

LONG RANGE PROGRAM PLAN

Ron DeSantis Agency for Persons with Disabilities

Governor



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Tallahassee, Florida

September 30, 2019

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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 2020-21 through Fiscal Year 2024-25. 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 2020-2021
through 2024-2025



Barbara Palmer,
Director

Ron DeSantis,
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Mission Statement

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

Goals

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



Agency Objectives

- Objective 1.1 Expand availability of services to people with developmental disabilities.
- Objective 1.2 Ensure individuals in crisis on the waiting list receive services.
- Objective 2.1 Enhance overall employment services to assist in job placement, training, customized employment, and follow-up services.
- Objective 3.1 Improve provider monitoring and accountability.
- Objective 3.2 Improve agency cost controls and internal operations.



Agency Service Outcomes and Performance Projections Tables

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

Objective 1.1 Expand 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 2020/2021	FY 2021/2022	FY 2022/2023	FY 2023/2024	FY 2024/2025
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 2020/2021	FY 2021/2022	FY 2022/2023	FY 2023/2024	FY 2024/2025
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 with developmental disabilities employed in integrated settings

Baseline FY 2015/16	FY 2020/2021	FY 2021/2022	FY 2022/2023	FY 2023/2024	FY 2024/2025
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 2020/2021	FY 2021/2022	FY 2022/2023	FY 2023/2024	FY 2024/2025
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 percent of total program costs

Baseline FY 2007/08	FY 2020/2021	FY 2021/2022	FY 2022/2023	FY 2023/2024	FY 2024/2025
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 2020/2021	FY 2021/2022	FY 2022/2023	FY 2023/2024	FY 2024/2025
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 Developmental Disabilities Defendant Program

Baseline FY 2015/16	FY 2020/2021	FY 2021/2022	FY 2022/2023	FY 2023/2024	FY 2024/2025
300	250	250	250	250	250



Linkages to Governor's Priorities

The Agency for Persons with Disabilities (APD) supports persons with developmental disabilities in living, learning, and working in their communities. APD's mission is linked to many of Governor Ron DeSantis' priorities, including economic development and job creation, health care, and public safety.

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 individuals with developmental disabilities serves as an economic multiplier and has many positive benefits, which include allowing family caregivers freedom to work and maintain jobs, promoting independence and community inclusion, and potentially decreasing the need for additional waiver services.

Governor DeSantis understands the importance of helping our most vulnerable and ensuring they receive quality services. The APD iBudget waiver provides community-based services and flexibility of choice to over 34,700 individuals with intellectual or developmental disabilities. The services provided not only enable individuals to remain in their community, they are also less expensive to the state. On average, APD spends about \$35,000 per person on the waiver, as compared to an institutional cost of \$135,000.

With increased national and state visibility of the growing number of individuals with developmental disabilities, Florida and APD have proactively recognized the need for focusing on protecting the health and safety of vulnerable individuals while reducing the long-term financial impact of institutionalization to the state and to Florida's families. This links to the Governor's priority of public safety.



Trends and Conditions Statements

The Agency for Persons with Disabilities (APD) serves more than 56,000 Floridians with autism, cerebral palsy, spina bifida, intellectual disabilities, Down syndrome, Prader-Willi syndrome, and Phelan-McDermid syndrome who are eligible for agency services. Over 34,700 of these individuals are served on the iBudget Florida Home and Community-Based Services waiver (also known as the iBudget waiver), over 21,600 individuals are on the waiting list for waiver services, and approximately 700 individuals are served in agency operated facilities. The agency is responsible for three major service delivery systems as described in Florida statute:

1. Services provided in the least restrictive and most community-integrated setting available (Chapter 393, Florida Statutes);
2. Care, habilitation, and rehabilitation provided at state-owned and operated facilities (Chapter 393, Florida Statutes); and
3. Competency restoration services provided 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 as the iBudget Florida waiver, the program provides over 34,700 individuals with a choice of social, medical, behavioral, and therapeutic services and living arrangements in the community. Waiver services typically cost less than institutional care and result in better personal outcomes, as most people served continue to live with their families, live on their own with supported living services, or live in group homes in their communities.

People on the waiver must select a Waiver Support Coordinator (WSC) to assist them 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 on who is hired to deliver services and can negotiate how much to pay for those services. People in CDC+ must have a CDC+ consultant, who is similar to a WSC. As of July 1, 2019, 3,434 people in the HCBS program were managing their own services through the CDC+ program. Additionally, many of the over 21,600 individuals on the waiting list are receiving services from other agencies.

Developmental Disability Centers (DDCs): The agency operates two DDCs for people who need structured residential care 24 hours a day. Tacachale in Gainesville and Sunland in Marianna are 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 600 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 DDDP. 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. DDDP is a residential service provided in a secure setting for criminal defendants with a diagnosis of intellectual disability or autism. In this program, residents with a secure court order receive competency training and other services in accordance with their needs. This is not a voluntary residential setting and is not a part of the waiver program. The agency also has 34 secure beds in the Pathways program located at Sunland Center and an additional 21 beds (11 secure and 10 non-secure) are in the Seguin facility located at Tacachale. The Seguin facility is an unlicensed forensic program for individuals with developmental disabilities.

ACCOMPLISHMENTS AND HIGHLIGHTS

Both the Florida Governor and 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 (FY) 2018-19 include:

- The agency successfully closed the Comprehensive Transition Education Program (CTEP) on October 6, 2018, and safely transitioned approximately 200 residents to smaller community settings. The agency will continue conducting regularly scheduled site visits to group homes and other settings serving residents that transitioned from the CTEP. Additionally, the agency implemented a process to monitor each client's health and safety during and after transition into the community. The agency developed criteria for clients and follow-up processes referred to as the High-Watch List, which includes weekly monitoring of each client. The agency is also working on expanding these processes to all waiver clients statewide to ensure quality services, crisis interventions, and client's health and safety.
- In accordance with our Concept of Operations, APD established a robust communication structure before, during, and after Hurricane Michael made landfall in the Florida Panhandle. This included twice-a-day emergency operations conference calls with APD staff and Partners, updating the Recovery Toolkit on the APD Website, developing resource informational flyers that were distributed to the field (due to no electronic communication throughout the disaster area), and active communication with local, state, and federal Emergency Management.
 - APD worked closely with the Agency for Healthcare Administration, the Department of Health, the Department of Children and Families, and all the agencies involved with the State Emergency Response Team to effect coordinated action and problem solving in our efforts to assist in the Hurricane Michael Recovery efforts.
 - APD's Northwest Region, facility at Sunland Center in Marianna, and the DDDP Program at Chattahoochee were heavily affected – including clients, residents, and APD staff. APD State Office, Northwest Region, and Sunland Center Leadership worked tirelessly to ensure accurate information and available disaster services were provided for the safety of staff, clients, and residents.
 - Due to the destruction of the Northwest Region's Panama City Office and to some of the staff member's homes, alternative work locations were established, so they could in turn assist their clients and support their providers in a very difficult situation that remains an ongoing challenge for many due to lack of available housing.

- There were no injuries to residents at Sunland Center, and they never had to relocate due to the hard work and creative accommodations provided by the Sunland staff. Thanks to mutual aid from our sister facility in Gainesville (Tacachale), the hard work of the State Emergency Response Team, and the support from the surrounding community, APD was able to support Sunland residents and staff with generators, mobile shower and laundry units, mobile and community feeding, tree and debris removal, tarps, water, and ice. Recovery is ongoing to the physical plant, and mitigation activities (i.e. underground wiring, etc.) continue.
- The agency completed APD iConnect system training of APD staff and WSCs in October 2018. The first rollout of APD iConnect to APD Staff and WSCs was completed on December 4, 2018. Plans are in place for a second rollout in 2020 to providers. The system will be phased in because of the large number of users and available functions. APD iConnect is a centralized client data management system and will include electronic visit verification.
- The agency facilitated five regional training sessions to certify Assessors in order to participate in the statewide field test of the Next Generation Questionnaire for Situational Information (NGQSI). Between February and March 2019, 84 Assessors were certified through the trainings to administer assessments during the field test. Plans are to finalize the Validity and Reliability Studies in 2019 and conduct a replication study in 2020. Once finalized, the NGQSI will replace the Questionnaire for Situational Information (QSI).
- The agency successfully competitively procured independent consultant services to assess and redesign its transportation business model. The intended outcomes from this five-month study were to develop a new APD transportation business model and a formal rate structure. A final report with recommendations was submitted to the Governor, President of the Senate, and Speaker of the House of Representatives in February 2019.
- The agency provided 461 individuals on the waiting list with supported employment services to obtain and maintain employment. This was a 22% increase from last year.
- The agency promulgated changes to the Medication Administration Rule 65G-7 F.A.C., effective July 1, 2019. Noteworthy changes to the rule include an increase in the training to no less than six hours (was previously four hours), validation by simulation for three routes, annual update training for both nurse trainers and Medication Assistance Providers, updated forms, and prescribed Enteral Formula Administration training. APD Regional Medical Case Managers, along with State Office Nurses, continue to coordinate trainings and provide technical assistance for all providers and agency staff.

- The agency provided 10 state-wide webinars for WSCs between July 2018 and June 2019. In February 2019, the WSC Professional Development Series was initiated to ensure WSCs have access to earning one in-service credit on a monthly basis. Included in the Professional Development Series are topics that reinforce the role of the WSC and Case Management. In FY 2018-19, attendance to the state-wide training grew approximately 50%.
- The agency's online TRAIN Florida Learning Management System (LMS) continues to see an increase in registered users. Agency users (including providers) have also registered for and completed over 922,000 courses since the system's launch in May 2016.
- Consumer-Directed Care Plus (CDC+) increased enrollment to 3,434 individuals, who are managing their own services in the HCBS program. This was an 8% increase from last year.
- The agency's Communications Office won five awards from the local Florida Public Relations Association's (FPRA) Capital Chapter. The agency received an Image Award and a Judge's Award for its Carlton Palms Transition Campaign, an Image Award and a Judge's Award for its Choosing the Right Home Provider Guide, and a Judge's Award for its Disability Employment Awareness Campaign. At the statewide FPRA Golden Image Awards, the agency won one award. The agency received a Judges' Award for the "Choosing the Right Home" Provider Guide at the FPRA's 81st Annual Conference. The guide was created for residents of Carlton Palms and their families to help them choose a new home for their loved one as the facility was closing.
- In February 2019, 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. This event was an opportunity for teens and adults with special needs to enjoy a magical evening designed just for them. Guests enjoyed everything free of charge from limo rides to corsages, shoeshines, dinner, dancing, and hair and make-up services. In addition, the parents of these individuals were treated to a catered dinner and a relaxing evening away from their caregiving responsibilities. A plethora of volunteers, including many agency staff members, worked tirelessly to ensure that the hundreds of agency clients in attendance enjoyed a memorable evening.
- The Tacachale Center in Gainesville hosted its 34th annual Christmas Tree Lighting Ceremony in December 2018. It was a festive event for all participants.
- The agency and its partners hosted the annual Employment Awareness Month Celebration and Exceptional Employer Awards at City Hall in Tallahassee in October 2018. A total of 12 businesses from around the state were recognized for their commitment to inclusion in the workplace by hiring and retaining those with disabilities.

ENVIRONMENTAL TRENDS

Population

Florida is currently home to over 21 million people. The Florida Office of Economic and Demographic Research expects annual population change between 2019 and 2023 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 2018, the number of individuals with developmental disabilities served by the agency who were age 60 and over was 3,040. As of June 2019, this number has increased to 3,298.

- 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

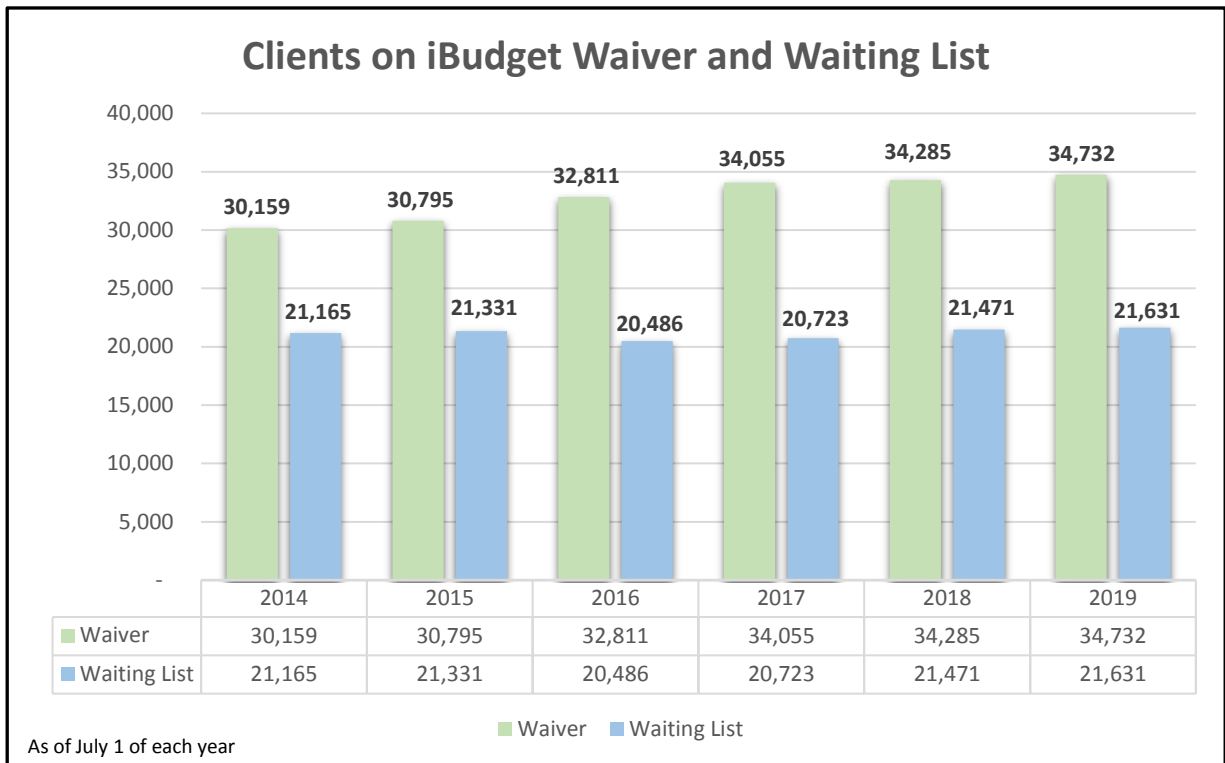
Year	Population	Percent of Change from Previous Year	Change from Previous Year
2019	21,184,532	1.65%	343,964
2020	21,517,610	1.57%	333,078
2021	21,842,151	1.51%	324,541
2022	22,158,870	1.45%	316,719
2023	22,466,893	1.39%	308,023

Florida Office of Economic and Demographic Research

February 2019

iBudget Waiver and Waiting List

For the past four years, the number of agency clients on the waiting list has been steadily rising. This could be partially linked to the population growth in Florida. Other contributing factors include an increased awareness of 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 FY 2018-19 to measure individuals' quality of life. In July 2018, Qlarant, the state contracted Quality Improvement Organization, implemented several new Person-Centered Review tools, including a tool for individual interviews. The My Life Interview tool includes indicators specifically designed to measure the extent to which outcomes are present in an individual's life and provides a more accurate assessment of how one feels about their life. The data obtained was based upon responses of individuals who received services through the Developmental Disabilities Individual Budgeting waiver (iBudget waiver) and the Consumer-Directed Care Plus (CDC+) program.

The overall findings reveal the quality of life measures are met for 93.1% of the individuals who received services through the iBudget waiver and 95.4% of the individuals who participated in the CDC+ program. (see chart below).

Quality of Life Indicator Scores by Area July 1, 2018 - June 30, 2019						
	Waiver (N = 1,493)			CDC+ (N = 144)		
	# Met	# Scored	% Met	# Met	# Scored	% Met
Person-Centered Supports: Directs Services						
State Average	6,911	7,266	95.1%	684	693	98.7%
Rights						
State Average	10,115	10,603	95.4%	950	970	97.9%
Health						
State Average	7,917	8,395	94.3%	777	805	96.5%
Safety						
State Average	2,851	3,026	94.2%	274	293	93.5%
Abuse, Neglect and Exploitation						
State Average	2,297	2,778	82.7%	197	250	78.8%
Community Engagement						
State Average	3,788	4,313	87.8%	380	408	93.1%
Overall Quality of Life Indicators						
State Average	33,879	36,381	93.1%	3,262	3,419	95.4%

The sub-data does reveal, however, the need for greater education to help individuals (82.7% iBudget waiver and 78.8% CDC+ Program) to understand the signs of exploitation and neglect as well as the different types of abuse (i.e., physical, emotional, verbal, sexual) and how to ask for help when faced with abuse, neglect, and/or exploitation and how to make a report to the Abuse Hotline.

Another area requiring improvement pertains to individuals engaged in community inclusion/integration (87.8% iBudget waiver and 93.1% CDC+ Program). The data shows that while individuals may receive supports and services to participate in the community, their participation may not be as often as desired or in ways that are meaningful to them. This includes helping individuals develop meaningful friendships and relationships.

A greater focus needs to be made to train WSCs and direct care providers on person-centered planning, choice, rights, and community integration. Educating WSCs and direct-care providers on person-centered planning will afford greater outcomes for individuals to have increased ability to exercise decision making opportunities and to develop friendships, which will add to their quality of life.

The expectation is that improvements will be achieved in the quality of life indicators over the next five years with the implementation of: (1) standardizing curricula to educate WSCs and waiver providers on how to better serve their individuals, (2) offering more service related curricula through TRAIN Florida, (3) implementing the NGQSI that provides in-depth information regarding individuals' supports and services, wellness and health maintenance, daily living skills, life style, value roles, and social interaction, behavioral concerns, and level of supports, (4) updating the Support Plan forms, and (5) implementing APD iConnect where standard forms and processes for WSCs and providers will be used as part of case management for individuals.

PRESENT AGENCY INITIATIVES

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

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

Waiver Program Redesign

The Florida Legislature finds that the waiver program for persons with developmental disabilities and the availability of appropriated funds are two of the critical elements in making services available. The agency, in conjunction with AHCA, has been directed by the Legislature through the 2019 Implementing Bill (Section 26, Chapter 2019-116, Laws of Florida) to develop a plan to redesign the waiver program and submit the plan to the President of the Senate and the Speaker of the House of Representatives by September 30, 2019. The bill further directs APD to provide monthly reports to the President of the Senate and the Speaker of the House of Representatives on plan progress and development. The Legislature will ultimately decide if any changes will be made to the waiver program during its next session, which begins in January 2020.

Waiting List and iBudget Waiver Enrollment

The number of individuals on the agency's waiting list for iBudget waiver enrollment is over 21,600. The agency will continue to enroll individuals who are in crisis situations to meet their health and safety needs. As required by statute, the agency 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.

The purpose of the iBudget waiver is to promote and maintain the health of eligible recipients with developmental disabilities, to minimize the effects of illness and disabilities through the provision of needed supports and services to delay or prevent institutionalization, and to foster the principles of self-determination as a foundation for supports and services. While enrollment in the iBudget waiver is not an entitlement, once enrolled in the waiver a client is entitled to those services which are demonstrated to be medically necessary for the individual. The individuals on the waiver are Florida's most vulnerable citizens and their service needs change over time as their health and living situations change. Changes in services needs often require more intensive and costly services.

Forensic Services

Ensuring the continuity of care for individuals with developmental disabilities involuntarily committed to the agency's care is an important responsibility of the agency. Forensic liaisons provide case management services to those who are committed under Section 393.11, Florida Statutes, or who are discharged 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 \$200,000 in funding to contract for licensed psychologists and psychiatrists to perform annual evaluations and hearings for 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 FY 2018-19, the Florida Legislature appropriated \$900,000 to provide Employment Enhancement Program (EEP) services

to individuals on the waiting list. The agency succeeded in serving 461 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 another \$900,000 for the EEP. The supported employment services could help approximately 500 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.

Improve accountability of the agency and oversight of providers

APD iConnect System

APD iConnect, a centralized data management system, is progressing. The Florida Legislature appropriated over \$3.5 million in FY 2019-20 to continue the implementation of this statewide system for management, reporting, and trending of data for all agency clients. The agency completed APD iConnect system training of APD staff and WSCs in October 2018. The first rollout of APD iConnect to APD Staff and WSCs was completed in December 2018. Plans are in place for a second rollout in 2020 to providers. The system will be phased in because of the large number of users and available functions.

When completed, APD iConnect will house the records of more than 56,000 clients and is part of the agency's strategy to more efficiently manage ever increasing caseloads. APD 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 (Cures Act) originally mandated that states implement electronic visit verification (EVV) for all Medicaid personal care services by January 1, 2020, or otherwise be subject to incremental federal medical assistance percentage (FMAP) reductions. The Cures Act includes a provision that allows states to delay implementation of EVV for up to one year if they have encountered unavoidable delays but can demonstrate they have made a good faith effort (GFE) to comply with the Cures Act. APD will submit a GFE request to delay implementation of EVV until January 1, 2021. 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 client, which will help limit the opportunity for fraudulent charges.

Information Technology Security

The agency received over \$600,000 to continue utilizing a Security Information and Event Management (SIEM) system, Data Loss Prevention (DLP) system, and Access Management and Identity Proofing Cloud Service to protect client data and to comply with state and federal regulations. The SIEM system monitors the agency's systems and generates alerts of unauthorized network activity. This allows for quick responses to incidents and prevention of data breaches. The DLP system prevents unauthorized release of confidential information by monitoring and enforcing security rules for confidential data on the agency's networks, computers, and devices. The Access Management and Identity Proofing Cloud service validates an individual's identity through risk-based identity authentication and fraud detection before users are granted access to agency systems. All these services are essential for securely granting and controlling user access to agency systems.

Questionnaire for Situational Information

Improving the agency's QSI needs assessment remains a priority. The agency received an appropriation of \$172,000 to conduct a replication study to ensure the validity and reliability of the agency's new assessment tool, the NGQSI, and to create training materials for the new assessment tool. The NGQSI tool will replace the current 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. 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 (NGQSI) will provide more effective person-centered interviews, more specific scoring results, a mechanism to determine threats and risks to safety and wellbeing, and measure social integration and caregiver capacity.

Contracted Services for Tacachale Developmental Disability Center Nurses

The agency received \$818,000 of additional budget authority to contract for eight additional nurses at the Tacachale Center in Gainesville. The Tacachale Center is one of three Developmental Disability Centers operated by the agency providing residential care and services to over 700 individuals with developmental disabilities. This center has multiple vacant nursing positions (16 out of 73 positions) because of the difficulty of competing in the Gainesville job market for nursing positions. They are unable to

effectively recruit and retain nurses because of the competitive salaries offered to nurses by the other medical facilities located in Gainesville. To address this situation, the agency plans to contract with a nurse staffing company participating in the International Nursing Program, which offers greater flexibility in recruiting and wages paid to nurses.

Behavioral Monitoring and Oversight of Waiver Clients with Behavioral Issues

The agency was approved by the legislature to transfer seven vacant positions from the Tacachale Developmental Disability Center Civil Program to the six regional offices and State Office to provide additional behavior analyst positions. These positions are needed because of the closure of the Comprehensive Transitional Education Program (CTEP) and the relocation of the residents to community settings. These residents need more behavioral monitoring and oversight to ensure their behaviors are properly addressed and to improve their health and safety. The behavior analysts will have the expertise to assess the clients' situations, follow up on incident reports, work with provider staff to ensure that they are properly trained and equipped to respond to resident-specific behavioral issues, and work with WSCs if other services/supports are needed to address client behaviors.

Training

The agency continues to make required training more convenient for providers, agency employees, clients, and families. The TRAIN Florida Learning Management System (LMS) 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 (including providers) have completed over 922,000 courses through TRAIN Florida. Additionally, the agency will continue to revise and update training curriculum for supported living coaches, WSCs, 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 WSCs.

Service credit hours are issued to WSCs 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) published the HCBS regulations (known as the "Final Rule") in the Federal Register on January 16, 2014, and they became effective on March 17, 2014. The Final Rule applies to all residential, employment, and day program settings where individuals receive HCBS. All Medicaid

HCBS settings are required to comply with the Final Rule requirement by March 17, 2022.

To comply with the Final Rule requirements, states must ensure 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 have access to competitive integrated employment opportunities.

The Agency for Persons with Disabilities' CMS compliance monitoring team consists of 12 outposted compliance specialists and a CMS compliance coordinator. To date, the team has conducted 2,021 group home and 303 adult day training onsite reviews and identified 18 service providers with 59 settings presumed to have the qualities of an institution (presumptively institutional) for having the effect of isolating HCBS beneficiaries from their broader community. The team worked relentlessly with providers during multiple technical assistance sessions that resulted in almost 98% (2,092) of the providers reviewed prior to May 2019 being fully compliant with the Final Rule.

On March 22, 2019 CMS issued new guidance to identify settings that had the effect of isolating HCBS beneficiaries. The CMS compliance monitoring team audited the 59 presumptively institutional settings again using the new guidance and are providing technical assistance, as necessary, to assist providers with overcoming the presumptively institutional setting designation. The compliance monitoring team will continue to conduct reviews and provide technical assistance to waiver providers to ensure that all waiver services are provided in settings that comply with the Final Rule.

FUTURE AGENCY INITIATIVES

Agency activities will continue to focus on developing capacity to meet growing service demands. As the agency serves one of the most vulnerable populations, it is imperative to invest state resources in protecting the health and safety of individuals with developmental disabilities, as well as to ensure individuals can live, learn, and work in their communities. Solutions must be long lasting and cost effective in order to keep families intact and ease their burdens. The agency will align resources to strengthen services for individuals with intensive needs, promote employment and training opportunities for those who want to work, and introduce more technology into the service delivery system. The following narrative describes future activities for achieving agency goals and objectives.

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

iBudget Waiver Services: As of July 1, 2019, over 34,700 people were receiving home and community-based waiver services. The individuals on the waiver are Florida's most vulnerable citizens and changes to their services over time are needed to maintain their health and safety as their health and living situations change. Examples of life changes requiring different or additional waiver services include caregivers no longer able to provide care, clients aging out of the Medicaid State Plan, and children aging out of school. The additional services required to maintain the health and safety of existing waiver clients require additional funding. The agency submitted legislative budget requests to address the increased service needs of existing waiver clients.

The agency has a waiting list for waiver services of over 21,600 individuals. Five out of the past seven years the Florida Legislature has provided additional funds for the agency to offer waiver enrollment to persons on the waiting list. The agency will request funds to offer waiver enrollment to individuals on the waiting list who are in crisis and need waiver services. This funding will allow them to remain in their family home or live in home-like settings in their communities.

Increase the number of individuals with developmental disabilities in the workforce

Employment: The agency submitted a legislative budget request for \$1 million in recurring funds to continue providing supported employment services to gain employment or paid internships for approximately 650 individuals with developmental disabilities on the waiver waiting list as part of the agency's Employment Enhancement Program (EEP). This funding has many benefits, which include helping individuals with developmental disabilities find and maintain employment, improvement of mental acuity with social interaction and workplace activities, better physical and emotional outcomes

than those who are unemployed, and building self-esteem and confidence in people with developmental disabilities.

Improve accountability of the agency and oversight of providers

APD iConnect System: The agency requested funding for the continued implementation of the statewide APD iConnect system. This new data management system will provide the agency with information that can be used to more effectively serve individuals with developmental disabilities by providing electronic information that will track provider services and the progress of our clients. Additionally, individuals and their families will have access to their information, which will facilitate more effective service delivery and communication with service providers and the agency.

Next Generation Questionnaire for Situational Information: The agency's existing QSI assessment tool is critical for determining each client's level of need and iBudget allocation. APD determines individual budgets based upon an algorithm using specific questions from the QSI. The QSI has not been revised since 2008. The agency submitted a legislative budget request to contract with consultants to develop a methodology for using the NGQSI tool to determine an individual's resource/budget need.

The field test of the NGQSI was completed in FY 2018-19. Florida State University is currently conducting NGQSI reliability/validity studies. A replication study will be conducted during FY 2019-20 based upon the findings of the studies and whatever refinements are made to the NGQSI tool. Because the NGQSI tool collects more comprehensive data, this data can be used to better determine the service needs of clients. It is also essential to develop a methodology as to how the NGQSI tool may be used for budget predictability, which is also a key component of the waiver program redesign. The NGQSI tool will replace the QSI assessment tool once finalized.

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 March 17, 2022. The Final Rule requires states to ensure 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 have access to competitive integrated employment opportunities. The agency will continue providing technical assistance to correct identified deficiencies to ensure that all service providers fully comply with the

CMS requirements. Community outreach to waiver enrollees, family members, and community members will also continue.

Salary Increases for Agency Nurses: The agency continues to have difficulty in recruiting and retaining nurses. It is essential that the agency pay competitive wages to them. Agency nurses are responsible for monitoring and reporting on the health, safety, and well-being of agency clients. They have specialized skills and perform a vital function in their role as medical case managers. Individuals with developmental disabilities have unique health and safety needs that can be better addressed by nurses with specialized knowledge and experience. The agency currently has 150 nurses. The turnover rate for the past three years has been close to 70% on average for agency nurses. The agency will submit a legislative budget request for additional funds to increase the rate of pay for agency nurses to pay a competitive wage.

Salary Increases for Direct Care Workers at Developmental Disability Centers: The agency serves more than 640 individuals in its three Developmental Disability Centers (DDCs). It is responsible for ensuring that the health and safety needs of the clients located in these DDCs are met by qualified staff delivering client services in an appropriate manner. The direct care staff in the DDCs provide hands on supports and services to Florida's most vulnerable citizens. This includes assistance with all self-care and daily living skills, social and leisure activities, safety, supervision, and transportation. The agency will request funding to increase salaries of direct care staff to compete with the local markets and reduce the over 110% turnover rate for the past three years. The agency currently has 1,169 full-time equivalent (FTE) direct care staff positions.

Contracted Services for Tacachale Developmental Disability Center Nurses: The agency has requested recurring funding to continue to contract for eight additional nurse positions at the Tacachale facility in Gainesville. This action will allow Tacachale to continue their existing contract with Guardian Healthcare for nurses working under the International Nursing Program. This facility is unable to compete in the local job marketplace when recruiting nurses due to salaries/incentive pay being offered by the other medical facilities located in Gainesville. Tacachale has been more successful in contracting for nurses than trying to hire and retain nurses in FTE positions.

Agency Participation in Commissions, Committees, Councils, Associations, Taskforces and Workgroups

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
1	Florida Commission for the Transportation Disadvantaged (CTD)	The CTD oversees Transportation Disadvantaged services throughout the state, which support the mobility needs of individuals with disabilities, seniors, persons of low income, and children at risk. Per Chapter 427.012(g), Florida Statutes, the APD Director or an APD Senior Management level representative shall serve as ex officio, nonvoting advisor to the commission.
2	CDC+ Quality Advisory Committee (QAC)	This advisory committee is comprised of key program stakeholders who are responsible for reviewing the State's quality assurance and improvement plan required by the 1915j. The QAC looks at ways to improve the program and make suggestions to program offices.
3	Florida Center for Inclusive Communities (FCIC) at University of South Florida-Community Advisory Committee (CAC)	The role of the CAC is to strengthen the work of the Florida Center for Inclusive Communities by: serving in an advisory capacity; assisting with the dissemination of information and resources; advocating for, and on behalf of, the center and its work; and, advising and informing staff about other relevant organizations, programs, networks or activities that may provide opportunities for collaboration.
4	Interagency Medical Fraud Committee	The Office of Inspector General is a member of and attends these meetings hosted by the Agency for Health Care Administration.
5	Training Advisory Committee	Consists of a group of stakeholders that reviews training materials, proposed curriculums, etc.

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
6	Chronic Disease Self-Management Education Programs Grant Steering Committee	The Department of Elder Affairs was awarded a grant from the Department of Health and Human Services (Administration for Community Living) that provides funding to implement evidence-based chronic disease self-management programs to reach and target older adults and adults with disabilities in Desoto, Sarasota, Charlotte, Collier, Hendry, and Glades counties. APD was asked to participate in this committee as a strategic partner.
7	Family Care Council Meetings	These meetings are held on Saturdays from 8:30 am to 4:00 pm. Representatives from each local council meet to educate and discuss common concerns while working together to represent individuals with developmental disabilities and their families as a united voice.
8	Florida Developmental Disabilities Council (FDDC)	The purpose of the FDDC is to engage in advocacy, capacity building, and systemic change activities that contribute to a coordinated, consumer and family centered, consumer and family directed, comprehensive system of community services and individualized supports that enable individuals with developmental disabilities to exercise self-determination, be independent, be productive, and be integrated and included in all facets of community life.
9	Florida Genetics and Newborn Screening Advisory Council	The Council's purpose is to advise DOH about testing, the state's screening program, procedures for collection and transmission of specimens and the evaluation, coordination & consolidation of screening programs and genetic services.
10	Florida Rehabilitation Council (FRC)	The FRC is an advisory committee that assists the Division of Vocational Rehabilitation (VR) in developing programs that support individuals with disabilities in obtaining competitive integrated employment.

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
11	Interagency Advisory Council (IAC)	The IAC meets at least quarterly to discuss statewide loss prevention issues such as safety problems within state government, to attempt to find solutions for these problems, and, when possible, assist in the implementation of the solutions.
12	Quality Council	Looks at the quality of delivery of services for individuals with developmental disabilities with a focus on outcomes.
13	State Advisory Council for Bureau of Exceptional Student Services with Department of Education (DOE)	Advises DOE of unmet needs within the State in the education of students with disabilities; comment publicly on proposed rules, regulations; advise DOE in developing evaluations and reporting on data to the DOE Secretary; advise DOE in developing corrective action plans to address findings identified in Federal monitoring reports; advise DOE in developing and implementing policies relating to the coordination of services for students with disabilities.
14	State Advisory Council for Early Childhood Care and Education	This council was created as part of the Federal Preschool Development Grant Birth-Five, to serve as an advisory council for Florida's early childhood care and education. The council is charged with leading the development of a statewide strategic plan that will promote high quality, comprehensive system of early childhood care and education and that will identify opportunities for, and barriers to, statewide coordination and collaboration among the wide array of programs and services that support children ages birth through five and their families.

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
15	Florida Association for Behavior Analysis (FABA) Conference	FABA holds an annual conference for their 2000+ members that brings national and international experts in behavior analysis to present to the members. These sessions provide CEU opportunities for our staff and providers that is required to retain certification. Also, there are periodic APD meetings with the FABA Legislative Committee to address issues of common concern for providers and consumers.
16	Florida Association of Rehabilitation Facilities (Florida ARF)	Florida ARF is a statewide, professional industry association that provides advocacy, information, and networking for individuals with disabilities and the community agencies that serve them.
17	Florida Association of State Agency Administrative Services Directors	The Florida Association of State Agency Administrative Services Directors (FASAASD) is comprised of representatives from each state agency, whose common responsibilities include Human Resource (Personnel), Purchasing/Procurement, and Finance and Accounting. Each month, FASAASD members meet to discuss topics that effect all state agencies and to share best practices.
18	National Association of State Directors of Developmental Disabilities Services (NASDDDS)	The conferences present information regarding the latest in Federal mandates; as well as, best practices in services, quality, performance, and Information Technology.
19	FDDC Community Living Task Force	Housing task force that examines a variety of housing options and barriers to affordable housing for individuals with disabilities statewide
20	FDDC Self Advocacy Leadership Task Force	Provides statewide coordination of self-advocacy initiatives for the FDDC. This committee supports initiatives that increase the participation of individuals with intellectual and developmental disabilities, their family members, or allies in advocacy, leadership, and systems change activities.

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
21	Agency for Persons with Disabilities/Agency for Health Care Administration Policy Group	Focus is to address service delivery issues related to the iBudget waiver and State Plan Medicaid Services.
22	Human Trafficking Interagency Workgroup	The Interagency Human Trafficking Workgroup, chaired by the Secretary of the Florida Department of Juvenile Justice, seeks to bring together key state agencies and stakeholders to combat human trafficking in Florida by further implementing Florida's Strategic Plan on Human Trafficking. Workgroup meetings will be led by Secretary Walters and Terry Coonan, Director of Florida State University's Center for the Advancement of Human Rights (FSU CAHR).
23	Interagency Workgroup on Supported Employment	Meets with APD Supported Employment Liaisons to provide technical assistance concerning issues related to supported employment providers and individuals with disabilities, interpret iBudget policy and procedures, and discuss available supported employment trainers. Discusses statewide and regional budgets as well as employment numbers and successful outcomes for each APD region.
24	Statewide Interagency Workgroup	This workgroup supports the Governor's Children's Cabinet by providing oversight for coordination of services and supports for children in Florida, and to collaborate on developing necessary local and statewide resources for children being served by multiple agencies to advance the statutory charge of the Cabinet as outlined in Section 402.56, F.S.
25	Florida Department of Law Enforcement (FDLE) Threat Assessments Steering Group and Florida Fusion Center	This steering group is a result of Governor DeSantis directing FDLE to develop a unified statewide strategy for identifying and managing threats of targeted violence and associated training for frontline and senior officers. State agencies will play a role in threat assessment implementation.

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
26	Department of Children and Families (DCF) Summit	APD assists in the review and selection of summit workshop proposals. The summit offers an extraordinary program of current and relevant child welfare training topics in many critical areas of importance. Over 3,000 child welfare professionals and related partners to include attorneys, case managers, child advocates, child protective investigators, and many more will attend this summit.
27	Empower Florida Conference	Empower Florida is a development training conference for providers to enhance quality performance related to iBudget waiver services.
28	Employment First Collaborative Team	Interagency workgroup that supports policies and practices to improve employment outcomes of Floridians with disabilities pursuant to the Employment First Act of 2016 (s. 413.80, F.S.).
29	Faith Based Symposium	Faith based communities around the state connect with at-risk populations to hear about what these populations need. Several state agencies participate including DCF, DJJ and APD.
30	Family Café	The Annual Family Cafe is the nation's largest cross-disability event. Since 1998, The Annual Family Cafe has brought together thousands of individuals with disabilities and their family members for three days of information, training and networking each June. With a great range of individual breakout sessions, a packed Exhibit Hall with dozens of vendors, and a series of special events including Keynote speakers and The Governors' Summit on Disabilities, The Annual Family Café offers families exposure to a wide range of public and private resources, opportunities to find support by networking with other families, and unprecedented access to policy-making officials.
31	Florida Alliance for Assistive Services and Technology (FAAST)	FAAST provides services and resources on issues related to accessibility and assistive technology for individuals with disabilities.

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
32	Florida Cabinet on Children and Youth	Meet to ensure services designed for children and youth to be planned, managed and delivered in a holistic and integrated manner.
33	Florida's Children's System of Care State Advisory Team	The Advisory Team gives direction and oversight to the strategic plan for the implementation of an extension and sustainability grant to implement the System of Care principles and practices statewide for children's mental health.
34	Governor's Hurricane Conference (GHC)	The GHC is the nation's largest and best-attended conference focusing on hurricane planning, preparedness, response, recovery, and mitigation. The GHC is an opportunity to learn from the successes of others and identify proven best practices, as well as learning what mistakes to avoid BEFORE it's too late! Over 300 hours of training and workshops covering all aspects of hurricane readiness, full of the latest trends, topics, tools and technologies to best improve disaster response and recovery processes.
35	Interagency State Review Team for Children Served by Multiple Agencies	Facilitated by the Department of Children and Families to address primarily children in the foster care system who have special needs.
36	Residential Options of Florida (ROOF)	Statewide Housing Resource for individuals with developmental disabilities seeking assistance with locating and maintaining affordable housing.
37	The Arc of Florida	The Arc of Florida is a nonprofit organization whose mission is to improve the quality of life for persons with intellectual and developmental disabilities. It works with local, state and national partners and advocates for people with intellectual disabilities, autism, spina bifida, cerebral palsy (CP), Prader-Willi syndrome and other developmental disabilities to be fully included in all aspects of their community.

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
38	Florida Strategic Plan for Economic Development (2018-2023)	The Department of Economic Opportunity (DEO), with collaboration of state agencies and partner organizations, released a new Strategic Plan in July 2018. The plan is intended to help guide the future of Florida’s economy. Economic Development Liaisons (EDL) designated from each agency will work closely with each other to plan strategically for economic development, resolve interagency conflicts, expedite project reviews, and respond promptly and effectively to issues and problems important to the economic development.
39	State Emergency Response Team (SERT)	The State Emergency Response Team is tasked with providing disaster assistance to the residents of the state of Florida. The SERT is comprised of branches and Emergency Support Functions (ESF). These entities work closely with one another to fulfill mission task and request for direct aid to disaster impact areas. APD is a support agency to ESF’s 6 (Mass Care) and 8 (Health and Medical).
40	Suicide Prevention Coordinating Council (SPCC)	The SPCC and the Statewide Office of Suicide Prevention focus on suicide prevention initiatives such as creating and implementing the Statewide Plan for Suicide Prevention in Florida as well as increasing public awareness.
41	Medical Care Advisory Committee (MCAC)	This is an Agency for Health Care Administration (AHCA) committee. This committee (MCAC) has the opportunity for participation in program administration and policy development on issues such as program cost containment, quality of care, and access to care. In addition, the MCAC provides recommendations and suggestions on the state’s comprehensive quality strategy for the Florida Medicaid program, as described in the Special Terms and Conditions of the 1115 Managed Medical Assistance (MMA) Waiver.



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 2019-20	Approved Prior Year Standard FY 2018-19	Prior Year Actual FY 2018-19	Approved Standard FY 2019-20	Requested FY 2020-21 Standard
Number of persons with developmental disabilities served in Supported Living	5,600	4,457	4,000	4,000
Percent of ICF residents who accept waiver services and move into the community	85%	69%	85%	85%
Percent of people with developmental disabilities employed in integrated settings	27%	39%	30%	30%
Program: Services to Disabled		Code: 67000000		
Service/Budget Entity: Program Management and Compliance		Code: 67100200		
Approved Performance Measures for FY 2019-20	Approved Prior Year Standard FY 2018-19	Prior Year Actual FY 2018-19	Approved Standard FY 2019-20	Requested FY 2020-21 Standard
Percent of people receiving services who meet key health, safety, and quality-of-life outcome measures	77.9%	94.1%	92.0%	92.0%
Administrative cost as a percent of total program costs	4.0%	2.4%	4.0%	4.0%
Program: Services to Disabled		Code: 67000000		
Service/Budget Entity: Developmental Services Public Facilities		Code: 67100400		
Approved Performance Measures for FY 2019-20	Approved Prior Year Standard FY 2018-19	Prior Year Actual FY 2018-19	Approved Standard FY 2019-20	Requested FY 2020-21 Standard
Annual number of reportable critical incidents per 100 persons with developmental disabilities living in Developmental Disabilities Centers	15	8	5	5
Program: Services to Disabled		Code: 67000000		
Service/Budget Entity: Developmental Services Forensic Services		Code: 67100500		
Approved Performance Measures for FY 2019-20	Approved Prior Year Standard FY 2018-19	Prior Year Actual FY 2018-19	Approved Standard FY 2019-20	Requested FY 2020-21 Standard
Number of adults found incompetent to proceed to trial who are provided competency training and custodial care in the APD Developmental Disabilities Defendant Program	300	229	250	250



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	4,457	(1,143)	(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 type="checkbox"/> Other (Identify) |

Recommendations:

No further action is necessary.

Office of Policy and Budget – June 2019

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%	69%	(16%)	(19%)

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 42 individuals that accepted an offer of waiver services, 29 were transitioned to the community. The remaining were very close to or still in the process of being enrolled due to various reasons.

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 2019

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

Explanation:

External Factors (check all that apply):

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

Explanation:

The 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 type="checkbox"/> Other (Identify) |

Recommendations:

No further action is necessary.

Office of Policy and Budget – June 2019

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%	94.1%	16.2%	20.8%

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:

No further action is necessary.

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%	2.4%	(1.6%)	(40.0%)

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 2019

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	8	(7)	(47%)

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 type="checkbox"/> Other (Identify) |

Recommendations:

We recommend slightly modifying the methodology for this measure for FY 2019-20. See Exhibit IV for the rationale.

Office of Policy and Budget – June 2019

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:

- Performance Assessment of Outcome Measure Revision of Measure
- Performance Assessment of Output Measure Deletion of Measure
- Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
300	229	(71)	(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):

- Personnel Factors Staff Capacity
- Competing Priorities Level of Training
- Previous Estimate Incorrect 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):

- Resources Unavailable Technological Problems
- Legal/Legislative Change Natural Disaster
- Target Population Change Other (Identify)
- This Program/Service Cannot Fix the Problem
- Current Laws Are Working Against the Agency Mission

Explanation:

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

- Training Technology
- Personnel Other (Identify)

Recommendations:

We recommend slightly modifying this measure and its methodology for FY 2019-20. See Exhibit IV for the rationale.



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: 67100400

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

Action:

- 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 slightly modify the measurement methodology from:

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

“Total Number of reportable critical incidents at APD-operated institutions DIVIDED BY the Annual Average Census MULTIPLIED BY 100 for ratio”.

Validity: This measure is a valid indicator of how many critical reportable incidents per 100 APD clients the agency would have to report.

Reliability: This new measurement methodology will help make the manual collection of supporting data less cumbersome and will result in more reliable data for verification purposes.

Office of Policy and Budget – June 2019

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:

- 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 slightly modify the measure to “Number of adults found incompetent to proceed to trial who are provided competency training and custodial care in the APD Developmental Disabilities Defendant Program”.

Additionally, the agency proposes to make a minor change to the methodology from:

“Census of APD’s three forensic facilities as of July 1, PLUS admissions through June 30 for the fiscal year” to:

“Census of APD’s Developmental Disabilities Defendant Program as of July 1, PLUS admissions through June 30 for the fiscal year”

Validity: This measure is a valid indicator of how many adults are found incompetent to proceed to trial in the Developmental Disabilities Defendant Program (DDDP) and are in the custodial care of APD.

Reliability: The changes to this measure and its methodology are needed because the DDDP is the only APD forensic facility that provides competency training and custodial care.

Office of Policy and Budget – June 2019



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 2019-20	Associated Activities Title
1.1.1	Number of persons with developmental disabilities served in Supported Living	Adult Supported Living
1.2.1	Percent of ICF residents who accept waiver services and move into the community	Home and Community-Based Services Administration Private Intermediate Care Facilities for Individuals with Intellectual Disabilities
2.1.1	Percent of people with developmental disabilities 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 Developmental Disabilities Defendant Program	Forensic Care

AGENCY FOR PERSONS WITH DISABILITIES	FISCAL YEAR 2018-19				
	SECTION I: BUDGET		FIXED CAPITAL OUTLAY		
		OPERATING			
TOTAL ALL FUNDS GENERAL APPROPRIATIONS ACT		1,330,724,777		1,100,000	
ADJUSTMENTS TO GENERAL APPROPRIATIONS ACT (Supplementals, Vetoes, Budget Amendments, etc.)		68,198,429		10,045,256	
FINAL BUDGET FOR AGENCY		1,398,923,206		11,145,256	
SECTION II: ACTIVITIES * MEASURES		Number of Units	(1) Unit Cost	(2) Expenditures (Allocated)	(3) FCO
Executive Direction, Administrative Support and Information Technology (2)					11,145,256
Home And Community Services Administration *		34,860	227.09	7,916,426	
Support Coordination * Number of people receiving support coordination		34,638	1,705.80	59,085,588	
Private Intermediate Care Facilities For The Developmentally Disabled * Number of adults receiving services in Developmental Service Public Facilities		562	161,960.16	91,021,612	
Program Management And Compliance * Based on Administrative Components of serving people in the Community and Institutional settings		61,114	255.21	15,597,035	
Adult Daily Living * Number of persons with disabilities served in Adult Daily Living		9,355	7,228.97	67,626,982	
Adult Day Service * Number of persons with disabilities served in Adult Day Training Service		13,792	2,623.34	36,181,040	
Adult Medical/Dental * Number of persons with disabilities served in Adult Medical/Dental		11,145	1,832.56	20,423,856	
Adult Respite Services * Number of persons with disabilities served in Adult Respite Services		256	2,033.75	520,641	
Adult Residential Habilitation * Number of persons with disabilities served in Adult Residential Habilitation		9,460	17,397.67	164,581,946	
Adult Specialized Therapies/ Assessments * Number of persons with disabilities served in Adult Specialized Assessments, Therapies, Equipment and Supplies		6,291	1,953.60	12,290,088	
Adult Supported Employment * Number of persons with disabilities served in Adult Supported Employment		1,700	1,614.95	2,745,414	
Adult Supported Living * Number of persons with disabilities served in Adult Supported Living and In Home Subsidies		14,013	8,149.29	114,196,035	
Adult Transportation * Number of persons with disabilities served in Adult Transportation		10,438	1,278.24	13,342,311	
Children Daily Living * Number of persons with disabilities served in Children Daily Living		647	7,256.85	4,695,182	
Children Day Services * Number of persons with disabilities served in Children Day Training Services		9	1,783.78	16,054	
Children Medical/Dental * Number of persons with disabilities served in Children Medical/Dental		54	2,387.44	128,922	
Children Respite Services * Number of persons with disabilities served in Children Respite Services		1,705	3,118.13	5,316,413	
Children Residential Habilitation * Number of persons with disabilities served in Children Residential Habilitation		730	21,465.11	15,669,533	
Children Specialized Therapies/ Assessments * Number of persons with disabilities served in Children Specialized Assessments, Therapies, Equipment and Supplies		19	14,495.21	275,409	
Children Support Employment * Number of persons with disabilities served in Children Supported Employment		1	2,522.00	2,522	
Children Supported Living * Number of persons with disabilities served in Children Supported Living and In Home Subsidies		36	6,721.03	241,957	
Children Transportation * Number of persons with disabilities served in Children Transportation		9	4,084.67	36,762	
Community Support Services * Number of persons served		4,368	1,307.39	5,710,681	
Forensic Care *		229	128,451.69	29,415,437	
TOTAL				667,037,846	11,145,256
SECTION III: RECONCILIATION TO BUDGET					
PASS THROUGHS					
TRANSFER - STATE AGENCIES					
AID TO LOCAL GOVERNMENTS					
PAYMENT OF PENSIONS, BENEFITS AND CLAIMS					
OTHER					
REVERSIONS				731,885,388	
TOTAL BUDGET FOR AGENCY (Total Activities + Pass Throughs + Reversions) - Should equal Section I above. (4)				1,398,923,234	11,145,256

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 WSC, 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.

Crisis: One or more of the situations described in rule 65G-1.047, F.A.C., Crisis Status Criteria.

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): 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).

FCCs (Family Care Councils): Groups of volunteers appointed by the Governor to advise APD. Council members also provide outreach and information to families in their local communities. Each FCC consists of individuals with developmental disabilities, as well as parents, siblings, grandparents, and guardians of people with developmental disabilities who qualify for APD services.

FCCF (Family Care Council Florida): The organization that functions as a statewide board of the FCCs. Its membership includes the chairperson or representative 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 Whistle-blowers 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 disability 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

Medical Necessity: Medical or allied care, goods, or services furnished or ordered must meet the following conditions: 1. Be necessary to protect life, to prevent significant illness or significant disability, or to alleviate severe pain; 2. Be individualized, specific, and consistent with symptoms or confirmed diagnosis of the illness or injury under treatment, and not in excess of the patient's needs; 3. Be consistent with generally accepted professional medical standards as determined by the Medicaid program, and not experimental or investigational; 4. Be reflective of the level of service that can be safely furnished, and for which no equally effective and more conservative or less costly treatment is available; statewide; and, 5. Be furnished in a manner not primarily intended for the convenience of the individual, the individual's caretaker, or the provider.

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.

NGQSI (Next Generation Questionnaire for Situational Information): A comprehensive assessment tool administered to clients of APD that:

- Identifies support needs and services
- Provides relevant information for use of a resource allocation algorithm to assign a funding range for each person receiving services
- Estimates a person's degree of social integration into the community to stimulate improved social integration efforts for person who may be isolated, and
- Detects possible risks or threats in a person's life situation and alerts assessors, support coordinators, APD staff and providers that attention may be required to help the individual avoid undue hardship, illness, or harm

The tool contains questions relevant to seven domains consisting of: 1. General Information about the individual, 2. Support and Services, 3. Wellness and Health Maintenance, 4. Daily Living Skills, 5. Life Style, Valued Roles and Social Integration, 6. Behavior Concerns, and 7. Level of Supports.

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: A two-digit code in the agency's data management system that indicates a client's living setting.

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.

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-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 is a total of seven categories.

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.