

Department: County Human Services **Program Contact:** Mohammad Bader
Program Offer Type: Existing Operating Program **Program Offer Stage:** As Adopted
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: 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 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. Awareness efforts include community outreach to increase 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. Connection efforts include contacting 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. Access efforts include 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	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Number of intake eligibility referrals ¹	965	1,000	1,000	1,000
Outcome	Percent of referrals made eligible for DD services	79%	76%	76%	76%
Output	Number of 90-day extension requests submitted to the state ²	250	440	250	250

Performance Measures Descriptions

¹Based on state forecasting, eligibility referrals will stay level in FY2020 and FY2021

²IDSD 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 did not double as predicted for FY2020, due to the employment of one temporary staff person after the Office Assistant Senior position was eliminated.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$124,967	\$1,171,193	\$0	\$1,299,802
Contractual Services	\$10,000	\$0	\$10,000	\$0
Materials & Supplies	\$1,108	\$11,085	\$0	\$9,373
Internal Services	\$22,534	\$415,700	\$0	\$483,754
Total GF/non-GF	\$158,609	\$1,597,978	\$10,000	\$1,792,929
Program Total:	\$1,756,587		\$1,802,929	
Program FTE	1.00	10.00	0.00	11.00

Program Revenues				
Intergovernmental	\$0	\$1,597,978	\$0	\$1,792,929
Total Revenue	\$0	\$1,597,978	\$0	\$1,792,929

Explanation of Revenues

This program generates \$172,354 in indirect revenues.
 \$1,118,952 - State Mental Health Grant Local Admin
 \$673,977 - State Mental Health Grant Case Management

Significant Program Changes

Last Year this program was: FY 2020: 25016-20 IDSD Eligibility & Intake Services

Decreased 1.00 FTE Program Specialist, transferred to PO 25011 - 717608. This position was transferred to a program offer that better aligns with its job functions.

Increased 1.00 FTE Office Assistant 2. Bud Mod 007-20 Increased State Funds.