

SAMPLE INTERVIEW QUESTIONS

- ① How long have you been a WSC?
- ① How often do you make face-to-face visits to the individuals you serve?
- ① When are you available?
- ① How will you communicate?
- ① How can you be contacted during an emergency?
- ① What do you think is the most important role of a WSC?
- ① How will you help choose services and supports?
- ① What do you know about community supports?

After an interview with a WSC, the individual and their family should consider what feelings and thoughts they take away from the interaction. Did that person make them feel respected, empowered, and at ease? Do they feel the WSC understands their needs? They choose which WSC is the best fit. If they want to change WSCs, they may contact their regional office (apdcares.org/region).



SELECTING A WAIVER SUPPORT COORDINATOR



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Waiver Support Coordination

Waiver Support Coordination is the service of advocating, identifying, developing, coordinating, and accessing supports and services for individuals with disabilities funded by the Agency for Persons with Disabilities (APD). Every iBudget Florida customer gets to select their own Waiver Support Coordinator (WSC).

A WSC is responsible for helping their customer:

- Maintain their health and safety
- Develop person-centered goals for the individual's Support Plan, considering that person's strengths, needs, and desires
- Determine resources—both natural and paid; this includes obtaining and coordinating the delivery of supports and services
- Evaluate their documentation, Support Plan, and cost plan to ensure that supports and services continuously meet their needs

A Support Plan is a person-centered document that addresses a person's needs and goals, in addition to strategies for supports. The Support Plan includes services necessary for health and safety. Goals and outcomes will be achieved through a variety of determined supports funded by the iBudget Florida waiver, as well as natural and community supports.

The iBudget Florida waiver is a source of funding that is administered by the Agency for Persons with Disabilities. APD will determine the iBudget allocation after considering several factors, including the Questionnaire for Situational Information (QSI), which is an assessment tool that gathers key information about a customer's life and need for services and supports.

Choosing a WSC

Selecting a WSC is a very important. It is the first step in receiving waiver services. During this selection process, APD customers and their families should consider:

- Matching their needs and preferences with the skills and expertise of the WSC
- Finding a WSC who knows the supports that exist in their community
- Selecting a WSC with whom the customer feels comfortable
- Determining and discussing what is expected from the customer's WSC

The individual can select a different WSC if the need should ever arise.

