

**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 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 supports. 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 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 intellectual and developmental disability services, including vocational, residential, case management, and in-home. 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 supports, and 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 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 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	FY16 Actual	FY17 Purchased	FY17 Estimate	FY18 Offer
Output	# of intake eligibility referrals	1,267	850	1,100	900
Outcome	% of referrals made eligible for DD services	77%	76%	76%	76%
Outcome	% of applicants satisfied with the intake support they receive <sup>1</sup>	N/A	N/A	N/A	80%

**Performance Measures Descriptions**

<sup>1</sup>New measure for FY18. Satisfaction with intake support will be collected with a survey.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2017	2017	2018	2018
Personnel	\$0	\$1,167,164	\$0	\$1,106,100
Contractual Services	\$10,000	\$0	\$10,000	\$0
Materials & Supplies	\$0	\$15,846	\$0	\$17,421
Internal Services	\$0	\$285,119	\$0	\$333,898
<b>Total GF/non-GF</b>	<b>\$10,000</b>	<b>\$1,468,129</b>	<b>\$10,000</b>	<b>\$1,457,419</b>
<b>Program Total:</b>	<b>\$1,478,129</b>		<b>\$1,467,419</b>	
<b>Program FTE</b>	0.00	12.00	0.00	11.00

Program Revenues				
Indirect for Dept. Admin	\$70,497	\$0	\$112,601	\$0
Intergovernmental	\$0	\$1,468,129	\$0	\$1,457,419
<b>Total Revenue</b>	<b>\$70,497</b>	<b>\$1,468,129</b>	<b>\$112,601</b>	<b>\$1,457,419</b>

Explanation of Revenues

\$1,457,419 - State Mental Health Grant Local Admin

Significant Program Changes

Last Year this program was: FY 2017: 25016 DD Eligibility & Intake Services

Decrease 1.0 FTE as a result of funding shortfall: 1.0 FTE Program Specialist