

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

**Executive Summary**

The Eligibility and Intake Services team provides the entryway to IDSD services. They increase equitable access to resources. These resources support quality of life for individuals with intellectual and developmental disabilities. Entryway services emphasize awareness, access, choice, and community inclusion. The team follows State and Federal rules. They ensure that eligibility and intake services are self-directed and inclusive. They provide services that are culturally and linguistically responsive. They support clients to make informed decisions based on their goals.

**Program Summary**

**ISSUE:** There is a need for increased awareness and understanding of IDSD services. The Eligibility and Intake Services team addresses this need. They provide help with navigating the application and eligibility processes for services. They support both children and adults.

**PROGRAM GOALS:** The Eligibility and Intake Services team increases service access and supports quality of life. It provides opportunities for individuals to choose activities, supports and living arrangements. This team is the point of entry to all IDSD vocational, residential, case management, and in-home services. The goals of this team include the following. First, increase the public's understanding of available services and eligibility requirements. Second, increase the connection of individuals to community resources. Third, provide direct, trauma-informed application support. This support centers the linguistic, cultural, emotional, and economic needs of the applicant. Finally, increase access to funded services by determining eligibility and enrolling clients. This is done according to State regulatory requirements.

**PROGRAM ACTIVITY:** The four goals outlined above correspond to three general areas of activity. These areas are: awareness, equitable access, and connection. Awareness efforts include community outreach. This outreach increases understanding of IDSD services and processes. It results in referrals from community partners, such as schools, medical providers, and parent networks. All referrals are followed up with service information. Equitable access efforts include contacting the potential client in their primary language. The team meets with the potential client at a location convenient for them. Supports include application assistance, initial needs assessment, service information, and eligibility determination. Once eligible, clients are paired with a Service Coordinator or referred to a brokerage. Brokerages are alternative non-County case management systems. Bilingual staff support Spanish speaking applicants. A new Clinical Services Specialist will specifically outreach to the African American community. Applicants are contacted in their preferred language regarding the outcome of their eligibility determination. Connection efforts include connecting potential clients to agencies providing additional resources, such as health insurance, social security benefits, early intervention, or housing support.

**Performance Measures**

Measure Type	Primary Measure	FY21 Actual	FY22 Budgeted	FY22 Estimate	FY23 Offer
Output	Number of intake eligibility referrals.	1,037	1,100	1,220	1,100
Outcome	Percent of referrals made eligible for DD services.	81%	76%	82%	80%
Output	Number of 90-day extension requests submitted to the state. <sup>1</sup>	304	N/A	N/A	N/A
Outcome	Percent of intake appointments conducted in the primary language of the applicant.	100%	90%	100%	100%

**Performance Measures Descriptions**

<sup>1</sup>Removing this measure for FY 2022, as a permanent OA2 position was hired in FY 2020, and 90-day extension requests are no longer increasing substantially.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Requested General Fund	Requested Other Funds
Program Expenses	2022	2022	2023	2023
Personnel	\$0	\$1,360,149	\$0	\$1,768,444
Contractual Services	\$10,000	\$0	\$10,000	\$0
Materials & Supplies	\$0	\$18,920	\$7,000	\$19,155
Internal Services	\$0	\$455,097	\$2,876	\$531,790
<b>Total GF/non-GF</b>	<b>\$10,000</b>	<b>\$1,834,166</b>	<b>\$19,876</b>	<b>\$2,319,389</b>
<b>Program Total:</b>	<b>\$1,844,166</b>		<b>\$2,339,265</b>	
<b>Program FTE</b>	0.00	11.00	0.00	14.00

Program Revenues				
Intergovernmental	\$0	\$1,834,166	\$0	\$2,319,389
<b>Total Revenue</b>	<b>\$0</b>	<b>\$1,834,166</b>	<b>\$0</b>	<b>\$2,319,389</b>

Explanation of Revenues

This program generates \$248,289 in indirect revenues.  
 \$1,618,083 - State Mental Health Grant Local Admin  
 \$701,306 - State Mental Health Grant Case Management

Significant Program Changes

Last Year this program was: FY 2022: 25016 IDDSD Eligibility & Intake Services

Increased 3 FTE: 1.0 Case Manager 1 and 2.0 Clinical Services Specialist in FY22 Revised budget on SUPP02-DCHS-002-22.