

Department: County Human Services

Program Contact: Alexis Alberti

Program Offer Type: Operating

Program Offer Stage: Adopted

Related Programs:
Program Characteristics:

Program Description

ISSUE: There is a need for increased understanding of, and access to, IDDSD services. 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. They emphasize awareness, access, choice, and community inclusion. The team follows state and federal rules ensuring that eligibility and intake services are self-directed, inclusive, and culturally and linguistically responsive. This team is the point of entry to all IDDSD vocational, residential, in-home, and case management services.

PROGRAM GOAL: The Eligibility and Intake Services team increases service access and supports quality of life. The goals of this team include the following four objectives. First, increase the public's understanding of services and eligibility requirements. Second, increase the connection of individuals to community resources. Third, provide trauma informed application support. This support centers the linguistic, cultural, and economic needs of the applicant. Finally, 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. 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. It also results in high need referrals from Adult Protective Services and Child Welfare. All referrals are followed up with service information. Equitable access efforts start with contacting the potential client in their primary language. The team meets with the potential client at a location convenient for them. Equitable access 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 knowledge, skills, and abilities (KSA) designation support Spanish speaking applicants. 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, energy assistance, and housing support.

PROGRAM OUTPUTS:

- Community outreach to increase awareness of I/DD services.
- Application support that is linguistically and culturally specific and equitable.
- Connection to social services in addition to I/DD services.
- Medicaid-required eligibility determination and documentation.

Performance Measures

Measure Type	Performance Measure	FY24 Actual	FY25 Budgeted	FY25 Estimate	FY26 Target
Output	Number of intake eligibility referrals processed	1,343	1,250	1,400	1,400
Output	Percent of applicants found eligible for IDDSD services ¹	82%	80%	77%	77%
Output	Number of linguistically and culturally responsive community outreach activities	12	20	20	20

Performance Measures Descriptions

¹ The percent of applicants found eligible has gone down because the number of referrals and subsequent applications has gone up. The number of individuals found eligible has increased, even as the percentage has decreased.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2025	2025	2026	2026
Personnel	\$0	\$2,291,618	\$0	\$2,105,497
Contractual Services	\$10,000	\$0	\$10,000	\$0
Materials & Supplies	\$2,960	\$21,255	\$2,960	\$21,535
Internal Services	\$0	\$585,964	\$0	\$559,375
Total GF/non-GF	\$12,960	\$2,898,837	\$12,960	\$2,686,407
Program Total:	\$2,911,797		\$2,699,367	
Program FTE	0.00	14.00	0.00	14.00

Program Revenues				
Intergovernmental	\$0	\$2,898,837	\$0	\$2,686,407
Total Revenue	\$0	\$2,898,837	\$0	\$2,686,407

Explanation of Revenues

This program generates \$303,191 in indirect revenues.
 \$1,876,250 - State Mental Health Grant Local Admin (Federal)
 \$810,157 - State Mental Health Grant Case Management (Federal)

Significant Program Changes

Last Year this program was: FY 2025: 25016 IDDSD Eligibility & Intake Services