources, such as health insurance application, early intervention, or housing supports. In the area of access, Eligibility and Intake Services provide an intake appointment, one-on-one application support, initial needs assessment, service information, eligibility determination, and referral to brokerages, which are alternative non-county case management systems. Applicants are contacted regarding the outcome of their eligibility determination and eligible clients are paired with a Service Coordinator.

**Performance Measures**

| Measure Type | Primary Measure   | FY17 Actual | FY18 Purchased | FY18 Estimate | FY19 Offer |
|--------------|---|-------------|----------------|---------------|------------|
| Output       | # of intake eligibility referrals <sup>1</sup>                              | 1,456       | 900            | 1,100         | 1,000      |
| Outcome      | % of referrals made eligible for DD services                                | 76%         | 76%            | 76%           | 76%        |
| Outcome      | % of applicants satisfied with the intake support they receive <sup>2</sup> | N/A         | 80%            | 80%           | 80%        |

**Performance Measures Descriptions**

<sup>1</sup>K-Plan services resulted in a spike in eligibility referrals through the end of FY17. This spike has leveled off, resulting in fewer eligibility referrals during FY18. Based on state forecasting, eligibility referrals will continue to level off in FY19.

<sup>2</sup>New measure for FY18. Satisfaction with intake support is collected with a survey.

Revenue/Expense Detail

|                        | Proposed General Fund | Proposed Other Funds | Proposed General Fund | Proposed Other Funds |
|------------------------|-----------------------|----------------------|-----------------------|----------------------|
| Program Expenses       | 2018                  | 2018                 | 2019                  | 2019                 |
| Personnel              | \$118,815             | \$1,109,579          | \$118,351             | \$1,175,163          |
| Contractual Services   | \$10,000              | \$0                  | \$10,000              | \$0                  |
| Materials & Supplies   | \$0                   | \$17,421             | \$1,584               | \$17,422             |
| Internal Services      | \$0                   | \$333,898            | \$19,348              | \$380,877            |
| <b>Total GF/non-GF</b> | <b>\$128,815</b>      | <b>\$1,460,898</b>   | <b>\$149,283</b>      | <b>\$1,573,462</b>   |
| <b>Program Total:</b>  | <b>\$1,589,713</b>    |                      | <b>\$1,722,745</b>    |                      |
| <b>Program FTE</b>     | 1.00                  | 11.00                | 1.00                  | 11.00                |

| Program Revenues         |                  |                    |                  |                    |
|--------------------------|------------------|--------------------|------------------|--------------------|
| Indirect for Dept. Admin | \$112,601        | \$0                | \$135,143        | \$0                |
| Intergovernmental        | \$0              | \$1,457,419        | \$0              | \$1,573,462        |
| <b>Total Revenue</b>     | <b>\$112,601</b> | <b>\$1,457,419</b> | <b>\$135,143</b> | <b>\$1,573,462</b> |

Explanation of Revenues

\$953,664 - State Mental Health Grant Local Admin  
 \$619,798 - State Mental Health Grant Case Management

Significant Program Changes

Last Year this program was: FY 2018: 25016A I/DD Eligibility & Intake Services