

**Priority:** Accountability

**Lead Agency:** County Human Services

**Program Offer Type:** Support

**Program Contact:** Patrice Botsford

**Related Programs:**

**Program Characteristics:**

**Executive Summary**

With a goal of increasing efficiencies in the Operating Programs, this program maintains client records systems, tracks client services, plans and implements ongoing training and reviews files for State rule compliance. Program also maintains Division web site and a current desk manual for all positions; manages data system to track and reconcile with State; and provides payment information to Financial Services.

**Program Description**

Program includes staff for data entry, system maintenance and reports. Program provides the Division with clerical and technical support, quality assurance, data reconciliation with State records, compliance reviews of files, desk manuals, web resource pages, Program is also responsible the management and operation of provider files and the client records room in compliance with HIPAA standards.

Division's tailoring of services to meet individual needs requires that all tracking systems--financial, service, monitoring and contracting activities—are individual client based. Program still uses an outdated DOS-based Paradox system while procurement of a new system continues at department level. A new but incomplete State payment system called eXPRS was launched in 05-06 and requires monthly client-by-client verification with Paradox due to Paradox's inability to upload directly into eXPRS.

The support program was heavily impacted in the last two years responding to corrective actions required by a State audit conducted during in the summer of 2003. These corrective actions addressed condition of client records; data tracking; timely reports to the State; and Internal processes (typically paperwork) that do not "close the loop," (i.e., fully resolve issues).

**Program Justification**

This office conforms to the request for offers designated by the Accountability Priority. Specifically, Developmental Disabilities Services manages resources and service delivery costs effectively. This program is responsible for routine data collection and reporting. The accurate and timely collection of data provides legislators the data necessary to fund the operating programs and also allows the State to collect Title XIX funds on behalf of this office. In the absence of the anticipated County Data system, close scrutiny is required to ensure data is reported in a timely and accurate way. To insure accuracy and compliance, the project manager Limited Duration position and two Limited Duration office assistant positions are converted in 06-07 to permanent positions to achieve these audit goals. This office falls under the County's "Poverty Elimination" framework, because the support program helps insure the division is family-focused inasmuch as funding streams allow, and is committed to providing necessary supports for County residents.

**Performance Measures**

Measure Type	Primary Measure	Previous Year Actual (FY04-05)	Current Year Purchased (FY05-06)	Current Year Estimate (FY05-06)	Next Year Offer (FY06-07)
Output	Number of desk manual pages completed	286	735	735	975
Outcome	% of Desk manual completed	29%	75%	75%	100%
Output	Number of Files pulled*	20,000	20,000	20,426	21,000

**Performance Measure - Description**

\*includes (on a daily basis) up to 1002 documents filed into 515 files. Also includes files pulled for case management/client contact, monitoring, plan review and administrative review. 20,000 is approximation based on current tracking system.

## Legal/Contractual Obligation

Subject to the terms and conditions of the State-County Financial Assistance Award; also governed by Oregon Administrative Rules 411-320-0010 through -0200 (CDDP rule), ORS 179.505 and ORS 192.525 (Oregon Public Records Laws), 45 CFR 205.5, CFR 164.512 (Health Insurance Portability and Accountability Act (HIPAA)), and 42 CFR Part 2 HIPAA. Client data are reported per the State's Client Process Monitoring System and certain services are tracked and paid for through the State's eXPRS payment system.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	2006	2006	2007	2007
Personnel	\$0	\$865,784	\$0	\$675,193
Contracts	\$40,252	\$407,749	\$75,252	\$38,000
Materials & Supplies	\$0	\$65,647	\$13,176	\$0
Internal Services	\$16,160	\$199,975	\$52,902	\$52,461
Capital Outlay	\$0	\$169,975	\$0	\$0
Subtotal: Direct Exps:	<b>\$56,412</b>	<b>\$1,709,130</b>	<b>\$141,330</b>	<b>\$765,654</b>
Administration	\$0	\$0	\$0	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
Total GF/non-GF:	<b>\$56,412</b>	<b>\$1,709,130</b>	<b>\$141,330</b>	<b>\$765,654</b>
Program Total:	<b>\$1,765,542</b>		<b>\$906,984</b>	
Program FTE	0.00	0.00	0.00	9.00
<b>Program Revenues</b>				
Intergovernmental	\$0	\$1,709,130	\$0	\$765,654
Program Revenue for Admin	\$0	\$0	\$0	\$0
<b>Total Revenue:</b>	<b>\$0</b>	<b>\$1,709,130</b>	<b>\$0</b>	<b>\$765,654</b>

## Explanation of Revenues

## Significant Program Changes

Last year this program was: #25086, DD Support