

LONG RANGE PROGRAM PLAN

Ron DeSantis
Governor
■ ■
Tallahassee, Florida

Barbara Palmer
Director
■ ■
September 30, 2020

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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 2021-22 through Fiscal Year 2025-26. 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.

Sincerely,



Barbara Palmer
Director



Long Range Program Plan

Fiscal Years 2021-2022
through 2025-2026



**Barbara Palmer,
Director**

**Ron DeSantis,
Governor**

September 30, 2020



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

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

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

Baseline FY 2013/2014	FY 2021/2022	FY 2022/2023	FY 2023/2024	FY 2024/2025	FY 2025/2026
5,600	4,000	4,000	4,000	4,000	4,000

Objective 1.2 Ensure individuals in crisis on the waiting list receive services.

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

Baseline FY 2015/2016	FY 2021/2022	FY 2022/2023	FY 2023/2024	FY 2024/2025	FY 2025/2026
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 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 2015/2016	FY 2021/2022	FY 2022/2023	FY 2023/2024	FY 2024/2025	FY 2025/2026
27%	30%	30%	30%	30%	30%

Goal 3: Improve accountability 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 2013/2014	FY 2021/2022	FY 2022/2023	FY 2023/2024	FY 2024/2025	FY 2025/2026
77.9%	92%	92%	92%	92%	92%

Objective 3.2 Improve agency cost controls and internal operations.

Measure 3.2.1 Administrative cost as a percent of total program costs

Baseline FY 2007/2008	FY 2021/2022	FY 2022/2023	FY 2023/2024	FY 2024/2025	FY 2025/2026
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 2015/2016	FY 2021/2022	FY 2022/2023	FY 2023/2024	FY 2024/2025	FY 2025/2026
15	15	15	15	15	15

Measure 3.2.3 Number of adults found incompetent to proceed to trial who are provided competency training and custodial care in the APD Developmental Disabilities Defendant Program

Baseline FY 2015/2016	FY 2021/2022	FY 2022/2023	FY 2023/2024	FY 2024/2025	FY 2025/2026
300	150	150	150	150	150



Linkages to Governor's Priorities

The Agency for Persons with Disabilities (APD or agency) 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 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 35,000 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 serves more than 58,000 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 35,000 of these individuals are served on the iBudget Florida Home and Community-Based Services waiver (also known as the iBudget waiver), over 22,800 individuals are on the waiting list for waiver services, and over 600 individuals are served in agency operated facilities. The agency is responsible for three major service delivery systems as described in Florida statutes (F.S.):

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

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 35,000 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, 2020, 3,757 people in the HCBS program were managing their own services through the CDC+ program. Additionally, many of the over 22,800 individuals on the waiting list are receiving services from APD and other agencies.

Developmental Disability Centers (DDCs): The agency operates two Medicaid funded 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 over 500 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 Medicaid funded DDDP. DDDP is a 146-bed secure residential facility located in Chattahoochee for defendants with developmental disabilities who are deemed incompetent to participate in their own defense or stand trial. 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. The agency also has 34 secure beds in the Pathways program located at Sunland.

ACCOMPLISHMENTS AND HIGHLIGHTS

Both Governor DeSantis and the Legislature support efforts to improve the quality of life for individuals with developmental disabilities and promote choice of service providers. Some of the agency's noteworthy activities and accomplishments during Fiscal Year (FY) 2019-2020 include:

- Successful completion of the field test of the Individual Comprehensive Assessment (ICA), formerly known as the Next Generation Questionnaire for Situational Information (NGQSI). Based upon the findings and recommendations received from this test, the protocol has been enhanced and automated. The ICA identifies a person's support requirements, includes a resource allocation process used for budgeting, alerts APD to risks of harm to a person, assesses a person's level of social integration, and provides aggregate data for statewide analytics. Once finalized, the ICA will replace the Questionnaire for Situational Information (QSI).
- The agency successfully completed the second rollout of APD iConnect. This rollout included two key interfaces with the Florida Medicaid Management Information System: Consumer Eligibility and Service Prior-Authorizations. Also included in this rollout were the FY 2020-2021 Service Authorizations, Plan Validation Rules, and Significant Additional Needs (SANs) Validation Rules. Additionally, the agency has been preparing for the next rollout of APD iConnect. It will include functionality comprised of client budgets, service plans, service authorizations, and Electronic Visit Verification (EVV) for personal care services. This functionality rollout is to APD staff, Waiver Support Coordinators, and a segment of direct service providers with specific service-authorizations (i.e., personal care services).
- Thanks to the support of Governor DeSantis and the Legislature, in the FY 2020-2021 General Appropriations Act, the agency received over \$97 million dollars in additional funding for the HCBS waiver for FY 2020-2021, funding in the back of the bill for previous waiver deficits, and funding for critical agency initiatives, including APD iConnect and the ICA.
- APD and the Agency for Health Care Administration (AHCA) submitted a waiver redesign plan on September 30, 2019 for legislative consideration, pursuant to Section 26 of Chapter 2019-116, Laws of Florida.
- APD created a page on its website to provide current COVID-19 related information and how it impacts our customers. There are prevention tips, self-

advocate videos, procedures related to personal protective equipment, Emergency Orders, and much more.

- The agency developed a COVID-19 Guidance for Providers and Waiver Support Coordinators document to assist them in meeting all the needs of our clients during the pandemic. Some of the information included covers the Section 1135 Waiver Request, Appendix K Waiver Flexibilities, Telemedicine, Various Scenarios, Group Home Protocols, Behavioral Strategies, and Disinfecting Group Homes. This document is a vital tool for the continued success of providers and Waiver Support Coordinators during these challenging times.
- The agency provided 524 individuals on the waiting list with supported employment services to obtain and maintain employment. This was a 14% increase from the previous year.
- APD participated in the annual Developmental Disabilities Awareness Day. Governor Ron DeSantis issued a proclamation recognizing February 11, 2020 as Developmental Disabilities Awareness Day in Florida. Hundreds of disability advocates came to the Capitol in Tallahassee to talk with legislators about issues facing Floridians with disabilities. APD joined dozens of disability organizations at the Capitol sharing information about its programs.
- The agency's WSC Professional Development Series continued during FY 2019-2020 to ensure WSCs had access to continuing education throughout the year. The agency provided eight statewide webinars for WSCs, awarding 1.5 continuing education credits to those WSCs who achieved a score of 75% or higher on the post training assessment. The WSC Professional Development Series is offered to reinforce the role of the WSC and Case Management. In FY 2019-2020, the average attendance for the statewide training was 240 participants. The highest attended webinar was "The Role of the WSC with Consumer Employment" with a total of 341 attendees.
- The agency's online TRAIN Florida Learning Management System (LMS) continues to see an increase in registered users. Agency users (including providers) have registered for and completed 1,206,099 courses since the system's launch in May 2016. This was a 31% increase from last year's total.
- The newly developed APD Medication Administration training is now available through the TRAIN Florida Learning Management System. This training supports the agency's efforts of continued training to promote the health, well-being, and safety of those the agency serves.

- The agency created a Resource Flyer for individuals on the waiting list and individuals not eligible for APD services who are seeking assistance. The flyer contains links to the APD Resource Directory, APD Florida Navigator, Department of Children and Families ACCESS program, and Florida KidCare.
- CDC+ increased enrollment to 3,757 individuals, who are managing their own services in the HCBS program. This was a 9% increase from the previous year.
- APD created a suicide prevention resource brochure. This brochure is now on the agency's website and provides a list of resources and websites for customer help.
- The agency's Communications Office won two awards from the Florida Public Relations Associations (FPRA) Capital Chapter this year. APD received an Image Award in the category of Printed Tools of Public Relations – News Release, as well as a Judge's Award, which recognizes maximum impact for minimum cost. Additionally, APD earned recognition for the Disability Employment Awareness Month op-ed article by APD Director Barbara Palmer that was published in 12 newspapers statewide.
- In February 2020, 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 limousine 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 Tallahassee "Night to Shine" prom became a night to remember when its founder, Tim Tebow, former NFL quarterback and Heisman Trophy winner, showed up unannounced. The former University of Florida star made time to take photos, give hugs and chat with people attending the prom. More than 1,000 people were estimated to have been in attendance.

- The agency, along with its partners Blind Services and Vocational Rehabilitation, hosted the 14th annual Employment Awareness Month Celebration and Exceptional Employer Awards at Tallahassee City Hall in October 2019. A total of 12 businesses from around the state were recognized for their strong commitment to employing and retaining people with unique abilities.
- In June 2020, APD participated in the annual Family Café. This year's event was a virtual conference due to COVID-19. The Family Café offers people with developmental disabilities and their families opportunities to educate themselves about helpful organizations and resources in Florida. APD Director Barbara Palmer held a presentation via Facebook live. Other APD presentation topics included local resources for families, APD iConnect, emergency preparedness, legislative updates, CDC+, and employment services.
- The Sunland Center in Marianna won a Best of Jackson County award. Every year, the Jackson County Floridan publishes the Best of Jackson County awards. These are awarded for businesses in several different categories, and the winners are chosen by a community vote. The Sunland Printing won for the Graphic Design/Printing category. Sunland Printing is the Sunland Center's onsite print service. The facility is run by staff and residents, and it serves both the internal and external community.
- In October 2019, the Sunland Center hosted its 40th Fall Festival on campus. More than 2,000 attended the festival in Jackson County. Employees, residents, and the community enjoyed a parade, arts and crafts, and delicious food.
- The Tacachale Center in Gainesville celebrated 35 years of Holiday Lights in December 2019. This also involved them hosting their annual Holiday Parade, which included school bands, ROTC units, law enforcement agencies, antique cars, and floats. They also hosted the annual Christmas Tree Lighting Ceremony, which was a festive with tree trimming and holiday songs.
- APD solicited input from stakeholders, including self-advocates, family members, guardians, providers, and other state agencies via a series of Stakeholder meetings. The purpose of these meetings was to assist the agency in improving Adult Day Training (ADT) and employment related services for people with developmental disabilities.
- APD created a Zero Tolerance Steering Committee to ensure the ongoing coordination of actions and activities that promote a culture of Zero Tolerance for Abuse, Neglect, Exploitation (ANE), and sexual misconduct against individuals

with developmental disabilities in the State of Florida. This initiative includes development of policies, procedures, training, and awareness as well as data analysis and quality assurance to ensure the efficacy of this Zero Tolerance Initiative.

- The agency created a new training program for the Random Moment Sampling (RMS) system. RMS is used to determine how funds should be claimed among the various programs for federal reimbursement. The first three quarters after RMS training was delivered, the RMS earnings increased over 85%, equating to an increase of \$600,000 in federal earnings received per quarter and an estimated \$2.4 million annually.

ENVIRONMENTAL TRENDS

Coronavirus (COVID-19)

There have been significant impacts on the agency's mission due to COVID-19. COVID-19 had the most significant impacts on APD in two areas: Continued Mission Accomplishment and Community Access for Clients. The agency has been able to assist with customer and provider needs even with a majority of APD staff teleworking. Residential providers have done an amazing job of continuing to serve residents under very difficult circumstances. In contrast, the social isolation brought about by the pandemic has been a challenge to our ability to provide APD clients with opportunities to live, learn, and work in their communities. Other impacts of the pandemic include increased health risks to clients, their caregivers, and staff; agency and provider staffing challenges; and some clients having difficulty understanding why they are not able to attend many of their community activities.

Competitive Integrated Employment Initiative

One requirement of the Centers for Medicare & Medicaid Services (CMS) Home and Community-Based Services Final Settings Rule is that day habilitation service programs transform from facility-based employment supports to competitive integrated employment for individuals with intellectual/developmental disabilities (I/DD) by March 17, 2023.

Facility-based employment supports are provided to individuals with I/DD for subminimum wage in settings with other individuals with I/DD. Competitive integrated employment supports are provided to individuals with I/DD for minimum wage or above in settings with individuals without disabilities.

APD proactively responded to the CMS Final Settings Rule requirement by requesting and receiving CMS technical assistance, holding four stakeholder workgroups in 2019, and obtaining stakeholder input to facilitate provider compliance.

In addition, APD worked with the Florida Division of Vocational Rehabilitation to develop a data sharing agreement to facilitate the transformation of the employment services. Members of APD's CMS compliance monitoring team will continue to provide technical assistance to all day habilitation service providers to ensure all service settings comply with the CMS Final Settings Rule prior to the March 17, 2023 deadline.

Florida Population

Florida is currently home to almost 22 million people. The Florida Office of Economic and Demographic Research expects annual population growth between 2021 and 2026 to remain above 250,000 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 service 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. The number of individuals with developmental disabilities served by the agency age 60 and over rose from 3,298 in June 2019 to 3,501 in June 2020.

- 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 (56%) live with their families. As family caregivers age and become unable to provide care, additional services will be required for agency clients to be able to remain in the community.

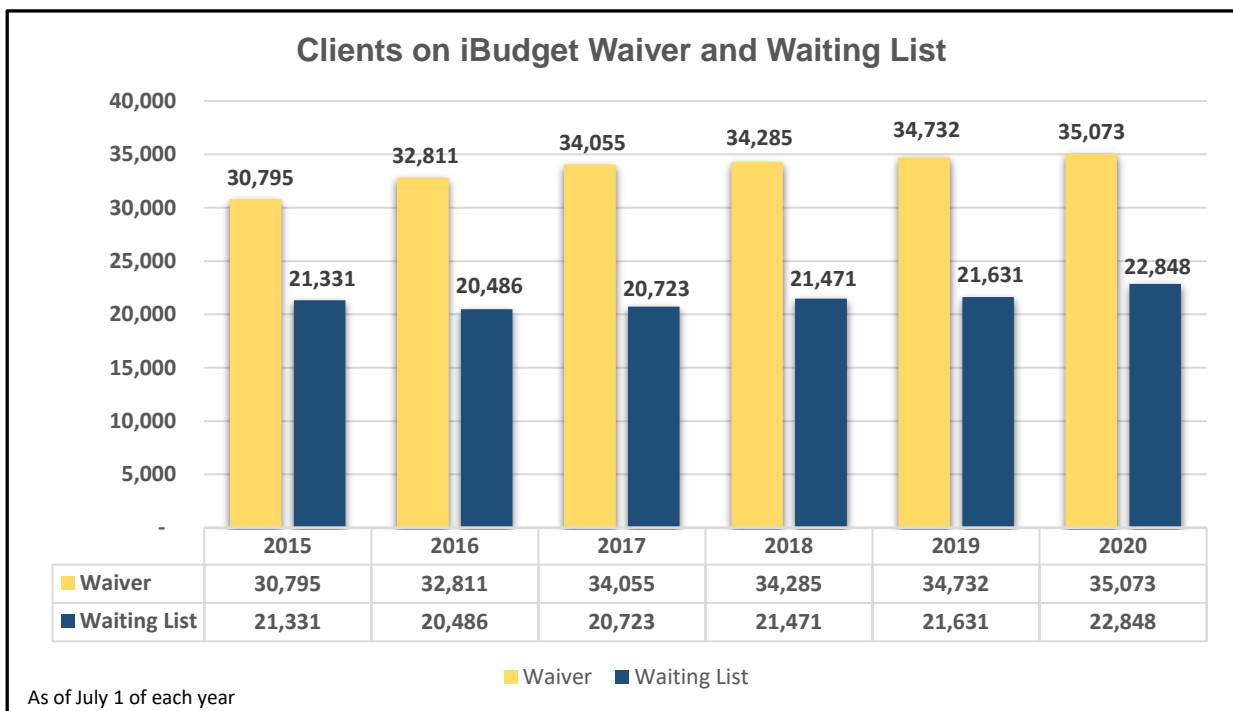
Florida Population Forecast

End of Fiscal Year	Population	Percent of Change from Previous Fiscal Year	Change from Previous Fiscal Year
2020-2021	21,898,040	1.17%	253,031
2021-2022	22,191,651	1.34%	293,611
2022-2023	22,469,049	1.25%	277,398
2023-2024	22,737,022	1.19%	267,973
2024-2025	22,994,968	1.13%	257,946
2025-2026	23,250,719	1.11%	255,751

Florida Office of Economic and Demographic Research July 2020

iBudget Waiver and Waiting List

Since 2016, 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 that 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 Quality Improvement Organization contracted by the Agency for Health Care Administration) implemented several new Person-Centered Review tools, including a tool for individual interviews known as the My Life Interview. The My Life Interview includes indicators specifically designed to measure the extent to which outcomes are present in an individual’s life. The data obtained was based upon responses from individuals who received services through the iBudget waiver and the CDC+ program. The overall findings reveal that quality of life measures are achieved for

87.7% of the individuals who received services through the iBudget waiver and 90.8% of the individuals who participated in the CDC+ program (see chart below).

Quality of Life Indicator Scores by Area July 1, 2019 - June 30, 2020									
	Waiver (n = 1,392)			CDC+ (n = 146)			Waiver & CDC+ Combined (N = 1,538)		
	# Met	# Not Met	% Met	# Met	# Not Met	% Met	# Met	# Not Met	% Met
Person Centered Supports: Directs Services									
State Average	5,858	761	88.5%	627	54	92.1%	6,485	815	88.8%
Rights									
State Average	9,100	680	93.0%	955	37	96.3%	10,055	717	93.3%
Health									
State Average	6,923	810	89.5%	735	69	91.4%	7,658	879	89.7%
Safety									
State Average	1,924	224	89.6%	225	21	91.5%	2,149	245	89.8%
Abuse, Neglect and Exploitation									
State Average	1,615	942	63.2%	166	87	65.6%	1,781	1,029	63.4%
Community Engagement									
State Average	3,381	611	84.7%	379	44	89.6%	3,760	655	85.2%
Overall Quality of Life Indicators									
State Average	28,801	4,028	87.7%	3,087	312	90.8%	31,888	4,340	88.0%

Some of the sub-data does reveal, however, the need for greater education to help individuals understand the following:

- The signs of abuse, neglect, and exploitation (ANE) (63.2% iBudget waiver and 65.6% CDC+ Program) and what to do if ANE occurs;

- The medications they are taking (54.9% iBudget waiver and 67.5% CDC+ Program); and
- How to exercise Choice and Self-Direction to be active contributing members in their community (78.5% iBudget waiver and 84.5% CDC+ Program).

The data also 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.

Additionally, a greater effort 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 empowering individuals to exercise choices and to develop friendships.

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. Developing in-service training courses to be offered through TRAIN Florida;
3. Implementing the Individual Comprehensive Assessment (formerly known as NGQSI) that will provide in-depth information regarding individuals' supports and services, wellness and health maintenance, daily living skills, lifestyle, value roles, social interaction, behavioral concerns, and level of supports;
4. Updating the Support Plan forms and associated trainings; 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. These principles enable the individual:

- 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, to work, and to become independent.

These guiding principles provide the framework for the agency's initiatives that align with the Governor's priority for protecting our communities by ensuring the health, welfare, and safety of its citizens. These initiatives are intended 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

The agency is implementing operational changes to the iBudget program as directed by Chapter 2020-71, Laws of Florida. These changes include:

1. Centralization of the process for waiver clients to request additional funding to meet their service needs.
2. Requires all WSCs to be employed by a qualified waiver support coordination agency to improve support coordination services.
3. Requires all service providers to bill for services and submit all required service documentation prior to billing through the agency's electronic client data management system APD iConnect.

4. Continues the requirement for the agency to submit quarterly status reports on the iBudget program and the clients served.
5. Requires the agency to provide quarterly reconciliation reports of waiver expenditures.

iBudget Waiver Enrollment and Waiting List

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 number of individuals on the agency's waiting list for iBudget waiver enrollment is over 22,800. The Legislature appropriated funding for Fiscal Year 2020-21 for the agency to enroll individuals who are in crisis situations to meet their health and safety needs. State statute requires the agency to enroll children in foster care at the time of adoption, reunification, permanency, or when they turn 18; 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.

Increase the number of individuals with developmental disabilities in the workforce

Employment Enhancement Program

In FY 2019-2020, the Florida Legislature appropriated \$900,000 to provide Employment Enhancement Program (EEP) services to individuals on the waiting list. The agency succeeded in serving 524 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 \$1 million for the EEP. The supported employment services could help approximately 650 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 to help an individual achieve independence and self-fulfillment, which is the primary objective of public assistance programs.

APD iConnect System

APD iConnect, a centralized client data management system, continues to progress. The Florida Legislature appropriated over \$1.5 million in FY 2020-21 to continue the implementation of this statewide system for management, reporting, and trending of data for all agency clients. The agency successfully completed the second rollout of APD iConnect in FY 2019-20. This rollout included two key interfaces with the Florida Medicaid Management Information System (FMMIS): Consumer Eligibility and Service Prior-Authorizations. Additionally, the agency is preparing for the next rollout of APD iConnect to occur in FY 2020-21. It will include functionality comprised of client budgets, service plans, service authorizations, and Electronic Visit Verification (EVV) for personal care services. This functionality will be rolled out to APD staff, Waiver Support Coordinators, and a segment of direct service providers with specific service-authorizations (e.g., personal care services).

When completed, APD iConnect will house the records of more than 58,000 client records 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/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 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 submitted a GFE request and was approved to delay implementation of EVV until January 1, 2021. The EVV 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.

Questionnaire for Situational Information (QSI)

The current 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.

Improving the agency's QSI assessment tool remains a high priority. The agency received an appropriation of \$120,000 to continue the development of a replacement for the QSI, the Individual Comprehensive Assessment (ICA), to better determine an individual's resource needs and budget projections.

The new ICA protocol will identify a person's support requirements, provide alerts to inform APD and the WSC of potential risks of harm to a person, assist with more effective person-centered planning, assess a person's level of social integration and caregiver capacity, provide aggregate data for statewide analytics, and include a resource allocation process used for budget projections.

Waiver Support Coordination

Per Chapter 2020-71, Laws of Florida, all WSCs will be required to be employed by a qualified organization, meaning that APD will no longer allow independent WSCs to serve iBudget waiver clients. A qualified organization must:

1. Employ four or more WSCs.
2. Maintain a professional code of ethics and a disciplinary process that applies to all WSCs within the organization.
3. Comply with the agency's cost containment initiatives.
4. Require WSCs to ensure that client budgets are linked to levels of need.
5. Require WSCs to perform all duties and meet all standards related to support coordination as provided in the Developmental Disabilities Individual Budgeting Waiver Services Coverage and Limitations Handbook.
6. Prohibit dual employment of a WSC if the dual employment adversely impacts the support coordinator's availability to clients.

7. Educate clients and families regarding identifying and preventing abuse, neglect, and exploitation.
8. Instruct clients and families on mandatory reporting requirements for abuse, neglect, and exploitation.
9. Submit within established timeframes all required documentation for requests for Significant Additional Needs.
10. Require WSCs to successfully complete training and professional development approved by the agency.
11. Require WSCs to pass a competency-based assessment established by the agency.
12. Implement a mentoring program approved by the agency for WSCs who have worked as a support coordinator for less than 12 months.

To enable the state to provide a systematic approach to service oversight for persons providing care to individuals with developmental disabilities (DD), the agency will work in collaboration with relevant stakeholders to ensure that WSCs have the knowledge, skills, and abilities necessary to competently provide services to individuals with DD. The agency shall:

1. Require all qualified organizations to report to the agency any violation of ethical or professional conduct by WSCs employed by an organization.
2. Maintain a publicly accessible registry (scorecard) of all support coordinators, including any history of ethical or disciplinary violations.
3. Impose an immediate moratorium on new client assignments, impose an administrative fine, require plans of remediation, and terminate the Medicaid Waiver Services Agreement of any qualified organization that is noncompliant with applicable laws or rules.
4. Have Due Process—Any decision by the agency to take action against a qualified organization is reviewable by the agency. Upon receiving an adverse determination, the qualified organization may request an administrative hearing pursuant to ss. 120.569 and 120.57(1) within 30 days after completing any appeals process established by the agency.

Training

The agency continues to make required training more accessible 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 access other state agencies, 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 1,206,099 courses through TRAIN Florida. Additionally, the agency will continue to create, revise, and update training curriculum on supported living, waiver support coordination, person centered planning, supported employment best practices, social security work incentives, guardianship, medication administration, and physical and nutritional management.

The agency will also continue to partner with the Department of Elder Affairs, the Division of Vocational Rehabilitation, Advocates & Guardians for the Elderly & Disabled (AGED), Family Care Council, Florida Association of Rehabilitation Facilities (FARF), The Arc of Florida, and the National Disability Institute to provide monthly in-service training to WSCs.

Service credit hours are issued to WSCs for approved training, assisting them in meeting their required annual certification requirements.

Home and Community-Based Services Settings Final Rule Compliance

The Centers for Medicare & 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, 2023.

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 compliance specialists and a CMS compliance coordinator. To date, the team has conducted more than 2,713 group home and 416 Adult Day Training (ADT) onsite reviews. The team worked tirelessly with providers during multiple technical assistance sessions that resulted in 99.90% (3,077 of 3,080) of the settings reviewed prior to May 2020 being fully compliant with the Final Rule.

On March 22, 2019, CMS issued new guidance to identify settings that were isolating HCBS beneficiaries. The CMS compliance monitoring team audited the 59 settings that were previously identified as presumptively institutional using the new guidance. Two service providers with four settings were presumed to have the qualities of an institution (presumptively institutional) for having the effect of isolating HCBS beneficiaries from their broader community. The providers are receiving the necessary technical assistance to overcome the presumptively institutional setting designation before the March 17, 2023 compliance deadline. The compliance monitoring team will continue to conduct reviews and provide technical assistance to waiver providers to ensure that all waiver services continue to be 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 ensuring that 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, 2020, over 35,000 people were receiving Home and Community-Based waiver services. The individuals on the waiver are Florida's most vulnerable citizens and over time their service needs to maintain their health and safety change 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 a legislative budget request to address funding needs of existing waiver clients.

The agency has a waiting list for waiver services of over 22,800 individuals. The agency enrolls individuals on the waiting list who are in crisis and in need of waiver services. Individuals are considered to be in crisis if they are homeless, considered a danger to self or others, or their caregiver is no longer able to provide care. If individuals with developmental disabilities in crisis are unable to enroll on the waiver for needed services, they have an entitlement to institutional care which on average costs \$100,000 more per year than the waiver.

Waiver Program: The agency will continue implementing operational changes to the iBudget program per Chapter 2020-71, Laws of Florida. The legislation also requires the agency to continue submitting quarterly status reports on the financial status of the Home and Community-Based services waiver and quarterly reconciliation reports.

Increase the number of individuals with developmental disabilities in the workforce

Employment: The agency provides supported employment services for individuals with developmental disabilities on the waiver waiting list to gain employment or paid internships 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, which, in turn, can improve mental acuity with social interaction and workplace activities, result in 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 is continuing implementation of the statewide APD iConnect system. This new centralized client data management system will provide the agency with information that can be used to serve individuals with developmental disabilities more effectively 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.

Individual Comprehensive Assessment (ICA): It is essential the agency continue development of the new needs assessment tool. The assessment tool is critical for determining each client's level of need and iBudget allocation.

The next step is contracting with consultants to continue the development of a new methodology using the ICA to better determine an individual's resource needs and budget projections. The ICA will identify a person's support requirements, provide alerts to APD to risks of harm to a person, assess a person's level of social integration, provide aggregate data for statewide analytics, and include a resource allocation process used for budgeting. The ICA protocol, once finalized, will replace the existing assessment tool.

Over 1,000 individuals will be assessed during the validation study during fiscal year 2020-21. Once all of the assessments have been completed, Florida State University will conduct more reliability and validity studies based upon the data obtained. After completion of the studies, additional consultation services will be needed for possible protocol refinements, output reports development, and development of protocols for Master Trainers to train and certify new assessors.

Waiver Support Coordination: The agency will continue to implement changes requiring that all WSCs be employed by a qualified organization. This includes, at a minimum, APD requiring a qualified organization to report any violations of ethical or professional conduct by employed WSCs to the agency and APD maintaining a publicly accessible registry (scorecard) of all WSCs to include any history of ethical or disciplinary violations.

Home and Community-Based Services Settings Final Rule Compliance: The Centers for Medicare & Medicaid Services (CMS) Home and Community-Based Services (HCBS) Settings Final Rule to bring HCBS residential and nonresidential settings into compliance has a compliance date of March 17, 2023. 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 waiver service providers to correct identified deficiencies to ensure full compliance with the CMS requirements. The agency will also continue community outreach efforts to waiver enrollees, family members, and community members.

Training

The agency plans to continue making required training more accessible 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 access other state agencies, federal agencies, and educational institutions for additional training. The agency partnered with the Department of Health to launch the online system in May 2016. Additionally, the agency will continue to create, revise, and update training curriculum on supported living, waiver support coordination, person centered planning, supported employment best practices, social security work incentives, guardianship, medication administration, and physical and nutritional management.

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 and attends these meetings hosted by the Agency for Health Care Administration.

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
5	Training Advisory Committee	Sponsored by the Florida Developmental Disabilities Council (FDDC). Consists of a group of stakeholders that reviews training materials, proposed curriculums, etc.
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	Medical Care Advisory Committee (MCAC)	This is an Agency for Health Care Administration (AHCA) committee. MCAC has the opportunity to participate 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.
8	FDDC Self Advocacy Leadership Subgoal Committee	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
9	FDDC Workforce Collaborative Training Initiative Workgroup Committee	Sponsored by the Florida Developmental Disabilities Council (FDDC). It is intended to foster systemic change via meaningful, competency-based training efforts and cross entities collaboration. Consists of a group of stakeholders that review Direct Core Competencies training.
10	Florida Health Care Connections (FX) Executive Steering Committee	The Agency for Health Care Administration (AHCA) has initiated the process of replacing the existing Medicaid Management Information System (MMIS) and its current fiscal agent, with a modular Information Technology system. The MMIS is primarily responsible for paying Medicaid providers and health plans. Additionally, the system plays a key part in sharing and receiving data between other Health and Human Services agencies in Florida. The endeavor to replace the MMIS system is called Florida Health Care Connections (FX). During the 2020 Legislative Session, the Florida Legislature directed AHCA to implement an FX executive steering committee to ensure the Agency has the resources necessary to provide better integration with subsystems supporting Florida's Medicaid program. This new governance will be responsible for ensuring the FX project meets its primary business objectives of replacing the MMIS and the current Medicaid fiscal agent. AHCA is required to include a representative (with waiver experience) from the Agency for Persons with Disabilities on this steering committee.
11	Family Care Council Meetings	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.

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
12	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, comprehensive, consumer and family centered and directed system of community services and individualized supports that enable individuals with developmental disabilities to exercise self-determination and to be independent, productive, integrated, and included in all facets of community life.
13	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.
14	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.
15	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.
16	Quality Council	Looks at the quality of delivery of services for individuals with developmental disabilities with a focus on outcomes.

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
17	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; comments publicly on proposed rules and regulations; advises DOE in developing evaluations and reporting on data to the DOE Secretary; advises DOE in developing corrective action plans to address findings identified in Federal monitoring reports; advises DOE in developing and implementing policies relating to the coordination of services for students with disabilities.
18	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.
19	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.
20	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, which 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.

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
21	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 affect all state agencies and to share best practices.
22	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.
23	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.
24	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 the DJJ Secretary and the Director of Florida State University's Center for the Advancement of Human Rights (FSU CAHR).

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
25	Statewide Interagency Workgroup	<p>This workgroup supports the Governor's Children's Cabinet by providing oversight for coordination of services and supports for children in Florida, and by collaborating to develop 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.</p>
26	Florida Department of Law Enforcement (FDLE) Threat Assessments Steering Group	<p>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.</p>
27	Florida WINGS - Working Interdisciplinary Network of Guardianship Stakeholders (WINGS) Group	<p>Florida WINGS is a collaborative group of stakeholders dedicated to creating solutions through court-community partnerships by identifying, assessing, and improving guardianship practices and other decision-making alternatives to enhance the quality of care and lives of vulnerable adults.</p>
28	State Plan on Aging Advisory Group	<p>The Florida Department of Elder Affairs prepares a State Plan on Aging (State Plan) every three to four years as required by the Administration on Aging, part of the Administration for Community Living under the U.S. Department of Health and Human Services. The State Plan provides strategic direction to the Florida elder services network.</p>
29	Department of Children and Families (DCF) Summit	<p>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. Over</p>

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
		3,000 child welfare professionals and related partners including attorneys, case managers, child advocates, child protective investigators, and many more will attend this summit.
30	Empower Florida Conference	Empower Florida is a development training conference for providers to enhance quality performance related to iBudget waiver services.
31	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.).
32	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.
33	Family Café	The Annual Family Café is the nation's largest cross-disability event. Since 1998, The Annual Family Café 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.
34	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
35	Florida Children and Youth Cabinet	Meets to ensure services designed for children and youth are planned, managed, and delivered in a holistic and integrated manner.
36	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.
37	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, identify proven best practices, and to learn which mistakes to avoid BEFORE it is too late! Over 300 hours of training and workshops covering all aspects of hurricane readiness and full of the latest trends, topics, tools, and technologies to best improve disaster response and recovery processes.
38	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.
39	Florida Strategic Plan for Economic Development (2018-2023)	The Department of Economic Opportunity (DEO), with collaboration from 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.

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
40	Florida Fusion Center	<p>Network of Florida Fusion Centers (FCs): The state's eight FCs are a collaborative effort of state, local, tribal, territorial and federal agencies under the direction of FDLE and working in partnership to share resources, expertise, and/or information to better identify, detect, prevent, apprehend and respond to threats, crimes and terrorist activity utilizing an all crimes/all hazards approach.</p> <p>Executive Advisory Board Member with the Florida Fusion Center: This board meets quarterly to share information, discuss policy, and provide direction to the Florida Fusion Center.</p> <p>Interagency Fusion Liaison (IFL) with the Florida Fusion Center: IFLs meet weekly to share information and develop joint products on which events, incidents and trends are impacting their agency and other agencies around the state.</p>
41	State Emergency Response Team (SERT)	<p>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 tasks and to request direct aid to disaster impact areas. APD is a support agency to ESF's 6 (Mass Care) and 8 (Health and Medical)</p>



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 2020-21	Approved Prior Year Standard FY 2019-20	Prior Year Actual FY 2019-20	Approved Standard FY 2020-21	Requested FY 2021-22 Standard
Number of persons with developmental disabilities served in Supported Living	4,000	4,794	4,000	4,000
Percent of ICF residents who accept waiver services and move into the community	85%	80%	85%	85%
Percent of people with developmental disabilities employed in integrated settings	30%	40%	30%	30%
Program: Services to Disabled		Code: 67000000		
Service/Budget Entity: Program Management and Compliance		Code: 67100200		
Approved Performance Measures for FY 2020-21	Approved Prior Year Standard FY 2019-20	Prior Year Actual FY 2019-20	Approved Standard FY 2020-21	Requested FY 2021-22 Standard
Percent of people receiving services who meet key health, safety, and quality-of-life outcome measures	92.0%	89.3%	92.0%	92.0%
Administrative cost as a percent of total program costs	4.0%	1.9%	4.0%	4.0%
Program: Services to Disabled		Code: 67000000		
Service/Budget Entity: Developmental Services Public Facilities		Code: 67100400		
Approved Performance Measures for FY 2020-21	Approved Prior Year Standard FY 2019-20	Prior Year Actual FY 2019-20	Approved Standard FY 2020-21	Requested FY 2021-22 Standard
Annual number of reportable critical incidents per 100 persons with developmental disabilities living in Developmental Disabilities Centers	5	10	5	15
Program: Services to Disabled		Code: 67000000		
Service/Budget Entity: Developmental Services Forensic Services		Code: 67100500		
Approved Performance Measures for FY 2020-21	Approved Prior Year Standard FY 2019-20	Prior Year Actual FY 2019-20	Approved Standard FY 2020-21	Requested FY 2021-22 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	250	208	250	150



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
4,000	4,794	794	19.85%

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". Since APD iConnect Roll Out 1 in December of 2018, supported living is now being coded in the Demographics section of APD iConnect and is defined as: A client's own home where they live and receive Personal Supports, Supported Living Coaching, and that home is available for lease or sale to individuals in the community. Individuals 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 – July 2020

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%	80%	(5%)	(6%)

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 checked="" type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | <input type="checkbox"/> Other (Identify) |

Explanation: Waiver enrollment Operations team provided training for clinical, MCM, waiting list, and residential planning teams to improve collaboration and coordination of activities related to ICF to waiver transitions. This training was provided in early July 2020. Additional follow-up and technical assistance will be provided throughout the year.

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 50 individuals in ICF (SNFs) who chose waiver services, 40 enrolled on the waiver and moved to the community during FY 2019/20. The remaining were still in the process of transitioning due to various reasons such as: awaiting placement options, COVID-19 restrictions in place, and health issues preventing transition.

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

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

Recommendations: No further action is necessary.

Office of Policy and Budget – July 2020

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
30%	40%	10	33%

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

Factors Accounting for the Difference:

Internal Factors (check all that apply):

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

Explanation:

In August of 2019, the agency developed a WSC Advisory providing specific instructions on how to populate the newly created employment and benefit data in APD iConnect. Later in the fall we reached out to all WSCs and waiting list (WL) coordinators of over 6,000 consumers (who indicated in their QSI a desire to work) to contact the consumers and update the new fields in APD iConnect. We believe that contributed to better tracking of employment data.

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 continues to receive additional legislative funding for individuals on the waiting list to obtain and maintain employment. The agency has made great efforts to increase the opportunity for clients to receive employment and has dedicated at least one staff member from each region to focus on employment efforts. With the implementation of the APD iConnect Client Data Management System on

(Continued on next page)

12/4/18, fields that documented employment data in ABC were locked. This prevented the collection of employment data from 12/4/18 to when the data fields were added in July 2019. However, it took dedicated staff to develop training materials and outreach to WSCs and WL coordinators of over 6,000 waiver and WL consumers to update thousands of records in APD iConnect. This is an ongoing effort that will require continued outreach and technical assistance for proper documenting.

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

- Training
- Personnel

- Technology
- Other (Identify)

Recommendations:

Additional training and technical assistance will be required to continue proper data collection by WSCs and WL coordinators. The agency is working with WellSky to include additional employment fields in APD iConnect and consider adding data from an existing interface between the Florida Department of Revenue and APD that will lead to enhanced tracking capabilities and accuracy in employment data.

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
92.0%	89.3%	(2.7%)	(2.9%)

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:

A new methodology was implemented in Fiscal Year 2018-2019 to measure individuals' quality of life. In July 2018, Qlarant (the Quality Improvement Organization contracted by the Agency for Health Care Administration (AHCA) implemented several new Person-Centered Review (PCR) tools, including a new tool for the Individual Interview. The measure results are based on the scores from interviews. Note: Due to the Coronavirus pandemic, observation of clients could not be performed from 4/1/2020 - 6/30/2020.

External Factors (check all that apply):

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

Explanation:

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

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

Recommendations:

No further action is necessary.

Office of Policy and Budget – July 2020

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%	1.9%	(2.1%)	(52.1%)

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 and the performance result remains below the approved standard.

External Factors (check all that apply):

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

Explanation:

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

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

Recommendations:

No further action is necessary.

Office of Policy and Budget – July 2020

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
5	10	5	100%

Total Number of reportable critical incidents at APD-operated institutions DIVIDED BY the Annual Average 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 under-estimated how many critical reportable incidents per 100 clients the agency would have to report. We have also increased the level of training for incident reporting.

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 changing the approved standard to 15 beginning next fiscal year. See Exhibit IV for the rationale.

Office of Policy and Budget – July 2020



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

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

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

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 Developmental Disabilities Defendant 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 decreasing the number of adults found incompetent to proceed to trial who are provided competency training standard from 250 to 150.

The agency also proposes to modify the methodology from:

“Census of APD’s Developmental Disabilities Defendant Program 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 (Chapter 916, Florida Statutes)”

The data source remains unchanged.

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 agency has historically counted both clients classified as Chapter 916 (found incompetent to proceed to trial/court ordered for competency training), Florida Statutes, and clients classified as Chapter 393 (found incompetent to stand trial/charges dropped/does not receive competency training), F.S., in the calculation of this measure result. Beginning next fiscal year (2021-22), the agency will only be counting clients that are classified Chapter 916 in the calculation of the measure result. We currently estimate the final measure result will be in the 150 range once the new methodology goes into effect.

Office of Policy and Budget – July 2020



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 2020-21	Associated Activities Title
1.1.1	Number of persons with developmental disabilities served in Supported Living	Adult Supported Living
1.2.1	Percent of ICF residents who accept waiver services and move into the community	Home and Community-Based Services Administration Private Intermediate Care Facilities for Individuals with Intellectual Disabilities
2.1.1	Percent of people with developmental disabilities employed in integrated settings	Adult Supported Employment Children Supported Employment
3.1.1	Percent of people receiving services who meet key health, safety, and quality-of-life outcome 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 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 appropriate for their age and interests.

AHCA (Agency for Health Care Administration): The state agency responsible for the licensure and certification of private and public Intermediate Care Facilities (ICFs) for individuals with intellectual and developmental disabilities (I/DD).

APD: Agency for Persons with Disabilities

APD iConnect (a.k.a. Client Data Management System or CDMS): A centralized consumer record system that collects key data at the client-specific and provider-specific levels to improve the analysis, tracking, and reporting processes.

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): A program operated by the Department of Children and Families that provides services to protect vulnerable adults from abuse, neglect, and exploitation (ANE), safeguard such vulnerable adults from future ANE, and conduct investigations of ANE against vulnerable adults.

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.

Autism Spectrum Disorder: 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 can have one or more program components.

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

CDC+ (Consumer-Directed Care Plus): An alternative to the traditional APD waiver 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 their own supports, manages an established budget, and makes decisions regarding care and staff.

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 with 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.

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 individual'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 & 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, and 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.

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.

CPS (Child Protective Services): A program that is operated by the Department of Children and Families to provide services to protect children from child abuse and neglect, to safeguard such children from future abuse and neglect, and to conduct investigations of child abuse and neglect.

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; and 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): The state agency that provides social services to children, adults, refugees, domestic violence victims, human trafficking victims, the homeless community, childcare providers, people with disabilities, and the elderly. DCF services include investigating allegations of abuse, neglect, and exploitation involving children or adults with developmental disabilities.

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 Awareness Month (Developmental Disabilities Awareness Month): March is national Developmental Disabilities Awareness Month. It helps raise awareness and advocates 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, which 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: Florida Department of Elder Affairs

DOH: Florida 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, and 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 that extend useful life or 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.

FDDC (Florida Developmental Disabilities Council): Their mission is to advocate and promote meaningful participation in all aspects of life for Floridians with developmental disabilities. They are committed to advocating and promoting programs, practices, and innovative initiatives that enhance the independence, productivity, inclusion, and self-determination of individuals with developmental disabilities in all aspects of life.

FFMIS: Florida Financial Management Information System

FLAIR: Florida Accounting Information Resource system

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

Florida Whistle-blower's 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 funds 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): A federal law enacted in 1996. The primary goal is to make it easier for people to keep health insurance, protect the confidentiality and security of health care information, and help the health care industry control administrative costs.

iBudget (Individual Budgeting): A term associated with the agency's Home and Community-Based Services 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 is also known as the Developmental Disabilities Individual Budgeting waiver, an approved HCBS Medicaid waiver also used by participants in the CDC+ program.

ICA (Individual Comprehensive Assessment): APD's assessment tool that will eventually replace the Questionnaire for Situational Information (QSI) for determining a person's level of need and support in areas of community living and functional, behavioral, and physical health. The ICA also 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 a person who may be isolated, and detects possible risks or threats in a person's life situation and alerts assessors, WSCs, APD staff, and providers that attention may be required to help the individual avoid undue hardship, illness, or harm. Note: The ICA was previously known as the Next Generation Questionnaire for Situational Information (NGQSI).

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 that is the 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.

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 of tracking and resolving an event that 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 to ensure the health and safety of the individual and all other clients. Providers must complete and submit all incident reports and follow-up reports using 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 vital in ensuring the health, safety, and wellbeing 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."

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

Input: See: Performance Measure

Intellectual Disability: A term used when a person has certain limitations in both mental functioning and in adaptive skills such as communicating, self care, 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 that result 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 agency-contracted providers.

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 to two-year terms by the President of the Senate and by the Speaker of the House of Representatives.

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 as requested by agency managers, usually related to some program, process, or personnel.

MCM: Medical Case Manager and/or Medical Case Management

Medicaid Waiver: See: Waiver

Medical Necessity: Medical or allied care, goods, or services furnished or ordered that 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 of the agency's budget request. An 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 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 surveys (e.g., empowerment and choice issues), family surveys (e.g., satisfaction with supports), provider surveys (e.g., staff turnover), and state systems data (e.g., expenditures, mortality, etc.). National Core Indicators provide Florida a way to compare its performance against other states.

NF (Nursing Facility): Medicaid-certified nursing facility

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

OCO (Operating Capital Outlay): Equipment, fixtures, and other tangible personal property of a nonconsumable and nonexpendable nature. OCO applies to items valued at \$1,000 or more that have an expected life of one year or more.

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: Contracting with a vendor for the delivery of a service or item (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 toward 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 (formerly called Delmarva) that is contracted by the state of Florida's Agency for Health Care Administration (AHCA) 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 and functional, behavioral, and physical health. The QSI is administered by trained and certified agency staff. Note: The QSI will eventually be replaced by the Individual Comprehensive Assessment (ICA).

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.

Resident: A person who has a developmental disability and resides at a residential facility, whether or not such person is a client of the agency per Chapter 393.063, Florida Statutes.

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. 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 APD Deputy Director of Operations.

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.

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 an extraordinary or 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.

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 that has an agreement with the agency to provide services to people with developmental disabilities.

SETS (Supported Employment Tracking System): An internet-based system used to track consumers who have jobs or are working to obtain jobs. Consumer demographic information is uploaded nightly into SETS from ABC. Information from the Department of Revenue and Department of Economic Opportunity 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 as independently as possible in their own homes, be integrated into the community, and participate in community life to the fullest extent possible.

SNF: Skilled Nursing Facility

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 adults and children with disabilities who have 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.

Superintendent: The person responsible for the day-to-day operations and administration of an APD facility. This includes ensuring the proper physical condition, fiscal operation, resident/employee safety, and staff management.

SWOT: Analysis of an organization's 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 priority categories. There is not an actual timeframe for the length of waiting. Each year, the number of individuals who can be added to the waiver is contingent upon the availability of funds, level of need, and waiting list category.

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

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 can live in their community rather than 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.