

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

**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 support; 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	FY18 Actual	FY19 Purchased	FY19 Estimate	FY20 Offer
Output	# of intake eligibility referrals <sup>1</sup>	932	1,000	1,000	1,000
Outcome	% of referrals made eligible for DD services	78%	76%	76%	76%
Outcome	% of applicants satisfied with the intake support they receive <sup>2</sup>	98%	80%	100%	N/A
Output	# of 90-day extension requests submitted to the state <sup>3</sup>	N/A	N/A	220	440

**Performance Measures Descriptions**

<sup>1</sup>Based on state forecasting, eligibility referrals will stay level in FY19 and FY20.

<sup>2</sup>This measure is being retired, as high satisfaction is consistently achieved.

<sup>3</sup>New measure in FY20. IDSD has 90 days to make eligibility determinations. Requests must be made for determinations that take longer than 90 days. The number of 90-day extension requests will double if Eligibility and Intake Services loses their 1 FTE Office Assistant Sr.

**Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Personnel	\$118,351	\$1,175,163	\$124,967	\$1,171,193
Contractual Services	\$10,000	\$0	\$10,000	\$0
Materials & Supplies	\$1,584	\$17,422	\$1,108	\$11,085
Internal Services	\$19,348	\$380,877	\$22,534	\$415,700
<b>Total GF/non-GF</b>	<b>\$149,283</b>	<b>\$1,573,462</b>	<b>\$158,609</b>	<b>\$1,597,978</b>
<b>Program Total:</b>	<b>\$1,722,745</b>		<b>\$1,756,587</b>	
<b>Program FTE</b>	1.00	11.00	1.00	10.00

<b>Program Revenues</b>				
Intergovernmental	\$0	\$1,573,462	\$0	\$1,597,978
<b>Total Revenue</b>	<b>\$0</b>	<b>\$1,573,462</b>	<b>\$0</b>	<b>\$1,597,978</b>

**Explanation of Revenues**

\$1,050,453 - State Mental Health Grant Local Admin  
 \$547,525 - State Mental Health Grant Case Management

**Significant Program Changes**

**Last Year this program was:** FY 2019: 25016-19 IDSD Eligibility & Intake Services

Decreased 1.0 Office Assistant Sr.