



agency for persons with disabilities
State of Florida

LONG-RANGE PROGRAM PLAN

Agency for Persons with Disabilities

Rick Scott
Governor

Tallahassee, FL



September 29, 2017

Barbara Palmer
Director

Cynthia Kelly, Director
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Dear Directors:

Pursuant to Chapter 216, Florida Statutes, our Long Range Program Plan (LRPP) for the Agency for Persons with Disabilities is submitted in the format prescribed in the budget instructions. The information provided electronically and contained herein is a true and accurate presentation of our mission, goals, objectives and measures for the Fiscal Year 2018-19 through Fiscal Year 2022-23. The internet website address that provides the link to the LRPP located on the Florida Fiscal Portal is <http://apd.myflorida.com/publications/reports/>. This submission has been approved by Barbara Palmer, Director of the Agency for Persons with Disabilities.

Barbara Palmer
Director



Long Range Program Plan

Fiscal Years 2018-2019
through 2022-2023



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Director

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Mission Statement

The agency supports persons with disabilities in living, learning, and working in their communities.

Goals

1. Increase access to community-based services, treatment, and residential options.
2. Increase the number of individuals with developmental disabilities in the workforce.
3. Improve management of the agency and oversight of providers.



Agency Objectives

Objective 1.1 Improve availability of services for people with developmental disabilities.

Objective 1.2 Develop more providers statewide to meet the specific needs of people with developmental disabilities to live and work in the community.

Objective 2.1 Enhance overall employment services to assist people with developmental disabilities in job placement, training, customized employment, and follow-up services.

Objective 3.1 Improve provider monitoring and accountability.

Objective 3.2 Streamline agency internal operations and cost controls statewide.



Agency Service Outcomes and Performance Projections Tables

Goal 1: Increase access to community-based services, treatment, and residential options.

Objective 1.1 Improve availability of services to people with developmental disabilities.

Measure 1.1.1 Number of persons with developmental disabilities served in Supported Living

| Baseline FY 2013/14 | FY 2018/2019 | FY 2019/2020 | FY 2020/2021 | FY 2021/2022 | FY 2022/2023 |
|------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| 5,600 | 5,600 | 5,600 | 5,600 | 5,600 | 5,600 |

Objective 1.2 Develop more providers statewide to meet the specific needs of people with developmental disabilities to live and work in the community.

Measure 1.2.1 Percent of ICF residents who accept waiver services and move into the community

| Baseline FY 2015/16 | FY 2018/2019 | FY 2019/2020 | FY 2020/2021 | FY 2021/2022 | FY 2022/2023 |
|------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| 85% | 85% | 85% | 85% | 85% | 85% |

Goal 2: Increase the number of individuals with developmental disabilities in the workforce.

Objective 2.1 Enhance overall employment services to assist people with developmental disabilities in job placement, training, customized employment, and follow-up services.

Measure 2.1.1 Percent of people who are employed in integrated settings

| Baseline FY 2015/16 | FY 2018/2019 | FY 2019/2020 | FY 2020/2021 | FY 2021/2022 | FY 2022/2023 |
|------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| 27% | 27% | 27% | 30% | 30% | 33% |

Goal 3: Improve management of the agency and oversight of providers.

Objective 3.1 Improve provider monitoring and accountability.

Measure 3.1.1 Percent of people receiving services who meet key health, safety, and quality-of-life outcome measures

| Baseline FY 2013/14 | FY 2018/2019 | FY 2019/2020 | FY 2020/2021 | FY 2021/2022 | FY 2022/2023 |
|------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| 77.9% | 77.9% | 90% | 91% | 92% | 93% |

Objective 3.2 Streamline agency internal operations and cost controls statewide.

Measure 3.2.1 Administrative cost as a percentage of total program costs

| Baseline FY 2007/08 | FY 2018/2019 | FY 2019/2020 | FY 2020/2021 | FY 2021/2022 | FY 2022/2023 |
|------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| 4.0% | 4.0% | 4.0% | 4.0% | 4.0% | 4.0% |

Measure 3.2.2 Annual number of reportable critical incidents per 100 persons with developmental disabilities living in Developmental Disabilities Centers

| Baseline FY 2015/16 | FY 2018/2019 | FY 2019/2020 | FY 2020/2021 | FY 2021/2022 | FY 2022/2023 |
|------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| 15 | 15 | 15 | 15 | 15 | 15 |

Measure 3.2.3 Number of adults found incompetent to proceed to trial who are provided competency training and custodial care in the APD Forensic Services program

| Baseline FY 2015/16 | FY 2018/2019 | FY 2019/2020 | FY 2020/2021 | FY 2021/2022 | FY 2022/2023 |
|------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| 300 | 300 | 300 | 300 | 300 | 300 |



Linkages to Governor's Priorities

The mission of the Agency for Persons with Disabilities (APD) is to support persons with disabilities in living, learning, and working in their communities. These three areas of focus align with Governor Rick Scott's priorities: public safety, education, economic development, and job creation. APD's goal of increasing the number of individuals with developmental disabilities in the workforce links directly to the Governor's vision of giving all Floridians the opportunity to work and creating a strong economy.

Employing people with developmental disabilities has an economic multiplier effect. Their employment frees family caregivers to maintain jobs. Support services to assist individuals with developmental disabilities in maintaining employment, such as transportation, job training, and job coaching, create opportunities for other people in the community to work. Increasing the number people in the workforce acts as a stimulus for economic growth. It creates synergy that spurs investment in the community, education of its residents, and improvement in the quality of life.

The Governor's leadership and the Florida Legislature's financial commitment the last five years have assisted people on APD's waiting list with finding employment. More income can make a difference in where they choose to live and their ability to purchase the services they need. Resources that ensure the overall health and safety of individuals with developmental disabilities are important to all citizens. Improving the wellbeing of all members of society keeps families intact, individuals productive, and communities thriving.



Trends and Conditions Statements

The Agency for Persons with Disabilities (APD) has over 55,000 Floridians with autism, cerebral palsy, spina bifida, intellectual disabilities, Down syndrome, Prader-Willi syndrome, and Phelan-McDermid syndrome that are eligible for APD services. Over 34,000 of these individuals are served on the iBudget Florida Waiver, over 20,000 are on the waiting list for waiver services, and approximately 650 people are served in agency operated facilities. The agency is responsible for three major service delivery systems as described in statute:

1. Services in the least restrictive and most community-integrated setting available (Chapter 393, Florida Statutes);
2. Care, habilitation, and rehabilitation at state-owned and operated facilities (Chapter 393, Florida Statutes); and
3. Competency restoration services to individuals accused of a felony and deemed incompetent to stand trial (Chapter 916, Florida Statutes).

Home and Community-Based Services (HCBS): HCBS is the agency's largest program, providing Floridians who are eligible for Medicaid services an alternative to institutional-based care. Known in the Sunshine State as the iBudget Florida waiver, the program provides over 34,000 people with a choice of services and living arrangements in the community. People with waivers may select a support coordinator to assist with managing their budget and services or enroll in a self-directed program called Consumer-Directed Care Plus (CDC+). Individuals enrolled in CDC+ have maximum budget flexibility because they have fewer restrictions over who is hired to deliver services and can negotiate how much to pay for those services. As of July 1, 2017, nearly 3,000 people in the HCBS program were managing their own services.

Waiver services typically cost less than institutional care and result in better personal outcomes as most people served continue to live with their families or live on their own with supported living services or live in group homes in their communities. The number of individuals on the waiting list for services is over 20,000. Many of them are receiving services from other agencies while on the APD waiting list.

Developmental Disability Centers (DDCs): APD operates two developmental disability centers for people who need structured care 24 hours a day. Tacachale in Gainesville and Sunland in Marianna are progressive communities that offer residents opportunities to enhance their quality of life and maximize their individual potential. These full-service residential facilities provide medical care, therapy, and a variety of recreational opportunities to approximately 650 people. Residents at the centers participate in social outings, team sports, community events, learning a trade, and working onsite.

Developmental Disabilities Defendant Program (DDDP): Individuals with developmental disabilities charged with committing a felony crime may be court-ordered into APD's Developmental Disabilities Defendant Program. DDDP is a 146-bed secure facility for defendants with developmental disabilities who are deemed incompetent to participate in their own defense or stand trial. Last fiscal year, competency restoration services were provided to roughly 120 people at DDDP. The agency also operates a civil commitment program at DDDP along with two step-down programs (Pathways and Seguin) for individuals whose competency cannot be restored but continue to require a secure setting.

ACCOMPLISHMENTS AND HIGHLIGHTS

Both the Florida Governor and the Legislature support efforts to improve the quality of life for individuals with developmental disabilities and promote choice of service providers. Some of the agency's noteworthy activities and accomplishments during Fiscal Year 2016-17 include:

- The agency enrolled on the waiver over 600 individuals from the waiting list using additional funding provided for this purpose.
- Providers increased group home capacity for individuals with intensive behaviors by nearly 200 residential beds.
- The agency provided 498 individuals on the waiver waiting list with employment services to find and maintain employment.
- Funding was provided to increase service rates for companion services, personal supports, respite, and live-in residential habilitation services to meet U.S. Department of Labor wage requirements.
- The agency's new online learning management system increased to over 53,000 users. The system makes more required provider courses available to more providers and their employees.
- Consumer-Directed Care Plus implemented improved claims processing and expanded program monitoring and has increased enrollment to nearly 3,000 individuals.
- The agency launched Florida Navigator, an online tool to help individuals with developmental disabilities and caregivers find information about services statewide across multiple agencies. The tool makes services easier to find.
- The agency continued implementation of the APD iConnect system which will provide a centralized client data management system and electronic visit verification.
- The Tebow Foundation awarded Sunland Developmental Disabilities Center a grant to host a "Night to Shine" in Marianna. The event was held to promote social engagement and community integration.

- APD employees and work units won 2017 Prudential Productivity Awards for outstanding achievements:
 - Sunland Resident Advocate Jennie Ann Dean was recognized for obtaining a Tebow Foundation grant to host a special event for Marianna residents to celebrate diversity and community integration of individuals with developmental disabilities.
 - Residents at APD's Developmental Disabilities Defendant Program, a secure facility in Chattahoochee, now can spend their recreational time learning from educational software or playing games on computers salvaged by accountant Lori Keel.
 - APD's Training Unit won honors for saving over \$1 million for providers by implementing an online system to provide free training to address a shortage of training instructors.
 - APD was recognized as the first of Florida's state agencies to develop an online survey and technology to provide information to aid service providers in complying with a federal Home and Community-Based Services rule by 2022.
- APD's Communications Office won three awards from the Capital Chapter of the Florida Public Relations Association (FPRA). Campaigns promoting employment of people with disabilities earned an Image Award, Judge's Award, and Award of Distinction. This campaign gained the Communications Office two more honors at the statewide FPRA Golden Image Awards: Judge's Award and Award of Distinction.
- APD's Inspector General, Carol Sullivan, was recognized for her contributions to advancing government accountability. She received the 2017 Advancing Government Accountability Award from the Tallahassee Chapter of the Association of Government Accountants.
- Residents at Tacachale won honors at the Florida Special Olympics North Region competition in Tavares. The Taca Bombers basketball team was awarded a gold medal in team skills at the event. Judges complimented team members for demonstrating exceptional mastery of the sport.

ENVIRONMENTAL TRENDS

Population

According to the Florida Office of Economic and Demographic Research (EDR), state population continues to trend upward. The population has grown by more than 300,000 since April 2016, and Florida is home to more than 20 million people. Sumter (26.9%) and Osceola (20.2%) counties experienced the greatest growth, while Dade County remains the most densely populated county with 2.7 million residents. Four other counties in south and central Florida are over the one million mark, with Pinellas and Duval counties closing in.¹

While population growth usually is a positive economic indicator, the majority of new residents have been retirees from within the United States. The global scope of the recent financial meltdown negatively affected foreign migration. The EDR expects annual population change between now and 2020 will remain above a net gain of 300,000 each year, which could result in the following:

- The senior citizens fueling Florida's population growth will intensify the competition for health care and related professionals, putting pressure on rates to rise.
- Competition for affordable housing will increase, further tightening the rental market.
- The strain on state infrastructure and environmental resources will force the state to adopt new strategies for sustainability.

Florida Population Forecast

| Year | Population | Percent | Change |
|------|------------|---------|---------|
| 2015 | 19,815,183 | 1.58% | 307,814 |
| 2016 | 20,148,654 | 1.68% | 333,471 |
| 2017 | 20,474,715 | 1.62% | 326,061 |
| 2018 | 20,798,816 | 1.58% | 324,101 |
| 2019 | 21,120,553 | 1.55% | 321,737 |
| 2020 | 21,438,743 | 1.51% | 318,190 |

Florida Office of Economic and Demographic Research February 13, 2017

Nationwide, the aging population trend continues. According to the U.S. Census Bureau, the median age rose to 37.9 years old last July. Florida's was even higher, at 42.1 years in age. Currently, one in three Americans is age 50 or older, the result of the aging baby boomer generation. By 2030, Florida residents ages 65 and over will represent 24 percent of the total state population.² Better health care and access to preventative care are helping individuals with developmental disabilities live longer. In June 2017, the number of individuals with developmental disabilities served by APD who were age 60 and over was nearly 2,950, a 9 percent increase over the past year. The aging population and growing number of aging adults with developmental disabilities will pose challenges to agency resources, which are already under strain.

- The service needs of waiver clients change over time as their situations change. The change in service needs result in increased costs over time.
- The majority of agency clients live with their families. As family caretakers age and become unable to provide care, new services will be required for agency clients to be able to remain in the community.

Moreover, births have not kept pace with the population that is reaching childbearing age.³ The number of working age adults will be smaller by the time their parents retire. Fewer workers could result in lower state revenue collections just when the needs of Florida's aging population increase. Florida Office of Economic and Demographic Research revised the state's population forecast earlier this year slightly downward as births have been lower than expected and deaths higher. If this trend continues, Florida will need to attract younger residents to keep tax revenues in balance with the demands of its aging population.

Diversity



As Florida continues to diversify, language skills will become an issue in the workplace. States receiving federal funding are required by the Department of Health and Human Services to offer translation services in its top 15 spoken languages available verbally and in writing to assist non-English speakers. Of the 20 million people who live in Florida, 28 percent speak a language other than English. Spanish is the most common spoken foreign language, followed by French/French Creole, Vietnamese, Portuguese, and Chinese.

Labor Market

Unemployment continues to trend downward in Florida. In June 2017, the state's unemployment rate was 4.1 percent, lower than the nationwide average of 4.5 percent. Florida counties with the lowest jobless rates in June were on opposite sides of the state. Unemployment in Monroe, St. Johns, and Okaloosa counties hovered around three percent or lower. Hendry County had the highest unemployment rate at 9.4 percent, closely followed by Hardee and Citrus.⁴

Overall, job growth in Florida has been increasing. Professional and business services were the industries with the greatest job gains in June 2017. Home health care services grew 4 percent in the last 12 months.⁵ More job opportunities benefit employees, but have drawbacks for employers. It increases competition for talented workers, putting pressure on wages to rise. Migration to better paying jobs may leave some segments of the job market with high turnover, which could be troublesome for the health care industry in Florida.



According to the U.S. Department of Health and Human Services, Florida already has a health professional shortage in primary care, mental health, nursing, and dental care clinicians. The American Nurses Association warns that about one million registered nurses will reach retirement age in the next 10 to 15 years, at the same time the aging population will increase overall demand.⁶ Recruitment for nurses and behavior analysts, in short supply for the past 10 years, will continue to remain highly competitive and could affect service availability to individuals with developmental disabilities.

Employment in social services in Florida was 4.3 percent higher in June 2017 than last year and is expected to grow annually. Government may have difficulty filling vacancies as the workforce witnessed states cut back on pay increases during the recession and shift more of the cost of insurance to employees.⁷ Competition and employee turnover in both home health care and social services sectors have implications for APD consumers, service providers, and the agency. They include:

- Institutional knowledge is lost when experienced employees leave. Families express caution that constant turnover leaves them with inexperienced workers who lack the skills to get the services they need.
- Remaining employees must shoulder additional workload when positions are vacant. Employees warn overwork and forced overtime can lead to stress, fatigue, and errors that could threaten consumer health and safety.

- Operational costs for service providers rise when they must repeatedly advertise vacant positions, pay overtime to maintain staffing ratios, and wait for new employees to complete required training before they can work without supervision.

Periodic review of workforce demographics and relevant marketplace salaries should help uncover labor shortages and the amount of salary needed to hire and retain staff.

Economy



Support Inclusive Businesses

Florida's economy continues to register growth and is expected to continue growing around 4 percent for the next two years. Consumer confidence was up in June 2017 according to a survey conducted by the Florida Bureau of Economic and Business Research. Survey participants said they were more optimistic about their current financial situation than they were last year. They

also had a positive outlook for the future.⁸ Low unemployment, gas prices, and interest rates may be contributing to their positive viewpoint.

WalletHub, a personal finance website, earlier this year ranked Florida number one when it comes to retiree-friendly states. The Sunshine State had the highest overall score on 31 retirement indicators that ranked states on affordability, health care, and overall quality of life. Florida ranked number one in affordability on measures like cost of living and taxes on pensions.⁹ Less taxes and protection of health and safety are among Governor Rick Scott's priorities. The Governor also has kept a laser-like focus on economic development and job growth.

Quality of Life

There was overall improvement in the quality of life of participants in Florida's Home and Community-Based Services Waiver program according to an end-of-year quality assurance report. The overall quality-of-life average of iBudget and CDC+ enrollees combined was 97.8 percent last fiscal year, a rise of nearly two percent since Fiscal Year 2015-16. The finding was based on new methodology in the analysis of individual responses implemented in Fiscal Year 2016-17 to the agency's Person-Centered Review (PCR) interview tool. Multiple questions factor in each indicator. Through a series of questions, the PCR tool identifies specific areas for service providers to focus greater attention. Indirectly, it reveals how well service providers listen to what their clients want and to what extent individuals live in their based on their choices.

Statewide Average of Quality of Life Indicators by Waiver Type

| Indicators | Percent Met Average | |
|---|---------------------|-------|
| | iBudget Waiver | CDC+ |
| Person Centered Supports: Directs Services | 97.1% | 98.7% |
| Rights | 98.0% | 99.4% |
| Health | 97.2% | 98.8% |
| Safety | 97.9% | 97.7% |
| Abuse, Neglect, & Exploitation | 97.1% | 98.2% |
| Community | 94.9% | 97.4% |
| Overall Quality Of Life | 97.0% | 98.5% |
| Overall Quality Of Life of iBudget and CDC+ Combined | 97.8% | |

Source: Delmarva Foundation August 2017

There were two areas that individuals interviewed thought needed improvement. Both involved community integration, specifically addressing individual preferences in social roles in their community and finding opportunities to develop friendships.

Community and Personal Preferences

| Factors | Percent Met Average | |
|--|---------------------|--------|
| | iBudget Waiver | CDC+ |
| Person's preferences concerning social roles in the community are addressed. | 91.2% | 95.6% |
| Person has only had limited opportunities to develop new friendship/relationships. | 91.8% | 94.7% |
| Person's preference to live elsewhere in the community has been addressed. | 95.5% | 100.0% |
| Person has been offered options or support to explore more integrated living arrangements. | 96.6% | 100.0% |

Source: Delmarva Foundation August 2017

Conclusion

The quality of life of individuals in APD's Home and Community-Based Services (HCBS) waiver program continued to show improvement in Fiscal Year 2016-17. The percent of individuals who met each quality assurance indicator averaged above 90 percent. Further improvement will likely be incremental. Training waiver support coordinators (WSCs) and direct-care providers on person-centered planning to improve choice and opportunities to develop friendships should improve performance in community integration. Overall results should improve over the next five years with the development and implementation of: (1) TRAIN Florida, (2) standardized curricula to educate WSCs and waiver providers of HCBS Services to better serve their individuals, as well as (3) updated forms for support plans/individual implementation plans.

PRIORITIES AND SELECTION

APD's mission to support persons with developmental disabilities in living, learning, and working in their communities is based on guiding principles that are focused on the individual. They are basic values that almost any person would want:

- To be treated with respect and dignity;
- To be the person who decides what services to receive and who delivers them;
- To be part of the community and their family's life; and
- To have opportunities to maximize their full potential, work, and become independent.

These basic values provide the framework for the agency's priorities and align with the Governor's priority for protecting our communities by ensuring the health, welfare, and safety of its citizens. What follows describes some of APD's health and safety challenges and issues that need resolution to achieve three broad goals: 1) increasing access to services in the community, 2) promoting employment, and 3) improving management of the agency and oversight of providers.

Improve access to community-based services, treatment and residential options.

Waiting List

The number of individuals on the agency's waiting list for iBudget waiver enrollment is over 20,000. Last year, the agency was appropriated \$36.4 million to offer waiver enrollment to people with critical needs and individuals with a high level of need who were living in the family home, at least 30 years of age, and had been waiting 10 years or more. A total of 1,059 individuals met the established criteria for waiver enrollment and received an offer letter. By the end of the fiscal year, 637 of them were enrolled on the iBudget waiver. The remaining individuals who received an offer did not enroll. Reasons for non-enrollment vary and include: loss of contact, moving out of state, moving to a nursing home or other non-qualifying setting to receive waiver funding, not qualified for Medicaid, disinterest, and other reasons.

The 2016 Legislature revised the statutes and provided an appropriation to include Phelan-McDermid syndrome as a developmental disability. Since July 2016, there have

been 20 APD clients with the rare chromosomal disorder. The statutes state that APD shall provide waiver services to anyone identified with Phelan-McDermid syndrome.

Alternative Community-Based Residential Services

Obtaining appropriate supports for individuals with developmental disabilities and intensive behavioral, medical, and mental health issues remains a challenge. People with specialized needs often are forced to seek assistance from multiple agencies, which complicates the coordination of care. During the past fiscal year, the agency worked with actuaries and a representative group of experienced residential providers to develop a rate structure for new alternative community-based residential long-term services and supports (LTSS). The study included the following:

- Dual Diagnosis and Intensive Behavior (Dual Diagnosis) Services
- Enhanced Intensive Behavioral Services
- Forensic Services
- Medically Fragile Services

Providers of each service type were surveyed for expected financial, staffing, and other factors related to service provision. Adult Day Training services was included in the study for individuals who need assistance with life skills development and an opportunity for a meaningful day activity.

While the rate study was underway, the agency began recruiting residential services providers interested in serving the aforementioned population. The objective was to develop small group homes with no more than six-beds and adult day training service providers with experience to meet anticipated needs. The initiative successfully added nearly 200 residential beds.

The 2017 Florida Legislature provided an appropriation to implement the enhanced intensive behavioral residential model to transition residents of the state's Comprehensive Training Education Program (CTEP) to smaller residential settings. APD is working with the Agency for Health Care Administration to amend its federal waiver and update Medicaid rules to implement this service.

Forensic Services

Ensuring the continuity of care for individuals with developmental disabilities involuntarily committed to the agency's care is the responsibility of six newly authorized positions. Forensic liaisons will provide case management services to those committed

under Section 393.11, F.S., or are discharging from a forensic facility. The liaisons will ensure that service providers understand their client's unique needs and assist individuals leaving an agency facility to return safely to their community and receive services. In addition, APD received funding to conduct annual evaluations of all individuals involuntarily committed to the agency and report the results to the courts.

Increase the number of individuals with developmental disabilities in the workforce.

Employment

Employment is becoming a reality for more people with developmental disabilities each year and remains one of the Governor's priorities. The Florida Legislature appropriated \$500,000 to provide employment enhancement program (EEP) services in Fiscal Year 2016-17 to individuals on the APD waiting list. The agency succeeded in serving 498 people last fiscal year, including 131 individuals who started new jobs and 22 who participated in internships. Integrated employment provides direct benefits to individuals with developmental disabilities, as well as indirect benefits, in terms of personal growth and self-esteem. This year, the agency received \$750,000 for EEP. The agency anticipates that 600 individuals on the waiting list will receive supported employment services and internships using these funds.

APD also plans to redesign adult day training services to provide more individuals with developmental disabilities with workplace experience and to promote community inclusion. A workgroup will be formed to design service models that integrate person-centered planning and inclusion in the delivery of career planning, supported employment, and meaningful activities aligned with each participant's goal. A broad group of stakeholders will be asked to provide input, including the Family Care Council, the Division of Vocational Rehabilitation, the Florida Employment First Collaborative Team, and service providers.

Transportation

One of the greatest barriers to employment and community inclusion for individuals with developmental disabilities is transportation. Many of these individuals require transportation that can accommodate special needs, such as wheelchairs, while they are being transported. Others rely on family members and friends when a transit provider is unavailable, late, or fails to arrive, but this often is not sustainable and does not provide sufficient transportation to get to employment or to day activities where training and education are received. The problem is even more acute in rural areas that do not have mass transit or transportation service providers. These transportation challenges

make it difficult for individuals with developmental disabilities to fully engage in their communities in the same manner as able-bodied individuals.

The Governor and the Legislature recognize the importance of transportation to maintaining employment and community inclusion. Legislation was passed and signed into law in 2017 that tasked APD to lead a transportation taskforce to study the existing transportation system and develop recommendations to improve transportation accessibility for individuals with developmental disabilities and others. The taskforce is to submit a report to the Governor and the Legislature by December 15, 2017.

Improve management of the agency and oversight of providers.

Case Management

Ensuring the health and safety of individuals with developmental disabilities is a critical function of the agency and is also a key performance measure under the federal HCBS Waiver Program. This year, the Florida Legislature approved six full-time employees for medical case management (MCM). Each MCM must be a registered nurse and will be responsible for:

- Review of individual needs;
- Review of health-related supports and services that an individual is receiving and evaluating effectiveness;
- Follow-up on reported illness, injury, accidents and medication errors involving service recipients; and
- Consultation, technical assistance, and training of support coordinators, service providers, and medical specialists regarding service recipient care.

Retaining the agency's nurses allows the agency to complete these critical functions for the health and safety of individuals.

Training

The continues to make required training more convenient for service providers, families, and APD employees. The TRAIN Florida Learning Management System offers required APD courses online and gives users the opportunity to network with other state or federal agencies and educational institutions for additional training. The agency partnered with the Department of Health to launch the online system in May 2016. Fourteen months and 259,000 courses later, TRAIN Florida has over 53,000 APD registered users and continues to grow.

In addition, a pilot train-the-trainer program was implemented in May 2016 that will afford 68 new provider agencies the opportunity to become certified to train their own staff. The agency will continue to expand the train-the-trainer program, develop curricula, and network with other state agencies to provide training options in dual diagnosis, aging caregivers, guardianship, behavior, dementia, and physical and nutritional management.

Electronic Information System

APD iConnect, the agency's client data management system, is progressing. Multiple APD workgroups in Fiscal Year 2016-17 worked with the contractor, Medidata, to verify business processes in greater detail which were then used to design and customize the screens within the new system. Screen design and configuration of the online system will continue through calendar year 2017, with testing scheduled to begin in the spring of 2018. When complete, APD iConnect will house the records of more than 50,000 clients, and will include all support coordination documentation, support planning, individual budgets, service provider documentation, electronic visit verification, and provider billing. In addition, the provider management component will include provider enrollment and licensing, monitoring of licensed group homes, incident reporting, and remediation. The Florida Legislature appropriated \$2 million to continue APD iConnect implementation in Fiscal Year 2017-18.

Rule Compliance

Compliance with the federal Home and Community-Based Services waiver rule regarding community settings and community integration has been extended to 2022. The Centers for Medicare and Medicaid Services (CMS) rule requires states to ensure that people with developmental disabilities reside in integrated, home-like community settings. The rule requires residential facilities to ensure that:

- Individuals living in the home are making informed choices and decisions about their lives; and
- Individuals living in the home lead and determine their daily activities.

An agency review of residential facilities conducted in Fiscal Year 2015-16, identified 48 facilities that did not appear to meet these rule requirements. The service providers who operated the 48 facilities received technical assistance and submitted evidentiary packages to provide proof that they can operate according to the federal rules.

Last year, the agency received funding to hire a team of reviewers to ensure HCBS settings were compliant with CMS rules. The team conducted group home and adult day training onsite reviews. The review included a validation process that included policy

and procedural reviews, extensive file reviews, and staff and client interviews. The compliance team is providing technical assistance to correct identified deficiencies to ensure that all providers fully comply with the CMS requirements. These staff will continue to conduct these reviews for all remaining licensed homes over the next two years.

Questionnaire for Situational Information

Improving the agency Questionnaire for Situational Information (QSI) needs assessment remains a priority. The QSI assesses critical information regarding each individual's functional, behavioral, and physical (medical) status and provides key data elements that are needed to run the iBudget algorithm. The agency is ready to pilot test next generation QSI refinements made last year to determine if more modifications are necessary prior to field testing. The agency will contract with an independent entity to analyze and evaluate the QSI's psychometric properties for content validity and reliability. The study will be similar to the one conducted during the initial QSI implementation in 2008 and will follow the recommendations from "Evaluating the Reliability and Validity of the QSI: Item Analysis" the following year. The agency is committed to the enhancement and improvement of the QSI as it is one of the tools used to determine a consumer's iBudget algorithm.

RESPONSE AND JUSTIFICATION

Agency activities, in the short term, will focus on enrolling more people for waiver services as directed by the Florida Legislature and developing capacity to meet growing service demands. As APD serves one of the most vulnerable populations, it is imperative to invest state resources in protecting the health and safety of individuals with developmental disabilities as well as to ensure individuals can live, learn and work in their communities. Solutions must be long lasting and cost effective to keep families intact and ease their burdens. APD will align resources to strengthen services for individuals with intensive needs, increase residential options for people served in the community, promote employment and training opportunities for those who want to work, and introduce more technology into the service delivery system. The following narrative describes infrastructure, activities, and process improvements for achieving agency objectives.

Improve availability of services for people with developmental disabilities.

Waiver Services: As of July 1, 2017, over 34,000 people were receiving home and community-based waiver services. The individuals on the waiver are Florida's most vulnerable citizens and their services need to maintain their health and safety over time as their health and living situations change. Examples of life changes requiring different or additional waiver services include caregivers no longer able to provide care, clients aging out of the Medicaid State Plan, and children aging out of school. The additional services required to maintain the health and safety of existing waiver clients require additional funding. The agency has submitted a legislative budget request to address the changing service needs of waiver clients.

The agency has a waiting list for waiver services of over 20,000 individuals. Since Fiscal Year 2013-14, the Florida Legislature has provided additional funds for the agency to offer waiver enrollment to persons on the waiting list. The agency submitted a legislative budget request to provide funding to enroll on the waiver an estimated 900 individuals in crisis to allow them to remain in their family home or live in home-like settings in their communities and youth in foster care that have been reunified, adopted, or entered extended foster care.

Involuntary Commitment Evaluations: People involuntarily admitted to APD residential services for care and treatment are required by Section 393.11, F.S., to be evaluated annually. The evaluations address whether the individual continues to meet involuntary commitment criteria and if the person is in the most appropriate and least restrictive type of placement to meet his or her needs. The agency estimates about 500

people need assessment each year and has submitted a legislative budget request to contract licensed psychologists and psychiatrists to perform the evaluations as required by statute.

Develop more providers statewide to meet the specific needs of people with developmental disabilities to live and work in the community.

Enhanced Behavioral Services: The agency has developed residential models to address the unmet need for community-based residential homes for individuals with intensive behavior issues (aggression, self-injury, and inappropriate sexual behaviors). Individuals with intensive behavioral needs require closer supervision and staff with more specialized training. These enhanced intensive behavior residential models will meet the service needs of individuals who would have previously been served by a Comprehensive Transitional Education Program (CTEP) and allow them to reside in smaller community-based settings, improving the quality of their lives. The agency has submitted a legislative budget request to fund the increased cost of individuals entering the enhanced intensive behavior residential homes.

The agency is taking steps to close the state's only Comprehensive Transitional Education Program and move the clients to smaller community-based residential facilities to comply with the Centers for Medicare and Medicaid Services (CMS) adopted rule that discontinues Medicaid funding of larger institutional facilities. These steps must also be taken to protect resident health and safety. The transition of the residents must be performed in a careful and deliberative manner to avoid traumatizing the residents and to ensure the proper placement and care of the individuals. The agency submitted a legislative budget request for additional contracted staff to assist in monitoring resident care and coordinating the transition of the residents to the community.

Enhance overall employment services to assist people with developmental disabilities in job placement, training, customized employment, and follow-up services.

Employment: Over 600 individuals with developmental disabilities on the agency's waiver waiting list are expected to enter Florida's workforce or receive supported employment services this fiscal year with assistance from the agency's Employment Enhancement Program (EEP). This is the fifth year that the program has received Legislative funding to help individuals with developmental disabilities find and maintain employment. Mental acuity is improved with social interaction and workplace activities. Employment builds self-esteem and confidence in people with developmental disabilities. The agency has submitted a legislative budget request for \$1 million in

recurring funds to continue growing the number of people with developmental disabilities who have jobs. The investment will allow businesses to tap into a highly-motivated workforce. People with developmental disabilities will earn the financial means to maintain or change their lifestyle and gain a level of independence. Communities will benefit from the investment and wages paid through discretionary spending and tax revenues, contributing to the health of the economy.

Improve provider monitoring and accountability.

Service Provider Rates: Nonrecurring funding was appropriated to meet U.S. Department of Labor wage requirements and for service rate increases for supported employment, adult day training, personal support services, and residential habilitation (standard, behavior focus, and intensive behavioral). The agency has submitted a legislative budget request for recurring funding to maintain the service rates to incentivize providers to serve agency clients. The agency also submitted a separate legislative budget request to revise the waiver service rates for behavior services to match Medicaid State Plan rates for equivalent services. The funding to revise the waiver behavior service rates is needed to incentivize behavior service providers to serve agency clients.

Nursing Salaries: From the time of service application to the close of death, and the years in between, agency nurses monitor the health, safety, and progress of individuals with developmental disabilities receiving agency services. Agency nurses have specialized skills and perform a vital function in their role as medical case managers. The agency has experienced a 64 percent turnover in nursing positions over a four-year period. The agency has submitted a legislative budget request to increase the rate of pay for agency nurses to improve recruitment and retention. Individuals with developmental disabilities have unique health and safety needs that can be better addressed by nurses with specialized knowledge and experience. For this reason, it is essential that the agency pay competitive wages to its nurses.

Questionnaire for Situational Information: The agency's Questionnaire for Situational Information (QSI) assessment tool is critical for determining each consumer's level of need and is an important component of the algorithm that determines an individual's iBudget allocation. The QSI has not been revised since 2008. The agency began developing a new QSI tool last fiscal year. The agency will continue development and testing during Fiscal Year 2017-18. The agency has submitted a legislative budget request to fund a validity and reliability study of the new QSI tool which is required before the new QSI tool may be deployed for use in the field.

Rule Compliance: Owners of residential facilities presumed to be institutional have more time to comply with stricter federal rules regulating waiver-funded housing for individuals with developmental disabilities. Home and Community-Based Services rule compliance for these types of residential dwellings has been extended to 2022. Provisions in the rule, originally scheduled to go into effect in 2019, emphasize integrated settings to allow individuals with developmental disabilities to take part in their community, regardless of ability. The agency will continue providing technical assistance to correct identified deficiencies to ensure that all service providers fully comply with the CMS requirements. Community outreach to waiver enrollees, family members, and community members will also continue.

Fair Hearings: Federal regulations and state administrative law requirements provide waiver clients with the right to a fair hearing whenever their requests for an increase in services or benefits are denied or when current level of services or benefits are reduced. The agency participates in fair hearings every year because requests are denied and the agency reduces recipient iBudget allocations in some cases. The agency anticipates an increase in the number of fair hearings for the current fiscal year and next fiscal year because of the implementation of the new iBudget algorithm, which is a factor in setting waiver recipient iBudget allocations. Implementation of the new iBudget algorithm will likely result in the reduction of some recipient iBudget allocations. The agency has submitted a legislative budget request for funding to hire additional attorney staff to assist with the additional hearings.

Streamline agency internal operations and cost controls statewide.

Electronic Emergency Management System: Protecting the health and safety of agency clients is critical during an emergency. Natural disasters pose a serious threat to these Florida residents as they require more time to evacuate and must go to alternative sites and shelters prepared to meet their special needs. During emergency situations, the agency is responsible for sending notifications about necessary precautions, as well as, response and recovery actions. The agency uses an automated calling system to send out the notifications to clients, providers, caregivers, and staff before, during and after emergencies. The agency has submitted a legislative budget request for recurring funding for the annual calling system license.

Electronic Information System: The agency is replacing its paper-based system with an integrated electronic system called APD iConnect. The new system will be web-based, allowing information to be accessed whenever and wherever it's needed. APD iConnect is part of the agency's strategy to more efficiently manage increasing caseloads. The system will be used by staff to process day-to-day transactions, monitor

client outcomes, and track provider performance electronically. The electronic visit verification component will reduce the potential for Medicaid fraud. The agency has submitted a legislative budget request to continue implementation of the system.

Network Security: The agency collects and stores confidential information on over 55,000 clients. In addition, the agency receives confidential information from the Florida Department of Law Enforcement to conduct background screenings on service providers. Federal and state regulations require that this data be protected and there are significant federal penalties for data breaches.

To address these requirements, the agency intends to implement a Security Information and Event Management (SIEM) system to detect unauthorized network activity and implement a Data Loss Prevention (DLP) system to prevent unauthorized release of confidential information. Implementing these two systems will improve the security of agency confidential information and address issues identified in a recent third-party information security risk assessment. The agency has submitted a legislative budget request to implement these systems to protect confidential information.

In addition, the agency intends to implement identity and access management cloud services, and identity proofing cloud services. Identity and access management is a cloud-based service which manages and controls access and authorization to agency information systems. Identity proofing is a cloud-based service that validates an individual's identity through risk-based identity authentication and fraud detection before users are granted access to agency systems. Implementation of these systems will address the agency's recent third-party information security risk assessment involving high risk of password compromise, which exposes the agency to a significant risk of data breaches. The agency submitted a legislative budget request to implement these systems to protect confidential information.

Training: The agency launched the Training-Finder Real-Time Affiliate Integrated Network (TRAIN) Florida Learning Management System on May 18, 2016. TRAIN is a centralized, searchable database of courses relevant to public health, safety, and emergency preparedness. The TRAIN Florida system is critically needed to provide the required training for all providers including APD direct-care service providers, management staff, APD employees, family members, and participants. The agency has submitted a legislative budget request for the funding of two OPS positions to assist with managing TRAIN Florida because of the high-volume of use.

In addition to the training available in TRAIN, the current agency required provider curriculum for training has not been updated since 2005, and does not meet iBudget Handbook training requirements. The agency needs to standardize and update course

curricula, including training materials, for training to direct-care staff, individuals, and families about services through various Medicaid waivers. The five areas of focus are physical and nutritional management, waiver support coordinator training, person-centered planning, training for individuals and families, and supported living coaching training. The agency included funding for curriculum development in its legislative budget request.

CRITICAL POLICY AND LEGISLATIVE CHANGES

Proposal to amend Section 393.11, F.S., petition for involuntary admission to residential services to exclude petitions filed pursuant to Section 916.303, F.S.

Proposal relating to licensure of facilities providing care to individuals with developmental disabilities and its residents to amend Section 393.062, F.S., legislative intent, and Section 393.0673, F.S., providing grounds for discipline and denial of licensure of facilities.

Proposal to amend Section 393.506(2), F.S., for not less than eight (8) hours of initial medication administration training to ensure client safety, assessment of competency in administration of oral and enteral medication administration, annual completion of a two (2) hour course in medication administration and error prevention, and elimination of annual revalidation of certain medication upon initial competency validation.

Proposal to amend Section 393.063, F.S., definition of Comprehensive Transitional Educational Program to establish July 1, 2018, as the date after which new programs may not be licensed and July 1, 2020, for nonrenewal of existing programs.

Taskforces and Workgroups

Pre-Admission Screening and Resident Review Interagency Workgroup

Adult Protective Services Interagency Workgroup

Agency for Persons with Disabilities/Agency for Health Care Administration Policy Group

Business Leadership Network

CDC+ Quality Advisory Committee

Community Advisory Committee of the Florida Center for Inclusive Communities

Employment First Collaboration

Family Care Council

Florida Association of State Agency Administrative Services Directors

Florida Cabinet on Children and Youth

Florida Commission for the Transportation Disadvantaged

Florida Developmental Disabilities Council (FDDC)

FDDC Community Living Task Force

FDDC Employment and Transportation Task Force

FDDC Wait List Strategic Plan Implementation Task Force

FDDC Self Advocacy Task Force

Florida Genetics and Newborn Screening Advisory Council

Florida Inter-Agency Grants Consortium

Georgetown Dual Diagnosis Technical Assistance Workgroup

Human Services Contract Administrators Task Force

Human Trafficking Interagency Workgroup

Interagency Medical Director's Committee

Interagency Medical Fraud Committee

Interagency State Review Team for Children Served by Multiple Agencies
Interagency Workgroup on Supported Employment
National Association of State Directors of Developmental Disability Services
Northwood Shared Resource Center (NSRC) Data Center Board
NSRC Data Center Board Finance and Auditing Committee
State Advisory Council for Bureau of Exceptional Student Services with Department of Education
State Secondary Transition Interagency Committee Family Involvement Subcommittee
State Steering Committee for Exceptional Students Transition Services Project
Transportation Disadvantaged Services Task Force
Workforce Innovation and Opportunity Act Task Force and Workgroup

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- ⁸ Bureau of Economic and Business Research. *Consumer Sentiment*. University of Florida. July 3, 2017. News Release. Retrieved July 19, 2017. https://www.bebr.ufl.edu/sites/default/files/csi/csi_2017_03_july.pdf
- ⁹ Bernardo, Richie. "2017's Best & Worst States to Retire". *WalletHub*. January 23, 2017. Retrieved January 24, 2017. <https://wallethub.com/edu/best-and-worst-states-to-retire/18592>



Performance Measures and Standards

LRPP Exhibit II

LRPP Exhibit II - Performance Measures and Standards

| Department: Agency for Persons with Disabilities | | Department No.: 6700000 | | |
|---|--|---|---|--|
| Program: Services to Disabled | | Code: 67000000 | | |
| Service/Budget Entity: Home and Community Services | | Code: 67100100 | | |
| Approved Performance Measures for FY 2017-18 | Approved Prior Year Standard FY 2016-17 | Prior Year Actual FY 2016-17 | Approved Standard FY 2017-18 | Requested FY 2018-19 Standard |
| Number of persons with developmental disabilities served in Supported Living | 5,600 | 4,415 | 5,600 | 5,600 |
| Percent of ICF residents who accept waiver services and move into the community | 85% | 54% | 85% | 85% |
| Percent of people with developmental disabilities employed in integrated settings | 27% | 36% | 27% | 27% |
| Program: Services to Disabled | | Code: 67000000 | | |
| Service/Budget Entity: Program Management and Compliance | | Code: 67100200 | | |
| Approved Performance Measures for FY 2017-18 | Approved Prior Year Standard FY 2016-17 | Prior Year Actual FY 2016-17 | Approved Standard FY 2017-18 | Requested FY 2018-19 Standard |
| Percent of people receiving services who meet key health, safety, and quality-of-life outcome measures | 77.9% | 97.8% | 77.9% | 77.9% |
| Administrative cost as a percentage of total program costs | 4.0% | 2.2% | 4.0% | 4.0% |
| Program: Services to Disabled | | Code: 67000000 | | |
| Service/Budget Entity: Developmental Services Public Facilities | | Code: 67100400 | | |
| Approved Performance Measures for FY 2017-18 | Approved Prior Year Standard FY 2016-17 | Prior Year Actual FY 2016-17 | Approved Standard FY 2017-18 | Requested FY 2018-19 Standard |
| Annual number of reportable critical incidents per 100 persons with developmental disabilities living in Developmental Disabilities Centers | 15 | 3 | 15 | 15 |
| Program: Services to Disabled | | Code: 67000000 | | |
| Service/Budget Entity: Developmental Services Forensic Services | | Code: 67100500 | | |
| Approved Performance Measures for FY 2017-18 | Approved Prior Year Standard FY 2016-17 | Prior Year Actual FY 2016-17 | Approved Standard FY 2017-18 | Requested FY 2018-19 Standard |
| Number of adults found incompetent to proceed to trial who are provided competency training and custodial care in the APD Forensic Services program | 300 | 170 | 300 | 300 |



Assessment of Performance for Approved Performance Measures

LRPP Exhibit III

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: Agency for Persons with Disabilities

Program: Services to Disabled

Service/Budget Entity: 67100100

Measure: Number of persons with developmental disabilities served in Supported Living

Action:

- | | |
|---|--|
| <input type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input checked="" type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards | |

| Approved Standard | Actual Performance Results | Difference (Over/Under) | Percentage Difference |
|-------------------|----------------------------|-------------------------|-----------------------|
| 5,600 | 4,415 | (1,185) | (21%) |

Count of individuals with developmental disabilities in supported living (program component code 11).

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | <input type="checkbox"/> Other (Identify) |

Explanation:

External Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Resources Unavailable | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input checked="" type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix the Problem | |
| <input type="checkbox"/> Current Laws Are Working Against the Agency Mission | |

Explanation:

The agency clarified criteria used to code active APD clients with developmental disabilities in supported living under program component code "11". These are individuals who reside in their own home with supported living coaching services and/or personal supports (in addition to other requirements identified in rule). People in supported living are allowed freedom of choice when selecting residential placement. They can decide how and where they want to live at any time.

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input checked="" type="checkbox"/> Other (Identify) |

Recommendations:

No further action is necessary.

Office of Policy and Budget – July 2017

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: Agency for Persons with Disabilities

Program: Services to Disabled

Service/Budget Entity: 67100100

Measure: Percent of ICF residents who accept waiver services and move into the community

Action:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards | |

| Approved Standard | Actual Performance Results | Difference (Over/Under) | Percentage Difference |
|-------------------|----------------------------|-------------------------|-----------------------|
| 85% | 54% | (31%) | (36%) |

Number of ICF residents who accept waiver services and move into the community DIVIDED BY Number of ICF residents who accept the offer to receive waiver services in the community.

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | <input type="checkbox"/> Other (Identify) |

Explanation:

External Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Resources Unavailable | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input checked="" type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix the Problem | |
| <input type="checkbox"/> Current Laws Are Working Against the Agency Mission | |

Explanation:

Regional Offices reported 57 ICF residents accepted APD's offer to transition to waiver services in the community. Of the individuals who agreed to community-based services, 31 completed transition based on State Office records. The remainder did not due to various reasons that included the fiscal year ending while still in transition. Note that a total of 49 individuals transitioned from ICF this fiscal year, but some initiated transition in a prior fiscal year.

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input checked="" type="checkbox"/> Other (Identify) |

Recommendations:

No further action is necessary.

Office of Policy and Budget – July 2017

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: Agency for Persons with Disabilities

Program: Services to Disabled

Service/Budget Entity: 67100100

Measure: Percent of people with developmental disabilities employed in integrated settings

Action:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards | |

| Approved Standard | Actual Performance Results | Difference (Over/Under) | Percentage Difference |
|-------------------|----------------------------|-------------------------|-----------------------|
| 27% | 36% | 9% | 33% |

The Number of people competitively employed DIVIDED BY the Number of people identified in the QSI wanting employment.

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Personnel Factors | <input checked="" type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | <input type="checkbox"/> Other (Identify) |

Explanation:

The agency has made great efforts to increase the opportunity for clients to receive employment and has dedicated at least one staff member from each region to focus on employment efforts.

External Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Resources Unavailable | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input checked="" type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix the Problem | |
| <input type="checkbox"/> Current Laws Are Working Against the Agency Mission | |

Explanation:

The Workforce Innovations and Opportunity Act added federal requirements for the Division of Vocational Rehabilitation (VR) which has increased client involvement with VR employment services. APD also continued to receive additional legislative funding for individuals on the waiting list to obtain and maintain employment.

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input checked="" type="checkbox"/> Other (Identify) |

Recommendations:

APD continues to review policies and practices, as well as interagency agreements, to ensure employment is the first opportunity offered to individuals with developmental disabilities who want to work.

Office of Policy and Budget – July 2017

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: Agency for Persons with Disabilities

Program: Services to Disabled

Service/Budget Entity: 67100200

Measure: Percent of people receiving services who meet key health, safety, and quality-of-life outcome measures

Action:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards | |

| Approved Standard | Actual Performance Results | Difference (Over/Under) | Percentage Difference |
|-------------------|----------------------------|-------------------------|-----------------------|
| 77.9% | 97.8% | 19.9% | 25.5% |

SUM of percent met for each quality-of-life indicator DIVIDED BY Number of indicators.

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | <input checked="" type="checkbox"/> Other (Identify) |

Explanation:

The data reflects the second year in the use of the revised Person-Centered Review Individual Interview tool by the agency's contracted quality improvement organization. The methodology provides more in-depth analysis of quality-of-life indicators.

External Factors (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Resources Unavailable | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix the Problem | |
| <input type="checkbox"/> Current Laws Are Working Against the Agency Mission | |

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

Recommendations:

It is recommended that the approved standard of 77.9% be maintained for another fiscal year before a determination is made to change the measure's baseline.

Office of Policy and Budget – July 2017

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: Agency for Persons with Disabilities
Program: Services to Disabled
Service/Budget Entity: 67100200
Measure: Administrative cost as a percentage of total cost

Action:

- | | |
|---|--|
| <input type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input checked="" type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards | |

| Approved Standard | Actual Performance Results | Difference (Over/Under) | Percentage Difference |
|-------------------|----------------------------|-------------------------|-----------------------|
| 4.0% | 2.2% | (1.8%) | (45.0%) |

Budget Entity 200 (Program Mgt. & Compliance) DIVIDED BY the SUM of Budget Entity 100, PLUS Budget Entity 200, Plus Budget Entity 400, and 500.

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | <input checked="" type="checkbox"/> Other (Identify) |

Explanation:

APD continues striving to control administrative costs. Thus, remains below the approved standard.

External Factors (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Resources Unavailable | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix the Problem | |
| <input type="checkbox"/> Current Laws Are Working Against the Agency Mission | |

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

Recommendations:

No further action is necessary.

Office of Policy and Budget – July 2017

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: Agency for Persons with Disabilities

Program: Services to Disabled

Service/Budget Entity: 67100400

Measure: Annual number of reportable critical incidents per 100 persons with developmental disabilities living in Developmental Disabilities Centers

Action:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards | |

| Approved Standard | Actual Performance Results | Difference (Over/Under) | Percentage Difference |
|-------------------|----------------------------|-------------------------|-----------------------|
| 15 | 3 | (12) | (80%) |

Total Number of reportable critical incidents at APD-operated institutions DIVIDED BY the Average client census MULTIPLIED BY 100 for ratio.

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|---|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input checked="" type="checkbox"/> Previous Estimate Incorrect | <input type="checkbox"/> Other (Identify) |

Explanation:

APD over-estimated how many critical reportable incidents per 100 clients the agency would have to report.

External Factors (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Resources Unavailable | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix the Problem | |
| <input type="checkbox"/> Current Laws Are Working Against the Agency Mission | |

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input checked="" type="checkbox"/> Other (Identify) |

Recommendations:

The agency will reassess reporting to rule out anomalies before proposing a change in the standard.

Office of Policy and Budget – July 2017



Performance Measure Validity and Reliability

LRPP Exhibit IV

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

The agency is not proposing any changes to its performance measures.



Associated Activities Contributing to Performance Measures

LRPP Exhibit V

LRPP Exhibit V: Associated Activities Contributing to Performance Measures

| Measure Number | Approved Performance Measures for FY 2017-18 | Associated Activities Title |
|--------------------------------------|---|--|
| 1.1.1 | Number of persons with developmental disabilities served in Supported Living | Adult Supported Living |
| 1.2.1 | Percent of ICF residents who accept waiver services and move into the community | Home and Community-Based Services Administration |
| | | Private Intermediate Care Facilities for Individuals with Intellectual Disabilities |
| 2.1.1 | Percent of people with developmental disabilities employed in integrated settings | Adult Supported Employment |
| | | Children Supported Employment |
| 3.1.1 | Percent of people receiving services who meet key health, safety, and quality-of-life outcome indicators | Adult Dental Services |
| | | Behavior Analysis Services |
| | | Behavior Assistant Services |
| | | Consumable Medical Supplies |
| | | Dietitian Services |
| | | Durable Medical Equipment and Supplies |
| | | Environmental Accessibility Adaptations |
| | | Life Skills Development Level 1: Companion Services, Level 2: Supported Employment, Level 3: Adult Day Training |
| | | Occupational Therapy |
| | | Personal Emergency Response System |
| | | Personal Supports |
| | | Physical Therapy |
| | | Private Duty Nursing |
| | | Residential Habilitation (Standard, Behavior-Focused, Intensive Behavior) |
| | | Residential Nursing Services |
| | | Respite Care |
| | | Skilled Nursing |
| | | Special Medical Home Care |
| Specialized Mental Health Counseling | | |
| Support Coordination | | |
| Supported Living Coaching | | |
| Transportation Services | | |
| 3.2.1 | Administrative costs as a percentage of total cost | Home and Community-Based Services Administration |
| 3.2.2 | Annual number of reportable critical incidents per 100 persons with developmental disabilities living in Developmental Disability Centers | Intermediate Care Facilities for Individuals with Intellectual Disabilities |
| 3.2.3 | Number of adults found incompetent to proceed to trial who are provided competency training and custodial care in the APD Forensic Services program | Forensic Care |

| AGENCY FOR PERSONS WITH DISABILITIES | | FISCAL YEAR 2016-17 | | | |
|---|--|---------------------|---------------|---------------------------------|---------------|
| SECTION I: BUDGET | | OPERATING | | FIXED CAPITAL OUTLAY | |
| TOTAL ALL FUNDS GENERAL APPROPRIATIONS ACT | | 1,303,290,977 | | 6,854,596 | |
| ADJUSTMENTS TO GENERAL APPROPRIATIONS ACT (Supplementals, Vetoes, Budget Amendments, etc.) | | 2,301,253 | | -1,150,000 | |
| FINAL BUDGET FOR AGENCY | | 1,305,592,230 | | 5,704,596 | |
| SECTION II: ACTIVITIES * MEASURES | | Number of Units | (1) Unit Cost | (2) Expenditures (Allocated) | (3) FCO |
| Executive Direction, Administrative Support and Information Technology (2) | | | | | 5,704,596 |
| Home And Community Services Administration * | | 34,150 | 145.34 | 4,963,469 | |
| Support Coordination * Number of people receiving support coordination | | 33,724 | 2,475.74 | 83,491,827 | |
| Private Intermediate Care Facilities For The Developmentally Disabled * Number of adults receiving services in Developmental Service Public Facilities | | 626 | 139,595.21 | 87,386,601 | |
| Program Management And Compliance * Based on Administrative Components of serving people in the Community and Institutional settings | | 58,029 | 284.36 | 16,500,910 | |
| Adult Daily Living * Number of persons with disabilities served in Adult Daily Living | | 16,185 | 15,450.26 | 250,062,386 | |
| Adult Day Service * Number of persons with disabilities served in Adult Day Training Service | | 13,145 | 6,527.38 | 85,802,459 | |
| Adult Medical/Dental * Number of persons with disabilities served in Adult Medical/Dental | | 12,974 | 3,115.24 | 40,417,165 | |
| Adult Respite Services * Number of persons with disabilities served in Adult Respite Services | | 929 | 6,879.23 | 6,390,808 | |
| Adult Residential Habilitation * Number of persons with disabilities served in Adult Residential Habilitation | | 7,957 | 40,707.07 | 323,906,170 | |
| Adult Specialized Therapies/ Assessments * Number of persons with disabilities served in Adult Specialized Assessments, Therapies, Equipment and Supplies | | 4,600 | 4,205.39 | 19,344,804 | |
| Adult Supported Employment * Number of persons with disabilities served in Adult Supported Employment | | 1,788 | 3,409.64 | 6,096,434 | |
| Adult Supported Living * Number of persons with disabilities served in Adult Supported Living and In Home Subsidies | | 13,744 | 19,485.78 | 267,812,548 | |
| Adult Transportation * Number of persons with disabilities served in Adult Transportation | | 9,902 | 3,113.43 | 30,829,189 | |
| Children Daily Living * Number of persons with disabilities served in Children Daily Living | | 61 | 43,829.39 | 2,673,593 | |
| Children Day Services * Number of persons with disabilities served in Children Day Training Services | | 14 | 5,049.07 | 70,687 | |
| Children Medical/Dental * Number of persons with disabilities served in Children Medical/Dental | | 71 | 3,713.34 | 263,647 | |
| Children Respite Services * Number of persons with disabilities served in Children Respite Services | | 1,433 | 7,633.39 | 10,938,647 | |
| Children Residential Habilitation * Number of persons with disabilities served in Children Residential Habilitation | | 271 | 47,097.61 | 12,763,452 | |
| Children Specialized Therapies/ Assessments * Number of persons with disabilities served in Children Specialized Assessments, Therapies, Equipment and Supplies | | 75 | 2,915.49 | 218,662 | |
| Children Support Employment * Number of persons with disabilities served in Children Supported Employment | | 2 | 3,330.00 | 6,660 | |
| Children Supported Living * Number of persons with disabilities served in Children Supported Living and In Home Subsidies | | 15 | 49,619.93 | 744,299 | |
| Children Transportation * Number of persons with disabilities served in Children Transportation | | 11 | 3,152.55 | 34,678 | |
| Community Support Services * Number of persons served | | 34,819 | 284.74 | 9,914,208 | |
| Forensic Care * | | 300 | 90,772.51 | 27,231,753 | |
| TOTAL | | | | 1,287,865,056 | 5,704,596 |
| SECTION III: RECONCILIATION TO BUDGET | | | | | |
| PASS THROUGHS | | | | | |
| TRANSFER - STATE AGENCIES | | | | | |
| AID TO LOCAL GOVERNMENTS | | | | | |
| PAYMENT OF PENSIONS, BENEFITS AND CLAIMS | | | | | |
| OTHER | | | | | |
| REVERSIONS | | | | | 17,727,207 |
| TOTAL BUDGET FOR AGENCY (Total Activities + Pass Throughs + Reversions) - Should equal Section I above. (4) | | | | | 1,305,592,263 |
| TOTAL BUDGET FOR AGENCY (Total Activities + Pass Throughs + Reversions) - Should equal Section I above. (4) | | | | | 5,704,596 |

SCHEDULE XI/EXHIBIT VI: AGENCY-LEVEL UNIT COST SUMMARY

- (1) Some activity unit costs may be overstated due to the allocation of double budgeted items.
- (2) Expenditures associated with Executive Direction, Administrative Support and Information Technology have been allocated based on FTE. Other allocation methodologies could result in significantly different unit costs per activity.
- (3) Information for FCO depicts amounts for current year appropriations only. Additional information and systems are needed to develop meaningful FCO unit costs.
- (4) Final Budget for Agency and Total Budget for Agency may not equal due to rounding.



Agency Glossary of Terms and Acronyms

ABC (Allocation, Budget, and Contract Control System): An agency subsystem used to track specific consumer information and process invoices.

Activity: A unit of work, that has identifiable starting and ending points, has purpose, consumes resources, and produces outputs. Unit cost information is determined by using the outputs of activities.

Actual Expenditures: Includes prior year actual disbursements, payables, and encumbrances. Agencies may certify forward outstanding payables and encumbrances at the end of a fiscal year for disbursement between July 1 and September 30 of the subsequent fiscal year. Certified forward amounts count in the year in which the funds are committed, rather than the year disbursed.

ADT (Adult Day Training): Services for adults with developmental disabilities that support their participation in community activities, including volunteering, job exploration, accessing community resources, and self-advocacy. Individuals attend ADT in facilities that are age and culturally appropriate.

AHCA: Agency for Health Care Administration

APD: Agency for Persons with Disabilities

Appropriation Category: The lowest line-item funding level in the Florida General Appropriations Act (GAA) that represents a major expenditure classification. Within budget entities, these categories may include: salaries and benefits, other personal services (OPS), expenses, operating capital outlay (OCO), data processing services, fixed capital outlay (FCO), etc.

APS: Adult Protective Services

Anti-Fraud Activity: Action taken by the Office of the Inspector General (OIG) for the purposes of detecting or investigating fraud against the state, usually in cooperation with other state regulatory or law enforcement agencies.

AST: Agency for State Technology

Autism: A pervasive, neurologically based developmental disability of extended duration, which causes severe learning, communication, and behavior, disorders with age of onset during infancy or childhood. Individuals with autism exhibit impairment in social interaction, impairment in verbal and nonverbal communication and imaginative ability, and a markedly restricted repertoire of activities and interests.

AWD (Adults with Disabilities): A program administered by the Division of Vocational Rehabilitation (VR).

Baseline Data: Indicators of a state agency's current performance level, pursuant to guidelines established by the Executive Office of the Governor (EOG) in consultation with the Florida Legislature.

Budget Entity: A unit or function at the lowest level to which funds are specifically appropriated in the General Appropriations Act. A budget entity can be a department, division, program, or service and have one or more program components.

CARES Program: Comprehensive Assessment and Review for Long-Term Care Services.

CAS (Contract Audit System): A tracking system for contract audits performed by the Department of Financial Services' Bureau of Auditing, as well as a mechanism to make audit information available for public viewing via FACTS.

CDC+ (Consumer-Directed Care Plus): A Medicaid State Plan option that gives an eligible person the opportunity to hire workers and vendors to help with daily care needs, such as personal care, respite, and transportation. Workers may be family members or others familiar to the consumer. To be eligible for CDC+, an individual must be receiving services from APD through the iBudget waiver. CDC+ provides the opportunity to improve quality of life empowering the consumer to make choices about the kinds of supports and services needed. Together with the assistance of a trained CDC+ consultant, who is also a waiver support coordinator, the consumer plans his or her own supports, manages an established budget, and makes decisions regarding care, and staff hired.

CDC+ Purchasing Plan: A written spending plan that details the services and supports the CDC+ consumer or their designated representative may purchase with the CDC+ monthly budget allocation.

CDC+ Representative: An uncompensated individual designated by the consumer to assist in managing the consumer's budget allowance and needed services [ss. 409.221 (4)(c)(6), F.S.]. The CDC+ representative advocates for and acts on behalf of the consumer in CDC+ matters.

CP (Cerebral Palsy): A group of disabling symptoms of extended duration which results from damage to the developing brain that may occur before, during or after birth and that result in the loss of impairment of control over voluntary muscles. For the purposes of this definition, cerebral palsy does not include those symptoms or impairments resulting solely from a stroke.

CIO: Chief Information Officer

CIP: Capital Improvements Program Plan

Client: Any person with developmental disabilities who is determined eligible by the agency for services as defined in Chapter 393, F.S.

CMAT: Children's Multidisciplinary Assessment Team.

CMS (Centers for Medicare and Medicaid Services): The federal agency with oversight of Medicaid State Plan and Medicaid Waiver services.

Commodity: Any of the various supplies, materials, goods, merchandise, equipment, information technology, and other personal property, including a mobile home, trailer, or other portable structure with floor space of less than 5,000 square feet, purchased, leased, or otherwise contracted for by the state and its agencies. Commodity also includes interest on deferred-payment commodity contracts, approved pursuant to section 287.063, F.S. However, commodities purchased for resale are excluded from this definition. Printing of publications shall be considered a commodity, when let upon contract pursuant to section 283.33, F.S., whether purchased for resale or not.

Contract: A formal written agreement, legally binding, between the agency and a contractor detailing the commodities or services to be provided by the contractor in exchange for the price to be paid for such commodities or services by the agency. The agreement includes terms and conditions which the parties must perform in compliance with statutes and regulations and specific details on how, when, where, and to whom the contractor should provide a commodity or service.

Contract Document: Refers to the contract and any amendments, renewals, extensions that may include attachments, exhibits, and documents incorporated by reference regardless of the method of procurement.

Contractual Service: Refers to a vendor's time and effort rather than the furnishing of specific commodities. The term applies only to those services rendered by individuals and firms who are contractors. Services may include, but are not limited to, evaluations, consultations, maintenance services, accounting, security, management systems, management consulting, educational training programs,

research and development studies or reports, and professional, technical, and social services. Contractual service does not include any contract for the furnishing of labor or materials for the construction, renovation, repair, modification, or demolition of any facility, building, portion of building, utility, park, parking lot, or structure or other improvement to real property, entered into pursuant to Chapter 255, F.S. and Rule 60D:5, F.A.C. Commodities, which are acquired incidental to the acquisition of a contractual service, are considered to be part of the acquisition or purchase of the contractual service.

CWE (Crisis Waiver Enrollment): Individuals determined to be in crisis will be prioritized for available waiver placements in order of the severity of crisis, with the severity determined by risk to the health, safety, and welfare of each applicant. Crisis criteria for waiver enrollment in order of priority include: the applicant is currently homeless; the applicant exhibits behaviors that, without provision of immediate waiver services, may create a life-threatening situation for the applicant or others; the applicant's current caregiver is in extreme duress and is no longer able to provide for the applicant's health and safety because of illness, injury, or advanced age.

Data Processing Services: Electronic data processing services provided by or to state agencies or the judicial branch that include, but are not limited to, systems design, software development, or time-sharing by other governmental units or budget entities.

DCF: Florida Department of Children and Families

DCF/FSFN (Department of Children and Families Florida Safe Families Network): A system that houses data from investigations of abuse, neglect, and exploitation.

DCF/OAH (Department of Children and Families Office of Appeal Hearings): A work unit that has bidirectional access to APD's Legal Case Management System (LCMS) for Medicaid hearings.

DD (Developmental Disability): A disorder or syndrome defined in Florida statute as autism, cerebral palsy, intellectual disability, spina bifida, Down syndrome, Prader-Willi syndrome, and Phelan-McDermid syndrome that manifests before the age of 18, and constitutes a substantial handicap that can be expected to continue indefinitely.

DD Month (Developmental Disabilities Awareness Month): March is national Developmental Disabilities Awareness Month to help raise awareness and advocate for people with intellectual and developmental disabilities.

DDCs (Developmental Disabilities Centers): State owned and operated facilities, formerly known as developmental disabilities institutions that offer treatment and care of individuals with developmental disabilities.

DDDP (Developmental Disabilities Defendant Program): A secure residential facility that provides competency training and testing for persons with developmental disabilities alleged to have committed a felony and who are court ordered into the facility. (See Forensic.)

DEAM (Disability Employment Awareness Month): October is Disability Employment Awareness Month that raises awareness about disability employment issues and celebrates the many contributions of exceptional employers and workers with disabilities.

Demand: The number of output units that are eligible to benefit from a service or activity.

DEO (Department of Economic Opportunity): The state agency that collects data and information from employers of APD clients.

DOEA: Department of Elder Affairs

DOH: Department of Health

DOH, Bureau of Vital Statistics: A state office within the Department of Health that is responsible for the uniform and efficient registration, compilation, storage, and preservation of all vital records in the state (Chapter 282, Florida Statutes). Vital records mean certificates or reports of birth, death, fetal death, marriage, dissolution of marriage, name change filed pursuant to Section 68.07, Florida Statutes, and data related thereto.

DOR: Department of Revenue

Down Syndrome: A genetic disorder caused when abnormal cell division results in extra genetic material from chromosome 21. This genetic disorder, also known as trisomy 21, varies in severity, causes lifelong intellectual disability and developmental delays, and, in some people, causes health problems.

EEP (Employment Enhancement Project): The EEP is a program funded by the Florida Legislature to provide opportunities and supports to clients on the APD Waiting List who want to work, obtain, and maintain competitive employment or internships. The Florida Legislature has funded this program since Fiscal Year (FY) 2013-14. Job seekers must be 18-years-of-age or older and on the APD Waiting List to qualify.

EOG: Executive Office of the Governor

Estimated Expenditures: Refers to amounts likely to be spent during the current fiscal year. These amounts will be computer generated, based on current year appropriations, adjusted for vetoes, and special appropriations.

Expenditure: An amount of money spent or the action of spending money.

Expenses: The usual, ordinary, and incidental expenditures by an agency or the judicial branch, including, but not limited to, such items as commodities and supplies of a consumable nature, current obligations, and fixed charges, and excluding expenditures classified as operating capital outlay. Payments to other funds or local, state, or federal agencies are included in this budget classification of expenditures.

External Providers: An interface format, as defined by Medware Information Systems, for the agency's client data management system that includes progress notes, quarterly reports, incident report, monthly reports, waiver documentation, and medication administration.

Extraordinary Needs: Pursuant to Section 393.0662(1)(b), F.S., needs that would place the health and safety of the client, the client's caregiver, or the public in immediate, serious jeopardy unless an increased amount of funds allocated to a client's iBudget, as determined by the algorithm, is approved.

FACTS (Florida Accountability Contract Tracking System): An online tool developed by the Department of Financial Services to make the government contracting process in Florida more transparent through the creation of a centralized, statewide contract reporting system.

FAS: (Financial Application System) A system used to query the Florida Accounting Information Resource Subsystem (FLAIR).

FCC (Family Care Council): Groups of volunteers who advocate, educate, and empower individuals with developmental disabilities and their families, through collaboration with APD to bring quality services to individuals for dignity and choice. Each council consists of individuals with developmental disabilities, as well as, parents, siblings, grandparents, and guardians of people with developmental disabilities who qualify for APD services.

FCCF (Family Care Council Florida): The organization that functions as a statewide board of the FCC. Its membership includes the chairperson of each Family Care Council.

FCO (Fixed Capital Outlay): Real property (land, buildings, fixtures, etc.) including additions, replacements, major repairs, and renovations which extend useful life, materially improve or change its functional use. Furniture and equipment necessary to furnish and operate a new or improved facility are included in the definition.

FFMIS: Florida Financial Management Information System

FLAIR: Florida Accounting Information Resource Subsystem

FLAIR RECON: Florida Accounting Information Resource system, reconciles invoices between ABC and FAS.

Florida Whistleblowers Act: Section 112.3187, F.S. creates a procedure for complainants to follow and provides a civil right of action against retaliation for some complainants.

FMMIS: Florida Medicaid Management Information System

FMS: Fee Maintenance System

Forensic: Programs supported by state funds that provide a secure setting for persons who are alleged to have committed a felony and who are court ordered into such a facility. (See DDDP.)

F.S.: Florida Statute

FSFN (Florida Safe Families Network): An intranet website operated by the Department of Children and Families for state employees to access adult and child protective services reports, findings, and training.

FTE: Full-Time Equivalent

GAA (General Appropriations Act): Provides moneys for annual period beginning July 1 and ending the following year on June 30, as well as supplemental appropriations, to pay salaries and other expenses, capital outlay—buildings or other improvements, and other specified purposes of various agencies of state government.

GH (Group Home): A licensed residential facility that provides a family living environment, including supervision and care necessary to meet the physical, emotional, and social needs of its residents as established in Chapter 393, F.S.

GR (General Revenue): A collection of state taxes and selected fees deposited into a fund and appropriated by the Legislature for any purpose.

HCBS (Home and Community-Based Services): The name of a program and services provided by the agency through the iBudget Waiver. The iBudget Waiver provides supports and services to eligible persons with developmental disabilities living at home or in a home-like setting. The iBudget Waiver program is funded by both federal and matching state dollars. This waiver reflects use of an individual budgeting approach and enhanced opportunities for self-determination. The purpose of this waiver is to promote and maintain the health of eligible individuals with

developmental disabilities, provide medically necessary supports and services to delay or prevent institutionalization, and foster the principles of self-determination as a foundation for services and supports.

HIPAA (Health Insurance Portability and Accountability Act): The primary goal of the 1996 federal law is to make it easier for people to keep health insurance, protect the confidentiality and security of healthcare information, and help the healthcare industry control administrative costs.

iBudget (Individual Budgeting): A term associated with APD's Home and Community-Based Program that is used to describe both an electronic system and a method for determining a person's allocation of funds for services. iBudget considers the legislative appropriation for the fiscal year and individual characteristics correlated with costs to generate a base budget amount for each person. iBudget also is known as the Developmental Disabilities Individual Budgeting waiver, an approved HCBS waiver also used by participants in the CDC+ program.

ICF/IID (Intermediate Care Facility for Individuals with Intellectual Disabilities): A facility licensed in accordance with state law and certified in accordance with federal regulations, pursuant to the Social Security Act, as a provider of Medicaid services to individuals who are intellectually disabled or who have a related condition. A residential facility licensed and certified by AHCA under part VIII of Chapter 400, F.S. The term also refers to a Medicaid benefit that enables states to provide comprehensive and individualized health care and rehabilitation services to individuals with intellectual disabilities or related conditions to promote their functional status and independence. ICF/IIDs provide active treatment, which is continuous, aggressive, and consistent implementation of a program of specialized and generic training, and health or related services, directed toward helping the individual function with as much self-determination and independence as possible.

iConnect (a.k.a. Client Data Management System—CDMS): A centralized consumer record system that upon implementation will collect key data at the client specific and provider specific level so analysis, tracking, and reporting processes can be improved.

ID/RD: Intellectual Disability/Related Disability

IFS (Individual and Family Services): A fund provided to the state through federal Social Services Block Grant (SSBG), authorized under Title XX of the Social Security Act. This fund may be used for a variety of services. However, federal interpretation specifically prohibits the use of SSBG funds for providing medical services, dental services, and for providing direct stipends to individuals or their families.

Indicator: A marker or sign expressed in a quantitative or qualitative statement used to gauge the nature, presence, or progress of a condition, entity, or activity. Another term for the word “measure.”

Input: See Performance Measure.

Information Technology Resources: Includes data processing-related equipment, software, materials, services, telecommunications, personnel, facilities, maintenance, and training.

Intellectual Disability: A term used when a person has certain limitations in mental functioning and in skills such as communicating, taking care of him or herself, and social skills. These limitations will cause a person to learn and develop more slowly. People with intellectual disabilities may take longer to learn to speak, walk, and take care of their personal needs such as dressing or eating. They are likely to have trouble learning in school. They will learn, but it will take them longer. As defined in Chapter 393 F.S., an intellectual disability is defined by a significantly sub-average general intellectual function, existing concurrently with deficits in adaptive behavior, that manifests before the age of 18 and can reasonably be expected to continue indefinitely. Significantly, sub-average general intellectual function for the purposes of this definition means performance that is two or more standard deviations from the mean score on a standardized intelligence test specified in the rules of the agency. Adaptive behavior for the purpose of this definition means the effectiveness or degree with which an individual meets the standards of personal independence and social responsibility expected of his or her age, cultural group, and community.

Internal Audit: An Office of the Inspector General (OIG) examination of financial or performance issues within the organization resulting in a report. These audits may also involve providers under agency contract.

Internal Investigation: An OIG inquiry of misconduct, misuse, and misappropriation issues within the agency resulting in an official report. Internal investigations may also involve providers under agency contract.

IOE: Itemization of Expenditure

IT: Information Technology

Judicial Branch: All officers, employees, and offices of the Supreme Court, district courts of appeal, circuit courts, county courts, and the Judicial Qualifications Commission.

LAN: Local Area Network

LAS/PBS (Legislative Appropriations System/Planning and Budgeting Subsystem): The statewide appropriations and budgeting system owned and maintained by the Executive Office of the Governor.

LBC (Legislative Budget Commission): A standing joint committee of the Legislature. The Commission reviews and approves/disapproves agency requests to amend original approved budgets; reviews agency spending plans; and takes other actions related to the fiscal matters of the state, as authorized in statute. It is composed of 14 members appointed by the President of the Senate and by the Speaker of the House of Representatives to two-year terms.

LBR (Legislative Budget Request): A request to the Legislature, filed pursuant to s. 216.023, F. S., or supplemental detailed requests filed with the Legislature for the amounts of money an agency or branch of government believes will be needed to perform the functions that it is authorized, or it is requesting authorization by law, to perform.

LCMS (Legal Case Management System): A subsystem that uses ABC system to send demographic information and track fair hearings.

L.O.F.: Laws of Florida

LRPP (Long-Range Program Plan): A plan developed on an annual basis by each state agency that is policy-based, priority-driven, accountable, and developed through careful examination and justification of all programs and their associated costs. Each plan is developed by examining the needs of people served and proposing programs and associated costs to address those needs, as established by law, the agency mission, and legislative authorization. The plan provides the framework and context for preparing an agency's legislative budget request and includes performance indicators for evaluating the impact of programs and agency performance.

LTC (Long-Term Care): Services provided on an ongoing basis to people with developmental disabilities in a residential setting such as a developmental disabilities center.

MAN: Metropolitan Area Network

Management Review: An OIG assessment of agency management issues, usually related to some program, process, or personnel, requested by agency managers.

Medicaid Waiver: See Waiver

MSP: Medicaid State Plan

Narrative: Justification for each service and activity required at the program component detail level for the agency's budget request. Explanation, in many instances, will be required to provide a full understanding of how dollar requirements were computed.

NASBO: National Association of State Budget Officers

NASDDDS (National Association of State Directors of Developmental Disabilities Services): An organization that represents the nation's agencies in 50 states and the District of Columbia providing services to children and adults with intellectual and developmental disabilities and their families. NASDDDS promotes visionary leadership, systems innovation, and the development of national policies that support home and community-based services for individuals with disabilities and their families.

NCI (National Core Indicators): Nationally standardized performance indicators that include approximately 100 outcomes related to consumer, family, systemic, cost, and health and safety – outcomes that are important to understanding the overall health of public developmental disabilities agencies. Associated with each core indicator is a source from which the data is collected in collaboration with the Human Services Research Institute (HSRI). Sources of information include consumer survey (e.g., empowerment and choice issues), family surveys (e.g., satisfaction with supports), provider survey (e.g., staff turnover), and state systems data (e.g., expenditures, mortality, etc.). National Core Indicators provide Florida a way to compare its performance against other states.

NF (Nursing Facility): Medicaid-certified nursing facility.

Nonrecurring: Expenditure or revenue limited to one fiscal year, or not expected to be needed or available after the current fiscal year.

OCO (Operating Capital Outlay): Equipment, fixtures, and other tangible personal property of a non-consumable and nonexpendable nature. OCO applies to items valued at \$1,000 or more that have an expected life of one year or more. This may include hardback-covered bound books circulated to students or the public, the value or cost of which is \$25 or more, and hardback-covered bound books the value or cost of which is \$250 or more.

OIG (Office of the Inspector General): An agency unit responsible for oversight and performance of internal investigations, audits, and management reviews.

OPB: Office of Policy and Budget, Executive Office of the Governor

OPPAGA (Office of Program Policy Analysis and Government Accountability): OPPAGA is an office of the legislature that provides data, evaluative research, and objective

analyses to assist legislative budget and policy deliberations. OPPAGA also conducts research as directed by state law, the presiding officers, or the Joint Legislative Auditing Committee.

OPS (Other Personal Services): Refers to an employment classification and a budget category for compensation for services rendered by a person who is not a regular or full-time employee in an established position. This includes but is not be limited to, temporary employees, students, graduate assistants and fellows, part-time academic employees, board members, consultants, and others specifically budgeted for an agency in this category.

Outcome: See Performance Measure

Output: See Performance Measure

Outsourcing: The contracting with a vendor for the delivery of a service or item, and includes the responsibility for performance. Outsourcing includes everything from contracting for minor administration tasks to contracting for major portions of activities or services that support the agency mission.

PASRR (Preadmission Screening and Resident Review): A federal requirement to help ensure that individuals are not inappropriately placed in nursing homes for long-term care. PASRR requires all nursing facility applicants evaluated for serious mental illness and/or ID/RC, are offered the most appropriate setting for their needs (in the community, a nursing facility, or acute care settings), and receive the services they need in those settings. A Level I PASRR screen identifies whether an individual referred for admission into an NF has or is suspected of having an SMI and/or an ID diagnosis. The DOEA CARES program performs the Level I PASRR screening for all adults. The CARES program is also responsible for a request of a Level II PASRR evaluation when appropriate for adults. DOH is AHCA's delegate for completion of the Level I PASRR screen for children under the age of 21 years seeking entry to an NF. -CMAT- within DOH performs the Level I PASRR screening for children. The CMAT is also responsible for a request of a Level II PASRR evaluation for any child when appropriate. A Level II PASRR confirms or rules out an SMI and/or ID diagnosis. It is an in-depth evaluation of the individual and is a determination of the need for NF services. The Level II PASRR also evaluates what specialized services, if any, the individual needs. APD (or its designee) is responsible for completing the PASRR Level II evaluations and determinations for intellectual disabilities (ID) or related conditions. The DCF Mental Health program office (or their designee) is responsible for completing the PASRR Level II determinations for SMI.

Pass Through: A situation in which funds flow through an agency's budget to other entities (e.g. local governments) without the agency having discretion on how the funds are

managed and spent. The activities (outputs) associated with the expenditure of the funds are not measured at the state level. NOTE: This definition of “pass through” only applies for the purposes of long-range program planning.

PBPB/PB2: Performance-Based Program Budgeting

Performance Ledger: The official compilation of information about state agency performance-based programs and measures, including approved programs, approved outputs and outcomes, baseline data, approved standards for each performance measure and any approved adjustments thereto, as well as actual agency performance for each measure.

Performance Measure: A quantitative or qualitative indicator used to assess state agency performance. Three types used for the LRPP are:

- Input means the quantities of resources used to produce goods or services and the demand for those goods and services.
- Outcome means an indicator of the actual impact or public benefit of a service.
- Output means the actual service or product delivered by a state agency.

Phelan-McDermid Syndrome: A rare condition due to a chromosomal abnormality. Symptoms vary in range and severity, but often include low muscle tone, difficulty moving, absent –to- severely delayed speech, autistic features, moderate –to- profound intellectual disability, and epilepsy.

PMDS: Payroll Management Data System

Policy Area: A grouping of related activities that reflect major statewide priorities. Policy areas summarize data at a statewide level by using the first two digits of the 10-digit LAS/PBS program component code. Data collection will sum across state agencies when using this statewide code.

Prader-Willi Syndrome: A complex genetic condition that affects many parts of the body. In infancy, this condition is characterized by weak muscle tone, feeding difficulties, poor growth, and delayed development. Beginning in childhood, affected individuals develop an insatiable appetite and chronic overeating. As a result, most experience rapid weight gain leading to obesity. People with Prader-Willi syndrome, typically have an intellectual disability, or learning disabilities and behavioral problems.

Primary Service Outcome Measure: A legislatively approved performance measure that best reflects or quantifies the intended outcome of a service. Generally, there is only one primary service outcome measure for each agency service.

Privatization: Occurs when the state relinquishes a function, service, or responsibility, or reduces its role in the delivery of a service or specific activity.

Procurement: The act of obtaining commodities or contractual services through standardized methods, policies, or law.

Program: A set of services and activities undertaken in accordance with a plan of action organized to achieve agency mission, goals, and objectives based on legislative authorization. In some instances, a program consists of several services, or in other cases, the program represents one service. The LAS/PBS code is used for both program identification and service identification. Service is a budget entity for purposes of the LRPP.

Program Component: An aggregation of related objectives. Because of their special character, related workload, and interrelated output, these objectives could logically be considered an entity for purposes of organization, management, accounting, reporting, and budgeting.

Program Purpose Statement: A brief description of approved program responsibilities and policy goals. The purpose statement reflects essential services needed to accomplish the agency's mission.

Purchasing Categories/Thresholds: The categories related to specific dollar amounts that govern required procurement procedures as established by section 287.017, F.S.

QIO: A quality improvement organization, such as Delmarva, that conducts activities related to quality information, provider monitoring, and plans of remediation for APD.

QSI (Questionnaire for Situational Information): The agency approved assessment for determining a person's level of need and support in areas of community living, functional, behavioral, and physical health. The QSI is administered by trained and certified agency staff.

Reference Check: An OIG task performed as part of an agency's hiring process. A job candidate is screened against OIG files and prior actions. The results of the screening are reported to the hiring authority.

Regions or Regional Office: Refers to the structure of the agency's field offices from consolidation of 14 area offices into six (6) regions.

Reliability: The extent to which the procedure used for measurement yields the same results on repeated trials, and data are complete and sufficiently error free for the intended use.

Rish Park: A recreational area named after William J. (Billy Joe) Rish that is owned and operated by APD. The park is located on the St. Joseph Peninsula near Port St.

Joe and Cape San Blas in Northwest Florida. The park is specifically designed for individuals with disabilities and their families. It features include an accessible Olympic-size swimming pool, boardwalk, and cabins for overnight lodging.

ROM (Regional Operations Manager): An executive-level manager who operates and directs activities in APD's six regional offices and any field offices within their region. ROMs report to the Deputy Director of Operations.

SAN (Significant Additional Needs): A term associated with a request for additional funding that if not provided could jeopardize the health and safety of the individual, the individual's caregiver, or public. As authorized under Section 393.0662(1)(b), F.S., a SAN is categorized as extraordinary need, significant need for one-time or temporary support or services, or significant increase in the need for services after the beginning of the service plan year.

Salary & Benefits: The cash compensation for services rendered to state employees for a specific period of time, and the corresponding state sponsored benefits (retirement, health insurance, etc.) or federally required taxes (Social Security, FICA, etc.) paid on behalf of the employee.

Secure Web for Consultants: An application to view only the monthly reporting statements.

Secure Web-Based Payroll Systems: Also known as the CDC+ timesheet system, it is used for claims submission and reporting, and is available in both English and Spanish.

Service: See Budget Entity and Program

Service Provider: An individual or business determined eligible to deliver Medicaid services and has an agreement with APD to provide services to people with developmental disabilities.

SETS (Supported Employment Tracking System): An internet-based tracking system used for tracking consumers that have jobs or working to obtain jobs. Consumer demographic information is uploaded into SETS from ABC nightly. Information from the Department of Revenue and DEO is uploaded quarterly. The system interacts with ABC in real time for EEP claim payments.

SIMS (Supply and Inventory Management System): A tracking system for non-client related supplies.

SL (Supported Living): Supported Living is a category of individually determined services designed and coordinated in such a manner as to assist adult clients who require ongoing supports to live independently as possible in their own homes, be integrated into the community, and participate in community life to the fullest extent possible.

SMI: Serious Mental Illness

Spina Bifida: A birth defect (a congenital malformation) in the vertebral column in which part of the spinal cord, which is normally protected within the vertebral column, is exposed. Spina bifida is caused by the failure of the neural tube to close during embryonic development. The neural tube is the embryonic structure that gives rise to the brain and spinal cord. People with spina bifida can have difficulty with bladder and bowel incontinence, cognitive (learning) problems, and limited mobility.

SSI (Supplemental Security Income): A benefit administered by the Social Security Administration for disabled adults and children with limited income and resources. Americans ages 65 and older without disabilities who meet financial criteria also may be eligible for SSI benefits.

SSRC: Southwood Shared Resource Center

Standard: A level of performance, a measure of outcome or output.

SWOT: Strengths, Weaknesses, Opportunities, and Threats

TCS: Trends and Conditions Statement

TF: Trust Fund

TRW: Technology Review Workgroup

Unit Cost: The average total cost of producing a single component, item, service, or output for a specific agency activity.

UR/CSR (Utilization Review/Continued Stay Review): The periodic evaluation of an individual's need for continued stay in an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID).

Validity: The appropriateness of the measuring instrument in relation to the purpose for which it is used.

VR: Division of Vocational Rehabilitation is a federal-state program within the Department of Education that helps people who have physical or mental disabilities obtain or keep a job.

Waiting List: A registration of persons who meet APD eligibility criteria as defined in Section 393.063, F.S. and level-of-care criteria for the iBudget waiver, waiting for waiver services in one of seven (7) priority categories. There is not an actual timeframe for the length of waiting. Each year, the number of individuals who can be added to the waiver is contingent upon the availability of funds, level of need, and waiting list category.

Waiting List Priority Categories: Section 393.065(5), Florida Statutes describes the waiting list priority categories. There are seven categories described as follows:

- Category 1: Individuals in crisis.
- Category 2: Individuals who are transitioning out of the child welfare system at the time of adoption, reunification, permanent placement with a relative, guardian, or non-relative, and individuals in the child welfare system who turn 18-years old.
- Category 3: Individuals whose caregiver has a documented condition that will render the caregiver unable to provide care in the near future, those with no caregiver, those at a substantial risk for incarceration, and those with intense physical or behavioral needs.
- Category 4: Individuals with caregivers 70 years of age or older.
- Category 5 Youth leaving secondary school within the next 12 months.
- Category 6 Individuals ages 21 or older.
- Category 7 Individuals less than 21 years older

Waiver: Refers to the Home and Community-Based Services program and iBudget waiver authorized under Title IX of the Social Security Act. Waivers provide an alternative program to institutional care. The iBudget waiver consists of state and federal matching funds for services so individuals live in their community rather than live in an institutional setting.

WAN: Wide Area Network

WSC (Waiver Support Coordinator): A person who is selected by the individual to assist the individual and family in identifying a consumer's capacities, needs, and resources; finding and gaining access to necessary supports and services; coordinating the delivery of supports and services; advocating on behalf of the individual and family; maintaining relevant records; and monitoring and evaluating the delivery of supports and services to determine the extent to which they meet the needs and expectations identified by the individual, family and others who participated in the development of the support plan.