

**An Analysis of Unmet Service Needs
For Washington State's
Division of Developmental Disabilities**

Washington State Department of Social and Health Services
Management Services Administration
Research and Data Analysis

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Division of Developmental Disabilities**

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An Analysis of Unmet Service Needs for Washington State's DSHS Division of Developmental Disabilities

Executive Summary

In January 1998, the DSHS Division of Developmental Disabilities (DDD) contracted with DSHS Research and Data Analysis (RDA) to determine the magnitude of the unmet service needs problem, to explore types of service needs among the caseload, to estimate unmet service needs during the next biennium, and to determine cost associated with meeting those needs.

Key Findings

DDD (through its own services or those of other divisions) is:

- Fully meeting the needs of 62% of their caseload.
- Partially meeting the needs of 16% of their caseload.
- Not meeting any needs for 11% of their caseload.

As of the end of FY 1997, DDD is in need of:

- 2,535 new residential slots or changes in placements.
- 2,418 day program slots or changes in day program placements¹.
- 3,136 family support, attendant care, or therapy slots.

Projected cost to meet the service needs of these *7,027 persons* is over *\$188 million*².

If the Division of Developmental Disabilities receives no additional funding to expand services during the next biennium, waiting lists³ at the close of the 99-01 Biennium are anticipated to be:

- 4,504 residential placements.
- 2,927 day program placements.
- 3,964 family support placements.

The projected cost to meet all of the anticipated unmet service needs for the *8,972 persons* expected to be on waiting lists as of the FY 2001 caseload is *\$287 million*. These costs are in addition to extensive planned service development during the 97-99 Biennium and FY 1998 Supplemental funding.

¹ Day programs for persons of transition age are not included in this analysis.

² Costs include direct costs for providing services, resource development and start-up costs to place a person into a service, ongoing case management and associated staff, county administrative costs, and costs associated with staff training. Total persons with needs exceeds the sum of needs because some persons have more than one need.

³ The methodology used for projecting unmet service need includes early childhood services and transition services to the extent that persons have actually sought out and received those services in the past. Ideally, all persons of these ages should be offered these services, but historically only half of transition age students approach the division for services.

Conclusion

Failure to obtain additional funding for the 99-01 Biennium means that the gap in number of available services will be even greater than it was as of the 95-97 Biennium when the division was in crisis.

- Services currently available in the DDD system and anticipated service development are insufficient to counteract anticipated caseload growth.
- If DDD receives no additional funding to expand services during the next biennium, waiting lists are expected to grow substantially.

Projected numbers of persons in need should be interpreted as a minimal number of persons with service needs.

- There may be others whom the division should serve despite having no expressed desire for services (e.g., persons with community protection issues or living in an inadequate situation), and persons in need of transition or early childhood services.

The rate of growth among caseload members having unmet needs for residential services is growing at the fastest rate among all services.

- Alternative strategies for addressing unmet residential service need should be explored.

The unmet needs form should be revised to allow greater precision and ease of analysis during future unmet service need investigations.

- However, the magnitude of unmet service needs for the Division of Developmental Disabilities is extensive, and clearly exceeds any errors that may have been introduced due to methodological limitations or the quality of the unmet needs list.

Chapter 1: Introduction

Background

Washington State's service system for people with developmental disabilities is facing many challenges. Among them are sharply rising caseloads and tighter budgetary constraints. These two factors have resulted in lengthy waiting lists for services. Despite the division's efforts at expanding the number of persons served through an emphasis on the use of less expensive in-home supports, such as Medicaid Personal Care (MPC) and family support programs, and a significant supplemental budget appropriation for State Fiscal Year (FY) 1998, waiting lists continue to grow.

The Division of Developmental Disabilities (DDD) is concerned about the health and safety of those persons whom it is unable to serve and wishes to reduce risk to those individuals by obtaining resources to provide service to those most in need. As a first step, the division needs to fully understand the magnitude of the problem of unmet needs.

In January 1998, the Division of Developmental Disabilities (DDD) contracted with Research and Data Analysis (RDA) to create a quantitative method to assess unmet service needs of their caseload and to guide the process of developing cost projections for those needs. DDD appointed a representative to work with the RDA research team on the development of the methodology.

RDA's assessment of unmet service needs involved several tasks:

- determining the magnitude of the unmet service needs problem,
- exploring types of service needs among the caseload,
- estimating cost associated with meeting those needs, and
- projecting future unmet service needs.

In March of 1998, the Washington State Legislature passed SSB-6751, which in part, directs the Department of Social and Health Services to

- determine whether persons with developmental disabilities are served, unserved, or underserved;
- gather data on the services and supports required by this population, their families or their guardians;
- determine the cost of providing these services; and
- develop a long-term strategic plan.

Information from this analysis was used by the Division of Developmental Disabilities in developing their plan for addressing service needs.

Data and Methods

The Unmet Needs List

The unmet needs list served as the primary data source for this analysis. DDD began tracking unmet needs information for their caseload on August 23, 1993, when the DDD Director sent a memo to all regional managers, field services administrators, and case managers. The memo described the process by which unmet needs information would be gathered. The purpose of the unmet needs list is to track information about needed services and supports that have not yet been provided to persons with developmental disabilities. It is available as part of each person's Common Client Database (CCDB) print out.

Additional Survey Data

The unmet needs list was supplemented by two surveys: (1) a survey of persons who the case managers or significant others of 390 persons who appeared to have no needs and were receiving no services, and (2) a survey of the case managers of 220 persons who indicated "other needs" on their unmet needs profile.

Time Frame for this Analysis

Case managers were directed to update the unmet needs list in December 1997, but complete service information was only available through the end of June 1997 since many service payment systems have a lag time of up to 6 months between when service is received, billing occurs, and a payment is generated. Therefore, we chose FY 1997 (July 1, 1996 through June 30, 1997) as our base year for an analysis of unmet service needs. Our analysis is focused on the set of persons who were on the caseload at some time during FY 1997, the services they received during that year, and their remaining unmet service needs as reported on the unmet needs list as of the time we obtained the list in February 1998.

Intended Audience and Report Organization

This document provides a detailed description of the analysis and is intended for individuals who want detailed information about how the project team conducted the analysis that served as a basis for the Division of Developmental Disabilities 1998 Strategic Plan for unmet service needs. The audience includes individuals who need to repeat a similar analysis during future budget cycles, or in other states.

Chapter 2 describes some of the major data sources used to provide information about unmet service needs of DDD caseload members and the modification of these files for analysis. Chapter 3 explores current (FY 1997) unmet service needs for the DDD caseload by assessing the magnitude of the unmet service needs problem, type of service needs among the caseload, and the cost associated with meeting all unmet service needs. Chapter 4 presents the methodology we used to project waiting lists as of the end of the 99-01 biennium and associated cost to meet these needs, assuming that DDD obtains no additional resources beyond currently planned service development. Chapter 5 discusses how the results presented in this report relate to DDD's budget proposals for unmet service needs for the 99-01 biennium. Assumptions interpretations, and implications of our results are presented, as are suggestions for improving the unmet service needs analysis during future iterations.

Related Reports

RDA Fact Sheet, 5.29FS, “Fact Sheet: An Analysis of Unmet Service Needs for Washington State’s Division of Developmental Disabilities,” presents the major findings from this report and implications of the results, but does not include the technical details about how the analysis was conducted.

Information from this analysis was used as part of DDD’s strategic plan (Strategies for the Future: Long Range Plan Report, Phase 1: 1999-2001, The Division of Developmental Disabilities, December 1, 1998). Future analyses of unmet service needs and revised plans may be necessary in December 2000 and December 2002.

RDA internal document, “An Analysis of Unmet Service Needs for Washington State’s Division of Developmental Disabilities – SAS Programs,” contains the computer programs used during this analysis. This document can provide further detail on data manipulations and definitions. These programs can be used during future analyses.

Chapter 2: Data Sources

Service Needs According to the Unmet Needs Form

How the unmet needs form is administered

The unmet needs list is intended to represent a cooperative decision between case managers and eligible persons/families. To be included on the list, an eligible person/family must request service. The case manager decides on and enters the most appropriate specific service. For example, a family might request a residential placement; the case manager decides which particular type of residential service (e.g., Intensive Tenant Support, Alternative Living, Group Home) is most appropriate for the particular person. Other services may be entered if the individual or family has other types of service needs.

A copy of the unmet needs form with directions and definitions are available in Appendix A. There are four main service need groups: residential, therapy, county funded employment/day program, and other service needs (attendant care, family support, nursing services). There is also a section for a need that cannot be classified into the other categories offered on the form. For residential and county funded employment/day program needs, a case manager is asked to select only one type of service. In other sections of the form, the case manager may check multiple options.

Other information included on the form are identifiers (such as region, county, name, DDD serial number, case manager identification number), flags to track persons currently residing in Western State Hospital or Eastern State Hospitals or who have been admitted in the last six months, persons known to staff or convicted as an offender or predator, and DDD caseload members who are also parents. The date of request is also recorded.

How the unmet needs form is maintained

Norm Davis, DDD Director when the unmet needs list was implemented, directed that initial unmet service needs information was to be in the computer by October 31, 1993. The process of tracking unmet service needs would be ongoing, with updates occurring as a person's circumstances change or in December of each year. A reminder was issued to field staff in October 1997 so that unmet service needs information would be up-to-date and ready for use in the 99-01 Biennium budget development process.

Obtaining the unmet needs list

Research and Data Analysis (RDA) received a copy of the unmet needs list from DDD Information Services staff in February 1998. This time frame presumably allowed enough time for all regions to update their unmet service needs information and for the data to be entered into the computer.

The file was transferred as a text report from CCDB's *Mapper* database. Certain records included extra tabs, which created offset columns for 584 records. Because the number of affected records was small, we manually removed extra tabs. The assumption we used was that the extra tab occurred just prior to the Last Update field as column layout was consistent up

through the need fields and no values were found in blank fields between need groups. The file layout contains an unnamed field just prior to the Last Update field, which appears to have been used at one point to indicate a residential setting. The 584 records with extra tabs all had a value in this unnamed field.

Limitations of the Unmet Service Needs Data

Since its inception in 1993, the unmet needs list has been criticized on numerous fronts. Appendix B includes a complete discussion of issues we discovered while exploring the unmet needs list and form. A summary of issues directly related to our analysis is presented below. Our primary concerns involved the validity of DDD's unmet service needs information, the utility of available information, and its ability to be used for accurate unmet service needs projections.

Advocates question the validity of DDD's unmet service needs information. Case managers have expressed similar concerns. The unmet needs form is updated only when a case manager has had contact with a person/family and becomes aware of a change in need. Case managers do not perform unmet service needs reviews regularly, and frequently a review consists of simply submitting no changes unless the person/family has made a new request. Advocates feel that case managers cannot accurately assess a family's needs within the short amount of time they spend together. Further, case managers often have little or no contact with many caseload members over long periods of time.

The design of the unmet needs form and data entry system provides limited information for analysis and budget development. There is no information about intensity, urgency, or amount of need on the unmet needs form. Rates for some services vary widely, and no information is available on how soon an individual's service need must be met or what the consequence will be if the individual's need is not met. Further, some service needs do not fit neatly into categories. The form includes a section for indicating a need different than other service categories and space is provided on the form to explain the request, but the text description is not entered into the computerized file. The data entry system also contains no check for age appropriate service requests or whether a particular service has already been received. It is unclear whether a request for a service already received indicates a need for additional support beyond what is typically provided, or the case manager simply forgot to update the person's unmet need record once service was received.

Several characteristics of the unmet needs list hinder its ability to be used to explore trends in unmet service needs. The unmet needs form is a point in time measure, whereas true need is a constantly changing entity. The December update schedule complicates comparisons with service and other financial information, which are kept on a fiscal year rather than a calendar year basis. Service categories on the unmet needs form also do not directly map to the services as tracked through payment systems. Additionally, the unmet needs list is a non-historical file. As needs change or are met, a person's unmet needs record is simply written over and the person's unmet needs record no longer provides a comprehensive picture of the type of supports that person requires; but rather only those service needs that remain to be met.

Unmet Needs Form Data Validation and Editing

Additional sources of information were used to determine whether or not the unmet needs list was accurate enough, on a population basis, to be used as a tool to approximate the amount and type of service needs of the DDD caseload as a whole. Appendix C includes detailed information about the sources that were used for verification and presents the results that led to our conclusion regarding the validity of the unmet needs list.

Although the project team did not attempt to validate the unmet needs list on an individual by individual basis, the analyses indicate that the form is being used in a reasonable manner and can be used for estimating service needs of the population overall. The types of services one would expect to be requested for certain types of people were consistent with the services actually requested, and the types of services individuals and families reported they would like to receive were reasonably consistent with what was chosen for them by their case manager.

Since the unmet needs list does not contain all the information relevant to the planned analyses, the file was merged with other data sources. Appendix D contains detailed information about these merges.

A record count of the unmet needs list indicated that some of the active persons on the caseload did not have an unmet needs record. Therefore, the project team merged the unmet needs list with other Common Client Database (CCDB)⁴ information to create a record for each person on the caseload during FY 1997. CCDB records were used to add demographic and geographic information to the unmet needs file, including residence type, date of birth, gender, ethnicity, eligibility date, county, zip code, and administrative responsibility.

Case managers explained that information on the unmet needs form regarding whether or not some services have been received is rarely updated as a person receives services. Therefore, the project used the Trends and Patterns Database (TPD) to indicate whether a person had received services. Services tracked through TPD include all Division of Developmental Disabilities services, all Division of Vocational Rehabilitation services, all Aging and Adult Services Administration services, and Children's Administration services that are tracked through the Social Services Payment System (SSPS)⁵.

Some unmet need requests were removed from the unmet service needs file. Appendix E contains more detail about how and why we removed these requests.

The unmet needs list does not appear to be consistently used to indicate persons in need of transition services during the next budget cycle. (Only 66 persons out of the 865 persons expected to need transition services had an unmet needs request for an employment or day program service.) Employment/day program requests for transition students were removed from the unmet service needs file because the Division has successfully used methods other than the

⁴ The CCDB is the data system that tracks persons enrolled with the Division of Developmental Disabilities.

⁵ The Children's Administration tracks some of their services through CAMIS and not SSPS. The Trends and Patterns Database, therefore, does not contain all services offered by the Children's Administration.

unmet needs list to request employment/day program services for transition students in the past. Employment/Day Program requests for these persons will be included under a separate decision package, so including them in our analysis would have resulted in a double-request for resources.

The unmet needs list also contains requests for services that are inappropriate for a person's age. These requests were also removed from the unmet service needs file. Age as of December 31, 1997 was used to determine age-appropriate service requests since the unmet needs list was assumed to be updated by December 1997 and the intent of the present analysis is to identify current, not anticipated, service need.

Specific need requests were compared with service information to determine whether a person had already received the requested service or an equivalent service. If a person had recently received service, we assumed that their need had been met and removed the request from our unmet service needs file.

Collection of Additional Unmet Service Needs Information

No Needs/No Services Phone Survey

5,277 persons⁶ were on the caseload as eligible to receive services at the time we received CCDB data in January 1998, but received no services from DDD at any time during FY 1997 (according to payment system records) and had no recorded unmet needs for DSHS programs. It seemed likely that case managers may have had little or no contact with these persons recently and therefore were not informed about their needs. The No Needs/No Services phone survey attempted to explore these assumptions (whether or not these persons had a service need and whether or not they were receiving some form of service that was not identified through our available payment system records). A second purpose of the survey was to identify the service needs of persons not currently on the unmet needs list so that we could generate a more comprehensive assessment.

In April 1998, the project carried out telephone interviews with the case managers or "significant others" of 390 DDD caseload members in 1997. These caseload members appeared to have received no services in FY1997, and had no unmet service needs according to the unmet needs list. Appendix F includes detailed information about how this survey was conducted.

Case managers of the sampled individuals were contacted first. If the case manager asserted that she or he knew the circumstances of the individual in question during FY 1997, interviewers completed the questionnaires based on information from the case manager. If the case manager did not have significant knowledge about the person, an attempt was made to contact and interview a Significant Other, as listed in DDD's records. Interviewers obtained information about services received during FY 1997 and remaining service needs. Responses were recorded using forms that are similar to DDD's standard unmet needs form.

⁶ This number represents persons identified as receiving no services and having no needs prior to data cleaning and recoding. Thus, persons with only inappropriate age requests and persons of transition ages with day program needs only are not included in this count.

“Other Needs” Survey

The unmet needs form has a check box for “other needs not covered by other categories” and an area to provide a text explanation of the type of service needed. However, the text description is not entered into the computerized unmet needs list. DDD Central Office, therefore, has no information about these service needs.

During the last two weeks in April 1998, surveyors contacted the case managers of a random sample of 220 persons⁷, out of 1,238 persons with “other needs” indicated on their unmet needs profile, and asked what “other” service each sampled caseload member needed. Appendix G includes detailed information about how this survey was conducted.

After data collection, the two surveyors categorized the responses. Several of the responses from case managers were quite similar to other options on the unmet needs form. Project staff created a *UNIX SAS* file with fields similar to the unmet needs file for purposes of recoding. If the person’s service need was highly similar to another option on the unmet needs form, staff recoded to that option. Our DDD representative reviewed the responses for the remaining persons. Many of these service needs, although not directly identical to ones on the unmet needs form, could be met by one of the service options. When possible, staff recoded the need to a service on the unmet needs form. Since the Family Support program is so flexible, many needs were recoded to this service.

⁷ We later decided to focus on fiscal year 1997, so only information gathered from the 183 persons who were on the caseload during some point in FY 1997 were used in the analyses.

Chapter 3: Unmet Service Needs as of FY 1997

Magnitude of the Unmet Service Needs Problem

How many people are getting services relative to number of persons with needs?

Some persons seek eligibility for the Division of Developmental Disabilities although they have no need for services at the present time (“No Services Requested”). Generally, these persons are seeking eligibility to increase the speed at which services could be received in an emergent situation. Others seek eligibility from the division because they currently have a need for service. DDD does not have enough resources available to meet the needs of all these persons, so needs remain totally unmet for some people and partially unmet for others.

Persons for whom DDD and the associated DSHS programs are providing services of some type, but not the type desired or who have other needs still to be met, are referred to as the “Underserved.” DDD staff often refer to persons who need more of the service currently being received as also being “underserved.” The unmet needs list, however, cannot distinguish these persons from persons whose request was not removed from the unmet needs list after receiving services. Therefore, the true count of persons who are “underserved” is higher than the numbers we are presenting.

Persons for whom DDD and associated DSHS programs are not providing any services, but who have an identified unmet service needs, are referred to as the “Unserved.”

Table 1 below presents a frequency distribution for the FY 1997 caseload of need by services received. “Need” is defined as having one or more service needs indicated on a person’s unmet needs record (after our cleaning procedures). “Services” is defined as having received one or more services through the Division of Developmental Disabilities or associated divisions at some point during FY 1997 (according to the TPD services file).

**TABLE 1 Unmet Need by Services Received during FY97
(Unmet Need Form Only)**

	No Unmet Need	Unmet Need
Receiving Services*	14,895 57% <i>Served</i>	3,686 14% <i>Underserved</i>
Receiving No Services *	5,442 21% <i>No Services Requested</i>	2,102 8% <i>Unserved</i>

* Receiving DDD, AASA, DCFS, DVR Services (Fiscal '97)
Caseload = 26,125

Next, adjustments were made based on the two surveys: persons with “Other Needs”, and persons with No Needs/No Services (“No Request”).

Other Needs

Persons for whom “other needs” was the only need indicated on their unmet needs record were not included in the HAS_NEED field of our expanded unmet needs file because initially we had no way of knowing whether the need was one that DDD was capable of fulfilling. Once the survey was completed, we were able to identify the number of additional persons for which DDD could meet needs through their existing service system. After projections from our sample to the full population of persons with “other needs” as their only need, we made adjustments to the 2 x 2 frequency table by reducing numbers in the two “No Unmet Need” boxes and transferring these persons to the two corresponding “Unmet Need” boxes. Appendix H provides the details of these calculations.

No Needs/No Services

Some persons received services that we were unable to identify in our TPD services file. Some persons had needs and their case managers either did not submit an unmet needs form or were unaware of the need. The No Needs/No Services survey allowed us to estimate the extent of these two situations. After projections from our sample to the full population of persons identified as having no needs/no services, we redistributed persons from the “No Request” box to the other three boxes as appropriate. Appendix I provides the details of these calculations.

**TABLE 2 Unmet Need by Services Received during FY97
With Survey Adjustments**

	No Unmet Need	Unmet Need
Receiving Services*	16,207 62% <i>Served</i>	4,063 16% <i>Underserved</i>
Receiving No Services *	2,899 11% <i>No Services Requested</i>	2,956 11% <i>Unserviced</i>

* Receiving DDD, AASA, DCFS, DVR Services (Fiscal '97)
Caseload = 26,125

Table 2 above presents needs and services, taking into account the original unmet needs list and results from the two surveys. The table shows that DDD and the associated DSHS programs are fully meeting the needs of 62% of the DDD caseload, partially meeting the needs of 16% of their caseload, and not meeting any needs for 11% of their caseload. Persons for whom the division is providing no services and who have no service needs are presumed to be persons who are capable of meeting all their own needs, or whose needs are being met through other DSHS divisions not included in our assessment, through personal or community resources.

Types of Service Needs Among the Caseload

What specific services do people need?

For those with a service need, we obtained frequency counts for each type of service on the unmet needs form. Table 3 contains these counts as indicated by the unmet needs list after our cleaning efforts were performed.

**Table 3 Summary of Unmet Needs by Service Type and Region as of 6/30/97
Unmet Needs Form Only**

	Reg 1	Reg 2	Reg 3	Reg 4	Reg 5	Reg 6	Fir- crest	Inter- lake	Lake- land	Mor- gan	Ran- ier	Yak- ima	Total
Adult Family Home	12	17	30	106	50	34							249
Group Home	10	7	8	151	14	59					1		250
Alternative Living	42	19	15	3	13	41							133
Intensive Tenant Support	78	22	65	329	241	197			1		1		934
Congregate Care Facility	2	3	1	10	2	1							19
Supported Living	14	14	38	197	83	74							420
Children's Foster Home	3		4	7	2	7							23
Tenant Support	30	4	42	35	81	130							322
Community IMR	2			8	11	1							22
Communication Therapy	27	42	23	150	48	125			2	1	3		421
Counseling/ Behavior Mgnt.	77	37	110	321	122	280	1		4	1			953
Mental Health Services	20	19	28	83	62	124							336
Occupational/ Physical Therapy	50	27	22	100	28	90			1				318
Community Access	78	27	22	67	111	111	3	1	1		1		422
Child Development Services	22	29	8	8	37								104
Individual Employment	61	51	58	338	289	124	2				1		924
Group Supported	34	9	32	238	87	64	2			1	4		471
Pre-Voc. Services/ Special Ind.	19	13	7	144	24	15	4			2	1	1	230
Attendant Care	5	1	16	46	3	86			1				158
Family Support	320	175	97	224	310	383							1509
Nursing Services	3	47	13	42	16	26							147
TOTAL NEEDS	890	563	639	2607	1634	1972	12	1	10	5	12	1	8365

Note: Total Needs may exceed total persons with needs because some persons may have more than one unmet service need.

Next, we made adjustments to these counts based on the results of the two surveys. Table 4 displays the frequency counts, with adjustments. Appendix J presents the calculations for

adjustments based on the “Other Needs” survey; Appendix K presents the calculations for adjustments based on the No Needs/No Services survey.

Table 4 **Summary of Unmet Needs by Service Type
(With Survey Adjustments)**

	Total From Table 3	Other Needs Survey	No Needs/No Services Survey	Final Count
Adult Family Home	249		39.27	288
Group Home	250			250
Alternative Living	133	4.89	58.9	197
Intensive Tenant Support	934	9.77	29.45	973
Congregate Care Facility	19			19
Supported Living	420		9.82	430
Children’s Foster Home	23			23
Tenant Support	322		19.63	342
Community IMR	22			22
Communication Therapy	421	14.66	73.68	509
Counseling/Behavior Mgmt.	953	43.97	108.13	1,105
Mental Health Services	336		49.08	385
Occupational/Physical Therapy	318		73.68	392
Community Access	422		9.82	432
Child Development Services	104		57.71	162
Individual Employment	924	14.66	176.70	1,115
Group Supported Employment	471		19.63	491
Pre –Voc. Services/Specialized Ind.	230			230
Attendant Care	158		9.82	168
Family Support	1,509	107.48	766.17	2,383
Nursing Services	147		31.93	179
Total Needs	8,365	195.43	1,533.42	10,094

Note: Total Needs may exceed total persons with needs because some persons may have more than one unmet service need.

Table 4 should be interpreted in terms of the relative difference in number of requests between specific service types rather than the absolute number of requests per service type. In performing the survey adjustments, it was assumed that service needs of survey respondents are similar to those who were not surveyed. This requires the additional assumption that persons who could be contacted are similar to those who could not be contacted. Furthermore, because there are so many services on the unmet needs form and few survey respondents, our projections are based on only a few additional requests per service type. This means that the amount of error in our projections may be large. Also, the lack of identified additional requests for some services does not mean that no additional persons need those services.

How can these support needs be categorized?

Because the number of services on the unmet needs form is large and because several of the services (e.g., day programs and therapies) have similar rates, we decided to create categories of services. Categorization allows further exploration by subgroups and eases the task of generating costs to meet needs.

The DDD representative provided the following categorization scheme. The services on the unmet needs form can be categorized into one of three types: Residential, Day Program, Family Support. The Residential and Day Program groups match the corresponding sections on the unmet needs form. The Family Support group expands beyond the family support program to include family support, attendant care, communications therapy, and occupational/physical therapy. Because the unmet needs form gives no indication of the level of support a person requires, we used the nursing services, counseling/behavior management, and mental health therapy items as a proxy. Our assumption is that these persons, in general, are more likely to require higher supervision or care, and thus the cost for providing services is likely to be greater than for those who do not have these requirements. By combining logical combinations of the three service groups with level of support, we obtained the following needs categories.

- Residential Only – Regular Cost
- Residential Only – High Cost
- Residential / Day Program – Regular Cost
- Residential / Day Program – High Cost
- Day Program Only – Regular Cost
- Day Program Only – High Cost
- Day Program / Family Support – Regular Cost
- Day Program / Family Support – High Cost
- Family Support Only – Regular Cost
- Family Support Only – High Cost

A few modifications to the above categories were made to ensure that all persons with service needs were classified into a category and that persons were not classified as high when their support level was likely not severe. For instance, if a person has a need for counseling/behavior management or mental health services but only requires a residential service with low supervision (AFH, AL, CCF, TS), he/she is classified as low rather than high, unless nursing services are also needed. Persons with nursing service needs are never classified as low, but they are classified as having a high cost family support need rather than a residential need if a residential service has not been requested. Our assumption is that these requests indicate a need for in home care rather than a full-time nursing home placement. Our classification scheme gives precedence to the residential need when both family support and a residential service have been requested for the same person.

Appendix L includes a table describing which combinations of services from the unmet needs form place someone into a particular category. All persons with a service need indicated on their unmet needs record (“other needs not covered” excluded) can be placed into one of the ten categories. Tests of the resulting categories indicate that the classification scheme is both mutually exclusive and exhaustive.

The unmet needs records of those whose needs have been partially met (“Underserved”) may differ from those whose needs remain totally unmet (“Unserved”). For the underserved, the unmet needs record only indicates service needs that remain to be met, not the complete list of supports required by the person. Also, those who receive services from the division are likely to differ from those who receive no services from the division. Persons with emergent needs will have their service needs met as will those who have no sources for support besides the Division of Developmental Disabilities. Persons who have advocates to speak on their behalf are also more likely to receive a service. For these reasons, we analyzed specific service needs separately for the unserved and the underserved.

Table 5 presents frequency counts by need category according to the unmet needs list (after our cleaning efforts).

TABLE 5 Unmet Service Needs by Category (Unmet Needs Form Only)

	Unserved		Underserved		Total	
	#	%	#	%	#	%
Residential Only – Regular Cost	268	13%	1,145	31%	1,413	24%
Residential Only – High Cost	32	2%	121	3%	153	3%
Residential / Day Program – Regular Cost	252	12%	441	12%	693	12%
Residential / Day Program – High Cost	60	3%	52	1%	112	2%
Day Program Only – Regular Cost	270	13%	804	22%	1,074	19%
Day Program Only – High Cost	33	2%	83	2%	116	3%
Day Program / Family Support – Regular Cost	63	3%	83	2%	146	3%
Day Program / Family Support – High Cost	2	0%	8	0%	10	0%
Family Support Only – Regular Cost	789	38%	517	14%	1,306	23%
Family Support Only – High Cost	333	16%	432	12%	765	13%
Total	2,102		3,666		5,788	

Both the “Other Needs” survey and the No Needs/No Services survey contain Medicaid Personal Care as a service option. Since the unmet needs form does not include this service, we had to modify our classification scheme to take this additional service into account. Persons from the surveys who had a Medicaid Personal Care need were always classified as having a need for a high cost service. These persons were placed in categories 2, 4, 6, 8 or 10 depending upon what other services were needed. If MPC was the only service needed, the individual was placed in category 10.

Table 6 below presents frequency counts for the 10 need categories, including survey adjustments. Appendix M presents the calculations for adjustments based on the “Other Needs” survey; Appendix N displays the calculations for adjustments based on the No Needs/No Services survey.

**TABLE 6⁸ Unmet Service Needs by Category
(with Survey Adjustments)**

	Unmet		Underserved		Total	
	#	%	#	%	#	%
Residential Only – Regular Cost	372	13%	1,150	31%	1,522	22%
Residential Only – High Cost	47	2%	126	3%	173	2%
Residential / Day Program – Regular Cost	252	8%	476	12%	728	10%
Residential / Day Program – High Cost	60	2%	52	1%	112	2%
Day Program Only – Regular Cost	406	14%	834	22%	1,240	18%
Day Program Only – High Cost	33	1%	83	2%	116	2%
Day Program / Family Support–Regular Cost	84	3%	88	2%	172	2%
Day Program / Family Support – High Cost	12	0%	38	0%	50	1%
Family Support Only – Regular Cost	1,191	40%	657	14%	1,848	26%
Family Support Only – High Cost	519	17%	547	12%	1,066	15%
<i>Total</i>	<i>2,976</i>		<i>4,051</i>		<i>7,027</i>	

Cost Associated with Meeting All Unmet Service Needs

What are the costs associated with FY 1997 unmet service needs?

Once numbers of persons for each of the ten need categories was available, it was possible to attach costs to each need category. DDD provided formulas for calculating costs to meet the needs of persons within a category. (Appendix O includes these spreadsheets for the Unmet; Appendix P includes these spreadsheets for the Underserved.) Costs covered in the spreadsheets include direct costs for providing care, resource development and start-up costs to place a person into a service, ongoing case management and associated staff⁹, county administrative costs, and costs associated with staff training. Persons with high residential needs receive funds for a residential service as well as funds for therapies and professional services. Persons with high family support-like needs receive funds at the family support rate in addition to Medicaid Personal Care. Approximately one-third of the persons with high family support needs are anticipated to be exceptional cost. These persons receive funds in addition to the regular family support rate.

Some unit costs in the spreadsheets were based on typical costs for similar services in the past. Service costs were generated by the Trends and Patterns Database using average costs for services during FY 1997 as indicated through payment systems. Number of case and resource managers required to develop and maintain these service slots were generated by the Workloads Standards Study¹⁰. These were developed by type of service, then we divided the required staff across service categories according to the percentage of persons requiring a particular service type in each category.

⁸ Totals are slightly different than Table 2 because of rounding errors introduced in the projections based on survey results. We rounded to the next whole number as it is not possible to serve a partial person. When numerous calculations are taken into account, rounding errors can add up to a difference of several persons.

⁹ DDD's Office of Operations Support gave us annual cost (salary + benefits) for case resource managers, case resource manager supervisors, and clerical staff.

¹⁰ For further information about calculation of case and resource management FTEs based on number of service slots, see RDA technical report #5-30, Appendix K.

To generate average service costs, average expenditures per person by service group were calculated for each month during FY 1997 in which a payment record occurred. The average of these average monthly person dollars became the proposed rate. Rates were generated for DDD residential services¹¹, county contracted day programs, the family support program, Medicaid Personal Care, and professional therapies.

Child Development Services were excluded when calculating the day program rate, since most persons needing day program services are adults. For residential and day program services, we created differential rates for high and low cost services. The rate for high cost services is the average expenditure among persons above the 80th percentile of expenditures; the low rate is based on the average among persons below the 80th percentile.

A 3% increase was added to the calculated average service costs to accommodate the vendor rate increase that occurred on July 1, 1997. Rates were also increased to reflect projected vendor rate adjustments needed to reduce excessive provider staff turnover in the service system. Residential providers required a 17.8% rate increase; Day Program providers require a 5% increase; Medicaid Personal Care providers require a 37.5% increase.¹² The Family Support rate was increased from \$1100/person/year to \$1300/person/year since many families report that the maximum dollar amount under this program is insufficient.

Table 7 provides a summary of the estimated cost to meet the needs of persons in each of the ten needs categories who are currently Unserved, assuming that the FY 1997 waiting list is eliminated during the 99-01 biennium.

TABLE 7 Biennial Costs to Serve the Unserved

	Persons	Biennial Cost
Residential Only – Regular Cost	372	\$19,210,500
Residential Only – High Cost	47	\$8,669,375
Residential / Day Program – Regular Cost	252	\$15,732,701
Residential / Day Program – High Cost	60	\$12,319,773
Day Program Only – Regular Cost	406	\$4,380,831
Day Program Only – High Cost	33	\$688,867
Day Program / Family Support – Regular Cost	84	\$1,304,720
Day Program / Family Support – High Cost	12	\$580,631
Family Support Only – Regular Cost	1,191	\$5,647,909
Family Support Only – High Cost	519	\$14,278,291
Total Persons	2,976	
	Total Costs	\$82,813,598

¹¹ RHC costs were excluded because DDD intends to use new dollars to develop community residential services.

¹² These recommended rate adjustments were given to us by DDD. They are based on surveys of providers and previous legislative proposals. For further information about the Residential Provider survey, contact Gaye Jensen at 360-902-8452. For further information about the Day Program Provider survey, contact Gregg Anderson at 360-902-8457. For further information about the proposed individual provider rate, contact John Stern at 360-902-8445.

The same formulas were used to estimate cost to meet the needs of persons who are currently Underserved; however, we subtracted out savings from DDD services currently received that will no longer be needed once a need has been met. Some service dollars will continue to stay with the person (i.e., someone who needs a day program will continue to receive family support funds); other service dollars will become available if a person receives the requested service (i.e., someone who receives a residential placement will no longer receive family support funds.) The costs presented in Table 8, below, are therefore additional dollars required to meet all of the service needs for the Underserved, above and beyond dollars currently available.

With the assistance of our DDD representative, we created a table of DDD services relative to each option on the unmet needs form. Appendix Q includes a table that describes which service dollars stay with a person and which service dollars become available for other uses once a person’s need has been met¹³. These dollars can be utilized for serving others or providing a different type of support to an individual. We used service payments in June 1997 to determine monthly savings. June 1997 was selected because we were interested in a person’s most current level of service utilization.

Table 8 provides a summary of the estimated cost to meet the needs of persons in each of the ten needs categories who are currently Underserved, assuming that the waiting list as of FY 1997 is eliminated during the 99-01 biennium. These costs include survey adjustments¹⁴.

TABLE 8 Biennial Costs to Serve the Underserved

	Persons	Biennial Cost
Residential Only – Regular Cost	1,150	\$36,423,306
Residential Only – High Cost	126	\$20,713,406
Residential / Day Program – Regular Cost	476	\$21,240,395
Residential / Day Program – High Cost	52	\$9,493,914
Day Program Only – Regular Cost	834	\$7,175,575
Day Program Only – High Cost	83	\$1,528,348
Day Program / Family Support – Regular Cost	88	\$1,104,880
Day Program / Family Support – High Cost	38	\$1,809,274
Family Support Only – Regular Cost	657	\$357,566
Family Support Only – High Cost	547	\$5,781,979
Total Persons	4,051	
Total Costs		\$105,628,643

¹³ We made a minor adjustment to this plan after viewing resulting dollars in savings per category. Some persons in category 7 (Day Program & Family Support – High) were receiving large amounts of funds for attendant care services. We presumed that persons receiving more than \$1000 per month in attendant care services will continue to be extremely high cost and we did not count these dollars toward a savings.

¹⁴ Persons with “Other needs” change categories when their recoded “Other need” is taken into account. We adjusted our total savings per category by assuming that dollars saved for these individuals will be similar to other persons in the category (total adjustment to category = average savings per person by category * number of category movers). No adjustments based on the No Needs/No Services phone survey are necessary because these persons do not receive services identifiable through our service payment data systems.

Chapter 4: Projecting Unmet Service Needs to FY 2001

The unmet needs list contains only persons whose needs have been identified at the present time. For budget development purposes, it is essential to know how many persons will have needs by the end of the next biennium. This requires a projection of the number of persons expected to be on the caseload by the end of the next biennium and what their service needs will be. It is also important to assess the ability of the service system to meet those needs through existing services, planned expansion, and service turnover. Projected need is the difference between the anticipated service requirements of the caseload and the anticipated ability of the service system to meet those needs. Once the service deficit is known, it is possible to estimate the cost associated with the projected need.

How many people are expected to be on the caseload in FY 2001?

To estimate the number of persons expected to be on the caseload by the end of the next biennium, we performed an age adjusted caseload projection. We determined the number of persons on the caseload during each fiscal year between FY 1993 and FY 1997 by age group using caseload counts from the Trends and Patterns Database. Age was defined as of June 30 of each fiscal year. The age groups capture expected service breaks in DDD services and populations of interest for planning purposes. We determined the annual percentage increase in caseload size by age group, then calculated an average annual percentage increase per age group across the five year span. The average annual percentage increase per age group was applied to the FY 1997 caseload to project caseload size by age group over the following two biennia. Table 9 contains the caseload counts by age group for the previous five fiscal years, the average annual percentage change, and the projected caseload size.

TABLE 9 Prediction of Annual Caseload Size

AGE GROUP	FY93	FY94	FY95	FY96	FY97	Average Percent Inc	FY98	FY99	FY00	FY01
Age 0-2	1,818	1,903	1,842	1,889	2,020	3%	2,075	2,132	2,191	2,251
Age 3-5	2,114	2,509	2,784	3,099	3,421	13%	3,860	4,356	4,915	5,546
Age 6-14	2,758	3,083	3,434	3,999	4,704	14%	5,377	6,147	7,027	8,032
Age 15-17	848	901	909	984	1,127	7%	1,211	1,302	1,399	1,504
Age 18-21	1,353	1,472	1,597	1,748	1,848	8%	1,998	2,160	2,335	2,525
Age 22-39	6,741	6,955	7,128	7,327	7,545	3%	7,761	7,982	8,210	8,445
Age 40-49	2,188	2,373	2,524	2,751	2,886	7%	3,093	3,315	3,553	3,808
Age 50-59	1,011	1,104	1,233	1,350	1,520	11%	1,683	1,864	2,064	2,286
Age 60+	846	911	985	1,019	1,056	6%	1,116	1,180	1,248	1,319
Invalid	11	3	2							
Total	19,688	21,214	22,438	24,166	26,127	7%	28,176	30,439	32,943	35,717

Note: Annual Caseload Size includes everyone on the caseload at anytime during a Fiscal Year. This number is greater than the number of persons who are active on the caseload at one point in time.

What are the service requirements of future caseloads?

Since the unmet needs list does not give a complete picture of a person's service requirements once needs begin to be met (only remaining service need is reflected), we could not use the unmet needs list alone to determine the service requirements of the caseload. Likewise, because the unmet needs list contains no historical information, we based our analysis on the assumption that the service requirements of caseload members over the next biennium will be substantially similar to those of persons on the caseload during FY 1997.

For the FY 1997 caseload, we combined each person's unmet needs record with his/her service payment records for FY 1997 to create a profile of the types of supports required for that particular person. We placed an "R" under service options in a person's unmet needs record to indicate that a particular service option was received at some point during FY 1997. The combination of all services received ("R") and all services still needed ("Y") was assumed to represent the total support requirements for a particular individual.

From here, we applied the logic previously used for classifying persons into ten "need" categories (see Appendix L) to our expanded needs plus services file. The resulting ten "support" categories provide a summarized picture of the support requirements of the FY 1997 caseload (see Table 10 below). Results displayed in Table 10 include projected adjustments based on the two surveys¹⁵ (See Appendix R).

TABLE 10 Current (FY 1997) Support Requirements

	Frequency	Percent
Residential Only – Regular Cost	2,916	11%
Residential Only – High Cost	432	2%
Residential / Day Program – Regular Cost	4,311	17%
Residential / Day Program – High Cost	1,694	6%
Day Program Only – Regular Cost	2,141	8%
Day Program Only – High Cost	125	0%
Day Program / Family Support – Regular Cost	261	1%
Day Program / Family Support – High Cost	273	1%
Family Support Only – Regular Cost	3,281	13%
Family Support Only – High Cost	3,923	15%
Total Persons	26,125	

We created a frequency table of support categories by age groups. Dividing a particular cell by the number of people in that age group gives the percentage of persons of a particular age requiring a particular type of support. We applied these percentages to the projected caseload by age group for each fiscal year from FY 1998 through FY 2001. This produces an estimate of the support requirements of the caseload for each year through the next biennium (see Appendix S)

¹⁵ Projected adjustments from the two surveys were determined using similar methods to the FY 1997 unmet need analysis. We created combined need plus services profiles for survey participants and then applied the same methodology as was used previously to obtain projected adjustments based on the need profiles only.

for counts by category by age group. Table 11, below, displays service requirements by category across all age groups.

TABLE 11¹⁶ Projected Support Requirements

	FY98	FY99	FY00	FY01
Residential Only – Regular Cost	3,118	3,339	3,579	3,842
Residential Only – High Cost	469	509	553	602
Residential / Day Program – Regular Cost	4,531	4,767	5,018	5,286
Residential / Day Program – High Cost	1,792	1,897	2,010	2,132
Day Program Only – Regular Cost	2,239	2,343	2,453	2,571
Day Program Only – High Cost	131	138	144	152
Day Program / Family Support–Regular Cost	274	287	301	316
Day Program / Family Support – High Cost	284	296	308	321
Family Support Only – Regular Cost	3,653	4,074	4,549	5,084
Family Support Only – High Cost	4,318	4,762	5,259	5,818
Total Persons Requiring Support	20,809	22,412	24,174	26,124

How much of this need can be met through currently available services?

DDD does not have the resources to provide all of the services required by their caseload, however, they can meet some of those service requirements. To determine the number and types of services currently available to DDD caseload members, the combined needs plus services file and classified services were moved into the ten service categories, this time using “R” codes only. The resultant frequencies are the number of persons per category that the Division can support with its current resources (see Table 12). This approach assumes that DDD will continue to distribute services as in the past, that DDD caseload members will continue to use non-DDD services as they have in the past, and that DDD is able to maintain current levels of funding (adjusted for inflation and other increases in service delivery cost).

TABLE 12 Number of Persons DDD Can Support with Current Resources

	Persons
Residential Only – Regular Cost	2,118
Residential Only – High Cost	337
Residential / Day Program – Regular Cost	3,766
Residential / Day Program – High Cost	1,589
Day Program Only – Regular Cost	54
Day Program Only – High Cost	1,496
Day Program / Family Support – Regular Cost	122
Day Program / Family Support – High Cost	211
Family Support Only – Regular Cost	1,766
Family Support Only – High Cost	3,241
Total Persons	14,700

¹⁶ Total persons with needs differs slightly from totals in Appendix T. We rounded up to the next whole person in each category when displaying these results.

DDD is planning some service expansion during the next few years using money obtained through FY 1998 supplemental funding and reallocation of resources. The division plans to add 217 residential slots and 977 day program slots during the 97-99 Biennium. An additional 115 residential slots are anticipated to be added during the 99-01 Biennium for children with developmental disabilities aging out of Children's Administration programs.

DDD is also planning to substantially reduce the family support waiting list by the end of the 97-99 Biennium through an administrative redesign of the program and service turnover. Our DDD representative told us how they would likely distribute these additional slots across the categories and when these slots are expected to become available. The number of family support slots includes a combination of additional slots and slots expected to become available through turnover; the number of slots for other categories includes new slots only.

Including both additional slots and slots expected to become available through turnover made sense to the division, administratively, based on their plan for eliminating the Family Support waiting list, but it complicates the description of our methodology since it is slightly different depending on the service type. We could have translated their process into one that was more compatible with the process used for other service types, but time limitations prevented this. Adding new slots to be developed to the numbers in Table 12 gives the expected number of slots available at a particular point in time¹⁷ (see Table 13).

TABLE 13 Cumulative Service Development

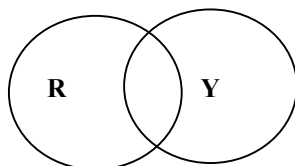
	FY97	FY98	FY99	FY00	FY01
Residential Only – Regular Cost	2,112	2,124	2,130	2,130	2,130
Residential Only – High Cost	337	375	375	428	490
Residential / Day Program – Regular Cost	3,766	3,772	3,778	3,778	3,778
Residential / Day Program – High Cost	1,589	1,677	1,744	1,744	1,744
Day Program Only – Regular Cost	54	54	54	54	54
Day Program Only – High Cost	1,496	1,596	1,901	1,901	1,901
Day Program / Family Support–Reg'r Cost	122	222	527	527	527
Day Program / Family Support – High Cost	211	211	211	211	211
Family Support Only – Regular Cost	1,766	2,106	3,028	3,528	3,678
Family Support Only – High Cost	3,241	3,521	4,134	4,134	4,134
Total	14,700	15,658	17,882	18,435	18,647

Number of services currently available (see Table 13) represents the total number of persons who can receive services during some time in the fiscal year. This is higher than the number of persons who can receive services during a single point in time. Table 13 can best be interpreted as the count on the turnstile at the end of the year, not a snap shot of the number of persons inside the service system at a particular moment. For categories containing more than one service type, more persons could potentially be served during a given year, but the category would then contain persons who are partially served (i.e., underserved).

¹⁷ Family support totals are a slight overestimate of the number of slots available during a particular time frame because they include both slots available and turnover.

The Underserved

Subtracting services available (“R”) from total support requirements (either “R” or “Y”) does not yield remaining need (“Y”) as overlap must be taken into account. The overlap consists of individuals who receive services, but have additional needs (i.e., the Underserved). The following figure demonstrates this.



The following basic probability formula yields the total amount of need “Y”.

$$\text{“Either R or Y”} = \text{“R”} + \text{“Y”} - \text{“Both R and Y”}$$

The unknown “Y” can be obtained through subtraction.

$$\text{“Y”} = \text{“Either R or Y”} - \text{“R”} + \text{“Both R and Y”}$$

All of the variables on the right side of the equation can be determined for caseloads of future years using some assumptions. “Either R or Y” is the total support requirements of persons on the caseload. This value is known and was projected through FY 2001 in the analysis presented in tables 10 and 11. Using the assumption that the amount of services available does not change by the end of FY 2001 (other than planned service development during the 97-99 and the 99-01 biennia, as described above), “R” is also known through the above analysis. “Both R and Y” can be estimated by making the assumption that the percentage of persons who are Underserved, out of all persons receiving some service, will remain the same. That is, provision of new services will not be based on whether or not services are currently being received, at least to no greater extent than presently occurs. “Both R and Y” could potentially have been obtained by analyzing the file directly, but we would need to consider all possible combinations of need versus service utilizing all service options on the unmet needs form, then relate each combination to one of the ten categories. The following method is more expedient and has less risk for errors.

The number of persons on the FY 1997 caseload who received a service but still have needs (“Both R and Y”) can be determined using the above formulas and subtraction (see below).

$$\text{“Both R and Y”} = \text{“R”} + \text{“Y”} - \text{“Either R or Y”}$$

We calculated the number of persons who are “Underserved” (“Both R and Y”)¹⁸ based on our analyses of services provided during FY 1997 (“R”), unmet needs as of FY 1997 (“Y”), and total support requirements for FY 1997 (“Either R or Y”). For each of our ten support categories, we divided the number of persons who are underserved by the total number of persons served (“R”) to obtain the percentage of persons who are Underserved within a

¹⁸ The calculated number of persons who are Underserved may differ slightly from the previous analysis because the current analysis used broader categories for services and needs.

category. We then applied the same percentage to the anticipated number of service slots expected to be available in a category during future years. This provides the projected number of persons within a category who are expected to be Underserved in future years (see Table 12). Spreadsheets used to calculate overlap are located in Appendix T.

What is DDD capacity to meet needs through service turnover?

As persons die, leave the caseload, or refuse further services, service slots become available for others in need. DDD will be able to serve some additional persons from the unmet needs list over time by making use of turnover within the service system. Spreadsheets used to calculate turnover are located in Appendix U.

Because services are not tracked according to our ten categories, we determined turnover based on major service types: Residential, Day Programs, Family Support, Medicaid Personal Care. For each service type, we defined “turnover” as the number of persons for whom a service payment was recorded during the previous fiscal year but for whom no service payment was recorded during the particular fiscal year. That is, the person left services at some point during the particular fiscal year. Tracking services over a five-year time span (FY 1993 – FY 1997), we were able to determine turnover for four separate years.

For each service type, the number of slots available due to turnover was divided into the total number of slots available during that year to determine the percentage turnover within a service type. We averaged these percentages across the four years to obtain an average percentage turnover for each service type (see Table 14). Next, we summed the expected number of slots across the 10 categories (see Table 13) to obtain total anticipated slots by type. We applied the average percentage turnover to these numbers to obtain the number of slots expected to become available each year due to turnover (see Appendix U).

TABLE 14 Average Percent Turnover (FY 1993-1997)

	Service Type	Average % Turnover
	Residential	9.08%
	Day Program (including Child Development Services)	19.56%
	Family Support / Attendant Care / Nursing Services / Therapy	19.06%
	Medicaid Personal Care Individual Provider /Agency	14.12%

Turnover estimates are larger than actual available slots. Calculated average % turnover also includes slots that have been eliminated and matching errors between service records from one year to the next. These factors make the final estimates of unmet need maximally conservative.

In actual practice, an available slot is often used to serve emergent needs rather than to reduce waiting lists. Further, an available slot may not be appropriate to meet another person’s needs. For example, among the 9% of persons who left the residential system in FY96, 39% were Children’s Foster Homes (98% of persons with residential needs on the unmet needs list are adults), 22% were Adult Family Homes, and 15% were Alternative Living (these slots are inappropriate for persons needing intensive supervision).

The same concern arises around day program turnover. Among the 20% of persons vacating the county day program system in FY 1996, 68% were in the Child Development Services (CDS) program, yet few children are on the waiting list for these services. These CDS slots will likely go to persons entering the caseload who do not yet have an identified need.

We assumed that service slots available due to turnover would be allocated across the ten categories similarly to the way slots were utilized in FY 1997. We determined the total number of slots available for each service type across all categories in FY 1997 and the number of persons within a category who were receiving each service type. We then divided the number of persons within a category who were receiving a particular service type into the total number of slots of that type to obtain the percentage of slots per category. This gives the proportional distribution of available slots across categories (see Table 15). We then applied these percentages to the number of slots anticipated to be available due to turnover to obtain the number of anticipated turnover slots per category by type (see Appendix U).

TABLE 15 Distribution of Available Service Slots Across Categories

	Residential	Day Programs	Family Support	Medicaid Personal Care
Residential Only – Regular Cost	29.3%			
Residential Only – High Cost	4.7%			
Residential / Day Program – Regular Cost	44.7%	50.3%		
Residential / Day Program – High Cost	21.4%	23.0%		
Day Program Only – Regular Cost		0.8%		
Day Program Only – High Cost		22.4%		
Day Program / Family Support–Reg. Cost		1.5%	2.1%	
Day Program / Family Support–High Cost		2.0%	4.4%	6.1%
Family Support Only – Regular Cost			47.3%	
Family Support Only – High Cost			46.2%	93.9%

How many persons are expected to have unmet service needs each year through FY 2001?

By combining the above analyses we determined the anticipated waiting list for each year through FY 2001. Need is equal to the total number of services required by persons on the caseload, less the number of services available, less the number of additional needs that can be met through service turnover. The following formula expresses our calculation of need.

$$\text{Need} = \text{Requirements} - \text{Services Available} - \text{Turnover}$$

where

$$\text{Services Available} = \text{Current Services} + \text{Development} - \text{Underserved}$$

(in a particular year) (during that year)

When multiple types of services define a category (for example, Category 3 includes Residential and Day Program), the potential exists for persons to be Underserved.¹⁹ Differential

¹⁹ The other source of persons being Underserved, receiving one service but needing a different service of the same type (e.g., wanting to move from Community Access to Supported Employment) is not relevant here because at this point we are dealing with service types in general, not the specific services within a type. This simplifies projections.

rates of turnover across service types may, for example, result in more Day Program slots becoming available in Category 3 than Residential slots.

In order to calculate the number of persons in a category with needs, we must include both those whose needs remain completely unmet (Unserved) and those whose needs are only partially met (Underserved). Therefore, we defined turnover within a category as the lowest number of slots expected to become available across all service types included in a category.²⁰ Table 16 (next section) displays our final calculations of the anticipated waiting list as of the end of each year through the 99-01 Biennium.

What costs are associated with the remaining FY 2001 unmet service needs?

Our method of calculating cost for FY 2001 unmet need closely parallels our calculations for FY 1997 unmet need. The model and spreadsheets were the same as in the FY 1997 cost analysis (see Appendix V), but several parameters were changed.

We re-ran our program to calculate savings due to services no longer needed because a person's category may have changed between the two analyses. For example, a person who needed residential services but is already receiving a day program appears in Category 1 in the FY 1997 analysis but in Category 3 in the FY 2001 analysis. Thus a person's savings, due to services no longer needed, now affects the total cost for a different category.

Number of persons per category also changed to match the calculated number of persons expected to have needs in FY 2001. Number of persons was constant across all service types within a category in the FY 1997 analysis but differed for the FY 2001 analysis, because the some of the persons within a category have partially met needs. In other words, some persons within a category need only a subset of the services that define the category in order to have their needs fully met. Table 16 displays the projected waiting list as of FY 2001 and the costs associated with meeting their needs. These costs are in addition to extensive planned service development during the 97-99 Biennium and FY 1998 Supplemental funding.

TABLE 16 Projected Waiting Lists and Costs to Serve FY 2001 Unmet Need

	Persons	Biennial Cost
Residential Only – Regular Cost	1,595	\$64,229,389
Residential Only – High Cost	130	\$18,454,884
Residential / Day Program – Regular Cost	2,391	\$78,824,580
Residential / Day Program – High Cost	389	\$60,678,682
Day Program Only – Regular Cost	405	\$3,050,600
Day Program Only – High Cost	90	\$1,308,270
Day Program / Family Support – Regular Cost	50	\$226,648
Day Program / Family Support – High Cost	196	\$8,565,147
Family Support Only – Regular Cost	1,454	\$3,752,804
Family Support Only – High Cost	2,272	\$47,860,512
Total Persons	8,972	
Total Costs		\$286,951,516

²⁰ For categories 9 & 10 we ignored calculated turnover because the numbers we received for service development already had turnover taken into account.

The frequencies per category displayed in Table 16 are not directly comparable to a sum of the frequencies for the Unserved and the Underserved in the previous analysis. Table 16 contains all support needs of an individual (needs currently being met as well as remaining unmet needs.) The previous analysis was based on the unmet needs form only, and thus does not represent total support requirements for individuals who are Underserved. For example, a person who requires a typical cost residential and day program placement appears in category 3 in the above analysis. If that person has already received a day program, he/she appeared in category 1 in the previous analysis. Number of persons per category in tables 10 & 11 are therefore not comparable to the numbers in tables 5 & 6 in the previous analyses, although total overall need and cost can be compared.

Chapter 5: Discussion

How does this analysis relate to DDD's Unmet Service Needs budget proposal?

Clearly, the existing service system cannot accommodate all persons with unmet service needs by the close of the next biennium. Likewise, the division cannot submit a budget proposal that requests a 70% increase in funding for the next biennium. Even if funding were to be approved, a major restructuring of the service system, to accommodate a greater capacity for expansion, cannot be completed within two years. A more appropriate goal for the division is to reduce, rather than eradicate, waiting lists by the close of the next biennium.

Information from this report, in combination with discussions between DDD program managers, service providers, and DDD's Stakeholder Workgroup, helped define the actual unmet service needs budget proposals for the 99-01 Biennium. These proposals are described in the Division of Developmental Disabilities Long-Range Plan Report (*Strategies for the Future*, December 1, 1998, page 26).

Funding proposals must take into account data, policy, funding priorities, and the estimated capacity for expansion and enhancement of the service system. Several steps occurred in the division's process of moving from estimates of the full amount of unmet service needs (as displayed in Table 16) to decisions on actual budget proposals. First, the division estimated the amount of expansion their service system was capable of accommodating during the coming biennium. Next, decisions were made regarding how to allocate new slots between high and low cost services. Third, the division and its stakeholders made decisions about the types of individuals to receive priority for these slots. Fourth, the division balanced budgetary constraints against proposed rate increases to obtain final costs for their proposal to address unmet service needs.

RDA assisted in this process by analyzing a salary survey for Day Program providers (see *1997-1998 Day Program Survey: Staffing Issues*, April 1999) and producing projections of the number of persons of transition age expected to seek services through the division during the next biennium (see Appendix W). Our projections include persons currently on the caseload as well as persons anticipated to enter the caseload over the next several years.

What are the assumptions, interpretations, and implications of our analysis and results?

Assumptions

Several assumptions underlying our methodology suggest that our estimate of need should be interpreted as a minimum. Because additional needs or the extent of need can be unidentified or underestimated, the total amount of need should be considered to be at least as high as the

amounts indicated in our analysis. Also, our analysis does not take into account those who need something more or different than what the division routinely provides.

Our analysis assumes that case managers are equally likely to underestimate service need as to overestimate service need. In actuality, underestimation of total need is more likely. While only 1.5% of caseload members have 4 or more service needs identified on their unmet needs profile, nearly half of caseload members have had no recent contact with their case manager²¹. Our No Needs/No Services survey indicates that almost half of these individuals have one or more service needs. Additional persons will have unforeseen needs during the next biennium, such as a sudden need for residential placement upon the unexpected death of a parent. With more persons living at home, crisis residential needs become more likely.

In analyzing our survey results, we made the assumption that service needs of persons who could be contacted are substantially similar to those of persons who could not be contacted or who refused participation. The accuracy of this assumption is difficult to evaluate. While one might assume that persons with greater need are more likely to be persistent and stay in contact with the division, case managers indicate that individuals with parents who heavily advocate on their behalf are more likely to seek and receive services, regardless of level of need or disability. Furthermore, the division has an equal obligation to serve those who have not remained in regular contact with the division when crises arise. Crises may even be more likely to occur among individuals who have not been receiving ongoing case management support.

A lack of historical information on the unmet needs form led us to assume that future requests for services will be similar to those of persons who have made requests in the past, and the percentage of persons who are underserved in the future will be similar to the percentage who are currently underserved. Case managers indicate that the needs of persons coming on to the caseload are more significant and complex than among persons who have traditionally been on the caseload. The division has also been trying to serve more people with fewer funds during the past several biennia. Thus, the percentage of persons who are fully served has likely been on a declining trend, while the percentage of persons who are underserved has likely been rising, and the percentage of persons who are unserved has likely been rising dramatically.

Our methodology also assumes the division is operating under 100% efficiency and 100% service utilization at all times. No business can operate perfectly in the real world. An available service may not be appropriate for another person's need; for example, a person with a residential placement in Spokane cannot fill a day program slot available in Tacoma, and a person needing an employment/day program slot cannot be served by a Child Development Services day program slot. Additionally, some service slots need to be held in reserve for emergency situations. The division also relies on several other DSHS programs to meet the service needs of their caseload. When these divisions fail or otherwise cannot meet the service needs of an individual with a developmental disability, the burden falls to DDD to care for that person. As budgetary constraints increase for other agencies, the division will need more and more resources held in reserve to accommodate these individuals.

²¹ See DDD Workload Study Technical Report: Essential Case/Resource Management in the Division of Developmental Disabilities, (Report Number 5.30).

Interpretation

Our results provide an estimate of the number of persons expected to have unmet service needs by the end of the 99-01 Biennium and the associated cost for fulfilling those needs, given anticipated expenditures for those services during the next biennium. These numbers are merely a reflection of services likely to be requested under the constraints of the current service system. If the service system or social environment changes, or if individuals and families are given new service options or their perceptions of existing services change, the number of persons requesting particular service types and the associated cost could potentially change.

The results of this study should not be interpreted as a recommended method for allocating resources, but merely a forecast of service need assuming that the current service system continues. The current service system may or may not be the most efficient and effective method for allocating resources. This study did not attempt to evaluate the current service system in terms of these dimensions.

Our analysis also does not address whether services currently being provided are of sufficient quality or quantity. Feedback from case managers and families, however, does indicate that many individuals need something more or different than what they are currently receiving. The division's history of limited resources has required that some persons be placed in less than adequate situations when some service is better than no service at all. Our analysis assumes that the services caseload members do receive are appropriate and adequate. The division likely could use additional funds, above and beyond our estimates, to improve the services some caseload members are currently receiving, or to move them into a more appropriate type of service.

Implications

The major contribution of this project has been the development of a methodology for assessing unmet service needs. While the methodology can be refined and improved upon during future analyses, the design of such a system is a major accomplishment. The budget proposal for DDD's 1998 Strategic Plan represents the first time projected caseloads have been used to determine required funding. Such methodology is particularly important to a division whose caseload is growing so rapidly, particularly when budget development cycles require funding to be determined for caseloads more three years into the future.

The magnitude of unmet service needs for the Division of Developmental Disabilities is extensive, and clearly exceeds any errors that may have been introduced due to methodological limitations or the quality of the unmet needs list. The division will likely experience a significant service deficit for many years into the future. Alternative sources of support, other than State funds, need to be explored in order to attenuate a significant crisis. Prevention and a revision of the service system to handle more extensive and rapid expansion are also worthy of consideration.

Particularly troublesome for the division is the rate of growth among caseload members having unmet needs for residential services. The unmet needs list for residential services is growing at such a large rate because the number of persons requiring services exceeds the number vacating these services plus the number of slots typically developed in a year. The current residential system is clearly inadequate for the division. Prevention efforts will be vital in the short term.

The division's emphasis on eliminating the Family Support waiting list and raising the maximum allotment under this program may reduce the need for residential placements. As families become more capable of caring for family members at home, residential placements may be requested less frequently. The sheer magnitude of the residential crisis seems to suggest that this measure alone will not be fully adequate. Efforts will need to be expended to redesign the residential system into one that can handle far greater expansion. Residential need should be carefully examined during future unmet service needs analyses.

How can DDD unmet service needs analysis be improved in the future?

The methodology used in this analysis was developed under time constraints, and analyses were performed while the methodology was being developed. Furthermore, it was clear from the outset that the unmet service needs problem would turn out to be of such great magnitude that DDD could not develop a budget to meet all of this need during the next biennium. Our analysis was descriptive, not one that would result in actual budget proposals. For all of these reasons, shortcuts were taken that reasonably approximate more precise methods, and certain aspects of this methodology could be improved during future unmet service needs analyses. Because of limitations in its accuracy and assumptions, the presented methodology should be utilized for short-term projections only.

As DDD moves closer to eliminating unmet service needs and the results of an unmet service needs analysis become the basis for submitted budget requests, accuracy will become more important. In addition, certain aspects of the methodology presented can be improved during future unmet service needs analyses. While these suggestions are unlikely to substantially change our estimates of service need, they will make the estimates slightly more precise.

Revise the unmet needs form.

This methodology can best be improved through the improvement of its primary component, the unmet needs form. Precision can be significantly increased with a new form that assesses level of intensity for required services and the reason for need. The new form should include all services offered by the division, in a format that can easily be grouped into the ten categories used in this analysis, and that matches categories used in payment data systems, with an update schedule in June rather than December. The new form should track all types of services required by an individual, including a history of changing requirements, and reliably indicate which services have been received and which have not been received. Efforts also need to be made to bolster the environment in which the tool is utilized. Improving the tool without the environment is like providing a can without a can opener. Case manager workloads need to provide time for significant and regular contact with caseload members and for rigorously updating and maintaining unmet service needs information.

Evaluate the likelihood that service needs of people coming on to the caseload are the same as those of persons who have been on the caseload for a long time.

This assumption is likely to be proven false. The caseload mix and associated service requirements are likely changing due to the increased number of persons entering the caseload with complex characteristics, the changing nature of family roles in society toward single parent led families and families where both parents work and are unavailable to be caregivers during

the day, and the changing diversity of the caseload in terms of racial and ethnic background and disability type. An assessment of the needs plus services file by date of entry to the caseload may provide information to help refine projections of future need.

Separate Child Development Services from other day program needs.

Child Development Services (CDS) is an entitlement program and is fundamentally different than other day program services. This service is only available to young children, while the other day program services are meant to be received by adults. The nature of CDS as an entitlement program means that the unmet need for this program is virtually non-existent, while waiting lists are substantial for other day program services. We minimized the impact of this effect by performing projections by specific age groups. Cleaner projections can be obtained, however, by separating these services entirely.

Develop regression-based modeling equations for projections.

We did not use regression-based modeling for our projections; we utilized simple average percentage increases instead. Since this was the division's first attempt at using projections in their budget development process, we avoided complex statistical procedures and restricted our methods to ones that could easily be explained to anyone. The simpler approach helps establish a sense of trust in this new methodology. Now that the methodology has been established, regression based procedures can be introduced.

Regression procedures require more data points for any significant level of accuracy, which may be a problem since a budgetary analysis is based on a fiscal year and the division does not have caseload data prior to FY 1990. A regression model can, however, allow the introduction of more prediction variables and the computation of confidence levels. Regression models also allow for the possibility of projections based on non-linear models. Our methodology assumes that growth rates are constant, which may not be true if a bow wave effect within age groups is occurring due to eligibility changes and the introduction of early intervention services in 1990. Time and care must be taken in developing a regression model, even linear regression, since a primary assumption is violated with the introduction of age as a predictor variable: Age at time 2 is dependent upon an individual's age at time 1.

Improve the assessment of high cost service utilization.

Our method for determining who is likely to be a high cost service user is not very accurate. Improvement in this area could significantly refine cost estimates because the number of high versus low cost service users has substantial cost implications. The methodology we used to determine a projection of need is better at breaking out high versus low cost users since it takes into account both services received and services still required. Our methodology for determining FY 1997 need is simpler to understand (since it relies on only one source, the unmet needs form), but the relative proportions of high versus low cost users may be distorted if some persons are already receiving services that would classify them as high cost service users. Our DDD representative states that our calculated proportion of high cost service users is lower than the proportion from current expenditures. This discrepancy can partially be explained by the greater likelihood of persons with severe need seeking and obtaining services, however the correlation between requiring counseling/behavior management, mental health therapy, or nursing services and high cost service utilization (regardless of the type of service being received) is likely not strong. Limited data sources and lack of time to collect further

information prevented us from obtaining more precise indicators. A revision of the unmet needs form to indicate a likely high cost service user is the best approach. In the absence of such a revision by the next unmet service needs analysis, additional data collection from a subset of case managers or prediction based on a statistical analysis of current high cost service users may be suitable improvements.

Assess the number of persons wanting more of a service currently received.

When someone has received a service and still has a request for that service on the unmet needs list, our methodology cannot distinguish between persons whose name has not been removed from the list and persons who need more of the service than what is typically provided. The net impact of such situations on the present analysis is that the number of persons who are underserved is likely underestimated and the number of persons who are adequately served is likely overestimated. This issue should be addressed during future analyses so that counts of persons with unmet service needs can be more accurately assessed and so that the division will have information to help them enhance existing services to better meet everyone's needs. Either the unmet needs form should be revised to indicate these situations, or an informational survey should be conducted of persons receiving services and having the same service request.

Change survey methodology to accommodate larger sample sizes.

Our survey projections were based on very small numbers, particularly when exploring particular types of services. Projections for several service types were changed dramatically by the survey modifications. For the most part, however, these were the lower cost services. If the specific magnitude of adjustment for particular services becomes important to the division, or if high level precision is necessary, sample sizes will need to be increased dramatically. This will require a larger scale survey effort, or the methodology will need to be changed to mail surveys with substantial follow-up.

Phase in service costs when calculating biennial cost to meet service needs.

The Division of Developmental Disabilities assumed that new service slots would be phased in over the biennium when developing their budget proposals. This is because a large number of persons cannot instantaneously be placed into service on the first day of the biennium, as service slots need to be developed. The case management study used a similar approach when determining the number of case managers required to implement, monitor, and review new service slots. The spreadsheets and formulas we received for determining service cost do not consider a phase in of service slots since they were intended to demonstrate the total deficit the division is operating under, not to demonstrate resources required for actual implementation. These spreadsheets should be revised to be consistent between service related costs and case management costs, perhaps providing calculations for both total deficit and estimated implementation costs. Calculations via a phase in approach will become important to the division when developing proposals intended to eliminate projected unmet service needs.

Review when to use point in time versus unit time.

Compatible time frames and units became a problem during this analysis as we were required to match service and unmet need counts produced through other analyses. Our efforts were geared toward matching the unit of time used in previous analyses rather than determining the correct time frame to utilize under the present analysis. Therefore, a careful review of when to use

point in time counts versus all persons across a unit time should be reviewed at the start of the analysis and these distinctions should be made clear from the outset to all persons who are primary reviewers of the results.

Develop a methodology for assessing the number of slots versus persons served.

Number of persons served and number of slots available are two distinct concepts; statistics based on number of persons served over time are usually higher than the number of slots available at a given point in time (except for unusual circumstances when a large number of service slots remain vacant). The number of persons served over time is a combination of both turnover and the maximum number of slots available at any point during the year. A point in time analysis of service utilization could be used as a proxy for measuring number of slots. This provides a clearer distinction between number of service slots available and turnover; however, number of slots can change over time during periods of expansion or downsizing, and two people can sometimes fill the same slot temporarily. A point in time proxy for number of service slots can be difficult to obtain via service payment records if persons receiving services, such as therapies and the Family Support program, do not expend dollars every month. Identifying another method for approximating the number of service slots available to the division may be helpful when describing the service system.

APPENDICES



Appendix A

DIVISION OF DEVELOPMENTAL DISABILITIES (DDD) APPLICATION FOR DDD SERVICES ADDENDUM

Complete the following if applicant is determined eligible for DDD services.

		DATE
APPLICANT'S NAME	DDD NUMBER	CASE MANAGER'S IDENTIFICATION NUMBER
UNMET NEEDS ASSESSMENT DATA ENTRY		UNMET NEEDS DATE (21)
RESIDENTIAL SERVICE NEEDED (5): CHECK ONLY ONE OF THE FOLLOWING <input type="checkbox"/> Adult Family Home (AFH) <input type="checkbox"/> Intensive Tenant Support (ITS) <input type="checkbox"/> Children's Foster Home (CFH) <input type="checkbox"/> Group Home (GH) <input type="checkbox"/> Congregate Care Facility (CCF) <input type="checkbox"/> Tenant Support (TS) <input type="checkbox"/> Alternative Living (AL) <input type="checkbox"/> Supported Living (SL) <input type="checkbox"/> Community IMR Unserved by any residential program (see definition) (6): <input type="checkbox"/> Yes <input type="checkbox"/> No		
THERAPY UNMET NEEDS: CHECK ALL THAT APPLY <input type="checkbox"/> Communication Therapy (CT) (7) <input type="checkbox"/> Mental Health services (9) <input type="checkbox"/> Counseling/behavior management (8) <input type="checkbox"/> Occupational/physical therapy (10)		
COUNTY FUNDED EMPLOYMENT/DAY PROGRAM SERVICE NEEDED (11): CHECK ONE OF THE FOLLOWING <input type="checkbox"/> Community Access (CA) <input type="checkbox"/> Group Supported Employment (GSE) <input type="checkbox"/> Child Development Services (CDS) <input type="checkbox"/> Pre-Vocational Services/Specialized Industries <input type="checkbox"/> Individual Employment (IE) Unserved by DDD funded Day programs (12): <input type="checkbox"/> Yes <input type="checkbox"/> No		
OTHER SERVICE NEEDS: CHECK ALL THAT APPLY <input type="checkbox"/> Attendant Care (AC) (13) <input type="checkbox"/> Family Support (FS) (14) <input type="checkbox"/> Nursing Services (NS) (15)		FLAGS: CHECK ALL THAT APPLY <input type="checkbox"/> Western/Eastern State Hospital (W/ESH) (16) <input type="checkbox"/> Community safety (17) <input type="checkbox"/> DDD Parent (18)
Other needs not covered by other categories (19): <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, explain:		
Service Plan date:		
COMMENTS		

UNMET NEEDS LIST
DIRECTIONS
July 1993

The purpose of the unmet needs list is to provide information about needed supports for persons with disabilities to case managers, the Division of Developmental Disabilities, counties and the legislature. The list will be kept in mode 174, rids 290H-295H in Mapper.

Initial information for the unmet needs list will be available in September, 1993. It is to be updated each December, or when the client's circumstances change.

To be included on this list, the client/family must request a service. The case manager will decide on the most appropriate service within a group such as residential services and employment/day program services will mark the appropriate service(s). Other services can be entered as appropriate.

DEFINITIONS

1. Region – Self-explanatory.
2. County – The county of residence of the client.
3. Name – First nine letters of the last name, or last plus first name as space allows.
4. Residential services: (choose only one)
 - (a) Adult Family Home – client needs the support of a licensed AFH.
 - (b) Alternative Living – less than 30 hours a month of support services are needed.
 - (c) Congregate Care Facility – client needs the support of a licensed CCF.
 - (d) Child Foster Home – child needs out-of-home placement in a foster home.
 - (e) Community ICF/MR – congregate setting offering active treatment is preferred.
 - (f) Group Home – facility-based setting with 24 hour supervision preferred.
 - (g) Intensive Tenant Support – non-facility based program providing support to individuals ranging from approximately 50 hours a month to 24 hours a day.
 - (h) Supportive Living – variable supports according to client need, from a few hours per month up to round-the-clock services during a crisis.

- (i) Tenant support – generally provides from 30 to 50 hours a month of support to persons living in the community.
-
- 5. Unserved by residential programs: Check this option if the client is receiving NO PAID SERVICE and has requested a residential service. (Paid service includes personal care, chore COPEs, or family support.) Check the box if a day program is the only service received.
 - 6. Communication therapy – Communication therapy is necessary for the well-being of the client and is not available through Medicaid.
 - 7. Counseling/Behavior Management – Serious behavior issues are present that result in job or program loss, or in severe disruption of the family or school program. Anger management may be included in this category.
 - 8. Mental Health Services – Includes services that might typically be available at a community mental health center, such as medication evaluations, psychiatric services, counseling and group support programs.
 - 9. Occupational/Physical Therapy – Occupational/physical therapy is necessary for the well-being of the client and is not available through Medicaid.
 - 10. County funded employment/day program services: (choose only one)
 - (a) Community access – Assists people to gain access to community activities in which people without disabilities also participate.
 - (b) Child development services – Specialized therapeutic and/or educational services for children under age 3 and their families.
 - (c) Individual employment – Placement and follow-up services necessary to help persons with developmental disabilities obtain and continue employment in the community, in business or industry.
 - (d) Group supported employment – Job placement and follow-up services which provide supervised employment in regular business and industry settings for groups of no more than eight workers with disabilities.
 - (e) Prevocational Services/Specialized Industries – Training and employment in business organized and designed primarily to provide training and/or employment to persons with disabilities.
 - 11. Unserved by Day Programs – Check this box if the person has requested one of the above employment/day programs and is not receiving any employment/day program.

12. Attendant care – Attendant care services have been requested and are needed by the client. (Personal care options are in place or person is not eligible for personal care.)
13. Family support – Family support services have been requested and are not currently available.
14. Nursing services – Nursing services are necessary for the well-being of the client.
15. Western/Eastern State Hospital Flag – Person is currently in WSH/ESH or has been admitted in the last six months.

FLAGS

16. Community Safety Flag – Known to staff or convicted as an offender or predator. Can include sexual predators or arsonists.
17. DD Parent Flag – Is the parent of a child under 18.
18. Other needs – Entry at case manager option when client has important or urgent needs not covered by other categories.
19. Client serial number – Assigned six digit DDD serial number.
20. Case manager I.D. – Case manager SSPS identification.
21. Unmet need date – Date of request.

Appendix B

Problems with DDD's Unmet Needs List

Since its inception in 1993, the unmet needs list has been criticized on numerous fronts. These criticisms include the following.

Point in time “snapshot” of needs

Since the unmet needs form is updated only when a case manager has had contact with a person/family and becomes aware of a change in need, it cannot accurately reflect true need, which is a constantly changing entity. At best, one could assume that it is a reflection of unmet service needs as of December of the previous year; the month when updates of unmet needs information are scheduled to be updated for all persons. However, most service and other financial information are kept on a fiscal year rather than a calendar year basis. The update schedule for the unmet needs form thus complicates comparisons of service needs information with other data.

No historical data

The file that contains unmet needs information is a non-historical file. As needs change or are met, a person's unmet needs record is simply written over. This complicates the projection of service needs over time as one must assume that the need distribution of the current caseload is similar to what it has been in the past and what it will be in the future. Also, as needs are met, a person's unmet needs record no longer provides a comprehensive picture of the type of supports that a person requires; but rather only those service needs that remain to be met.

Infrequent updates

The unmet needs form may not be updated on a regular basis. The unmet needs list includes a field for the date at which a record was last changed, but while information is supposed to be updated on each individual in December and more recently for individuals whose needs change, 5,272 persons out of 11,418 persons with unmet needs records had dates for the last update prior to June 30, 1996. (118 persons had blank values in the last update field.) Feedback from case managers seems to indicate that reviews are not done regularly and frequently a review consists simply of submitting no changes unless the person/family has made a new request. DDD's Information Services staff could not tell us whether the last update field would change if no changes were made to a person's record. While file dates themselves cannot adequately indicate whether annual reviews are being done, further evidence of infrequent updating appears in the data. For instance, 92 persons still had a request for Child Development Services yet were over the age of three as of December 1997; 2,352 persons had a service request on the unmet needs list, yet already had received the service according to payment system records.

Not comprehensive

Although the unmet needs form contains a variety of DDD services, it does not include the full array of services offered by the division. Examples of services not included on the form are Residential Habitation Centers (RHCs); State Operated Living Alternative (SOLA); Medicaid Personal Care; Chore services; nurse oversight; nurse delegation; residential support such as

financial assistance, staff add-on, mental health respite beds, and Client Personal Incidental payments; various community support services such as residential summer programs, medically related services, transportation, interpreter services, provider expense, client evaluation, and therapeutic consultation.

No direct mapping to specific services

The level of detail among services on the unmet needs form does not match the level of detail in the service payment systems. For instance, the unmet needs form offers the single category of Family Support, yet this service is tracked through 17 different codes in the Social Service System Payment System (SSPS). Through the unmet needs form one is unable to tell whether a person with a Family Support need requires respite care or specialized aids. There is also overlap between the Family Support option on the unmet needs form and several other service options. Family Support dollars can be used to purchase a variety of services, including therapies, nursing services, and attendant care. These are also options on the unmet needs form. There is no clear assumption regarding when one of these other options is chosen over the Family Support option. Is the case manager trying to indicate the specific service needed by the individual? Or, is this an indication that the individual is ineligible for Family Support because he/she does not live in a parent or relative's home? The Nursing Services category is also unclear as a person with this need could require in-home nursing care or could require full-time residential nursing home care. Both types of services are available to persons with developmental disabilities.

Includes non-DDD services

Included on the unmet needs form are several services that are common for persons with developmental disabilities to receive, yet are outside the budget of the division. Services on the unmet needs form that are contracted through other DSHS divisions include Adult Family Homes, Adult Residential Centers, involuntary Child Foster Home placements, and nursing services in the form of Nursing Homes. This severely hampers the division's ability to use data on these services for planning purposes. Although the number of persons with these unmet service needs can be tracked through the unmet needs list, DDD has little ability to ensure that these needs are adequately met or that persons with developmental disabilities will continue to have the same level of access to these services as they have had in the past.

Case Manager vs. family/guardian vs. individual's opinion

Although the unmet needs list was intended to be a joint decision between case managers and individuals, families, and guardians, many advocates in the DD community have criticized the process. Advocates feel that case managers cannot accurately assess a family's needs within the short amount of time they spend together. Further, case managers often have little or no contact with many caseload members over long periods of time. Thus, case managers cannot remain current about people's life circumstances. Advocates also do not agree that case managers should choose the specific services. If individuals and families were fully aware of the array of services available to them, they might make different decisions than case managers or might change their minds about the type of service to request (for instance, selecting family support over residential placement). Personal advocates criticize situations where case managers get the deciding vote when individuals and their family/guardian's desires collide.

Data entry errors / omissions

The unmet needs form is a paper report that requires a data entry process to become computerized. While some case managers with computer skills enter their own data, most rely on data entry staff. Typographical errors in key fields such as DDD serial numbers or names can lead to difficulty matching individuals to other information in the CCDB and other service payment systems. The file is also set up with separate fields for each service item on the unmet needs form. Placing a 'Y' in a particular column indicates a request for a service. Data entry errors are likely to occur when the cursor is accidentally placed one column off the correct location. The form also includes a section for indicating a need that is not met by any of the other service categories. Space is provided on the form to explain the request, however the text description is not contained in the computerized file.

No internal checking – age appropriate, inconsistent requests

The data entry system for the unmet needs list also contains no check for appropriate service requests. Many services provided by the division are age-specific yet there are no checks against client age. The unmet needs list contains 21 requests for child development services for adults and 32 requests for employment services for children under the age of 14. Some of the requests for Child Development Services for adults may be legitimate as DDD offers this service to children of caseload members. There is no method on the unmet needs form for indicating whether the requested service is for the person or for the family member. Also, since families request a service, case managers indicate this request on the form even though DDD does not provide the service to persons of that particular age. Further, case managers can select any of the services listed. Some of these choices are inconsistent, such as a request for both a residential placement and family support. 208 persons had such a request. While the form indicates that case managers may select only one type of residential service and only one type of employment/day program service, the data entry system does not prevent multiple requests in these sections. Fortunately, only one person had a request for two types of residential services. In this instance, the least restrictive setting was chosen as the appropriate request.

No indication of intensity, urgency, or amount of need

The unmet needs form provides no method to indicate intensity, urgency, or amount of need. For instance, a person may need an ITS placement, yet rates for ITS services vary widely. While some persons require 24 hour 1-on-1 or even 2-on-1 supervision, others require supervision only during waking hours. This creates difficulty in estimating the exact nature of services required and calculating associated cost to meet people's needs. The unmet needs form also does not allow a method for case managers to indicate how soon the individual's service need must be met or what the consequences will be if the individual's need is not met. Some persons will request a residential service in preparation for graduation from high school and moving on to normal adulthood; others will make the same request because life circumstances place them at imminent risk of becoming homeless. There is also no method on the form for indicating that a person needs more of something already received. For instance, a Family Support request when the person has already received this service could be interpreted in two ways. Case managers may be checking Family Support as a method of indicating a need for additional dollars beyond what the program typically provides, or they may have simply forgotten to update the form once service was received.

Differing approaches across regions and case managers

Case managers have reported different approaches to the unmet needs form. Emphasis placed on the importance of the form varies widely from region to region. While some regional administrators request that case managers accurately maintain the unmet needs list, others place different duties at a much higher priority. Some case managers do not bother to complete the forms because of dismay over the lack of availability of services – “Why bother making a request for something the person’s never likely to receive anyway?” Others will check numerous items on the form in the hopes that some day the person might receive anything at all. (402 persons had four or more items requested.) Some case managers only complete forms for persons with service needs; others submit a form if a person does not have a service need but is one of the types flagged by the form; and others submit forms for everyone on their caseload regardless of whether a service is requested. The type of service requested may also be affected by the availability of particular services within a region, rather than the selection of the most appropriate service for an individual.

Appendix C

Verification of DDD's Unmet Needs List

To verify the unmet needs list, we explored the unmet needs profiles of persons with a variety of characteristics. We would expect persons known to have certain characteristics to be more likely to require certain services than other persons. Their unmet needs records should reflect a greater frequency of requests for these services. We also looked at need as reported by separate sources. The ISIS survey obtained reports of needed supports directly from a small set of individuals and their significant others. If case managers are able to reasonably assess the service needs of individuals, the unfulfilled supports claimed by these persons should be reasonably consistent with what their case manager has indicated on their unmet needs record.

We did not expect, nor do we necessarily need 100% agreement to self-reports or the anticipated profiles based on characteristics. First, the unmet needs form only contains needs yet to be met by DDD. Persons may have already had their need satisfied or may be able to meet their needs through methods other than public funds. Also, we do not intend to use the unmet needs list for the dissemination of resources. As long as the list is reasonably correct, the full amount of identified need should be closely approximated and an appropriate amount of resources can be requested.²²

❖ **Comprehensive Assessment**

The Comprehensive Assessment (CA) is used to determine authorization for the Medicaid Personal Care program (MPC). The CA score, in combination with other rules and rates based on residential setting, determines the number of hours of personal care assistance that can be authorized. Persons with higher scores are authorized to receive more hours of assistance through this program. CA scores are available for both children and adults, but we only used adults for this comparison as the variety of services offered to children through DDD is limited. Although everyone requesting the MPC program receive the CA, not everyone's results have been computerized. We received CA scores for 2,620 persons whose assessments had been entered electronically. We matched this information to the unmet needs list based on name, social security number, and date of birth, and found that 1,307 of these persons had an unmet service need and were on the caseload during State Fiscal Year (FY) 1997 (the base year we used throughout this analysis).

The Comprehensive Assessment assesses level of functional ability and needed supports. Only a subset of the CA is used for assessing MPC eligibility for adults, and these items are biased toward physical support needs. While the CA is not a measure of general functioning or support needs, higher scores and hours should be related to the intensity of services requested since persons with higher physical care needs will require more assistance than the typical person on the caseload.

²² The Discussion section in Chapter 5 of this report provides further information about the likelihood that this assumption is met.

Appendix C2 presents average CA scores and hours for each of the service types on the unmet needs form. Persons with requests for more intensive residential programs (i.e., Group Home, Intensive Tenant Support, and Intermediate Care Facilities) have higher scores and hours than persons with requests for less intensive residential programs. Higher scores and hours also have a direct relationship to day program requests. The higher the score and authorized hours, the less independent the requested day program setting is likely to be. No other service options on the unmet needs form have a clear progression of levels of intensity or supervision.

❖ **Community Protection List**

DDD maintains a database for individuals with community protection issues. The community protection list classifies persons into three levels, with the first level being at highest risk to endanger others. For purposes of verification, we used only level 1 individuals. We obtained the community protection list as of January 1998 and matched persons to their unmet needs records based on DDD serial number. 118 persons (out of 294 persons on the list and on the caseload during FY 1997) had an unmet service need.

Our assumption was that persons with community protection issues would need residential placements that offer high levels of supervision, but would be able to handle more individualized employment. They would also be more likely than the typical caseload member to need therapies such as mental health services and counseling/behavior management.

Our analysis indicates that the unmet needs profiles of persons on the community protection list – level 1, do indeed match this pattern (see Appendix C3). The most common type of residential request is Intensive Tenant Support (40 requests), the most common day program requests involve more independence (15 Group Supported Employment requests, 35 Individual Employment requests). The most requested therapies were Counseling/Behavior Management (57 requests, or 48% of persons with needs and community protection – level 1 versus 16% of all persons with needs) and Mental Health (23 requests, 19% versus 6%).

❖ **Complex Characteristics Survey**

The Prevalence of Complex Characteristics Survey was conducted in December 1997 as part of a larger study on Case/Resource Manager workload²³. The survey attempts to identify persons with certain characteristics that may exacerbate time spent in case/resource management services or complicate service delivery. Case managers received a list of names and identifiers for a subset (about 10%) of persons on their caseload and were asked to indicate whether these persons were known to have a series of characteristics. Case managers could indicate as many characteristics per person as applied.

We matched survey participants to their unmet needs records based on DDD serial number. 827 of the 2373 persons surveyed had an unmet service need and were on the caseload at some point during FY 1997. Our assumption was that persons with certain characteristics would be more likely to need certain services than the typical caseload member. We did not expect to see service requests for 100% of these persons because some persons may be receiving services already or be meeting their needs through other means.

²³ For further information on the Developmental Disabilities Case/Resource Manager Workload Study, see *Essential Case/Resource Management in the Division of Developmental Disabilities* (RDA technical report #5.30).
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Our results indicate that case managers do request services that are consistent with a person’s characteristics (see Tables 17 & 18 below). As compared with all persons on the caseload with needs, persons with alcohol/drug, behavior, and mental illness problems are more likely to have had counseling/behavior management or mental health therapies requested for them.

TABLE 17
Services Frequently Requested for Persons with Alcohol / Drug, Behavior, or Mental Illness Problems

Need	Caseload Overall	Alcohol / Drug	Behavior	Mental Illness
Counseling/Behavior Management	16%	40%	35%	32%
Mental Health Therapies	6%	30%	12%	23%

Persons with nursing or high physical care problems are more likely to have occupation/physical therapy, attendant care, or nursing services requested for them.

TABLE 18
Services Frequently Requested for Persons with Nursing or High Physical Care Requirements

Need	Caseload Overall	Nursing	High Physical Care
Occupational/Physical Therapy	5%	22%	19%
Attendant Care	3%	9%	9%
Nursing Services	3%	12%	7%

Appendix C4 contains further information about the types of needs of persons with specific complex characteristics.

❖ **ISIS**

The Individual Supports Identification System (ISIS)²⁴ was developed by the Center for Disability Policy and Research (CDPR) at the University of Washington in partnership with the Division of Developmental Disabilities. The survey gathers information about the kinds of supports a person with a developmental disability is currently receiving and who is providing that support, plus the kinds of supports a person currently needs and who should provide that support. Questions are focused around eleven life domains. A pilot test of the forms occurred in November 1996 – January 1997. CDPR staff interviewed 273 cases (caseload members and/or their significant others) from three DSHS Regions.

In addition to utilizing a non-random sample, several factors complicate a comparison of the ISIS survey to the unmet needs form. The ISIS survey occurred one year before we obtained the unmet needs list, so the requested service needs on the ISIS survey may have already been

²⁴ For more information about the ISIS survey or the analysis of the correspondence between ISIS responses and unmet needs form profiles, contact CDPR, University of Washington, (206) 685-7260.

received by December 1997, or needs may have changed. Additionally, the ISIS survey domains do not closely parallel options on the unmet needs form. ISIS allows individuals/families to discuss needs and supports in general, including ones they do not expect DDD to fulfill, thus some needs may not have been expressed to a case manager. The ISIS survey also allows persons to indicate a need when services currently being received are insufficient; the unmet needs form does not allow a clear method of indicating a need for service beyond what DDD typically provides.

While we do not expect responses on the ISIS survey to be representative of the service needs of the entire caseload or exactly parallel the unmet needs form, there should be some relationship, among persons who participated in the ISIS survey, between the types of services persons say they would like to receive and the types of services their case managers request for them. A reasonably high match would indicate that, although there may be a few cases to the contrary, case managers are able to accurately assess service needs in most cases and do reflect those needs on an individual's unmet needs record.

Because ISIS was conducted outside the Department of Social and Health Services, only limited identification information was available. We obtained names, region of administrative responsibility, and age of ISIS participants. These identifiers were subject to self reporting errors, missing data, and data entry errors, thus we utilized hand matching rather than automation. In several instances, the first name field contained only "Mr" or "Ms". We used the following criteria to match persons back to the CCDB to obtain serial numbers for matching to the unmet needs file. First, we matched on name, either exact or similar spelling. If several persons had the same name, we used year of birth (as estimated by age and the time frame of ISIS data collection) as a tie breaker. When several persons had the same name and same year of birth, we used region as an alternative tie breaker. We assumed that errors due to persons changing regions would be outweighed by the increased number of matches. When regions were also the same, we used the name of the interviewed significant other as a tie breaker. In a few instances where we were unsure of the match, we contacted case managers of the potential matches to see if they knew whether or not the individual had participated in the ISIS survey. Eventually, we were able to identify serial numbers for 261 of the 273 persons interviewed.

We returned to CDPR the unmet service needs records for persons that were interviewed in the ISIS survey. They compared participants unmet needs profile to the services participants claimed they would like to receive during the ISIS interview. The results of this match are located in Appendix C5. For 53 residential and 67 day program requests, there was a close match between requests of individuals and families on the ISIS survey and the unmet needs form. On the ISIS survey, an additional 14 persons said they wanted to move and an additional 57 persons said they wanted a job, however it is unclear whether these persons expect DDD to meet their need, whether their request has been fulfilled and their name removed from the unmet need waiting list, or whether their desires were ever expressed to their case manager. Overall, residential and day program needs are more likely to be recognized than not recognized.

Other ISIS needs (therapies, personal assistance, respite, medical) do not correspond precisely to similar options on the unmet needs form. Except for personal assistance, there were at least some consistent requests (21 out of 125 for therapies, 4 out of 47 for respite, 10 out of 39 for medical). These services can be received through the family support program or Medicaid personal care, so it is unclear whether additional ISIS participants with these needs have already

received services, are ineligible for Medicaid personal care, or funds currently being received are insufficient to meet all of their needs. We concluded that case managers do have at least some ability to understand people's service needs and do reflect these needs on a person's unmet needs record. The closer the expressed need matches an unmet needs form category, the more likely it is to be reflected on the form.

Appendix C2

Comprehensive Assessment (Adult) Unmet Needs Data Analysis Statistics for MPC Provider Score & Supervision Hours with Unmet Needs FY 1997 Caseload

Svc Category	Svc Type	Unmet Needs	MPC Provider Score			Supervision Hours		
			Mean	Minimum	Maximum	Mean	Minimum	Maximum
Residential	AFH	100	83	20	173	57	18	116
	GH	83	99	20	179	68	18	116
	ALT	12	64	35	94	50	28	104
	ITS	331	98	0	185	68	0	144
	CCF	4	73	40	128	52	31	87
	SL	95	69	0	172	49	0	116
	CFH	2	113	113	113	77	77	77
	TS	58	55	0	175	39	0	116
	IMR	11	95	48	165	66	37	113
Therapy	CT	94	107	0	196	74	0	152
	CBM	224	78	0	196	55	0	152
	MH	92	76	0	196	53	0	152
	OPT	76	126	0	196	86	0	152
Day Program	CA	160	109	0	196	75	0	146
	CDS	7	104	29	165	73	24	113
	IE	239	74	0	180	52	0	116
	GSE	153	80	0	172	56	0	116
	SI	94	95	0	173	65	0	116
Other	AC	35	108	0	196	75	0	152
	FS	134	101	28	194	70	21	124
	NS	13	130	56	182	88	41	116
Other Needs		162	78	0	182	55	0	116
Total (persons with Needs)		1207	141	0	77054	56	0	744
Not on Need List		30	78	0	175	54	0	116
Total Comprehensive Assessment - Adult		2620	113	0	77054	58	0	744
Flags	SH	12	95	16	196	67	14	152
	CS	33	66	9	133	47	8	90
	P	67	59	0	180	42	0	116

Appendix C3
Community Protection (Level I)
 Unmet Needs Data Analysis
 Summary of Unmet Needs
 FY 1997 Caseload

Svc Category	Svc Type	Regions						Statewide
		1	2	3	4	5	6	
Residential	AFH				3	2		5
	GH	1			3		2	6
	ALT	1	1			3		5
	ITS	7	1	2	9	10	11	40
	CCF				1	1		2
	SL		1			1	4	6
	CFH						1	1
	TS	1			1		2	4
	IMR							
	Total (undup)	10	3	2	17	17	20	69
Therapy	CT				1			1
	CBM	11	2	2	9	16	17	57
	MH	4	1	2	2	4	10	23
	OPT				1	1		2
		Total (undup)	12	2	3	10	20	18
Day Program	CA	1			1		2	4
	CDS				1			1
	IE	2	1	1	3	19	9	35
	GSE	5			4	3	3	15
	SI				5			5
		Total (undup)	8	1	1	14	22	14
Other Service	AC				1			1
	FS	1	1		1	1	2	6
	NS				1			1
		Total (undup)	1	1		2	1	2
Other Needs	4	2		10	2	15	33	
Total (persons with needs)	18	5	4	27	34	30	118	
Total Community Protection (Level 1)	35	11	9	40	69	37	201	
Flags	SH	6			7	6	3	22
	CS	21	8	8	27	55	31	150
	P	2	1			2	1	6

Appendix C4

Complex Characteristics

Unmet Needs Data Analysis - Summary of Unmet Needs

Svc Category	Svc Type	A/D	Beh	Lang	MI	Nurs	Phys	Par	Undr	Leg	Pol	Prot	Any	Dir	Prob	Low
Residential	AFH	14	6	9	1	5	2	9	4	1	2	24	19	9	18	
	GH	9	4	2	5	8	5	17	1	20	16	4	17	4	17	
	ALT	4	2	3	2	6	6	15	1	3	21	15	3	15	15	
	ITS	3	40	11	23	9	45	18	15	5	9	102	84	29	71	
	CCF	1										1				
	SL	4	15	2	14	1	10	6	10	10	7	38	30	13	30	
	CFH	1	4	1	1	2	3	3	2	2	4	5	5	4	4	
	TS	3	6	4	11	2	4	5	15	1	2	47	33	10	32	
	IMR	1	1	1	1	1	4	1	1	1	1	5	4	1	2	
	Total(undup)	10	94	29	64	19	80	23	66	33	7	28	263	206	73	185
Therapy	CT	1	35	31	7	8	30	3	14	1	4	8	65	51	21	47
	CBM	8	90	26	39	12	32	11	36	27	6	24	138	110	47	75
	MH	6	30	4	28	4	10	6	13	11	9	56	44	24	21	
	OPT	3	23	20	6	14	39	3	13	3	3	61	48	15	39	
	Total(undup)	12	135	44	67	26	77	19	54	33	9	34	249	195	79	145
Day Program	CA	1	17	7	7	14	31	1	6		2	53	39	8	39	
	CDS	5	2	4	32	1	3	1	2	1	1	14	9	6	9	
	IE	4	38	11	18	2	19	21	31	13	2	13	141	109	37	107
	GSE	2	23	4	2	4	13	4	7	5	1	4	46	31	7	54
	SI	17	15	2	4	12	7				2	30	23	6	23	
Total(undup)	7	97	41	59	25	78	27	53	19	3	22	284	211	64	232	
Other	AC	1	13	12	6	6	19	5	12	2	2	5	29	23	11	20
	FS	5	71	35	18	8	60	12	51	12	6	33	197	153	70	116
	NS	1	4	10	1	8	14	2	2	2	1	17	10	5	10	
Total(undup)	5	77	25	23	17	82	16	58	14	8	34	224	171	76	133	
Other Needs		7	48	20	20	11	18	6	16	16	1	16	93	74	27	52
	Total (persons with needs)	20	255	98	121	65	205	48	138	55	15	66	695	528	176	483
Total Survey Participants		47	515	206	246	177	510	100	247	107	31	173	1777	1299	342	1441
Flags	SH	1	7	1	9	2				7	1	7	7	7	3	5
	CS	6	24	4	16	1	3	1	5	17	1	7	27	24	14	8
	P	8	13	4	13	2	4	44	12	11	1	22	41	36	19	18

Appendix C-5

Unmet Needs Form / ISIS Match

Outline of Analysis for ISIS match to unmet needs

Create a large table to answer the question...

Of persons with ISIS need "X", what was checked on their unmet needs form?

ISIS NEED

	Wants to Move	Wants Job / Different Job	Counseling / Mental Health	Occup. Ther. / Physical Ther.	Personal Assistance	Respite	Medical / Professional	None
Residential	Match							Mismatch
Day Program		Match						Mismatch
Communic. Therapy							Could be a match	Mismatch
Counseling / Behavior			Match				Could be a match	Mismatch
Mental Health			Match				Could be a match	Mismatch
Occup. Ther. / Physical Ther.				Match			Could be a match	Mismatch
Attendant Care					Match			Mismatch
Family Support			Could be a match	Could be a match	Match	Match	Could be a match	Mismatch
Nursing Services				Could be a match			Could be a match	Mismatch
Other Need	Could be a match	Could be a match	Could be a match	Could be a match	Could be a match	Could be a match	Could be a match	Mismatch
No Unmet Needs Form	Mismatch	Mismatch	Mismatch	Mismatch	Mismatch	Mismatch	Mismatch	Match
Clear Agreement								
Assumed Agreement								
Clear Disagreement								
Total w/ Unmet Needs Form								
Total ISIS Need								

How to perform the ISIS match to the Unmet Needs list:

- ◆ Find Ns for ISIS and Unmet Need Form combinations, as displayed in table.
- ◆ You can determine clear and assumed agreements for each person with an ISIS need by using the cells within the table.

Clear Agreement = Match

Assumed Agreement = Could be a match

Clear Disagreement = Mismatch

- ◆ Ignore empty cells. The case manager may have asked for other things not related to the specific need under consideration.
- ◆ Obtain total counts of clear and assumed agreements over all persons with a particular ISIS need (see bottom rows of table). Be careful not to double count persons who had multiple checks on the Unmet Needs Form.

Analysis for ISIS match to Unmet Needs -- Results

ISIS NEED

	Wants to Move	Wants Job / Different Job	Counseling / Mental Health	Occup. Ther. / Physical Ther.	Personal Assistance	Respite	Medical / Professional
Residential	52						
Day Program		67					
Comm. Ther.							1
Counseling			3				1
Mental Health							1
OT / PT				4			0
Attendant Care					0		
Family Support			2	10	0	4	7
Nursing				1			0
Other Need	1	0	0	1	0	0	0
No Unmet Need	14	57	47	57	27	43	29

	Wants to Move	Wants Job / Different Job	Counseling / Mental Health	Occup. Ther. / Physical Ther.	Personal Assistance	Respite	Medical / Professional
Clear Agreement	52	67	3	4	0	4	0
Assumed Agreement	1	0	2	12	0	0	10
Clear Disagreement	14	57	47	57	27	43	29

	Wants to Move	Wants Job / Different Job	Counseling / Mental Health	Occup. Ther. / Physical Ther.	Personal Assistance	Respite	Medical / Professional
Total w/ Unmet Need Form and ISIS Form	53	67	5	16	0	4	10
Total with need in ISIS Need	67	124	52	73	27	47	39

Appendix D

Expansion of the Unmet Needs List

All DDD Caseload Members

A record count of the unmet needs list indicated that all active persons on the caseload do not have a record in this data file. We merged the unmet needs list with other CCDB information to create a record for each person on the caseload during FY 1997. FY 1997 was the base year we used for an analysis of unmet service needs, as our service information was complete through this time frame. We were able to match all but one person to their CCDB record. For persons with multiple unmet service needs records, we kept the record with the most recent date in the Last Update field. When dates of birth in the unmet needs record did not match dates in the CCDB client file, we kept the date as listed in the CCDB. There were also typographic errors, such as county misspellings and lower case “y’s” in needs fields, which were changed. Proper names were changed to all capitals to ease further matching. Several names were truncated in the unmet needs file, so we kept names and spellings as listed in the CCDB.

Demographic Information

We added additional fields to the unmet needs file, including residence type, date of birth, gender, ethnicity, eligibility date, county, zip code, and administrative responsibility. The unmet needs list contains records for persons who were not on the caseload during FY 1997 (630 persons entered the caseload after June 30, 1997; 245 persons had left the caseload prior to July 1, 1996.), so we created a Caseload field which was coded ‘Y’ if the person was on the caseload at some point during FY 1997 and coded ‘N’ if the person was not on the caseload at any time during FY 1997. We also included fields that indicated whether a person had at least one need (excluding “other needs not covered...”) and whether the record was from the original unmet needs file or was added.

Service Information

Case managers told us that information on whether or not some services have been received, as tracked by the two check boxes on the unmet needs form in the residential and day program sections, is rarely updated as a person receives services. Therefore, we used service payment systems instead to indicate whether a person was receiving services. By merging the unmet needs list with the Division of Developmental Disabilities Trends and Patterns Database (TPD) services file, we were able to create a Services field. The services field was coded as ‘Y’ if the person had received a service tracked in TPD during FY 1997 and was coded ‘N’ if the person had no record in the TPD services file for FY 1997.

Services tracked through TPD include:

- ◆ DDD services as tracked through the Social Services Payment System (SSPS) and County Human Resources Information System (CHRIS);
- ◆ Division of Vocational Rehabilitation (DVR) services as tracked through the Service Tracking and Reporting System (STARS);
- ◆ Division of Children and Family Services (DCFS) and Aging and Adult Services Administration (AASA) services as tracked through SSPS;

- ◆ Intensive Care Facilities for the Mentally Retarded (IMRs) and Nursing Homes as tracked through the Medicaid Management Information System (MMIS).

We excluded TPD codes which are non-client specific, client participation, and authorization for targeted case management (almost all persons are authorized to receive this service, yet the number of persons who actually receive this service is not tracked).

Appendix E

Cleaning the Unmet Needs List

Excluding Transition Students

Because the Division has successfully used methods other than the unmet needs list to request employment/day program services for transition students in the past, and because the unmet needs list does not appear to be consistently used to indicate persons in need of transition services during the next budget cycle, employment/day program requests for transition students were not included in this analysis. County contracted adult employment/day program service needs for persons with birth dates between 9/1/1977 and 8/31/1979 were recoded as 'T'. These dates identify persons who are expected to be beyond the age where the school system can provide services during the next budget cycle and below the age of persons for whom transition services were requested during the last budget cycle. Employment/Day Program requests for these persons will be included under a separate decision package. DDD requests transition services based on the total number of persons of these ages who are expected to require services, regardless of whether case managers have anticipated the need and have made a request for such services on the unmet needs list. Only 66 persons with birth dates between 9/1/1977 and 8/31/1979 had an employment/day program request on the unmet needs list, yet there are 865 persons on the caseload as of June 31, 1997 who have birth dates between 9/1/1977 and 8/31/1979.

Inappropriate Requests by Age

Requests for services that are inappropriate for a person's age were recoded as 'A'. Age as of December 31, 1997 was used to determine age-appropriate service requests since the unmet needs list was assumed to be updated by December 1997 and the intent of the present analysis is to identify current, not anticipated, service need. The following rules were used to determine when to recode a person's service request as 'A'.

- ◆ All residential requests, other than Child Foster Home (CFH), were recoded if the person was under 18 years of age.
- ◆ Child Foster Home (CFH) requests were recoded if the person was older than 18 years of age.
- ◆ Child Development Services (CDS) requests were recoded if the person's age was older than 3 years of age.
- ◆ All other county contracted employment/day program services were recoded if the person had a birth date after 8/31/1979. (While some persons drop out of school or graduate prior to their 21st birthday, DDD decided that they will not provide services to these persons until they reach transition age. This decision is consistent with prior policies of operation.)

Services Already Received

Specific need requests were compared with service information to determine whether a person had already received the requested service or an equivalent service. Services on the unmet

needs form are not directly comparable to service payment system codes, so we devised, with the assistance of our DDD representative, a crosswalk of service codes. If a person had recently received service, we assumed that their need had been met. Assumptions that entered into the development of the crosswalk include the following.

- ◆ DDD will not be providing larger amounts of service during the next biennium, so requests intended to indicate a need beyond the typical amount of service provided should not be included in our analysis.
- ◆ Family support dollars can be used to obtain therapies, attendant care, and nursing services; a person with these needs could have purchased them with family support dollars received.
- ◆ Service codes for therapies paid through professional services dollars are not classified identically to the therapies section on the unmet needs form, but we can assume that if dollars were received, they were used for the most needed type of therapy.
- ◆ COPES is equivalent to a family support service.
- ◆ Persons in residential settings no longer need family support services.
- ◆ SOLA is equivalent to an ITS service.
- ◆ Persons receiving RHC services are already having their day program service need met.
- ◆ Persons receiving a service through DVR are having their employment/day program need met.
- ◆ Persons who were between the ages of 3 and 21 on September 1, 1996 can have their day program need met through the schools during FY 1997.
- ◆ Yakima Valley School is equivalent to a nursing service.
- ◆ Medicaid Personal Care is equivalent to an attendant care service.

Appendix E2 includes the crosswalk between unmet needs form categories, TPD service codes, and their corresponding payment system codes. If a person had a need request and had already received one of the corresponding services, their request was recoded as 'S'. In order to take into account persons who were receiving a service, dropped it, then decided they wanted it again, we used the last quarter of FY 1997 service data to define persons who were currently receiving a service. Since family support, attendant care, nursing service, and therapy service payments frequently do not occur every month, we expanded the time frame for these services to the entire FY 1997.

Appendix E2

Cleaning Unmet Needs Form for Persons Who Have Already Received the Service

Residential Needs:

Recode to "S" if person has received any of the following service codes at any time during April, May, or June of

Need TPD Codes

AFH	A101, A231, A233, A235, D211, D231, D233,
GH	D302
AL	D325
ITS	D321, D322,
CCF	A102, A103, A232, A271, A401, D212, D232,
SL	D320,
CFH	C001 - C099, C600,
TS	D319
IMR	D301

Therapy Needs:

Recode to "S" if person has received any of the following service codes at any time during FY 1997

Need TPD Codes

CT	D401 - D499, D305 -
CBM	D401 - D499, D305 -
MH	D401 - D499, D305 -
OPT	D401 - D499, D305 -

Day Programs:

Recode to "S" if person has received any of the following service codes at any time during April, May, or June of 1997

Need TPD Codes

CA	D327, D101 - D106, Any R code, or was age > 3 after 9/1/96 or age < 21 before 9/1/96
CDS	D328, D101 - D106, Any R code, or was age > 3 after 9/1/96 or age < 21 before 9/1/96
IE	D329, D101 - D106, Any R code, or was age > 3 after 9/1/96 or age < 21 before 9/1/96
GSE	D330, D101 - D106, Any R code, or was age > 3 after 9/1/96 or age < 21 before 9/1/96
SI	D331, D101 - D106, Any R code, or was age > 3 after 9/1/96 or age < 21 before 9/1/96

Other Service Needs:

Recode to "S" if person has received any of the following service codes at any time during FY 1997

Need TPD Codes

AC	D201 - D204, D221 - D224, D310, D311, D399, D402
FS	A101 - A103, A231 - A233, A235, A271, A401, C001 - C099, C600, C601, D101 - D106, D211, D212, D231 - D234, D301, D302, D310, D319, D320 - D322, D324, D325, D326, D401 - D499
NS	A501, D104, D404

Appendix F

No Needs/No Services Phone Survey

The Sample: The set of persons initially believed to have no needs and no services was matched with another set of data, the December 1997 Prevalence of Complex Characteristics survey²⁵ to create a sample of 430 persons belonging to both data sets. We later decided to focus on fiscal year 1997, so only information gathered from the 390 persons who were on the caseload during some point in FY 1997 were used in the present analysis.

Data Collection: Copies of interview questionnaires for services received and unmet service needs are included in Appendix F2. Each are similar to DDD's standard unmet needs form, with the addition of RHC and Medicaid Personal Care service options. The forms were completed via telephone interviews in April 1998. The interviewers were persons retired from the DDD system who were able to make a professional judgment about unmet service needs. The interviewers attended a training session to improve inter-rater reliability by having multiple interviewers code the same role-played interview and then comparing results.

Case managers of the sampled individuals were contacted first. If the case manager asserted that she or he knew the circumstances of the individual in question during FY 1997, interviewers completed the questionnaires based on information from the case manager. If the case manager did not have significant knowledge about the person, an attempt was made to contact and interview a Significant Other, as listed on that individual's CCDB profile. A pretest of 40 individuals indicated that Significant Other interviews were necessary for approximately half of the individuals, and many Significant Others could not be contacted because telephones had been disconnected or repeated voice messages were not returned.

Data Entry: Information Systems Services Division (ISSD) Data Transcription created an *Access* file from the survey forms, adding pertinent information from each person's CCDB profile (name, DDD serial number, administrative responsibility, date of birth, social security number, eligibility group²⁶.) This data file was converted into a *UNIX SAS* data set. Data Transcription used a character string to denote multiple selections under the therapy and other services options (ie., if the first and third item under Therapy Unmet Needs were checked, they coded the TUN field as '13'.) For ease of analysis, we recoded these items into separate fields for each option with a simple yes/no value. We also created summary variables for one or more unmet needs during FY 1997, one or more services received during 1997, and service/need

²⁵ The original purpose of the Prevalence of Complex Characteristics survey was to identify individuals with conditions that might exacerbate time spent in case management services. The identification of these individuals was necessary as part of a larger study on case manager workload. The sample for the prevalence survey was drawn with the intent of identifying at least 50 individuals with each characteristic on the survey. Adults were oversampled two to one in the Prevalence survey because certain types of characteristics assessed in the survey were more likely to appear among adults than among children (e.g., Mental Health problems, being a DD parent, alcohol and drug abuse). The Prevalence survey soon began to be used for other purposes because of the enriched set of data it offered on a sample of clients. This was the motivation for its use with the study being described. For more information on the Prevalence of Complex Characteristics survey, see RDA technical report #5-30.

²⁶ Persons who were on the caseload at some point during FY 1997 were coded as 'A'; persons who were enrolled after July 1, 1997 were coded as 'B'.

combination. During data cleaning, we discovered a data entry error. Control #270 had accidentally been entered as #210. One column of data for the county funded day program needs was displaced for records between these control numbers. These records were fixed to match the original paper forms. We found a few other data entry errors while exploring the source of the above discrepancies. These records were also recoded to be consistent with the original forms.

Data Analysis: Our DDD representative helped reclassify as many of the text descriptions of “other service not covered” and “other needs not covered” into categories that are similar to the ones used in other portions of the form. Text descriptions that did not meet the criteria for the study (according to our DDD representative) were ignored. Next, we performed the same cleaning procedures as were used on the original unmet needs list to recode needs that were inappropriate for a person’s age. There were no day program requests for persons of transition age.

Services identified in this survey, but not through TPD payment system records, include Protective Payee/Guardianship services through AASA, services provided through public schools, day program and jobs arranged through case managers or otherwise not paid for through funds provided to counties, privately paid therapies and attendant care, medical coupons and persons participating in the medically intensive home care program, assistance through communities or private agencies.

Appendix F2 Case Manager Needs Survey

Name _____ # _____ Interviewer _____

Q 1. CLIENT'S STATUS RE. CONTACTS & SERVICES (circle number)

1. No significant knowledge of client -- *IF THIS IS THE CASE, PLEASE.*

Explain about follow-up attempt to contact Significant Other; check if the information on the Mapper sheet is the most current, and get the current information.

Then proceed to any other sampled clients who are on the person's caseload; if none, end the interview.

2. Contact; no unmet need & no services received July 1, 96 - June 30, 97

End this questionnaire, proceed to any other sampled clients; if none for this CM, end the interview

3. Contact and needed services July 1, 96 - June 30, 97 -- Fill out Unmet Need Form below.

4. Contact & received services July 1, 96 - June 30, 97 -- Fill out Service Form below.

5. Contact, received services and needed services July 1, 96 - June 30, 97 -- Fill out both Unmet Need and Service Forms below.

6. Client has died -- *ANSWER THE FOLLOWING QUESTION*

Q 2. What was the date of death? Or. can you estimate the date of death, and whether it was before or after July 1, 1997? (CIRCLE ONE)

1. month _____ day _____ year _____

2. Don't know, but after July 1, 1997

3. Don't know, but before July 1, 1997

4. Don't know and cannot estimate the date

Proceed to any other sampled clients who are on the person's caseload, if none, end the interview.

UNMET NEEDS
July 1, 1996 - June 30, 1997

Q 3. Residential Service Needed. Check ONLY ONE of the following:

- | | |
|---------------------------------------------------------|----------------------------------------------------------------|
| <input type="checkbox"/> Adult Family Home (AFH) | <input type="checkbox"/> Congregate Care Facility |
| <input type="checkbox"/> Group Home (GH) | <input type="checkbox"/> Supported Living (SL) |
| <input type="checkbox"/> Alternative Living (AL) | <input type="checkbox"/> Children's Foster Home (CFH) |
| <input type="checkbox"/> Regular Tenant Support (TS) | <input type="checkbox"/> Community IMR |
| <input type="checkbox"/> Intensive Tenant Support (ITS) | <input type="checkbox"/> Residential Habilitation Center (RHC) |
- *If you check ITS, please fill out last page of this questionnaire through a direct contact with the case manager.*
- | | |
|-------------------------------------------------------------------|---------------------------------------|
| <input type="checkbox"/> State Operated Living Alternative (SOLA) | <input type="checkbox"/> Nursing Home |
|-------------------------------------------------------------------|---------------------------------------|
-

Q 4. Therapy Unmet Needs: Check ALL that apply:

- | | |
|---------------------------------------------------------|--------------------------------------------------------|
| <input type="checkbox"/> Communication Therapy (CT) | <input type="checkbox"/> Mental Health services |
| <input type="checkbox"/> Counseling/behavior management | <input type="checkbox"/> Occupational/physical therapy |
-

Q 5. County Funded Employment/Day Program Service Needed. Check ONLY ONE:

- | | |
|-----------------------------------------------------------|----------------------------------------------------------------------------|
| <input type="checkbox"/> Community Access (CA) | <input type="checkbox"/> Group Supported Employment (GSE) |
| <input type="checkbox"/> Child Development Services (CDS) | <input type="checkbox"/> Pre-Vocational
Services/Specialized Industries |
| <input type="checkbox"/> Individual Employment (IE) | |
-

Q 6. Other Service Needs: Check ALL that apply:

- | | |
|----------------------------------------------|-------------------------------------------|
| <input type="checkbox"/> Attendant Care (AC) | <input type="checkbox"/> Nursing Services |
| <input type="checkbox"/> Family Support (FS) | <input type="checkbox"/> Personal Care |
-

Q 7. Flags: Check ALL that apply:

- Western/Eastern State Hospital (W/ESH)
 - Community Safety
 - DDD Parent
-

Q 8. Other Needs Not Covered by Other Categories (check one):

- No Yes, explain (Use back of page if needed) :
-

SERVICES RECEIVED
July 1, 1996 - June 30, 1997

Q 9. Current Residential Service. Check ONLY ONE of the following:

- | | |
|---------------------------------------------------------|-------------------------------------------------------------------|
| <input type="checkbox"/> None, in family home | <input type="checkbox"/> Congregate Care Facility (CCF) |
| <input type="checkbox"/> None, living independently | <input type="checkbox"/> Supported Living (SL) |
| <input type="checkbox"/> Adult Family Home (AFH) | <input type="checkbox"/> Children's Foster Home (CFH) |
| <input type="checkbox"/> Group Home (GH) | <input type="checkbox"/> Community IMR |
| <input type="checkbox"/> Alternative Living (AL) | <input type="checkbox"/> Residential Habilitation Center (RHC) |
| <input type="checkbox"/> Regular Tenant Support (TS) | <input type="checkbox"/> State Operated Living Alternative (SOLA) |
| <input type="checkbox"/> Intensive Tenant Support (ITS) | <input type="checkbox"/> Nursing Home |
-

Q 10. Therapy Received: Check ALL that apply:

- | | |
|---------------------------------------------------------|--------------------------------------------------------|
| <input type="checkbox"/> Communication Therapy (CT) | <input type="checkbox"/> Mental Health services |
| <input type="checkbox"/> Counseling/behavior management | <input type="checkbox"/> Occupational/physical therapy |
-

Q 11. County Funded Employment/Day Program Service Received. Check ONLY ONE:

- | | |
|-----------------------------------------------------------|-------------------------------------------------------------------------|
| <input type="checkbox"/> Community Access (CA) | <input type="checkbox"/> Group Supported Employment (GSE) |
| <input type="checkbox"/> Child Development Services (CDS) | <input type="checkbox"/> Pre-Vocational Services/Specialized Industries |
| <input type="checkbox"/> Individual Employment (IE) | |
-

Q 12. Other Services Received: Check ALL that apply:

- | | |
|----------------------------------------------|-------------------------------------------|
| <input type="checkbox"/> Attendant Care (AC) | <input type="checkbox"/> Nursing Services |
| <input type="checkbox"/> Family Support (FS) | <input type="checkbox"/> Personal Care |
-

Q 13. Other Services Not Covered by Other Categories (check one):

- | | |
|-----------------------------|----------------------------------------|
| <input type="checkbox"/> No | <input type="checkbox"/> Yes, explain: |
|-----------------------------|----------------------------------------|

FOR ALL CLIENTS FOR WHICH THE UNMET NEEDS FORM AND/OR THE SERVICE FORM WERE FILLED OUT:

Proceed to any other sampled clients who are on the person's caseload; if none, end the interview

IF THE CASE MANAGER IS RECOMMENDING INTENSIVE TENANT SUPPORT, PLEASE MAKE NOTES ON THE FOLLOWING; LATER YOU WILL FILL OUT A STANDARD FORM USING THESE NOTES:

Reasons for needing ITS (check all that apply & add any others you see)

- Family stress associated with caring for client
- General family stress not directly associated with client (divorce, etc)
- Normalization
- Community Protection

Reason for and amount of ITS support needed (note both general level in terms of high-medium-low, and such things as behavior, 2-person assists, and amount of supervision):

Is client living with his/her family? (circle answers)

1. No
2. Yes--answer the following:

If sufficient resources such as getting a job, personal care, respite or other supports were made available to the family, would placement in ITS still be needed?

1. No
2. Yes--answer the following:

What resources would be needed to keep this person living at home?
(Please make notes, use back of the page if necessary)

Please also use the back of the page to make note of anything else we need to know about ITS and this client.

Significant Other Summary

Summary of this form:

1. No unmet need and no services received July 1, 96 to June 30, 97
2. Needed services July 1, 96 to June 30, 97
3. Received services July 1, 96 to June 30, 97
4. Received services and needed services July 1, 96 to June 30, 97
5. CLIENT WAS OUTSIDE STUDY TIMEFRAME and had no services
6. CLIENT WAS OUTSIDE STUDY TIMEFRAME and needed services
7. CLIENT WAS OUTSIDE STUDY TIMEFRAME and received services
8. CLIENT WAS OUTSIDE STUDY TIMEFRAME and both received & needed services
9. DON'T KNOW and client was IN study timeframe- unable to contact significant other, or interview refused
10. DON'T KNOW and CLIENT WAS OUTSIDE STUDY TIMEFRAME - unable to contact significant other, or interview refused

Significant Other Needs Survey

Person _____ # _____ Interviewer: _____.

INITIATING CONTACT -- PHONE MESSAGES

Phone message notes:

Q 1. Number of telephone messages left:

Q 2. Did a telephone conversation take place? (circle number)

1 - Yes

2 -No

INITIATING CONTACT - START OF CONVERSATION

Hello, my name is _____ and I'm calling from the Division of Developmental Disabilities. This is the state agency in which _____ is enrolled.

How are you today? Did you get my letter? Is this a good time to talk?

Yes ---- Continue

No ---- What would be a good time for me to call you again?

Date: _____ Time: _____ .

□ TALK WITH THE INDIVIDUAL UNTIL YOU FEEL IT'S TIME TO TELL THEM ABOUT THE STUDY.

□ NOTE: YOU CAN SHARE THE CM NAME AND NUMBER AT ANY TIME; IF YOU AREN'T SPECIFICALLY ASKED, SAVE THIS FOR THE END OF THE INTERVIEW.

□ THE STUDY: GENERAL INFORMATION

I'm calling to see if you'd be willing to participate in a study. The Division of Developmental Disabilities would like to know more about how _____ is doing because we haven't had any contact with your family for a while. This will help us understand more about the needs of people with disabilities, and help us do a better job in planning services.

□ THE STUDY: VOLUNTARY

Participation in this study is voluntary and has been approved by the Division of Developmental Disabilities. If you decide you don't want to be interviewed, that won't affect services from DDD in any way. Is it OK to continue, or would you like to stop?

□ THE STUDY: CONFIDENTIAL

The information you share with me today is confidential. When a report of the study is published, _____'s name won't be included. I will, however, share with the DDD case manager assigned to _____ so that the information about _____ is up to date and accurate.

□ THE STUDY: WILL NOT AFFECT SERVICES

Talking with me today will not affect any services _____ receives - our conversation won't result in taking away services or adding services. The purpose is to help DDD plan for better services in the future.

Q 3. Would you be willing to participate in this study? (circle number)

1 - Yes

2 - No - Thank person; offer to give them their case manager name and number if they don't have it.

- INTERVIEW THE PERSON, GETTING THE INFORMATION YOU NEED TO FILL OUT THE UNMET NEEDS FORM. IF INTENSIVE TENANT SUPPORT IS AN OPTION, NOTE THAT SPECIAL INFORMATION IS NEEDED.
- IF YOU HAVEN'T OFFERED THIS INFORMATION DURING THE INTERVIEW, DO SO AT THE END:

Q 4. As I mentioned earlier, if you want to talk to someone about services for _____, I can give you your case manager's name and telephone number, and I can also tell your case manager to give you a call. I just want to check in with you about what you want me to do. (circle number)

1. Gave CM name & number to this person and/or will give CM this person's name & number

2. No interest expressed

3. This information was not mentioned

- END THE INTERVIEW

Thank you for spending so much time on the phone with me. Do you have any further questions?

Thank person again and end the interview, Please code the Unmet Needs Form and/or the Service Form at this time if you haven't done so during the interview.

Then proceed to any other sampled people with disabilities who are on the person's caseload; if none, end the interview.

NOTES (if needed)

UNMET NEEDS
July 1, 1996 - June 30, 1997

Q 5. Residential Service Needed. Check ONLY ONE of the following:

- | | |
|-----------------------------------------------------------|----------------------------------------------------------------|
| <input type="checkbox"/> Adult Family Home (AFH) | <input type="checkbox"/> Congregate Care Facility (CCF) |
| <input type="checkbox"/> Group Home (GH) | <input type="checkbox"/> Supported Living (SL) |
| <input type="checkbox"/> Alternative Living (AL) | <input type="checkbox"/> Children's Foster Home (CFH) |
| <input type="checkbox"/> Regular Tenant Support (TS) | <input type="checkbox"/> Community IMR |
| <input type="checkbox"/> Intensive Tenant Support (ITS) * | <input type="checkbox"/> Residential Habilitation Center (RHC) |
- *If you check ITS, please fill out last page of this questionnaire through a direct contact with the case manager.*
- | | |
|-------------------------------------------------------------------|---------------------------------------|
| <input type="checkbox"/> State Operated Living Alternative (SOLA) | <input type="checkbox"/> Nursing Home |
|-------------------------------------------------------------------|---------------------------------------|
-

Q 6. Therapy Unmet Needs: Check ALL that apply:

- | | |
|---------------------------------------------------------|--------------------------------------------------------|
| <input type="checkbox"/> Communication Therapy (CT) | <input type="checkbox"/> Mental Health services |
| <input type="checkbox"/> Counseling/behavior management | <input type="checkbox"/> Occupational/physical therapy |
-

Q 7. County Funded Employment/Day Program Service Needed. Check ONLY ONE:

- | | |
|-----------------------------------------------------------|-------------------------------------------------------------------------|
| <input type="checkbox"/> Community Access (CA) | <input type="checkbox"/> Group Supported Employment (GSE) |
| <input type="checkbox"/> Child Development Services (CDS) | <input type="checkbox"/> Pre-Vocational Services/Specialized Industries |
| <input type="checkbox"/> Individual Employment (IE) | |
-

Q 8. Other Service Needs: Check ALL that apply:

- | | |
|----------------------------------------------|-------------------------------------------|
| <input type="checkbox"/> Attendant Care (AC) | <input type="checkbox"/> Nursing Services |
| <input type="checkbox"/> Family Support (FS) | <input type="checkbox"/> Personal Care |
-

Q 9. Flags: Check ALL that apply:

- | | | |
|-----------------------------------------------------------------|-------------------------------------------|-------------------------------------|
| <input type="checkbox"/> Western/Eastern State Hospital (W/ESH) | <input type="checkbox"/> Community Safety | <input type="checkbox"/> DDD Parent |
|-----------------------------------------------------------------|-------------------------------------------|-------------------------------------|
-

Q10. Other Needs Not Covered by Other Categories (check one):

- No Yes, explain (Use back of page if needed):

SERVICES RECEIVED
July 1, 1996 - June 30, 1997

Q 11. Current Residential Service. Check ONLY ONE of the following:

- | | |
|---------------------------------------------------------|-------------------------------------------------------------------|
| <input type="checkbox"/> None, in family home | <input type="checkbox"/> Congregate Care Facility (CCF) |
| <input type="checkbox"/> None, living independently | <input type="checkbox"/> Supported Living (SL) |
| <input type="checkbox"/> Adult Family Home (AFH) | <input type="checkbox"/> Children's Foster Home (CFH) |
| <input type="checkbox"/> Group Home (GH) | <input type="checkbox"/> Community IMR |
| <input type="checkbox"/> Alternative Living (AL) | <input type="checkbox"/> Residential Habilitation Center (RHC) |
| <input type="checkbox"/> Regular Tenant Support (TS) | <input type="checkbox"/> State Operated Living Alternative (SOLA) |
| <input type="checkbox"/> Intensive Tenant Support (ITS) | <input type="checkbox"/> Nursing Home |
-

Q 12. Therapy Received: Check ALL that apply:

- | | |
|---------------------------------------------------------|--------------------------------------------------------|
| <input type="checkbox"/> Communication Therapy (CT) | <input type="checkbox"/> Mental Health services |
| <input type="checkbox"/> Counseling/behavior management | <input type="checkbox"/> Occupational/physical therapy |
-

Q 13. County Funded Employment/Day Program Service Received. Check ONLY ONE:

- | | |
|-----------------------------------------------------------|-------------------------------------------------------------------------|
| <input type="checkbox"/> Community Access (CA) | <input type="checkbox"/> Group Supported Employment (GSE) |
| <input type="checkbox"/> Child Development Services (CDS) | <input type="checkbox"/> Pre-Vocational Services/Specialized Industries |
| <input type="checkbox"/> Individual Employment (EE) | |
-

Q 14. Other Services Received: Check ALL that apply:

- | | |
|----------------------------------------------|-------------------------------------------|
| <input type="checkbox"/> Attendant Care (AC) | <input type="checkbox"/> Nursing Services |
| <input type="checkbox"/> Family Support (FS) | <input type="checkbox"/> Personal Care |
-

Q 15. Other Services Not Covered by Other Categories (check one):

- No Yes, explain:

- IF YOU ARE RECOMMENDING INTENSIVE TENANT SUPPORT, PLEASE MAKE NOTES ON THE FOLLOWING; LATER YOU WILL FILL OUT A STANDARD FORM USING THESE NOTES:

Reasons for needing ITS (check all that apply & add any others you see)

- Family stress associated with caring for client
- General family stress not directly associated with client (divorce, etc)
- Normalization
- Community protection

Reason for and amount of ITS support needed (note both general level in terms of high-medium-low, and such things as behavior, 2-person assists, and amount of supervision) :

Is client living with his/her family? (circle answers)

1. No
2. Yes--answer the following:

If sufficient resources such as getting a job, personal care, respite or other supports were made available to the family, would placement in ITS still be needed?

1. No
2. Yes--answer the following:

What resources would be needed to keep this person living at home? (Please make notes, use back of the page if necessary)

Please also use the back of the page to make note of anything else we need to know about ITS and this client.

Appendix G

“Other Needs” Survey

The Sample: A random sample of 220 persons²⁷, out of 1,238 persons with “other needs” indicated on their unmet needs profile, were selected for follow-up. Information was obtained for 208 individuals; the case managers for another 12 individuals could not be contacted during the time frame for the study. For 33 persons, the meaning of “other needs” was unknown by the case manager, either because of inheriting a case and not contacting the former case manager, or because the case manager had forgotten the information. For 9 persons, the case manager said that “other needs” was an error and that person did not have any other service needs. The remaining 166 persons had a variety of service needs, only a subset of which qualified as an unmet service need within the purview of DDD.

Data Collection: During the last two weeks in April 1998, two former DDD case managers telephoned the case managers of the sampled individuals. A person’s CCDB profile identified the person and his or her case manager. The surveyors asked what “other” service each sampled caseload member needed and wrote that information on the back of the printed CCDB profile. Case managers replied using a variety of resources: some replied from memory, some looked up the form in their files, some talked to the intake worker who had filled out the form, and some called a former case manager who had been working with the individual at the time of the last needs assessment.

Data Entry: After data collection, the two surveyors categorized the responses. For data entry purposes, a code form was created with check boxes for each of the categories resulting from the content analysis. More than one box could be checked to indicate multiple needs. A copy of the form is located in Appendix G2. ISSD Data Transcription created an *Access* file containing name, client ID number, region, birthdate, SSN, and data from the code form.

Data Analysis: We created a *UNIX SAS* file with fields similar to the unmet needs file for purposes of recoding. Several of the responses from case managers were quite similar to other options on the unmet needs form. If the person’s service need was highly similar to another option on the unmet needs form, we recoded to that option. Our DDD representative reviewed the responses for the remaining persons. Many of these service needs, although not directly identical to ones on the unmet needs form, could be met by one of the service options. When possible, we recoded the need to a service on the unmet needs form. Since the Family Support program is so flexible, many needs were recoded to this service.

Persons with a need for Medicaid Personal Care were coded on an extra field since this service is not included on the standard unmet needs form. These individuals were also assigned family support. Persons with community protection issues were assigned a high cost residential placement (ITS), professional therapy (MH), and a day program (IE). The particular programs

²⁷ We later decided to focus on fiscal year 1997, so only information gathered from the 183 persons who were on the caseload during some point in FY 1997 were used in the later analyses.

assigned to these individuals were not essential, since we planned to roll up individual services into a few categories in the final analysis. The remaining needs, which were disparate from the types of services typically provided by DDD, were not included in the analysis since DDD did not intend to create new forms of service in the near future. Examples of these needs are protective payees and affordable housing. In total, we were able to recode needs for 77 persons to a suitable option available on the unmet needs form.

Next, we applied the same cleaning procedures as were used on the original unmet needs list. In several instances individuals had already received the service their “other need” had been recoded to. We also removed “other need” requests that were recoded to a service already on an individual’s unmet needs record. For example, when a case manager indicated that a person’s “other need” was something to do during the day and an employment program had also been requested on the unmet needs record, we ignored the “other need” request. All requests were appropriate for an individual’s age; there were a few day program requests for persons of transition age but these needs were already indicated on their unmet needs records.

Appendix G2

“Other Needs” Survey Data Entry Form

Check all that apply:

- UNKNOWN Unknown (didn't know what was needed)
NN No needs (a mistake was made in checking “other”)
- V_ETC Vocational/DVR/Day program/trnaition/summer
FSD Family Support/daycare
BMCFC Behavior management/counseling/family counseling
RS Residential Support
T_N Therapies/nursing (OT/PT/speech)
- MPC Medicaid Personal Care
AH Affordable housing
ES Educational services (including parenting skills/parent
is DD client)
- MHI Want Medicaid/health insurance
CMA Case management/advocacy
CP Community protection
TRANS Transportation
PP Protective payee
SS Special Services Indicate what: _____
- _____
- _____

Appendix H

Adjustments to 2 x 2 Table based on “Other Needs” Survey

Persons with “Other Needs” as the only need identified

	Received Service in <i>FY 1997</i>		
	Yes	No	Total
Population (all unmet need forms)	121	104	225
Sample (survey participants)	52	23	75
<i>Other Need could be met within DDD service system</i>	18	10	

Projected # people who need to move from No Unmet Need to Unmet Need

$$= \frac{\text{\# with "Other Need" that can be met by DDD (sample)}}{\text{\# with "Other Need" (sample)}} * \text{\# with other need (population)}$$

So,

$$\text{\# people to move from "Served" to "Underserved"} = \frac{18}{52} * 121 = 41.88$$

And,

$$\text{\# people to move from "No Service Requested" to "Unserviced"} = \frac{10}{23} * 104 = 45.22$$

	No Unmet Need	Unmet Need
Receiving Services	-41.88	+41.88
No Services	-45.22	+45.22

Appendix I

Adjustments to 2 x 2 Table based on No Needs/No Services Survey

Separate children & adults because original survey oversampled adults 2:1.

Child (17 & under)

		No Unmet Need	Unmet Need
Sample	Receiving Services	59 ① 26.70%	13② 5.88%
	No Services	118 *④ 53.39%	31③ 14.03%
			221

* includes No Need/No Services + Dead + Closed + Unknown

$$\text{Projected Adjustment} = \% \text{ sample in box} * \text{population size (original No Needs/No Services)}$$

$$= \frac{n}{221} * 3528$$

For Boxes 1 – 3,
these numbers are added to original counts

For Box 4,
Projected Adjustment – Original No Needs/No Services = amt. subtracted from original count

(this is equivalent in magnitude to the amounts added to the other three boxes)

		No Unmet Need	Unmet Need
Projected Population Adjustment	Receiving Services	+941.86	+207.53
	No Services	1883.73 <u>-3528.00</u> -1644.27	+494.88
			3528

Adult (18 & older)

		No Unmet Need	Unmet Need
Sample	Receiving Services	42 24.85%	13 7.69%
	No Services	82 * 48.52%	32 18.93%
			169

* includes No Need/No Services + Dead + Closed + Unknown

Projected Adjustment = % sample in box * population size (original No Needs/No Services)

$$= \quad n / 169 \quad * \quad 1659$$

		No Unmet Need	Unmet Need
Projected Population Adjustment	Receiving Services	+412.30	+127.62
	No Services	804.96 <u>-1659.00</u> - 854.04	+314.13
			1659

Now add the Child and Adult adjustments together to get the total adjustments based on the No Needs/No Services survey.

		No Unmet Need	Unmet Need
Receiving Services		+1354.16	+335.15
No Services		-2498.31	+809.01

Appendix J

Projected Number of Persons Whose "Other Need" can be Met within DDD's Current Service System

Service Type	# Requests	(N = 183) % of Sample	*	(Other Need Population Size) 894	= Projected N
AFH					
GH					
ALT	1	0.55%			+ 4.89
ITS	2	1.09%			+ 9.77
CCF					
SL					
CFH					
TS					
IMR					
CT	3	1.64%			+ 14.66
CBM	9	4.92%			+ 43.97
MH					
OPT					
CA					
CDS					
IE	3	1.64%			+ 14.66
GSE					
SI					
AC					
FS	22	12.02%			+ 107.48
NS					
Total Persons (undup.)	39				

Appendix K

Projected Number of Additional Persons with Needs based on the No Needs/No Services Survey

Separate children & adults because original survey oversampled adults 2:1.

Child (17 & Under)

Service Type	# Requests	(N = 221) % Child Sample	(Child No Need/No Services Population Size) * 3528	Projected = Child N
AFH				
GH				
ALT				
ITS				
CCF				
SL				
CFH				
TS				
IMR				
CT	4	1.81%		+ 63.86
CBM	4	1.81%		+ 63.86
MH				
OPT	4	1.81%		+ 63.86
CA				
CDS	3	1.36%		+ 47.89
IE				
GSE				
SI				
AC				
FS	40	18.10%		+ 638.55
NS	2	0.90%		+ 31.93
PC	8	3.62%		+ 127.71
Total Persons (undup.)	44			

Adult (18 & Older)

Service Type	# Requests	(N = 169) % Adult Sample	(Adult No Need/No Services Population Size) * 1659	Projected = Adult N
AFH	4	2.37%		+ 39.27
GH				
ALT	6	3.55%		+ 58.90
ITS	3	1.78%		+ 29.45
CCF				
SL	1	0.59%		+ 9.82
CFH				
TS	2	1.18%		+ 19.63
IMR				
CT	1	0.59%		+ 9.82
CBM	4	2.37%		+ 39.27
MH	5	2.96%		+ 49.08
OPT	1	0.59%		+ 9.82
CA	1	0.59%		+ 9.82
CDS	1	0.59%		+ 9.82
IE	18	10.65%		+ 176.70
GSE	2	1.18%		+ 19.63
SI				
AC	1	0.59%		+ 9.82
FS	13	7.69%		+ 127.62
NS				
PC	4	2.37%		+ 39.27
Total Persons (undup.)	45			

Now add the Child and Adult adjustments together to get the total adjustments based on the No Needs/No Services survey.

Service Type	Projected Child N	Projected Adult N	Projected Total N
AFH		+ 39.27	+ 39.27
GH			
ALT		+ 58.90	+ 58.90
ITS		+ 29.45	+ 29.45
CCF			
SL		+ 9.82	+ 9.82
CFH			
TS		+ 19.63	+ 19.63
IMR			
CT	+ 63.86	+ 9.82	+ 73.68
CBM	+ 63.86	+ 39.27	+ 103.13
MH		+ 49.08	+ 49.08
OPT	+ 63.86	+ 9.82	+ 73.68
CA		+ 9.82	+ 9.82
CDS	+ 47.89	+ 9.82	+ 57.71
IE		+ 176.70	+ 176.70
GSE		+ 19.63	+ 19.63
SI			
AC		+ 9.82	+ 9.82
FS	+ 638.55	+ 127.62	+ 766.17
NS	+ 31.93		+ 31.93
PC	+ 127.71	+ 39.27	+ 166.98

Appendix L

Logic for 10 Need Categories

CATEGORY	Res. Intensive	Res. Low	NS	CBM, MH	Day Program	Family Support
	<i>GH,ITS,SL,CFH,IMR</i>	<i>AFH,AL,CCF,TS</i>	<i>NS</i>	<i>CBM, MH</i>	<i>CA,CDS,IE,GSE,SI</i>	<i>CT,OPT,AC,FS</i>
1 <i>Residential Only - Regular</i>	Yes		No	No	No	OK
		Yes	No	OK	No	OK
2 <i>Residential Only - High Cost</i>	Yes		Yes	OK	No	OK
	Yes		OK	Yes	No	OK
		Yes	Yes	OK	No	OK
3 <i>Residential/Day Program - Regular</i>	Yes		No	No	Yes	OK
		Yes	No	OK	Yes	OK
4 <i>Residential/Day Program - High Cost</i>	Yes		Yes	OK	Yes	OK
	Yes		OK	Yes	Yes	OK
		Yes	Yes	OK	Yes	OK
5 <i>Day Program Only - Regular</i>	No	No	No	No	Yes	No
6 <i>Day Program Only - High Cost</i>	No	No	Yes	OK	Yes	No
	No	No	Ok	Yes	Yes	No
7 <i>Day Prog./Family Supp. - Regular</i>	No	No	No	No	Yes	Yes
8 <i>Day Prog./Family Supp. - High Cost</i>	No	No	Yes	Ok	Yes	Yes
	No	No	Ok	Yes	Yes	Yes
9 <i>Family Support Only - Regular</i>	No	No	No	No	No	Yes
10 <i>Family Support Only - High Cost</i>	No	No	Yes	Ok	No	Yes
	No	No	Ok	Yes	No	Yes
	No	No	Ok	Yes	No	Ok
	No	No	Yes	Ok	No	Ok
<i>No Support Needs</i>	No	No	No	No	No	No

Appendix M

Category Adjustments for Persons whose “Other Need” Changes their Original Classification.

Persons with “Other Needs”

	Received Service in <i>FY 1997</i>		
	Yes	No	Total
Population (all unmet need forms)	525	369	894
Sample (survey participants)	106	77	183

Category	Underserved				Unserved			
	Category changes (sample) N	Changes Sample size	* Pop. size	= Projected Changes	Category changes (sample) N	Changes Sample size	* Pop. size	= Projected Changes
1.	-- 2			-- 9.91	-- 1			-- 4.79
2.	+ 1			+ 4.95	+ 1			+ 4.79
3.	+ 1			+ 4.95				
4.								
5.	-- 3			-- 14.86	-- 1			-- 4.79
6.								
7.	+ 1			+ 4.95	+ 1			+ 4.79
8.	+ 2			+ 9.91				
9.	-- 2			-- 9.91				
10.	-- 2			+ 9.91				

Persons with “Other Needs” as their only need
(had no category prior to survey adjustments; need to be added to category counts)

41.88 persons were added to Underserved (see Appendix H)

45.22 persons were added to Unserved (see Appendix H)

Based on the categories of needs persons had from our sample (whose needs could be met within the current DDD service system), we can project the categories of need these persons have.

Category	Underserved			= Projected Changes	Unservd		
	Category (sample) N	% of Sample N / 18	* Pop. size * 41.88		Category (sample) N	% of Sample N / 10	* Pop. size * 45.22
1.	+ 2			+ 4.65			
2.							
3.							
4.							
5.	+ 2			+ 4.65			
6.							
7.							
8.							
9.	+ 5			+ 11.63	+ 6		+ 27.13
10.	+ 9			+ 20.94	+ 4		+ 18.09
	+ 18				+ 10		

Appendix N

Projected Number of Additional Persons with Needs based on the No Needs/No Services Survey

Separate children & adults because original survey oversampled adults 2:1.

Child Unserved (17 & Under)

Need Category	# Requests	(N = 221) % Child Sample	*	(Child No Need/ No Services Population Size) 3528	Projected = Child N
1. Residential Only					
2. Residential Only - High Cost					
3. Residential/Day Program					
4. Residential/Day Program - High Cost					
5. Day Program Only	+ 2	0.90%			+ 31.93
6. Day Program Only - High Cost					
7. Day Program/Family Support	+ 1	0.45%			+ 15.96
8. Day Program/Family Support - High Cost					
9. Family Support Only	+ 20	9.05%			+ 319.28
10. Family Support Only- High Cost	+ 8	3.62%			+ 127.71

Child Underserved (17 & Under)

Need Category	# Requests	(N = 221) % Child Sample	*	(Child No Need/ No Services Population Size) 3528	Projected = Child N
1. Residential Only					
2. Residential Only - High Cost					
3. Residential/Day Program					
4. Residential/Day Program - High Cost					
5. Day Program Only					
6. Day Program Only - High Cost					
7. Day Program/Family Support					
8. Day Program/Family Support - High Cost					
9. Family Support Only	+ 9	4.07%			+ 143.67
10. Family Support Only- High Cost	+ 4	1.81%			+ 63.86

Adult Unserved (18 & Older)

Need Category	# Requests	(N = 169) % Adult Sample	*	(Adult No Need/ No Services Population Size) 1659	Projected = Adult N
1. Residential Only	+ 11	6.51%			+ 107.98
2. Residential Only - High Cost					
3. Residential/Day Program					
4. Residential/Day Program - High Cost					
5. Day Program Only	+ 11	6.51%			+ 107.98
6. Day Program Only - High Cost					
7. Day Program/Family Support					
8. Day Program/Family Support - High Cost	+ 1	0.59%			+ 9.82
9. Family Support Only	+ 4	2.37%			+ 39.27
10. Family Support Only- High Cost	+ 5	2.96%			+ 49.08

Adult Underserved (18 & Older)

Need Category	# Requests	(N = 169) % Adult Sample	*	(Adult No Need/ No Services Population Size) 1659	Projected = Adult N
1. Residential Only	+ 1	0.59%			+ 9.82
2. Residential Only - High Cost					
3. Residential/Day Program	+ 2	1.18%			+ 19.63
4. Residential/Day Program - High Cost	+ 1	0.59%			+ 9.82
5. Day Program Only	+ 4	2.37%			+ 39.27
6. Day Program Only - High Cost					
7. Day Program/Family Support					
8. Day Program/Family Support - High Cost	+ 2	1.18%			+ 19.63
9. Family Support Only	+ 1	0.59%			+ 9.82
10. Family Support Only- High Cost	+ 2	1.18%			+ 19.63

Now add the Child and Adult adjustments together to get the total adjustments based on the No Needs/No Services survey.

Unserviced

Need Category	Projected Child N	Projected Adult N	Projected Total N
1. Residential Only		+ 107.98	+ 107.98
2. Residential Only - High Cost			
3. Residential/Day Program			
4. Residential/Day Program - High Cost			
5. Day Program Only	+ 31.93	+ 107.98	+ 139.91
6. Day Program Only - High Cost			
7. Day Program/Family Support	+ 15.96		+ 15.96
8. Day Program/Family Support - High Cost		+ 9.82	+ 9.82
9. Family Support Only	+ 319.28	+ 39.27	+ 358.55
10. Family Support Only- High Cost	+ 127.71	+ 49.08	+ 176.79

Underserved

Need Category	Projected Child N	Projected Adult N	Projected Total N
1. Residential Only		+ 9.82	+ 9.82
2. Residential Only - High Cost			
3. Residential/Day Program		+ 19.63	+ 19.63
4. Residential/Day Program - High Cost		+ 9.82	+ 9.82
5. Day Program Only		+ 39.27	+ 39.27
6. Day Program Only - High Cost			
7. Day Program/Family Support			
8. Day Program/Family Support - High Cost		+ 19.63	+ 19.63
9. Family Support Only	+ 143.67	+ 9.82	+ 153.49
10. Family Support Only- High Cost	+ 63.86	+ 19.63	+ 83.49

Appendix O

Calculations of Costs to Meet Needs of FY 1997 Unserved

Typical Residential Services

Residential Resource Needs

# of People		Daily Rate	# days	
	372	62.27	730	\$ 16,909,791.36

Rsrc Dev Staff Csts/@ \$ /person/year \$ 1,327,384.16

FY 00

# CRM		Salary/Yr.	Total Salary	
	7.32	\$68,349	\$500,191.73	
# Supervisors		Salary/Yr.	Total Salary	
	0.91	\$73,057	\$66,830.73	
# Clerical		Salary/Yr.	Total Salary	
	0.73	\$48,853	\$35,751.61	

FY 01

# CRM		Salary/Yr.	Total Salary	
	8.80	\$68,349	\$601,293.25	
# Supervisors		Salary/Yr.	Total Salary	
	1.10	\$73,057	\$80,338.92	
# Clerical		Salary/Yr.	Total Salary	
	0.88	\$48,853	\$42,977.92	

Provider Staff Core training \$ 56,916.00

people * 0.6 staff per person / 20 staff per training session * \$2550 rate per session * 2 years per biennium

Replacement staff for staff training \$ 172,408.20

people * 0.6 staff per person * 52 hrs in training * hourly rate

Start-up \$ 744,000.00

\$2000 per person

Total \$ 19,210,499.73

High Cost Residential Services

Residential Resource Needs

# of People	Daily Rate	# days	
47	229.11	730	\$ 7,860,737.34

Rsrc Dev Staff Csts/@ \$ /person/year \$ 167,707.14

FY 00

# CRM	Salary/Yr.	Total Salary
0.92	\$68,349	\$63,196.27
# Supervisors	Salary/Yr.	Total Salary
0.12	\$73,057	\$8,443.67
# Clerical	Salary/Yr.	Total Salary
0.09	\$48,853	\$4,517.00

FY 01

# CRM	Salary/Yr.	Total Salary
1.11	\$68,349	\$75,969.85
# Supervisors	Salary/Yr.	Total Salary
0.14	\$73,057	\$10,150.35
# Clerical	Salary/Yr.	Total Salary
0.11	\$48,853	\$5,430.01

Provider Staff Core training \$ 33,558.00

people * 2.8 staff per person / 20 staff per training session * \$2550 rate per session * 2 years per biennium

Replacement staff for staff training \$ 101,652.86

people * 2.8 staff per person * 52 hrs in training * hourly rate

Start-up \$ 94,000.00

\$2000 per person

SubTotal \$ 8,257,655.34

Therapies/Professional Services

# of People	Daily Rate	# days	
47	12	730	\$ 411,720.00

Total \$ 8,669,375.34

Typical Residential Services & Day Prog Services

Residential Resource Needs

# of People	Daily Rate	# days	
252	62.27	730	\$ 11,455,019.96

Rsrc Dev Staff Csts/@ \$ /person/year \$ 899,195.72

FY 00

# CRM	Salary/Yr.	Total Salary
4.96	\$68,349	\$338,839.56
# Supervisors	Salary/Yr.	Total Salary
0.62	\$73,057	\$45,272.43
# Clerical	Salary/Yr.	Total Salary
0.50	\$48,853	\$24,218.83

FY 01

# CRM	Salary/Yr.	Total Salary
5.96	\$68,349	\$407,327.69
# Supervisors	Salary/Yr.	Total Salary
0.74	\$73,057	\$54,423.14
# Clerical	Salary/Yr.	Total Salary
0.60	\$48,853	\$29,114.08

Provider Staff Core training \$ 38,556.00

people * 0.6 staff per person / 20 staff per training session * \$2550 rate per session * 2 years per biennium

Replacement staff for staff training \$ 116,792.65

people * 0.6 staff per person * 52 hrs in training * hourly rate

Start-up \$ 504,000.00

\$2000 per person

SubTotal \$ 13,013,564.33

County Resource Needs

# of People	Mo. Rate	# months	
252	399	24	\$ 2,413,152.00

County Administration @ 7% \$ 168,920.64

Provider staff core training \$ 12,852.00

people / 5 clients per staff / 20 staff per training session * \$2550 rate per session * 2 years per biennium

Rsrc Dev Staff Csts/@ \$ /person/year \$ 124,211.84

FY 00

# CRM	Salary/Yr.	Total Salary
0.44	\$68,349	\$30,059.99
# Supervisors	Salary/Yr.	Total Salary
0.05	\$73,057	\$4,016.32
# Clerical	Salary/Yr.	Total Salary
0.04	\$48,853	\$2,148.56

FY 01

# CRM	Salary/Yr.	Total Salary
1.07	\$68,349	\$73,013.01
# Supervisors	Salary/Yr.	Total Salary
0.13	\$73,057	\$9,755.28
# Clerical	Salary/Yr.	Total Salary
0.11	\$48,853	\$5,218.66

SubTotal \$ 2,719,136.48

Total \$ 15,732,700.81

High Cost Residential & Day Prog Services

Residential Resource Needs

# of People	60	Daily Rate	229.11	# days	730	\$	10,034,983.84
-------------	----	------------	--------	--------	-----	----	---------------

Rsrc Dev Staff Csts/@ \$ /person/year

FY 00						\$	214,094.22
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# CRM	1.18	Salary/Yr.	\$68,349	Total Salary	\$80,676.09		
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# Supervisors	0.15	Salary/Yr.	\$73,057	Total Salary	\$10,779.15		
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# Clerical	0.12	Salary/Yr.	\$48,853	Total Salary	\$5,766.39		
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FY 01							
# CRM	1.42	Salary/Yr.	\$68,349	Total Salary	\$96,982.78		

# Supervisors	0.18	Salary/Yr.	\$73,057	Total Salary	\$12,957.89		
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# Clerical	0.14	Salary/Yr.	\$48,853	Total Salary	\$6,931.92		
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Provider Staff Core training						\$	42,840.00
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people * 2.8 staff per person / 20 staff per training session * \$2550 rate per session * 2 years per biennium

Replacement staff for staff training						\$	129,769.61
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people * 2.8 staff per person * 52 hrs in training * hourly rate

Start-up						\$	120,000.00
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\$2000 per person

SubTotal						\$	10,541,687.67
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County Resource Needs

# of People	60	Mo. Rate	791.7	# months	24	\$	1,140,048.00
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County Administration @ 7%						\$	79,803.36
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Provider staff core training						\$	3,060.00
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people / 5 clients per staff / 20 staff per training session * \$2550 rate per session * 2 years per biennium

Rsrc Dev Staff Csts/@ \$ /person/year

FY 00						\$	29,574.25
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# CRM	0.10	Salary/Yr.	\$68,349	Total Salary	\$7,157.14		
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# Supervisors	0.01	Salary/Yr.	\$73,057	Total Salary	\$956.27		
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# Clerical	0.01	Salary/Yr.	\$48,853	Total Salary	\$511.56		
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FY 01							
# CRM	0.25	Salary/Yr.	\$68,349	Total Salary	\$17,384.05		

# Supervisors	0.03	Salary/Yr.	\$73,057	Total Salary	\$2,322.69		
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# Clerical	0.03	Salary/Yr.	\$48,853	Total Salary	\$1,242.54		
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SubTotal						\$	1,252,485.61
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Therapies/Professional Services

# of People	60	Daily Rate	12	# days	730	\$	525,600.00
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Total						\$	12,319,773.27
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Typical Day Program Services

County Resource Needs

# of People	Mo. Rate	# months	
406	399	24	\$ 3,887,856.00

County Administration @ 7% \$ 272,149.92

Provider staff core training \$ 20,706.00

people / 5 clients per staff / 20 staff per training session * \$2550 rate per session * 2 years per biennium

Rsrc Dev Staff Csts/@ \$ /person/year \$ 200,119.07

FY 00

# CRM	Salary/Yr.	Total Salary
0.71	\$68,349	\$48,429.99
# Supervisors	Salary/Yr.	Total Salary
0.09	\$73,057	\$6,470.74
# Clerical	Salary/Yr.	Total Salary
0.07	\$48,853	\$3,461.57

FY 01

# CRM	Salary/Yr.	Total Salary
1.72	\$68,349	\$117,632.08
# Supervisors	Salary/Yr.	Total Salary
0.22	\$73,057	\$15,716.85
# Clerical	Salary/Yr.	Total Salary
0.17	\$48,853	\$8,407.85

Total \$ 4,380,830.99

High Cost Day Program Services

County Resource Needs

# of People	Mo. Rate	# months	
33	791.7	24	\$ 627,026.40

County Administration @ 7% \$ 43,891.85

Provider staff core training \$ 1,683.00

people / 5 clients per staff / 20 staff per training session * \$2550 rate per session * 2 years per biennium

Rsrc Dev Staff Csts/@ \$ /person/year \$ 16,265.84

FY 00

# CRM	Salary/Yr.	Total Salary
0.06	\$68,349	\$3,936.43
# Supervisors	Salary/Yr.	Total Salary
0.01	\$73,057	\$525.95
# Clerical	Salary/Yr.	Total Salary
0.01	\$48,853	\$281.36

FY 01

# CRM	Salary/Yr.	Total Salary
0.14	\$68,349	\$9,561.23
# Supervisors	Salary/Yr.	Total Salary
0.02	\$73,057	\$1,277.48
# Clerical	Salary/Yr.	Total Salary
0.01	\$48,853	\$683.40

Total \$ 688,867.08

Typical Day Program & Family Support

County Resource Needs

# of People		Mo. Rate	# months		
	84	399	24	\$	804,384.00

County Administration @ 7%				\$	56,306.88
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Provider staff core training				\$	4,284.00
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people / 5 clients per staff / 20 staff per training session * \$2550 rate per session * 2 years per biennium

Rsrc Dev Staff Csts/@ \$ /person/year				\$	41,403.95
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FY 00

# CRM		Salary/Yr.	Total Salary		
	0.15	\$68,349	\$10,020.00		

# Supervisors		Salary/Yr.	Total Salary		
	0.02	\$73,057	\$1,338.77		

# Clerical		Salary/Yr.	Total Salary		
	0.01	\$48,853	\$716.19		

FY 01

# CRM		Salary/Yr.	Total Salary		
	0.36	\$68,349	\$24,337.67		

# Supervisors		Salary/Yr.	Total Salary		
	0.04	\$73,057	\$3,251.76		

# Clerical		Salary/Yr.	Total Salary		
	0.04	\$48,853	\$1,739.55		

SubTotal				\$	906,378.83
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Family Support Needs

# of People		Ann. Rate	# years		
	84	1300	2	\$	218,400.00

Rsrc Dev Staff Csts/@ \$ /person/year				\$	179,941.22
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FY 00

# CRM		Salary/Yr.	Total Salary		
	0.95	\$68,349	\$64,754.57		

# Supervisors		Salary/Yr.	Total Salary		
	0.12	\$73,057	\$8,651.87		

# Clerical		Salary/Yr.	Total Salary		
	0.09	\$48,853	\$4,628.39		

FY 01

# CRM		Salary/Yr.	Total Salary		
	1.24	\$68,349	\$84,563.58		

# Supervisors		Salary/Yr.	Total Salary		
	0.15	\$73,057	\$11,298.56		

# Clerical		Salary/Yr.	Total Salary		
	0.12	\$48,853	\$6,044.25		

Total				\$	1,304,720.05
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High Cost Day Program and Family Support

County Resource Needs

# of People		Mo. Rate	# months		
	12	791.7	24	\$	228,009.60

County Administration @ 7%				\$	15,960.67
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Provider staff core training				\$	612.00
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people / 5 clients per staff / 20 staff per training session * \$2550 rate per session * 2 years per biennium

Rsrc Dev Staff Csts/@ \$ /person/year				\$	5,914.85
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FY 00

# CRM		Salary/Yr.	Total Salary		
	0.02	\$68,349	\$1,431.43		

# Supervisors		Salary/Yr.	Total Salary		
	0.00	\$73,057	\$191.25		

# Clerical		Salary/Yr.	Total Salary		
	0.00	\$48,853	\$102.31		

FY 01

# CRM		Salary/Yr.	Total Salary		
	0.05	\$68,349	\$3,476.81		

# Supervisors		Salary/Yr.	Total Salary		
	0.01	\$73,057	\$464.54		

# Clerical		Salary/Yr.	Total Salary		
	0.01	\$48,853	\$248.51		

SubTotal				\$	250,497.12
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Family Support Needs

# of People		Ann. Rate	# years		
	12	1300	2	\$	31,200.00

Rsrc Dev Staff Csts/@ \$ /person/year				\$	25,705.89
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FY 00

# CRM		Salary/Yr.	Total Salary		
	0.14	\$68,349	\$9,250.65		

# Supervisors		Salary/Yr.	Total Salary		
	0.02	\$73,057	\$1,235.98		

# Clerical		Salary/Yr.	Total Salary		
	0.01	\$48,853	\$661.20		

FY 01

# CRM		Salary/Yr.	Total Salary		
	0.18	\$68,349	\$12,080.51		

# Supervisors		Salary/Yr.	Total Salary		
	0.02	\$73,057	\$1,614.08		

# Clerical		Salary/Yr.	Total Salary		
	0.02	\$48,853	\$863.46		

Serious Need Persons (1/3)

# of People		Mo. Rate	# months		
	4	400	24	\$	38,400.00

Personal Care Needs

# of People		Mo. Rate	# months		
	12	815.375	24	\$	234,828.00

Total				\$	580,631.01
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Typical Family Support

Family Support Needs

# of People	Ann. Rate	# years	
1191	1300	2	\$ 3,096,600.00
Rsrc Dev Staff Csts/@ \$ /person/year			\$ 2,551,309.47
FY 00			
# CRM	Salary/Yr.	Total Salary	
13.43	\$68,349	\$918,127.37	
# Supervisors	Salary/Yr.	Total Salary	
1.68	\$73,057	\$122,671.20	
# Clerical	Salary/Yr.	Total Salary	
1.34	\$48,853	\$65,623.90	
FY 01			
# CRM	Salary/Yr.	Total Salary	
17.54	\$68,349	\$1,198,990.76	
# Supervisors	Salary/Yr.	Total Salary	
2.19	\$73,057	\$160,197.42	
# Clerical	Salary/Yr.	Total Salary	
1.75	\$48,853	\$85,698.83	
Total			\$ 5,647,909.47

High Cost Family Support

Family Support Needs

# of People	519	Ann. Rate	1300	# years	2	
						\$ 1,349,400.00

Rsrc Dev Staff Csts/@ \$ /person/year

\$ 1,111,779.69

FY 00

# CRM	5.85	Salary/Yr.	\$68,349	Total Salary	\$400,090.77
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# Supervisors	0.73	Salary/Yr.	\$73,057	Total Salary	\$53,456.22
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# Clerical	0.59	Salary/Yr.	\$48,853	Total Salary	\$28,596.81
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FY 01

# CRM	7.64	Salary/Yr.	\$68,349	Total Salary	\$522,482.12
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# Supervisors	0.96	Salary/Yr.	\$73,057	Total Salary	\$69,808.95
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# Clerical	0.76	Salary/Yr.	\$48,853	Total Salary	\$37,344.83
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Serious Need Persons (1/3)

# of People	173	Mo. Rate	400	# months	24	
						\$ 1,660,800.00

Personal Care Needs

# of People	519	Mo. Rate	815.375	# months	24	
						\$ 10,156,311.00

Total \$ 14,278,290.69

Appendix P

Calculations of Costs to Meet Needs of FY 1997 Underserved

Receiving Services and in Need of Typical Residential Services

Residential Resource Needs

# of People		Daily Rate	# days	
	1150	62.27	730	\$ 52,274,892.66

Rsrc Dev Staff Csts/@ \$ /person/year \$ 4,103,472.55

FY 00

# CRM		Salary/Yr.	Total Salary	
	22.62	\$68,349	\$1,546,291.65	
# Supervisors		Salary/Yr.	Total Salary	
	2.83	\$73,057	\$206,600.37	
# Clerical		Salary/Yr.	Total Salary	
	2.26	\$48,853	\$110,522.44	

FY 01

# CRM		Salary/Yr.	Total Salary	
	27.20	\$68,349	\$1,858,836.66	
# Supervisors		Salary/Yr.	Total Salary	
	3.40	\$73,057	\$248,359.58	
# Clerical		Salary/Yr.	Total Salary	
	2.72	\$48,853	\$132,861.85	

Provider Staff Core training \$ 175,950.00

people * 0.6 staff per person / 20 staff per training session * \$2550 rate per session * 2 years per biennium

Replacement staff for staff training \$ 532,982.33

people * 0.6 staff per person * 52 hrs in training * hourly rate

Start-up \$ 2,300,000.00

\$2000 per person

SubTotal \$ 59,387,297.54

Less

Currently received resources no longer needed \$ 22,963,991.52

Total \$ 36,423,306.02

Receiving Services and in Need of High Cost Residential Services

Residential Resource Needs

# of People	Daily Rate	# days	
126	229.11	730	\$ 21,073,466.06

Rsrc Dev Staff Csts/@ \$ /person/year

\$ 449,597.86

FY 00

# CRM	Salary/Yr.	Total Salary
2.48	\$68,349	\$169,419.78
# Supervisors	Salary/Yr.	Total Salary
0.31	\$73,057	\$22,636.21
# Clerical	Salary/Yr.	Total Salary
0.25	\$48,853	\$12,109.42

FY 01

# CRM	Salary/Yr.	Total Salary
2.98	\$68,349	\$203,663.84
# Supervisors	Salary/Yr.	Total Salary
0.37	\$73,057	\$27,211.57
# Clerical	Salary/Yr.	Total Salary
0.30	\$48,853	\$14,557.04

Provider Staff Core training

\$ 89,964.00

people * 2.8 staff per person / 20 staff per training session * \$2550 rate per session * 2 years per biennium

Replacement staff for staff training

\$ 272,516.18

people * 2.8 staff per person * 52 hrs in training * hourly rate

Start-up

\$ 252,000.00

\$2000 per person

SubTotal

\$ 22,137,544.10

Therapies/Professional Services

# of People	Daily Rate	# days	
126	12	730	\$ 1,103,760.00

SubTotal \$ 23,241,304.10

Less

Currently received resources no longer needed

\$ 2,527,898.16

Total

\$ 20,713,405.94

Receiving Services and in Need of Typical Residential Services & Day Prog Services

Residential Resource Needs

# of People	476	Daily Rate	62.27	# days	730	
						\$ 21,637,259.92

Rsrc Dev Staff Csts/@ \$ /person/year

\$ 1,698,480.81

FY 00

# CRM	9.36	Salary/Yr.	\$68,349	Total Salary	\$640,030.28
# Supervisors	1.17	Salary/Yr.	\$73,057	Total Salary	\$85,514.59
# Clerical	0.94	Salary/Yr.	\$48,853	Total Salary	\$45,746.68

FY 01

# CRM	11.26	Salary/Yr.	\$68,349	Total Salary	\$769,396.74
# Supervisors	1.41	Salary/Yr.	\$73,057	Total Salary	\$102,799.27
# Clerical	1.13	Salary/Yr.	\$48,853	Total Salary	\$54,993.25

Provider Staff Core training

\$ 72,828.00

people * 0.6 staff per person / 20 staff per training session * \$2550 rate per session * 2 years per biennium

Replacement staff for staff training

\$ 220,608.34

people * 0.6 staff per person * 52 hrs in training * hourly rate

Start-up

\$ 952,000.00

\$2000 per person

SubTotal

\$ 24,581,177.07

County Resource Needs

# of People	476	Mo. Rate	399	# months	24	
						\$ 4,558,176.00

County Administration @ 7%

\$ 319,072.32

Provider staff core training

\$ 24,276.00

people / 5 clients per staff / 20 staff per training session * \$2550 rate per session * 2 years per biennium

Rsrc Dev Staff Csts/@ \$ /person/year

\$ 234,622.36

FY 00

# CRM	0.83	Salary/Yr.	\$68,349	Total Salary	\$56,779.98
# Supervisors	0.10	Salary/Yr.	\$73,057	Total Salary	\$7,586.39
# Clerical	0.08	Salary/Yr.	\$48,853	Total Salary	\$4,058.40

FY 01

# CRM	2.02	Salary/Yr.	\$68,349	Total Salary	\$137,913.47
# Supervisors	0.25	Salary/Yr.	\$73,057	Total Salary	\$18,426.65
# Clerical	0.20	Salary/Yr.	\$48,853	Total Salary	\$9,857.48

SubTotal

\$ 5,136,146.68

SubTotal

\$ 29,717,323.75

Less

Currently received resources no longer needed

\$ 8,476,928.40

Total

\$ 21,240,395.35

Receiving Services and in Need of High Cost Residential & Day Prog Services

Residential Resource Needs

# of People	52	Daily Rate 229.11	# days 730	\$ 8,696,985.99
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Rsrc Dev Staff Csts/@ \$ /person/year

\$ 185,548.32

FY 00				
# CRM		Salary/Yr.	Total Salary	
	1.02	\$68,349	\$69,919.27	
# Supervisors		Salary/Yr.	Total Salary	
	0.13	\$73,057	\$9,341.93	
# Clerical		Salary/Yr.	Total Salary	
	0.10	\$48,853	\$4,997.54	
FY 01				
# CRM		Salary/Yr.	Total Salary	
	1.23	\$68,349	\$84,051.74	
# Supervisors		Salary/Yr.	Total Salary	
	0.15	\$73,057	\$11,230.17	
# Clerical		Salary/Yr.	Total Salary	
	0.12	\$48,853	\$6,007.67	

Provider Staff Core training

\$ 37,128.00

people * 2.8 staff per person / 20 staff per training session * \$2550 rate per session * 2 years per biennium

Replacement staff for staff training

\$ 112,467.00

people * 2.8 staff per person * 52 hrs in training * hourly rate

Start-up

\$ 104,000.00

\$2000 per person

SubTotal \$ 9,136,129.31

County Resource Needs

# of People	52	Mo. Rate 791.7	# months 24	\$ 988,041.60
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County Administration @ 7%

\$ 69,162.91

Provider staff core training

\$ 2,652.00

people / 5 clients per staff / 20 staff per training session * \$2550 rate per session * 2 years per biennium

Rsrc Dev Staff Csts/@ \$ /person/year

\$ 25,631.01

FY 00				
# CRM		Salary/Yr.	Total Salary	
	0.09	\$68,349	\$6,202.86	
# Supervisors		Salary/Yr.	Total Salary	
	0.01	\$73,057	\$828.76	
# Clerical		Salary/Yr.	Total Salary	
	0.01	\$48,853	\$443.35	
FY 01				
# CRM		Salary/Yr.	Total Salary	
	0.22	\$68,349	\$15,066.18	
# Supervisors		Salary/Yr.	Total Salary	
	0.03	\$73,057	\$2,013.00	
# Clerical		Salary/Yr.	Total Salary	
	0.02	\$48,853	\$1,076.87	

SubTotal \$ 1,085,487.53

Therapies/Professional Services

# of People	52	Daily Rate 12	# days 730	\$ 455,520.00
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SubTotal \$10,677,136.84

Less

Currently received resources no longer needed

\$ 1,183,222.56

Total \$ 9,493,914.28

Receiving Services and in Need of Typical Day Program Services

County Resource Needs

# of People	Mo. Rate	# months	
834	399	24	\$ 7,986,384.00

County Administration @ 7% \$ 559,046.88

Provider staff core training \$ 42,534.00

people / 5 clients per staff / 20 staff per training session * \$2550 rate per session * 2 years per biennium

Rsrc Dev Staff Csts/@ \$ /person/year \$ 411,082.04

FY 00

# CRM	Salary/Yr.	Total Salary
1.46	\$68,349	\$99,484.26
# Supervisors	Salary/Yr.	Total Salary
0.18	\$73,057	\$13,292.11
# Clerical	Salary/Yr.	Total Salary
0.15	\$48,853	\$7,110.72

FY 01

# CRM	Salary/Yr.	Total Salary
3.54	\$68,349	\$241,638.31
# Supervisors	Salary/Yr.	Total Salary
0.44	\$73,057	\$32,285.35
# Clerical	Salary/Yr.	Total Salary
0.35	\$48,853	\$17,271.29

SubTotal \$ 8,999,046.92

Less

Currently received resources no longer needed \$ 1,823,471.52

Total \$ 7,175,575.40

Receiving Services and in Need of High Cost Day Program Services

County Resource Needs

# of People	Mo. Rate	# months	
83	791.7	24	\$ 1,577,066.40

County Administration @ 7% \$ 110,394.65

Provider staff core training \$ 4,233.00

people / 5 clients per staff / 20 staff per training session * \$2550 rate per session * 2 years per biennium

Rsrc Dev Staff Csts/@ \$ /person/year \$ 40,911.04

FY 00

# CRM	Salary/Yr.	Total Salary
0.14	\$68,349	\$9,900.71
# Supervisors	Salary/Yr.	Total Salary
0.02	\$73,057	\$1,322.84
# Clerical	Salary/Yr.	Total Salary
0.01	\$48,853	\$707.66

FY 01

# CRM	Salary/Yr.	Total Salary
0.35	\$68,349	\$24,047.94
# Supervisors	Salary/Yr.	Total Salary
0.04	\$73,057	\$3,213.05
# Clerical	Salary/Yr.	Total Salary
0.04	\$48,853	\$1,718.85

SubTotal \$ 1,732,605.09

Less

Currently received resources no longer needed \$ 204,256.80

Total \$ 1,528,348.29

Receiving Services and in Need of Typical Day Program & Family Support

County Resource Needs

# of People	Mo. Rate	# months	
88	399	24	\$ 842,688.00
County Administration @ 7%			\$ 58,988.16
Provider staff core training			\$ 4,488.00
# people / 5 clients per staff / 20 staff per training session * \$2550 rate per session * 2 years per biennium			

Rsrc Dev Staff Csts/@ \$ /person/year

FY 00				\$ 43,375.56
# CRM		Salary/Yr.	Total Salary	
0.15		\$68,349	\$10,497.14	
# Supervisors		Salary/Yr.	Total Salary	
0.02		\$73,057	\$1,402.53	
# Clerical		Salary/Yr.	Total Salary	
0.02		\$48,853	\$750.29	
FY 01				
# CRM		Salary/Yr.	Total Salary	
0.37		\$68,349	\$25,496.61	
# Supervisors		Salary/Yr.	Total Salary	
0.05		\$73,057	\$3,406.61	
# Clerical		Salary/Yr.	Total Salary	
0.04		\$48,853	\$1,822.39	
			SubTotal	\$ 949,539.72

Family Support Needs

# of People	Ann. Rate	# years		
88	1300	2	\$ 228,800.00	
Rsrc Dev Staff Csts/@ \$ /person/year			\$ 188,509.85	
FY 00				
# CRM		Salary/Yr.	Total Salary	
0.99		\$68,349	\$67,838.13	
# Supervisors		Salary/Yr.	Total Salary	
0.12		\$73,057	\$9,063.87	
# Clerical		Salary/Yr.	Total Salary	
0.10		\$48,853	\$4,848.78	
FY 01				
# CRM		Salary/Yr.	Total Salary	
1.30		\$68,349	\$88,590.42	
# Supervisors		Salary/Yr.	Total Salary	
0.16		\$73,057	\$11,836.59	
# Clerical		Salary/Yr.	Total Salary	
0.13		\$48,853	\$6,332.07	
			SubTotal	\$ 1,366,849.57

Less

Currently received resources no longer needed		\$ 261,969.84
Total		\$ 1,104,879.73

Receiving Services and in Need of High Cost Day Program and Family Support

County Resource Needs

# of People	38	Mo. Rate	791.7	# months	24	\$	722,030.40
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County Administration @ 7%						\$	50,542.13
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Provider staff core training						\$	96,931.16
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people / 5 clients per staff / 20 staff per training session * \$2550 rate per session * 2 years per biennium

Rsrc Dev Staff Csts/@ \$ /person/year						\$	105,573.45
----------------------------------------------	--	--	--	--	--	----	------------

FY 00

# CRM	0.56	Salary/Yr.	\$68,349	Total Salary	\$37,992.21
-------	------	------------	----------	--------------	-------------

# Supervisors	0.07	Salary/Yr.	\$73,057	Total Salary	\$5,076.15
---------------	------	------------	----------	--------------	------------

# Clerical	0.06	Salary/Yr.	\$48,853	Total Salary	\$2,715.52
------------	------	------------	----------	--------------	------------

FY 01

# CRM	0.73	Salary/Yr.	\$68,349	Total Salary	\$49,614.36
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# Supervisors	0.09	Salary/Yr.	\$73,057	Total Salary	\$6,628.99
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# Clerical	0.07	Salary/Yr.	\$48,853	Total Salary	\$3,546.23
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SubTotal \$ 975,077.14

Family Support Needs

# of People	38	Ann. Rate	1300	# years	2	\$	98,800.00
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Rsrc Dev Staff Csts/@ \$ /person/year						\$	12,505.72
----------------------------------------------	--	--	--	--	--	----	-----------

FY 00

# CRM	0.07	Salary/Yr.	\$68,349	Total Salary	\$4,687.66
-------	------	------------	----------	--------------	------------

# Supervisors	0.01	Salary/Yr.	\$73,057	Total Salary	\$626.32
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# Clerical	0.01	Salary/Yr.	\$48,853	Total Salary	\$335.05
------------	------	------------	----------	--------------	----------

FY 01

# CRM	0.08	Salary/Yr.	\$68,349	Total Salary	\$5,689.79
-------	------	------------	----------	--------------	------------

# Supervisors	0.01	Salary/Yr.	\$73,057	Total Salary	\$760.21
---------------	------	------------	----------	--------------	----------

# Clerical	0.01	Salary/Yr.	\$48,853	Total Salary	\$406.68
------------	------	------------	----------	--------------	----------

Serious needs people (1/3)

# of People	12.67	Mo. Rate	400	# months	24	\$	121,600.00
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Personal Care Needs

# of People	38	Mo. Rate	815.375	# months	24	\$	743,622.00
-------------	----	----------	---------	----------	----	----	------------

SubTotal \$ 1,951,604.87

Less

Currently received resources no longer needed						\$	142,330.80
-----------------------------------------------	--	--	--	--	--	----	------------

Total \$ 1,809,274.07

Receiving Services and in Need of Typical Family Support

Family Support Needs

# of People	Ann. Rate	# years	
657	1300	2	\$ 1,708,200.00

Rsrc Dev Staff Csts/@ \$ /person/year \$ 1,407,397.42

FY 00

# CRM	Salary/Yr.	Total Salary
7.41	\$68,349	\$506,473.28

# Supervisors	Salary/Yr.	Total Salary
0.93	\$73,057	\$67,670.01

# Clerical	Salary/Yr.	Total Salary
0.74	\$48,853	\$36,200.59

FY 01

# CRM	Salary/Yr.	Total Salary
9.68	\$68,349	\$661,408.00

# Supervisors	Salary/Yr.	Total Salary
1.21	\$73,057	\$88,370.87

# Clerical	Salary/Yr.	Total Salary
0.97	\$48,853	\$47,274.67

Subtotal \$ 3,115,597.42

Less

Currently received resources no longer needed \$ 2,758,031.52

Total \$ 357,565.90

Receiving Services and in Need of High Cost Family Support

Family Support Needs

# of People	Ann. Rate	# years	
547	1300	2	\$ 1,422,200.00

Rsrc Dev Staff Csts/@ \$ /person/year			\$ 1,171,760.10
----------------------------------------------	--	--	------------------------

FY 00

# CRM	Salary/Yr.	Total Salary
6.17	\$68,349	\$421,675.62

# Supervisors	Salary/Yr.	Total Salary
0.77	\$73,057	\$56,340.17

# Clerical	Salary/Yr.	Total Salary
0.62	\$48,853	\$30,139.61

FY 01

# CRM	Salary/Yr.	Total Salary
8.06	\$68,349	\$550,669.98

# Supervisors	Salary/Yr.	Total Salary
1.01	\$73,057	\$73,575.14

# Clerical	Salary/Yr.	Total Salary
0.81	\$48,853	\$39,359.58

Serious needs people (1/3)

# of People	Mo. Rate	# months	
182.33	400	24	\$ 1,750,400.00

Personal Care Needs

# of People	Mo. Rate	# months	
547	815.38	24	\$ 10,704,243.00

Subtotal	\$ 15,048,603.10
----------	------------------

Less



Currently received resources no longer needed	\$ 9,266,624.40
-----------------------------------------------	-----------------

Total	\$ 5,781,978.70
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Appendix Q

Services Required / No Longer Required Once Need is Met

Need	RHCs	Community Residential	Family Support	Professional Services	Day Programs	Attendant Care	Personal Care Individual/ Agency	Personal Care Residential	Financial Assistance	Staff Add-on	Mental Health Respite	Residential Summer Program
Residential												
AFH												
GH												
AL												
ITS												
CCF												
SL												
CFH												
TS												
IMR												
Therapies												
CT												
CBM				D306								
OPT				D305								
MH												
Day Programs												
AC												
FS												
NS												

 Dollars for these services become available when need is met.
 Dollars for these services stay with the client.

Appendix R

Survey Adjustments To FY 1997 Support Requirements

Other Need

Category Changes

Sample Category	0-2 yo	3-5 yo	6-14 yo	15-17 yo	18-21 yo	22-39 yo	40-49 yo	50-59 yo	60+ yo
1				-1				0	
2									
3					-1	1	1	1	
4				1	1				
5					2	0	0		
6					-1	-7	-3	-1	
7						2	1	1	
8				2		4	1		
9			-1	-1					-1
10			1	-1	-1			-1	1

New Category (Other Need as Only Need)

Sample Category	0-2 yo	3-5 yo	6-14 yo	15-17 yo	18-21 yo	22-39 yo	40-49 yo	50-59 yo	60+ yo
1									1
2									
3									
4									
5									
6						1			
7					1				
8									
9		1	3	2		2			
10			2		1	3			
Total	0	1	5	2	2	6	0	0	1
Other Only (sample)	0	1	7	4	6	13	0	1	3
Other Only (pop.)	2	12	47	16	37	52	16	6	4
Total Cell Movers*	#DIV/0!	12	33.571429	8	12.333333	24	#DIV/0!	0	1.3333333

* Number of Sample Movers / Number of Sampled Other Only*Number of Other Only in Population

Category Changes

Projection**

Category	0-2 yo	3-5 yo	6-14 yo	15-17 yo	18-21 yo	22-39 yo	40-49 yo	50-59 yo	60+ yo	Total
1				-4						-4
2										0
3					-6.166667	4		6		3.8333333
4				4	6.1666667					10.166667
5					12.3333333					12.3333333
6					-6.166667	-28		-6		-40.16667
7						8		6		14
8				8		16				24
9			-6.714286	-4					-1.3333333	-12.04762
10			6.7142857	-4	-6.166667				-6	-8.119048
Total	0	0	0	0	0	0	0	0	0	0

** Cell/Sample Size *
Population Size

New Category

Projection***

Category	0-2 yo	3-5 yo	6-14 yo	15-17 yo	18-21 yo	22-39 yo	40-49 yo	50-59 yo	60+ yo	Total
1									1.3333333	1.3333333
2										0
3										0
4										0
5										0
6						4				4
7					6.1666667					6.1666667
8										0
9		12	20.142857	8	0	8				48.142857
10			13.428571		6.1666667	12				31.595238
Total	0	12	33.571429	8	12.333333	24	0	0	1.3333333	91.238095

***Cell/Number of moves per age group in
sample*projected moves in age group for
population

Total Other Need

Projection

Category	0-2 yo	3-5 yo	6-14 yo	15-17 yo	18-21 yo	22-39 yo	40-49 yo	50-59 yo	60+ yo	Total
1	0	0	0	-4	0	0	0	0	1.3333333	-2.666667
2	0	0	0	0	0	0	0	0	0	0
3	0	0	0	0	-6.166667	4	0	6	0	3.8333333
4	0	0	0	4	6.1666667	0	0	0	0	10.166667
5	0	0	0	0	12.3333333	0	0	0	0	12.3333333
6	0	0	0	0	-6.166667	-24	0	-6	0	-36.16667
7	0	0	0	0	6.1666667	8	0	6	0	20.166667
8	0	0	0	8	0	16	0	0	0	24
9	0	12	13.428571	4	0	8	0	0	-1.3333333	36.095238
10	0	0	20.142857	-4	0	12	0	-6	1.3333333	23.47619
Total	0	12	33.571429	8	12.333333	24	0	0	1.3333333	91.238095

Phone Survey

Sample Category	0-2 yo	3-5 yo	6-14 yo	15-17 yo	18-21 yo	22-39 yo	40-49 yo	50-59 yo	60+ yo	Total
1					3	4	2	3		12
2						1				1
3						3				3
4										0
5										0
6	2				1	8	3	3		17
7	1									1
8					1	2				3
9	4	9	15	1	3	2				34
10	3	2	7		1	5				18
Total	10	11	22	1	9	25	5	6	0	89
Sample N	42	71	89	19	38	88	24	16	3	
Pop. N	572	1201	1537	317	418	955	266	115	61	

Projection* Category	0-2 yo	3-5 yo	6-14 yo	15-17 yo	18-21 yo	22-39 yo	40-49 yo	50-59 yo	60+ yo	Total
1	0	0	0	0	33	43.40909	22.16667	21.5625	0	120.1383
2	0	0	0	0	0	10.85227	0	0	0	10.85227
3	0	0	0	0	0	32.55682	0	0	0	32.55682
4	0	0	0	0	0	0	0	0	0	0
5	0	0	0	0	0	0	0	0	0	0
6	27.238	0	0	0	11	86.81818	33.25	21.5625	0	179.8688
7	13.619	0	0	0	0	0	0	0	0	13.61905
8	0	0	0	0	11	21.70455	0	0	0	32.70455
9	54.476	152.2394	259.0449	16.68421	33	21.70455	0	0	0	537.1493
10	40.857	33.83099	120.8876	0	11	54.26136	0	0	0	260.8371
Total	136.19	186.0704	379.9326	16.68421	99	271.3068	55.41667	43.125	0	1187.726

* Projection = cell count / sample size * population size

Original Need Form

Underserved

Category	0-2 yo	3-5 yo	6-14 yo	15-17 yo	18-21 yo	22-39 yo	40-49 yo	50-59 yo	60+ yo	Total
1	109	160	240	89	389	764	357	231	191	2530
2	6	17	100	75	74	67	31	17	2	389
3	7	8	4	0	44	2221	1024	492	226	4026
4	1	2	15	18	29	725	455	270	104	1619
5	2	0	0	0	0	53	17	5	4	81
6	38	11	7	1	41	1120	280	125	107	1730
7	40	11	4	0	2	63	18	10	11	159
8	11	1	2	0	8	160	25	5	2	214
9	164	383	954	231	117	38	17	7	8	1919
10	162	572	1177	226	370	476	152	81	88	3304
Total	540	1165	2503	640	1074	5687	2376	1243	743	15971

Unservd

Category	0-2 yo	3-5 yo	6-14 yo	15-17 yo	18-21 yo	22-39 yo	40-49 yo	50-59 yo	60+ yo	Total
1	0	1	2	7	70	121	34	20	13	268
2	0	0	0	0	7	17	6	2	0	32
3	0	0	0	0	33	169	35	11	0	248
4	0	0	0	0	5	44	8	3	4	64
5	0	0	0	0	3	18	7	3	0	31
6	14	0	0	0	34	166	31	20	2	267
7	46	0	0	0	7	8	2	0	5	68
8	0	0	0	0	0	1	0	1	0	2
9	116	191	323	92	53	9	3	1	0	788
10	19	70	144	45	15	29	8	3	1	334
Total	195	262	469	144	227	582	134	64	25	2102

Total Unmet Need Form

Category	0-2 yo	3-5 yo	6-14 yo	15-17 yo	18-21 yo	22-39 yo	40-49 yo	50-59 yo	60+ yo	Total
1	109	161	242	96	459	885	391	251	204	2798
2	6	17	100	75	81	84	37	19	2	421
3	7	8	4	0	77	2390	1059	503	226	4274
4	1	2	15	18	34	769	463	273	108	1683
5	2	0	0	0	3	71	24	8	4	112
6	52	11	7	1	75	1286	311	145	109	1997
7	86	11	4	0	9	71	20	10	16	227
8	11	1	2	0	8	161	25	6	2	216
9	280	574	1277	323	170	47	20	8	8	2707
10	181	642	1321	271	385	505	160	84	89	3638
Total	735	1427	2972	784	1301	6269	2510	1307	768	18073

Total Unmet Need Form

Category	0-2 yo	3-5 yo	6-14 yo	15-17 yo	18-21 yo	22-39 yo	40-49 yo	50-59 yo	60+ yo	Total
1	109	161	242	96	459	885	391	251	204	2798
2	6	17	100	75	81	84	37	19	2	421
3	7	8	4	0	77	2390	1059	503	226	4274
4	1	2	15	18	34	769	463	273	108	1683
5	2	0	0	0	3	71	24	8	4	112
6	52	11	7	1	75	1286	311	145	109	1997
7	86	11	4	0	9	71	20	10	16	227
8	11	1	2	0	8	161	25	6	2	216
9	280	574	1277	323	170	47	20	8	8	2707
10	181	642	1321	271	385	505	160	84	89	3638
Total	735	1427	2972	784	1301	6269	2510	1307	768	18073

Total Other Need

Category	0-2 yo	3-5 yo	6-14 yo	15-17 yo	18-21 yo	22-39 yo	40-49 yo	50-59 yo	60+ yo	Total
1	0	0	0	-4	0	0	0	0	1.33333	-2.66667
2	0	0	0	0	0	0	0	0	0	0
3	0	0	0	0	-6.16667	4	0	6	0	3.83333
4	0	0	0	4	6.16667	0	0	0	0	10.1667
5	0	0	0	0	12.3333	0	0	0	0	12.3333
6	0	0	0	0	-6.16667	-24	0	-6	0	-36.1667
7	0	0	0	0	6.16667	8	0	6	0	20.1667
8	0	0	0	8	0	16	0	0	0	24
9	0	12	13.4286	4	0	8	0	0	-1.33333	36.0952
10	0	0	20.1429	-4	0	12	0	-6	1.33333	23.4762
Total	0	12	33.5714	8	12.3333	24	0	0	1.33333	91.2381

Phone Survey

Projection* Category	0-2 yo	3-5 yo	6-14 yo	15-17 yo	18-21 yo	22-39 yo	40-49 yo	50-59 yo	60+ yo	Total
1	0	0	0	0	33	43.4091	22.1667	21.5625	0	120.138
2	0	0	0	0	0	10.8523	0	0	0	10.8523
3	0	0	0	0	0	32.5568	0	0	0	32.5568
4	0	0	0	0	0	0	0	0	0	0
5	0	0	0	0	0	0	0	0	0	0
6	27.2381	0	0	0	11	86.8182	33.25	21.5625	0	179.869
7	13.619	0	0	0	0	0	0	0	0	13.619
8	0	0	0	0	11	21.7045	0	0	0	32.7045
9	54.4762	152.239	259.045	16.6842	33	21.7045	0	0	0	537.149
10	40.8571	33.831	120.888	0	11	54.2614	0	0	0	260.837
Total	136.19	186.07	379.933	16.6842	99	271.307	55.4167	43.125	0	1187.73

Total Support Requirements

Estimate Category	0-2 yo	3-5 yo	6-14 yo	15-17 yo	18-21 yo	22-39 yo	40-49 yo	50-59 yo	60+ yo	Total
1	109	161	242	92	492	928.409	413.167	272.563	205.333	2915.47
2	6	17	100	75	81	94.8523	37	19	2	431.852
3	7	8	4	0	70.8333	2426.56	1059	509	226	4310.39
4	1	2	15	22	40.1667	769	463	273	108	1693.17
5	2	0	0	0	15.3333	71	24	8	4	124.333
6	79.2381	11	7	1	79.8333	1348.82	344.25	160.563	109	2140.7
7	99.619	11	4	0	15.1667	79	20	16	16	260.786
8	11	1	2	8	19	198.705	25	6	2	272.705
9	334.476	738.239	1549.47	343.684	203	76.7045	20	8	6.66667	3280.24
10	221.857	675.831	1462.03	267	396	571.261	160	78	90.3333	3922.31
Total	871.19	1625.07	3385.5	808.684	1412.33	6564.31	2565.42	1350.13	769.333	19352

Appendix S

Calculation of Projected Support Requirements

FY 97

Total Support Requirements

Estimate										
Category	0-2 yo	3-5 yo	6-14 yo	15-17 yo	18-21 yo	22-39 yo	40-49 yo	50-59 yo	60+ yo	Total
1	109	161	242	92	492	928.4091	413.1667	272.5625	205.3333	2915.472
2	6	17	100	75	81	94.85227	37	19	2	431.8523
3	7	8	4	0	70.83333	2426.557	1059	509	226	4310.39
4	1	2	15	22	40.16667	769	463	273	108	1693.167
5	2	0	0	0	15.33333	71	24	8	4	124.3333
6	79.2381	11	7	1	79.83333	1348.818	344.25	160.5625	109	2140.702
7	99.61905	11	4	0	15.16667	79	20	16	16	260.7857
8	11	1	2	8	19	198.7045	25	6	2	272.7045
9	334.4762	738.2394	1549.474	343.6842	203	76.70455	20	8	6.666667	3280.245
10	221.8571	675.831	1462.03	267	396	571.2614	160	78	90.33333	3922.313
Total	871.1905	1625.07	3385.504	808.6842	1412.333	6564.307	2565.417	1350.125	769.3333	19351.96
FY 97 Caseload	2020	3421	4704	1127	1848	7545	2886	1520	1056	26127

Support Requirements

Percentages										
Category	0-2 yo	3-5 yo	6-14 yo	15-17 yo	18-21 yo	22-39 yo	40-49 yo	50-59 yo	60+ yo	Total
1	5.40%	4.71%	5.14%	8.16%	26.62%	12.30%	14.32%	17.93%	19.44%	11.16%
2	0.30%	0.50%	2.13%	6.65%	4.38%	1.26%	1.28%	1.25%	0.19%	1.65%
3	0.35%	0.23%	0.09%	0.00%	3.83%	32.16%	36.69%	33.49%	21.40%	16.50%
4	0.05%	0.06%	0.32%	1.95%	2.17%	10.19%	16.04%	17.96%	10.23%	6.48%
5	0.10%	0.00%	0.00%	0.00%	0.83%	0.94%	0.83%	0.53%	0.38%	0.48%
6	3.92%	0.32%	0.15%	0.09%	4.32%	17.88%	11.93%	10.56%	10.32%	8.19%
7	4.93%	0.32%	0.09%	0.00%	0.82%	1.05%	0.69%	1.05%	1.52%	1.00%
8	0.54%	0.03%	0.04%	0.71%	1.03%	2.63%	0.87%	0.39%	0.19%	1.04%
9	16.56%	21.58%	32.94%	30.50%	10.98%	1.02%	0.69%	0.53%	0.63%	12.55%
10	10.98%	19.76%	31.08%	23.69%	21.43%	7.57%	5.54%	5.13%	8.55%	15.01%
Total	43.13%	47.50%	71.97%	71.76%	76.42%	87.00%	88.89%	88.82%	72.85%	74.07%

FY98 2075.33 3860.176 5377.277 1211.303 1997.98 7760.582 3093.211 1683.268 1116.427 28175.55
 Caseload

**Support Requirements
 Percentages**

Category	0-2 yo	3-5 yo	6-14 yo	15-17 yo	18-21 yo	22-39 yo	40-49 yo	50-59 yo	60+ yo	Total
1	5.40%	4.71%	5.14%	8.16%	26.62%	12.30%	14.32%	17.93%	19.44%	11.16%
2	0.30%	0.50%	2.13%	6.65%	4.38%	1.26%	1.28%	1.25%	0.19%	1.65%
3	0.35%	0.23%	0.09%	0.00%	3.83%	32.16%	36.69%	33.49%	21.40%	16.50%
4	0.05%	0.06%	0.32%	1.95%	2.17%	10.19%	16.04%	17.96%	10.23%	6.48%
5	0.10%	0.00%	0.00%	0.00%	0.83%	0.94%	0.83%	0.53%	0.38%	0.48%
6	3.92%	0.32%	0.15%	0.09%	4.32%	17.88%	11.93%	10.56%	10.32%	8.19%
7	4.93%	0.32%	0.09%	0.00%	0.82%	1.05%	0.69%	1.05%	1.52%	1.00%
8	0.54%	0.03%	0.04%	0.71%	1.03%	2.63%	0.87%	0.39%	0.19%	1.04%
9	16.56%	21.58%	32.94%	30.50%	10.98%	1.02%	0.69%	0.53%	0.63%	12.55%
10	10.98%	19.76%	31.08%	23.69%	21.43%	7.57%	5.54%	5.13%	8.55%	15.01%
Total	43.13%	47.50%	71.97%	71.76%	76.42%	87.00%	88.89%	88.82%	72.85%	74.07%

**Support Requirements
 Projections**

Category	0-2 yo	3-5 yo	6-14 yo	15-17 yo	18-21 yo	22-39 yo	40-49 yo	50-59 yo	60+ yo	Total
1	111.9856	181.6686	276.6371	98.88188	531.9297	954.9364	442.8315	301.8393	217.083	3117.793
2	6.164347	19.1824	114.3129	80.61023	87.5738	97.56247	39.65655	21.04085	2.114445	468.218
3	7.191738	9.027012	4.572514	0	76.58203	2495.89	1135.035	563.6733	238.9323	4530.904
4	1.027391	2.256753	17.14693	23.64567	43.42651	790.9725	496.2428	302.3238	114.18	1791.222
5	2.054782	0	0	0	16.57776	73.02867	25.72317	8.859305	4.22889	130.4726
6	81.40851	12.41214	8.0019	1.074803	86.31245	1387.358	368.9667	177.809	115.2373	2238.581
7	102.3477	12.41214	4.572514	0	16.39756	81.25725	21.43597	17.71861	16.91556	273.0573
8	11.3013	1.128376	2.286257	8.598424	20.542	204.3821	26.79497	6.644479	2.114445	283.7923
9	343.6379	833.012	1771.248	369.3928	219.4751	78.89621	21.43597	8.859305	7.04815	3653.005
10	227.9341	762.5918	1671.289	286.9724	428.1386	587.5839	171.4878	86.37823	95.50244	4317.878
Total	895.0533	1833.691	3870.067	869.1762	1526.955	6751.868	2749.61	1495.146	813.3565	20804.92

FY99 2132.18 4355.73 6146.92 1301.91 2160.13 7982.32 3315.3 1864.07 1180.31 30438.87
Caseload

**Support Requirements
Percentages**

Category	0-2 yo	3-5 yo	6-14 yo	15-17 yo	18-21 yo	22-39 yo	40-49 yo	50-59 yo	60+ yo	Total
1	5.40%	4.71%	5.14%	8.16%	26.62%	12.30%	14.32%	17.93%	19.44%	11.16%
2	0.30%	0.50%	2.13%	6.65%	4.38%	1.26%	1.28%	1.25%	0.19%	1.65%
3	0.35%	0.23%	0.09%	0.00%	3.83%	32.16%	36.69%	33.49%	21.40%	16.50%
4	0.05%	0.06%	0.32%	1.95%	2.17%	10.19%	16.04%	17.96%	10.23%	6.48%
5	0.10%	0.00%	0.00%	0.00%	0.83%	0.94%	0.83%	0.53%	0.38%	0.48%
6	3.92%	0.32%	0.15%	0.09%	4.32%	17.88%	11.93%	10.56%	10.32%	8.19%
7	4.93%	0.32%	0.09%	0.00%	0.82%	1.05%	0.69%	1.05%	1.52%	1.00%
8	0.54%	0.03%	0.04%	0.71%	1.03%	2.63%	0.87%	0.39%	0.19%	1.04%
9	16.56%	21.58%	32.94%	30.50%	10.98%	1.02%	0.69%	0.53%	0.63%	12.55%
10	10.98%	19.76%	31.08%	23.69%	21.43%	7.57%	5.54%	5.13%	8.55%	15.01%
Total	43.13%	47.50%	71.97%	71.76%	76.42%	87.00%	88.89%	88.82%	72.85%	74.07%

**Support Requirements
Projections**

Category	0-2 yo	3-5 yo	6-14 yo	15-17 yo	18-21 yo	22-39 yo	40-49 yo	50-59 yo	60+ yo	Total
1	115.0533	204.9905	316.2319	106.2784	575.0995	982.2211	474.6263	334.2602	229.5047	3338.266
2	6.333208	21.64496	130.6743	86.63997	94.68102	100.3501	42.50385	23.30088	2.235436	508.3637
3	7.388743	10.18586	5.226973	0	82.79719	2567.204	1216.529	624.2182	252.6042	4766.154
4	1.055535	2.546466	19.60115	25.41439	46.95088	813.5724	531.8725	334.7968	120.7135	1896.524
5	2.111069	0	0	0	17.92316	75.11527	27.57006	9.810895	4.470871	137.0013
6	83.63856	14.00556	9.147202	1.1552	93.3173	1426.998	395.4581	196.9077	121.8312	2342.459
7	105.1514	14.00556	5.226973	0	17.72834	83.57896	22.97505	19.62179	17.88348	286.1715
8	11.61088	1.273233	2.613486	9.241597	22.20913	210.2218	28.71881	7.358171	2.235436	295.4825
9	353.0512	939.9508	2024.764	397.0239	237.287	81.15046	22.97505	9.810895	7.451452	4073.465
10	234.1779	860.4903	1910.498	308.4383	462.885	604.3726	183.8004	95.65622	100.9672	4761.286
Total	919.5717	2069.093	4423.984	934.1917	1650.879	6944.784	2947.029	1655.742	859.8976	22405.17

FY00 2190.58 4914.91 7026.72 1399.3 2335.44 8210.4 3553.33 2064.3 1247.85 32942.83
Caseload

**Support Requirements
Percentages**

Category	0-2 yo	3-5 yo	6-14 yo	15-17 yo	18-21 yo	22-39 yo	40-49 yo	50-59 yo	60+ yo	Total
1	5.40%	4.71%	5.14%	8.16%	26.62%	12.30%	14.32%	17.93%	19.44%	11.16%
2	0.30%	0.50%	2.13%	6.65%	4.38%	1.26%	1.28%	1.25%	0.19%	1.65%
3	0.35%	0.23%	0.09%	0.00%	3.83%	32.16%	36.69%	33.49%	21.40%	16.50%
4	0.05%	0.06%	0.32%	1.95%	2.17%	10.19%	16.04%	17.96%	10.23%	6.48%
5	0.10%	0.00%	0.00%	0.00%	0.83%	0.94%	0.83%	0.53%	0.38%	0.48%
6	3.92%	0.32%	0.15%	0.09%	4.32%	17.88%	11.93%	10.56%	10.32%	8.19%
7	4.93%	0.32%	0.09%	0.00%	0.82%	1.05%	0.69%	1.05%	1.52%	1.00%
8	0.54%	0.03%	0.04%	0.71%	1.03%	2.63%	0.87%	0.39%	0.19%	1.04%
9	16.56%	21.58%	32.94%	30.50%	10.98%	1.02%	0.69%	0.53%	0.63%	12.55%
10	10.98%	19.76%	31.08%	23.69%	21.43%	7.57%	5.54%	5.13%	8.55%	15.01%
Total	43.13%	47.50%	71.97%	71.76%	76.42%	87.00%	88.89%	88.82%	72.85%	74.07%

**Support Requirements
Projections**

Category	0-2 yo	3-5 yo	6-14 yo	15-17 yo	18-21 yo	22-39 yo	40-49 yo	50-59 yo	60+ yo	Total
1	118.2046	231.3068	361.4937	114.2286	621.773	1010.286	508.7032	370.165	242.6375	3578.799
2	6.506673	24.4237	149.3776	93.12112	102.3651	103.2174	45.55551	25.80375	2.363352	552.7341
3	7.591119	11.4935	5.975102	0	89.51677	2640.557	1303.873	691.2689	267.0588	5017.334
4	1.084446	2.873376	22.40663	27.31553	50.76128	836.8188	570.0595	370.7591	127.621	2009.7
5	2.168891	0	0	0	19.37775	77.26155	29.54952	10.86474	4.726705	143.9492
6	85.9294	15.80357	10.45643	1.241615	100.8907	1467.772	423.851	218.0587	128.8027	2452.806
7	108.0314	15.80357	5.975102	0	19.16712	85.96708	24.6246	21.72947	18.90682	300.2052
8	11.9289	1.436688	2.987551	9.932919	24.01156	216.2285	30.78075	8.148553	2.363352	307.8187
9	362.7212	1060.62	2314.566	426.7234	256.5445	83.46918	24.6246	10.86474	7.877841	4548.011
10	240.592	970.9583	2183.945	331.5112	500.4514	621.6414	196.9968	105.9312	106.7447	5258.772
Total	944.7586	2334.719	5057.183	1004.074	1784.859	7143.219	3158.618	1833.594	909.1028	24170.13

FY01 2250.58 5545.86 8032.44 1503.97 2524.98 8445 3808.46 2286.03 1319.26 35716.58
Caseload

**Support Requirements
Percentages**

Category	0-2 yo	3-5 yo	6-14 yo	15-17 yo	18-21 yo	22-39 yo	40-49 yo	50-59 yo	60+ yo	Total
1	5.40%	4.71%	5.14%	8.16%	26.62%	12.30%	14.32%	17.93%	19.44%	11.16%
2	0.30%	0.50%	2.13%	6.65%	4.38%	1.26%	1.28%	1.25%	0.19%	1.65%
3	0.35%	0.23%	0.09%	0.00%	3.83%	32.16%	36.69%	33.49%	21.40%	16.50%
4	0.05%	0.06%	0.32%	1.95%	2.17%	10.19%	16.04%	17.96%	10.23%	6.48%
5	0.10%	0.00%	0.00%	0.00%	0.83%	0.94%	0.83%	0.53%	0.38%	0.48%
6	3.92%	0.32%	0.15%	0.09%	4.32%	17.88%	11.93%	10.56%	10.32%	8.19%
7	4.93%	0.32%	0.09%	0.00%	0.82%	1.05%	0.69%	1.05%	1.52%	1.00%
8	0.54%	0.03%	0.04%	0.71%	1.03%	2.63%	0.87%	0.39%	0.19%	1.04%
9	16.56%	21.58%	32.94%	30.50%	10.98%	1.02%	0.69%	0.53%	0.63%	12.55%
10	10.98%	19.76%	31.08%	23.69%	21.43%	7.57%	5.54%	5.13%	8.55%	15.01%
Total	43.13%	47.50%	71.97%	71.76%	76.42%	87.00%	88.89%	88.82%	72.85%	74.07%

**Support Requirements
Projections**

Category	0-2 yo	3-5 yo	6-14 yo	15-17 yo	18-21 yo	22-39 yo	40-49 yo	50-59 yo	60+ yo	Total
1	121.4422	261.0007	413.2335	122.7731	672.2349	1039.154	545.2282	409.925	256.5228	3841.514
2	6.684891	27.55908	170.7577	100.0867	110.6728	106.1667	48.82641	28.57538	2.498598	601.8282
3	7.79904	12.96898	6.830306	0	96.78179	2716.007	1397.491	765.5193	282.3416	5285.739
4	1.114149	3.242245	25.61365	29.35878	54.88097	860.7296	610.9899	410.583	134.9243	2131.437
5	2.228297	0	0	0	20.95041	79.46918	31.67119	12.03174	4.997197	151.348
6	88.28301	17.83235	11.95304	1.33449	109.0788	1509.711	454.2836	241.4807	136.1736	2570.131
7	110.9904	17.83235	6.830306	0	20.72269	88.42346	26.39265	24.06347	19.98879	315.2441
8	12.25563	1.621122	3.415153	10.67592	25.96029	222.4069	32.99082	9.023803	2.498598	320.8482
9	372.6562	1196.777	2645.845	458.6431	277.3652	85.85419	26.39265	12.03174	8.328662	5083.893
10	247.1818	1095.605	2496.529	356.3088	541.0671	639.4039	211.1412	117.3094	112.8534	5817.399
Total	970.6356	2634.438	5781.007	1079.181	1929.715	7347.326	3385.408	2030.544	961.1276	26119.38

Appendix T

Calculating Anticipated Underserved in Future Years

Category	R	Y	R&Y	Overlap= R+Y-R&Y	% overlap= Overlap / R
1	2,118	764	2,798	84	3.97%
2	337	118	421	34	10.09%
3	3,766	1,698	4,278	1,186	31.49%
4	1,589	224	1,679	134	8.43%
5	54	64	114	4	7.41%
6	1,496	546	2,000	42	2.81%
7	122	164	222	64	52.46%
8	211	119	216	114	54.03%
9	1,766	965	2,708	23	1.30%
10	3,241	857	3,637	461	14.22%
Total	14,700	5,519	18,073	2,146	14.60%

*Anticipated number of service slots * % overlap = Anticipated Underserved*

Cumulative Service Development

(Anticipated number of service slots)

Category	FY97	FY98	FY99	FY00	FY01	Category	% overlap
1	2,118	2,124	2,130	2,130	2,130	1	0.03966
2	337	375	375	428	490	2	0.10089
3	3,766	3,772	3,778	3,778	3,778	3	0.314923
4	1,589	1,677	1,744	1,744	1,744	4	0.08433
5	54	54	54	54	54	5	0.074074
6	1,496	1,596	1,901	1,901	1,901	6	0.028075
7	122	222	527	527	527	7	0.52459
8	211	211	211	211	211	8	0.540284
9	1,766	2,106	3,028	3,528	3,678	9	0.013024
10	3,241	3,521	4,134	4,134	4,134	10	0.14224
Total	14,700	15,658	17,882	18,435	18,647		0.145986

Anticipated Underserved

Category	FY97	FY98	FY99	FY00	FY01
1	84	84.24	84.48	84.48	84.48
2	34	37.83	37.83	43.18	49.44
3	1186	1,187.89	1,189.78	1,189.78	1,189.78
4	134	141.42	147.07	147.07	147.07
5	4	4.00	4.00	4.00	4.00
6	42	44.81	53.37	53.37	53.37
7	64	116.46	276.46	276.46	276.46
8	114	114.00	114.00	114.00	114.00
9	23	27.43	39.44	45.95	47.90
10	461	500.83	588.02	588.02	588.02
Total	2146	2,285.85	2,610.53	2,691.26	2,722.21

Appendix U

Anticipated Turnover Slots per Category by Type

How do services distribute across categories now?

Category	FY97	Resid.	# slots			% in each category			
			Day Prog	FS	MPC	Resid.	Day Prog	FS	MPC
1	2118	2118				29.29%			
2	337	337				4.66%			
3	3766	3231	3361			44.69%	50.29%		
4	1589	1544	1537			21.36%	23.00%		
5	54		54				0.81%		
6	1496		1496				22.39%		
7	122		101	80			1.51%	2.14%	
8	211		134	163	201		2.01%	4.36%	6.11%
9	1766			1766				47.26%	
10	3241			1728	3088			46.24%	93.89%
Total	14700	7230	6683	3737	3289				

Assume will allocate available resources due to turnover in the same way

Category	Resid.	% in each category		
		Day Prog	FS	MPC
1	29.29%			
2	4.66%			
3	44.69%	50.29%		
4	21.36%	23.00%		
5		0.81%		
6		22.39%		
7		1.51%	2.14%	
8		2.01%	4.36%	6.11%
9			47.26%	
10			46.24%	93.89%
Total				

Number Slots Turnover

	FY93	FY94	FY95	FY96	
Res	564	781	654	715	
DP	1405	1441	1528	1584	
FS/AC/NS/Ther	910	1011	1026	1442	contains dups
MPC IP/Agency	90	139	159	485	

Total Slots

	FY93	FY94	FY95	FY96	
Res	7130	7328	7440	7973	
DP	7232	7499	7750	7972	
FS/AC/NS/Ther	4356	4913	5308	9348	contains dups
MPC IP/Agency	538	829	1147	5328	

% Turnover

	FY93	FY94	FY95	FY96	Average % Turnover
Res	7.91%	10.66%	8.79%	8.97%	9.08%
DP	19.43%	19.22%	19.72%	19.87%	19.56%
FS/AC/NS/Ther	20.89%	20.58%	19.33%	15.43%	19.06%
MPC IP/Agency	16.73%	16.77%	13.86%	9.10%	14.12%

Cumulative Service Development

Category	# slots				FY98	FY99	FY00	FY01
	Resid.	Day Prog	FS	MPC				
1	2118				6	6		
2	337				38		53	62
3	3231	3361			6	6		
4	1544	1537			88	67		
5		54						
6		1496			100	305		
7		101	80					
8		134	163	201				
9			1766					
10			1728	3088				
Total	7230	6683	3737	3289				

Services by Type

	FY97	FY98	FY99	FY00	FY01	Average % Turnover
Resid.	7230	7368	7447	7500	7562	0.0908152
Day Prog.	6683	6877	7255	7255	7255	0.1955728
FS/AC/NS/Ther	3737	3737	3737	3737	3737	0.1905596
MPC IP/Agency *	3289	4273	5257	6181	7105	0.1411523

* Add in anticipated slots here at 82/mo 98/99 and 77/mo 00/01

Anticipated slots due to turnover

	FY97	FY98	FY99	FY00	FY01
Resid.	656.59387	669.12636	676.30076	681.11397	686.74451
Day Prog.	1307.0129	1344.954	1418.8805	1418.8805	1418.8805
FS/AC/NS/Ther	712.12139	712.12139	712.12139	712.12139	712.12139
MPC IP/Agency	464.24988	603.14374	742.03759	872.46231	1002.887

Residential Proportions

Category	Resid.	Day Prog	FS	MPC
1	29.29%			
2	4.66%			
3	44.69%	50.29%		
4	21.36%	23.00%		
5		0.81%		
6		22.39%		
7		1.51%	2.14%	
8		2.01%	4.36%	6.11%
9			47.26%	
10			46.24%	93.89%
Total				

FY97 turnover slots

Category	Resid.	Day Prog	FS	MPC
1	192.3465847			
2	30.60472098			
3	293.4238976	657.32011		
4	140.2186623	300.59536		
5		10.56093		
6		292.57688		
7		19.752851	15.244771	
8		26.206753	31.061222	28.37161
9			336.52833	
10			329.28706	435.87827
Total				

FY98 turnover slots

Category	Resid.	Day Prog	FS	MPC
1	196.0179303			
2	31.18887748			
3	299.0245197	676.40138		
4	142.8950351	309.32131		
5		10.867502		
6		301.07006		
7		20.326254	15.244771	
8		26.967505	31.061222	36.859803
9			336.52833	
10			329.28706	566.28393
Total				

FY99 turnover slots

Category	Resid.	Day Prog	FS	MPC
1	198.1196426			
2	31.52328591			
3	302.2306729	713.58034		
4	144.4271616	326.32341		
5		11.464843		
6		317.61862		
7		21.443503	15.244771	
8		28.449796	31.061222	45.347995
9			336.52833	
10			329.28706	696.6896
Total				

FY00 turnover slots

Category	Resid.	Day Prog	FS	MPC
1	199.5296521			
2	31.74763587			
3	304.3816365	713.58034		
4	145.4550439	326.32341		
5		11.464843		
6		317.61862		
7		21.443503	15.244771	
8		28.449796	31.061222	53.318615
9			336.52833	
10			329.28706	819.14369
Total				

FY01 turnover slots

Category	Resid.	Day Prog	FS	MPC
1	201.1790973			
2	32.01008299			
3	306.897858	713.58034		
4	146.6574722	326.32341		
5		11.464843		
6		317.61862		
7		21.443503	15.244771	
8		28.449796	31.061222	61.289234
9			336.52833	
10			329.28706	941.59779
Total				

Appendix V

Calculation of Costs to Meet FY 2001 Unmet Service Needs

Receiving Services and in Need of Typical Residential Services

Residential Resource Needs

# of People	Daily Rate	# days			
1595	62.27	730			\$ 72,503,003.30

Rsrc Dev Staff Costs

\$ 5,355,608.88

FY 02

# CRM	Salary/Yr.	Total Salary			
29.34	\$68,349	\$2,005,093.18			
# Supervisors	Salary/Yr.	Total Salary			
3.67	\$73,057	\$267,900.94			
# Clerical	Salary/Yr.	Total Salary			
2.93	\$48,853	\$143,315.66			

FY 03

# CRM	Salary/Yr.	Total Salary			
35.69	\$68,349	\$2,439,078.22			
# Supervisors	Salary/Yr.	Total Salary			
4.46	\$73,057	\$325,885.78			
# Clerical	Salary/Yr.	Total Salary			
3.57	\$48,853	\$174,335.09			

Provider Staff Core training

\$ 244,035.00

people * 0.6 staff per person / 20 staff per training session * \$2550 rate per session * 2 years per biennium

Replacement staff for staff training

\$ 739,223.32

people * 0.6 staff per person * 52 hrs in training * hourly rate

Start-up

\$ 3,190,000.00

\$2000 per person

SubTotal \$ 82,031,870.49

Less

Currently received resources no longer needed \$ 17,802,481.68

Total \$ 64,229,388.81

Receiving Services and in Need of High Cost Residential Services

Residential Resource Needs

# of People	Daily Rate	# Day	
130	229.11	730	\$ 21,742,464.98

Rsrc Dev Staff Csts/@ \$ /person/year \$ 436,507.31

FY 02

# CRM	Salary/Yr.	Total Salary
2.39	\$68,349	\$163,424.52

# Supervisors	Salary/Yr.	Total Salary
0.30	\$73,057	\$21,835.19

# Clerical	Salary/Yr.	Total Salary
0.24	\$48,853	\$11,680.90

FY 03

# CRM	Salary/Yr.	Total Salary
2.91	\$68,349	\$198,796.34

# Supervisors	Salary/Yr.	Total Salary
0.36	\$73,057	\$26,561.22

# Clerical	Salary/Yr.	Total Salary
0.29	\$48,853	\$14,209.13

Provider Staff Core training \$ 92,820.00

people * 2.8 staff per person / 20 staff per training session * \$2550 rate per session * 2 years per biennium

Replacement staff for staff training \$ 281,167.49

people * 2.8 staff per person * 52 hrs in training * hourly rate

Start-up \$ 260,000.00

\$2000 per person

SubTotal \$ 22,812,959.77

Therapies/Professional Services

# of People	Daily Rate	# Days	
130	12	730	\$ 1,138,800.00

SubTotal \$ 23,951,759.77

Less

Currently received resources no longer needed \$ 5,496,875.52

Total \$ 18,454,884.25

Receiving Services and in Need of Typical Residential Services & Day Prog Services

Residential Resource Needs

# of People	Daily Rate	# days	
2391	62.27	730	\$ 108,686,320.30

Rsrc Dev Staff Csts/@ \$ /person/year

\$ 8,028,376.69

FY 02

# CRM	Salary/Yr.	Total Salary	
43.98	\$68,349	\$3,005,754.11	
# Supervisors	Salary/Yr.	Total Salary	
5.50	\$73,057	\$401,599.47	
# Clerical	Salary/Yr.	Total Salary	
4.40	\$48,853	\$214,838.70	

FY 03

# CRM	Salary/Yr.	Total Salary	
53.49	\$68,349	\$3,656,323.53	
# Supervisors	Salary/Yr.	Total Salary	
6.69	\$73,057	\$488,522.20	
# Clerical	Salary/Yr.	Total Salary	
5.35	\$48,853	\$261,338.68	

Provider Staff Core training

\$ 365,823.00

people * 0.6 staff per person / 20 staff per training session * \$2550 rate per session * 2 years per biennium

Replacement staff for staff training

\$ 1,108,139.78

people * 0.6 staff per person * 52 hrs in training * hourly rate

Start-up

\$ 4,782,000.00

\$2000 per person

SubTotal

\$ 122,970,659.78

County Resource Needs

# of People	Mo. Rate	# months	
1984	399	24	\$ 18,998,784.00

County Administration @ 7%

\$ 1,329,914.88

Provider staff core training

\$ 101,184.00

people / 5 clients per staff / 20 staff per training session *

\$2550 rate per session * 2 years per biennium

Rsrc Dev Staff Csts/@ \$ /person/year

\$ 977,028.45

FY 02

# CRM	Salary/Yr.	Total Salary	
3.46	\$68,349	\$236,276.91	
# Supervisors	Salary/Yr.	Total Salary	
0.43	\$73,057	\$31,569.01	
# Clerical	Salary/Yr.	Total Salary	
0.35	\$48,853	\$16,888.08	

FY 03

# CRM	Salary/Yr.	Total Salary	
8.41	\$68,349	\$574,477.20	
# Supervisors	Salary/Yr.	Total Salary	
1.05	\$73,057	\$76,756.03	
# Clerical	Salary/Yr.	Total Salary	
0.84	\$48,853	\$41,061.22	

SubTotal \$ 21,406,911.33

SubTotal \$ 144,377,571.11

Less

Currently received resources no longer needed \$ 65,552,991.36

Total \$ 78,824,579.75

Receiving Services and in Need of High Cost Residential & Day Prog Services

Residential Resource Needs

# of People	Daily Rate	# days	
389	229.11	730	\$ 65,060,145.20

Rsrc Dev Staff Csts/@ \$ /person/year \$ 1,306,164.17

FY 02

# CRM	Salary/Yr.	Total Salary
7.15	\$68,349	\$489,016.46
# Supervisors	Salary/Yr.	Total Salary
0.89	\$73,057	\$65,337.60
# Clerical	Salary/Yr.	Total Salary
0.72	\$48,853	\$34,952.85

FY 03

# CRM	Salary/Yr.	Total Salary
8.70	\$68,349	\$594,859.83
# Supervisors	Salary/Yr.	Total Salary
1.09	\$73,057	\$79,479.35
# Clerical	Salary/Yr.	Total Salary
0.87	\$48,853	\$42,518.09

Provider Staff Core training \$ 277,746.00

people * 2.8 staff per person / 20 staff per training session * \$2550 rate per session * 2 years per biennium

Replacement staff for staff training \$ 841,339.64

people * 2.8 staff per person * 52 hrs in training * hourly rate

Start-up \$ 778,000.00

\$2000 per person

SubTotal \$ 68,263,395.02

County Resource Needs

# of People	Mo. Rate	# months	
209	791.7	24	\$ 3,971,167.20

County Administration @ 7% \$ 277,981.70

Provider staff core training \$ 10,659.00

people / 5 clients per staff / 20 staff per training session * \$2550 rate per session * 2 years per biennium

SubTotal \$ 4,259,807.90

Rsrc Dev Staff Csts/@ \$ /person/year \$ 102,922.86

FY 02

# CRM	Salary/Yr.	Total Salary
0.36	\$68,349	\$24,890.06
# Supervisors	Salary/Yr.	Total Salary
0.05	\$73,057	\$3,325.57
# Clerical	Salary/Yr.	Total Salary
0.04	\$48,853	\$1,779.04

FY 03

# CRM	Salary/Yr.	Total Salary
0.89	\$68,349	\$60,517.00
# Supervisors	Salary/Yr.	Total Salary
0.11	\$73,057	\$8,085.69
# Clerical	Salary/Yr.	Total Salary
0.09	\$48,853	\$4,325.50

Therapies/Professional Services

# of People	Daily Rate	# days	
389	12	730	\$ 3,407,640.00

SubTotal \$ 76,033,765.78

Less

Currently received resources no longer needed \$ 15,355,083.36

Total \$ 60,678,682.42

Receiving Services and in Need of Typical Day Program Services

County Resource Needs

# of People	Mo. Rate	# months	
405	399	24	\$ 3,878,280.00

County Administration @ 7% \$ 271,479.60

Provider staff core training \$ 20,655.00

people / 5 clients per staff / 20 staff per training session * \$2550 rate per session * 2 years per biennium

Rsrc Dev Staff Csts/@ \$ /person/year \$ 199,443.81

FY 02

# CRM	Salary/Yr.	Total Salary
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0.71	\$68,349	\$48,231.93
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# Supervisors	Salary/Yr.	Total Salary
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0.09	\$73,057	\$6,444.28
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# Clerical	Salary/Yr.	Total Salary
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0.07	\$48,853	\$3,447.42
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FY 03

# CRM	Salary/Yr.	Total Salary
-------	------------	--------------

1.72	\$68,349	\$117,269.79
------	----------	--------------

# Supervisors	Salary/Yr.	Total Salary
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0.21	\$73,057	\$15,668.44
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# Clerical	Salary/Yr.	Total Salary
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0.17	\$48,853	\$8,381.95
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SubTotal \$ 4,369,858.41

Less

Currently received resources no longer needed \$ 1,319,258.88

Total \$ 3,050,599.53

Receiving Services and in Need of High Cost Day Program Services

County Resource Needs

# of People	Mo. Rate	# months	
90	791.7	24	\$ 1,710,072.00

County Administration @ 7% \$ 119,705.04

Provider staff core training \$ 4,590.00

people / 5 clients per staff / 20 staff per training session * \$2550 rate per session * 2 years per biennium

Rsrc Dev Staff Csts/@ \$ /person/year \$ 44,320.85

FY 02

# CRM	Salary/Yr.	Total Salary
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0.16	\$68,349	\$10,718.21
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# Supervisors	Salary/Yr.	Total Salary
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0.02	\$73,057	\$1,432.06
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# Clerical	Salary/Yr.	Total Salary
------------	------------	--------------

0.02	\$48,853	\$766.09
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FY 03

# CRM	Salary/Yr.	Total Salary
-------	------------	--------------

0.38	\$68,349	\$26,059.95
------	----------	-------------

# Supervisors	Salary/Yr.	Total Salary
---------------	------------	--------------

0.05	\$73,057	\$3,481.88
------	----------	------------

# Clerical	Salary/Yr.	Total Salary
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0.04	\$48,853	\$1,862.66
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SubTotal \$ 1,878,687.89

Less

Currently received resources no longer needed \$ 570,417.84

Total \$ 1,308,270.05

Receiving Services and in Need of Typical Day Program & Family Support

County Resource Needs

# of People	Mo. Rate	# months	
44	399	24	\$ 421,344.00

County Administration @ 7% \$ 29,494.08

Provider staff core training \$ 2,244.00

people / 5 clients per staff / 20 staff per training session * \$2550 rate per session * 2 years per biennium

Rsrc Dev Staff Csts/@ \$ /person/year \$ 21,667.97

FY 02

# CRM	Salary/Yr.	Total Salary
0.08	\$68,349	\$5,240.01

# Supervisors	Salary/Yr.	Total Salary
0.01	\$73,057	\$700.12

# Clerical	Salary/Yr.	Total Salary
0.01	\$48,853	\$374.53

FY 03

# CRM	Salary/Yr.	Total Salary
0.19	\$68,349	\$12,740.42

# Supervisors	Salary/Yr.	Total Salary
0.02	\$73,057	\$1,702.25

# Clerical	Salary/Yr.	Total Salary
0.02	\$48,853	\$910.63

SubTotal \$ 474,750.05

Family Support Needs

# of People	Ann. Rate	# years	
50	1300	2	\$ 130,000.00

Rsrc Dev Staff Csts/@ \$ /person/year \$ 96,963.40

FY 02

# CRM	Salary/Yr.	Total Salary
0.50	\$68,349	\$34,053.80

# Supervisors	Salary/Yr.	Total Salary
0.06	\$73,057	\$4,549.94

# Clerical	Salary/Yr.	Total Salary
0.05	\$48,853	\$2,434.02

FY 03

# CRM	Salary/Yr.	Total Salary
0.68	\$68,349	\$46,408.01

# Supervisors	Salary/Yr.	Total Salary
0.08	\$73,057	\$6,200.58

# Clerical	Salary/Yr.	Total Salary
0.07	\$48,853	\$3,317.05

SubTotal \$ 701,713.45

Less

Currently received resources no longer needed \$ 475,065.60

Total \$ 226,647.85

Receiving Services and in Need of High Cost Day Program and Family Support

County Resource Needs

# of People	Mo. Rate	# months	
196	791.7	24	\$ 3,724,156.80

County Administration @ 7% \$ 260,690.98

Provider staff core training \$ 9,996.00

people / 5 clients per staff / 20 staff per training session * \$2550 rate per session * 2 years per biennium

Rsrc Dev Staff Csts/@ \$ /person/year \$ 96,520.96

FY 02

# CRM	Salary/Yr.	Total Salary
0.34	\$68,349	\$23,341.87

# Supervisors	Salary/Yr.	Total Salary
0.04	\$73,057	\$3,118.71

# Clerical	Salary/Yr.	Total Salary
0.03	\$48,853	\$1,668.38

FY 03

# CRM	Salary/Yr.	Total Salary
0.83	\$68,349	\$56,752.79

# Supervisors	Salary/Yr.	Total Salary
0.10	\$73,057	\$7,582.75

# Clerical	Salary/Yr.	Total Salary
0.08	\$48,853	\$4,056.45

SubTotal \$ 4,091,364.73

Family Support Needs

# of People	Ann. Rate	# years	
193	1300	2	\$ 501,800.00

Rsrc Dev Staff Csts/@ \$ /person/year \$ 374,278.73

FY 02

# CRM	Salary/Yr.	Total Salary
1.92	\$68,349	\$131,447.68

# Supervisors	Salary/Yr.	Total Salary
0.24	\$73,057	\$17,562.75

# Clerical	Salary/Yr.	Total Salary
0.19	\$48,853	\$9,395.33

FY 03

# CRM	Salary/Yr.	Total Salary
2.62	\$68,349	\$179,134.90

# Supervisors	Salary/Yr.	Total Salary
0.33	\$73,057	\$23,934.25

# Clerical	Salary/Yr.	Total Salary
0.26	\$48,853	\$12,803.81

Serious needs people (1/3)

# of People	Mo. Rate	# months	
64.33333333	400	24	\$ 617,600.00

Personal Care Needs

# of People	Mo. Rate	# months	
162	815.375	24	\$ 3,170,178.00

SubTotal \$ 8,755,221.46

Less

Currently received resources no longer needed \$ 190,074.96

Total \$ 8,565,146.50

Receiving Services and in Need of Typical Family Support

Family Support Needs

# of People	Ann. Rate	# years	
1454	1300	2	\$ 3,780,400.00

Rsrc Dev Staff Csts/@ \$ /person/year			\$ 2,819,695.71
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FY 02

# CRM	Salary/Yr.	Total Salary
14.49	\$68,349	\$990,284.59

# Supervisors	Salary/Yr.	Total Salary
1.81	\$73,057	\$132,312.14

# Clerical	Salary/Yr.	Total Salary
1.45	\$48,853	\$ 70,781.39

FY 03

# CRM	Salary/Yr.	Total Salary
19.74	\$68,349	\$1,349,544.80

# Supervisors	Salary/Yr.	Total Salary
2.47	\$73,057	\$ 180,312.98

# Clerical	Salary/Yr.	Total Salary
1.97	\$48,853	\$ 96,459.80

Subtotal	\$ 6,600,095.71
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Less

Currently received resources no longer needed	\$ 2,847,291.84
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Total	\$ 3,752,803.87
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Receiving Services and in Need of High Cost Family Support

Family Support Needs

# of People	Ann. Rate	# years	
2272	1300	2	\$ 5,907,200.00

Rsrc Dev Staff Csts/@ \$ /person/year			\$ 4,406,016.95
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FY 02

# CRM	Salary/Yr.	Total Salary
22.64	\$68,349	\$1,547,404.81

# Supervisors	Salary/Yr.	Total Salary
2.83	\$73,057	\$206,749.10

# Clerical	Salary/Yr.	Total Salary
2.26	\$48,853	\$110,602.01

FY 03

# CRM	Salary/Yr.	Total Salary
30.85	\$68,349	\$2,108,779.77

# Supervisors	Salary/Yr.	Total Salary
3.86	\$73,057	\$281,754.53

# Clerical	Salary/Yr.	Total Salary
3.09	\$48,853	\$150,726.74

Serious needs people (1/3)

# of People	Mo. Rate	# months	
757.3333333	400	24	\$ 7,270,400.00

Personal Care Needs

# of People	Mo. Rate	# months	
1660	815.375	24	\$ 32,484,540.00

Subtotal	\$ 50,068,156.95
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Less

Currently received resources no longer needed	\$ 2,207,644.80
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Total	\$ 47,860,512.15
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Appendix W

Projected Number of Transition Students

FY	# transition age	% inc. over previous year	avg % annual inc. FY 1994 - 1997	Projected transition age
1992	483			
1993	443	-0.082815735		
1994	377	-0.148984199		

1995	428	0.135278515	0.073782944	
1996	420	-0.018691589		
1997	464	0.104761905		
1998				498.235
1999				534.997
2000				574.4702
2001				616.856

Transition started here, so don't use earlier years to figure average.

Projection = previous year * avg. % annual inc. + previous year

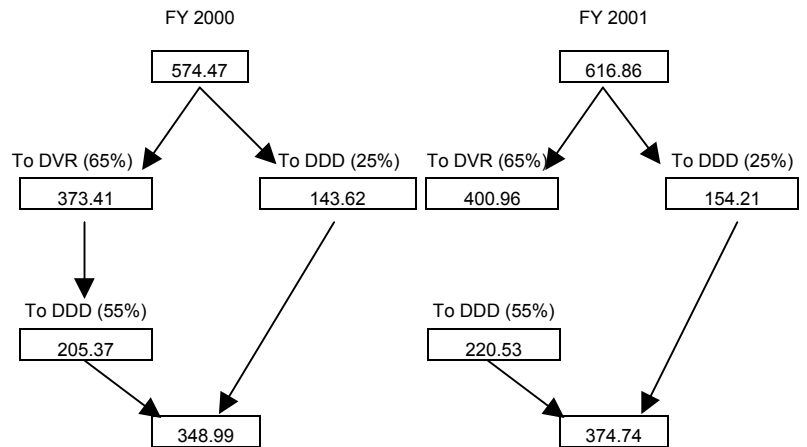
Number of transition slots needed

people expected to be transition age

65% go to DVR first, 25% to DDD directly

55% of those who go to DVR will continue on with DDD

Total # transition slots needed by DDD





Report Number 5.29