

REPORT OF THE

JOINT SUBCOMMITTEE STUDYING

**The Establishment of a
Statewide Information and
Referral System for
Human Services Programs**

**TO THE GOVERNOR AND
THE GENERAL ASSEMBLY OF VIRGINIA**



Senate Document No. 16

**COMMONWEALTH OF VIRGINIA
RICHMOND
1984**

MEMBERS OF COMMITTEE

Senator Stanley C. Walker, Chairman
Delegate Owen B. Pickett, Vice-Chairman
Delegate Robert W. Ackerman
Senator Elmo G. Cross, Jr.
Senator Joseph V. Gartlan, Jr.
Delegate Arthur R. Geisen, Jr.
Senator Evelyn M. Hailey
Delegate Mary A. Marshall
Delegate S. Vance Wilkins, Jr.



STAFF

Legal and Research

Division of Legislative Services

Susan C. Ward, Staff Attorney
Joanne M. Fisher, Research Associate
Angela S. Cole, Secretary

Administrative and Clerical

Office of Clerk, Senate of Virginia

Report of the
Joint Subcommittee Studying the Establishment of a
Statewide Information and Referral System for Human
Services Programs
To
The Governor and the General Assembly of Virginia
Richmond, Virginia
January, 1984

To: Honorable Charles S. Robb, Governor of Virginia
and
The General Assembly of Virginia

INTRODUCTION

The Joint Subcommittee Studying the Establishment of a Statewide Information and Referral System for Human Services Programs was authorized to conduct its study by Senate Joint Resolution No. 69, agreed to during the 1983 Session of the General Assembly [Appendix A].

The Joint Subcommittee was directed to study existing information and referral services in the Commonwealth to determine the need to expand and integrate these services into a statewide system which would inventory all public and private human service programs. The Joint Subcommittee was also charged with determining the amount of funds necessary to establish such a statewide system.

A statewide information and referral system could serve several purposes. Primarily, it would ensure that citizens are directed to needed and available services offered by human service programs. In addition, the data collected in the system can facilitate the identification of needed services and of services duplicated in the public and private sectors. Such a system would be an important tool in planning the development or elimination of services.

The membership of the Joint Subcommittee consists of Senator Stanley C. Walker, Chairman, and Senator Elmo G. Cross, Jr., of the Senate Finance Committee; Senators Evelyn M. Hailey and Joseph V. Gartlan, Jr., of the Senate Committee on Rehabilitation and Social Services; Delegates Owen B. Pickett and Arthur R. Giesen, Jr., of the House Appropriations Committee; and Delegates Robert W. Ackerman, Mary A. Marshall and S. Vance Wilkins, Jr., of the House Committee on Health, Welfare and Institutions.

ACTIVITIES OF THE JOINT SUBCOMMITTEE

The Joint Subcommittee worked closely throughout its study with the administrators of state human services programs and with representatives of the six existing information and referral programs in Virginia.

Dr. Joseph Fisher, Secretary of Human Resources, established for the Joint Subcommittee the need for a coordinated statewide system by citing the loss of funds to support human services in Virginia and the increasing complexity of the human service system. Dr. Fisher also coordinated the participation of the other state human service agencies to facilitate their involvement in the study.

The Department of Social Services, through Commissioner William L. Lukhard, shared its expertise, gained through its current contractual relationship with the six existing regional information and referral programs and through its leadership in previous efforts to expand the

services to a statewide system.

Representatives of the six programs currently providing information and referral services regionally, working as an ad hoc information and referral planning group, provided valuable assistance to the Joint Subcommittee. The representatives include Constance C. Laws, Associate Executive Director of The Planning Council of Norfolk; Mr. George Harden, Information Center of Hampton Roads; Mr. Judd Morrison, Information and Referral Center, Northwestern Virginia Region; Ms. Grace Taher, Information and Referral Center of Central Virginia; Ms. Mary Ellen Verdu, Information and Referral Center of Roanoke Valley; Ms. Diane Johnson, Information and Referral Center, United Way of Greater Richmond; Ms. Linda Tenney, Human and Community Services Information Project (Northern Virginia), and Ms. Sandy Matthews of the Newport News Social Services Department. This planning group provided specific information to the Joint Subcommittee on the areas served, the services provided and the operations of each program.

The group provided historical background, including summaries of studies undertaken on this issue in the past, and reviewed national standards and model programs.

The Joint Subcommittee toured the Information Center of Hampton Roads, where the Center's staff demonstrated the computer capacity for information and referral services.

FINDINGS

History of Information and Referral Services in Virginia

There are six existing information and referral centers in the state. These six centers inventory human services offered in approximately 79% of the state [Appendix B] and provide this information to citizens. The service has been funded since 1975 by federal funds (Title XX and more recently the Social Services Block Grant) through the Department of Social Services and requires a local match, which has come primarily from United Way and local government funds. A brief history of the development of I & R services as they exist today follows.

The first I & R services were offered in 1965 through the U. S. Public Health Service, which provided federal funds to develop demonstration models of health information and referral centers. That effort was supported by the Virginia Department of Health from 1968 through 1971. The U. S. Administration on Aging, through the federal Older Americans Act, then funded the development of a model total human service information system until 1975. Federal mandates for information and referral services appeared in legislation affecting the Social Security Administration, federal vocational rehabilitation programs, area agencies on aging, and many others. Most of these mandates, however, were not accompanied by funding.

In 1974 and 1975 there were two concurrent efforts to determine the best type of information and referral program for Virginia. One was the study initiated by Virginia Polytechnic Institute and State University entitled "Feasibility Study: A Statewide System of Health Information and Referral Services for Virginia," under the sponsorship of the Virginia Department of Health. During the course of that study, public hearings were held on planning district levels. In a survey of opinion in 22 localities, 84% of those interviewed saw a need for information and referral in their communities and 80% were interested in a statewide system. That study recognized a regional organizational structure as the most feasible plan to provide high utilization statewide with minimal marginal cost increases over a centralized state system.

During the time the study was being conducted, Otis Brown, then Secretary of Human Affairs, appointed a task force of state agency representatives to make recommendations regarding the best I & R system for Virginia. It was from this task force that the current concept of a statewide human services system emerged. The Virginia Department of Social Services was identified as the appropriate lead agency to develop and coordinate policy for the envisioned system.

This task force also recommended that the Governor establish a Human Services Information and Referral Council. The Council was established in February, 1977, by the Governor's Executive Order No. 49. The order charged the Council with recommending policy for the development and implementation of a statewide human services information and referral

program. Fourteen state agencies were included in the Council as were five citizen representatives—one from each of Virginia's health service areas. Public agency membership spanned the program jurisdiction of three of the state's secretariats—Education, Human Resources and Public Safety. Senate Bill 341, passed by the General Assembly in 1978, codified the Governor's Executive Order No. 49 in §§ 63.1-309 through 63.1-314 of the Code.

During 1977 and 1978, the Council developed a proposal for a statewide information and referral program. I & R professionals were involved in planning activities to define criteria and standards, organizational structure and other necessary elements of the plan. The proposed plan was approved by the Virginia Department of Social Services and other state agencies. The plan proposed a three-tiered organization for statewide I & R. It identified mandatory services, such as resource inventory, client assessment, telephone interviewing, referral, follow-up, and the gathering of information for planning purposes. Criteria for I & R services [Appendix C] and standards for staffing and facilities were defined. Standards were established for collection of data and management of information, such as mandatory data elements on resources and inquiries, reverification of information on resources on a scheduled basis, use of a standardized classification system for indexing resources, and utilization of information.

Before full implementation of these recommendations, however, the legislation authorizing development of a statewide system expired pursuant to the provisions of the statute. Nevertheless, the planning process involving I & R professionals inevitably shaped the evolving programs in the six currently existing I & R centers. There are common elements in all six systems. For example, classification of services and programs at all centers is done through a system compatible with the United Way of America Service Identification System (UWASIS), thereby minimizing potential problems in incorporating the six data bases into a uniform data system. The regions served by the six centers have undergone a process of community organizational networking which yields more service from existing resources.

In addition to those mentioned above, two other studies have influenced the development of I & R services in Virginia. A study titled "Development of a Human Affairs Information System, Commonwealth of Virginia" was conducted from 1972 to 1974 by Booz, Allen and Hamilton, Inc., management consultants for the Office of Human Affairs. In 1981, The Professional Group: Overman, Robinson and Brown, Inc., conducted an "Evaluation of the Information and Referral System in the Commonwealth of Virginia" for the Virginia Department of Social Services. The studies are in general agreement as to the following issues:

1. A statewide system needs a stable administrative and funding base.
2. I & R data can and should be used for planning and management of human services as well as for providing information to individuals.
3. A uniformly classified resource inventory data base should be developed statewide; data should be collected and maintained on a regional level.
4. I & R referral services should be decentralized for maximum benefit to individual users.

At this stage in the development of I & R services, the Joint Subcommittee is renewing efforts to expand current services into a statewide system.

Federal funding cuts and economic austerity are currently affecting social services. It is now important to preserve the regional information and referral services which are in place and possible to integrate them into a statewide system which can support an enlightened approach to capacity building and effective planning and management, essential in the effort to find rational solutions to present problems. The I & R center is a part of the community. In effect, the information and referral operation is a daily needs assessment, documenting the current needs of individuals and monitoring the effect of responses to their requests. It affords to planners and administrators in both the public and private sectors an inventory of resources upon which decisions can be made.

In the past year, encouragement of further efforts to establish a statewide system has come from several sources, described below.

1. Interagency Coordinating Committee for Human Resources Transportation Services

The legislature asked this committee in 1982 to study and make recommendations regarding an integrated network. The Committee, in its report of November, 1982, recommended the establishment of a statewide information and referral system to facilitate coordination of a transportation system fragmented by distance, purpose and special interests. Such a support system was considered essential in scheduling, coordinating and data collection.

2. Governor's Commission on Block Grants

The Commission was created in 1982 by Executive Order to ensure efficient and effective delivery of services funded by federal block grants. In its 1983 report, the Commission stated that coordinated program planning, budgeting and operations on the state level required a statewide information system. The Commission found that providers often did not share information regarding available services among themselves or with the general public. Consequently, citizens and human service providers themselves were unaware of many available public or private services. Neither did executive branches of government have sufficient knowledge of duplication of services or gaps in services. The proposed statewide system should include current information on the impact of block grants and other changes in federal and state service programs.

3. Governor's Guidance Package for 1984-1986

Governor Robb has committed human resource agencies to the task of seeking more effective and broader communication among themselves and other state agencies in order to improve delivery of services. He stated that this goal will be achieved in part by the development of statewide information and referral systems to match individual needs with available programs and facilities.

4. United Way of Virginia Government Relations Platform for 1982-1983

The United Way of Virginia believes that all citizens of the Commonwealth should have access to an integrated information and referral service, and the group supports the allocation of sufficient state funds to ensure the uniform availability of such a service. The data collected is a valuable tool to match clients to programs, capture an inventory of existing services and assess needs.

I & R Procedures and Assessment of Effectiveness

The Information and Referral Center in Richmond has a system for tracking clients from their initial request for services to the final outcome of the case. On the initial contact to I & R for service, the client is referred to one or more agencies for assistance. In some cases, I & R will contact the agencies on behalf of the client. Within two weeks of the initial request and referral to services, I & R will contact the client for follow-up to determine if service has been received. Follow-up is done on all requests for services. If the service has been received, I & R documents the service and the agency from which it was received. If the service was not received, I & R documents the service, the agency involved and the reason the service was not received. As applicable, the following responses are also documented on follow-up:

1. Information will be used by client in the future.
2. Client is deceased.
3. Client no longer needs service.
4. Client can no longer be reached.
5. I & R gave the same information to client.
6. I & R gave new information to client.
7. Client is on agency waiting list.

8. Outcome unknown.

RECOMMENDATIONS

Based on these experiences and recognized needs, the Joint Subcommittee recommends that the Commonwealth and the existing regional information and referral networks in each of Virginia's health service areas cooperate to expand current services into a statewide human services information and referral system. The system should meet the goals of collecting and maintaining accurate and complete resource data on a statewide basis; linking citizens needing human services with appropriate community resources; assisting in planning for human services delivery at the local, regional and state level; and providing information to assist decision-makers in allocating financial and other resources to respond to state and local human service priorities. (Proposed legislation containing these recommendations is located in Appendix D of this report).

Structure

The statewide system should be designed to give individuals, localities, state government and public and private agencies ready access to reliable human services information. It should provide a neutral base of operation for collection, maintenance and dissemination of human resources information and be responsive to changing needs and demands over time. The system should include data collection, maintenance and dissemination functions, with the data base including public, private and volunteer programs. Other necessary components of the system are planning functions and publicity.

These functions can best be administered by a three-tiered system. First, administrative responsibilities should be delegated to a designated state agency so that the system is accountable to state government and the participation in and utilization of the system by other state agencies are coordinated. This will also ensure a stable administrative and funding base for the system. The Joint Subcommittee recommends that the Department of Social Services assume this responsibility. Next, an advisory council should be established, consisting of representatives from organizations expected to contribute to and benefit from the system, to recommend and review policies and procedures governing the system. The membership of the council should include a representative from each of the following:

Department for the Aging

Department for the Visually Handicapped

Division for Children

Council for the Deaf

Department of Health

Department of Mental Health and Mental Retardation

Department of Rehabilitative Services

Department of Social Services

Virginia Employment Commission

Department of Education

Department of Corrections

Virginia Cooperative Extension Service (VPI & SU)

Virginia State Library

Division of Volunteerism

Citizen representative from each of the six regional I & R service areas, to be appointed by the Governor

Secretary of Human Resources, ex officio

Chief administrative officer of administering agency, ex officio

Thirdly, a regional system of I & R service providers should be established to collect and maintain resource data and to coordinate I & R services within the region. (Appendix E)

The recommended duties of each of these three levels of the system are listed in more detail below.

Department of Social Services

1. Coordinate and supervise implementation and operation of the system
2. Monitor and evaluate performance of the system
3. Coordinate funding for the system
4. Select providers
5. Supervise coordination of information management among I & R regions across the state
6. Maintain effective relationships between the I & R system and state agencies, local agencies and private organizations
7. Support development of a statewide publicity effort
8. Improve techniques for linking citizens to appropriate community resources
9. Provide training and technical assistance, research, consultation and standardization for regional I & R centers
10. Refine the criteria and standards for the I & R system
11. Provide staff assistance to the Statewide Information and Referral Advisory Council
12. Determine a core level of I & R services to be funded from state government resources
13. Stimulate and encourage the availability of statewide I & R services
14. Coordinate standardization of resource data collection and dissemination

Advisory Council

1. Recommend standards, policies and guidelines for the development and implementation of the I & R system
2. Review plans for the design and implementation of the system
3. Advise on the operation and procedures of the system
4. Advise on the selection of I & R providers
5. Advise on the scope of services provided by a statewide system
6. Evaluate performance of the system, especially effectiveness of service to individual clients

Regional I & R Providers

1. Collect resource data by surveying designated areas of the state; standardizing survey instruments, survey procedures, data and classification systems in cooperation with state administering agency; and computerizing data base in accordance with state standards
2. Maintain resource data, including uniform verification of resources at least annually with interim updates as needed and computerization of the verification process
3. Disseminate information by providing regional information to service providers and the public through printed materials, telephone service and education of users and by providing citizen access to information about resources throughout the state
4. Assist in planning functions by collecting resource data, standardized caller data, optional caller data as needed, and standardized follow-up telephone data and reporting selected data periodically to state administering agency
5. Provide data to public and private agencies other than the state administering agency on a contractual basis
6. Integrate with other data sources, such as census data
7. Modify state-generated publicity materials for regional applicability and use
8. Cooperate with the state administering agency
9. Seek funds from available sources

Financial Policies

The Joint Subcommittee recommends that state government contribute to the support of the statewide system.

The I & R services currently operating in Virginia, demonstrating successful coordination of public and private sector efforts, receive about 75% of their support from state funds and the remaining 25% from local private and public sources such as the United Way and local governments through contractual agreements. Of the state support, about three-fourths is Social Services Block Grant federal funds. In practice, however, local funds exceed the 25% provided under the contracts between the Department of Social Services and the regional providers. In fiscal year 1983, local public and private contributions amounted to about 35% of the total support for I & R services. Local public contribution totaled about \$17,000 and local private support totaled about \$162,000. (Appendix F)

Over the last several years, as state and federal funds have dwindled, I & R services have suffered. The programs have stagnated as data collection has been reduced. Data is maintained with less frequent updates and, therefore, is less accurate. Follow-up on inquiries is less frequent. Staff dismissals have been necessary and staff training and development have been reduced. The localities have increased their contribution, both public and private, to compensate for these shortages. Any further cuts in support could be disastrous to the services.

Both the return of the system to its level of functioning prior to cuts and the expansion to a statewide system depend on the provision of additional funding from state sources. A suggested scheme to determine the amount of such funding is the support of data collection and maintenance activities by state and federal funds. These two functions of a statewide I & R system benefit the state as a whole in its planning efforts and ensure the availability of current, accurate information on all human services resources throughout the state. Local public and private funding will then support the remaining I & R function – data dissemination. It is the localities that benefit most from this aspect, which includes the telephone referral services to citizens, publicity, and provision of resource products to service providers locally and regionally.

The cost of the system and suggested sources of funding are discussed in more detail in the charts included in Appendix G. Charts 1 through 8 estimate the additional financial support required to operate an optimal program at the current service level and the additional funds needed to expand the existing I & R services to a statewide system. Costs are estimated based

on the structure outlined in this report and are given for the 84-86 biennium. Chart 9 then proposes sources of funds needed for the first year of the next biennium to develop a statewide system, as compared to current funding sources. This comparison also shows actual proposed percentages of state, federal and local participation. To expand the system statewide, based on estimates of funding needed, the Joint Subcommittee suggests that additional federal funding and new state general fund support be provided. This would be supplemented by additional local money, sustaining local participation at about the current 30% level.

The costs discussed above and detailed in the charts will be offset by potential savings effected by a statewide system. Such cost avoidance in the large and segmented human service delivery system is difficult to quantify. However, certain general areas of savings are recognized:

1. Inappropriate service referrals by community agencies
2. Overlaps in services
3. Inefficient geographic placement of services
4. Duplicative maintenance of separate resource files by numerous community service agencies
5. Maintenance of resource files by separate state human resources agencies, a partial listing of which, with available cost information, follows:

Virginia Council for the Deaf

--"Resource Directory" (\$100 per year)

--"Directory of Qualified Interpreters for Deaf Virginians" (\$100 per year)

Department of Education

--"Virginia Educational Directory" (\$8000-sold to public)

--"Directory of Services for Pre-School Handicapped Children"

State Council of Higher Education for Virginia

--"Directory of Postsecondary Education and Training Opportunities in Virginia" (\$10,000-federal funds)

Division for Children

--"Resources for Children and Youth in Virginia, an Inventory" (\$26,000 biennially)

Department of Criminal Justice Services

--"Crime Prevention Resource Directory" (\$1,500 to \$2,000 per year)

Virginia Office on Aging

--"Guide to Long-Term Care in Virginia" (\$500 per year)

Virginia Department of Rehabilitative Services

--"Client Assistance Projects"

VPI Extension Program

--"Directory of Employment Services"

--"Resource Directory for Persons with Disabilities"

The current I & R services are making a significant contribution to more efficient and effective human services delivery. The efforts made to develop I & R services to their current level constitute a substantial investment which may be lost without this recommended supplementation.

The greatest economy, however, may be realized by recognizing the value of Virginia's citizens and in saving that resource by efficiently and effectively providing human services when needed.

Respectfully Submitted,
Stanley C. Walker, Chairman
Robert W. Ackerman
Elmo G. Cross, Jr.
Joseph V. Gartlan, Jr.
Arthur R. Geisen, Jr.
Evelyn M. Hailey
Mary A. Marshall
Owen B. Pickett
S. Vance Wilkins, Jr.*

*See attached letter.



COMMONWEALTH OF VIRGINIA
HOUSE OF DELEGATES
RICHMOND

ANCE WILKINS, JR.
ROUTE 1
FIRST VIRGINIA 24521
NINTY-FOURTH DISTRICT

COMMITTEE ASSIGNMENTS:
GENERAL LAWS
HEALTH, WELFARE AND INSTITUTIONS
LABOR AND COMMERCE
MINING AND MINERAL RESOURCES

January 31, 1984

I would recommend that every effort be made to realize the potential savings that were presented to the committee. i.e. the Division for Children publishes "Resources for Children and Youth in Virginia, an Inventory" at a budgeted cost of \$26,000.

We should direct the staff to locate and present to the subcommittee all such possibilities and do what we can to avoid duplication.

APPENDIX A

SENATE JOINT RESOLUTION NO. 69

Creating a joint subcommittee to study the establishment of a statewide information and referral system for human service programs.

Agreed to by the Senate, February 2, 1983

Agreed to by the House of Delegates, February 24, 1983

WHEREAS, a statewide information and referral system has been recognized as a critical need of the Commonwealth in order to assure that citizens are linked to services offered by human service programs; and

WHEREAS, data collection from information and referral systems can be used for multiple purposes, including planning, identifying gaps in needed services, and assessing duplication of services within public and private sectors; and

WHEREAS, the existing information and referral systems combine public and private efforts in an effective partnership to meet the needs of Virginia citizens, and the 1982-83 legislative platform of the United Way of Virginia supported these efforts; and

WHEREAS, our state and local governments require an inventory of available public and private resources in order to assure that resources are provided to truly needy citizens; and

WHEREAS, a series of studies, including the Report of the Block Grant Commission and the Secretary of Human Resources' study on transportation requested by the 1982 Session of the General Assembly, documents the need for a statewide information and referral data system, and the Governor's Guidance Package for 1984-86 concurs; and

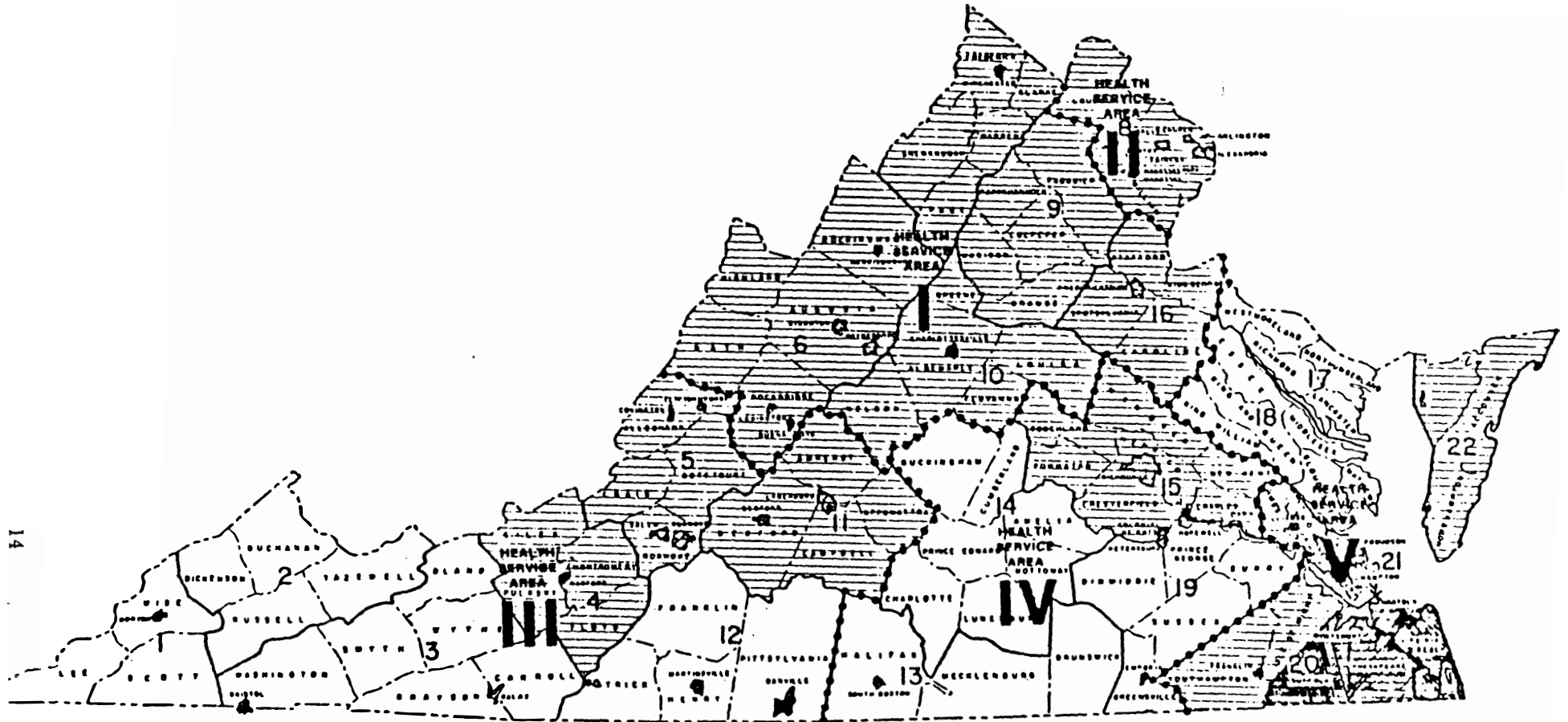
WHEREAS, the efforts of the six existing information and referral centers have already resulted in an inventory of human service resources which covers approximately 79% of the Commonwealth, and planning has begun to develop an inventory in the remaining areas; now, therefore, be it

RESOLVED by the Senate, the House of Delegates concurring, That a joint subcommittee is created to study current efforts in information and referral and to determine the need to integrate these efforts into a statewide information and referral system to track services offered by human service programs in the Commonwealth and to determine the funds necessary to establish a statewide system; and, be it

RESOLVED FURTHER, That the joint subcommittee shall be composed of nine members, including two members of the Senate Committee on Rehabilitation and Social Services and two members of the Senate Finance Committee, appointed by the Senate Committee on Privileges and Elections, and three members of the House Health, Welfare and Institutions Committee and two members of the House Appropriations Committee, appointed by the chairmen of the respective committees. The joint subcommittee shall complete its work in time to submit any recommendations it deems necessary to the 1984 Session of the General Assembly.

All state agencies are requested to cooperate in such study.

The cost of conducting this study shall not exceed \$4,400.



INFORMATION AND REFERRAL AREAS CURRENTLY SERVED

PLANNING DISTRICTS

- 1 LENOWISCO
- 2 CUMBERLAND PLATEAU
- 3 MOUNT ROGERS
- 4 NEW RIVER VALLEY
- 5 FIFTH PLANNING DISTRICT
- 6 CENTRAL SHENANDOAH
- 7 LORD FAIRFAX
- 8 NORTHERN VIRGINIA
- 9 RAPPAHANNOCK-RAPPIDAN
- 10 THOMAS JEFFERSON
- 11 CENTRAL VIRGINIA
- 12 WEST PIEDMONT
- 13 SOUTHSIDE
- 14 PIEDMONT
- 15 RICHMOND REGIONAL
- 16 RADCO
- 17 NORTHERN NECK
- 18 MIDDLE PENINSULA
- 19 CRATER PLANNING
- 20 SOUTHEASTERN VIRGINIA
- 21 PENINSULA
- 22 ACCOMACK-NORTHAMPTON



AREAS CURRENTLY SERVED

COUNTIES AND CITIES CURRENTLY UNSERVED TO
BE ADDED IN EXPANDED SERVICE LEVEL

I. Roanoke Region

Planning District 1

Counties: Lee, Scott, Wise

City: Norton

Planning District 2

Counties: Buchanan, Dickenson, Russell, Tazewell

Planning District 3

Counties: Bland, Carroll, Grayson, Smyth, Washington, Wythe

Cities: Bristol, Galax

Planning District 4

Counties: Floyd, Giles, Montgomery, Pulaski

City: Radford

II. Lynchburg Region

Planning District 12

Counties: Franklin, Pittsylvania, Patrick, Henry

Cities: Danville, Martinsville

III. Richmond Region

Planning District 13

Counties: Brunswick, Mecklenburg, Halifax

Cities: South Boston

Planning District 14

Counties: Amelia, Charlotte, Lunenburg, Prince Edward, Buckingham,
Cumberland, Nottoway

Planning District 19

Counties: Prince George, Sussex, Dinwiddie, Greensville, Surry

Cities: Colonial Heights, Emporia, Hopewell, Petersburg

APPENDIX C

Criteria for Information and Referral

Human Services Information and Referral Council

<u>FUNCTION</u>	<u>COMPONENT</u>	<u>FUNCTION</u>	<u>COMPONENT</u>
1. Human Services Resource Inventory	A compilation that identifies the opportunities, resources, and services in a community, a planning and service area, or a state; and the agencies and organizations through which they are available.	5. Follow-up on Client Referrals	Call selected individuals within a specified time to determine if the referral was followed. Confirm the client's arrival and receipt of services by contacting the agency. Determine if referral was appropriate.
2. Case Advocacy	Case advocacy in which a client's unsolved problem or unmet need is pursued with another agency as appropriate. Assistance to client in locating means of transportation to service or identification of other barriers to service delivery are examples of case advocacy.	6. Information Gathering	The collection of specified data elements on information inquiries and referrals and on resources through a standardized procedure and instruments.
3. Assessment	Determination of the problems of the client and the services needed as identified by the client and the staff shall include examination of needs beyond those expressed by the client. It must be sufficient to provide accurate information or referral.	7. Planning	I&R data concerning gaps between needs and services is provided to local planning agencies. Needs assessment information is a part of planning data.
4. Direct Client Interviewing	Interchange conducted as necessary to respond to client request. <u>Telephone interviewing</u> shall be offered. Non-telephone interviewing such as home visits, walk-ins, etc. may be available.	8. Public Information/Mass Media	Public service announcements spots on radio and television. Brochures, flyers, etc. which are distributed on human services agencies. News coverage of unusual cases or service provided.
		9. Referral	Clients are informed of availability of service and agency. If necessary, the client's appointments are made for specific date and time. Frequently, the decision is based on the capability of the client to operate within the system without additional assistance.

APPENDIX C continued -

<u>FUNCTION</u>	<u>COMPONENT</u>	<u>FUNCTION</u>	<u>COMPONENT</u>
16. Function of Levels within I&R Program:		10. Reporting	Reporting of basic operating statistics to the supervising agency at designated periods.
a. Virginia Department of Welfare	State Level-Lead Agency for the statewide Human Services Information and Referral Program.	11. Services During Disaster	Provision of services in the communities in times of disaster or emergency according to local disaster plans and agreements with the Office of Emergency Services.
b. Regional Information and Referral Offices	Regional The geographic regions with boundaries coterminous with the Health Services Areas.	12. Verification of Service	Initiate contact with the provider agency in order to check for accuracy, to add services, or to amend existing information on a specific service and/or provider.
c. Information and Referral Centers	Local Cities, towns, counties, planning districts or other political/geographic subdivisions.	13. Up-dating of Service Information	Record or amend information about existing service listings as this information is obtained through the day-to-day delivery of I&R services.
		14. Public Access to Resource Data Base	Provision of public access to selected data from the resource data base.
		15. Self-Evaluation of the I&R Service	Procedures for evaluating the services rendered during a prior period by I&R provider against the goals and plans of that provider.

APPENDIX D

A BILL to amend the Code of Virginia by adding sections numbered 63.1-314.1 through 63.1-314.7, relating to a statewide information and referral system; appropriating funds therefor.

Be it enacted by the General Assembly of Virginia:

1. That the Code of Virginia is amended by adding sections numbered 63.1-314.1 through 63.1-314.7 as follows:

§ 63.1-314.1. Establishment of system.—There shall be created a statewide human services information and referral system designed to:

- 1. Collect and maintain accurate and complete resource data on a statewide basis;*
- 2. Link citizens needing human services with appropriate community resources to satisfy those needs;*
- 3. Assist in planning for human services delivery at the local, regional and state levels; and*
- 4. Provide information to assist decision-makers in allocating financial and other resources to respond to state and local human service priorities.*

§ 63.1-314.2. Creation of Council.—There is hereby created in the executive branch of the state government the Human Services Information and Referral Advisory Council, hereinafter referred to as the “Council.”

§ 63.1-314.3. Members of Council; terms; vacancies; chairman.—A. The Council shall consist of a representative of the Department for the Aging, the Virginia Department for the Visually Handicapped, the Division for Children, the Virginia Council for the Deaf, the Department of Health, the Department of Mental Health and Mental Retardation, the Department of Rehabilitative Services, the Department of Social Services, the Virginia Employment Commission, the Department of Education, the Department of Corrections, the State Library, the Virginia Cooperative Extension Service of Virginia Polytechnic Institute and State University, the Division of Volunteerism, and a citizen, to be appointed by the Governor, from each of the information and referral service regions as defined by the Council. The Secretary of Human Resources and the Commissioner of the Department of Social Services shall serve ex officio on the Council.

B. Members of the Council shall be appointed for two-year terms except that persons appointed to fill vacancies shall be appointed for the unexpired term.

C. Persons appointed to the Council shall be knowledgeable about the development and implementation of information and referral programs and the services to be provided by the program.

D. The members of the Council shall elect a chairman from the Council membership. The representative from the Department of Social Services shall be ineligible to serve as chairman.

§ 63.1-314.4. Duties of Council.—A. The Council shall recommend standards and policies for the development and implementation of a statewide human services information and referral system to provide information on or referral to appropriate public and private, state, local and regional agencies. Such standards and policies shall include but need not be limited to those related to:

- 1. The scope of information and referral services to be provided by the system;*
- 2. Manner of regionalization and localization of information and referral, including selection of regional providers and boundaries of each region with consideration given existing information and referral programs;*
- 3. Types of staffing for regional information and referral centers;*

4. *Resource data collection, indexing and maintenance;*
5. *Data processing requirements;*
6. *Publicizing of services;*
7. *Sharing of resource information with state agencies and their affiliates; and*
8. *Costs and financing.*

B. The Council shall review the plans for the design and implementation of the information and referral program developed by the Department of Social Services.

C. The Council shall advise and make recommendations to the Commissioner of the Department of Social Services on matters relating to the operation and procedures of the information and referral system.

D. The Council shall recommend a financial plan by which each participating agency will contribute financial resources and services toward the implementation and operation of the information and referral program.

E. The Council shall review the program developed by the Department for monitoring and assessing the performance of the information and referral program.

F. The Council shall review the annual report of the Department of Social Services evaluating the effectiveness of the information and referral program.

G. The Council shall meet at least once each year, no later than October 1 of each year.

§ 63.1-314.5. Duties of Department.—The Department of Social Services shall assume administrative responsibilities for the statewide system in conformance with standards and policies established by the Council. In this capacity, the Department shall:

1. *Provide staff support to the Council;*
2. *Develop a plan for the design and implementation of a statewide human services information and referral program conforming to the standards and policies established by the Council and submit the plan to the Council for review;*
3. *Coordinate and supervise the implementation and operation of the information and referral program;*
4. *Coordinate funding for the system;*
5. *Select regional providers of information and referral services;*
6. *Supervise coordination of information management among information and referral regions across the State;*
7. *Encourage effective relationships between the system and state and local agencies and public and private organizations;*
8. *Support development of the statewide publicity effort;*
9. *Provide training and technical assistance, research, and consultation for regional information and referral centers;*
10. *Determine a core level of services to be funded from state government resources;*
11. *Coordinate standardization of resource data collection, maintenance and dissemination;*
12. *Stimulate and encourage the availability of statewide information and referral services;*

and

13. Develop and implement a program for monitoring and assessing the performance and success of the information and referral program and present an annual report to the Council evaluating the effectiveness of the system.

§ 63.1-314.6. Regional providers; duties.—There shall be established a regional system of providers of information and referral services. The Council shall define the boundaries of the regions, and the Department shall select the regional providers according to standards and policies established by the Council.

The regional providers shall:

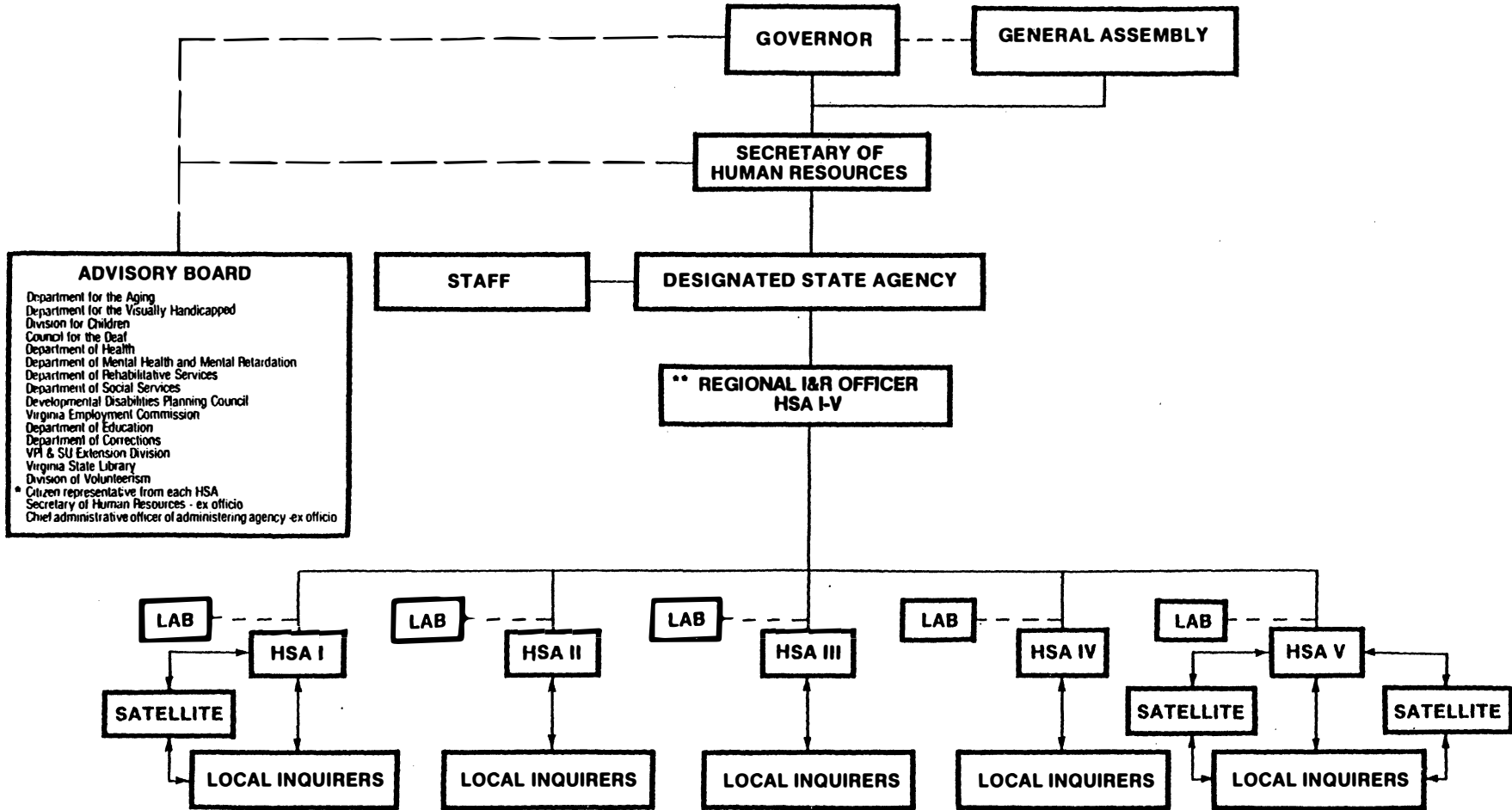
- 1. Collect, maintain and disseminate resource data;*
- 2. Provide citizen access to information about resources throughout the state;*
- 3. Assist in planning functions by providing selected data to the Department on a regular basis;*
- 4. Provide data to public and private agencies other than the Department on a contractual basis;*
- 5. Cooperate with the state administering agency;*
- 6. Seek funds from available sources; and*
- 7. Maintain effective relationships between the system and state and local agencies and public and private organizations.*

§ 63.1-314.7. Duties of agencies represented on Council.—The state agencies represented on the Council shall cooperate with and assist the Council and the Department in the development and implementation of the statewide human services information and referral service.

2. There is hereby appropriated the sum of \$255,000 for the first year of the biennium and \$266,000 for the second year of the biennium from the general fund of the state treasury for the purpose of establishing and operating a statewide information and referral system.

APPENDIX E

STATEWIDE INFORMATION & REFERRAL SERVICE
PROPOSED ORGANIZATIONAL STRUCTURE & CONFIGURATION



ADVISORY BOARD
 Department for the Aging
 Department for the Visually Handicapped
 Division for Children
 Council for the Deaf
 Department of Health
 Department of Mental Health and Mental Retardation
 Department of Rehabilitative Services
 Department of Social Services
 Developmental Disabilities Planning Council
 Virginia Employment Commission
 Department of Education
 Department of Corrections
 VPI & SU Extension Division
 Virginia State Library
 Division of Volunteerism
 * Citizen representative from each HSA
 Secretary of Human Resources - ex officio
 Chief administrative officer of administering agency - ex officio

- * GOVERNOR APPOINTS CITIZEN REPRESENTATIVES
- : POSSIBLE REGIONAL/LOCAL OFFICE CONFIGURATION
- LAB (LOCAL ADVISORY BOARD)

APPENDIX F

July 1, 1983 - June 30, 1984

	<u>Total</u>	<u>Fed</u>	<u>Match</u>	<u>Other Loc</u>	<u>Total Local</u>
Charlottesville	69,767	41,467	14,513	14,478	28,991
Central VA	50,000	11,623	4,098	34,279	38,277
Northern VA Planning District Commission	50,508	37,881	13,258	---	13,258
Information Center of Hampton Roads	169,942	169,942	---	---	---
Roanoke	32,112	15,595	5,458	11,319	16,777
Richmond	<u>145,796</u>	<u>64,420</u>	<u>22,547</u>	<u>58,829</u>	<u>81,376</u>
	518,125	340,928	59,874	118,905	178,679

APPENDIX G

Charts 1 through 6 show data for each region. The charts include three sections. The first describes the region demographically to allow comparison of regions and to provide information on the basis for expenditures in each region. The second section shows the regional budget itemized by operation. Satellite operations are included here as a separate item rather than itemized. The third section divides the regional budget by function, or I & R service performed.

Each of Charts 1 through 6 shows the data described above for operations at the current service level. Budget information for this level is shown both for the 82-84 biennium and for the 84-86 biennium. The 82-84 information is actual costs at the minimal, subsistence level at which the services are now operating. The 84-86 budget information shows the proposed amount necessary to operate a healthy I & R program at the current service level. To reach this desired service level, increases are needed, for example, in data collection, more frequent data update, follow-up on inquiries, and in personnel with better staff training and development.

The last column of figures in Charts 1 through 6 shows the additional cost of a statewide I & R system designed according to the attached proposal. These figures were developed by subtracting the 84-86 estimated costs for current service level from estimated costs for an expanded statewide system. In estimating costs for expansion, each region has determined the structure best suited to providing I & R services in that region; in large rural areas this may include satellite offices, as in the Charlottesville and Roanoke regions.

The incremental costs in some cases include larger one-time-only outlays in the first year of expansion. This is particularly true in the "computer-related" category and in the "data collection" category in regions with areas not currently participating in I & R services.

Chart 7 shows the estimated costs to the state agency designated to administer the statewide program, as outlined in the proposal.

Chart 8 summarizes all the above information for the regions and for the designated state agency.

Chart 9 shows cost data for the second year of the 82-84 biennium, broken down by source of funds. Costs of a statewide system for the first year of the 84-86 biennium are then estimated, and sources of these funds are proposed.

ESTIMATED COST OF EXPANSION
TO A STATEWIDE I & R SYSTEM

Hampton Roads Region

I. <u>DEMOGRAPHICS</u>	<u>CURRENT SERVICE LEVEL</u>		<u>ADDED IN EXPANDED SERVICE LEVEL</u>
Area Served: HSA	5		-
PD	17; 18; 20; 21; 22		-
Population (1980):	1,334,409		-
Square Miles:	5,160		-
Providers in data base:	3,123		-
Number of inquiries (1 yr.):	18,209		-
II. <u>OPERATIONAL BUDGET</u>	<u>CURRENT SERVICE LEVEL</u>		<u>INCREMENT REQUIRED BY EXPANSION</u>
	<u>'82-'84</u>	<u>'84-'86</u>	<u>'84-'86</u>
Salary; fringe	\$ 188,109	\$ 283,773	0
Computer-related	136,757	169,205	0
Office rental	15,409	20,920	0
Travel	4,616	8,400	0
Other (telephone, printing, postage, equipment, staff development, supplies, audit, dues)	35,933	46,070	0
Indirect costs	72,356	100,393	0
Satellite operation	<u>0</u>	<u>147,394</u>	<u>0</u>
<u>TOTAL</u>	453,180	776,155	0
III. <u>FUNCTIONAL BUDGET</u>			
Data Collection	135,954	238,508	0
Data Maintenance	226,590	384,034	0
Data Dissemination	<u>90,636</u>	<u>153,613</u>	<u>0</u>
<u>TOTAL</u>	453,180	776,155	0

ESTIMATED COST OF EXPANSION
TO A STATEWIDE I & R SYSTEM

Charlottesville Region

I. <u>DEMOGRAPHICS</u>	<u>CURRENT SERVICE LEVEL</u>		<u>ADDED IN EXPANDED SERVICE LEVEL</u>
Area Served: HSA	1		-
PD	6; 7; 9; 10; 16		-
Population (1980):	696,004		-
Square Miles:	10,596		-
Providers in data base:	2,170		-
Number of inquiries (1 yr.):	7,200		-
II. <u>OPERATIONAL BUDGET</u>	<u>CURRENT SERVICE LEVEL</u>		<u>INCREMENT REQUIRED BY EXPANSION</u>
	<u>'82-'84</u>	<u>'84-'86</u>	<u>'84-'86</u>
Salary; fringe	\$ 106,663	\$ 145,816	0
Computer-related	13,096	16,000	0
Office rental	5,240	4,998	0
Travel	3,530	6,300	0
Other (telephone, printing, postage, equipment, staff development, supplies, audit, dues)	11,308	13,250	0
Indirect costs	0	0	0
Satellite operation	0	0	72,000
<u>TOTAL</u>	<u>139,837</u>	<u>186,364</u>	<u>72,000</u>
III. <u>FUNCTIONAL BUDGET</u>			
Data Collection	59,980	80,095	0
Data Maintenance	37,873	50,341	0
Data Dissemination	<u>41,984</u>	<u>55,928</u>	<u>72,000</u>
<u>TOTAL</u>	<u>139,837</u>	<u>186,364</u>	<u>72,000</u>

ESTIMATED COST OF EXPANSION
TO A STATEWIDE I & R SYSTEM

Roanoke Region

I. <u>DEMOGRAPHICS</u>	<u>CURRENT SERVICE LEVEL</u>		<u>ADDED IN EXPANDED SERVICE LEVEL</u>
Area Served: HSA	3		
PD	5		1;2;3;4
Population (1980):	252,990		519,593
Square Miles:	1,639		9,154
Providers in data base:	1,500		735
Number of inquiries (1 yr.):	5,000		4,000
II. <u>OPERATIONAL BUDGET</u>	<u>CURRENT SERVICE LEVEL</u>		<u>INCREMENT REQUIRED BY EXPANSION</u>
	<u>'82-'84</u>	<u>'84-'86</u>	<u>'84-'86</u>
Salary; fringe	\$ 55,661	\$ 86,875	\$ 49,595
Computer-related	0	0	9,900
Office rental	4,000	4,410	2,690
Travel	1,576	2,310	5,090
Other (telephone, printing, postage, equipment, staff development, supplies, audit, dues)	5,537	7,905	8,809
Indirect costs	0	0	0
Satellite operation	0	0	52,500 (2)
<u>TOTAL</u>	66,774	101,500	128,584
II. <u>FUNCTIONAL BUDGET</u>			
Data Collection	23,371	35,526	45,004
Data Maintenance	23,371	35,524	45,005
Data Dissemination	20,032	30,450	38,575
<u>TOTAL</u>	66,774	101,500	128,584

ESTIMATED COST OF EXPANSION
TO A STATEWIDE I & R SYSTEM

Northern Virginia Region

I. <u>DEMOGRAPHICS</u>	<u>CURRENT SERVICE LEVEL</u>		<u>ADDED IN EXPANDED SERVICE LEVEL</u>
Area Served: HSA	2		-
PD	8		-
Population (1980):	1,100,000		-
Square Miles:	1,304		-
Providers in data base:	2,300		-
Number of inquiries (1 yr.):	-		-
II. <u>OPERATIONAL BUDGET</u>	<u>CURRENT SERVICE LEVEL</u>		<u>INCREMENT REQUIRED BY EXPANSION</u>
	<u>'82-'84</u>	<u>'84-'86</u>	<u>'84-'86</u>
Salary; fringe	\$ 53,991	\$ 64,131	\$ 19,836
Computer-related	2,100	2,700	1,500
Office rental	0	0	0
Travel	110	280	500
Other (telephone, printing, postage, equipment, staff development, supplies, audit, dues)	5,182	6,320	200
Indirect costs	41,553	51,288	15,862
Satellite operation	<u>0</u>	<u>0</u>	<u>0</u>
<u>TOTAL</u>	102,936	124,719	37,898
III. <u>FUNCTIONAL BUDGET</u>			
Data Collection	2,950	3,530	9,300
Data Maintenance	95,936	113,909	27,798
Data Dissemination	<u>4,050</u>	<u>7,280</u>	<u>800</u>
<u>TOTAL</u>	102,936	124,719	37,898

ESTIMATED COST OF EXPANSION
TO A STATEWIDE I & R SYSTEM

Richmond Region

I. <u>DEMOGRAPHICS</u>	<u>CURRENT SERVICE LEVEL</u>		<u>ADDED IN EXPANDED SERVICE LEVEL</u>
Area Served: HSA	4		
PD	15		13; 14; 19
Population (1980):	632,015		328,095
Square Miles:	2,207		6,704
Providers in data base:	1,500		520
Number of inquiries (1 yr.):	5,900		-
II. <u>OPERATIONAL BUDGET</u>	<u>CURRENT SERVICE LEVEL</u>		<u>INCREMENT REQUIRED BY EXPANSION</u>
	<u>'82-'84</u>	<u>'84-'86</u>	<u>'84-'86</u>
Salary; fringe	\$ 219,555	\$ 271,975	\$ 95,209
Computer-related	20,614	26,716	9,352
Office rental	10,102	12,468	4,364
Travel	2,288	2,602	3,169
Other (telephone, printing, postage, equipment, staff development, supplies, audit, dues)	37,307	41,098	50,311
Indirect Costs	0	0	0
Satellite operation	0	0	0
<u>TOTAL</u>	\$ 289,866	354,859	\$ 162,405
III. <u>FUNCTIONAL BUDGET</u>			
Data Collection	72,467	88,714	32,769
Data Maintenance	107,251	131,297	19,404
Data Dissemination	<u>110,148</u>	<u>134,848</u>	<u>110,232</u>
<u>TOTAL</u>	289,866	354,859	162,405

ESTIMATED COST OF EXPANSION
TO A STATEWIDE I & R SYSTEM

Lynchburg Region

I. <u>DEMOGRAPHICS</u>	<u>CURRENT SERVICE LEVEL</u>		<u>ADDED IN EXPANDED SERVICE LEVEL</u>
	Area Served: HSA PD	3 11	
Population (1980):	194,178		244,025
Square Miles:	2,155		2,632
Providers in data base:	1,324		550
Number of inquiries (1 yr.):	9,000		
II. <u>OPERATIONAL BUDGET</u>	<u>CURRENT SERVICE LEVEL</u>		<u>INCREMENT REQUIRED BY EXPANSION</u>
	<u>'82-'84</u>	<u>'84-'86</u>	<u>'84-'86</u>
Salary; fringe	\$ 82,469	\$ 92,826	\$ 112,434
Computer-related	300	8,980*	2,400
Office rental	5,040	6,140	7,400
Travel	2,300	2,900	4,100
Other (telephone, printing, postage, equipment, staff development, supplies, audit, dues)	12,855	16,205	18,950
Indirect costs	0	0	0
Satellite operation	<u>0</u>	<u>0</u>	<u>0</u>
<u>TOTAL</u>	102,964	127,051	145,284
III. <u>FUNCTIONAL BUDGET</u>			
Data Collection	45,349	55,894	63,925
Data Maintenance	32,980	40,670	46,491
Data Dissemination	<u>24,635</u>	<u>30,487</u>	<u>34,868</u>
<u>TOTAL</u>	102,964	127,051	145,284

*Purchase of new computer; center is not currently computerized.

STATEWIDE I & R SYSTEM
DEPARTMENT OF SOCIAL SERVICES
ESTIMATED COSTS

	<u>'84-'86 biennium</u>
Salaries; fringe	
1 Professional - Grade 12	
.5 Clerical	
<u>1.5 FTE positions</u>	\$ 68,479
Travel	
Agency Staff	2,112
Advisory Council	2,930
Other Administrative Costs (Telephone, postage, printing, equipment, supplies)	4,800
<u>TOTAL</u>	\$ 78,321

ESTIMATED COST OF EXPANSION
TO A STATEWIDE I & R SYSTEM

Summary - All Regions and Designated State Agency

<u>I. DEMOGRAPHICS</u>	<u>CURRENT SERVICE LEVEL</u>		<u>ADDED IN EXPANDED SERVICE LEVEL</u>
Area Served (# of P.D.'s)	14		8
Population	4,209,596		1,091,713
Square Miles	23,061		18,490
No. of Providers in Data Base	11,917		1,805
No. of Inquiries	45,309		
	<u>CURRENT SERVICE LEVEL</u>		<u>INCREMENT REQUIRED BY EXPANSION</u>
	<u>'82-'84</u>	<u>'84-'86</u>	<u>'84-'86</u>
<u>II. OPERATIONAL BUDGET</u>			
Salary; fringe	\$706,448	\$945,396	\$329,074
Computer related	172,867	223,601	23,152
Office rental	39,791	48,936	26,054
Travel	14,420	22,792	13,659
Other	108,122	130,848	85,870
Indirect Costs	113,909	151,681	15,862
Satellite Operation	_____	<u>147,394</u>	<u>52,500</u>
<u>TOTAL</u>	1,155,557	1,670,648	546,171
<u>III. FUNCTIONAL BUDGET</u>			
Data Collection	340,071	502,267	150,998
Data Maintenance	524,001	755,775	138,698
Data Dissemination	<u>291,485</u>	<u>412,606</u>	<u>256,475</u>
<u>TOTAL</u>	1,155,557	1,670,648	546,171
<u>IV. DEPT. OF SOCIAL SERVICES</u>			
<u>TOTAL</u>			<u>FUNDS REQUIRED TO ADMINISTER STATEWIDE SYSTEM</u>
			\$ 78,321

ESTIMATED AMOUNT AND SOURCES OF FUNDING
FOR A STATEWIDE SYSTEM

CHART 9

<u>NEED</u>		<u>SOURCE</u>	
<u>FY 83</u>			
Data Collection	\$ 152,000		
Data Maintenance	235,000		
Data Dissemination	<u>131,000</u>	Federal	\$ 341,000 (66%)
Total	\$ 518,000	Local Match	60,000
		Local Supplement	<u>117,000</u> (34%)
		Total	\$ 518,000

FY 84 (Statewide--Phased Implementation)

Data Collection	\$ 322,000		
Data Maintenance	442,000		
Dept. Social Services	<u>39,000</u>	Federal Current New	\$ 341,000 (48%) 207,000
Subtotal	\$ 803,000	State General Fund	<u>255,000</u> (23%)
		Subtotal	\$ 803,000
Data Dissemination	\$ <u>329,000</u>	Local	\$ 329,000 (29%)
Total	\$ 1,132,000	Total	\$ 1,132,000

FY 85 (Statewide--Fully Operational)

Data Collection	\$ 327,000		
Data Maintenance	447,000		
Dept. Social Services	<u>39,000</u>	Federal Current New	\$ 341,000 (48%) 212,000
Subtotal	\$ 813,000	State General Fund	<u>260,000</u> (23%)
		Subtotal	\$ 813,000
Data Dissemination	\$ <u>334,000</u>	Local	\$ <u>334,000</u> (29%)
Total	\$ 1,147,000	Total	\$ 1,147,000