



agency for persons with disabilities
State of Florida

LONG RANGE PROGRAM PLAN

Rick Scott
Governor

Agency for Persons with Disabilities

Tallahassee, FL



Barbara Palmer
Director

September 28, 2018



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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 2019-20 through Fiscal Year 2023-24. 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 2019-2020
through 2023-2024



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Director

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Mission Statement

The agency supports persons with developmental 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 2019/2020	FY 2020/2021	FY 2021/2022	FY 2022/2023	FY 2023/2024
5,600	4,000	4,000	4,000	4,000	4,000

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 2019/2020	FY 2020/2021	FY 2021/2022	FY 2022/2023	FY 2023/2024
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 2019/2020	FY 2020/2021	FY 2021/2022	FY 2022/2023	FY 2023/2024
27%	30%	30%	30%	30%	30%

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 2019/2020	FY 2020/2021	FY 2021/2022	FY 2022/2023	FY 2023/2024
77.9%	92%	92%	92%	92%	92%

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 2019/2020	FY 2020/2021	FY 2021/2022	FY 2022/2023	FY 2023/2024
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 2019/2020	FY 2020/2021	FY 2021/2022	FY 2022/2023	FY 2023/2024
15	5	5	5	5	5

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 2019/2020	FY 2020/2021	FY 2021/2022	FY 2022/2023	FY 2023/2024
300	250	250	250	250	250



Linkages to Governor's Priorities

The mission of the Agency for Persons with Disabilities (APD) is to support persons with developmental 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. The agency'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 allowing them 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 of 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 six years have assisted people on the agency'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 has over 55,700 Floridians with autism, cerebral palsy, spina bifida, intellectual disabilities, Down syndrome, Prader-Willi syndrome, and Phelan-McDermid syndrome that are eligible for agency services. Over 34,200 of these individuals are served on the iBudget Florida Waiver, over 21,400 are on the waiting list for waiver services, and approximately 700 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): The HCBS waiver 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 34,200 people with a choice of services and living arrangements in the community. People with waivers must 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, 2018, 3,165 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. Additionally, many of the over 21,400 individuals on the waiting list are receiving services from other agencies.

Developmental Disability Centers (DDCs): The agency operates two developmental disabilities 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 700 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 the agency's Developmental Disabilities Defendant Program. DDDP is a 146-bed secure facility located in Chattahoochee for defendants with developmental disabilities who are deemed incompetent to participate in their own defense or stand trial. The agency also operates a civil commitment program at DDDP along with two step-down programs (Pathways at Sunland Center and Seguin at Tacachale Center) 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 2017-18 include:

- The agency took major steps to close the Comprehensive Transitional Education Program (CTEP) with an anticipated date of transitioning all residents to other residential settings by October 8, 2018. Two significant steps taken included establishing a Receivership and working closely with providers and the agency's six regions to develop new smaller residential settings in the community for the individuals. After transitioning the residents from the CTEP, close monitoring will be performed by the agency to ensure the proper placement and care of these individuals.
- The agency completed the core design and configuration of the APD iConnect system, which will provide a centralized client data management system and include electronic visit verification.
- Providers increased group home capacity for individuals with intensive behaviors by over 220 residential beds.
- The agency provided 376 individuals on the waiting list with supported employment services to obtain and maintain employment.
- The agency's online TRAIN Florida Learning Management System (LMS) had a significant increase in registered users. Agency users have also registered for and completed over 778,700 courses since the system's launch in May 2016.
- The agency formalized a new process to approve trainers. As a result, 112 trainers were re-certified throughout the state of Florida that can provide Zero Tolerance, Direct Care Core Competencies, and Supported Living Coach Pre-service training. The agency also continued to expand the Train the Trainer program that affords new provider agencies the opportunity to become certified to train their own staff.
- Consumer-Directed Care Plus (CDC+) increased enrollment to 3,165 individuals who are managing their own services in the Home and Community-Based Services program.
- The waiver was amended to include an Enhanced Intensive Behavioral (EIB) residential service for individuals with extreme behavior issues and for those with medically complex issues. The amendment was approved by the federal Centers for Medicare and Medicaid Services and all associated rules were revised to establish rates and service requirements for EIB services.

- The agency, along with the Florida Commission for the Transportation Disadvantaged, successfully led a transportation task force to study the existing transportation system in Florida with specific emphasis on individuals with intellectual and developmental disabilities. The task force developed four recommendations, which were included in a report submitted to the Governor and the Legislature in December 2017.
- The agency made changes to Rish Park, which is located in the Florida Panhandle and provides beach access and activities for individuals with disabilities. Construction of the bayside boardwalk and the ramp down to the waterline were completed. In addition, the fresh water pond was cleared of invasive plants and restocked with fish to provide fishing opportunities for visitors.
- The agency made changes to Hawkins Recreational Park, which is located in Santa Rosa County. The park provides outdoor recreational activities to individuals with disabilities. Repairs were made to the bathrooms and water fountain at the park. The agency contracts with RESPECT of Florida to maintain and man the park.
- The agency's Communications Office won two awards from the local Florida Public Relations Association's (FPRA) Capital Chapter. The agency received an Image Award for its Hurricane Irma response campaign that included promotion of a newly created Recovery Toolkit. The agency also was recognized with a Judges Award for its social media efforts during Hurricane Irma. At the statewide FPRA Golden Image Awards, the agency won three awards. The agency received an Award of Distinction for the Hurricane Irma campaign and an Award of Distinction and Judges Award for its social media efforts.
- The agency completed its technical reviews, formative trial, and a pilot testing phase of the Next Generation Assessment (NGA) Protocol that will eventually replace the Questionnaire for Situational Information (QSI) once finalized. Plans are to have the NGA ready for statewide use in 2020.
- The agency hosted a two-day waiver support coordinators (WSCs) conference in Orlando attended by WSCs from across the state. It was filled with informational sessions presented by various speakers on topics significant to WSCs and those they serve. This event was an excellent training, networking, and educational experience for WSCs and agency staff alike.
- In February 2018, the annual Tim Tebow Foundation Night to Shine Prom for adults with special needs took place simultaneously at various venues throughout the state of Florida. An army of volunteers, including many agency staff members, worked tirelessly to ensure that the hundreds of agency clients in attendance enjoyed a memorable and magical evening.

- The Sunland Center in Marianna hosted their 39th Annual Fall Festival in October 2017. This event supports the community inclusion of those with disabilities.
- The Tacachale Center in Gainesville hosted its 33rd annual Christmas Tree Lighting Ceremony in December 2017. It was a festive event for all participants.
- Members from the agency's Central Region Bi-Lingual Professional Team received certificates recognizing their hard work and dedication at the Disaster Recovery Center at the Orlando Airport and the Multi-Agency Resource Center in Central Florida. These individuals worked countless hours serving individuals and families evacuating from Puerto Rico after Hurricane Maria. Additionally, agency staff from the Suncoast Region and Southern Region assisted in this effort in Orlando and Miami respectfully.
- The agency and its partners hosted the annual Employment Awareness Month Celebration and Exceptional Employer Awards at City Hall in Tallahassee in October 2017. Ten employers from around the state were recognized for their commitment to inclusion in the workplace by hiring those with disabilities.

ENVIRONMENTAL TRENDS

Population

Florida is currently home to over 20 million people. The Florida Office of Economic and Demographic Research expects annual population change between 2018 and 2022 to remain above a net gain of 300,000 each year, which could result in the following:

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

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 the agency who were age 60 and over was close to 3,000. As of June 2018, this number has increased to 3,040.

- 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 waiver clients (57%) 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.

Florida Population Forecast

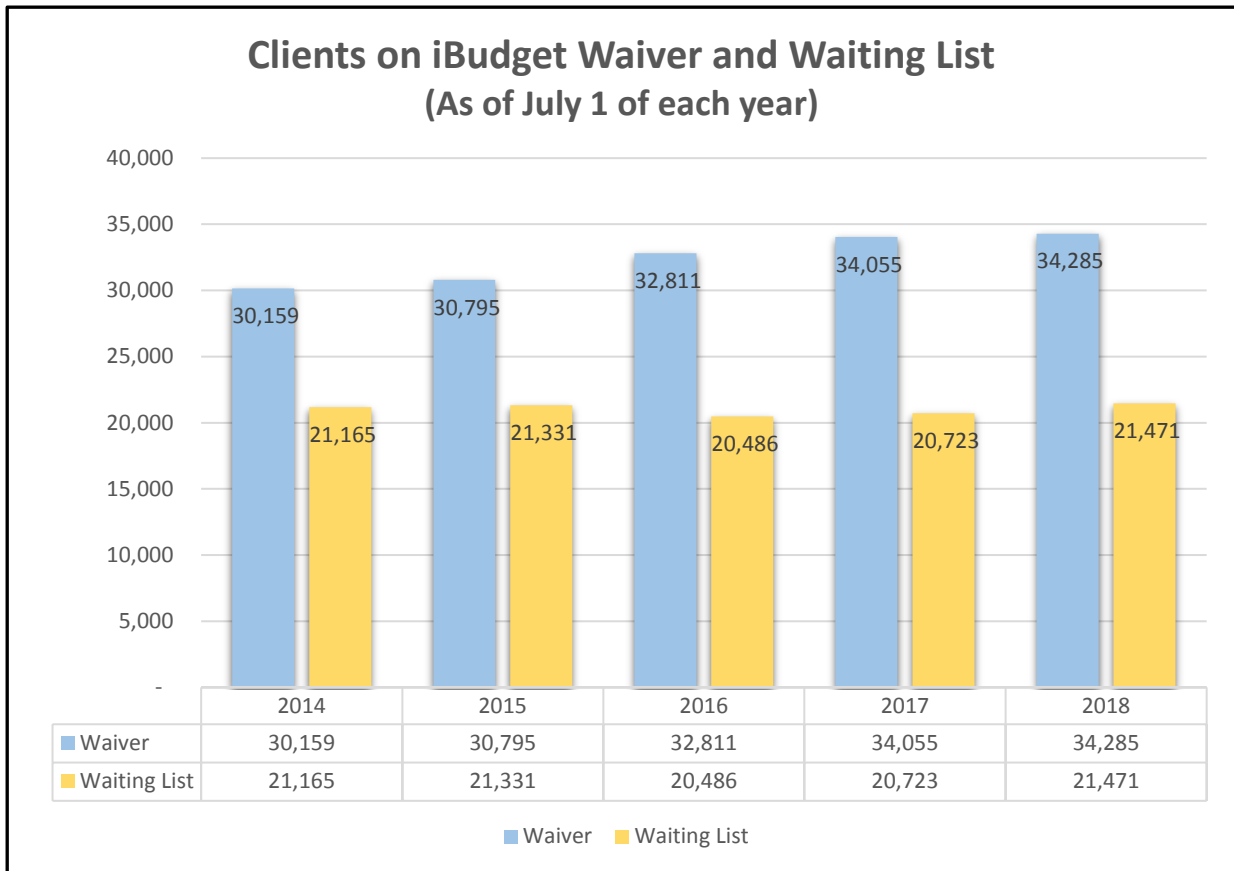
Year	Population	Percent	Change
2018	20,869,919	1.88%	385,777
2019	21,199,435	1.58%	329,516
2020	21,526,547	1.54%	327,112
2021	21,848,648	1.50%	322,101
2022	22,164,683	1.45%	316,035

Florida Office of Economic and Demographic Research

January 1, 2018

iBudget Waiver and Waiting List

For the past three years, the number of agency clients on the waiting list has been steadily rising. This could partially be linked to the population growth in Florida. Other contributing factors include an increased awareness and referral for agency services. In addition, there is growth in the need for services due to individuals losing Medicaid State Plan services that previously met their needs, people aging out of services available through the public school system, and caregivers not being able to provide support any longer because of declining health. This trend indicates the demand for waiver services may continue to rise in the future.



Quality of Life Indicators

A new methodology was implemented in fiscal year 2016/2017 to measure quality of life indicators. The indicators used were derived from the person centered reviews (PCR) and the individual interview tool utilized by Qlarant (the quality improvement organization). The data obtained were based upon individuals’ responses who received services through the Developmental Disabilities Individual Budgeting Waiver (iBudget) and the Consumer-Directed Care plus (CDC+) program. The overall findings revealed improvement in individuals’ quality of life in the Home and Community-Based Services

(HCBS) waiver system as evident by the percentage of Mets for Person Centered Supports, Rights, Health, Safety, and Abuse, Neglect and Exploitation. The definition of “Mets” means individuals are achieving positive outcomes as it relates to health, safety, rights, ability to make choices, and integrate within the community. Preferences of social roles in the community and limited opportunities to develop new friendships/relationships are the two areas needing improvement.

The findings also revealed a greater need to train Waiver Support Coordinators (WSCs) and direct care providers on person centered planning, choice, rights, and community integration. Training WSCs and direct-care providers on person-centered planning to improve choice and opportunities to develop friendships should improve performance within the performance indicator for community integration. Overall results should improve over the next five years with the further development and implementation of: (1) TRAIN Florida, (2) standardized curricula to educate WSCs and HCBS waiver providers on how to better serve their individuals, (3) a standard process to approve trainers who conduct face-to-face trainings, (4) updates to the Support Plan forms, and (5) the rollout of APD iConnect where standard forms and processes for WSCs and providers will be used as part of case management for individuals.

Quality of Life Indicator Results by Waiver Type					
July 1, 2017 - June 30, 2018					
iBudget Waiver			CDC+		
# Met	Total*	% Met	# Met	Total	% Met
Person Centered Supports: Directs Services					
12,716	12,925	98.40%	2,024	2,039	99.30%
Rights					
7,804	7,907	98.70%	1,084	1,086	99.80%
Health					
4,324	4,421	97.80%	701	706	99.30%
Safety					
4,386	4,477	98.00%	696	709	98.20%
Abuse, Neglect, & Exploitation					
3,542	3,630	97.60%	571	575	99.30%
Community					
7,339	7,612	96.40%	1,096	1,118	98.00%
Overall Quality of Life Indicators					
40,111	40,972	97.90%	6,172	6,233	99.00%

Source: Qlarant July 2018

PRESENT AGENCY PRIORITIES

The agency'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 the agency's challenges and issues that need resolution to achieve three broad goals: 1) Increase access to community-based services, treatment, and residential options, 2) Increase the number of individuals with developmental disabilities in the workforce, and 3) Improve management of the agency and oversight of providers.

Increase access to community-based services, treatment, and residential options

Waiting List and iBudget Waiver Enrollment

The number of individuals on the agency's waiting list for iBudget waiver enrollment is over 21,400. The agency will continue to enroll individuals who are in crisis situations to meet their health and safety needs. We will also continue to enroll children in foster care at the time of adoption, reunification, permanency, or when they turn 18. To comply with other legislation, the agency enrolls individuals transitioning from an intermediate care facility (ICF) or skilled nursing facility, individuals with Phelan McDermid syndrome, and individuals whose families are active duty military and receiving waiver services in other states at the time of transfer to Florida.

Comprehensive Transitional Education Program

The agency has taken steps to close the Comprehensive Transitional Education Program (CTEP) with an anticipated date of transitioning all residents to alternative

settings by October 8, 2018. These steps are consistent with the legislative intent of community placement as stated in Chapter 393, Florida Statutes. After transitioning the residents, monitoring must be performed to ensure the proper placement and care of the individuals.

The agency received an appropriation of \$304,916 to continue the contract for staff to monitor the health and safety of residents in the CTEP and to plan their transitions to smaller community-based residential facilities. 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.

Last year, the Florida Legislature provided an appropriation to implement Enhanced Intensive Behavioral (EIB) residential models to transition residents in the CTEP to smaller residential settings. The 2018 Florida Legislature maintained this funding, which will help CTEP residents who require a higher level of care to transition into the community. Additionally, an iBudget waiver amendment to include EIB services was approved by the federal Centers for Medicare and Medicaid Services (CMS) effective January 1, 2018. The agency worked with the Agency for Healthcare Administration to amend rules to establish rates and service requirements for EIB services. The updated rules became effective June 10, 2018.

Forensic Services

Ensuring the continuity of care for individuals with developmental disabilities involuntarily committed to the agency's care is an important responsibility for the agency. Forensic liaisons provide case management services to those committed under Section 393.11, Florida Statutes, or are discharging from a forensic facility. The liaisons 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. Additionally, the agency received \$250,000 in funding to contract for licensed psychologists and psychiatrists to perform annual evaluations of all individuals involuntarily committed to the agency. The evaluations determine the propriety of the person's continued involuntary admission to residential services and include an assessment of the most appropriate and least restrictive type of residential placement for the person as required by statute.

Increase the number of individuals with developmental disabilities in the workforce

Employment Enhancement Program

Employment remains one of the Governor's priorities and has become a reality for many people with developmental disabilities each year. In fiscal year 2017-18, the Florida Legislature appropriated \$750,000 to provide Employment Enhancement Program (EEP) services to individuals on the waiting list. The agency succeeded in serving 376 people with supported employment services and internships last fiscal year. 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 \$900,000 for EEP. The supported employment services could help approximately 750 individuals with developmental disabilities obtain and maintain jobs and internships using these funds. Studies have shown that individuals engaged in employment activities have better mental and physical health outcomes. Employment is the most direct and cost-effective means in helping an individual achieve independence and self-fulfillment, which should be the primary objective of public assistance programs. While employment services are available to individuals on the waiver, additional budget authority is needed to provide employment services to individuals on the waiting list.

Improve management of the agency and oversight of providers

APD iConnect System

APD iConnect, formerly known as the client data management system, is progressing well. The Florida Legislature appropriated funds to continue the development of this system. Mediuware, the contractor developing iConnect, completed core design and configuration of the system during fiscal year 2017-18. System testing and training of agency staff and WSCs is ongoing. Implementation of the new system is scheduled to begin in October 2018 and finish by March 2020. When completed, APD iConnect will provide the agency with a central client database that will house the records of more than 55,700 clients and is part of the agency's strategy to more efficiently manage ever increasing caseloads. iConnect will also increase program efficiency, accountability, and oversight. This system will enable the agency to collect data, analyze trends, evaluate service effectiveness, identify and reduce fraud, waste and abuse, and report on measurable outcomes for clients.

Additionally, Section 12006(a) of the 21st Century Cures Act originally mandated that states implement electronic visit verification (EVV) for all Medicaid personal care

services by January 1, 2019, or otherwise be subject to incremental federal medical assistance percentage reductions. Legislation was recently passed that changed the implementation date to January 1, 2020. The EVV system will become a component of the iConnect system. It will provide a reliable and accurate means of verifying when and where a home-based service is being provided and the actual amount of time a provider spends with the consumer, which will help limit the opportunity for fraudulent charges.

Information Technology Security

The agency received over \$800,000 for information technology software to improve the security of agency and client data. The agency plans to continue implementing and maintaining 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 and maintaining these two systems will greatly improve the security of agency confidential information.

The agency will also continue to maintain Access Management Cloud services and Identity Proofing Cloud services. These services will address the risk of compromised passwords and data breaches. The agency is responsible for securely granting and controlling user access to agency systems to ensure the integrity of those systems and the data they contain.

Transportation Services

The agency provides transportation services to approximately 11,000 individuals with developmental disabilities (DD). This represents a small percentage of statewide coordinated service trips (less than 8%). The agency has a great understanding of the DD consumer's travel needs through its close relationships in coordinating eligible Medicaid services to DD consumers. Most agency consumers use alternative transportation providers, who provide transportation services outside of the coordinated transportation system, for their iBudget waiver funded trips.

The Governor and the Legislature recognize the importance of transportation for the developmental disabilities population in Florida. Legislation was passed in 2017 that tasked the agency, along with the Florida Commission for the Transportation Disadvantaged, to lead a transportation taskforce to study the existing transportation system and develop recommendations to improve transportation accessibility for individuals with developmental disabilities. The top recommendation from this study was to redesign the agency's transportation business model toward a collaborative partnership with the transportation disadvantaged coordinated system and community transportation coordinators providing mobility management services. The agency received an appropriation of \$250,000 to competitively procure independent consultant

services to assess and redesign its transportation business model. Once complete, the agency will submit a final report to the Governor, President of the Senate, and Speaker of the House of Representatives.

Questionnaire for Situational Information

Improving the agency's Questionnaire for Situational Information (QSI) needs assessment remains a priority. The agency received an appropriation of \$208,395 to contract for validity and reliability testing of the Next Generation Assessment (NGA) Protocol that will eventually replace the QSI assessment tool once finalized. The QSI assessment tool is used to gather essential information about an individual's life situation. The information is used to determine service and support needs for individuals on the iBudget waiver. The validity and reliability testing will include content analysis, item analysis, reliability testing, concurrent validity and recommendations for further refinement. Additionally, the QSI assessment tool is a key component of the iBudget algorithm used to determine iBudget allocation amounts for individuals on the waiver and the prioritization categories of individuals on the waiver waiting list. The new assessment tool (NGA) will also provide more effective person-centered interviews, more specific scoring results, a mechanism to determine threats and risks to safety and wellbeing, and measure of social integration and caregiver capacity. The completion of the new assessment tool is scheduled for June 2019.

Training

The agency continues to make required training more convenient for providers, agency employees, consumers, and families. The TRAIN Florida Learning Management System offers required agency 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. Agency users have completed over 778,700 courses through TRAIN.

The agency plans to expand the Train the Trainer program to other regions and providers. This program affords new provider agencies the opportunity to become certified to train their own staff. Additionally, the agency will continue to revise and update training curriculum for supported living coaches, waiver support coordinators, person centered planning, supported employment best practices, social security work incentives, guardianship, physical and nutritional management, and legal representatives.

The agency will continue to partner with the Department of Elder Affairs, Vocational Rehabilitation, Advocates & Guardians for the Elderly & Disabled (AGED), Family Care Council, Florida Association of Rehabilitation Facilities (ARF), The Arc of New Jersey,

and the National Disability Institute to provide monthly in-service training to waiver support coordinators.

Service credit hours are issued to waiver support coordinators for approved training taken, assisting them in meeting their required annual certification requirement.

Home and Community-Based Services Settings Final Rule Compliance

The Centers for Medicare and Medicaid Services (CMS) Home and Community-Based Services (HCBS) Settings Final Rule to bring HCBS residential and nonresidential settings into compliance has been extended to 2022. The Final Rule requires states to ensure that people with developmental disabilities reside in integrated, home-like community settings. The rule ensures that:

- HCBS services are provided in settings that are not institutional in nature;
- Individuals are integrated in their communities and have access to benefits of community living;
- 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.

In 2016, the agency received funding to hire a team of reviewers to ensure HCBS settings are compliant with CMS rules. To date, the team has conducted 1,645 group home and 268 adult day training facility onsite reviews and has identified 48 settings as presumptively institutional. The service providers who operate the 48 settings received technical assistance and submitted evidentiary packages to reflect that they were home and community-based settings and not institutional in nature. The compliance team will continue to conduct reviews and provide technical assistance to waiver providers to ensure that services are provided according to CMS rules.

Taskforces and Workgroups

- Able Trust
- Adult Protective Services Interagency Workgroup
- Agency for Persons with Disabilities/Agency for Health Care Administration Policy Group
- Blue Print 2000
- Business Leadership Network
- Capital Region Transportation Planning Agency (CRTPA)
- CDC+ Quality Advisory Committee
- Community Advisory Committee of the Florida Center for Inclusive Communities
- Community Supports & Education Workgroup
- Department of Children and Families (DCF) Summit
- Empower Florida Conference
- Employment First Collaborative Team
- Faith Based Symposium
- Family Cafe
- Family Care Council
- Florida Alliance for Assistive Services and Technology (FAAST)
- Florida Association for Behavior Analysis (FABA) Conference
- Florida Association of Rehabilitation Facilities (Florida ARF)
- Florida Association of State Agency Administrative Services Directors
- Florida Cabinet on Children and Youth
- Florida Center for Inclusive Communities (FCIC) at University of South Florida – Community Advisory Committee (CAC)
- Florida Children’s System of Care State Advisory Team
- Florida Commission for the Transportation Disadvantaged
- Florida Developmental Disabilities Abuse and Neglect Task Force
- Florida Developmental Disabilities Council (FDDC)
- FDDC Community Living Task Force
- FDDC Employment and Transportation Task Force

- FDDC Self Advocacy Leadership Task Force
- FDDC Waiting List Strategic Plan Implementation Task Force
- FDDC Waiting List Support Group
- Florida Genetics and Newborn Screening Advisory Council
- Florida Inter-Agency Grants Consortium
- Florida Disabled Outdoors Association
- Florida Rehabilitation Council (FRC)
- Florida Self Advocates Network
- Florida Youth Summit
- Governors Hurricane Conference
- Human Services Contract Administrators Task Force
- Human Trafficking Interagency Workgroup
- Interagency Advisory Council
- Interagency Medical Director's Committee
- Interagency Medical Fraud Committee
- Interagency State Review Team for Children Served by Multiple Agencies
- Interagency Workgroup on Supported Employment
- Medical Necessity Workgroup with Agency for Health Care Administration (AHCA) & Centers for Medicare and Medicaid Services (CMS)
- National Association of State Directors of Developmental Disability Services (NASDDDS)
- Pre-Admission Screening and Resident Review (PASRR) Interagency Workgroup
- Quality Council
- Residential Options of Florida (ROOF)
- Service Delivery Systems Workgroup
- 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

- System of Care Advisory Team
- The Arc of Florida
- Training Advisory Committee



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 2018-19	Approved Prior Year Standard FY 2017-18	Prior Year Actual FY 2017-18	Approved Standard FY 2018-19	Requested FY 2019-20 Standard
Number of persons with developmental disabilities served in Supported Living	5,600	4,480	5,600	4,000
Percent of ICF residents who accept waiver services and move into the community	85%	78%	85%	85%
Percent of people with developmental disabilities employed in integrated settings	27%	39%	27%	30%
Program: Services to Disabled		Code: 67000000		
Service/Budget Entity: Program Management and Compliance		Code: 67100200		
Approved Performance Measures for FY 2018-19	Approved Prior Year Standard FY 2017-18	Prior Year Actual FY 2017-18	Approved Standard FY 2018-19	Requested FY 2019-20 Standard
Percent of people receiving services who meet key health, safety, and quality-of-life outcome measures	77.9%	98.5%	77.9%	92.0%
Administrative cost as a percent 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 2018-19	Approved Prior Year Standard FY 2017-18	Prior Year Actual FY 2017-18	Approved Standard FY 2018-19	Requested FY 2019-20 Standard
Annual number of reportable critical incidents per 100 persons with developmental disabilities living in Developmental Disabilities Centers	15	3	15	5
Program: Services to Disabled		Code: 67000000		
Service/Budget Entity: Developmental Services Forensic Services		Code: 67100500		
Approved Performance Measures for FY 2018-19	Approved Prior Year Standard FY 2017-18	Prior Year Actual FY 2017-18	Approved Standard FY 2018-19	Requested FY 2019-20 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	228	300	250

Office of Policy and Budget - June 2018



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	4,480	(1,120)	(20%)

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:

In August 2016, 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). Clients in supported living are allowed freedom of choice when selecting residential placement. They can decide how and where they want to live in the community.

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:

Recommend changing the approved standard to 4,000 beginning next fiscal year.

Office of Policy and Budget – June 2018

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%	78%	(7%)	(8%)

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:

Of the 55 individuals that accepted an offer of waiver services, 43 were transitioned to the community.

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 – June 2018

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%	39%	12%	44%

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:

Recommend changing the approved standard to 30% beginning next fiscal year.

Office of Policy and Budget – June 2018

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%	98.5%	20.6%	26.4%

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 third 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:

Recommend changing the approved standard to 92% beginning next fiscal year.

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 percent of total program costs

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 – June 2018

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:

Recommend changing the approved standard to 5 beginning next fiscal year.

Office of Policy and Budget – June 2018

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: Agency for Persons with Disabilities

Program: Services to Disabled

Service/Budget Entity: 67100500

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

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
300	228	(72)	(24%)

Census of APD's three forensic facilities as of July 1, PLUS admissions through June 30 for the fiscal year.

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 court system controls admissions and discharges for forensic clients receiving competency services and care from APD. The agency can only estimate how many people it can serve for a given period. The three forensic facilities are DDDP, Pathways and Seguin.

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:

Recommend changing the approved standard to 250 beginning next fiscal year.

Office of Policy and Budget – June 2018



Performance Measure Validity and Reliability

LRPP Exhibit IV

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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 (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The agency proposes to lower the supported living standard from 5,600 to 4,000. The data source and methodology remain unchanged.

Validity: N/A

Reliability:

In August 2016, the agency clarified criteria used to code active agency clients with developmental disabilities in supported living under program component code "11". This resulted in the agency not counting as many clients, as it did in previous years, in determining the final measure result. The agency has seen a two-year trend that supports adjusting the standard lower.

Office of Policy and Budget – June 2018

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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 (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The agency proposes to raise the employed in integrated settings standard from 27% to 30%. The data source and methodology remain unchanged.

Validity: N/A

Reliability:

The agency has made great efforts to increase the opportunity for clients to receive employment and continues to receive additional legislative funding for individuals on the waiting list to obtain and maintain employment. The agency has seen a two-year trend that supports adjusting the standard higher.

Office of Policy and Budget – June 2018

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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 (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The agency proposes to raise the quality-of-life outcome standard from 77.9% to 92%. The data source and methodology remain unchanged.

Validity: N/A

Reliability:

This is the third year that the agency has used the revised Person-Centered Review Individual Interview tool. The tool is owned by a quality improvement organization (Qlarant) that the agency has a contract with. The agency has seen a two-year trend that supports adjusting the standard higher.

Office of Policy and Budget – June 2018

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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 (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The agency proposes to lower the reportable critical incidents standard from 15 to 5. The data source and methodology remain unchanged.

Validity: N/A

Reliability:

The agency has inadvertently over-estimated how many critical reportable incidents per 100 clients the agency would have to report. The agency has seen a two-year trend that supports adjusting the standard lower.

Office of Policy and Budget – June 2018

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Agency for Persons with Disabilities

Program: Services to Disabled

Service/Budget Entity: 67100500

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

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The agency proposes to lower the adults found incompetent standard from 300 to 250. The data source and methodology remain unchanged.

Validity: N/A

Reliability:

The court system controls admissions and discharges for forensic clients receiving competency services and care from the agency. The agency can only estimate how many people it can serve for a given period. The agency has seen a two-year trend that supports adjusting the standard lower.

Office of Policy and Budget – June 2018



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 2018-19	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 who are 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 measures	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 cost as a percent of total program costs	Home and Community-Based Services Administration
3.2.2	Annual number of reportable critical incidents per 100 persons with developmental disabilities living in Developmental Disabilities 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 2017-18			
SECTION I: BUDGET	OPERATING			FIXED CAPITAL OUTLAY
TOTAL ALL FUNDS GENERAL APPROPRIATIONS ACT			1,280,885,351	6,664,850
ADJUSTMENTS TO GENERAL APPROPRIATIONS ACT (Supplementals, Vetoes, Budget Amendments, etc.)			42,839,512	2,075,608
FINAL BUDGET FOR AGENCY			1,323,724,863	8,740,458
SECTION II: ACTIVITIES * MEASURES	Number of Units	(1) Unit Cost	(2) Expenditures (Allocated)	(3) FCO
Executive Direction, Administrative Support and Information Technology (2)				8,740,458
Home And Community Services Administration *				
Support Coordination * Number of people receiving support coordination	34,380	134.96	4,639,866	
Private Intermediate Care Facilities For The Developmentally Disabled * Number of adults receiving services in Developmental Service Public Facilities	34,386	1,689.24	58,086,059	
Program Management And Compliance * Based on Administrative Components of serving people in the Community and Institutional settings	609	145,970.57	88,896,075	
Adult Daily Living * Number of persons with disabilities served in Adult Daily Living	59,741	268.27	16,026,853	
Adult Day Service * Number of persons with disabilities served in Adult Day Training Service	20,080	4,259.15	85,523,718	
Adult Medical/Dental * Number of persons with disabilities served in Adult Medical/Dental	13,465	2,477.82	33,363,785	
Adult Respite Services * Number of persons with disabilities served in Adult Respite Services	12,212	1,623.12	19,821,586	
Adult Residential Habilitation * Number of persons with disabilities served in Adult Residential Habilitation	276	2,399.67	662,308	
Adult Specialized Therapies/ Assessments * Number of persons with disabilities served in Adult Specialized Assessments, Therapies, Equipment and Supplies	8,405	15,805.51	132,845,352	
Adult Supported Employment * Number of persons with disabilities served in Adult Supported Employment	4,495	1,668.98	7,502,054	
Adult Supported Living * Number of persons with disabilities served in Adult Supported Living and In Home Subsidies	1,761	1,483.65	2,612,710	
Adult Transportation * Number of persons with disabilities served in Adult Transportation	13,924	7,515.39	104,644,312	
Children Daily Living * Number of persons with disabilities served in Children Daily Living	10,092	1,173.98	11,847,815	
Children Day Services * Number of persons with disabilities served in Children Day Training Services	682	6,966.34	4,751,044	
Children Medical/Dental * Number of persons with disabilities served in Children Medical/Dental	7	1,096.57	7,676	
Children Respite Services * Number of persons with disabilities served in Children Respite Services	81	2,234.17	180,968	
Children Residential Habilitation * Number of persons with disabilities served in Children Residential Habilitation	1,900	2,906.77	5,522,872	
Children Specialized Therapies/ Assessments * Number of persons with disabilities served in Children Specialized Assessments, Therapies, Equipment and Supplies	565	18,236.88	10,303,836	
Children Support Employment * Number of persons with disabilities served in Children Supported Employment	34	926.71	31,508	
Children Supported Living * Number of persons with disabilities served in Children Supported Living and In Home Subsidies	2	571.50	1,143	
Children Transportation * Number of persons with disabilities served in Children Transportation	45	19,810.00	891,450	
Community Support Services * Number of persons served	83	2,880.08	239,047	
Forensic Care * Number of adults found incompetent to proceed who are provided competency training and custodial care in the Developmental Disabilities Defendant Program	15,604	424.03	6,616,590	
	226	124,610.13	28,161,889	
TOTAL			623,180,516	8,740,458
SECTION III: RECONCILIATION TO BUDGET				
PASS THROUGHS				
TRANSFER - STATE AGENCIES				
AID TO LOCAL GOVERNMENTS				
PAYMENT OF PENSIONS, BENEFITS AND CLAIMS				
OTHER				
REVERSIONS			700,544,366	
TOTAL BUDGET FOR AGENCY (Total Activities + Pass Throughs + Reversions) - Should equal Section I above. (4)			1,323,724,882	8,740,458

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 reciprocal social interaction, impairment in verbal and nonverbal communication and imaginative ability, and a markedly restricted repertoire of activities and interests.

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.

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 the agency 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 results in the loss or 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.

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): When a child or youth under 21 years of age has a serious or complex medical condition that may require long-term care services, the CMAT may review the case to determine eligibility for services to meet the child or youth's medical needs. CMAT's primary purpose is to review the medical and psychosocial assessment and make a medically necessary determination of eligibility for Medicaid funded long-term care services.

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.

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 the agency'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 agency clients.

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

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.

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 Program): The EEP is a program funded by the Florida Legislature to provide opportunities and supports to clients on the agency's 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 agency's 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.

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, beyond those determined by the algorithm, are 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 the agency 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 agency 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 system

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

Forensic Services: A state funded program that provides a secure setting for persons who are alleged to have committed a felony and who are court ordered into such a facility (See DDDP).

FTE: Full-Time Equivalent. It is equivalent to one employee working full time.

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 the agency'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 Medicaid 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 that analysis, tracking, and reporting processes can be improved.

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.

Incident Management: A process for tracking and resolving an event which could potentially impact the health, safety and well-being of agency clients. Providers must take immediate action in the situation to resolve the emergency and ensure the individual's health and safety and that of all other clients. Providers must complete and submit all incident reports and follow-up reports on the agency's Incident Reporting Form. The timely reporting and submission of incident reports to the agency, as well as the appropriate management of incidents, is vitally important in ensuring the health, safety and well-being of agency clients.

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 both mental functioning and in adaptive 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 means significantly subaverage general intellectual functioning existing concurrently with deficits in adaptive behavior which manifests before the age of 18 and can reasonably be expected to continue indefinitely. Adaptive behavior 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. Significantly subaverage general intellectual functioning 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.

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.

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

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.

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.

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 nonconsumable 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): In accordance with §20.055, Florida Statutes, an Office of Inspector General (OIG) is established in each state agency to provide a central point for coordination of and responsibility for activities that promote accountability, integrity, and efficiency in government. Though the Inspector General (IG) is under the general supervision of the agency head for administrative purposes, the IG reports directly to the Chief Inspector General (CIG) to maintain independence from the agency.

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 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.

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 that Medicaid-certified nursing facilities evaluate all applicants for serious mental illness (SMI) and/or intellectual disability (ID), offer all applicants the most appropriate setting for their needs (in the community, a nursing facility, or acute care settings), and provide all applicants the services they need in those settings. PASRR is an important tool for states to use in rebalancing services away from institutions and towards supporting people in their homes, and to comply with the Supreme Court decision, *Olmstead vs L.C.* (1999), under the Americans with Disabilities Act, individuals with disabilities cannot be required to be institutionalized to receive public benefits that could be furnished in community-based settings.

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.

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.

Qlarant: A quality improvement organization (used to be Delmarva) that is contracted by the state of Florida's Agency for Health Care Administration to provide quality assurance for the State's Developmental Disabilities Services System. It also works in partnership with the Agency for Persons with Disabilities conducting activities related to quality information, provider monitoring, and plans of

remediation. Qlarant's number one goal in Florida is to improve the quality of supports for Florida citizens with developmental disabilities.

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.

Regions or Regional Office: Refers to the structure of the agency's field offices from consolidation of 14 area offices into six (6) regions (Northwest Region, Northeast Region, Central Region, Suncoast Region, Southeast Region, and Southern Region).

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 the agency. 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 the agency'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 the agency 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.

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.

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.

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

SWOT: Strengths, Weaknesses, Opportunities, and Threats.

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.

Waiting List: A registration of persons who meet the agency's 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.

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.