



agency for persons with disabilities  
State of Florida

LONG RANGE PROGRAM PLAN

Ron DeSantis  
Governor

Agency for Persons with Disabilities

Tallahassee, Florida

Barbara Palmer  
Director

September 30, 2022

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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 2023-24 through Fiscal Year 2027-28. 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

<http://apdcares.org>



agency for persons with disabilities  
*State of Florida*

# Long Range Program Plan

Fiscal Years 2023-2024  
through 2027-2028



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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 2023/2024	FY 2024/2025	FY 2025/2026	FY 2026/2027	FY 2027/2028
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 2023/2024	FY 2024/2025	FY 2025/2026	FY 2026/2027	FY 2027/2028
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 2023/2024	FY 2024/2025	FY 2025/2026	FY 2026/2027	FY 2027/2028
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 2023/2024	FY 2024/2025	FY 2025/2026	FY 2026/2027	FY 2027/2028
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 2023/2024	FY 2024/2025	FY 2025/2026	FY 2026/2027	FY 2027/2028
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 2023/2024	FY 2024/2025	FY 2025/2026	FY 2026/2027	FY 2027/2028
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 2023/2024	FY 2024/2025	FY 2025/2026	FY 2026/2027	FY 2027/2028
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 over 35,200 individuals with intellectual and 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 \$53,100 annually per person on the waiver. In contrast, it costs approximately \$161,800 annually per individual living in an institutional setting.

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





## Trends and Conditions Statements

The Agency for Persons with Disabilities serves more than 58,000 Floridians with autism, cerebral palsy, spina bifida, intellectual disabilities, Down syndrome, Prader-Willi syndrome, and Phelan-McDermid syndrome who are eligible for agency services. Over 35,200 of these individuals are served on the iBudget Florida Home and Community-Based Services waiver (also known as the iBudget waiver), over 22,500 individuals are on the waiting list for waiver services, and over 500 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 over 35,200 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, 2022, 4,167 people in the HCBS program were managing their own services through the CDC+ program. Additionally, approximately 40% of the over 22,500 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 with developmental disabilities who need structured residential care 24 hours a day. Tacachale in Gainesville and Sunland in Marianna are communities that offer residents opportunities to enhance their quality of life and maximize their individual potential. These full-service residential facilities provide medical care, therapy, and a variety of recreational opportunities to over 400 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) 2021-2022 include:

- Thanks to the support of Governor DeSantis and the Florida Legislature, in the FY 2022-2023 General Appropriations Act, the agency received some vital funding for critical issues associated with the HCBS waiver. Some of the largest appropriations included \$403 million for substantial rate increases for our essential direct support professionals who provide excellent care to Floridians with disabilities, \$59.6 million to provide waiver services to APD clients on the waiver waiting list, \$14.2 million for waiver rate increases for behavioral services, and \$8.5 million to procure a contract for a statewide dental services program for the developmentally disabled.
- The agency helped 4,218 Floridians with developmental disabilities on the waiver with maintaining gainful employment. The agency also provided 397 individuals on the waiting list with Supported Employment services to obtain and maintain employment.
- APD has been actively engaging stakeholders in an effort to improve upon the user experience within APD iConnect, which is the agency's client data management system. This has included enhancements in the categorization of communications among Waiver Support Coordinators, Providers, and APD staff within consumer and provider records in APD iConnect. Additionally, Supported Living Coaching has been added as an active service in APD iConnect. The agency has also established iConnect-related training material in the Learning Management System (LMS) maintained by TRAIN Florida. This allows APD iConnect users to review training modules relevant to their role in APD iConnect, provided in a self-paced online learning environment, which can be supplemented by live virtual or in-person classroom trainings.
- The agency continued to make progress with the development of the Individual Comprehensive Assessment (ICA). The ICA will identify a person's support requirements, include a resource allocation process used for budgeting, alert APD to risks of harm to a person, assess a person's level of social integration, and provide aggregate data for statewide analytics. Once finalized, the ICA will

replace the current Questionnaire for Situational Information (QSI). Additional information follows:

- APD successfully developed ICA assessor training. This training involved a four-week process in each APD Region, with a staggered start date over a six-week period.
  - The agency completed training for the ICA validation study.
  - ICA assessors that were certified during the training process began the assessments that will be utilized in the validation study, which will conclude in FY 2022/23.
  - Florida State University also began work on the Resource Allocation Model.
- The agency published a new Waiver Support Coordinator (WSC) Scorecard to provide direct customer feedback to self-advocates, clients, and their families to make informed decisions in the WSC selection process. Since the WSC Scorecard was launched, we have worked diligently to enhance the information that is provided to include ethical violations. Additionally, we internally maintain information on clients who do not score their WSC favorably and we investigate these occurrences to determine the reasons behind any low WSC score and pursue whatever follow-up actions by APD are necessary and appropriate. We also provide this information to the six APD Regions to assist the clients and their families directly.
  - The agency completed over 5,000 reviews for Significant Additional Needs (SANs) funding, offered waiver enrollment to over 2,000 clients statewide, updated the Person-Centered Support Plan to capture caregiver risks, and started providing additional information to individuals seeking agency services through the application process by providing information on various Florida disability resources and suicide prevention.
  - The agency's online TRAIN Florida Learning Management System (LMS) continued to see an increase in registered users. Agency users (including providers) have registered for and completed 2,235,031 courses since the system's launch in May 2016. This represents an 11% increase from last year's total.

- The agency worked closely with the Florida Department of Environmental Protection (DEP) on the smooth transfer of stewardship of the William J. “Billy Joe” Rish Recreation Park, located in Cape San Blas, from APD to DEP effective December 1, 2021. This included APD providing DEP with a copy of the Americans with Disabilities Act (ADA) assessment of the park, which was received in August 2021, and participating in subsequent meetings with DEP to help with the transition. This 100-acre park, which features access to the Gulf of Mexico and Saint Joseph Bay, was originally established in the 1970s as an outdoor recreation area for people with disabilities, their families, and their caregivers. The park remains, and will continue to remain, exclusively for the benefit and use of individuals with disabilities. The park had been closed since Hurricane Michael made landfall on the Florida Panhandle in October 2018. However, on January 28, 2022, following necessary renovations, the park officially reopened for day use.
- The CDC+ Program increased enrollment to 4,167 individuals, which is a 12% increase from the previous year.
- The agency continued to put great emphasis on protecting the health of our customers and the individuals charged with their care in response to the COVID-19 pandemic. APD continued working with other state agencies and partners as we developed a demobilization plan.
- In May 2022, APD participated in the 24th Annual Family Café and Governor’s Summit on Disabilities in Orlando, Florida. The Family Café connects people who have unique abilities and their families with a variety of products, services, and resources available in Florida and in a very welcoming environment. Additional information regarding this year’s Family Café follows:
  - Governor DeSantis and APD Director Palmer both spoke at this event.
  - It is the nation’s largest cross-disability annual event.
  - Director Palmer also hosted a special session in the conference ballroom where she and other APD leaders answered questions from the audience.
  - Throughout the event, attendees were able to visit APD’s information booth where they were able to ask questions and get information about services.

- APD staff hosted a variety of hour-long breakout sessions during the event, sharing information about Consumer Directed Care Plus (CDC+), disaster preparedness, self-advocacy, employment goals, Individual Comprehensive Assessment (ICA), and eligibility services.
- Tacachale in Gainesville Florida, one of APD's two Medicaid funded developmental disability centers, celebrated its 100<sup>th</sup> Anniversary on November 1, 2021. Back in 1921, the facility first opened its doors and was called the Florida Farm Colony for the Epileptic and Feeble Minded. The facility's name has changed several times over the years. Tacachale is also the oldest and largest community for Floridians with developmental disabilities and is dedicated to offering its residents opportunities and services which respect and encourage their personal choices, enhance their quality of life, and maximize their individual potential.
- Governor DeSantis declared the week of September 12-18, 2021, as Direct Support Professional's Week in Florida. Direct support professionals are essential to enhancing the lives of Floridians with unique abilities. They deliver a continuum of care to individuals with disabilities both in state and community facilities. APD has more than 1,500 direct support professionals working at the state's three APD operated facilities. Direct support professionals work hard every day performing critical services to ensure that individuals remain safe and connected to their communities and helping them to lead meaningful and productive lives.
- APD participated in the annual Developmental Disabilities Awareness Day on February 9, 2022. The event was held virtually. Individuals with intellectual and developmental disabilities, their families, organizations, and the public joined the Florida Developmental Disabilities Council in raising awareness about critical issues impacting their lives. APD and many other participating organizations conducted separate exhibitor presentations for all attendees.
- The agency's WSC Professional Development Series continued during FY 2021-2022 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 four 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 2021-2022, the average attendance for each statewide training was 282 participants. Some of the in-service trainings to WSCs included

topics such as cultural competence, supported employment, building community services, and client risks and needs.

- The agency, along with its partners Blind Services, Vocational Rehabilitation, and other organizations, gathered virtually in October 2021 to host the 16th annual Exceptional Employer Awards and Disability Employment Awareness Month. A total of 10 award-winning businesses from around the state were recognized for their strong commitment to hiring people with developmental disabilities. The Exceptional Employer Awards are another opportunity for the state to acknowledge businesses that are doing good.
- In September 2021, representatives from APD attended the 2021 Florida Department of Children and Families Child Protection Summit in Orlando. This annual summit is the largest child welfare event in Florida. APD held a workshop and gave a presentation titled “Navigating APD’s Residential Planning Process: Challenges and Successes for our Children in Florida” at this event. APD also provided up-to-date resources on eligibility, an outline of the residential planning process for APD and Community-Based Care (CBC) minors, and reinforcement of the importance of bridging the gap between “needs” and “placements”.
- The agency’s Communications Office received two awards from the local Florida Public Relations Associations (FPRA) Capital Chapter Image Awards ceremony in April 2022. APD received an Award of Distinction for its COVID-19 Vaccine Posters, encouraging APD customers at group homes and our state facilities to choose to be vaccinated. The agency was also recognized with a Judges’ Award for the same campaign. A Judges’ Award recognizes an outstanding communications effort while using limited resources.

Additionally, at the statewide FPRA Golden Image Awards event, the agency received an Award of Distinction for its COVID-19 Group Home Vaccine Posters campaign, a Judges’ Award for the Group Home Vaccine Posters, and a Judges’ Award for a Group Home Vaccine Video. An Award of Distinction is presented to entries that meet the standards of excellence set by a panel of judges and a Judges’ Award is for an outstanding entry that achieves maximum return on an investment.

- In May 2022, APD conducted a presentation at the 48<sup>th</sup> Annual Association for Behavior Analysis International (ABAI) Virtual Convention. The title of the presentation was “From Baselines to Phase Lines: The State of Behavior Analysis in Florida’s Agency for Persons with Disabilities 2022”. Additionally, this presentation was selected by the ABAI for inclusion in their Learning Center.

- The Orlando Magic, part of the National Basketball Association (NBA), on April 5, 2022, partnered with the Agency for Persons with Disabilities to host the inaugural Orlando Magic “ASL/Disability Inclusion Night” at the Amway Center in Orlando (ASL = American Sign Language). Individuals with unique abilities attended the jam-packed evening that included watching the Magic play the Cleveland Cavaliers. Attendees received special recognition and took part in various festivities throughout the event and were able to take photos on the court. Our agency is looking forward to next year’s NBA season and is already in discussions with the Orlando Magic for additional Disability Awareness Nights, providing customers and providers with future opportunities to enjoy the festivities.
- The agency joined many other groups sharing information and resources in February 2022 for Public Transportation & Transportation Disadvantaged Awareness Day at the Florida Capitol. Citizens visited exhibits, toured new vehicles, and met with state legislators in attendance.



## ENVIRONMENTAL TRENDS

### **Coronavirus Disease 2019 (COVID-19)**

The agency continued to experience considerable impacts on our mission due to COVID-19. COVID-19 had the most impacts on APD in four areas: Staffing shortages, Services Delivery, Continued Mission Accomplishment, and Client Isolation. All of 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 and we provided excellent oversight and leadership support to our six regions. Some specific impacts of the pandemic include staffing shortages experienced by providers resulting in challenges for them to offer options for clients, staffing levels dropping to critical levels at our facilities making it more challenging to support the facility residents, and a reduced contact with clients (with APD staff, providers, and families).

Additionally, the National Core Indicators (NCI) group recently conducted a nationwide COVID-19 in-person survey. NCI is a voluntary effort by public developmental disabilities agencies to measure and track their own performance. NCI is a collaboration of participating states, Human Services Research Institute (HSRI), and the National Association of State Directors of Developmental Disabilities Services (NASDDDS). The NCI survey results for the most common changes to routine or daily schedule for people with developmental disabilities during the pandemic follow:

- 82% went into the community less often or stopped going.
- 59% saw family or friends (who didn't live with the person) less often or stopped seeing in person.
- 38% stopped going to in-person day programs, workshops, or other day or community activities.
- 17% went fewer hours to day programs, workshops, or other unpaid day or community activities.
- 83% talked to a case manager or service coordinator enough.
- 85% reported all staff always used personal protective equipment (PPE).
- 37% reported being more worried, scared, anxious, or sad than before.
- 23% reported wanting more help to feel less worried, scared, anxious, or sad.

## **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, paid, 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 and developmental disabilities.

## **Competitive Integrated Employment Initiative**

One requirement of the CMS Home and Community-Based Services Settings Final 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 has continued to proactively respond to the CMS Settings Final Rule requirement by requesting and receiving CMS technical assistance; seeking feedback from and providing updates to Adult Day Training (ADT) providers and other stakeholders to help facilitate provider compliance; developing materials to assist clients, providers, and Waiver Support Coordinators (WSCs) with understanding the required changes and making decisions; seeking a waiver amendment from CMS that includes a new prevocational service and revisions to the existing ADT service to cease providing facility-based employment at subminimum wage; and developing service delivery training for providers and WSCs to assist clients in accessing employment services.

In addition, APD worked with the Florida Division of Vocational Rehabilitation to develop a data sharing agreement to facilitate the transformation of 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 settings comply with the CMS Settings Final Rule prior to the March 17, 2023 deadline.

## **Florida Population**

Florida is currently home to over 22.6 million people. It is the third most populous state in America. The Florida Office of Economic and Demographic Research expects annual population growth between 2023 and 2028 to remain above 250,000 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 iBudget waiver 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.
- Increased traffic congestion, overcrowded learning institutions, and reduced per capita income could all affect the physical and financial health of residents.

### **Florida Population Forecast**

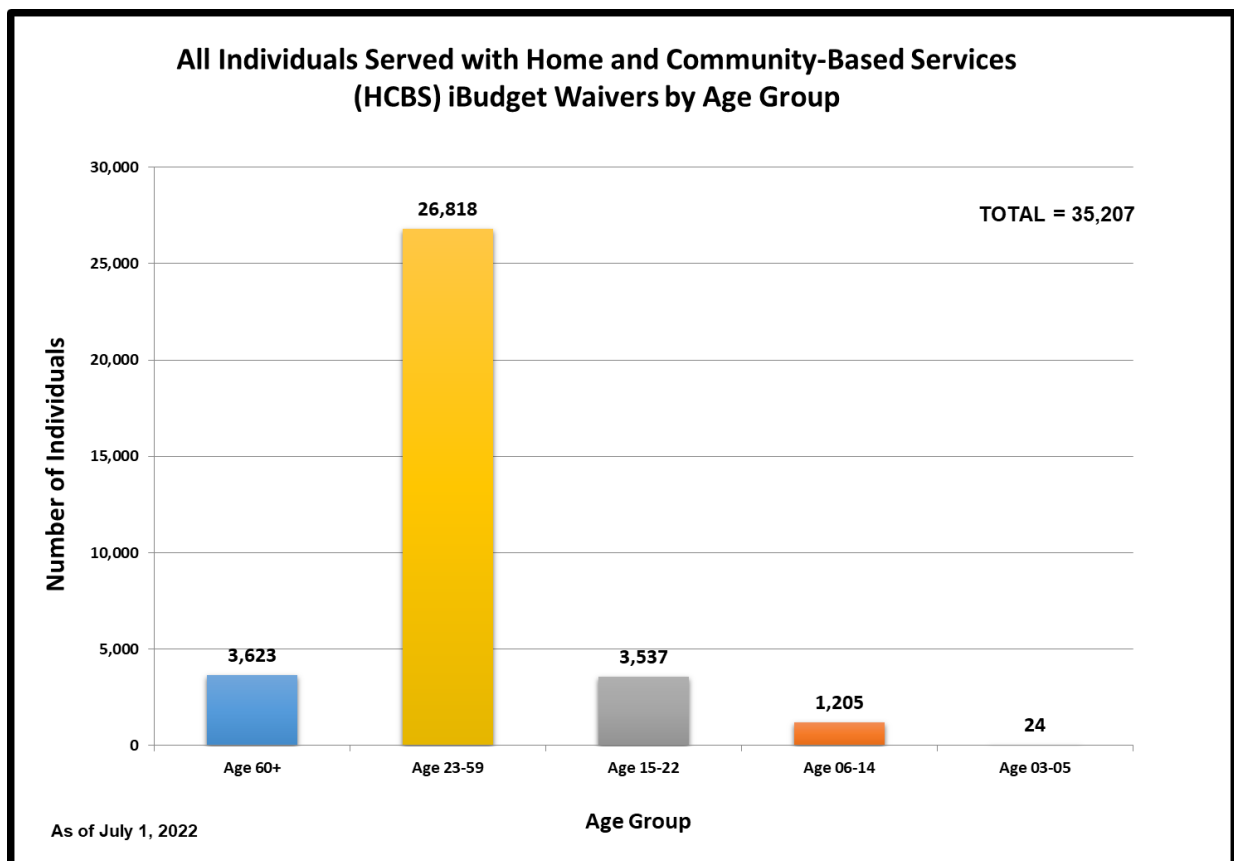
<b>End of Fiscal Year</b>	<b>Population</b>	<b>Percent of Change from Previous Fiscal Year</b>	<b>Change from Previous Fiscal Year</b>
2022-2023	22,641,533	1.40%	312,355
2023-2024	22,944,676	1.34%	303,143
2024-2025	23,235,911	1.27%	291,235
2025-2026	23,517,581	1.21%	281,670
2026-2027	23,787,367	1.15%	269,786
2027-2028	24,045,915	1.09%	258,548

Florida Office of Economic and Demographic Research December 13, 2021

## Preventative Care and Ages of Agency Clients

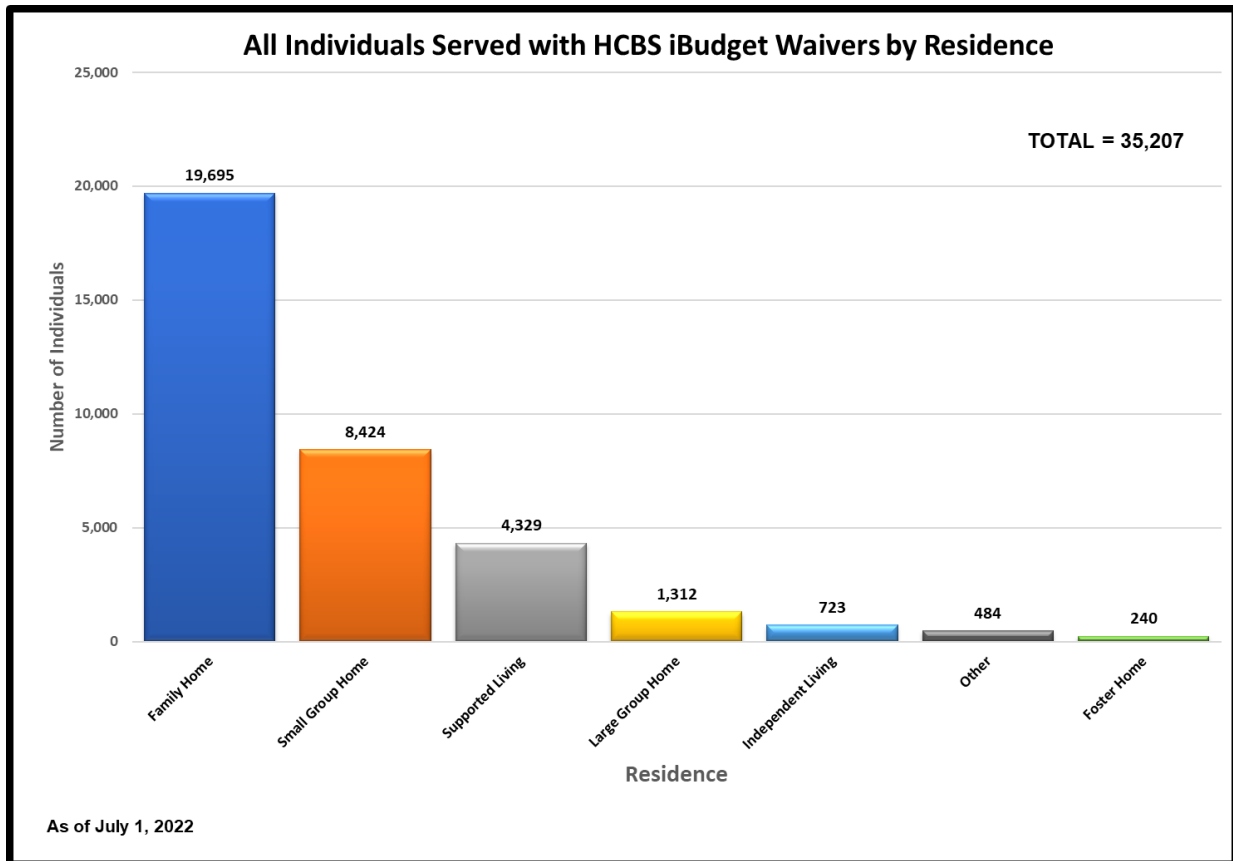
Better healthcare and access to preventative care are helping individuals with developmental disabilities live longer. Getting preventive care reduces the risk for diseases, death, keeps people productive and active, and can lower healthcare costs. Services like doctor visits such as annual physicals; screenings for skin cancer, high blood pressure, and high cholesterol; dental check-ups; and immunizations are key to keeping people of all ages healthy. But, for a variety of reasons, many people don't get the preventative care they need. Some barriers to preventative care include cost, not having a primary care provider, living too far from providers, and lack of awareness about recommended preventive services.

Most agency clients (76% of them) are between the ages of 23 and 59. Additionally, the number of agency clients age 60 and over rose from 3,546 in July 2021 to 3,623 in July 2022. The following chart depicts the age groups of APD's HCBS iBudget waiver clients:



## **Service Needs & Residential Settings of Waiver Clients and Family Caregiving**

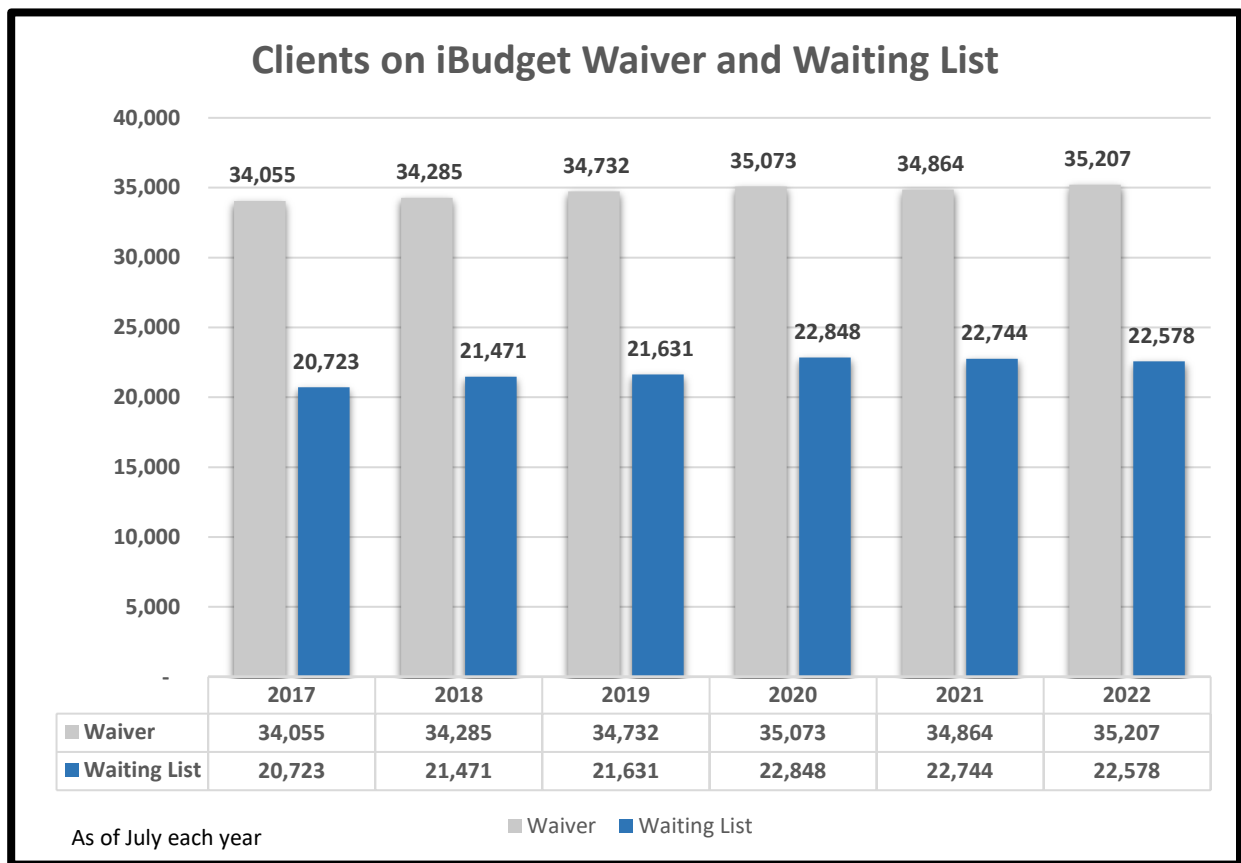
The service needs of waiver clients change over time as their situations change. The change in service needs result in increased cost over time. The majority of agency waiver clients (56%) live with their families, 24% live in small group homes, 12% live in supported living environments, 4% live in large group homes, 2% live in independent living settings, and 2% live in other residential locations. See the chart below depicting where individuals with HCBS iBudget waivers live by residence.



Additionally, according to the American Psychological Association, there are negative health effects on family caregiving. Older adults in caregiver roles may be particularly vulnerable because caregiving demands may tax their health and physical abilities, compromise their immune response systems, and the stress associated with caregiving can exacerbate existing chronic health conditions. Older caregivers may also be at increased risk for unintentional injuries such as falls, cuts, scrapes, and bruises that can range from minor to serious. Due to the demands on their time, caregivers may also be less likely to engage in preventative health behaviors than non-caregivers and thus neglect their own health. As family caregivers age and become unable to provide care, additional services will be required for our clients to be able to remain in the community.

**iBudget Waiver and Waiting List**

Between 2017 and 2022, the average number of agency clients on the waiting list is about 22,000. 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. The current trend indicates that the number of clients on the waiting list has slightly declined the past three years.



**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 2021-2022. The overall findings reveal that quality-of-life measures were achieved for 88.3% of the individuals who received services through the iBudget waiver and 88.4% of the individuals who participated in the CDC+ Program.

Quality of Life Indicator Scores by Area July 01, 2021 - June 30, 2022									
	Waiver (n = 1,400)			CDC+ (n = 193)			Waiver & CDC+ Combined (N = 1,593)		
	# Met	# Not Met	% Met	# Met	# Not Met	% Met	# Met	# Not Met	% Met
<b>Person Centered Supports: Directs Services</b>									
State Average	6,180	420	93.6%	863	20	97.7%	7,043	440	94.1%
<b>Rights</b>									
State Average	8,908	570	94.0%	1,229	53	95.9%	10,137	623	94.2%
<b>Health</b>									
State Average	6,821	900	88.3%	982	107	90.2%	7,803	1,007	88.6%
<b>Safety</b>									
State Average	1,854	348	84.2%	245	74	76.8%	2,099	422	83.3%
<b>Abuse, Neglect and Exploitation</b>									
State Average	1,659	892	65.0%	209	143	59.4%	1,868	1,035	64.3%
<b>Community</b>									
State Average	3,244	663	83.0%	455	93	83.0%	3,699	756	83.0%
<b>Overall Quality of Life Indicators</b>									
State Average	28,666	3,793	88.3%	3,983	490	89.0%	32,649	4,283	88.4%

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

- Understanding what Abuse, Neglect, and Exploitation means (60.6% iBudget waiver and 58.5% CDC+ Program) and what to do if it occurs.

- Understanding the medications they are taking (56.6% iBudget waiver and 61.5% CDC+ Program).
- Addressing their safety needs (79.0% iBudget waiver and 68.8% 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 continued to affect many individuals' access to community activities due to health concerns. There were provider and staff shortages and access to virtual technology (video conferencing, computer equipment, internet access, bandwidths, etc.) was limited as well. The agency will continue looking at ways to help address provider staffing shortages and other program supports such as the use of technology to ensure sustainability of iBudget waiver services to assist the individuals served.

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 clients.
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 facilitate and improve case management.



## 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.

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

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### **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. There are over 35,200 individuals enrolled on the iBudget waiver.

### **Waiting List**

The number of individuals on the agency's waiting list for iBudget waiver enrollment is over 22,500. Thanks to a substantial investment of \$59.6 million from Governor DeSantis and the Florida Legislature for fiscal year 2022-23, the agency will move approximately 1,200 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.

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

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### **Employment Enhancement Project**

In fiscal year 2021-2022, the Florida Legislature appropriated \$1 million in nonrecurring funds to continue to provide Employment Enhancement Project (EEP) services to individuals on the waiting list. The agency succeeded in serving 397 people with Supported Employment services 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.

While employment services are available to individuals on the waiver, additional budget authority is needed to provide employment services to individuals on the waiting list. For fiscal year 2022-2023, the agency received \$1 million in recurring funds for the EEP. These funds could help up to approximately 650 individuals with developmental disabilities obtain and maintain jobs and internships each year. Employment is the most direct and cost-effective means to help an individual achieve independence and self-fulfillment, which is the primary objective of public assistance programs.

### **APD iConnect System**

APD iConnect, a centralized client data management system, continues to progress. The Florida Legislature appropriated \$1.4 million in recurring funds in FY 2022-23 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 over 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 21<sup>st</sup> 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. Currently, the functionality is in the system, and we are training providers on how to use EVV for HHCS. We will be fully implemented by December 31, 2022.

### **Individual Comprehensive Assessment**

Continuing the development of an Individual Comprehensive Assessment (ICA), which will eventually replace the Questionnaire for Situational Information (QSI) assessment tool, remains a high priority. The ICA will be used to better determine an individual's resource/budget needs, to develop output reports, to develop individuals' support plans, to certify ICA Master Trainers, and to train and certify assessors.

The ICA protocol assesses natural supports available to clients, age of the caregivers when applicable, 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.

The agency received an appropriation of \$1.6 million to hire an additional 22 QSI assessors to help handle the number of QSI assessments required each year. We now have a total of 114 QSI assessors that will be responsible to accomplish about 27,400 annual assessments. QSI assessments are completed every three years and are updated as the needs and life circumstances of the individual changes. Each QSI assessor is expected to complete 240 assessments annually.

QSI Assessors that were certified for ICA assessments during the training process in FY 2021-2022 began the ICA assessments that will be utilized in a validation study, which will conclude in FY 2022-2023. Within the validation study, there will be:

- An internal consistency study that includes a population of 1,200, with one assessor in one sitting.
- An inter-rater reliability study that includes a population of 150, with 2 assessors in one sitting.
- A test-retest reliability study that includes a population of 150, with 2 assessors in two sittings.

### **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.
- Provide 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 Sections 120.569 and 120.57(1), F.S., within 30 days after completing any appeals process established by the agency.

### **Incident Management**

APD's incident management system is housed in five (5) separate systems with no predictive analytic capabilities. The federal waiver agreement requires the generation of an incident report for every emergency room visit by an individual served through the Medicaid Home and Community-Based Services (HCBS) waiver. The Centers for Medicare and Medicaid Services (CMS) requires that incident management systems include the following information and capabilities: provider performance measures; predictive analytics; and integration of claims data, encounter data, and state incident data. The agency's current incident management system does not have the functionality to address these CMS requirements.

Updating the system, at a minimum, will enable the agency in a timely manner to integrate, fuse, and analyze multiple data sets from any agency or source to include incident management reports, Medicaid and Medicare claims, encounter forms, admit/discharge/transfer data, multi-agency data; and be more proactive in addressing client situations. Additionally, it will help the agency to better respond to audits, enable agency staff to research the living setting of the person at the time of an initial emergency room visit, follow up with the provider or Waiver Support Coordinator who was serving the client at the time of hospitalization, request the incident report, review the medical findings from the emergency room claims data to determine whether the incident report meets reportable or critical criteria, address follow up and closure of the incident, and complete provider remediation as expeditiously as possible.

The Governor and the Legislature recognized the importance of incident management for the developmentally disabled population in Florida. The agency received an appropriation of \$250,000 to contract with a vendor to assess existing hardware and software to determine the best incident management solution to help APD meet all CMS requirements in one system.

## **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 2,235,031 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. Service credit hours are also issued to WSCs for approved training, assisting them in meeting their required annual certification requirements.

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, Florida Association of Rehabilitation Facilities (FARF), The Arc of Florida, and the National Disability Institute to provide monthly in-service training to WSCs.

## **Transition to Florida PALM**

APD received \$475,000 for funding needed for the agency to continue 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.

## **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 3,080 compliance reviews within APD licensed residential facilities. They have also completed more than 529 reviews at 433 Adult Day Training (ADT) settings. The team worked tirelessly with providers during multiple technical assistance sessions that resulted in 99% of the settings reviewed prior to July 2022 being fully compliant with the Final Rule.

## **Contracted Cloud Services**

APD’s production data is currently stored at the Florida Digital Services (FDS) data center. The FDS are not able to facilitate moving to serverless application development and hosting that our agency would prefer to utilize. Cloud services offers a scalable and dynamic platform that can evolve without the need to invest in costly hardware. The agency received \$265,260 for funding needed to engage a third-party project management consultant to provide security recommendations and general guidance for site-to-cloud migration services.

The agency is conducting a cloud implementation study with the help of a vendor to determine the level of effort, schedule, and budget. This includes all network connections, framework, and resources necessary to ensure a smooth and secure transition from FDS to a Cloud-based system. This will enable the agency to ultimately reduce application management and file storage costs.

## **Replacement of Video Surveillance System at DDDP**

The agency received over \$231,000 in funding to replace the video surveillance system for the security and safety of the residents at the Developmental Disabilities Defendant Program (DDDP). The DDDP is a 146 bed Forensic facility on the grounds of the Florida State Hospital in Chattahoochee, Florida. DDDP is a program for the treatment and training of individuals who have been charged with a felony and have been found to be incompetent to stand trial due to an intellectual disability or autism.

DDDP also houses individuals who have had their felony charges dismissed and have been found incompetent to proceed due to their intellectual disability or autism. These individuals continue to require a secure setting for their safety and the safety of others and have been committed to the agency by the courts. Many of these individuals pose a threat to staff and other residents. The current video surveillance system at DDDP is over 10 years old and failing. In addition, the system does not cover all areas of the facility, which makes it difficult to properly monitor staff and residents to ensure their health and safety. The new surveillance system will enable staff to effectively monitor the activity and actions of staff and residents to more quickly respond to incidents that may occur. The new video system will also help ensure the protection and security to residents, personnel, and prevent damages to equipment and buildings at the DDDP facility.



## 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.

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

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**iBudget Waiver Services:** As of July 1, 2022, over 35,200 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:

- Implementing an Incident Management program to proactively monitor critical incidents to comply with CMS reporting requirements.

**Waiting List:** The agency has a waiting list for waiver services of over 22,500 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 \$108,700 more per year than the waiver (\$161,800 for institutional care versus \$53,100 to be on the waiver per individual).

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

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**Employment:** The agency will continue to provide Supported Employment services for individuals with developmental disabilities on the waiting list to gain employment or paid internships as part of the agency's Employment Enhancement Project (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.

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*Improve accountability of the agency and oversight of providers*

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**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.

**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 client 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 to establish individual client budgets. The ICA protocol, once finalized, will replace the existing assessment tool (the Questionnaire for Situational Information).

**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 requirement 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 stakeholders, 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. In addition, 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.

**Staff Augmentation at APD Operated Facilities:** APD will need to manage ongoing direct care shortages at Tacachale, Sunland, DDDP, and Pathways via staff augmentation contracts in order to maintain safe and appropriate staffing levels on a 24-hour basis due to increased vacancy rates.

**Florida PALM Transition:** The agency will continue to internally implement the Florida Planning, Accounting, and Ledger Management (PALM) Project, which is replacing the State of Florida's current accounting and cash management systems with an integrated, enterprise financial management solution that will allow the State to organize, define, and standardize its financial management processes.

## **CRITICAL POLICY AND LEGISLATIVE CHANGES**

The agency's critical policy and legislative changes are still under consideration and 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	Commission on Mental Health and Substance Abuse – Finance Subcommittee	The Commission on Mental Health and Substance Abuse was created in 2021, by the Florida Legislature, to examine the current methods of providing mental health and substance abuse services in the state and to improve the effectiveness of current practices, procedures, programs, and initiatives in providing such services. The Finance Subcommittee reviews all major funding sources and applicable limits across major agencies for mental health and substance abuse treatment, identifies challenges & opportunities, and makes recommendations for improvement.
3	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.

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
4	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.
5	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.
6	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.
7	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
8	Florida Health Care Connections (FX) Executive Steering Committee	<p>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.</p>
9	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. 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>

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
10	Florida Project SEARCH Adult Model Interagency Workgroup/Advisory Committee	<p>This project is provided by the Florida Developmental Disabilities Council (FDDC) and in partnership with the Florida Association of Rehabilitation Facilities (FARF). The goal of this project, in its first year of funding, is to create a new pathway for adults with disabilities, historically served in Adult Day Training programs or other less-inclusive settings, to transition into the competitive workforce through development and implementation of a Florida Project SEARCH Adult Model. Committee participants discuss the ongoing business of the project. This meeting is attended by agency representatives from the FARF, FDDC, APD, Department of Economic Opportunity, and Florida Division of Vocational Rehabilitation (Florida Department of Education). The current project term is September 2020 - September 2022.</p>
11	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>
12	Florida Genetics and Newborn Screening Advisory Council	<p>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 &amp; consolidation of screening programs and genetic services.</p>
13	Florida Rehabilitation Council (FRC)	<p>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.</p>



#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
14	Quality Council	Looks at the quality of delivery of services for individuals with developmental disabilities with a focus on outcomes.
15	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.
16	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.
17	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.
18	Florida Faith-Based and Community-Based Advisory Council (And Faith-Based Symposium)	APD provides updates to this council as requested. Additionally, faith-based communities around the state connect with at-risk populations during symposiums to hear about what these populations need.

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
19	Federal Emergency Management Agency (FEMA) Region IV Regional Advisory Council (RAC)	Section 507 of the Homeland Security Act of 2002, as amended, (6 U.S.C. 317) directs each FEMA Regional Administrator to establish a Regional Advisory Council (RAC). The RAC advises the Regional Administrator on emergency management issues specific to the Region. (FEMA Region IV includes the following states: Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, and Tennessee.) Members comes from state, local, and tribal governments within the Region and are appointed by the Regional Administrator and represent a variety of disciplines. Term of Office – 2 years.
20	Florida Department of Economic Opportunity (DEO) Weatherization Assistance Program (WAP) Policy Advisory Council	The Weatherization Assistance Program annually provides grant funds to community action agencies, local governments, Indian tribes, and non-profit agencies to provide specific program services for low-income families of Florida. These entities provide program services throughout the state. The mission of the WAP is to reduce the monthly energy burden on low-income households by improving the energy efficiency of the home. The program is funded each year by the United States Department of Energy and receives supplemental funding from the United States Department of Health and Human Services. The extent of services to be provided depends on available funding.
21	Child and Family Well-being Council	The Department of Children and Families created this council to enhance the safety and well-being of Florida children. A key component of ensuring child safety, and family well-being, is activating community resources, supports, and mental health treatment services timely and appropriately. Florida’s child and family well-being system will continue to invest in fully embodying a trauma-responsive system of care where the Department, Community-Based Care organizations, and Managing Entities come together to provide more meaningful services that promote positive outcomes to enhance the overall, long-term well-being of the family.

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
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.
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).

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
27	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.
28	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.
29	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.
30	Children's Interagency Workgroup	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.

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
31	State Health Assessment Advisory Group	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.
32	FDDC-NADD Stakeholder Group	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.
33	NASDDDS Affinity Group: Residential Support Services for Individuals with Complex Support Needs	The purpose of this Affinity Group is to explore promising practices for in-home and small, integrated options for this population; identify successful interagency partnership strategies; Frame strategies within the guidepost of quality clinical supports embedded as part of the overall tenets of inclusion, choice, community, and self-determination; and provide suggestions on policy, funding, and practice changes that hold the potential for positive systems.
34	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.

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
35	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.).
36	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.
37	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.
38	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.

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
39	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. 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>
40	Interagency State Review Team for Children Served by Multiple Agencies	<p>Facilitated by the Department of Children and Families to address primarily children in the foster care system who have special needs.</p>
41	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>

#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
42	Florida Fusion Center	<p><b>Network of Florida Fusion Centers (FCs):</b> 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><b>Executive Advisory Board Member with the Florida Fusion Center:</b> This board meets quarterly to share information, discuss policy, and provide direction to the Florida Fusion Center.</p> <p><b>Interagency Fusion Liaison (IFL) with the Florida Fusion Center:</b> 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>
43	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>
44	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>



#	Name of Commission, Committee, Council, Association, Taskforce, Workgroup	Brief Description
45	ABA Statewide Collaborative Task Force	<p>This Applied Behavior Analysis (ABA) task force will be part of a study to identify and suggest solutions for the unmet needs of Florida residents with intellectual and developmental disabilities and ensure quality services through improved access to ABA therapists in all Florida counties. The task force members will serve in an advisory capacity for this project, which is funded by the Florida Developmental Disabilities Council (FDDC) and is designed to address the ABA therapist shortage in 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 2022-23	Approved Prior Year Standard FY 2021-22	Prior Year Actual FY 2021-22	Approved Standard FY 2022-23	Requested FY 2023-24 Standard
Number of persons with developmental disabilities served in Supported Living	4,000	4,476	4,000	4,000
Percent of ICF residents who accept waiver services and move into the community	85%	77%	85%	85%
Percent of people with developmental disabilities employed in integrated settings	30%	53%	30%	30%
Program: Services to Disabled		Code: 67000000		
Service/Budget Entity: Program Management and Compliance		Code: 67100200		
Approved Performance Measures for FY 2022-23	Approved Prior Year Standard FY 2021-22	Prior Year Actual FY 2021-22	Approved Standard FY 2022-23	Requested FY 2023-24 Standard
Percent of people receiving services who meet key health, safety, and quality-of-life outcome measures	92.0%	88.8%	92.0%	92.0%
Administrative cost as a percent of total program costs	4.0%	1.7%	4.0%	4.0%
Program: Services to Disabled		Code: 67000000		
Service/Budget Entity: Developmental Services Public Facilities		Code: 67100400		
Approved Performance Measures for FY 2022-23	Approved Prior Year Standard FY 2021-22	Prior Year Actual FY 2021-22	Approved Standard FY 2022-23	Requested FY 2023-24 Standard
Annual number of reportable critical incidents per 100 persons with developmental disabilities living in Developmental Disabilities Centers	15	11	15	15
Program: Services to Disabled		Code: 67000000		
Service/Budget Entity: Developmental Services Forensic Services		Code: 67100500		
Approved Performance Measures for FY 2022-23	Approved Prior Year Standard FY 2021-22	Prior Year Actual FY 2021-22	Approved Standard FY 2022-23	Requested FY 2023-24 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	150	140	150	150

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# **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	4,476	476	12%

*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:**

As of July 1, 2022, there were 4,476 APD clients coded as residing in a Supported Living setting (meaning that the adult client receives the necessary supports and services to establish, live in and maintain his or her own household in the community). Individuals in Supported Living receive at a minimum Supported Living Coaching service and/or Personal Supports, and the home they live in was available for lease or sale to anyone in the community. They can decide how and where they want to live in the community. Since APD iConnect Roll Out one in December of 2018, supported living is now being coded in the Demographics section of APD iConnect.

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

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

**Recommendations:**

We will continue to monitor the drop in numbers of clients in Supported Living from last year, which appears to be attributable in part to the rent increase across the State.

## 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%	77%	(8%)	(9%)

*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 provided continued training and technical assistance to the Regions' clinical workstreams, waiting list workstreams, and the Residential Planning Coordinators throughout FY 21/22 on the importance of tracking and documenting ICF to Waiver transitions in APD iConnect. State Office staff followed up on an individual basis to remind regional staff to update iConnect and provide the latest information per the instructions document. State Office staff are participating on all regional MCM/Clinical workstream calls to provide a recap of results and continue to remind them of the importance of updating clients' records in iConnect with the latest transition information. State Office will also remind Waiting List staff to complete their updates in iConnect so there are no gaps in information. This was the first year State Office solely relied on information entered in APD iConnect to generate measure results and will continue providing training and technical assistance to regions for improvements in gathering information for next year's data.

**External Factors** (check all that apply):

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

(Continued on next page)

**Explanation:**

Of the 47 individuals in ICF (SNFs) who chose waiver services, 36 enrolled on the waiver and moved to the community during FY 2021/22. Reasons for delay in transitioning or not transitioning at all included legal representative changing their mind about waiver enrollment, difficulties finding suitable group homes that would accommodate the clients' needs, problems obtaining the right type of Medicaid (TXIX or SSI) due to assets or other issues. Three of the waiver enrollments occurred on or after July 1, 2022. These three will be documented in next year's report.

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

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

**Recommendations:** Recommend continued training and technical assistance to help regional teams keep up with transition efforts, coordination between workstreams/WSCs, and documentation efforts in APD iConnect.

## 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%	53%	23%	77%

*The Number of people competitively employed DIVIDED BY the Number of people identified in the QSI, ABC, and APD iConnect 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:**

Percentages were derived from data collected in the QSI, ABC, and APD iConnect. A total of 12,048 clients are coded as having expressed an interest in employment. Of those, the data shows that 6,378 are currently employed. Employment data was collected in ABC up until 2018 when the system was locked and APD iConnect went into effect. In August 2019, the new employment fields were implemented in APD iConnect and the agency issued a WSC Advisory providing specific instructions on how to populate employment and benefit data in APD iConnect. In the fall of 2019, the agency reached out to all WSCs and Waiting List (WL) coordinators representing over 6,000 consumers (who indicated in their QSI a desire to work) to contact the consumers and update the new fields in APD iConnect. We believe that contributed to better tracking of employment data. In February 2022, the agency held an employment training for WSCs and reminded them again about keeping the clients' employment data up to date in APD iConnect. As WSCs and agency staff continue to update the employment data in APD iConnect, we 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 resumed at that point and the Regions continue to work on their backlog. However, we are very encouraged by the data and continue to work with our state and community partners on increasing competitive integrated employment opportunities for APD clients.

*(Continued on next page)*



**External Factors** (check all that apply):

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

**Explanation:**

The agency is working with AHCA on a waiver amendment to add a new prevocational service (Life Skills Development 4) to our iBudget waiver with the ultimate goal of helping clients obtain the necessary supports and services to achieve competitive integrated employment at or above minimum wage. The new service is expected to be approved by CMS in the fall of 2022 and full implementation will occur by March 17, 2023. 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 opportunities for clients to receive the necessary supports to obtain competitive integrated employment and has dedicated at least one staff member from each region to focus on employment efforts. APD continues to work with VR and AHCA in the implementation of an interagency memorandum of agreement, which allows VR and APD to exchange employment data for clients served by both agencies. This agreement is improving the coordination efforts between both agencies to refer APD clients ready for Phase I employment services from VR and transition clients back to APD who have achieved job stabilization and are ready to receive Phase II employment services from APD. A joint training for APD and VR regional staff is scheduled for September 2022 to improve communication and coordination of services while avoiding duplication.

**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:**

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 adding data from an existing interface between the Florida Department of Revenue and APD that will lead to enhanced tracking capabilities and accuracy in employment data.

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Agency for Persons with Disabilities

**Program:** Services to Disabled

**Service/Budget Entity:** 67100200

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

**Action:**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
92.0%	88.8%	(3.2%)	(3.5%)

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

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- |  |  |
|--|--|
| <input type="checkbox"/> Personnel Factors           | <input type="checkbox"/> Staff Capacity    |
| <input type="checkbox"/> Competing Priorities        | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | <input 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 continued to effect individuals' access to community inclusive activities due to health concerns. There were provider and staff shortages as well. Additionally, individuals' access to virtual technology (video conferencing, computer equipment, internet access, bandwidths, etc.) were limited. The agency will continue looking at ways to help address provider staffing shortages and other program supports such as the use of technology to ensure sustainability of iBudget Waiver services to support 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.

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## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Agency for Persons with Disabilities

**Program:** Services to Disabled

**Service/Budget Entity:** 67100200

**Measure:** Administrative cost as a percent of total program costs

**Action:**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
4.0%	1.7%	(2.3%)	(58%)

*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.

## LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

**Department:** Agency for Persons with Disabilities

**Program:** Services to Disabled

**Service/Budget Entity:** 67100400

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

**Action:**

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

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
15	11	(4)	(27%)

*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 slightly over-estimated (15 total) how many critical reportable incidents per 100 clients the agency would have to report (11 total) during fiscal year 2021-2022. It is difficult to predict how many of these incidents we will have each year. Additionally, we have increased the level of training for incident reporting.

**External Factors** (check all that apply):

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

**Explanation:**

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

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

**Recommendations:**

No further action is necessary at this time.

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# **Performance Measure Validity and Reliability**

## **LRPP Exhibit IV**

**LRPP EXHIBIT IV: Performance Measure Validity and Reliability**

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



# **Associated Activities Contributing to Performance Measures**

## **LRPP Exhibit V**



**LRPP Exhibit V: Associated Activities Contributing to Performance Measures**

Measure Number	Approved Performance Measures for FY 2022-23	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 2021-22			
	SECTION I: BUDGET		FIXED CAPITAL OUTLAY	
	OPERATING			
TOTAL ALL FUNDS GENERAL APPROPRIATIONS ACT			1,628,447,093	24,766,128
ADJUSTMENTS TO GENERAL APPROPRIATIONS ACT (Supplementals, Vetoes, Budget Amendments, etc.)			8,862,509	19,964,262
FINAL BUDGET FOR AGENCY			1,637,309,602	44,730,390
SECTION II: ACTIVITIES * MEASURES	Number of Units	(1) Unit Cost	(2) Expenditures (Allocated)	(3) FCO
Executive Direction, Administrative Support and Information Technology (2)				42,783,864
Home And Community Services Administration * Number of Medicaid Waiver clients enrolled	35,413	230.13	8,149,480	
Support Coordination * Number of people receiving support coordination	35,094	1,638.10	57,487,418	
Private Intermediate Care Facilities For The Developmentally Disabled * Number of adults receiving services in Developmental Service Public Facilities	435	208,454.95	90,677,905	
Program Management And Compliance * Based on Administrative Components of serving people in the Community and Institutional settings	61,524	267.40	16,451,669	
Adult Daily Living * Number of persons with disabilities served in Adult Daily Living	20,437	4,785.10	97,793,176	
Adult Day Service * Number of persons with disabilities served in Adult Day Training Service	11,499	2,205.80	25,364,533	
Adult Medical/Dental * Number of persons with disabilities served in Adult Medical/Dental	6,358	2,594.08	16,493,169	
Adult Respite Services * Number of persons with disabilities served in Adult Respite Services	112	2,614.60	292,835	
Adult Residential Habilitation * Number of persons with disabilities served in Adult Residential Habilitation	9,958	16,986.31	169,149,707	
Adult Specialized Therapies/ Assessments * Number of persons with disabilities served in Adult Specialized Assessments, Therapies, Equipment and Supplies	3,479	1,852.21	6,443,840	
Adult Supported Employment * Number of persons with disabilities served in Adult Supported Employment	1,295	1,584.57	2,052,019	
Adult Supported Living * Number of persons with disabilities served in Adult Supported Living and In Home Subsidies	12,254	7,915.96	97,002,154	
Adult Transportation * Number of persons with disabilities served in Adult Transportation	8,520	1,198.95	10,215,062	
Children Daily Living * Number of persons with disabilities served in Children Daily Living	588	7,429.84	4,368,744	
Children Day Services * Number of persons with disabilities served in Children Day Training Services	18	1,211.67	21,810	
Children Medical/Dental * Number of persons with disabilities served in Children Medical/Dental	12	2,863.33	34,360	
Children Respite Services * Number of persons with disabilities served in Children Respite Services	914	2,778.11	2,539,194	
Children Residential Habilitation * Number of persons with disabilities served in Children Residential Habilitation	678	21,025.85	14,255,528	
Children Specialized Therapies/ Assessments * Number of persons with disabilities served in Children Specialized Assessments, Therapies, Equipment and Supplies	2	2,433.00	4,866	
Children Supported Living * Number of persons with disabilities served in Children Supported Living and In Home Subsidies	27	7,206.44	194,574	
Children Transportation * Number of persons with disabilities served in Children Transportation	15	3,003.47	45,052	
Community Support Services * Number of persons served	16,239	614.77	9,983,294	
Forensic Care * Number of adults found incompetent to proceed who are provided competency training and custodial care in the Developmental Disabilities Defendant Program	140	219,688.27	30,756,359	
TOTAL			659,776,748	42,783,864
SECTION III: RECONCILIATION TO BUDGET				
PASS THROUGHS				
TRANSFER - STATE AGENCIES				
AID TO LOCAL GOVERNMENTS				
PAYMENT OF PENSIONS, BENEFITS AND CLAIMS				
OTHER				
REVERSIONS			977,532,915	1,946,526
TOTAL BUDGET FOR AGENCY (Total Activities + Pass Throughs + Reversions) - Should equal Section I above. (4)			1,637,309,663	44,730,390

## 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

**Abandoned:** A situation in which the parent or legal custodian of a child or, in the absence of a parent or legal custodian, the caregiver, while being able, has made no significant contribution to the child's care and maintenance or has failed to establish or maintain a substantial and positive relationship with the child, or both. (Section 39.01(1), F.S.)

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

**Abuse (Child):** Any willful act or threatened act that results in any physical, mental, or sexual abuse, injury, or harm that causes or is likely to cause the child's physical, mental, or emotional health to be significantly impaired. Abuse of a child includes acts or omissions. (Section 39.01(2), F.S.)

**Abuse (Vulnerable Adult):** Any willful act or threatened act by a relative, caregiver, or household member which causes or is likely to cause significant impairment to a vulnerable adult's physical, mental, or emotional health. Abuse includes acts or omissions. (Section 415.102(1), F.S.)

**Abuse, Neglect and Exploitation (ANE) Report:** A report of known or suspected ANE of a child or vulnerable adult received and accepted for investigation by the Department of Children and Families (DCF) via its Florida Abuse Hotline.

**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 training and assistance with acquisition, retention, or improvement in self-help, socialization, and adaptive skills. These services include activities to enhance social development and development of

skills in performing activities of daily living, community living, and therapeutic recreation. 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.

**Altercation:** A physical confrontation occurring between a client and a member of the community, a client and provider, or two or more clients that results in law enforcement contact. If the altercation results in client injury requiring medical attention in an urgent care, emergency room or physician's office setting, it is to be reported as a Client Injury. If the altercation results in client arrest, it is to be reported as a Client Arrest. If the altercation results in a provider arrest, it is to be reported as a Provider Arrest.

**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.

**ASL (American Sign Language):** It is a complete, natural language that has the same linguistic properties as spoken languages, with grammar that differs from English. ASL is expressed by movements of the hands and face.

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

**Baker Act:** The involuntary admission of a client of APD to a receiving facility for involuntary examination or placement for psychiatric care. Criteria for initiating a Baker Act placement and individuals authorized to initiate a Baker Act of an individual is defined within Chapter 394, F.S.

**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. The CDC+ Representative advocates for and acts on behalf of the consumer in CDC+ matters. (Section 409.221 (4)(c)(6), F.S.)

**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 within the United States Department of Health and Human Services (HHS) that administers the Medicare program and works with state governments to administer Medicaid, the State Children's Health Insurance Program (SCHIP), and health insurance portability standards.

**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. Cerebral Palsy keeps the brain from communicating necessary tasks to the rest of the body.

**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.

**Critical Incident:** An incident, as specified in Rule 65G-2.010(5)(a), F.A.C., that involves a client or an APD provider that may put the client's health and safety at risk. Critical Incident categories include: a life-threatening injury or illness; a missing child or adult who has been adjudicated incompetent; negative media involvement; a provider arrest; sexual misconduct; an unexpected client death; verified abuse, neglect, or exploitation investigation; and a violent crime arrest.

**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 includes: 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, which 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.

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

**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, F.S.). Vital records mean



certificates or reports of birth, death, fetal death, marriage, dissolution of marriage, name change filed pursuant to Section 68.07, F.S., and data related thereto.

**Down Syndrome:** A disorder caused by the presence of an extra chromosome 21. This genetic disorder, also known as trisomy 21, varies in severity, causes lifelong intellectual disability and developmental delays, and, in some people, causes health problems.

**EEP (Employment Enhancement Project):** The EEP is a program funded by the Florida Legislature to provide opportunities and supports to clients on the agency's waiting list who want to work, obtain, and maintain competitive employment or internships. Jobseekers must be 18 years of age or older and on the agency's waiting list to qualify. The Florida Legislature has appropriated nonrecurring funds for this program since Fiscal Year 2013-2014. In Fiscal Year 2022-2023, the Florida Legislature began funding this program with recurring funds.

**EOG:** Executive Office of the Governor.

**Estimated Expenditures:** Includes the amount estimated to be expended during the current fiscal year. These amounts will be computer-generated, based on current year appropriations adjusted for vetoes and special appropriations.

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

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

**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):** The mission of the FCCs of Florida is to educate and empower individuals with developmental disabilities and their families, partnering with the Agency for Persons with Disabilities, to bring quality services to individuals with dignity and choice. July 2022 marks 30 years since the FCCs were formed. The 15 local councils throughout the state consist of Governor-appointed volunteers who provide education and empowerment for self-advocates in Florida, as well as their families. FCC members are individuals with intellectual and developmental disabilities and parents, siblings, grandparents, and guardians of people who qualify for services from APD.

**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 including appurtenances, fixtures and fixed equipment, structures, etc.), including additions, replacements, major repairs, and renovations to real property that materially extend its useful life or materially improve or change its functional use. Includes furniture and equipment necessary to furnish and operate a new or improved facility.

**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.

**FDEM (Florida Division of Emergency Management):** The FDEM plans for and responds to both natural and man-made disasters. These range from floods and hurricanes to incidents involving hazardous materials or nuclear power. The division prepares and implements a statewide Comprehensive Emergency Management Plan, and routinely conducts extensive exercises to test state and county emergency response capabilities.

**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 APD's subsystem called the Allocation, Budget, and Contract Control System (ABC) and the Financial Application System (FAS) within FLAIR.

**Florida Abuse Hotline:** The central abuse hotline maintained by DCF that serves as the state's central reporting center for allegations of abuse, neglect, and exploitation for children and vulnerable adults.

**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):** An information system that is overseen by AHCA. This system is used to process Florida Medicaid claims and encounter transactions and to produce and retrieve management information relating to the Florida Medicaid program.

**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.

**High Watch Process:** A process designed to provide additional monitoring and support to clients who have been identified as meeting specific criteria regarding their behavioral or medical needs. Examples include Baker Acts, emergency room visits, and violent crime arrests. By providing monitoring and technical assistance to the provider as well as any additional needed supports, this added focus of agency resources promotes more stability and success towards independence on a long-term basis for these consumers.

**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:** An incident which could potentially impact the health, safety, and well-being of an APD client or clients. The incident may or may not occur under the care of a provider and can involve clients of APD and provider employees. Incidents are either Critical Incidents or Reportable Incidents, which are both enumerated as categories. Provider reporting criteria of incidents are specified in Rule 65G-2.010(5), F.A.C.

**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.

**Incident Management System (IMS):** APD's statewide automated system used to report and respond to critical and reportable incidents involving APD clients living in the community.

**Indicator:** A single quantitative or qualitative statement that reports information about the nature of a condition, entity, or activity. This term is used commonly as a synonym 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:** The term used to describe a condition resulting in 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" refers to 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 this 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.

**IOE:** Itemization of Expenditure

**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 section 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 which 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 agency customers and clients and proposing programs and associated costs to address those needs based on state priorities as established by law, the agency mission, and legislative authorization. The plan provides the framework and context for preparing the 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):** A health care practitioner employed by the agency to provide consultation and technical assistance regarding the health and safety of agency clients.

**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 the 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.

**Notice of Non-Compliance (NNC):** A plan submitted by an APD licensed residential provider to correct, fix, or remediate identified deficiencies, alerts, complaints, incident reports, audits and other items cited as out of compliance. The NNC is the action plan used by APD to track and ensure all citations and complaints identified are addressed and resolved by the provider within an established timeframe.

**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 Section 20.055, F.S., 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.

**Outcome:** See Performance Measure definition.

**Output:** See Performance Measure definition.

**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 disorder caused by the loss of the terminal segment of the long arm of chromosome 22, which occurs near the end of the chromosome at a location designated q13.3, typically leading to developmental delay, intellectual disability, dolichocephaly, hypotonia, or absent or delayed speech.

**PMDS:** Payroll Management Data System.

**Plan of Remediation (POR):** A plan submitted by a provider to correct, fix, or remediate identified deficiencies, alerts, complaints, incident reports, audits and other items cited as out of compliance. The POR is the action plan used by APD to track and ensure all citations and complaints identified are addressed and resolved by the provider within an established timeframe.

**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:** It is an inherited condition typified by neonatal hypotonia with failure to thrive, hyperphagia or an excessive drive to eat which leads to obesity usually at 18 to 36 months of age, mild to moderate intellectual disability, hypogonadism, short stature, mild facial dysmorphism, and a characteristic neurobehavior.

**Primary Service Outcome Measure:** The service outcome measure which is approved as the performance measure that best reflects and measures 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 realize identifiable goals and objectives based on legislative authorization (a program can consist of single or multiple services). For purposes of budget development, programs are identified in the General Appropriations Act by a title that begins with the word “Program.” In some instances, a program consists of several services, and in other cases the program has no services delineated within it; the service is the program in these cases. The LAS/PBS code is used for purposes of both program identification and service identification. “Service” is a “budget entity” for purposes of the Long Range Program Plan.

**Program Component:** An aggregation of generally related objectives which, because of their special character, related workload, and interrelated output, can logically be considered an entity for purposes of organization, management, accounting, reporting, and budgeting.

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

**Provider:** Any entity, facility, person, or group that is contracted with APD to provide services; or any person or entity providing care or support to clients on behalf of APD.

**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 Section 393.0663, F.S., 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 measuring procedure yields the same results on repeated trials and data is complete and sufficiently error free for the intended use.

**Reportable Incident:** An incident, as specified in Rule 65G-2.010(5)(b), F.A.C., that involves an APD client or an APD provider that may put the client's health and safety at risk. Reportable Incident categories are Altercation, Baker Act, Client Injury, Emergency Room Visit/Hospitalization, Expected Client Death, Missing Competent Adult, Suicide Attempt, and Non-Violent Crime Arrest.

**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 Section 393.063, F.S.

**Rish Park:** A recreational area named after William J. (Billy Joe) Rish that is operated and managed by the Department of Environmental Protection. 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):** As provided in Section 393.063(39), Florida Statutes, it is an additional need for medically necessary services which would place the health and safety of the client, the client's caregiver, or the public in serious jeopardy if it is not met. The term also includes services to meet an additional need that the client requires in order to remain in the least restrictive setting, including, but not limited to, employment services and transportation services.

**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:** See Budget Entity.

**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:** Refers to a person with a medical diagnosis of spina bifida cystica or myelomeningocele. When an individual has Spina Bifida, the spine and the cord inside the spine do not develop properly.

**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:** The level of performance of an 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.

**TRAIN Florida:** The Learning Management System (LMS) used by APD to offer training to agency providers. LMS includes a centralized and searchable database of courses.

**TSC:** Trends and Conditions Statement.

**Unit Cost:** The average total cost of producing a single unit of output – goods and services 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 being 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), F.S. 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.

**Wellness Visit:** On-site visit conducted by designated APD employees or other authorized officials or individuals to assess the health, safety, and welfare of a client who is the subject of an allegation of ANE or sexual misconduct, which occurred within an APD-licensed facility, Adult Day Training (ADT) program, or Supported Living setting.

**WSC (Waiver Support Coordinator):** An employee of a qualified organization as defined in section 393.0663, F.S., who is selected by the client or the client's legal representative to assist the client and family in identifying their 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 client 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 client, family, and others who participated in the development of the support plan with person-centered planning.

**Zero Tolerance Initiative:** The agency's multi-pronged approach to dealing with all forms of abuse, neglect, exploitation, and sexual misconduct committed against individuals with developmental disabilities. This initiative includes Training and Education, Monitoring and Quality Assurance, Consideration of Rule and Statutory Changes, and Public Awareness.