

Priority: Safety Net Services
Program Offer Type: Existing Operating
Related Programs: 25019
Frameworks: Poverty Framework

Lead Agency: County Human
Program Contact: Rex Surface

Executive Summary

People with developmental disabilities (DD) are entitled to service coordination to ensure health and safety. Inadequate State/federal funds are a barrier. Lack of service may lead to crisis which requires costly acute care services. ITAX funding expands service coordination in order to reduce risk of crisis occurring for 750 people.

Program Description

Frequently, a client with DD or parent of a client has limited ability to navigate community resources that could lead to a higher quality of life. Service coordinators meet face-to-face with the client/family to determine if any health or safety issues are emerging. When necessary, service coordinators are able to prioritize the client for emergency services funded by the State. Approximately 64% of the 750 clients served are children. The Program is emphasizing a new direction. Medicaid funded housing, living supports, and employment are very expensive as now implemented and drive limited funds to the most acute needs. The gap in services is felt most by those with needs that are not yet acute. Therefore, the Program is engaging in capacity building using natural supports of family, friends and community. The Program will build upon current linkages by convening an advisory council of clients, community partners, services providers and advocates to canvass and map communities to identify for service coordinators an array of resources available to clients whose needs are not acute but still need service. The purpose is to support more families who wish to maintain a healthy living situation for a member with DD while the families educate the Program about the effectiveness of services and identify and address gaps.

Program Justification

All people diagnosed with DD who request services coordination receive it. Best practice requires face-to-face contact to assess health and safety. Best practice also requires services to build upon strengths to stabilize the living situation, which fits within the Poverty Framework. Because of client disabilities that limit written and verbal communication it is critical to have at least two such contacts per year to recognize issues and develop a plan to meet the need before expensive and disruptive acute care is needed. ITAX funds 5,400 contacts per year as described by State Rule.

Performance Measures

1. Percent of clients contacted at least once during the year,
2. Average number of contacts per year,
3. Percent of clients responding to survey that they agree with the statement
"When I call a case manager or another staff at Multnomah County Developmental Disability Services, he or she returns my calls within one or two working days."

Summary of last year's program results and this year's expected results

In FY03-04, Program successfully contacted 100% of all clients at least once during the year and intend to report the same success for FY04-05. The average number of contacts per year has remained steady at 7.5 for FY03-04 and for FY04-05. Responsiveness to customers was lower than desired in a DD FY03-04 survey: only 68% of clients responding answered "yes" to the statement, "When I call a case manager or another staff at Multnomah County Developmental Disability Services, he or she returns my calls within one or two working days." Our expectation is to increase that to 80% in the next annual survey.

Program Mandate:**Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
	2005	2005	2006	2006
Program Expenses				
Personnel	\$605,000	\$0	\$605,000	\$0
Subtotal: Direct Exps:	\$605,000	\$0	\$605,000	\$0
Administration	\$0	\$0	\$1,009	\$8,181
Program Support	\$0	\$0	\$1,798	\$18,920
Subtotal: Other Exps:	\$0	\$0	\$2,807	\$27,101
Total GF/non-GF:	\$605,000	\$0	\$607,807	\$27,101
Program Total:	\$605,000		\$634,908	
Program FTE	0.00	0.00	9.15	0.00
Program Revenues				
Program Revenue for Admin	\$0	\$0	\$0	\$27,101
Total Revenue:	\$0	\$0	\$0	\$27,101

Explanation of Revenues

This Program Offer is funded with ITax dollars; same amount as last year.

Significant Program Changes