

LONG RANGE PROGRAM PLAN

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Agency for Persons with Disabilities

Tallahassee, Florida

September 30, 2021

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201 Capitol
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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 2022-23 through Fiscal Year 2026-27. 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 2022-2023
through 2026-2027



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Governor

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Mission Statement

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

Goals

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



Agency Objectives

- Objective 1.1 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 2022/2023	FY 2023/2024	FY 2024/2025	FY 2025/2026	FY 2026/2027
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 2022/2023	FY 2023/2024	FY 2024/2025	FY 2025/2026	FY 2026/2027
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 2022/2023	FY 2023/2024	FY 2024/2025	FY 2025/2026	FY 2026/2027
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 2022/2023	FY 2023/2024	FY 2024/2025	FY 2025/2026	FY 2026/2027
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 2022/2023	FY 2023/2024	FY 2024/2025	FY 2025/2026	FY 2026/2027
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 2022/2023	FY 2023/2024	FY 2024/2025	FY 2025/2026	FY 2026/2027
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 2022/2023	FY 2023/2024	FY 2024/2025	FY 2025/2026	FY 2026/2027
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 APD clients, who are some of the most vulnerable in Florida, and ensuring they receive quality health care services. Institutional care is a mandatory Medicaid service that must be provided if requested. However, the APD iBudget waiver provides community-based services as an alternative to institutional care to about 35,000 individuals with intellectual or developmental disabilities. The services provided not only enable individuals to remain in their community, but they are also less costly to the state. On average, APD spends about \$35,000 annually 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. About 35,000 of these individuals are served on the iBudget Florida Home and Community-Based Services waiver (also known as the iBudget waiver), over 22,700 individuals are on the waiting list for waiver services, and about 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.).

APD is focused on several priorities and works to meet and exceed these priorities every day:

- Service Availability – Improve access to community-based services, treatment, and residential options.
- Employment – Increase the number of individuals with developmental disabilities in the workforce.
- Accountability – Improve management and oversight of agency and provider services.

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 about 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) who provides case management services to assist clients with accessing supports and services through all available resources to meet their health and safety needs. Some clients 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, 2021, 3,977 people in the HCBS program were managing their own services through the CDC+ program. Additionally, approximately 40% of the over 22,700 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 about 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 State 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 State funded Pathways program located on the Sunland campus in Marianna.

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) 2020-2021 include:

- APD's primary focus during the COVID-19 pandemic response was protecting the health of our customers and the individuals charged with their care. The following is a list of actions we took:
 - Shared information with customers, families, providers, Waiver Support Coordinators, partners, and advocates.
 - Published guidance and screening protocols.
 - Continued our efforts to ensure that our staff, providers, clients, and other stakeholders were provided with the most up-to-date information using a COVID-19 Information Tracker we created and published on the APD website. The Tracker monitored information about COVID-19 released by the following six government agencies:
 - Centers for Disease Control and Prevention (CDC)
 - Executive Office of the Governor
 - APD
 - Agency for Health Care Administration (AHCA)
 - Florida Department of Health (DOH)
 - Florida Division of Emergency Management (DEM)
 - Held conference calls with customers, providers, partners, and advocates.
 - Established an infection reporting process for the community and the agency operated facilities.
 - Collaborated with DOH, AHCA, and DEM on prioritizing our customers and providers.
 - Assisted providers and facilities in obtaining personal protective equipment (PPE).
 - Coordinated with DOH and DEM to provide staff augmentation to APD operated facilities due to staff shortages caused by the pandemic.

- Coordinated with DOH and DEM to assist providers and facilities in obtaining both group and individualized testing of staff and residents.
- Worked with DOH and DEM to prioritize our customers, providers, staff, and residents for vaccinations. Assisted in the coordination of facility and home-bound vaccination programs, as well as provided information regarding community vaccination programs.
- Helped providers continue delivering services.
- Worked with the Florida Division of Emergency Management to provide 62 hospital beds to APD-operated or licensed facilities.
- Developed and published on our website an APD COVID-19 Daily Report and a weekly APD Group Homes Report.
- Worked with AHCA to request federal authorization for flexibility in the following service delivery areas:
 - Virtual service delivery
 - Flexible use of staff
 - Flexible service delivery setting
 - Provider retention payments
- Developed several COVID-19 vaccine flyers, graphics, and videos designed to help educate APD staff, provider employees, customers, and families about COVID-19 vaccines.
- APD's Developmental Disabilities Defendant Program successfully began admitting new admissions in the middle of the COVID-19 pandemic and worked with the local jails and communities to provide competency training for those court ordered residents that were awaiting admission.
- The agency's six Regions and APD-operated facilities worked to distribute 66,155 gowns, 264,620 surgical masks, and over 200,000 cloth face covers to 13,231 group home residents, thousands of providers, APD-operated facility staff and residents, and independent living customers around the state.
- The Centers for Medicare & Medicaid Services (CMS) approved Florida's request to extend the flexibilities to the iBudget Florida waiver program,

which were implemented via Appendix K, to assist APD clients and providers during the COVID-19 pandemic. Appendix K is a tool that may be utilized by states during emergency situations to request amendment to approved 1915(c) waivers.

- The agency is continuing to successfully complete the current rollout of APD iConnect. The CMS Electronic Visit Verification (EVV) deadline of January 1, 2021 was met, and we continue to work on the Key Performance Indicators (KPIs) of APD providers. Also included in this rollout were the continuation of the 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 claims, electronic medication administration (eMar), and functionality by service code.
- The agency implemented and/or is in the process of implementing several operational changes to the iBudget program as directed by Chapter 2020-71, Laws of Florida. These include:
 - Centralized, within APD headquarters, medical necessity determinations for requested services made through the significant additional needs (SANs) process.
 - Developed and implemented competency-based pre-service training for Waiver Support Coordinators (WSCs).
 - Prioritizing the medical necessity review of cost plans with 8% growth.
 - Clarified requirements for provider usage of the APD iConnect system when billing for services.
 - Established a Waiver Support Coordinator Scorecard.
 - Developed several rule chapters to implement the legislation and engaged numerous stakeholders with this process.
 - Created a short video that explains the Qualified Organizations law, which went into effect July 1, 2021. This law requires WSCs to join a Qualified Organization to deliver services to APD customers. This change will provide certainty and uniformity across the state.

- Started receiving applications for Qualified Organizations in February 2021. On July 1, 2021, all iBudget waiver clients began receiving services from a Waiver Support Coordinator who is employed by a Qualified Organization.
- Florida State University successfully conducted a face content validity study with subject matter experts and self-advocates on the Individual Comprehensive Assessment (ICA). The ICA was found to be valid to measure its intended purposes. Based upon its findings and recommendations, further enhancements were made to the protocol. In addition, as the training and certification materials were developed (e.g., case studies), the protocol was further refined to strengthen its reliability. Additional ICA related information follows:
 - The automation of the ICA went through successful user acceptance testing.
 - The creation of the training to administer the ICA is web-based with the certification being in-person.
 - The remaining reliability and validity studies are to be completed in 2021/2022 upon completion of the 1,500 assessments to be conducted. In addition, the data collected will be used to develop a resource allocation model.
 - 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).
- Thanks to the support of Governor DeSantis and the Florida Legislature, in the FY 2021-2022 General Appropriations Act, the agency received over \$95 million dollars in additional funding for the HCBS waiver for FY 2021-2022 and new funding for critical agency initiatives, including APD iConnect and the ICA.
- The agency helped 2,190 Floridians with developmental disabilities on the waiver with maintaining gainful employment. This was a 25% increase from the previous year. The agency also provided 448 individuals on the waiting list with Supported Employment services to obtain and maintain employment.

- APD participated in the annual Developmental Disabilities Awareness Day. Governor Ron DeSantis issued a proclamation recognizing March 30, 2021 as Developmental Disabilities Awareness Day in Florida. The event this year was entirely virtual due to the COVID-19 pandemic. APD, along with the Florida Developmental Disabilities Council, Arc of Florida, and others planned and implemented a great event. Many Florida legislators spoke about their commitment to meeting the needs of people with disabilities and asking to hear from their constituents on issues that affect them. APD Director Barbara Palmer also shared some of Governor DeSantis' upcoming budget recommendations for our agency.
- The agency's WSC Professional Development Series continued during FY 2020-2021 to ensure WSCs had access to continuing education throughout the year. The WSC Professional Development Series is offered to reinforce the role of the WSC and Case Management. The agency provided seven statewide webinars for WSCs, awarding 1.5 continuing education credits for each attended webinar to those WSCs who achieved a score of 75% or higher on the post training assessment. In FY 2020-2021, the average attendance for each statewide training increased from 240 participants last fiscal year to 373. The highest attended webinar was "Consumer Plans and SANs Training" with 601 attendees. The second highest attended training was "WSC and Stress Management" with 399 participants.
- 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 1,995,728 courses since the system's launch in May 2016. This was a 66% increase from last year's total.
- APD's newly developed APD 65-7 Medication Administration Trainer 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, along with its partners Blind Services, Vocational Rehabilitation, and other organizations, gathered virtually in October 2020 to host the 15th annual Employment Awareness Month Celebration and Exceptional Employer Awards. A total of six businesses from around the state were recognized for their strong commitment to hiring and retaining people with disabilities. The Exceptional Employer Awards are another opportunity for the state to acknowledge businesses that are doing good.

- The CDC+ Program fully implemented the Electronic Visit Verification (EVV) system for Medicaid Personal Care Services by the deadline of January 1, 2021, as required by the 21st Century Cures Act (United States law).
- The CDC+ Program also increased enrollment to 3,977 individuals, who are managing their own services in the HCBS program. This was a 6% increase from the previous year.
- APD’s Quality Assurance (QA) Unit completed a comprehensive analysis of the Incident Management System (IMS) to improve the agency’s ability to identify and mitigate the incidents that affect the health, safety, and welfare of the individuals the agency serves. As a direct result of this analysis, along with the development of a quality improvement plan, and the routine monitoring of incidents – including those that result from emergency room (ER) and inpatient hospital usage, the health and safety performance measures have improved. Additional information follows:
 - The percentage of critical incidents reported within the required time frames is currently 75% (up from 10% at the beginning of the analysis) and the percentage of critical incidents that were remediated within the required time frame is 82% (up from 25% at the beginning of the analysis).
 - The agency’s QA and Quality Improvement Units worked together with the regional subject matter experts and the State Office Data Analysis Unit to develop tracking and trending templates. As a direct result of these new templates, the APD regional staff are able to filter thousands of ER and inpatient hospital claims to understand the “Big Picture” of the lives of the individuals we serve. These efforts, along with standardized training, improvement in the quality and accuracy of IMS records, pending improvements in the IMS system, and the continuous oversight by the QA Unit, have resulted in an improved system that will help mitigate and prevent future incidents.
- In May 2021, APD conducted two presentations at the 47th Annual Association for Behavior Analysis International Virtual Convention. The two presentations were: “From Baselines to Phase Lines: The State of Behavior Analysis in Florida’s Agency for Persons with Disabilities” and “Informing the Association of Behavior (ABA) on Trauma-Informed Care: Crisis Evaluation, Ethical Implications, and Practice Applications”. The second presentation was selected by the ABA International for inclusion in their Learning Center.

- APD's Provider Supports Bureau created a training class called "Dealing with Difficult People". It was shared within our APD network to address the need for proactive methods in dealing effectively with challenging situations involving difficult people.
- The agency established suicide trainings for Waiver Support Coordinators, worked collaboratively with the Developmental Disability Centers to implement effective suicide awareness training for onboarding, and developed annual Learning Management System (LMS) training for suicide awareness and prevention for direct care staff.
- The agency developed a major update to the Zero Tolerance section on APD's public Internet site which will provide clients, families, service providers, and the general public with comprehensive and practical information necessary to protect this population from abuse, neglect, and exploitation.
- APD developed and implemented the on-line Zero Tolerance training, required for all APD employees to take annually.
- APD successfully implemented Telehealth for staff and providers.
- The agency's Communications Office won one award from the Florida Public Relations Associations (FPRA) Capital Chapter this year. APD received an Image Award in the category of "Digital Tools of Public Relations Video – External" for its Tacachale Dental Clinic Video.
- In February 2021, the annual Tim Tebow Foundation Night to Shine Prom for adults with special needs celebrated its seventh anniversary. This event normally is an opportunity for teens and adults with special needs to enjoy a magical evening designed just for them. Guests would enjoy everything free of charge from limousine rides to corsages, shoeshines, dinner, dancing, and hair and make-up services.
 - This year, the festivities looked a little different due to COVID-19 and some did not get to celebrate at all. But this did not stop 48 Tacachale Center residents from getting all spruced up and celebrating. They were treated to a "Shine-Thru", an innovative way to celebrate while maintaining distance. Vehicles lined up to drive the red carpet with participants being cheered along the way by University of Florida athletes, a drumline, cheerleaders, and many others who handed out goody bags, T-shirts, and hot chocolate. Each participant's name was announced as they were

individually recognized and awarded a glittering crown or tiara, crowning them kings and queens of this splendid event.

- In July 2020, APD coordinated and hosted a virtual celebration for the 30th Anniversary of the Americans with Disabilities Act (ADA) with a special message from Governor DeSantis and videos from partners and live keynote speakers. The agency also promoted two articles celebrating the many milestones and achievements of the agency and disability community since the passage of the act. The two articles were: “APD Celebrates the 30th Anniversary of the ADA” and “ADA Anniversary Celebration Receives High Praise from Floridians”.
- In June 2021, APD participated in the 23rd Annual Family Café and Governor’s Summit on Disabilities in Orlando, Florida. The Family Café offers people with disabilities and their families a welcoming environment to educate themselves about helpful organizations and resources that are available in Florida. APD conducted and/or participated in six on-site educational presentations and three recorded virtual informational training sessions. The on-site presentations included: “Meet APD Director Barbara Palmer,” “Disaster Preparedness, Response, & Recovery,” “COVID-19 Update and Individuals with Disabilities,” “Eligibility for Participation in APD Services,” “Let Us Help You with Your Vision for the Future,” and “Search for Resources”. The virtual training sessions were “Florida’s Behavioral Health System for Children, Youth, and Young Adults – 2021 and Beyond!,” “Introduction to Consumer Directed Care Plus (CDC+) Program,” and “Self-Determination and Service Providers – Advocating Through Life’s Journeys”. Lastly, APD also had a booth exhibit.
- In October 2020, the agency agreed to purchase food and food related items from the North Carolina State University contract with Premier Purchasing Partners/US Foods for the next three years for APD facilities. As a result, it is anticipated that APD will save about \$300,000 over three years.
- The APD Division of Budget and Finance received a 2020 TaxWatch Award for saving Florida taxpayers nearly \$2 million for improving phone systems in 18 APD offices throughout the state. APD had been using phone systems in various stages with different vendors served by many telecommunication providers. The Florida TaxWatch Productivity Awards program publicly recognizes and rewards state employees and work units whose work significantly and measurably increases productivity and promotes innovation to improve delivery of state services and saves money for Florida taxpayers and businesses.

- The Sunland and Tacachale Centers, the Developmental Disabilities Defendant Program, and larger community providers received brand-new adjustable hospital beds for their residents in the fall of 2020. These mattresses, head/foot boards, and rails were donated by the State Emergency Operations Center within the Florida Division of Emergency Management. Sunland and Tacachale will now be able to replace many of the old, manual hospital beds they had been using. These new beds will improve the quality of life of our most medically fragile individuals and will also enhance the ability of our staff to care for them.
- In early April 2021, several APD employees volunteered to help at the Governor's Mansion for an Easter fun-filled day for children of fallen law enforcement officers and foster children. Governor DeSantis and First Lady Casey DeSantis joined in the fun. All the children enjoyed the petting zoo, tasty treats, and fun outdoors.

ENVIRONMENTAL TRENDS

Coronavirus Disease 2019 (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 four areas: Client Isolation, Continued Mission Accomplishment, Health and Safety Protection, and Staffing Shortages. All the impacts brought about by the pandemic have been a challenge to our ability to provide APD clients with opportunities to live, learn, and work in their communities. The agency did continue to assist with meeting customer and provider needs even with a majority of APD staff teleworking and we provided excellent oversight and leadership support to our six regions. Some specific impacts of the pandemic include clients not being able to participate in meaningful day activities, visitation limitations resulting in residents and clients' physical separation from families, and lack of socialization.

Health Care Shortage of Direct Support Professionals and Nurses

The direct support professionals (DSPs) and nursing workforces are two of the highest in demand in the U.S. The expansion needed in these workforces is unlikely to take place without significant changes in how direct support professionals and nurses are recruited, trained, supported, and retained. The pipeline for people entering these professions is not keeping pace with the number of DSPs and nurses needed by Americans with intellectual developmental disabilities and their families.

Competitive Integrated Employment Initiative

One requirement of the 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 and developmental disabilities (I/DD) by March 17, 2023. Facility-based employment supports are provided to individuals with I/DD for subminimum and minimum wage in settings with other individuals with I/DD. Competitive integrated employment enables individuals with disabilities to work and be paid at least minimum wage and at a salary that is customary for others who hold the same job and have similar experience. The job is at a location where clients interact with others who do not have disabilities in the community. 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 over 22 million people. The Florida Office of Economic and Demographic Research expects annual population growth between 2022 and 2027 to remain above 260,000 each year, which could result in the following:

- 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 3,501 in June 2020 to 3,546 in June 2021.

- 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 (55%) 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.

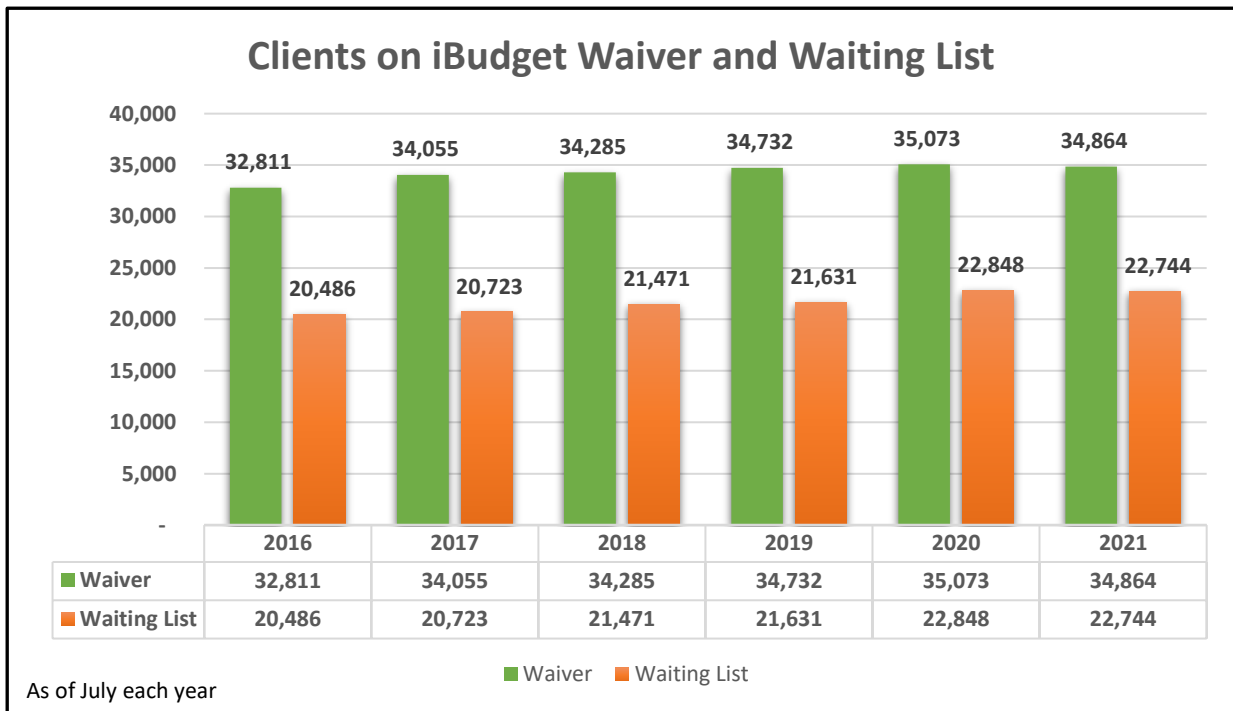
Florida Population Forecast

End of Fiscal Year	Population	Percent of Change from Previous Fiscal Year	Change from Previous Fiscal Year
2021-2022	22,324,145	1.45%	318,558
2022-2023	22,630,366	1.37%	306,221
2023-2024	22,924,688	1.30%	294,322
2024-2025	23,208,861	1.24%	284,173
2025-2026	23,484,328	1.19%	275,467
2026-2027	23,748,283	1.12%	263,955

Florida Office of Economic and Demographic Research March 3, 2021

iBudget Waiver and Waiting List

Between 2016 and 2020, the number of agency clients on the waiting list had 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. Although in 2021 the number of clients on the waiting list slightly decreased, the trend indicates that the demand for waiver services may continue to rise in the future.



Quality of Life Indicators

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 during Fiscal Year 2020/2021. The overall findings reveal that quality-

of-life measures are achieved for 88.2% of the individuals who received services through the iBudget waiver and 90.2% of the individuals who participated in the CDC+ Program.

Quality of Life Indicator Scores by Area July 01, 2020 - June 30, 2021									
	Waiver (n = 1,249)			CDC+ (n = 144)			Waiver & CDC+ Combined (N = 1,393)		
	# Met	# Not Met	% Met	# Met	# Not Met	% Met	# Met	# Not Met	% Met
Person Centered Supports: Directs Services									
State Average	5,483	465	92.2%	650	27	96.0%	6,133	492	92.6%
Rights									
State Average	8,187	486	94.4%	948	30	96.9%	9,135	516	94.7%
Health									
State Average	6,171	781	88.8%	721	66	91.6%	6,892	847	89.1%
Safety									
State Average	1,692	244	87.4%	196	37	84.1%	1,888	281	87.0%
Abuse, Neglect and Exploitation									
State Average	1,595	700	69.5%	169	87	66.0%	1,764	787	69.1%
Community Engagement									
State Average	2,759	772	78.1%	334	81	80.5%	3,093	853	78.4%
Overall Quality of Life Indicators									
State Average	25,887	3,448	88.2%	3,018	328	90.2%	28,905	3,776	88.4%

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

- The signs of Abuse, Neglect, and Exploitation (64.9% iBudget waiver and 62.2% CDC+ Program) and what to do if it occurs,

- The medications they are taking (59.0% iBudget waiver and 68.2% CDC+ Program),
- How to exercise Choice and Self-Direction to be active contributing members in their community (77.8% iBudget waiver and 80.5% CDC+ Program).

The data also shows that while individuals may receive supports and services to participate in the community, their participation may not occur as often as desired or in ways that are meaningful to them. This includes helping individuals develop meaningful friendships and relationships. The impact of the COVID-19 pandemic affected many individuals' access to community activities due to health concerns. There were provider and staff shortages, thus individuals felt a sense of isolation. Individuals' access to virtual technology (video conferencing, computer equipment, internet access, bandwidths, etc.) was limited as well.

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. APD has updated the WSC Pre-Service Training that both existing and new WSCs are required to take. The training modules emphasize the importance of person-centered planning as well as choice, rights, and community integration.

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 (replacing the QSI) 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,
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

iBudget Waiver Enrollment

The purpose of the iBudget waiver is to provide medically necessary home and community-based supports and services to individuals with developmental disabilities living at home or home-like settings. The iBudget waiver uses an individual budgeting approach to promote and maintain the health of clients 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. There are about 35,000 individuals enrolled on the iBudget waiver.

Waiting List

The number of individuals on the agency's waiting list for iBudget waiver enrollment is over 22,700. Thanks to a substantial investment of \$95 million from Governor DeSantis and the Florida Legislature for Fiscal Year 2021-22, the agency will move about 1,900 people from the waiting list onto the iBudget waiver.

Additionally, State statute requires the agency to enroll individuals who are in crisis situations to meet their health and safety needs, children who are 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 2020-2021, the Florida Legislature appropriated \$1 million to provide Employment Enhancement Program (EEP) services to individuals on the waiting list. The agency succeeded in serving 448 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. Studies have also shown that individuals engaged in employment activities have better mental and physical health outcomes. This year, the agency received another \$1 million for the EEP. These funds could help approximately 500 individuals with developmental disabilities obtain and maintain jobs and internships. 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.

Improve accountability of the agency and oversight of providers

APD iConnect System

APD iConnect, a centralized client data management system, continues to progress. The Florida Legislature appropriated \$1,372,118 in FY 2021-22 to continue the

implementation of this statewide system for management, reporting, and trending of data for all agency clients.

When completed, APD iConnect will house about 58,000 client records and is part of the agency's strategy to manage ever-increasing caseloads more efficiently. 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) required states to implement Electronic Visit Verification (EVV) for Medicaid Personal Care Services by January 1, 2021. The agency successfully met this implementation deadline. The Cures Act also requires states to implement EVV for all Home Health Care Services (HHCS) requiring an in-home visit by a provider by January 1, 2023. 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.

Individual Comprehensive Assessment

Improving the agency's current Questionnaire for Situational Information (QSI) assessment tool remains a high priority. The agency received an appropriation of \$320,000 to continue the development of a replacement for the QSI called the Individual Comprehensive Assessment (ICA). The ICA will be used to better determine an individual's resource/budget needs, to develop output reports, to develop individuals' support plans, to recertify ICA Master Trainers, and to train and recertify assessors.

The ICA protocol assesses natural supports available to clients, age of the caregivers, living situations, and other supports that enables Waiver Support Coordinators to better coordinate services to address individuals' health and safety risks. The ICA is automated and will enable the agency to acquire up-to-date data to assess statewide trend analysis. During Fiscal Year 2020-21, Florida State University (FSU) conducted a second study. Based upon its findings, the ICA was found to have face and content validity to measure its intended purposes.

In addition, an instructional designer enhanced the training and certification to be both an online training and in-person certification to strengthen the interrater reliability of assessors who administer the protocol. There are 1,500 individual assessments scheduled for Spring 2022 to complete the reliability validity studies. FSU will also analyze and develop a new Resource Allocation Model.

Waiver Support Coordination

Per Chapter 2020-71, Laws of Florida, the agency will continue to:

- Ensure that all WSCs will be employed by a Qualified Organization, meaning that APD will no longer allow independent WSCs to serve iBudget waiver clients.
- Submit quarterly status reports on the iBudget waiver program and the clients we serve, along with providing quarterly reconciliation reports of waiver expenditures.
- Ensure that all Qualified Organizations report to the agency any violation of ethical or professional conduct by WSCs employed by their organization.
- Maintain a publicly accessible registry (scorecard) of all Waiver Support Coordinators, including any history of ethical or disciplinary violations.
- 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.
- Ensure that individuals providing WSC services complete required training and pass a competency-based assessment as a condition for providing services.
- 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 1,995,728 courses through TRAIN Florida since inception. 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.

Transition to Florida PALM

APD received \$475,000 for funding needed for the agency to internally implement the Florida Planning, Accounting, and Ledger Management (PALM) Project. The Florida PALM is replacing the State of Florida's current accounting and cash management systems, known as Florida Accounting Information Resource (FLAIR), with an integrated, enterprise financial management solution (FMS). FLAIR has provided accounting resources to state agencies since the 1980s.

Many state agencies, including APD, over time, developed numerous individualized systems and applications to augment legacy FLAIR. These customized systems and applications are critical for agency leadership to monitor their daily financial business. The agency has determined that contracted service funds are needed to provide business assessments to determine new requirements or anticipate emerging business issues at the beginning of an assignment, develop plans and agreements, and provide project management and training during the different phases of the Florida PALM project. Once completed, this new statewide financial management solution will enable state agencies to meet their accounting system needs.

Sunland Center and Billy Joe Rish Park Repairs

The agency received over \$20 million for necessary repairs and maintenance for the Sunland Center in Marianna. This funding is needed for a variety of renovations to address licensure, code, and safety violations and it will help ensure the health and safety of residents and staff. APD also received \$2 million for renovations and repairs to Billy Joe Rish Park in Gulf County, which was impacted by Hurricane Michael.

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’s CMS compliance monitoring team consists of 12 compliance specialists and a CMS compliance coordinator. To date, the team has conducted onsite reviews of more than 3,070 group homes and 506 Adult Day Training (ADT) settings. The team worked tirelessly with providers during multiple technical assistance sessions that resulted in 100% of the settings reviewed prior to May 2021 being fully compliant with the Final Rule.

Waiver service settings that were previously designated as having the effect of isolating HCBS beneficiaries from the broader community worked closely with APD to overcome the presumptive institutional designation. Therefore, all waiver settings reviewed prior to May 2021 fully comply with the CMS Final Settings Rule.

During the COVID-19 public health emergency, the CMS compliance monitoring team reviewed more than 280 ADT Mitigation Plans to help prevent the spread of COVID-19 throughout their ADT programs. In addition to reviewing the mitigation plans, the monitoring team visited the ADTs to ensure the implementation of the plans and provided technical assistance to providers to enhance plans that didn’t fully address the possible spread of the virus in the ADT settings. 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 are safe and 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, 2021, about 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 needs change, and this often requires an increase in services needed to maintain their health and safety. The primary causes for changes in waiver client service needs are aging clients requiring more services and aging caregivers no longer being able to provide care. Ensuring the health, safety, and welfare of iBudget waiver clients also requires additional funding for:

- Increasing behavioral analysis services rates that will align APD's hourly reimbursement rates for behavioral analysis services with the Agency for Health Care Administration rates.
- To purchase or develop an Incident Management System to proactively monitor critical incidents and to comply with Centers for Medicare & Medicaid Services (CMS) requirements.
- Incident management compliance positions needed for collecting data from the Florida Medicaid Management Information System (FMMIS) regarding emergency rooms. These positions would ensure there is an associated incident report for each visit and help APD identify and address data trends in a timely manner.
- Contracting with a vendor to annually review and visit the 2,250 APD licensed group homes to perform medical/medications reviews.

- Questionnaire for Situational Information (QSI) positions to help in completing about 27,500 QSI assessments (soon to be replaced by the Individual Comprehensive Assessments) needing to be completed annually.

Waiting List: The agency has a waiting list for waiver services of over 22,700 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. The agency submitted a legislative budget request for funding to offer waiver enrollment to individuals on the waiting list who are in crisis and are in need of waiver services to be able to continue to live in a community setting.

Increase the number of individuals with developmental disabilities in the workforce

Employment: The agency will continue to provide 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). The funding received for this program 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 can build self-esteem and confidence in people with developmental disabilities.

Improve accountability of the agency and oversight of providers

APD iConnect System: The agency will continue with the 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.

iBudget Waiver Program: The agency will continue to ensure compliance with the requirements set forth in Chapter 2020-71, Laws of Florida. Part of this legislation

requires the agency to submit quarterly status reports on the financial status of the Home and Community-Based services waiver and quarterly reconciliation reports, maintaining a publicly accessible WSC scorecard, and ensuring that all WSCs will be employed by a Qualified Organization.

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 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.

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. APD 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. 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.

CRITICAL POLICY AND LEGISLATIVE CHANGES

The agency's legislative proposals are still under development.

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.

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
11	State Health Improvement Plan (SHIP) Steering Committee	<p>APD is a member of the Florida Department of Health's (DOH's) State Health Improvement Plan (SHIP) steering committee. This also includes DOH's State Health Assessment (SHA). Under the leadership of the State Surgeon General, the DOH tasked a diverse group of partners with creating a blueprint for action, culminating in Florida's SHIP.</p> <p>The SHIP is a five-year plan that sets goals for Florida's public health system. The SHIP Steering Committee directed a comprehensive State Health Assessment to identify the most important health issues affecting Floridians. It also guides the effectiveness of Florida's public health system in providing essential services, assesses residents' perceived quality of life and explores factors outside of health that impact health, now and in the future.</p>
12	Family Care Council Meetings	<p>These meetings are held every other month on Friday nights and Saturdays. 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.</p>
13	Florida Developmental Disabilities Council (FDDC)	<p>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.</p>

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
14	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.
15	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.
16	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.
17	Quality Council	Looks at the quality of delivery of services for individuals with developmental disabilities with a focus on outcomes.
18	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.

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
19	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.
20	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.
21	Florida Faith-Based and Community-Based Advisory Council (and Faith-Based Symposium)	APD participates in this council and shares any council updates, information, or upcoming events that support APD’s efforts. Additionally, faith-based communities around the state connect with at-risk populations during symposiums to hear about what these populations need. Several state agencies participate including DCF, DJJ, and APD.
22	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
23	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.
24	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.
25	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.
26	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).
27	Statewide Interagency Workgroup	This workgroup supports the Governor's Children's Cabinet by providing oversight for coordination of services and supports for children in Florida, and 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.

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
28	Florida Department of Law Enforcement (FDLE) Threat Assessments Steering Group	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.
29	Florida WINGS - Working Interdisciplinary Network of Guardianship Stakeholders (WINGS) Group	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.
30	State Plan on Aging Advisory Group	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.
31	Dental Anesthesia and Sedation Services Workgroup	APD was invited to collaborate on the issue of dental anesthesia and sedation services on behalf of the Florida Hospital Association and DentaQuest. Access to oral health anesthesia and sedation services is not unique to Florida. It is a national problem. There are many barriers around access to these services. This workgroup will try to address this issue.

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
32	Department of Children and Families (DCF) Summit	APD assists in the review and selection of summit workshop proposals. The summit offers an extraordinary program of current and relevant child welfare training topics in many critical areas. Over 3,000 child welfare professionals and related partners including attorneys, case managers, child advocates, child protective investigators, and many more will attend this summit.
33	Empower Florida Conference	Empower Florida is a development training conference for providers to enhance quality performance related to iBudget waiver services.
34	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.).
35	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.

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
36	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.
37	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.
38	Governor's Hurricane Conference (GHC)	<p>The GHC is the nation's largest and best-attended conference focusing on hurricane planning, preparedness, response, recovery, and mitigation.</p> <p>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.</p>
39	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.

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
40	Florida Strategic Plan for Economic Development (2018-2023)	<p>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.</p>
41	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>

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
42	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 has a designated Emergency Coordination Officer (ECO) and alternates. APD is a support agency to ESF's 6 (Mass Care) and 8 (Health and Medical).</p>
43	Child Welfare Practice Taskforce	<p>The purpose of the taskforce is to communicate and to facilitate best practices, collaboration, and innovation from an interagency environment within shared endeavors in Child Welfare.</p>
44	Children's Interagency Workgroup	<p>Children with developmental disabilities require specialized services and supports available through APD, AHCA, DOH, DOE, DJJ, and DCF in order to enable them to continue living with their own families or within family-like settings. It is therefore essential that our state agencies closely collaborate on a regular and ongoing basis to make home-like environments a reality for all children in the State of Florida. This workgroup will create an interagency agreement intended to formalize and articulate the support commitments each agency can provide to children with developmental disabilities and their families.</p>

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
45	FDDC-NADD Stakeholder Group	<p>The Florida Developmental Disability Council (FDDC) and the National Association for the Dually Diagnosed (NADD) entered into a grant agreement to research the unmet needs of the Dually Diagnosed population in Florida. The goal is to investigate and prevent unnecessary interventions for those with intellectual and developmental disabilities (I/DD) and mental health needs. This initiative involves developing a statewide strategic plan which supports the social and emotional wellness of the dually diagnosed across their lifespan.</p>
46	Statewide Quarterly Behavioral Health Meeting	<p>The purpose of this meeting is for state and local leaders to engage in critical dialogue and explore opportunities for increased collaboration regarding topics of Substance Abuse and Mental Health.</p>
47	State Health Assessment Advisory Group	<p>The State Health Assessment is essential in identifying key issues that impact the health of all Floridians. The Advisory Group is comprised of subject matter experts and leaders representing state and local government agencies, health care provider organizations, employers, community groups, universities and schools, non-profit organizations, and advocacy groups throughout Florida.</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 2021-22	Approved Prior Year Standard FY 2020-21	Prior Year Actual FY 2020-21	Approved Standard FY 2021-22	Requested FY 2022-23 Standard
Number of persons with developmental disabilities served in Supported Living	4,000	4,684	4,000	4,000
Percent of ICF residents who accept waiver services and move into the community	85%	74%	85%	85%
Percent of people with developmental disabilities employed in integrated settings	30%	45%	30%	30%
Program: Services to Disabled		Code: 67000000		
Service/Budget Entity: Program Management and Compliance		Code: 67100200		
Approved Performance Measures for FY 2021-22	Approved Prior Year Standard FY 2020-21	Prior Year Actual FY 2020-21	Approved Standard FY 2021-22	Requested FY 2022-23 Standard
Percent of people receiving services who meet key health, safety, and quality-of-life outcome measures	92.0%	89.4%	92.0%	92.0%
Administrative cost as a percent of total program costs	4.0%	2.1%	4.0%	4.0%
Program: Services to Disabled		Code: 67000000		
Service/Budget Entity: Developmental Services Public Facilities		Code: 67100400		
Approved Performance Measures for FY 2021-22	Approved Prior Year Standard FY 2020-21	Prior Year Actual FY 2020-21	Approved Standard FY 2021-22	Requested FY 2022-23 Standard
Annual number of reportable critical incidents per 100 persons with developmental disabilities living in Developmental Disabilities Centers	5	8	15	15
Program: Services to Disabled		Code: 67000000		
Service/Budget Entity: Developmental Services Forensic Services		Code: 67100500		
Approved Performance Measures for FY 2021-22	Approved Prior Year Standard FY 2020-21	Prior Year Actual FY 2020-21	Approved Standard FY 2021-22	Requested FY 2022-23 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	207	150	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	4,684	684	17%

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 the old program component code "11" in ABC (currently known as iConnect Living Setting "Supported Living"). 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 at this time.

Office of Policy and Budget – June 2021

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%	74%	(11%)	(13%)

Number of ICF residents who accepted waiver services and moved into the community DIVIDED BY Number of ICF residents who accepted 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 participated in all statewide Medical Case Managers calls scheduled between 7/1/2020 and 6/30/2021 and provided training and technical assistance on how to document Intermediate Care Facilities to Waiver choice and transition planning. The team also provided training and technical assistance for residential planning and waiting list teams statewide. This was a challenging year due to restrictions imposed by COVID-19 on new group home admissions and new transition processes in APD iConnect.

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: Of the 39 individuals in ICF (SNFs) who chose waiver services, 29 enrolled on the waiver and moved into the community during FY 2020/21. Of those who didn't transition, three changed their minds and 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 at this time.

Office of Policy and Budget – June 2021

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%	45%	15	50%

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 2019, the agency developed a WSC Advisory providing specific instructions on how to populate the newly created employment and benefit data in APD iConnect. In the fall of 2019, the agency 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 iConnect. We believe that contributed to better tracking of employment data. In addition, on April 29, 2021, the agency issued another WSC Advisory providing instructions on how to accurately document VR referrals in iConnect as a result of a data-sharing agreement between APD, VR and AHCA. We also reminded WSCs of the instructions on how to enter and update employment and benefit data in iConnect for clients working in competitive integrated employment. State Office is now pulling employment data from iConnect, the QSI, and the data captured in the old ABC database. As more information is entered in iConnect, the agency will rely less on the old ABC data. Because of the Emergency Order issued in April of 2020 restricting the ability of QSI assessors to conduct face-to-face meetings due to COVID-19, there was an interruption in QSI administration which created a back log. The Emergency Order was lifted on June 26, 2021 and QSIs are now being assigned statewide for completion. As new QSIs are completed and more employment data entered in iConnect, we should have more accurate data in the next reporting period.

(Continued on next page)

NOTE: The employment records are generated on the 15th of each month. Therefore, the data for this measure may include some entries made between 7/1/2021 and 7/15/2021. The difference in data from 6/14/2021 to 7/15/2021 is not significant.

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 12/4/2018, fields that documented employment data in ABC were locked. This prevented the collection of employment data from 12/4/2018 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):

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

Recommendations:

(1) 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.

(2) We recommend slightly modifying the methodology next fiscal year. See Exhibit IV for rationale.

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%	89.4%	(2.6)	(2.8%)

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

Factors Accounting for the Difference:

Internal Factors (check all that apply):

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

Explanation:

External Factors (check all that apply):

- | | |
|--|--|
| <input checked="" type="checkbox"/> Resources Unavailable | <input checked="" 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 impact of the COVID-19 pandemic effected individuals' access to community inclusive activities due to health concerns. There were provider and staff shortages, thus individuals felt a sense of isolation. Individuals access to virtual technology (video conferencing, computer equipment, internet access, bandwidths, etc.) were limited as well. In collaboration with AHCA, APD submitted an Appendix K to the Centered for Medicare and Medicaid Services to help to ensure ongoing program supports for individuals served. In addition, the agency is looking at ways to help address provider staff shortages and other program supports such as the use of technology to ensure sustainability of iBudget Waiver services to help the individuals served.

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 at this time.

Office of Policy and Budget – June 2021

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: Agency for Persons with Disabilities

Program: Services to Disabled

Service/Budget Entity: 67100200

Measure: Administrative cost as a percent of total program costs

Action:

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
4.0%	2.1%	(1.9)	(48%)

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 at this time.

Office of Policy and Budget – June 2021

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	8	3	60%

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. We recommended changing the approved standard to 15 in last year's LRPP, which will take effect in Fiscal Year 2021-22.

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 at this time.

Office of Policy and Budget – June 2021



Performance Measure Validity and Reliability

LRPP Exhibit IV

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Agency for Persons with Disabilities

Program: Services to Disabled

Service/Budget Entity: 67100100

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

Action:

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

Data Sources and Methodology:

The agency proposes to slightly modify the measurement methodology from:

“The Number of people competitively employed DIVIDED BY the Number of people identified in the QSI wanting employment” to:

“The Number of people competitively employed DIVIDED BY the Number of people identified in the QSI, ABC, and APD iConnect wanting employment.

Validity: This measure is a valid indicator of how many people with developmental disabilities are employed in integrated settings.

Reliability: The new measurement methodology will result in more reliable data for verification purposes.



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 2021-22	Associated Activities
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 FOR PERSONS WITH DISABILITIES	FISCAL YEAR 2020-21			
SECTION I: BUDGET	OPERATING		FIXED CAPITAL OUTLAY	
TOTAL ALL FUNDS GENERAL APPROPRIATIONS ACT	1,579,795,918		5,563,428	
ADJUSTMENTS TO GENERAL APPROPRIATIONS ACT (Supplementals, Vetoes, Budget Amendments, etc.)	-85,841,393		-1,215,000	
FINAL BUDGET FOR AGENCY	1,493,954,525		4,348,428	
SECTION II: ACTIVITIES * MEASURES	Number of Units	(1) Unit Cost	(2) Expenditures (Allocated)	(3) FCO
Executive Direction, Administrative Support and Information Technology (2)				4,348,428
Home And Community Services Administration * Number of Medicaid Waiver clients enrolled	35,139	230.68	8,105,849	
Support Coordination * Number of people receiving support coordination	34,807	1,703.72	59,301,321	
Private Intermediate Care Facilities For The Developmentally Disabled * Number of adults receiving services in Developmental Service Public Facilities	490	194,264.51	95,189,611	
Program Management And Compliance * Based on Administrative Components of serving people in the Community and Institutional settings	62,392	247.90	15,466,883	
Adult Daily Living * Number of persons with disabilities served in Adult Daily Living	15,008	2,729.24	40,960,449	
Adult Day Service * Number of persons with disabilities served in Adult Day Training Service	9,594	1,958.91	18,793,737	
Adult Medical/Dental * Number of persons with disabilities served in Adult Medical/Dental	6,463	2,137.61	13,815,345	
Adult Respite Services * Number of persons with disabilities served in Adult Respite Services	510	3,459.28	1,764,234	
Adult Residential Habilitation * Number of persons with disabilities served in Adult Residential Habilitation	10,023	18,209.69	182,515,747	
Adult Specialized Therapies/ Assessments * Number of persons with disabilities served in Adult Specialized Assessments, Therapies, Equipment and Supplies	3,527	1,780.34	6,279,254	
Adult Supported Employment * Number of persons with disabilities served in Adult Supported Employment	1,343	1,636.08	2,197,255	
Adult Supported Living * Number of persons with disabilities served in Adult Supported Living and In Home Subsidies	12,715	8,477.08	107,786,018	
Adult Transportation * Number of persons with disabilities served in Adult Transportation	6,483	1,017.95	6,599,364	
Children Daily Living * Number of persons with disabilities served in Children Daily Living	151	16,843.54	2,543,375	
Children Day Services * Number of persons with disabilities served in Children Day Training Services	74	1,706.58	126,287	
Children Medical/Dental * Number of persons with disabilities served in Children Medical/Dental	146	1,537.18	224,429	
Children Respite Services * Number of persons with disabilities served in Children Respite Services	695	3,364.40	2,338,260	
Children Residential Habilitation * Number of persons with disabilities served in Children Residential Habilitation	426	17,963.54	7,652,467	
Children Specialized Therapies/ Assessments * Number of persons with disabilities served in Children Specialized Assessments, Therapies, Equipment and Supplies	26	1,315.23	34,196	
Children Support Employment * Number of persons with disabilities served in Children Supported Employment	8	9,252.13	74,017	
Children Supported Living * Number of persons with disabilities served in Children Supported Living and In Home Subsidies	128	3,532.41	452,149	
Children Transportation * Number of persons with disabilities served in Children Transportation	45	1,424.07	64,083	
Community Support Services * Number of persons served	17,221	422.41	7,274,287	
Forensic Care * Number of adults found incompetent to proceed who are provided competency training and custodial care in the Developmental Disabilities Defendant Program	192	158,548.57	30,441,325	
TOTAL			609,999,942	4,348,428
SECTION III: RECONCILIATION TO BUDGET				
PASS THROUGHS				
TRANSFER - STATE AGENCIES				
AID TO LOCAL GOVERNMENTS				
PAYMENT OF PENSIONS, BENEFITS AND CLAIMS				
OTHER				
REVERSIONS			883,954,626	
TOTAL BUDGET FOR AGENCY (Total Activities + Pass Throughs + Reversions) - Should equal Section I above. (4)			1,493,954,568	4,348,428

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

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



Agency Glossary of Terms and Acronyms

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

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

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

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

AHCA (Agency for Health Care Administration): The state agency responsible for the administration of the Florida Medicaid program, licensure and regulation of Florida's health facilities, and for providing information to Floridians about the quality of care they receive.

APD (Agency for Persons with Disabilities): The state agency specifically tasked with serving the needs of Floridians with developmental 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 performance level, pursuant to guidelines established by the Executive Office of the Governor (EOG) in consultation with the Florida Legislature. Baseline data is a set of information that serves as a foundation used to compare other data acquired afterwards.

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 (CARES) is Florida's federally mandated pre-admission screening program for nursing home applicants.

CDC+ (Consumer-Directed Care Plus) Program: An alternative to the traditional iBudget 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 the CDC+ Program, an individual must be receiving services from the agency through the iBudget waiver. The CDC+ Program 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 Plans 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.

Coronavirus Disease 2019 (COVID-19): Is a respiratory disease caused by SARS-CoV-2, a new coronavirus discovered in 2019. The virus is thought to spread mainly from person to person through respiratory droplets produced when an infected person coughs, sneezes, or talks. Some people who are infected may not have symptoms. For people who have symptoms, illness can range from mild to severe. Adults 65 years and older and people of any age with underlying medical conditions are at higher risk for severe illness.

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 (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 Disability 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" definition).

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.

DEO (Department of Economic Opportunity): The state agency, in collaboration with their partners, that assists the Governor in advancing Florida's economy by championing the state's economic development vision and administering state and federal programs and initiatives to help visitors, citizens, businesses, and communities.

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

DOEA (Department of Elder Affairs): The state agency that administers programs and services for elders across the state of Florida.

DOH (Department of Health): The state agency responsible for protecting the public health and safety of the residents and visitors of the state of Florida.

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. Jobseekers 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 system (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. Through the FCCF, representatives from each local council meet bimonthly to educate and discuss common concerns while working together to represent individuals with developmental disabilities and their families as a united voice.

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: A Florida Accounting Information Resource system functionality, 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” definition).

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) Fund: 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” definition.

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" definition.

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): They are 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.

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. The CIG reports directly to the Governor both administratively and functionally.

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 a learning disability 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.

Qualified Organization: The term "Qualified Organization" means an organization determined by the agency (APD) to meet the requirements of Chapter 393.0663, Florida Statutes, and of the Developmental Disabilities Individual Budgeting Waiver Services Coverage and Limitations Handbook. The agency shall use Qualified Organizations for the purpose of providing all support coordination services to iBudget clients in this state.

Questionnaire for Situational Information (QSI): 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).

Random Moment Sampling (RMS): RMS is a statistically valid method for determining the percent of effort expended by a given population on behalf of any variety of specific programs and activities. It is used to determine how funds should be claimed among the various programs for federal reimbursement and it involves a calculated number of random observations to be made quarterly on a randomly selected date and at an independently selected time.

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 operated and managed 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 one of the agency's six Regional Offices and any field offices within their region. All six ROMs report to directly 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+ Program timesheet system. It is used for claims submission and reporting and is available in both English and Spanish.

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): An SNF is a lot like a nursing home but offers more "skilled" medical expertise and services. They have licensed nurses and therapists on staff to assist residents with their medical care.

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: Strengths, Weaknesses, Opportunities, and Threats.

SWOT Analysis: Is a strategic planning technique used to help an organization identify its 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 a total of seven categories.

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