

**Priority:** Basic Needs

**Lead Agency:** County Human Services

**Program Offer Type:** Existing Operating

**Program Contact:** Patrice Botsford

**Related Programs:**

**Program Characteristics:**

**Executive Summary**

Eligibility is the entryway to Developmental Disability services and introduces potential customers to County services. There are an average of 53 intakes per month, with a total of 332 this year. This program reviews and screens all serious incident reports submitted to the county, makes determinations of those that meet Oregon's definition of abuse or neglect and investigates those incidents that meet the definition standard. The protective services unit maintains ongoing relationships with local, state and federal law enforcement and the Psychiatric Security Review Board.

**Program Description**

Intake ensures that all eligible persons can access services, including protective services, and begins to link an individual to appropriate community services even during the eligibility process. Once eligible, the Intake Social Worker moves the customer into services described under the Adult or Children's Case Management program offers. Ineligible applicants are helped to connect with other resources. Initial eligibility must be redetermined for children per State rule at ages 7 and 17; the unit averages 52 redeterminations per month.

The Protective Services unit screened 1300 serious incident reports in FY 06-07 and is projected to screen nearly 3500 in the current fiscal year. The State-prescribed screening process is thorough and requires certain actions to determine whether County action is needed and to assess any imminent risk to client's health and safety. The protective services unit investigates allegations of abuse, neglect or exploitation of adults enrolled in Multnomah County Developmental Disabilities Services. For clients in crisis due to an allegation of abuse or neglect, division staff in other program offers are brought in to obtain crisis services for immediate protection, follow the client until the situation stabilizes, and arrange for ongoing services to prevent reoccurrence of abuse, including civil commitment when recommended.

**Program Justification**

Eligibility/Intake is the single point of access to services for persons with developmental disabilities. It exists to identify and direct customers to appropriate county services and programs. Protective Services exists in order to protect the vulnerable customers served by Developmental Disabilities. The program relates to the Basic Needs priority by ensuring health and safety for Customers case managed by the division.

**Performance Measures**

Measure Type	Primary Measure	Previous Year Actual (FY06-07)	Current Year Purchased (FY07-08)	Current Year Estimate (FY07-08)	Next Year Offer (FY08-09)
Output	Number of Protective Services investigations	264	0	332	325
Outcome	% of Protective Services investigations completed within 45 day timeline	80.0%	0.0%	82.0%	85.0%

**Performance Measure - Description**

 **Measure Changed**

Number of protective services investigations refers to the number of investigations opened and closed during the fiscal year. OAR requires investigations and reports to be concluded with 45 days. This is not always possible due to law enforcement involvement and difficulty obtaining documentation or interviewing witnesses.

Measures used in 08 that will be discontinued in 09:

- 1 Number of incident reports screened: 07-1321 08 Target-1300 08 Projected-2500
- 2 % of incident reports that had action taken within 3 days of report received 07-75% 08 Target-80% 08 Projected-85%
- 3 Number of intake eligibility referrals 07-611 08 Target-650 08 Projected-625
- 4 % of customers rating quality of intake services as "excellent/good" 07-80% 08 Target-95% 08 Projected-95%

## Legal/Contractual Obligation

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	2008	2008	2009	2009
Personnel	\$0	\$1,001,583	\$1,061,721	\$20,312
Contracts	\$20,000	\$0	\$20,000	\$0
Materials & Supplies	\$19,405	\$0	\$23,052	\$0
Internal Services	\$138,791	\$0	\$153,699	\$0
Subtotal: Direct Exps:	<b>\$178,196</b>	<b>\$1,001,583</b>	<b>\$1,258,472</b>	<b>\$20,312</b>
Administration	\$32,554	\$19,626	\$374,863	\$3,639
Program Support	\$53,370	\$11,840	\$287,321	\$675
Subtotal: Other Exps:	<b>\$85,924</b>	<b>\$31,466</b>	<b>\$662,184</b>	<b>\$4,314</b>
Total GF/non-GF:	<b>\$264,120</b>	<b>\$1,033,049</b>	<b>\$1,920,656</b>	<b>\$24,626</b>
Program Total:	<b>\$1,297,169</b>		<b>\$1,945,282</b>	
Program FTE	0.00	12.00	12.77	0.23
<b>Program Revenues</b>				
Intergovernmental	\$0	\$1,001,583	\$0	\$20,312
Program Revenue for Admin	\$0	\$31,466	\$0	\$4,314
<b>Total Revenue:</b>	<b>\$0</b>	<b>\$1,033,049</b>	<b>\$0</b>	<b>\$24,626</b>

## Explanation of Revenues

County General Funds support 99% of the program, with the remainig 1% from the State Mental Health Grant.

## Significant Program Changes

**Last year this program was:** #25014, Eligibility & Protective Svcs. for Individuals with Dev. Disabilities

This program offer added one intake social worker during FY 07-08, the protective services unit experienced significant delays due to position vacancies and employee medical leaves.