

Program #25016 - IDDSD Eligibility & Intake Services FY 2024 Adopted

Department: County Human Services **Program Contact:** Alexis Alberti
Program Offer Type: Existing **Program Offer Stage:** Adopted
Related Programs:
Program Characteristics:

Executive Summary

The Eligibility and Intake Services team provides the entryway to IDDSD 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 and provide opportunities for individuals to choose activities, supports and living arrangements. This team is the point of entry to all IDDSD vocational, residential, case management, and in-home services.

Program Description

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

PROGRAM GOALS: The Eligibility and Intake Services team increases service access and supports quality of life. 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 IDDSD 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 with KSA designation support Spanish speaking applicants and provide referrals to other social supports, such as housing, social security, energy assistance, and links to community agencies. Additionally, a Clinical Services Specialist with KSA designation provides outreach to the African American community and culturally responsive intake supports. 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	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Number of intake eligibility referrals.	1,069	1,100	1,100	1,100
Outcome	Percent of applicants found eligible for DD services. ¹	82%	80%	80%	80%
Outcome	Percent of intake appointments conducted in the primary language of the applicant. ²	100%	100%	100%	N/A
Outcome	Percent of newly eligible clients who identify as Black, Indigenous, or People of Color. ³	34%	N/A	34%	34%

Performance Measures Descriptions

¹The wording of this measure was updated to more accurately reflect current practices.
²Removing this measure for FY24, as 100% is consistently achieved.
³New measure that reflects the work of KSA positions focused on eligibility supports for BIPOC communities. Team strives to maintain at least the same proportion as the general population, as reported in the census.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$1,768,444	\$0	\$1,890,634
Contractual Services	\$10,000	\$0	\$10,000	\$0
Materials & Supplies	\$7,000	\$19,155	\$2,960	\$39,524
Internal Services	\$2,876	\$531,790	\$2,876	\$514,662
Total GF/non-GF	\$19,876	\$2,319,389	\$15,836	\$2,444,820
Program Total:	\$2,339,265		\$2,460,656	
Program FTE	0.00	14.00	0.00	14.00

Program Revenues				
Intergovernmental	\$0	\$2,319,389	\$0	\$2,333,462
Beginning Working Capital	\$0	\$0	\$0	\$111,358
Total Revenue	\$0	\$2,319,389	\$0	\$2,444,820

Explanation of Revenues

This program generates \$245,139 in indirect revenues.
 \$1,603,491 - State Mental Health Grant Local Admin (Federal)
 \$729,971 - State Mental Health Grant Case Management (Federal)
 \$111,358 - Beginning Working Capital for State Mental Health Grant Case Management (Federal)

Significant Program Changes

Last Year this program was: FY 2023: 25016 IDDSD Eligibility & Intake Services

IDDSD will use \$111,358 in one-time-only State funding from the 21-23 biennium to backfill reductions to the 23-25 State biennium funding to maintain current service levels for one year.