



Resource Manual 2007



agency for persons with disabilities
State of Florida

Resource Manual 2007

Mission Statement

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



agency for persons with disabilities
State of Florida

**Office of Legislative Affairs
4030 Esplanade Way, Suite 380
Tallahassee, FL 32399-0950
(850) 414-0488**

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Lt. Gov. Jeff Kottkamp, left, greets APD customer Matt Turner and APD Director Jane Johnson on Disability Mentoring Day 2007.

Section I

Contact Information

Contact Information

Central Office Directory

OFFICE OF THE DIRECTOR

Jane E. Johnson	(850) 488-1558	
Executive Assistant	Darlene Golden	(850) 488-1558
Communications Director	Melanie Etters	(850) 414-7551
General Counsel	John Newton	(850) 414-8052
Inspector General	Chuck Faircloth, J.D.	(850) 414-8334
Legislative Affairs Director	Lucy Mohs	(850) 414-0488
Statewide Disability Coordinator	Chip Wilson	(850) 413-9892

COMMUNICATIONS

Melanie Mowry Etters, APR, CPRC, CPM, Director	(850) 414-7551	
Communications Deputy	Jeff Saulich	(850) 414-8871
Administrative Secretary	Alex Brown	(850) 921-4287

GENERAL COUNSEL

John Newton, J.D.	(850) 414-8096	
Administrative Assistant II	Ron Drake	(850) 414-8096
Administrative Assistant II	Diann Lowery	(850) 414-7538
Administrative Assistant I	Amanda Soule	(850) 921-3793
Operations Review Consultant	Debra Scott	(850) 488-3679
Senior Attorney	Gail Scott Hill, J.D.	(850) 414-8092
Senior Attorney	Dean Kowalchyk, J.D.	(850) 921-3779
Senior Attorney	Brian McGrail, J.D.	(850) 922-2030

INSPECTOR GENERAL

Chuck Faircloth, JD	(850) 414-8334	
Administrative Assistant II	Darlene Johnson	(850) 414-7008
Director of Auditing	Karen Laiche, CPA	(850) 414-8309
Senior Management Analyst II	Carol Sullivan, MBA	(850) 414-7166

LEGISLATIVE AFFAIRS

Lucy Mohs, MPA, Director	(850) 414-0488	
Deputy Director Legislative Affairs	Mike Dunn, M.S.	(850) 414-5853
Legislative Analyst	Jennifer Silva	(850) 922-7733



DIVISION OF OPERATIONS

Mac McCoy, Deputy Director

(850) 414-9247

Administrative Assistant	Debi Flores	(850) 487-1845
Senior Management Analyst II	Mathew Claps, MSW	(850) 414-8274
Operations Review Specialist	Celeste Sanders	(850) 922-0371

Bureau of Community Development

Denise Arnold, Chief

(850) 488-3673

Administrative Assistant	Edith Washington	(850) 414-6582
Staff Assistant	Tammy Ferrell	(850) 414-6513

Consumer Directed Care Plus (CDC+)

Program Administrator	Sherry Jackson	(850) 921-3785
Administrative Assistant I	Nicole Crosby	(850) 414-6847
Operations Review Specialist	Vacant	
Senior Human Services Program Specialist	Wilma Lefler	(850) 488-9548
Medical Health Care Program Analyst	Diana Lincoln	(850) 414-6884
Government Analyst II	Alberto Rodriguez-Perez	(850) 921-3014
Government Operations Consultant I	Rhonda Sloan	(813) 569-4789

Individual & Family Supports

Senior Management Analyst Supervisor	Terri McGarrity, MSW	(850) 414-7452
Program Administrator	Vicki Draughon	(850) 487-4842
Government Operations Consultant II	Rene Johnson	(850) 414-6923
Management Review Specialist	Marjorie Swindell	(850) 414-6139
Government Operations Consultant I	Stephanie Khan	(850) 414-6558
Government Analyst II	Denise Howard	(850) 921-6352
Health Services and Facilities Consultant	Vacant	

Training, Research & Supported Employment

Training and Research Manager	JB Black, Ed.D., M.A.	(850) 488-1552
Operations Review Specialist	Melinda Coulter	(850) 488-9546
Employment Coordinator	LeeAnn Herman, J.D.	(850) 414-5876
Government Operations Consultant II	Sylvia Peacock	(850) 414-7605

Bureau of Home and Community Based Waiver Supports

Linda Mabile, Chief

(850) 414-9132

Health Service/Facility Consultant	Debbie Blizzard	(850) 921-4189
Management Review Specialist	Steven Dunaway	(850) 488-3677
Management Review Specialist	Ed Rousseau	(850) 414-7787
Program Administrator	Lorena Fulcher	(850) 488-5998
Management Review Specialist	Kent Carroll	(850) 414-8501
Government Operations Consultant I	Margie Collins	(850) 487-4839
Senior Management Analyst Supervisor	Julie Griffith	(850) 414-5877
Operations & Management Consultant	Barbara Donnelly	(850) 414-9701
Government Operations Consultant-Orlando	Charles Hardy	SC 876-2437
Government Operations Consultant-Miami	George Kennell	SC 252-4583
Government Operations Consultant-Tampa	Lloyd Harley	SC 514-5550
Government Operations Consultant-Jacksonville	Vacant	SC 344-0440
Government Operations Consultant-West Palm	Joy Joseph	SC 452-4583



Bureau of Residential and Clinical Supports

Becky Maguire, R.N., M.S., Chief (850) 414-6924

Staff Assistant Ginny Morris (850) 414-6058

Behavior Analysis

Senior Behavior Analyst Steven Coleman, Ph.D., BCBA (850) 414-8695
Operations Review Specialist Vacant

Developmental Disability Centers

Senior Management Analysis Supervisor Jolie LaTourelle (850) 414-9273
Operations Review Specialist Kari Anderson, M.S. (850) 414-6666
Operations Review Specialist Charles Ball (850) 488-1553

Residential Services and Nursing

Senior Management Analyst Supervisor Vacant
Operations Review Specialist Vicki McCrary (850) 921-3061
Operations Review Specialist Tom Rice, MPA (850) 414-7649
Registered Nurse Specialist Lori Kohler, RN (850) 922-9731
Registered Nurse Consultant Michelle Ledbetter, RN (850) 488-4879

DIVISION OF BUDGET AND PLANNING

Jim DeBeaugrine, Deputy Director (850) 414-5070

Administrative Assistant II Deleah Sims (850) 921-4180
Data Processing Manager Mike Sadders (850) 488-4870
Operations Review Specialist Susan Chen, M.S. (850) 922-6005
Operations Review Specialist Duncan Hoehn, M.S. (850) 922-2032

Bureau of Financial Support Services

Rhonda Stoddard, Chief (850) 414-8479

Administrative Assistant II Deleah Sims (850) 921-4180

Contract Management

Senior Management Analyst II Mark Hernandez (850) 414-7380
Operations Analyst II Paula Fluty (850) 414-8129

Financial Support Services

Senior Management Analyst Alexandria Weimorts (850) 414-6609
System Project Consultant Hong Wen, M.A. (850) 414-5874

Policies and Procedures

Operations Management Consultant Manager Jeana Underwood (850) 414-8776
Government Operations Consultant Millicent Donald (850) 414-8197
Professional Accounting Specialist Dee Ann Warren (850) 922-9057
Accounting Systems Analyst Kim White (850) 414-8899

Bureau of Administrative Services

Chad Barrett, Chief

(850) 414-5875

Administrative Assistant II	Deleah Sims	(850) 921-4180
Operations Management Consultant II	Marcia Kirkland	(850) 414-2232
Operations Management Consultant Mgr	Kyong A Minter	(859) 414-8579
<i>Budget Services</i>		
Budget Manager	Sue Zwirz	(850) 414-5848
Budget Analyst	Miriam Collazo	(850) 414-6042
Management Review Specialist	Jenny Hart	(850) 414-8145
Operations Review Specialist	CheNing Kurz, MA	(850) 414-5845
Budget Analyst	Jean Morris	(850) 922-2029
<i>General Services</i>		
General Services Officer	Wes Underwood	(850) 414-8606
Leasing and Insurance Administrator	Amy Kelly	(850) 414-7597
<i>Human Resources</i>		
Senior Management Analyst Supervisor	Margo Rogers	(850) 488-3678
Management Analyst II	Renee Idlett	(850) 414-5096
Human Resource Analyst	Lenora Penney	(850) 922-9060
OMC I	Tarolyn Wayman	(850) 921-4101
<i>Revenue Management</i>		
Senior Management Analyst Supervisor	Barbara Badertscher	(850) 414-8665
Operations Review Specialist	Gloria Albin	(850) 414-6789
Professional Accountant	Helen Inman, MBA	(850) 414-7592
Operations Review Specialist	Felicia Monroe	(850) 414-8097

DIVISION OF DEVELOPMENT AND INFORMATION

Monique Emmanuel, Chief

(850) 414-5877

Administrative Assistant I	Fran Blanton	(850) 922-4204
Systems Project Analyst	Debbie Hamelink	(850) 922-9309
Web Manager	Chad Pickett	(850) 921-4809
Data Processing Manager	Jim Grantham	(850) 414-5855
Telecommunications Specialist I	Byron Jackson	(850) 488-4357
Computer Program Analyst II	Liuan Jia	(850) 488-9944
Office Automation Specialist I	Brian Sargent	(850) 488-4357

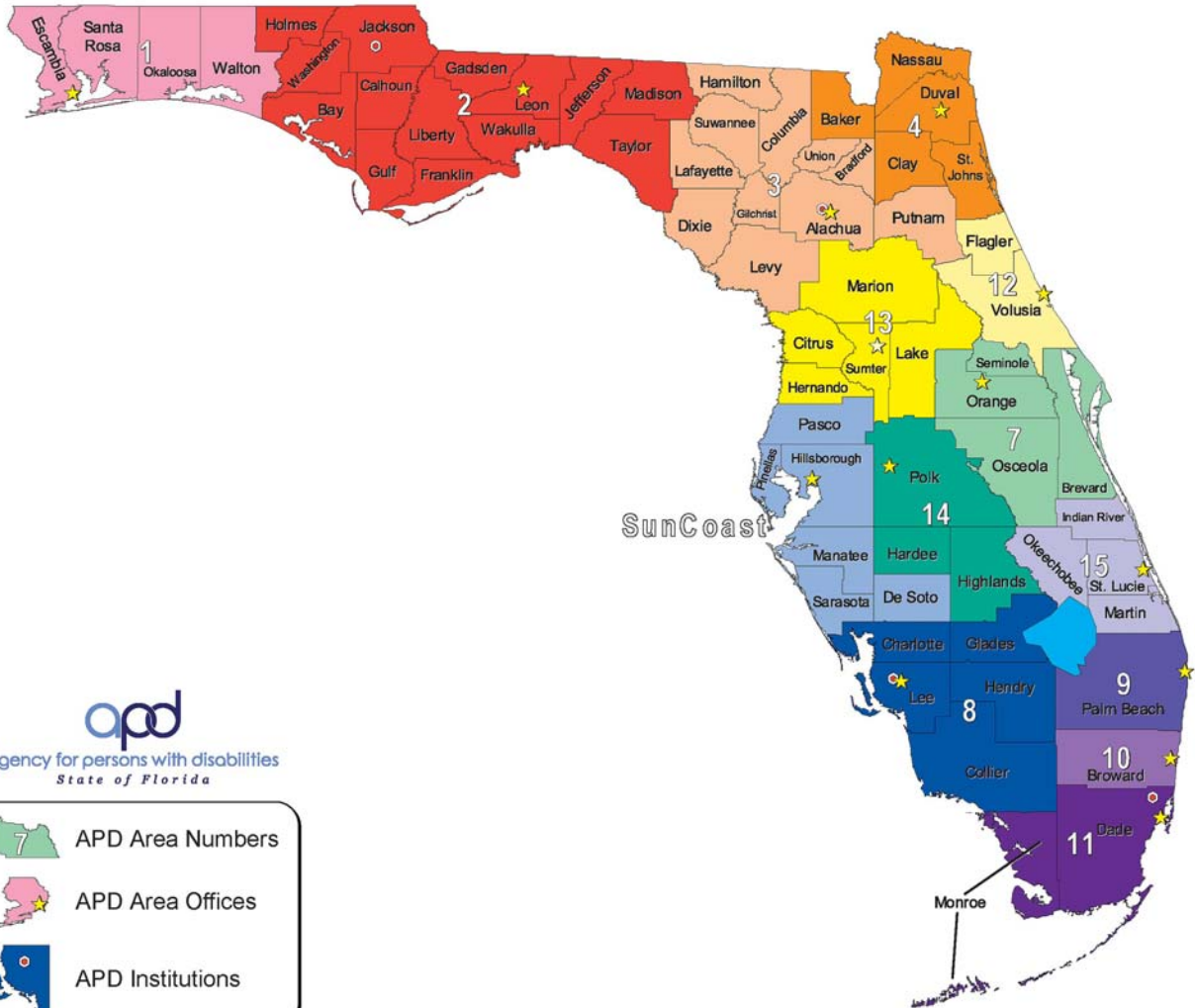


Area Office Directory

- APD Area Offices
- Local Advocacy Councils
- Family Care Councils
- Medicaid Area Offices

COUNTIES AND AREAS

County	Area	County	Area	County	Area
Alachua	3	Hamilton	3	Okeechobee	15
Baker	4	Hardee	14	Orange	7
Bay	2	Hendry	8	Osceola	7
Bradford	3	Hernando	13	Palm Beach	9
Brevard	7	Highlands	14	Pasco	SunCoast
Broward	10	Hillsborough	SunCoast	Pinellas	SunCoast
Calhoun	2	Holmes	2	Polk	14
Charlotte	8	Indian River	15	Putnam	3
Citrus	3	Jackson	2	Santa Rosa	1
Clay	4	Jefferson	2	Sarasota	SunCoast
Collier	8	Lafayette	3	Seminole	7
Columbia	3	Lake	13	St. Johns	4
Dade	11	Lee	8	St. Lucie	15
Desoto	SunCoast	Leon	2	Sumter	13
Dixie	3	Levy	3	Suwanee	3
Duval	4	Liberty	2	Taylor	2
Escambia	1	Madison	2	Union	3
Flagler	12	Manatee	SunCoast	Volusia	12
Franklin	2	Marion	13	Wakulla	2
Gadsden	2	Martin	15	Walton	1
Gilchrist	3	Monroe	11	Washington	2
Glades	8	Nassau	4		
Gulf	2	Okaloosa	1		



apd
 agency for persons with disabilities
 State of Florida

	APD Area Numbers
	APD Area Offices
	APD Institutions

APD Areas

Area
Escambia, Okaloosa, Santa Rosa and Walton

AREA ADMINISTRATION

Area Administrator

Dave Robinson
850.595.8351
dave_robinson@apd.state.fl.us

Area Quality Leader

Joanne David
850.595.8351
joanne_david@apd.state.fl.us

Choice Counseling Coordinator

Willie Davis
850.595.8351
willie_e._davis@apd.state.fl.us

Consumer Directed Care + Coordinator

Rose Salter
850.595.8351
rose_salter@apd.state.fl.us

Waiver Coordinator

Kay Searcy
850.595.8351
kay_searcy@apd.state.fl.us

APPLICATION FOR SERVICES

To Apply for APD Services (Intake/Eligibility)

5 Lane Drive, Suite 5
Mary Esther, FL 32569
850.833.3494 or 1.800.452.3895

Advocacy & Assistance

Family Care Council
Lynn Carper, Chairperson
(850) 432-1596
lcarper@cox.net

To Apply for the DD Waiver

160 Governmental Center,
Ste 412
Pensacola, FL 32502
850.595.8351

**Agency for Health Care Administration
(AHCA)**

850.595.5700
Medicaid Health Quality Assurance
(complaints about services)
160 Governmental Center,
Suite 514
Pensacola, FL 32502

To Become a Medicaid Waiver Provider

160 Governmental Center,
Ste 412
Pensacola, FL 32502
850.595.8351

Apply for Medicaid State Plan Services (Intake and Eligibility)

Escambia County

8190 Pensacola Boulevard
Pensacola, FL
850.494.5991

Okaloosa County

2999 S. Main Street
Crestview, FL
850.689.7708

Walton County

100 N. Davis Lane
De Funiak Springs, FL
850.892.8652

Santa Rosa County

6568 Caroline Street
Milton, FL
850.983.4800

340 Beal Parkway, NW

Ft. Walton Beach, FL
850.833.3715



Area 2

Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla and Washington

AREA ADMINISTRATION

Area Administrator

Lynne Daw
850.487.1992
lynne_daw@apd.state.fl.us

Consumer Directed Care + Coord.

(Franklin, Gadsden, Jefferson, Leon, Liberty, Madison, Taylor and Wakulla Counties)
Area 2B
Cheryl Smith
850.488.6500
cheryl_smith@apd.state.fl.us

Ann Douglas (Area 2B)
2639 N. Monroe Street, Suite 140-A
Tallahassee, FL 32399-2949
850.487.1992
ann_douglas@apd.state.fl.us

Choice Counseling Coordinator

Nilda Barreto
850.487.1992
nilda_barreto@apd.state.fl.us

Area Quality Leader

Nilda Barreto
850.487.1992
nilda_barreto@apd.state.fl.us

Consumer Directed Care + Coordinator

(Bay, Calhoun, Gulf, Holmes, Jackson and Washington Counties)
Area 2A
Bonnie Williams
651 West 14th Street, Suite D
Panama City, FL 32401
850.872.7652
bonnie_williams@apd.state.fl.us

Waiver Coordinator

Ann Douglas
850.487.1992
ann_douglas@apd.state.fl.us

APPLICATION FOR SERVICES

To Apply for APD Services (Intake / Eligibility)

(Franklin, Gadsden, Jefferson, Leon, Liberty, Madison, Taylor and Wakulla)
2383 Phillips Road
Tallahassee, FL 32308
850.488.6500

(Bay, Calhoun, Gulf, Holmes, Jackson and Washington)
4409 Constitution Lane
Marianna, FL 32446
850.482.9109

To Apply for the DD Waiver

(Franklin, Gadsden, Jefferson, Leon, Liberty, Madison, Taylor and Wakulla)
2383 Phillips Road
Tallahassee, FL 32308
850.488.6500

(Bay, Calhoun, Gulf, Homes, Jackson and Washington)
4409 Constitution Lane
Marianna, FL 32446
850.482.9109



To Become a Medicaid Waiver Provider
(Franklin, Gadsden, Jefferson, Leon, Liberty,
Madison, Taylor and Wakulla Counties)
2383 Phillips Road
Tallahassee, FL 32308
850.488.6500

Agency for Health Care Administration
(AHCA)
Medicaid Health Quality Assurance
(complaints about services)
888.419.3456

(Bay, Calhoun, Gulf, Holmes, Jackson and
Washington Counties)
4409 Constitution Lane
Marianna, Fl. 32446
850.482.9109

651 W. 14th Street, Suite D
Panama City, Fl 32401
850.872.7652

Advocacy & Assistance
Family Care Council
Lynne Daw
850.487.1992
Lynne_daw@apd.state.fl.us

To Apply for Medicaid State Plan Services (Intake and Eligibility)

ACCESS:
www.myflorida.com/accessflorida
OR 1.866.762.2237

Area 3
**Alachua, Bradford, Columbia, Dixie, Gilchrist, Hamilton, Lafayette,
Levy, Putnam, Suwannee and Union**

AREA ADMINISTRATION

Area Administrator

Jim Smith
352.955.5793
jim_smith@apd.state.fl.us

Area Quality Leader

Vernita Hughes
352.955.5797
vernita_hughes@apd.state.fl.us

Choice Counseling Coordinator

Vacant

Consumer Directed Care + Coordinator

Chetana Mehta
352-955-5768
chetana_mehta@apd.state.fl.us

Waiver Coordinator

Cynthia Tyson
352-955-7194
cynthia_tyson@apd.state.fl.us

APPLICATION FOR SERVICES

To Apply for APD Services (Intake/Eligibility)

1621 NE Waldo Road, Building 1
Gainesville, FL
888-665-4955 (Toll Free)
352-955-5332 (Local)

To Apply for the DD Waiver

1621 NE Waldo Road, Building 1
Gainesville, FL
352.665.4955

Advocacy & Assistance

Family Care Council
Shelly Voelker
FCC3A@att.net
866-355-7895 (Toll Free)
352-955-6165 (Local)

To Become a Medicaid Waiver Provider

1621 NE Waldo Road, Building 1
Gainesville, FL
352.955.7199

**Agency for Health Care Administration
(AHCA)**

Medicaid Health Quality Assurance
(complaints about services)
1401 NW Highway 441, Suite 800
Alachua, FL
386. 418.5314 or 888.419.3456

Public Intermediate Care Facility

Tacachale
1621 NE Waldo Road
Gainesville, FL
352.955.5000



To Apply for Medicaid State Plan Services (Intake and Eligibility)

Gilchrist County
State Road 26 and County
Road 319
Trenton, FL
352.463.3102

Bradford County
1250 Andrews
Circle
Starke, FL
904.964.1500

**Putnam
County**
600 College
Road
Palatka, FL
386.329.3600

Columbia County
2649 U.S. Highway 90
W.
Lake City, FL
386.758.1455

Dixie County
Chavous Street and U.S. 19
Cross City, FL
352.498.1350

Hamilton County
306 NE 1st
Avenue
Jasper, FL
386.792.3126

Levy County
113 NE 1st
Street
Chiefland, FL
352.493.6050

Suwannee County
501 Demorest Street
SE
Live Oak, FL
386.362.1483

Lafayette County
Agriculture Complex, U.S. 27
W.
Mayo, FL
386.294.1800

Union County
155 SE 6th Place
Lake Butler, FL
386.496.2417

Alachua County
1000 NE 16th Avenue
Gainesville, FL
352.955.5339

Area 4
Baker, Clay, Duval, Nassau and St. Johns

AREA ADMINISTRATION

Area Administrator

Jerry Martin
904.992.2440
jerry_martin@apd.state.fl.us

Area Quality Leader

Terry Mothershed
904.992.2440
terry_mothershed@apd.state.fl.us

Choice Counseling Coordinator

Gayle Granger
904.992.2401
gail_granger@apd.state.fl.us

Consumer Directed Care + Coordinator

Marcia Ulmer
904.992.2414
marcia_ulmer@apd.state.fl.us

Waiver Coordinator

Gayle Granger
904.992.2401
gail_granger@apd.state.fl.us

APPLICATION FOR SERVICES

To Apply for APD Services (Intake/Eligibility)

3631-A Hodges Boulevard
Jacksonville, FL
904.992.2405

To Apply for the DD Waiver

3631-A Hodges Boulevard
Jacksonville, FL
904.992.2405



Advocacy & Assistance

Family Care Council
Vacant, Chairperson (Contact Carol Stamper)
904.992.2440
carol_stamper@apd.state.fl.us

To Become a Medicaid Waiver Provider

3631-A Hodges Boulevard
Jacksonville, FL
904.992.2426

Agency for Health Care Administration (AHCA)

Medicaid Health Quality Assurance
(complaints about services)
921 N. Davis Street, Building A, Suite 115
Jacksonville, FL
904.359.6046 or 888.419.3456

To Apply for Medicaid State Plan Services (Intake and Eligibility)

Duval County

2747 Art Museum Drive
Jacksonville, FL
904.346.5060

11000 Beach Boulevard, Suite 1
Jacksonville, FL
904.997.3100

3118 Edgewood Avenue
Jacksonville, FL
904.924.1518

1440 Dunn Avenue
Jacksonville, FL
904.696.5940

3225 University Boulevard S.
Jacksonville, FL
904.723.5791

300 E. Monroe Street
Jacksonville, FL
904.798.4166

850 S. 6th Street
Jacksonville Beach, FL
904.247.4000

5000-1 Norwood Avenue
Jacksonville, FL
904.924.1623

5779-6 103rd Street
Jacksonville, FL
904.573.3972

227 Park Street
Jacksonville, FL
904.359.6803

Clay County

1417 S. Orange Avenue
Green Cove Springs, FL
904.529.2300

Nassau County

320 S. U.S. 1
Callahan, FL
904.879.5596

1303 Jasmine Street
Fernandina Beach, FL
904.277.7260

St. Johns County

State Road 26 and County
Road 319
Trenton, FL
904.824.7312

Baker County

84 Lowder Street
Macclenny, FL
904.259.2206



SunCoast Area
Desoto, Hillsborough, Manatee, Pasco, Pinellas and Sarasota

AREA ADMINISTRATION

Area Administrator

Carl Littlefield
813.233.4300
carl_littlefield@apd.state.fl.us

Choice Counseling Coordinator

Vacant (Contact Carl Littlefield)
813.233.4300
carl_littlefield@apd.state.fl.us

Waiver Coordinator

Richard Robertson
727.217.7016
richard_robertson@apd.state.fl.us

Area Quality Leader

Marcia DiGrazia
727.217.7021
marcia_digrizia@apd.state.fl.us

Consumer Directed Care + Coordinator

Michaele Rao
813.233.4330
michaele_rao@apd.state.fl.us

Denise Oetinger
813.233.4332
denise_oetinger@apd.state.fl.us

APPLICATION FOR SERVICES

To Apply for APD Services (Intake / Eligibility)

Hillsborough and Manatee

1313 N Tampa St.
Tampa, FL 33602-3328
813.233.4300

Pinellas and Pasco

1201 102 Ave. N.
St. Petersburg, FL 33716
727.217.7016

Sarasota and Desoto

1864 17th St.
Sarasota, FL 34234-7590
941.316.6067

To Apply for the DD Waiver,

Hillsborough and Manatee

1313 N Tampa St.
Tampa, FL 33602-3328
813.233.4300

Pinellas and Pasco

1201 102 Ave. N.
St. Petersburg, FL 33716
727.217.7016

Sarasota and Desoto

1864 17th St.
Sarasota, FL 34234-7590
941.316.6067

To Become a Medicaid Waiver Provider

1201 102 Ave. N.
St. Petersburg, FL 33716
727.217.7016



Advocacy & Assistance

Family Care Councils

Pasco and Pinellas

SunCoast West
Beverley Destories, Chairperson
727.797.1549
beverley@fndfl.org

Desoto, Hillsborough, Manatee & Sarasota

SunCoast East
(Vacant), Chairperson

(May contact APD Liaison)
Glorie Singleton
813.233.4318
glorie_singleton@apd.state.fl.us

Agency for Health Care Administration (AHCA)

Medicaid Health Quality Assurance
(complaints about services)

Hillsborough and Manatee

6800 N. Dale Mabry Hwy, Suite 220
Tampa, FL 33614
813.871.7600
1 800 226-2316

Pinellas and Pasco

525 Mirror Lake Dr. N., Suite 510
St. Petersburg, FL 33701
727.552.1191
1 800 226-4844

Sarasota and Desoto

2295 Victoria Ave, Suite 309
Ft. Myers, FL 33901
239.338.2620
1 800 226-6735

To Apply for Medicaid State Plan Services (Intake and Eligibility)

Hillsborough County

ACCESS
1313 N Tampa St.
Tampa , FL 33602-3392
813.272.2476

ACCESS
307 N Michigan Ave.
Plant City, FL 33563-3429
813.757.9065

ACCESS
201 14TH Ave SE
Ruskin, FL 33570-5367
813.671.5066

Desoto County

ACCESS
805 N. Mills Ave.
Arcadia, FL 34266-8716
863.993.4544

Pinellas County

ACCESS
11351 Ulmerton Rd
Largo, FL 33778-1629
727.588.7017

ACCESS
525 Mirror Lake Dr N, Ste 201
St Petersburg, FL 33701-3243
727.552-2535

Manatee County

ACCESS
4210 20th St W
Bradenton, FL 34205-5004
941.751.8464



Pasco County

ACCESS
7601 Little Road
New Port Richey, FL 34654-5525
727.834.3903

Sarasota County

ACCESS
1864 17th St.
Sarasota , FL 34234-7590
941.316.8100

ACCESS
897 E Venice Ave
Venice, FL 34292-2038
941.483.5920

Area 7
Brevard, Orange, Osceola and Seminole

AREA ADMINISTRATION

Area Administrator

Steve Roth
407.245.0440 ext. 600
steve_roth@apd.state.fl.us

Area Quality Leader

Carol Solomon
407.245.0440 ext.632
carol_solomon@apd.state.fl.us

Choice Counseling Coordinator

Paula Bowser
407.245.0440 ext. 614
paula_bowser@apd.state.fl.us

Consumer Directed Care + Coord.

Yolanda Rivera
407.245.0440 ext. 610
yolanda_rivera@apd.state.fl.us

Waiver Coordinator

Paula Bowser
407.245.0440 ext. 614
paula_bowser@apd.state.fl.us

APPLICATION FOR SERVICES

To Apply for APD Services (Intake / Eligibility)
400 W. Robinson Street, Suite S430
Orlando, FL
407.245.0440

To Apply for the DD Waiver
400 W. Robinson Street, Suite S430
Orlando
407.245.0440

Advocacy & Assistance

Family Care Council
Donna Rauber
Drauber@earthlink.net

To Become a Medicaid Waiver Provider

Grisela Hernandez
400 W. Robinson Street, Suite S430
Orlando, FL
407.245.0440 ext. 612

Agency for Health Care Administration (AHCA)

Medicaid Health Quality Assurance (complaints about services)
400 W. Robinson Street, Suite S309
Orlando, FL
407.317.7851 or 888.419.3456



**To Apply for Medicaid State Plan Services –
ACCESS Customer Service Centers (Intake and Eligibility)**

Brevard County

705 Blake Avenue,
Building E, Room ES8
Cocoa, FL
Open M – F
(8 -9 AM, 4-5 PM)

1591 Robert Conlan Blvd.,
Suite 110
Palm Bay FL 32905
Open M – F
(8 -9 AM, 4-5 PM)

Osceola County

1507 N. John
Young Parkway
Kissimmee, FL
Open M, W, Th
(8 AM – 5 PM)
407.846.5000

**Seminole
County**

2674 S. Orlando
Drive
Sanford, FL
Open M, W, Th, F
(7:30 AM – Noon)
407.328.3901

Orange County

5348 Silver Star Rd
Orlando FL 32808
Open M, W, Th, F
(8 AM – Noon)

**Area 8
Charlotte, Collier, Glades, Hendry and Lee**

AREA ADMINISTRATION

Area Administrator

Marsha Vollmar
239.338.1370
marsha_vollmar@apd.state.fl.us

Area Quality Leader

Todd Ryan
239.338.1342
todd_ryan@apd.state.fl.us

Choice Counseling Coordinator

Elaine Gage
239.338.1271
elaine_gage@apd.state.fl.us

Consumer Directed Care + Coord.

Jeff Smith
239.338.1270
jeff_smith@apd.state.fl.us

Waiver Coordinator

Beverly Benkhatar
239.338.1362
beverly_benkhatar@apd.state.fl.us

Ed Ruley
239.338.1369
ed_ruley@apd.state.fl.us

APPLICATION FOR SERVICES

**To Apply for APD Services (Intake / Eligibility)
Charlotte, Glades and Hendry Counties**
1940 Maravilla Avenue
Ft. Myers, FL
239.334.0222

**To Apply for the DD Waiver
Charlotte, Glades and Hendry Counties**
1940 Maravilla Avenue, Ft. Myers
239.334.0222



Lee County

Cape Coral, Lehigh Acres, North & East Ft. Myers
1940 Maravilla Avenue
Ft. Myers , FL
239.334.0222

Central, South Ft. Myers & Collier County
2295 Victoria Avenue
Ft. Myers, FL
239.338.1370

Advocacy & Assistance

Family Care Council
Maria Eash, Chairperson
239.334.4306
mytiara505@yahoo.com

**Agency for Health Care Administration
(AHCA)**

Medicaid Health Quality Assurance (complaints
about services)
2295 Victoria Avenue
Ft. Myers, FL
239.338.2366 or 888.419.3456

Lee County

Cape Coral, Lehigh Acres, North & East Ft.
Myers
1940 Maravilla Avenue
Ft. Myers, FL
239.334.0222

Central, South Ft. Myers & Collier County
2295 Victoria Avenue
Ft. Myers, FL
239.338.1370

To Become a Medicaid Waiver Provider
2295 Victoria Avenue
Ft. Myers, FL
239.338.1370

Public Intermediate Care Facility

Gulf Coast Center
5820 Buckingham Road
Fort Myers, FL
239.690.3600

To Apply for Medicaid State Plan Services (Intake and Eligibility)

Charlotte County

19500 Toledo Blade Boulevard, Suite 100
Port Charlotte, FL
941.613.2000

Collier County

750 South 5th Street
Immokalee, FL
239.867.3300

Glades and Hendry Counties

215 S. Francisco Street
Clewiston, FL
863.902.3850

Lee County

4150 Ford Street
Ft. Myers, FL
239.936.5000



Area 9 Palm Beach

AREA ADMINISTRATION

Area Administrator

Gerard C. Driscoll
561.837.5564
gerry_driscoll@apd.state.fl.us

Area Quality Leader

Frank Houston
561.837.5564
frank_houston@apd.state.fl.us

Choice Counseling Coordinator

Natasha Reeder
561.837.5564
natasha_reeder@apd.state.fl.us

Consumer Directed Care + Coordinator

Natasha Reeder
561.837.5564
natasha_reeder@apd.state.fl.us

Waiver Coordinator

Natasha Reeder
561.837.5564
natasha_reeder@apd.state.fl.us

APPLICATION FOR SERVICES

To Apply for APD Services (Intake / Eligibility)

111 South Sapodilla Avenue, Suite #204
West Palm Beach, FL
561.837.5564

To Apply for the DD Waiver

111 South Sapodilla Avenue, Suite #204
West Palm Beach, FL
561.837.5564

Advocacy & Assistance

Family Care Council
Maryellen Jones, Chairperson
561.756.3576
westorth@aol.com

To Become a Medicaid Waiver Provider

111 South Sapodilla Avenue, Suite #204
West Palm Beach, FL
561.837.5564

Agency for Health Care Administration (AHCA)

Medicaid Health Quality Assurance (complaints
about services)
1655 Palm Beach Lakes Blvd., Bldg. C, Suite 300
West Palm Beach, FL
561.616.5255



Area 10 Broward

AREA ADMINISTRATION

Area Administrator

Martha L. Martinez
954.467.4218
martha_martinez@apd.state.fl.us

Area Quality Leaders

Bonnie Florom
954.713.1275
Bonnie_florom@apd.state.fl.us

Choice Counseling Coordinator

Bob Wessels
954.713.1273
Robert_wessels@apd.state.fl.us

David Gillis – (AQL in training)
954.467.4226
David_gillis@apd.state.fl.us

Consumer Directed Care + Coordinator

Don Winterstein
954.767.5009
Donald_winterstein@apd.state.fl.us

Waiver Coordinator

Pam Romack
954.713-3251
Pamela_romack@apd.state.fl.us

APPLICATION FOR SERVICES

To Apply for APD Services (Intake / Eligibility)

Gwendolyn Reynolds
201 W. Broward Boulevard, Suite 306
Ft. Lauderdale, FL
954.467.4377

To Apply for the DD Waiver

201 W. Broward Boulevard, Suite 306
Ft. Lauderdale, FL
954.467.4377

Advocacy & Assistance

Family Care Council
Jean Sherman, Co-Chairperson
Belkis Almeida, Co-Chairperson
954.468.2747
info@fccbroward.org

To Become a Medicaid Waiver Provider

Yvonne Roberts
201 W. Broward Boulevard, Suite 306
Ft. Lauderdale, FL
954.467.4203

Agency for Health Care Administration (AHCA)

Medicaid Health Quality Assurance (complaints about services)
1400 W. Commercial Blvd., Suite 110
Ft. Lauderdale, FL
954.202.3200

To Apply for Medicaid State Plan Services (Intake and Eligibility)

1400 W. Commercial Blvd., Suite 160
Ft. Lauderdale, FL
954.202.3200



**Area 11
Dade and Monroe**

AREA ADMINISTRATION

Area Administrator

Evelyn Alvarez
305.349.1478
evelyn_alvarez@apd.state.fl.us

Area Quality Leader

Kirk Ryon
305.377.7436
kirk_ryon@apd.state.fl.us

Choice Counseling Coordinator

Vacant (Contact Evelyn Alvarez)
305.349.1478
evelyn_alvarez@apd.state.fl.us

Consumer Directed Care + Coordinator

Hillary Jackson
305.808.6251
hillary_jackson@apd.state.fl.us

Waiver Coordinator

Hillary Jackson
305.808.6251
hillary_jackson@apd.state.fl.us

APPLICATION FOR SERVICES

To Apply for APD Services (Intake / Eligibility)

401 NW 2nd Avenue S., Tower # 811
Miami, FL
305.349.1478

To Apply for the DD Waiver

401 NW 2nd Avenue S., Tower # 811
Miami, FL
305.349.1478

Advocacy & Assistance

Family Care Council
Margarita Montalvo, Chairperson
305.378.1336 or 305.234.8382
jotrek9@bellsouth.net

To Become a Medicaid Waiver Provider

401 NW 2nd Avenue S., Tower # 811
Miami, FL
305.377.7133

Agency for Health Care Administration (AHCA)

Medicaid Health Quality Assurance (complaints about services)
8355 NW 53rd Street, 1st Floor
Miami, FL
305.499.2165 or 888.419.3456



To Apply for Medicaid State Plan Services (Intake and Eligibility)

Dade County

401 NW 2nd Avenue N-721
Miami, FL
305.377.5590

12195 Quail Roost Drive
Building 2
Miami, FL
305.252.4478

Monroe County

1111 12th Street
Key West, FL
305.293.1684

2796 Overseas Highway
Marathon, FL
305.289.2396

88539 Overseas
Highway
Tavernier, FL
305.853.3246

**Area 12
Flagler and Volusia**

AREA ADMINISTRATION

Area Administrator

Edwin De Bardeleben
386.947.4026
edwin_debardeleben@apd.state.fl.us

Area Quality Leader

Sandra Mills
386.947.1937
Sandra_mills@apd.state.fl.us

Choice Counseling Coordinator

Dylan Gale
386.238.4607
Dylan_gale@apd.state.fl.us

Consumer Directed Care + Coordinator

Leslie Richards
386.226.0206
Leslie_Richards@apd.state.fl.us

Waiver Coordinator

Leslie Richards
386.226.0206
leslie_richards@apd.state.fl.us

APPLICATION FOR SERVICES

To Apply for APD Services (Intake / Eligibility)

201 N. Palmetto Avenue, Suite 312
Daytona Beach, FL
386.238.4607

Advocacy & Assistance

Family Care Council
Phillip Pearson, Chairperson
386.445.1288
Ppearson1@mindspring.com

To Apply for the DD Waiver

201 N. Palmetto Avenue, Suite 312
Daytona Beach, FL
386.238.4607

**Agency for Health Care Administration
(AHCA)**

Medicaid Health Quality Assurance
(complaints about services)
21 N. Davis Street, Building 1, Suite 160
Jacksonville, FL
904.353.2100 ext. 212 or 888.419.3456

To Become a Medicaid Waiver Provider

201 N. Palmetto Avenue, Suite 312
Daytona Beach, FL
386.238.4607



To Apply for Medicaid State Plan Services (Intake and Eligibility)

	Volusia County	Flagler County
201 N. Palmetto Avenue Daytona Beach, FL 386.238.3100	1430 S. Dixie Freeway New Smyrna Beach, FL 386.424.2088	105 S. Bacher Street Bunnell, FL 386.437.7330
342B New York Ave Deland, FL 386.822.6167	767 Ft. Smith Boulevard Deltona, FL 407.860.7100	
Putnam County 600 College Road Palatka, FL 386.329.3668	St. Johns County 1955 U.S. Highway 1 St. Augustine, FL 904.825.5009	

Area 13
Citrus, Hernando, Lake, Marion and Sumter

AREA ADMINISTRATION**Area Administrator**

John Pridham
352.330.2759
john_pridham@apd.state.fl.us

Area Quality Leader

Brenda Stevens
352.330.2729
brenda_stevens@apd.state.fl.us

Choice Counseling Coordinator

Wayne Perry
352.330.2736
wayne_perry@apd.state.fl.us

Consumer Directed Care + Coordinator

Elizabeth Olshewsky
352.330.2750
elizabeth_olshewsky@apd.state.fl.us

Waiver Coordinator

Candise Beil
352.330.2737
candise_beil@apd.state.fl.us

APPLICATION FOR SERVICES**To Apply for APD Services (Intake / Eligibility)**

1601 W. Gulf-Atlantic Highway
Wildwood, FL
352.330.2749

To Apply for the DD Waiver

1601 W. Gulf-Atlantic Highway
Wildwood, FL
352.330.2749

Advocacy & Assistance

Family Care Council
Betty Kay Clements, Chairperson
352.753.1163
cbettykay@aol.com

To Become a Medicaid Waiver Provider

1601 W. Gulf-Atlantic Highway
Wildwood, FL
352.330.2749



Agency for Health Care Administration (AHCA)
Medicaid Health Quality Assurance (complaints about services)
5700 SW 34th Street, Suite 1120
Gainesville, FL
352.955.3070 or 888.419.3456

To Apply for Medicaid State Plan Services (Intake and Eligibility)

Citrus County
2315 Highway 41 N.
Inverness, FL
352.860.5089

Marion County
21 N. Magnolia Ave.
Orleans Bldg. – First Floor
Ocala, FL 34475
352.620.3197

Hernando County
661 S. Broad Street
Brooksville, FL
352.544.5164

Lake County
1300 Duncan Drive
Tavares, FL
352.742.6069

Sumter County
1601 W. Gulf-Atlantic Highway
Wildwood, FL
352.330.2753

Area 14
Hardee, Highlands and Polk

AREA ADMINISTRATION

Area Administrator

Eric Olsen
863.413.3379
eric_olsen@apd.state.fl.us

Area Quality Leaders

Art Ciesla
863.413.3374
art_ciesla@apd.state.fl.us

Choice Counseling Coordinator

Carla Bettis
863.413.3359
carla_bettis@apd.state.fl.us

Waiver Coordinators

Ashley Cole
863.413.3365
ashley_cole@apd.state.fl.us

Consumer Directed Care + Coordinator

Linda Gibson
863.413.3367
linda_gibson@apd.state.fl.us

Connie Miller
863.413.3390
connie_miller@apd.state.fl.us

APPLICATION FOR SERVICES

To Apply for APD Services (Intake / Eligibility)

200 North Kentucky Avenue, Suite 422
Lakeland, FL
863.413.3360

To Apply for the DD Waiver

200 North Kentucky Avenue, Suite 422
Lakeland, FL
863.413.3360

Advocacy & Assistance

Family Care Council
Laura Tacinelli, Chair
863.815.1163
Gtacinel@tampabay.rr.com
Pete Wesley, Vice Chairperson
863.682.2578
mjohnandpete@aol.com

To Become a Medicaid Waiver Provider

200 North Kentucky Avenue, Suite 422
Lakeland, FL
863.413.3360



Agency for Health Care Administration (AHCA)
Medicaid Health Quality Assurance (complaints about services)
6800 N. Dale Mabry, Suite 200 C
Tampa, FL
813.871.7800 or 888.419.3456

To Apply for Medicaid State Plan Services (Intake and Eligibility)

Highlands County
930 SE Lakeview Drive
Sebring, FL
863.382.2141

Polk County
4720 Old Highway 37 1711 E. Hinson Avenue
Lakeland, FL Haines City, FL
863.619.4236 863.421.3216

Area 15
Indian River, Martin, Okeechobee and St. Lucie

Area Administration

Area Administrator
Peter Karlan
772.468.4080

peter_karlan@apd.state.fl.us

Area Quality Leader
Peter Karlan
772-429-2054

peter_karlan@apd.state.fl.us

Choice Counseling Coord
Peter Karlan 772-468-4080

peter_karlan@apd.state.fl.us

Consumer Directed Care + Coord
Noreen Ruffolo 772-467-4173

Noreen_ruffolo@apd.state.fl.us

Family & Supported Living Waiver Coord
Sandra Cain 772-468-3827

Sandra_cain@apd.state.fl.us

APPLICATION FOR SERVICES

To Apply for APD Services (Intake / Eligibility)

337 N US Highway 1 Suite 328
Ft. Pierce, FL 34950
772.468.4080

To Apply for the DD Waiver

337 N US Highway 1 Suite 328
Ft. Pierce, FL 34950
772.468.4080

Advocacy & Assistance
Family Care Council
Todd Decker, Chairperson
772.468.4080
toddddecker@comcast.net

To Become a Medicaid Waiver Provider
337 N US Highway 1 Suite 328
Ft. Pierce, FL 34950
772.468.4080

Agency for Health Care Administration (AHCA)
Medicaid Health Quality Assurance (complaints about services)
1710 E. Tiffany Drive
West Palm Beach, FL
772.4881.5080 or 888.419.3456

To Apply for Medicaid State Plan Services (Intake and Eligibility)

**Indian River
County**
1900 27th Street
Vero Beach, FL
772.770.6786

**Okeechobee
County**
1699 NW 9th
Avenue
Okeechobee, FL
863.595.1341

Martin County
821 Martin Luther King, Jr.
Blvd
Stuart, FL
772.223.2574

St. Lucie County
337 N US
Highway 1 Suite
328
Ft. Pierce, FL
34950
772.468.4080



Local Advocacy Councils

Individuals are eligible for help from a local advocacy council if they are a client of a state agency and have not received a program or a service to which they are entitled, have been abused or neglected or have been denied rights. **Toll free number for local councils 800.342.0825**

Service Area 1

Escambia, Santa Rosa,
Okaloosa, Walton Counties

sacsa1@myflorida.com

Edna Bassett,
850.595.8215

Service Area 2

Holmes, Washington, Bay,
Gulf, Calhoun, Jackson
Counties

Sacsa2@myflorida.com

Sara Parramore,
850.488.9875

Service Area 3

Gadsden, Liberty, Franklin,
Wakulla, Leon, Jefferson
Counties

sacsa3@myflorida.com

Sara Parramore, 850.488.9875

Service Area 4

Dixie, Taylor, Lafayette,
Suwannee, Madison,
Hamilton, Columbia
Counties

sacsa4@myflorida.com

Sara Parramore or Donna
Jordan, 850.488.9875 or
850.955.5021

Service Area 5

Alachua, Duval Counties

Sacsa5@myflorida.com

Timothy Ring, 904.727.5323

Service Area 6

Volusia County

sacsa6@myflorida.com

Brenda Williams, 386.380.3175

Sumter County

sacsa6@myflorida.com

Renea Marcano, 352.330.2177
ext. 6150

Service Area 7

Brevard, Orange, Osceola,
Seminole Counties

sacsa7@myflorida.com

Jennifer Gibson,
321.690.3450

Service Area 8

Polk, Hardee, Highlands
Counties

Sacsa8@myflorida.com

Jetta Gardner, 863.619.4154

Service Area 9

Hillsborough, Manatee, Sarasota
Counties

sacsa@myflorida.com

Rachel Kirkbride, 813.558.5790

Service Area 10

Pasco, Pinellas Counties

sacsa10@myflorida.com

Rachel Kirkbride,
813.558.5790

Service Area 11

Indian River, St. Lucie,
Okeechobee, Martin
Counties

Sacsa11@myflorida.com

Ellen Higginbotham,
772.467.4176

Service Area 12

Palm Beach County

sacsa12@myflorida.com

Marilyn Munoz, 561.837.5688 or
5689



Service Area 13
Broward County

sacsa13@myflorida.com

Penina Popper,
954.713.3071

Service Area 14
Dade, Monroe Counties

Sacsa14@myflorida.com

Luis Laboy, 305.349.1320

Service Area 15
Collier, Lee, Hendry, Glades,
Charlotte Counties

sacsa15@myflorida.com

Eileen Wickeri, 239.338.1436

Florida Statewide Advocacy Council
2727 Mahan Drive, MS-57
Tallahassee, FL 32308
850.488.6173

Medicaid Area Offices

Florida Agency for Health Care Administration (AHCA)

Area 1

Escambia, Santa Rosa, Okaloosa and Walton
Counties

160 Governmental Center, Suite 510
Pensacola, FL
850.595.5700

Area 2A

Bay, Franklin, Gulf, Holmes, Jackson, and
Washington Counties

651-K West 14th Street
Panama City, FL
850.872.7690

Area 2B

Calhoun, Gadsden, Jefferson, Leon, Liberty,
Madison, Taylor and Wakulla Counties

Area 4

Baker, Clay, Duval, Flagler, Nassau, St.
Johns and Volusia Counties

921 North Davis Street, Building A
Suite 160
Jacksonville, FL
904.353.2100

Area 3A

Alachua, Bradford, Columbia, Dixie,
Gilchrist, Hamilton, Lafayette, Levy, Putnam,
Suwanee and Union Counties

14101 Northwest Highway 441, Suite 600
Alachua, FL
386.418.5350

Area 3B

Citrus, Hernando, Lake, Marion and Sumter
Counties

2441 West Silver Springs Boulevard
Ocala, FL
352.732.1349

2002 Old St. Augustine Road, Building D
Room 194
Tallahassee, FL
850.921.8474

Area 8

Charlotte, Collier, Desoto, Glades, Hendry,
Lee and Sarasota Counties

2295 Vicotria Avenue, Room 309
Ft. Myers, FL
239.338.2620



Area 5

Pasco and Pinellas Counties

525 Mirror Lake Drive North, Suite 510
St. Petersburg, FL
727.552.1191

Area 6

Hardee, Highlands, Hillsborough, Manatee
and Polk Counties

6800 North Dale Mabry Highway, Suite 220
Tampa, FL
813.871.7600

Area 7

Brevard, Orange, Osceola and Seminole
Counties

400 West Robinson Street,
Hurston South Tower, Suite S 309
Orlando, FL
407.317.7851

Area 9

Indian River, Martin, Okeechobee, Palm
Beach and St. Lucie Counties

1655 Palm Beach Lakes Blvd.
Bldg. C, Suite 300
West Palm Beach, FL
561.616.5255

Area 10

Broward County

1400 West Commercial Boulevard
Suite 110
Ft. Lauderdale, FL
954.202.3200

Area 11

Dade and Monroe Counties

8355 Northwest 53rd Street, 2nd Floor
Manchester Building
Miami, FL
305.499.2000





A caregiver checks on an APD customer in an agency-licensed group home in Fort Walton Beach.

Section II

Agency Introduction

Agency Introduction

The Agency for Persons with Disabilities (APD) serves as Governor Charlie Crist's lead agency on disability issues. **Jane Johnson** was appointed Director by Governor Crist in April 2007 to guide the agency. Johnson is a member of the Governor's Commission on Disabilities and also serves as a member of the Children and Youth Cabinet and the Developmental Disabilities Council.

The agency has 14 Area Offices that provide services to clients. Through these offices, APD serves about 35,000 people with developmental disabilities each year. More than 25,000 people receive services through the Developmental Disabilities Medicaid (DD-HCBS) waiver. This waiver provides 28 medically necessary services. About 6,000 people receive services through the Family and Supported Living (FSL) waiver. This waiver provides 13 services to assist the individual with living and working in their local community.

Although the agency typically provides services through the waivers, some services are paid for through the Individual and Family Support (IFS) funding for people with a qualifying developmental disability who are on the waiting list for waiver services. These funds also can be used for one-time needs. The agency also has three regional campuses serving approximately 866 people with developmental disabilities. APD also serves people accused of crimes but found incompetent to proceed to trial through its Mentally Retarded Defendant Program. More than 230 people are in the forensic program.

Florida's Agency for Persons with Disabilities is instrumental in having the Governor and Cabinet declare October as Disability Employment Awareness Month and October 1-15 as Disability Awareness and History Weeks. APD is also part of the statewide Disability Mentoring Day committee. During this event, held on the third Wednesday of October, APD employees around the state match students and job seekers with disabilities with employers to help the young people decide their future careers. Additionally, APD employee Chip Wilson serves as the statewide Disability Coordinator for the state's Emergency Operations Center to help people with disabilities during disasters.

AGENCY HISTORY

The Agency for Persons with Disabilities became a separate agency from the Department of Children and Families (DCF) in October 2004. Prior to that time, it was the Developmental Disabilities Program within DCF. APD is tasked with serving the needs of Floridians with developmental disabilities. Chapter 393, Florida Statutes, is the enabling legislation authorizing APD to provide services to persons with the developmental disabilities of autism, mental retardation, cerebral palsy, spina bifida, and Prader-Willi syndrome.



THE AGENCY'S GUIDING PRINCIPLES

Agency Vision

The Agency for Persons with Disabilities will be a national leader in effectively and efficiently supporting people with developmental disabilities to be valued, included, and contributing members of their communities.

Agency Mission

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

Agency Values

The Agency for Persons with Disabilities recognizes the importance of these values:

- *Quality* where we are committed to the highest standards in humans services and as an agency we strive for continued growth and improvement;
- *Integrity* where we are true to high standards and ideals that are morally and ethically honest, while providing an environment of dignity and respect for others;
- *Accountability* whereby we are personally responsible and committed to meeting the agency's mission and vision of reliable, efficient, and effective work for the individuals to whom we provide services;
- *Commitment* to self-direction and choice for individuals with developmental disabilities;
- *Teamwork* whereby participation, involvement and open communication are encouraged and expected in an atmosphere that fosters cooperation, conflict resolution, flexibility, support and developing consensus;
- *Innovation and Creativity* in finding strategies, support and services in serving individuals; and
- *Dedication* to serving our clients.

DEVELOPMENTAL DISABILITIES SERVED BY APD

The agency provides a comprehensive range of services for persons three years of age or older with a diagnosis of spina bifida, autism, cerebral palsy, mental retardation, or Prader-Willi syndrome.

Spina Bifida – a divided backbone or spine. When a person has spina bifida, the spine and the cord inside the spine do not grow the way most spines grow. Normally, the spinal cord carries messages from the brain to other parts of the body. But when a person has spina bifida, the spinal cord does not carry all of the messages to the rest of the body.

Autism – a condition characterized by impairment in social interactions and communication abilities and unusual or restricted ranges of play and interest. Autism results in social isolation and varying degrees of abnormal behaviors.

Cerebral Palsy (CP) - "Cerebral" refers to the brain. "Palsy" means the movement of muscles in a way that the person cannot control. It involves a group of motor disabilities that arise because of injury to the developing brain before or during birth or during the first year of life. These motor disabilities do not get worse over time. Cerebral palsy keeps the brain from communicating necessary tasks to the rest of the body.

Mental Retardation – a significant limitation in functioning related to subaverage intelligence, manifested prior to the age of 18. People who have mental retardation may learn more slowly than other people and may need assistance in areas like communication, self-care, self-direction, health and safety, leisure, work, and functional academics. While the term is still clinically correct, "intellectual disability" is becoming the preferred nomenclature.

Prader-Willi Syndrome - an inherited condition characterized by a severe lack of muscle tone and failure to thrive, present in early infancy. Later on, an excessive drive to eat usually leads to significant weight problems. Obsessive-compulsive behaviors and difficulty with social interactions are often present. People with Prader-Willi syndrome are usually shorter than average with small hands and feet. They typically have mild mental retardation.

Risk of Developing a Developmental Disability

All of the causes of developmental disabilities are not known. Most developmental disabilities are present at birth but may not be recognized and identified at that time.

Children age three through five who are at high risk for a developmental disability are also eligible for services, but in order to keep receiving services after age five, the person must have a specific diagnosis of one of the five developmental disabilities listed



above. Children with special needs up to age three are served by Children's Medical Services in the Department of Health. Additional eligibility requirements must be met for some services.

It is not always easy to tell if a baby has a developmental disability. However, a child who does not crawl, walk, or talk at the same age as most other children may be considered a child at risk of later diagnosis of a developmental disability. In Florida, children from birth to five years who are at high risk of developing a developmental disability may receive services from two agencies. The Department of Health, Division of Children's Medical Services, serves children from birth through 21 years of age and the Agency for Persons with Disabilities serves children who are three years of age and older.

In order to continue to be served by the Agency for Persons with Disabilities beyond the age of five, children must have a confirmed diagnosis of one of the five previously noted disability categories authorized by Chapter 393, Florida Statutes.

APD works in partnership with local communities and private providers to identify needs and assist people who have developmental disabilities and their families.

Applying for Services

Persons wanting to apply for services may do so at any time by completing the Application Form available online at apd.myflorida.com/customers/docs/APDF-10-007-application-for-services.pdf and forwarding it to their local APD Area Office. While the application form is available online, it cannot be submitted online. An appointment may be made at the local APD Area Office to submit the application.

During this process of determining eligibility, APD employees review personal information in order to determine if the person meets certain criteria. People found ineligible are given information to assist them in identifying other governmental benefits to consider, as well as some useful planning materials. If the person is determined to be eligible for services, the individual is provided information related to service options from APD to assist them in decision making.

FUNDING OVERVIEW

The agency's current operating budget for FY 2007-2008 is approximately \$1.2 billion with 3,703 permanent employees. The number of persons with disabilities served through the agency's two Medicaid waiver programs is more than 31,000 individuals as of July 1, 2007.

Each year, the Florida Legislature determines what portion of the state's budget will be used to fund APD. APD receives funding from the state of Florida (General Revenue funds) and matching funds from the federal government. The General Appropriations Act specifies how much of the General Revenue funds are to be matched with federal



Medicaid waiver funds. Currently, that match is approximately 59 cents on every dollar. A small portion of General Revenue dollars, called Individual and Family Support (IFS) funding, is set aside to provide some supports and services for people with developmental disabilities who do not qualify for the agency's Medicaid waivers or may be on the waiting list for services.

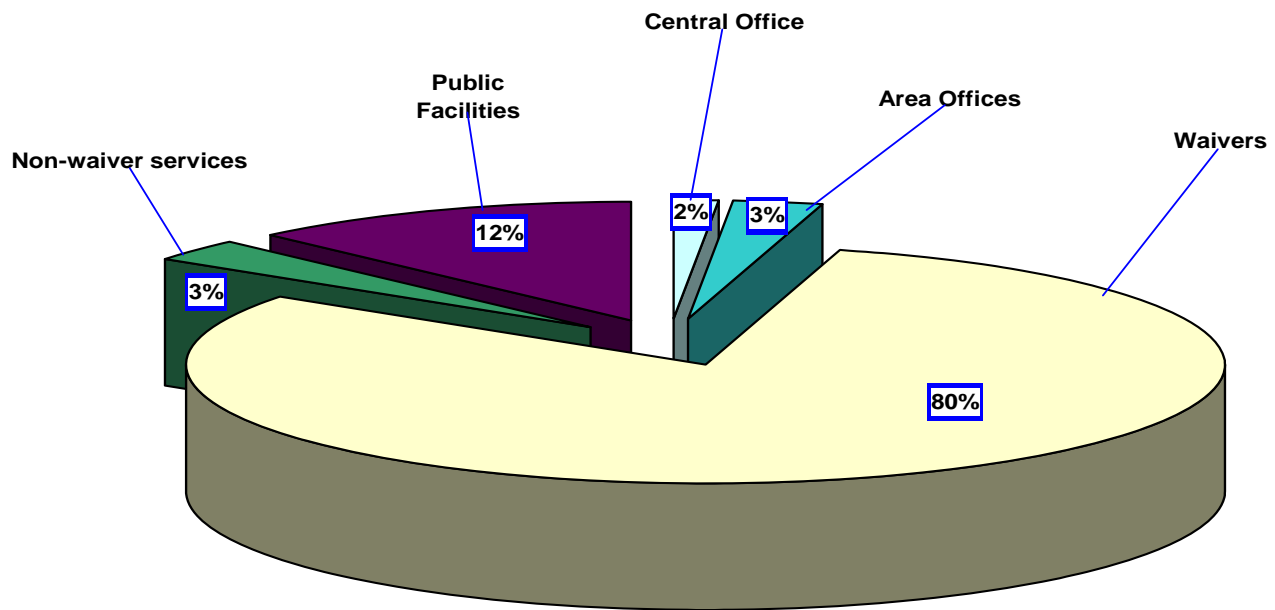
The table below reflects the agency's budget by major function for Fiscal Year 2007-2008.

Function	Amount
Central Office	\$ 18,198,967
Area Offices	\$ 32,517,029
Waivers	\$ 961,599,474
Non-waiver services	\$ 33,746,189
Developmental Disabilities Public Facilities	\$ 146,992,829
Total Budget	\$1,193,054,488

The chart on the following page reflects the percentage of the agency budget each major function is allocated for Fiscal Year 2007-2008.

Special Note: Data contained in this publication are not in final form. As data are entered and audits of data are conducted, corrections in data entry are made that may result in changes to the data provided in this publication. For this reason, the data reported here must be considered only as snapshots of data summaries at a given point in time, and thus subject to change. If you have a need for statistics that have been verified for accuracy, please contact the agency.

FY 2007-2008 Appropriations by Major Function





Mark Stephens, a resident of APD's Tacachale Center in Gainesville, receives dental services.

Section III

Organization

Organization

The Agency for Persons with Disabilities is organized into a Central Office, 14 Area Offices, three Developmental Disability Centers (DDCs), and the Mentally Retarded Defendant Program Secure Facility (MRDP). The Area Offices are responsible for the daily operations and oversight of services in their geographic areas. The Area Offices, centers, and MRDP report to the Central Office.

CENTRAL OFFICE

The Central Office is responsible for statewide oversight of all developmental disabilities services and provides technical assistance to Area Offices and centers. The Central Office represents the agency during the legislative session and coordinates Legislative Budget Requests and substantive legislation. The Central Office also coordinates the flow of information to the Governor's Office, legislative offices, and other governmental entities. The Central Office works closely with advocacy groups and other community groups to address the needs of individuals with developmental disabilities.

The Central Office consists of the following divisions, each headed by a Deputy Director that reports to the Director:

- Division of Operations
- Division of Budget and Planning

Each of these divisions is made up of various bureaus. The divisions and bureaus are described throughout this section.

In addition to the two divisions within the Central Office, the following offices also report to the Director:

Communications – This office is responsible for media relations and correspondence. Communications is also responsible for internal and external communication about APD.

General Counsel – This office is responsible for addressing the legal needs of the agency.

Inspector General – This office is responsible for investigating allegations of improper activity within the agency. The Audit Unit is also part of this office.

Legislative Affairs – This office is responsible for coordinating the agency's legislative efforts. The unit also functions as the primary lobbyist for APD.



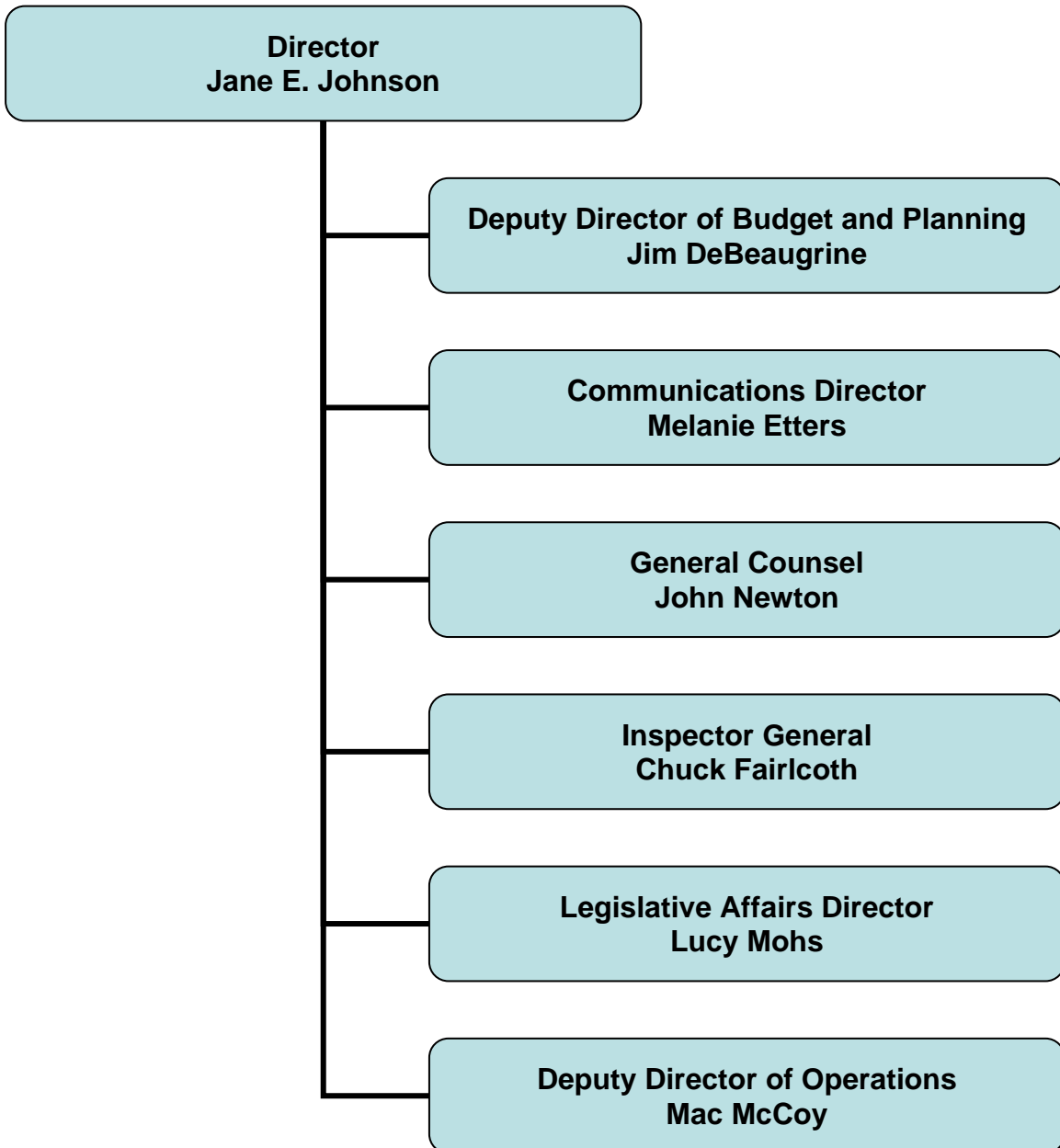


agency for persons with disabilities

State of Florida

CENTRAL OFFICE ORGANIZATION TABLE

Functional organization chart
October 2007



DIVISION OF OPERATIONS

The Operations Division is responsible for daily operations and oversight of programs and services statewide. The division develops policies and procedures, and also develops and implements training. The Operations Division consists of the Bureau of Community Development, Bureau of Residential and Clinical Support, the Bureau of Home and Community Based Services, and the Agency's Area Offices.

Bureau of Community Development

The Community Development Bureau provides essential policy, procedures, and oversight of community programs. The Bureau includes the oversight of operations regarding APD eligibility and waiver eligibility, waiver waitlist, crisis waiver enrollment, support coordination, needs assessment and support planning, Family Care Council, self advocacy, employment, guardianship, and services for individuals who are not eligible for waiver services but whose services are funded by the Individual and Family Support budget entity. The bureau provides programmatic and technical support to the area offices, providers, self advocates, and families to ensure the policies and procedures are focused on individualized supports and services for people who have developmental disabilities. The bureau also oversees the training and education for key philosophies and values of the agency to include provider training, client education and training, and other training and research oriented activities. The bureau oversees the operations of the Consumer Directed Care Plus (CDC+) program.

The responsibilities of the functional units of this bureau are described in the following segments.

Individual and Family Supports Unit – This unit oversees the application and eligibility processes for APD to include policy development and technical assistance to Area Offices. It oversees and implements client waiver enrollment for DD/HCBS and FSL waivers, including maintenance of the waiver wait list. The unit oversees and implements the support coordination system, including support coordination provided under the waiver programs and support coordination services provided for individuals not enrolled in waiver programs. It oversees and implements policies and procedures for services provided through funding in the Individual and Family Support (IFS) services category. These services generally are provided to individuals who are waiting for waiver services or for individuals who will not be eligible for a waiver program. The unit coordinates and acts as liaison with the Family Care Councils that are established in each APD service area to ensure program initiatives are implemented with input and assistance from the councils. The unit deals with transition issues for students currently of school age who will transition to adult life and community living. It does support and liaison work with self-advocates to provide training and education to individuals receiving services to encourage self-determination and self-advocacy. The unit also oversees the needs assessment process.



Consumer Directed Care Unit – This unit oversees and operates the Consumer Directed Care Plus (CDC+) Waiver to include all policy, training, technical assistance to clients and Area Offices. CDC+ is an innovative, cost-saving approach to waiver services that gives control to clients or their representatives.

Training, Research and Supported Employment Unit – This unit oversees and implements employment supports for individuals to include supported employment, benefits planning with Social Security and Medicaid eligibility, and other supports needed to ensure individuals can obtain and maintain employment. It develops and coordinates training and informational resources including the Direct Care Core Competency Training for increasing the knowledge and competency of direct care providers, and the Navigating the Developmental Disabilities Program: You're the Driver initiative that provides information about APD to clients and families. This unit also develops and oversees the statewide training needs of agency and provider staff. In addition to training programs already mentioned, this includes supported employment, legal rights, and choice counseling. Course types include self-paced, classroom, and Web-based. The unit also coordinates and oversees all supported employment initiatives, including liaison work with Vocational Rehabilitation, Department of Education, and the Agency for Health Care Administration.

Bureau of Residential and Clinical Supports

The Residential and Clinical Supports Bureau provides statewide coordination and technical assistance relating to clinical services for the Area Office behavior analysts and medical case managers. This includes such services as intensive behavioral placement, nursing, and residential habilitation. In addition, the bureau is responsible for the development of uniform policies and procedures pertaining to the licensing and ongoing monitoring and oversight of over 1,500 residential facilities across the state, licensed by the APD to serve persons with developmental disabilities.

The bureau is responsible for the oversight and direct supervision of the Developmental Disability Centers (DDCs). Residential and Clinical Supports also oversees and coordinates the APD forensic programs, which are housed in three of the centers. The bureau contains the functional units described as follows.

Behavior Analysis Unit – This unit establishes, maintains and deploys policy and rule related to standards of practice for management of client behavior served by the agency and its provider community, as set forth in FAC 65G-4. It ensures provider adherence to policy and rule, including the tracking of seclusion and restraint use statewide, as set forth in Chapter 393, F.S. The unit manages and tracks Intensive Behavior and Behavior Focused clients, providers and their service rates. The unit develops standardization of Behavioral Services statewide to ensure consistency of expectations for programmatic materials, how behavioral programs are reviewed by the Local Review Committee, how provider agencies are monitored and professional development deployed locally. It promotes consistency and humane application of behavioral services across state facilities, including forensic facilities, as well as continuity of



behavioral services as individuals are transitioned to the community, through process improvement and the establishment and sharing of best practice guidelines. The unit provides clinical, operational, and administrative support to Area Behavior Analysts to reinforce the professional practice of behavior analysis and ensure the continuity of services statewide. It serves as a liaison between the Medicaid Waiver Pre-Service Authorization agencies and the Area Administrators, Area Behavior Analysts, and residential service providers. The unit provides oversight for specialized behavioral service providers including the Peer Review Committee, the University of Florida Center for Self-Injury, the Comprehensive Treatment and Education Program, Carlton Palms: Behavioral and Medical/Behavioral Services, requiring coordinated use of costly or limited resources. It plans for the development and recruitment of additional Behavior Analysts and residential providers to address burgeoning demands statewide for services to meet the needs of special populations, including at-risk children from the Child Welfare system and forensics. The unit also consults within APD's Central Office, field offices, community partners and clients to address concerns related to eligibility, behavioral service needs for unique populations, service quality, as well as general client and provider concerns.

Residential Services and Nursing Unit – This unit plans, develops, and assists in the implementation of statewide standards for health care in Developmental Disability Centers, intermediate care facilities for persons with developmental disabilities, and residential facilities for individuals under all waivers in accordance with state and federal regulations and professional guidelines. It develops uniform policies and procedures pertaining to the licensing and ongoing monitoring of all group homes, foster homes, and residential rehabilitation facilities. The unit also coordinates with area and regional personnel in medical case management to improve the quality of health care provided to all clients receiving agency services.

Developmental Disability Centers – The DDCs, also known as Developmental Disabilities Institutions (DDIs), serve 1,105 people as of June 30, 2007, (866 people in public ICF/DDs and 239 in the forensic component), with a staff of 3,067 employees and an approximately \$145 million operating budget. (These employee and budget figures include operations in the Central Office.) The DDCs provide administrative oversight of APD's forensic programs.

Bureau of Home and Community Based Services

The Home and Community Based Services Bureau provides essential rule development, policy, procedures and oversight of the Home and Community-Based Services waivers, currently including the Developmental Disabilities Waiver (DD waiver) and the Family and Supported Living Waiver (FSL waiver). The bureau is responsible for development and implementation of the new tiered waiver system and will take the lead on implementing an individualized budget system for waiver participants. APD is waiting for authorization for bureau status for this entity. Because it functions as a bureau, it is described as such in this publication. It includes key program areas as described below.



Quality Management Unit – This unit provides oversight to ensure that Area Offices implement quality management systems using the quality assurance data provided by the Delmarva Foundation, Area Offices, and other data resources to improve services. Unit functions include policy development, interpretation and technical assistance related to implementation of the Home and Community-Based Services Waivers (HCBS waivers) and the *DD/HCBS Medicaid Coverage and Limitations Handbook*. The unit also develops and implements waiver provider rates in conjunction with the Agency for Health Care Administration (AHCA) and provider recoupment activities initiated by APD. It provides programmatic and technical support for the quality assurance entity (the Delmarva Foundation) contracted by AHCA for monitoring and review of waiver service delivery. As part of this function, the unit coordinates and staffs the state-level Interagency Quality Council (IQC), one of the oldest established state-level stakeholder groups, that is responsible for oversight of the quality assurance system. IQC is comprised of clients, families, AHCA and APD staff, and an advisory group made up of providers and advocacy organizations. The bureau has been awarded another three-year Federal Real Choice Systems Grant, effective October 1, 2007, that will target training for person-centered planning and the development of natural and community resources to decrease reliance on paid waiver support services.

Provider Enrollment and Prior Service Authorization Unit – This unit directs policy and technical assistance for area recruitment and enrollment of waiver providers to ensure provider capacity is addressed. The unit coordinates with the Agency for Health Care Administration on provider enrollment issues and assists with rule development for the enrollment process and provider qualifications. It contracts for and monitors the services of the contracted prior services authorization (PSA) entities that review and determine access to services for all individuals enrolled in the waiver program. This process ensures services are authorized in accordance with medical necessity and rule guidelines.

Supported Living and Housing Unit – This unit provides guidance, training, and technical assistance for supported living opportunities and settings under the waiver program and in independent living situations. It develops standards and rules for operational requirements for supported living and supported living coaching services, and it works with other state organizations on affordable housing issues and options.

Provider Relations Unit – This unit assists providers with billing issues resulting from claim denials or difficulty of providers to properly process billing for services provided. The unit provides training to Area staff, waiver support coordinators, and providers in billing processes and procedures, as well as operation of the agency's ABC system and FMMIS. It also provides updates to the billing code matrix and cost plan development guidelines. The unit currently has five positions out-posted in the Areas to provide this support and two positions located in the APD Central Office. Out-posted positions are located in Miami, West Palm Beach, Suncoast Region, Jacksonville, and Tallahassee.



Area Offices

APD's Area Offices are the primary points of contact for individuals receiving services. They are dedicated to assisting individuals to live as independently as possible in their communities.

There are 14 Area Offices throughout the state that are responsible for the local day-to-day operations of APD in each service area. Please see the state map in Section I, page 6, for a breakdown of each APD area, including the locations of APD Area Offices and the counties they serve. Information on how to contact the Area Offices is available in Section I - Contact Information.

The Area Program Administrators report directly to the Deputy Director of Operations in the Central Office. The Area Offices may have several locations in each service area in order to ensure easier access for individuals who apply for and receive services from APD. APD Area Office staff are the frontline for the agency for community-based services. Direct supervision of these offices by the Deputy Director for Operations provides essential accountability for the agency.

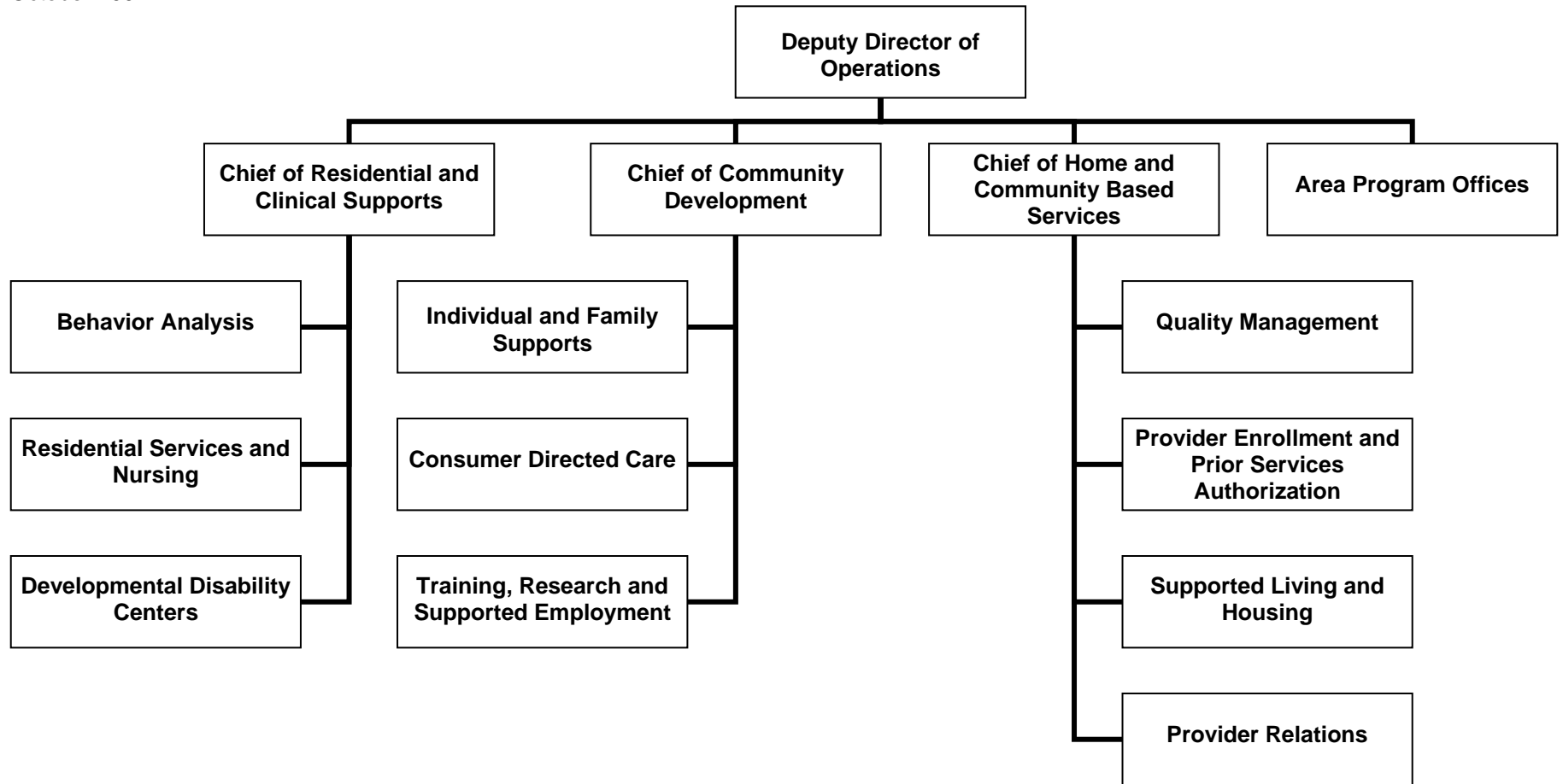
The Area Offices provide eligibility determinations for all individuals who apply for services. They also provide limited assistance to those people on the waitlist for waiver services. The Area Offices are responsible for providing technical assistance, training, and oversight of independent service providers, including waiver support coordinators, to ensure quality services are delivered. These offices enroll waiver and licensed residential providers and conduct regular monitoring of APD licensed facilities. The Area Offices work with the local court systems for competency evaluations and assistance with forensic services. They assist individuals with referrals to other state or local programs and services for which they may qualify. The Area Offices also are responsible for ensuring that all individuals served by the agency receive their medically necessary services.



agency for persons with disabilities

State of Florida

Functional Organization Chart
October 2007



DIVISION OF BUDGET AND PLANNING

The Budget and Planning Division is responsible for providing administrative, information technology, and data and research support to the agency. The division consists of the Bureau of Administrative Services, Bureau of Information and Technology, the Bureau of Financial Support Services, the Data and Research Unit and the Agency's Information Security Officer.

Bureau of Administrative Services

This bureau is responsible for preparing and requesting the agency's budget. It collects, prepares and reports financial information related to grants. It also provides Human Resources support with the assistance of the Department of Children and Families via interagency agreement to APD offices.

Bureau of Development and Information

This bureau is responsible for coordination and management of the Information Technology functions for the agency. DCF provides some IT support services via interagency agreement and service level agreement. The bureau also provides support for functions and services not covered by either agreement with DCF.

Bureau of Financial Support Services

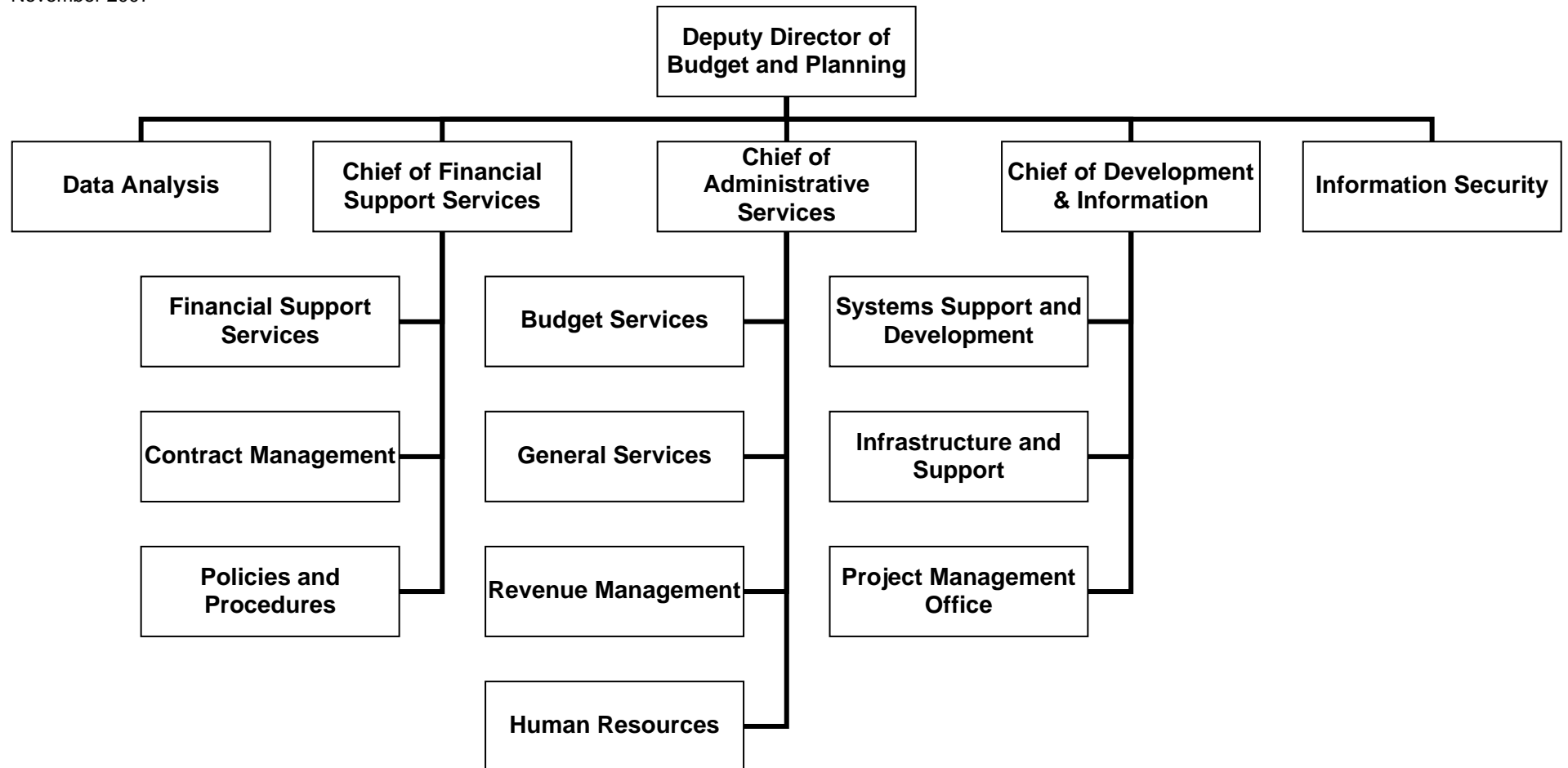
This bureau provides financial monitoring, compliance and procedures for the agency. DCF provides the majority of transactional support for contracting, procurement, invoice, and revenue processing via interagency agreement. The bureau provides oversight and technical assistance to all responsible for transactional processing of financial information.

Data Analysis Unit – This unit, which reports to the Division Director, prepares expenditure forecasts for the various waiver programs administered by the agency, tracks expenditure and service utilization trends, and responds to ad hoc information requests from other units within the agency, the Legislature, the Executive Office of the Governor, the media, and the general public. The unit also prepares monthly and quarterly reports that are posted on APD's Web site.

Information Security Officer – The officeholder, who reports to the Division Director, is responsible for various information security functions pursuant to s. 282.318, Florida Statutes.

BUDGET AND PLANNING ORGANIZATION TABLE

Functional organization chart
November 2007





APD customer Roddie Moreland of Jacksonville uses a DynaVox, a programmed voice box, to communicate.

Section IV

Programs

Programs

For an individual to become a customer of the Agency for Persons with Disabilities, a written application must be completed. This application for services may be initiated by a phone call from the person needing services, by a parent or guardian, or by visiting a local APD Area Office. After receipt of the application, an eligibility determination is conducted to see if the individual has a diagnosis of one of the five qualifying disabilities APD is authorized to serve. In the event an individual is determined eligible and funds are not available, APD maintains a waiting list for services.

ELIGIBILITY

Eligibility for services from the Agency for Persons with Disabilities (APD) is determined at two levels. The first determination is whether or not the individual is eligible for services based on criteria established by the Legislature. If the person chooses to receive waiver services and is eligible, the second determination is based on criteria established by Medicaid.

APD Eligibility

1. The individual must be a resident of the State of Florida.
2. The individual must either be:
 - A. over the age of three *and* have a diagnosis (before the age of 18) of autism, cerebral palsy, mental retardation, Prader-Willi syndrome, or spina bifida (as defined in Chapter 393, Florida Statutes), **OR**
 - B. between the ages of three and five years old *and* at high risk of developing a developmental disability (as defined in Chapter 393, Florida Statutes).

Information to determine APD eligibility includes evaluations that must have been completed by the appropriate professional before the person is 18 years old. The appropriate professional is:

- Mental Retardation: A psychologist
- Cerebral Palsy: A physician
- Autism: A psychiatrist or psychologist
- Spina Bifida: A physician
- Prader-Willi Syndrome: A physician

These evaluations may be pre-existing evaluations from health care organizations, educational records, or reports from other agencies. If no previous reports are available, the Agency for Persons with Disabilities will obtain the evaluation necessary to determine eligibility. During this process, it is important for the applicant to keep all appointments made by the Agency for Persons with Disabilities. If assistance is needed to keep an appointment, the agency staff will provide assistance.



Medicaid Waiver Eligibility

In order to be eligible for services under a Medicaid waiver program, the individual must meet the following criteria:

1. The individual must be eligible for Medicaid. The Department of Children and Families, Economic Self Sufficiency Office determines Medicaid eligibility. Most APD customers receive either Social Security Disability Income (SSDI) or Supplemental Security Income (SSI). In Florida, a person receiving SSI is automatically eligible for Medicaid. The Web site <http://best.ssa.gov> is an excellent resource to use for Medicaid. BEST stands for Benefit Eligibility Screening Tool and can be used to find out if the individual could be eligible for benefits from any of the programs Social Security administers.
2. The individual must be financially eligible for the Institutional Care Program (ICP) of the local Department of Children and Families Economic Self-Sufficiency program.
3. The individual must satisfy ICF/DD levels of need standards and have one of the following disability conditions:
 - A. Primary disability is mental retardation with an intelligence quotient (IQ) of 59 or less, **OR**
 - B. Primary disability is mental retardation with an intelligence quotient (IQ) of 60 to 69 inclusive; and the individual has at least one of the following handicapping conditions: ambulation deficits, sensory deficits, chronic health problems, behavior problems, autism, cerebral palsy, epilepsy, spina bifida, or Prader-Willi syndrome, **OR**
 - C. Primary disability is mental retardation with an intelligence quotient (IQ) of 60 to 69 inclusive; and the individual has severe functional limitations in at least three of the following major life activities: self-care, understanding and use of language, learning, mobility, self-direction, or capacity for independent living, **OR**
 - D. Eligible under the category of autism, cerebral palsy, spina bifida, or Prader-Willi syndrome and has severe functional limitations in at least three of the following major life activities: self-care, understanding and use of language, learning, mobility, self-direction, or capacity for independent living.

WAIVER ENROLLMENT

All individuals offered waiver enrollment must be eligible for APD and eligible for Medicaid. If the individual does not have Medicaid, then the person must complete the Medicaid eligibility process before waiver enrollment can be completed. Medicaid Eligibility Determination can take up to 90 days, depending on the complexity of the situation. However, the new DCF Web-based eligibility process does expedite the process in many cases. Some of the eligibility determinations must be made by the Social Security Office which requires additional time.

When APD has funding available for waiver enrollment, the agency offers waiver enrollment to those individuals who are on the waiver waitlist. The number of people to



be enrolled each year is dependent upon the legislative appropriations for each year. APD offers waiver enrollment to individuals in the order in which they were placed on the waitlist.

WAIT LIST

Since most people want to live in their community and funding does not allow APD to support everyone's needs, a wait list has been developed. The APD Central Office maintains a statewide wait list of individuals who have requested Home and Community Based Services (HCBS). Persons on the wait list are enrolled in the order they appear on the wait list. A person's position on the wait list is based on when Medicaid waiver eligibility was established. The only exceptions to this are individuals deemed to be in crisis and those children on the wait list who are from the child welfare system with an open case in the Department of Children and Family Services' statewide automated child welfare information system. These individuals are moved to the top of the list regardless of when they were determined eligible, as required by Chapter 393.

As of October 1, 2007, there were 15,912 individuals on the wait list for services. This figure does not include those individuals who are on the Family and Supported Living waiver (5,970 individuals) who want to remain on the wait list to receive services under the DD/HCBS Waiver.

Once the preliminary determination of eligibility for the waiver is made, but if no vacancy or funding is available to serve the applicant, the applicant will receive prompt written notification of being placed on the waiting list for the waiver. Notification is generally provided within 10 working days after receipt of the application for APD and waiver services. The effective date used when an individual is placed on the wait list is the date the individual is determined waiver eligible. Placement of any individual on a waiting list for services does not mean entitlement to waiver services. The final determination of the applicant's eligibility for the waiver is made at the time that a vacancy and funding are available and prior to enrolling the individual on the waiver.

CRISIS APPLICATION AND ENROLLMENT

As outlined in 65G-1.046, Florida Administrative Code, APD may enroll individuals determined to be in crisis to one of the waiver programs, regardless of their status on the wait list. The APD Central Office Crisis Review Team is charged with the responsibility of reviewing crisis referral packages submitted by the Area Offices on a monthly basis. The packages contain assessments, correspondence, and documentation that address the individual's need to be enrolled on the waiver due to the crisis in their lives. The crisis review team and its decision-makers adhere to the criteria outlined in the rule cited above. Referrals and supporting documentation are reviewed and a decision is made as to which referrals meet the criteria for being enrolled on the waiver due to crisis situations.



The primary criteria that must be met is whether the individual is determined to meet specific conditions in one of three areas:

- A. The individual is homeless and requires emergency placement, or lives with family or relatives in an unsafe environment. There must be evidence that the individual's safety is in immediate peril if waiver services are not provided immediately. **OR**
- B. The individual is either in danger because of confirmed abuse or neglect or is exhibiting behaviors that result in harm to the person or others that, in turn, create a life-threatening situation for the person or others or will result in bodily harm to the person or others that will require emergency medical care from a physician if waiver services are not provided. **OR**
- C. The individual's caregiver is in extreme duress, is no longer safely able to provide care for the individual due to advanced age, illness or injury, and the individual is in immediate need of waiver services in order to remain living with the caregiver or to locate an alternative living arrangement.

The team members review each situation thoroughly to determine if the situation does or does not meet crisis criteria, or if more information is needed before a decision can be reached. If more information is needed, the case is held until the following month and the Area Office is notified that specific information must be submitted for the committee to finalize its review.

The APD Crisis Review Team was established by the APD Central Office for the purpose of reviewing all Crisis Identification Tools and accompanying documentation submitted by the Area Offices for crisis consideration. The team membership consists, at a minimum, of a registered nurse (RN), a certified behavior analyst (CBA), and a qualified mental retardation professional (QMRP). Other team members, or individuals who may serve as a resource for the team, may be drawn from the Agency for Health Care Administration, Children's Medical Services in the Department of Health, the Department of Education, the Mental Health Program at the Department of Children and Families, and other experienced APD Central Office staff.

The Crisis Review Team itself is a fact-finding team and does not make recommendations or final decisions. It provides an opportunity for certain members to provide expertise and to identify and gather additional information as needed to assist a decision-maker in determining if the applicant meets crisis criteria. The decision-maker is responsible for defending the decision in the event that a denial results in a request for a Fair Hearing. The decision-maker position rotates among selected team members on a monthly basis and is limited to staff of APD who are members of the Crisis Review Team.

Refer to Section VIII, Appendices, Appendix IV-D for information about the number of individuals on the wait list by age and type of disability and Appendix IV-E for a point-in-time snapshot of the history of the wait list.

PRIOR SERVICE AUTHORIZATIONS

Based on a 2001 legislative mandate, APD implemented the Prior Service Authorization (PSA) review process to address the growing needs of services for individuals on the Developmental Disabilities Family and Supported Living (FSL) and Home and Community-Based Services (DD) waivers. The PSA process provides a standardized review of services to ensure that individuals receive medically necessary services, which is a federal and state requirement for the provision of Medicaid services. The agency currently contracts with MAXIMUS and APS Healthcare to conduct PSA reviews on waiver services. The purpose of the PSA review process is to ensure that individuals on waivers receive medically necessary services at the appropriate intensity, frequency, and duration. The program ensures statewide consistency in the approval of medically necessary waiver services for individuals in accordance with Chapter 409, Florida Statutes; Chapter 59G, Florida Administrative Code; and Chapter 42, §440.230, Code of Federal Regulations.

The PSA review process starts when the waiver support coordinator assists the client and/or the family in developing a support plan and cost plan. PSA reviews are conducted by contractors who are knowledgeable of the services that are covered by the DD and FSL waiver programs, the criteria for the use of waiver services, as well as services covered under the Florida Medicaid State Plan.

PSA contracts are fixed-priced—the contractors receive the same amount of money whether the services are approved, denied, reduced, or terminated. PSA contractors are paid for the number of reviews that they complete, with a minimum yearly amount built into their contracts. APS Healthcare is responsible for conducting a minimum of 22,723 reviews annually, and MAXIMUS is responsible for a minimum of 4,500 reviews annually. MAXIMUS reviews support and cost plans exceeding \$80,275 per year and also reviews all requests for residential habilitation services. APS Healthcare reviews all other support and cost plans. There is no monetary incentive for denying, reducing, or terminating services. The PSA program continuously strives to help individuals with developmental disabilities receive the services and supports which are medically necessary to help them to live and work as they choose.

During 2008, the agency will be making changes to the PSA contracts to consolidate and streamline the process. This will include decreasing the frequency of reviews when needs do not change from year to year, therefore saving the agency money.

SUPPORT COORDINATION

Once enrolled on the waiver, the individual selects a Waiver Support Coordinator (WSC) who advocates on behalf of the individual and helps to get their needs met through natural and community resources, state agency programs, and the Medicaid waiver program. The support coordinator makes referrals to other agencies or programs, develops the support and cost plan that identifies services needed, and



coordinates overall service delivery. Although a support coordinator is selected when the individual first enrolls on the waiver for services, a request for a change can be made if for any reason the individual is not satisfied with their support coordination services.

Waiver Support Coordinators are independent contractors under Medicaid agreements to develop supports and services for individuals on the Medicaid waiver program. When the Waiver Support Coordinator receives the file from APD, the following key activities are performed:

- Meet with the individual/family and develop a Support Plan. Individuals and their families need time to explore the options available to them and choose the service and providers that can best meet their needs. Even though some individuals have been on the wait list for years, they need time to make service decisions and it is difficult to rush this process.
- Based on the supports and services identified in the support plan, the support coordinator will develop a Cost Plan to identify services, cost, frequency, and duration of services, and service providers.
- The support coordinator develops, locates, and coordinates with the providers to provide the supports and services once they are approved.

Service providers will usually begin billing within one month after services are initiated. The following graph reflects the timeline for enrollment and service delivery and who is responsible for the task.

MEDICAID WAIVER ENROLLMENT AND SERVICE DELIVERY TIMELINE

ENROLLMENT	15 days	Agency for Persons with Disabilities <ul style="list-style-type: none"> ◆ Sends Initial Letter and Interest Form ◆ Makes Phone Contact and Begin Triage Process
	(45 days)	APD - Complete Triage Process Department of Children & Families - ESS <ul style="list-style-type: none"> ◆ Medicaid Eligibility Determination (45 Days)¹
	(45 days) 90 days	Social Security <ul style="list-style-type: none"> ◆ SSI-SSA Determination
SUPPORT PLAN DEVELOPMENT AND SERVICE DELIVERY	5 days	Agency for Persons with Disabilities <ul style="list-style-type: none"> ◆ Enrolls & Transfers File to Waiver Support Coordinator
	(65 days)	Waiver Support Coordinator - (Independent Contractor)² <ul style="list-style-type: none"> ◆ Develops Support Plan ◆ Develops Cost Plan ◆ Develops PSA Request ◆ Develops Providers
	(10 days)	Prior Service Authorization - (Independent Contractor)³ <ul style="list-style-type: none"> ◆ Review for Medical Necessity ◆ Approve Cost Plan
	(15 days)	Waiver Support Coordinator - (Independent Contractor) <ul style="list-style-type: none"> ◆ Issues Service Authorizations
	90 days	<ul style="list-style-type: none"> ◆ Services Initiated
30 days	Providers Begin Billing	
TOTAL	7 1/2 months	

¹If Medicaid Eligibility has not been determined, the individual must complete the ESS process prior to enrollment. Children go through the ESS process. Adults must complete the Social Security process and ESS process.

²Waiver Support Coordinators will be transitioning out of the role of completing cost plans and PSA requests beginning January 2008 and continuing into the next fiscal year (2008-2009) as the agency staff become responsible for the needs assessment and the cost plan and PSA development.

³APD will complete initial PSA for FSL cost plans. The 10-day process is for packages which have complete information for review.

WAIVER SERVICES

Medicaid Waivers are not entitlement programs similar to Medicaid State Plan. The waivers are designed to provide a limited and less costly community-based alternative to institutional care. To qualify for a Medicaid Waiver, persons must meet several requirements. All waivers provide services to developmentally disabled Floridians with goals to participate in their community and avoid institutionalization. Waiver services are funded by the federal Centers for Medicare and Medicaid Services (CMS) and matching state dollars.

The Agency for Persons with Disabilities presently has two types of Home and Community Based Services (HCBS) Waiver programs: the Developmental Disabilities (DD) Waiver and the Family and Supported Living (FSL) Waiver. The Consumer Directed Care Plus (CDC+) program also serves about 1,000 people who are on the DD waiver. This program was originally established as a research and demonstration waiver. Each waiver program provides an array of home and community-based services and supports to eligible individuals in a variety of locations throughout their community such as the individual's own home, family home, group home or foster home, as well as businesses and other community settings. The Home and Community Based Services Waivers are operated by APD under the authorization of the Agency for Health Care Administration's (ACHA) Division of Medicaid. The CDC+ program is administered through an interdepartmental workgroup led by ACHA and representatives from APD, the Department of Children and Families' Adult Services, the Department of Elder Affairs, and the Department of Health's Brain and Spinal Cord Injury Program.

During the regular 2007 legislative session, the Florida Legislature adopted Senate Bill 1124, directing APD, in consultation with ACHA, to seek federal approval for two additional waivers and the implementation of a four-tiered waiver system. The new waiver system calls for waiver clients to be assigned to one of four tiers, based on assessed levels of need, circumstances, and living setting.

Tier 1 • Current DD Waiver – Includes individuals with intensive medical, behavioral, and adaptive needs that cannot be met in tiers two, three, or four, for intensive medical or adaptive needs that are essential for avoiding institutionalization, or who possess behavioral problems that are exceptional in intensity, duration, or frequency, and present a substantial risk of harm to themselves or others in any setting.

Tier 2 • Capped at \$55,000 Annually – Includes individuals with moderate or extensive needs who receive residential habilitation in a licensed residential facility (group home) or who live in their own homes and require more than six hours per day of in-home support services.

Tier 3 • Capped at \$35,000 Annually – Includes: (a) individuals who have limited or moderate service needs and reside in a licensed residential facility (group home) or their own home, (b) individuals with limited, moderate, or extensive service needs who live in their family home, and (c) individuals who live in their own home and require six hours or less of in-home support services per day.



Tier 4 • Current FSL Waiver with a Cap of \$14,792 Annually – Includes: (a) all children, except for those that have intensive adaptive or behavior support needs or those in need of residential habilitation services in a licensed residential facility (group home), and (b) adults with limited or minimal support needs who live in their own home or family home. Additional services may be added to this tier after July 1, 2008.

The federal requirements for waiver programs prohibit any waiver program from providing services that are covered by other federally funded programs such as Medicaid State Plan, educational, and vocational services.

Developmental Disabilities Home and Community-Based Services Waiver

Most services provided to persons with developmental disabilities through the Agency for Persons with Disabilities are funded through the Developmental Disabilities Home and Community-Based Services Waiver (DD Waiver). The DD Waiver allows the provision of services in a variety of locations in the community and is an alternative to care in an institutional setting. Services may be provided in the individual's home, the family home, or in a licensed residential facility such as a group home or foster home. Services may also be provided in places like community centers, businesses, or therapists' offices.

The DD/HCBS Waiver offers 28 services with no financial limits. However, all services must be medically necessary and receive prior authorization. The services currently covered under the DD waiver include:

- Adult Day Training
- Adult Dental Services
- Behavior Analysis Services
- Behavior Assistant Services
- Companion Services
- Consumable Medical Supplies
- Dietician Services
- Durable Medical Equipment & Supplies
- Environmental Access
- In-Home Support Services
- Medication Review
- Occupational Therapy
- Personal Care Assistance
- Personal Emergency Respiratory
- Physical Therapy
- Private Duty Nursing
- Residential Habilitation Services
- Residential Nursing Services
- Respiratory Therapy
- Respite Care
- Skilled Nursing
- Specialized Medical Home Care
- Specialized Mental Health Services
- Speech Therapy
- Support Coordination
- Supported Employment Services
- Supported Living Coaching
- Transportation

As a result of increased costs for services for those already on the waiver, budget increases were consumed, preventing enrollment of new customers. This led APD to create a formal waiting list to assure people were served in the same order as determined eligible. The wait list is maintained in APD's Central Office.

Going into the 2007 Legislative session to determine the budget for Fiscal Year 2007-2008, the agency projected a \$153 million funding deficit. While the expenditures for waiver services increased, the number of individuals receiving the services remained constant. The Florida Legislature passed changes into law which are assisting the agency in reducing spending and ensuring better predictability in costs. These changes in law include elimination of several services, limitations on highly utilized services, and rate reductions in several services.

Residential Services

Supported living continues to be the fastest growing residential option in Florida outside of the family home. The supported living program has been purposefully designed to offer individuals with developmental disabilities freedom, control, and choice over their living arrangement and the opportunity for full integration into their communities. Individuals participating in supported living have the opportunity to select from a variety of supports and services made available through either the Family Supported Living (FSL) and the Developmental Disability Home and Community-Based Services (DD) Waivers. The supported living program under its current configuration (three-person supported living model) has attained the highest outcome or quality of life scores in person-centered reviews conducted by APD's Quality Assurance contractor, the Delmarva Foundation. Overall scores exceed those of any other residential arrangements outside of the family home. This service model is also one of the most cost-effective residential models offered by the agency. Individuals in Support Living settings account for 31 percent of people receiving services in a residential option outside of the family home.

There are a number of different residential options available for persons with developmental disabilities in Florida. Many individuals choose to live in their own homes or apartments where various services and supports are provided to them in order to allow them to live as independently as possible. There are over 1,500 licensed residential facilities which serve individuals who choose to live within those types of settings. The four types of APD-licensed homes are foster care facilities, group homes, residential habilitation centers, and comprehensive transitional education programs. In addition, individuals receiving services from APD also live in other settings, such as Assisted Living Facilities and Intermediate Care Facilities for the Developmentally Disabled, which are licensed by other state agencies.



Below are descriptions of the four types of APD-licensed homes, based on Section 393.063, Florida Statutes.

Foster care facility – a residential facility which provides a family living environment including supervision and care necessary to meet the physical, emotional, and social needs of its residents. The capacity of such a facility cannot be more than three residents.

Group home facility – a residential facility which provides a family living environment including supervision and care necessary to meet the physical, emotional, and social needs of its residents. The capacity of such a facility shall be at least four but not more than 15 residents. Group home facilities are not to be considered commercial enterprises.

Residential Habilitation Center – a community residential facility that provides residential habilitation. The capacity of such a facility may not be fewer than nine residents. No new residential habilitation centers have been licensed in Florida since October 1, 1989, per state law, and licensed capacity cannot be increased for any existing residential habilitation center. APD currently has three such facilities.

Comprehensive Transitional Education Program (CTEP) – a group of jointly operating centers or units, the collective purpose of which is to provide a sequential series of educational care, training, treatment, habilitation, and rehabilitation services to persons who have developmental disabilities and who have severe or moderate maladaptive behaviors. However, such programs are not required to restrict their services only to persons with developmental disabilities. All services must be temporary in nature and delivered in a structured residential setting with the primary goal of incorporating the normalization principle to establish permanent residence for persons with maladaptive behaviors in facilities not associated with the comprehensive transitional education program. CTEP staffs are required to include psychologists and teachers who are available to provide services in each component center or unit of the program.

As directed by section 393.0651(5), Florida Statutes, APD is committed to honoring choice and striving to serve clients within the most integrated residential setting. The agency makes every effort to assist clients in choosing the most appropriate, cost-beneficial, and least restrictive residential facility consistent with the individual support plan. The customer, if competent, their parent or guardian, or their advocate, and the administrator of the facility to which placement is proposed are consulted in determining the appropriate placement. Consideration for placement is made in the following order:

1. Customer's own home or the home of a family member or direct service provider
2. Foster care facility
3. Group home facility
4. Intermediate care facility for the developmentally disabled
5. Other facilities licensed by APD offering special programs for individuals with developmental disabilities
6. Developmental Disabilities Center



Individuals with developmental disabilities who live in licensed community homes are provided a family living environment comparable to other Floridians. These residences are considered and treated as the functional equivalent of a family unit and not as an institution, business, or boarding home.

Agency staff conduct on-site reviews of all licensed homes on at least a monthly basis in order to ensure compliance with the licensure requirements and standards. This monitoring function is one of the means by which APD is able to assess the health, safety, and welfare of the residents of those homes. Documentation by APD staff of licensure deficiencies results in the initiation of progressive disciplinary actions which can include the provision of technical assistance to the licensee, development of corrective action plans with timeframes for the correction of identified deficiencies, levying of administrative fines, imposition of admissions moratoria, and formal revocation of licenses.

CONSUMER DIRECTED CARE PLUS WAIVER

Consumer Directed Care Plus (CDC+) was created through an amendment to the DD waiver and is in its fifth year of operation after three years as a research project. CDC+ is now in the final year of a five-year demonstration phase that ends February 29, 2008. As an established program approved by the Centers for Medicare and Medicaid Services (CMS), it will continue under a new waiver starting March 1, 2008.

This program is administered by APD effective July 1, 2007. Prior to that date, the Department of Elder Affairs was the lead agency for the CDC+ program in partnership with APD, the Department of Children and Families, and the Department of Health. Under this limited waiver, clients direct their own care and develop a purchasing plan to manage their allocated monthly budgets in order to meet their long-term care needs. Clients who cannot manage the program by themselves may select a family member or trusted friend to manage the program on their behalf. The services offered in the CDC+ waiver are the same as those through the DD waiver. The Consumer Directed Care Program has demonstrated a cost savings to the state of \$7.6 million over a six-year period, compared to those on the DD waiver.

CMS requires that the state provide two basic services for every client: consultant services and financial services. Consultant services are provided by specially trained Medicaid Waiver Support Coordinators and financial services are provided by an entity called a Fiscal/Employer Agent that is selected by the state through competitive bidding. Currently, there are approximately 1,000 Floridians with developmental disabilities actively participating in CDC+.

In consumer-directed programs, the individual or a representative is responsible for choosing, managing, and dismissing their care providers. The individual or representative can decide which services to use, which workers to hire, and how much to pay the workers and for the services to be provided. Support may be provided by either Medicaid-enrolled providers or non-Medicaid-enrolled providers, such as family



members and friends. Each client becomes a small household business with responsibilities for hiring and firing employees, negotiating rates of pay, assessing quality of care, and authorizing payment for services provided. At the time of publication, the CDC+ program was not open for new enrollment.

Funding for CDC+ comes from the Developmental Disabilities Home and Community-Based Services Medicaid Waiver. Once the proposed services under that waiver are approved as medically necessary and the standard pay rates for those services are calculated and totaled, the CDC+ customer is given a CDC+ budget of 92 percent of that amount. The CDC+ budget is allocated to the client on a monthly basis, and the monthly budget will change only if the client's medically necessary needs change and are approved under the DD waiver. Eligibility for the Consumer Directed Care Waiver is the same as that of the other waiver programs.

In March 2008, the Consumer Directed Care Program will transition to a 1915j option under Title XIX. This program will be operated under the Medicaid State Plan rather than continue as a waiver program. This new option will allow the CDC+ program to continue and allow individuals to self-direct their personal care assistance under the Medicaid State Plan as well as other services that are currently included in the program.

Eligibility for Consumer Directed Care Plus

Anyone is eligible for CDC+ who:

- is a customer of the Agency for Persons with Disabilities,
- lives in his or her own home or family home in the community,
- is a participant in the DD Home and Community-Based Services Medicaid Waiver, **and**
- was enrolled in either the Experimental or Control Group of the three-year Consumer Directed Care Research Project, **or**
- participated in one of Florida's Choice and Control Pilot Projects in APD Areas 1, 2 or 4.

CDC+ Waiver Oversight

Florida's CDC+ Waiver Program involves more populations than persons with developmental disabilities. Other populations include elderly, adults with disabilities, and persons with brain and spinal cord injuries. Since its inception, the lead agency for Consumer Directed Care has been the Agency for Health Care Administration; the program has been administered by the Department of Elder Affairs. As the program has evolved over the past six years, the developmental disabilities population has grown to constitute over 90 percent of the total number of people (1080) currently on CDC+.



In an effort to improve the quality and efficiency of the program for its clients, the Agency for Persons with Disabilities assumed responsibility for program administration for APD clients effective January 1, 2007. Further, as of July 1, 2007, APD contracts with its own fiscal/employer agent to provide financial services to its clients. Prior to that date, the Department of Elder Affairs, through its contract with a Fiscal/Employer Agency, provided the fiscal agent services for all clients enrolled in the CDC+ program.

Refer to Section VIII, Appendices, Appendix IV-A for information on the number of individuals enrolled in the Home and Community Based Services Waiver.

FAMILY AND SUPPORTED LIVING WAIVER

The Family and Support Living Waiver (FSL) provides services to those who live in their own home or the family's home. Services are available to persons with developmental disabilities who have goals to participate in their community and may also have an independent living goal. The FSL waiver offers 13 services with an annual financial cap of \$14,792, which cannot be exceeded.

Persons on the wait list who choose to receive services through this waiver currently may remain on the wait list for the HCBS waiver. The services covered under FSL include:

- Adult Day Training Services
- Consumable Medical Supplies
- In-Home Supports
- Respite Care
- Behavior Analysis Services
- Behavior Assistant Services
- Transportation
- Environmental Accessibility Adaptations
- Personal Emergency Response System
- Support Coordination
- Supported Living Coaching
- Supported Employment Services
- Durable Medical Equipment

Under both the DD and FSL waivers, individuals can live within their local communities and are able to choose their support coordinators and providers for each of their needed services.

Refer to Section VIII, Appendices, Appendix IV-B for information on the number of individuals enrolled in the Family and Supported Living Waiver.



MEDICAL CASE MANAGEMENT PROGRAM

In order to provide quality medical services, APD has worked with the Agency for Health Care Administration to implement an effective medical management program. Local area Medical Case Managers, who are Registered Nurses, act as technical advisors to APD staff, providers, clients, and families participating in APD programs. Their activities include, but are not limited to:

- Reviewing individual needs and determining medical eligibility
- Developing, maintaining, and managing the Health and Safety Quality Improvement Program which includes working with the agency's peer review organization (Delmarva Foundation)
- Managing Risk Management Program to include the oversight of monitoring, tracking, and reporting all incidents
- Participating as a resource for the Placement Advisory Committee
- Participating on the Crisis Review Team
- Providing educational training as determined by area administration
- Ensuring that all facilities are compliant with licensing requirements
- Arranging joint visit with licensing personnel for initial and annual licensure review visits
- Developing policy and procedure as it relates to area practices
- Monitoring medication administration compliance as it relates to Medication Administration Rule and Operating Procedure
- Conducting and delegating utilization reviews for ACHA Licensed ICF/DDs
- Resource Development
- Referrals to other programs such as Children's Medical Services
- Participating in Individual Client staffing
- Screening of individuals seeking initial or continued placement in Skilled Nursing Facilities who may also have developmental disabilities and require additional active treatment
- Assessing individuals with a Questionnaire for Situational Information (QSI) score of 3, 4, 5, 6

BEHAVIORAL SERVICES

Behavior Analysis refers to the use of scientific methods to change socially meaningful behavior. This process entails gathering data and information to analyze or describe the link between behavior and the social and physical environment of the recipient of services. It identifies environmental factors contributing to the occurrence of problem behaviors, including consequences that are maintaining these behaviors. It also includes the identification of consequences that can be used to strengthen desirable behavior.



In Florida, behavior analysis services are provided to persons with developmental services by persons who are certified as behavior analysts consistent with section 393.17, Florida Statutes; and Chapter 65G-4, Florida Administrative Code.

A statewide peer review committee (PRC) and local review committees (LRCs) are appointed by the agency to provide oversight of behavior analysis services. The PRC is a body established by APD for the purpose of assisting in its efforts to achieve the highest standards of behavioral programming services for persons with developmental disabilities served by the state of Florida. The members of the PRC are selected from among university faculty and other professionals who are nationally recognized experts in the application of behavior analysis to facilitate learning in persons with developmental disabilities. One of the many functions the PRC serves is to make on-site visits to review the extent and quality of behavioral programming offered by both state-operated and contracted-vendor-operated facilities throughout the state. The PRC also provides technical assistance to the areas and their provider agencies in the context of on-site visits, and on other occasions, by invitation.

An LRC is established within each APD service area and Developmental Disability Center (DDC) for the purposes of providing additional oversight of behavior analysis services. Those bodies are responsible for ensuring that behavior services remain in compliance with both statute and administrative rule through reviews of proposed behavior analysis service plans.

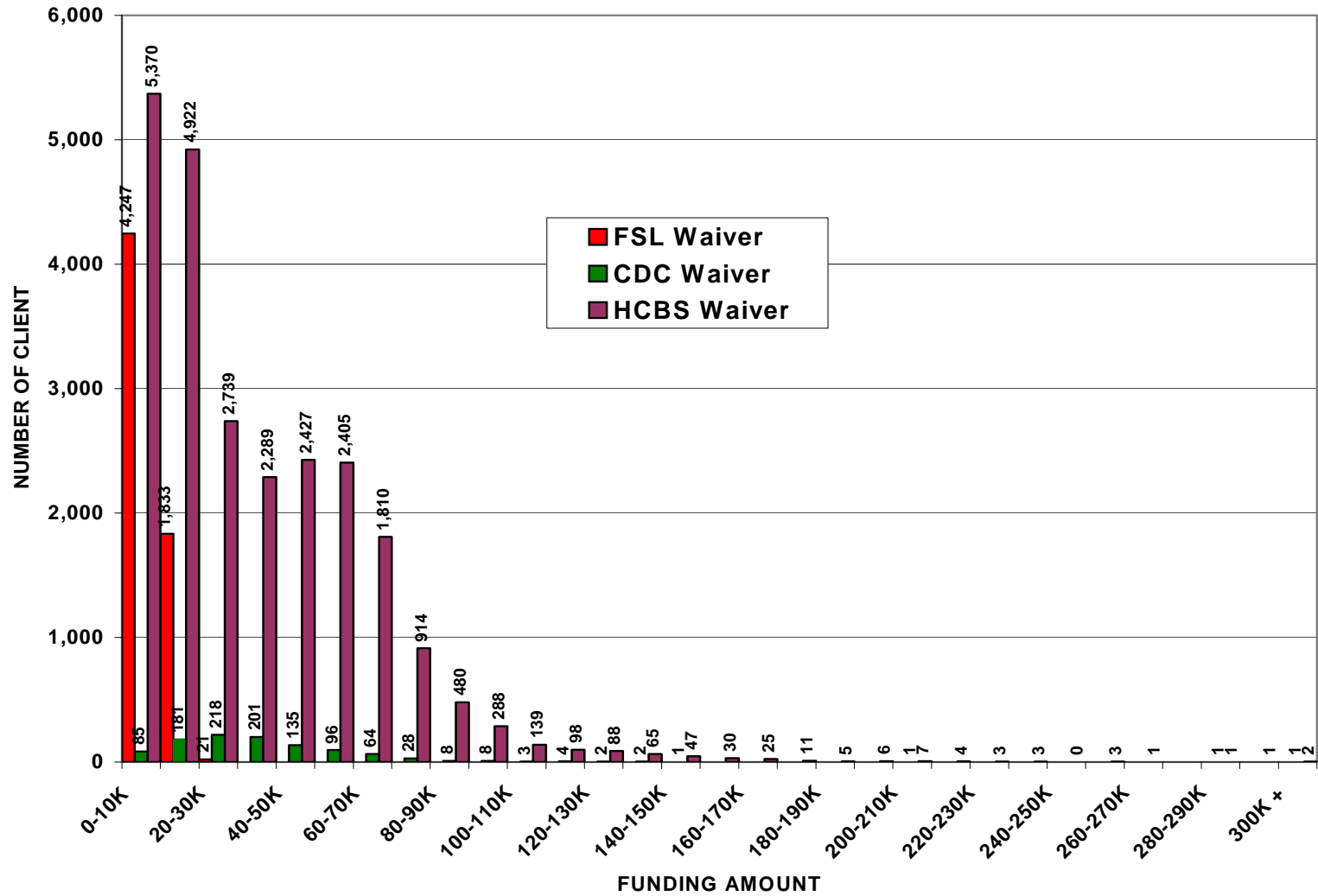
The agency, through a contract with the University of Florida, provides a program to address the prevention and treatment of severe self-injurious behavior.

Intensive behavioral (IB) residential habilitation is a service available to eligible APD clients under the Medicaid Developmental Disabilities Home and Community Based Services Waiver program. This service, which is typically provided within APD-licensed residential facilities, is specifically designed for individuals with behavioral issues which are exceptional in intensity, duration, or frequency. The medical necessity for this service is determined by specific behavioral characteristics that impact the immediate safety, health, progress, and quality of life for the client, and the determination that less intensive services have not been sufficient.

The following chart reflects the cost per client for HCBS and FSL waiver services.



COST PER CLIENT SERVED ON EACH WAIVER FISCAL YEAR 2006-2007



Source: ABC provided by Bureau of Financial Supports Services

EMPLOYMENT INITIATIVE

Historical Overview

On July 1, 2004, the Agency for Persons with Disabilities embarked on an ambitious five-year Employment Initiative for people who have developmental disabilities. Initially, APD focused on persons receiving services through their waivers. However, the initiative was expanded to individuals who are on APD's waiting list who have completed their secondary education and want to work.

A survey commissioned by the Florida Developmental Disabilities Council in 2002 found that 75 percent of people with developmental disabilities who were not working wanted a job. Armed with that statistic and additional national data that show that people with developmental disabilities who work have better personal outcomes than those who do not, the agency developed a plan with two goals:

- *Goal 1* – To enable at least 50 percent of adults (18-55) receiving APD-funded day services, such as adult day training (ADT), supported employment or non-residential supports and services (NRSS) as of July 1, 2004, to achieve community employment by July 1, 2009.
- *Goal 2* – To help support individuals who are currently in ADT programs to become employed in the community. The specific goal is for a total of 25 percent of the ADT population to be employed by July 1, 2009.

In order to tap into funding available nationally for the employment of persons with disabilities, as well as maximize state funding and partner with other state agencies, APD applied for national grants and received two.

In January, 2006, APD was awarded a Medicaid Infrastructure Grant from the Centers for Medicaid and Medicare Services focusing on employment-related training and technical assistance, Medicaid Work Incentive Coverage, and Personal Care Assistance in the workplace. \$500,000 was awarded for calendar year 2006 and another \$500,000 for 2007. An application has been made for 2008 funding and notice of awards will occur in December 2007.

In September 2006, APD was awarded a United States Department of Labor grant related to self-employment entitled Start-Up Florida, in collaboration with the Agency for Workforce Innovation (AWI) and the University of South Florida's Center of Excellence on Developmental Disabilities. \$1,200,000 was awarded from November 1, 2006 through September 30, 2009, and specifically targets self-employment for adults and youth with disabilities.



Supported Employment

Supported employment services are provided by a job coach and assist the individual to identify job and career goals and to obtain and maintain employment earning a competitive wage in the community. APD implemented its five-year initiative on July 1, 2004.

For Goal 1:

- The number of persons receiving APD day services as of July 1, 2004 (11,685) was identified and multiplied by 50 percent, which translated to a goal of having 5,842 people to either maintain their employment or gain employment between July 1, 2004 and July 1, 2009.
- The number of persons receiving supported employment services on July 1, 2004 was identified as 1,887 plus 541 who had secured employment through some other means. Therefore 2,428 (1,887 + 551) was used as the starting point for July 1, 2004, with 5,842 being the target for July 1, 2009.
- The difference between the starting point (2,428) and the target goal (5,842) was equally divided over the five-year period in order to establish annual goals:
 - 2004 – 2,428 people
 - 2005 – 3,111 people
 - 2006 – 3,794 people
 - 2007 – 4,477 people
 - 2008 – 5,160 people
 - 2009 – 5,842 people
- As of October 1, 2007, 4,537 people served by APD are employed in their community. This is 88 percent of the 2007 goal with 75 percent of the year completed.

For Goal 2:

- The number of persons receiving adult day training (ADT) as a waiver service on July 1, 2004, was identified as 9,034 and multiplied by 25 percent, which translated to a goal of having 2,254 people gain employment in lieu of receiving ADT services.
- As October 1, 2007, 902 ADT recipients have a job, which translates to 40 percent of the goal being achieved with 65 percent of the five-year initiative completed.

Area Employment Plans

Each APD Area Office has developed an area-specific plan that enhances the employment of people with developmental disabilities. These plans are updated at least yearly and can be located on the APD Web site at apd.myflorida.com.



Medicaid Infrastructure Grant (MIG)

The first federally-funded opportunity APD has capitalized on to support its five-year Employment Initiative has been the Medicaid Infrastructure Grant (MIG) for the calendar years of 2006 and 2007 from the Centers for Medicare and Medicaid Services under the U.S. Department of Health and Human Services. Through this funding, APD has built a team consisting of Wilson Resources, Inc., the National Disability Institute, Vocational Rehabilitation, Ticket to Work, and The Able Trust to collaborate on this effort.

Major Outcomes from the 2007 MIG include:

1. Employment of five full-time staff to focus 100 percent of their time on the employment of persons with disabilities.
2. Partnership with The Able Trust to create Business Leadership Networks (BLNs) in the major metropolitan areas of Florida to educate local employers about hiring people with disabilities, as well as provide internships, mentoring, and other avenues to employment.
3. Two types of Supported Employment and Benefits Trainings have been developed and presented by national experts, which certify persons to become Medicaid Waiver providers (three-day training), as well as educate persons with disabilities and others about supported employment (1.5-day training).
 - a. By the end of 2007, 300 people will have attended one of 10 three-day sessions; and
 - b. 100 people will have attended one of the 10 1.5-day sessions.
4. Creation of the Florida Benefits Information Referral Network (F-BIRN) to assist persons with disabilities to more easily find and utilize professionals, who are trained and certified to assist workers, to more effectively manage their benefits. This has been a collaborative partnership by staff of the Social Security System (Work Incentives Planning Assistants, Work Incentives Liaisons, Plan for Achieving Self-Support Cadre, Area Work Incentives Coordinators, and Disability Navigators) and APD, DCF, AWI, DOE-VR, and USF.
5. Study of Personal Care Assistance as it relates to employment, Medicaid State Plan, and waivers in Florida, as well as,
6. Analysis of Medicaid Buy-In Programs in states other than Florida.

Business Leadership Networks

Business Leadership Networks are employer-to-employer networks with a common vision of increasing workforce diversity through the recruitment and hiring of qualified workers with disabilities. Many BLN projects were launched with funding by the Florida Developmental Disabilities Council and supported by The Able Trust. The goal for each BLN is to eventually become self-sustaining.

The local BLNs launched an Employer Awareness Campaign, funded by APD and supported by then Governor Bush. The campaign consisted of newspaper ads, billboards, and bus boards promoting the employment of workers who just happen to have a disability.



BLN members are executives of large and small companies and organizations. They are calling on employers that they know to reinforce the Employer Awareness Campaign's message. For more information, please see the BLN Web sites located on the Able Trust Web site at www.abletrust.org, the MIG supported BLN Web site at www.myabilities.org and the Brevard County BLN Web site at www.brevardbln.org. All BLNs are currently working toward participating in the Web sites to connect employers with employees in their respective areas. Currently there are 14 BLNs in place. Twelve are functioning throughout the state [Bay Area (Panama City), Big Bend (Tallahassee), Brevard (Melbourne), Broward (Fort Lauderdale), Emerald Coast (Fort Walton), First Coast (Jacksonville), Greater Orlando, Miami-Dade, Palm Beach, Panhandle (Pensacola), Polk County (Lakeland), and Tampa Bay Metro.] There are two BLNs in development in Fort Myers and Gainesville.

The BLNs have sponsored 45 paid internships. Thirty-one of these have been completed and have resulted in permanent positions for the interns. Nine internships are in place and five internships are pending.

Nationally, Florida has been recognized for initiatives encouraging employers to recruit, hire and train persons with disabilities. The United States Business Leadership Network honored APD with its 2006 Exceptional Partner of the Year Award for partnering with Florida's local BLN Chapters, comprising more than 1,200 business members statewide. BLNs are employer organizations promoting exemplary solutions toward the inclusion of people with disabilities in the workforce and marketplace.

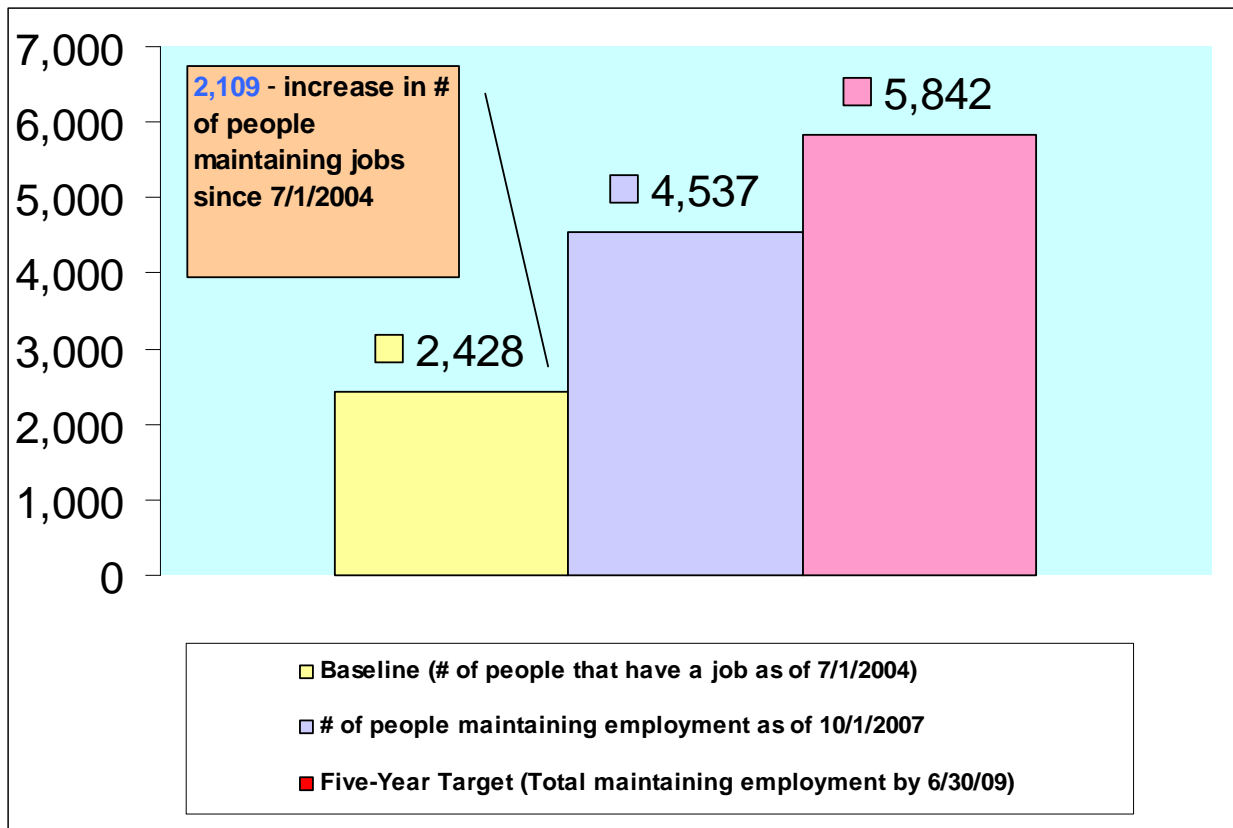
Start-Up Florida

The second federally-funded opportunity APD has capitalized on in support of its five-year Employment Initiative has been a START-UP/USA grant for 2006 to 2009 from the U.S. Department of Labor (DOL), Office of Disability Employment Policy (ODEP). Through this funding APD has built a team consisting of the Agency for Workforce Innovation and the University of South Florida's Center for Excellence on Developmental Disabilities, focusing on self-employment. Florida is one of two other states who are to generate data and information to validate capacity-building strategies and systems-change models for successfully increasing self-employment opportunities for individuals with disabilities. The self-employment models being studied in Florida include the FAST Track system AWI uses to educate veterans and the Micro-Enterprise Training and Technical Assistance (METTA) model that USF uses to primarily educate persons with disabilities.



Supported Employment “Have a Job” Report For Period Ending October 1, 2007

Baseline (# of people that have a job as of 7/1/2004)	# of people maintaining employment as of 10/1/2007	Increased # of people maintaining employment since 7/1/2004 as of 10/1/2007	Percent of increase since July 1, 2004	Five-Year Target (Total maintaining employment by 6/30/09)	# of additional people needed to maintain employment to meet 5-year target as of 10/1/2007	Percent of 5-year target met
2,428	4,537	2,109	86.86%	5,842	1,305	77.66%



Have A Job REPORT 10-01-2007

Area	Five-Year Target (Total maintaining employ. by 6/30/09)	Baseline (# of people that have a job as of 7/1/2004)	Total # of additional people maintaining employment by 6/30/09	Target number of additional people maintaining employment each year	Target for end of FY6/30/07 (includes baseline and target yearly goals)	# of people receiving some form of day service on 7/1/04 (age 18-55)	Baseline of people receiving SE services as of 3/2004	# of people maintaining employ.as of 10/1/2007	Additional people needed to maintain employ.to meet 5-year goal	Additional people needed to maintain employ.each year to meet yearly goals
1	365	156	209	42	282	715	108	380	-15	-7.5
2	471	248	223	45	383	764	118	384	87	43.5
3	299	116	183	37	227	627	78	127	172	86
4	486	222	264	53	381	904	159	416	70	35
7	496	185	311	62	371	1063	113	331	165	82.5
8	244	114	130	26	192	446	113	222	22	11
9	316	131	185	37	242	634	120	257	59	29.5
10	438	161	277	55	326	947	146	405	33	16.5
11	774	300	474	95	585	1623	267	458	316	158
12	180	65	115	23	134	393	43	140	40	20
13	289	108	181	36	216	621	94	221	68	34
14	145	28	117	23	97	398	10	73	72	36
15	231	108	123	25	183	420	71	106	125	62.5
23	1108	486	622	124	858	2130	434	1017	91	45.5
STATE WIDE	5842	2428	3414	683	4477	11685	1874	4537	1305	652.5

Supported Employment - Adult Day Training Report

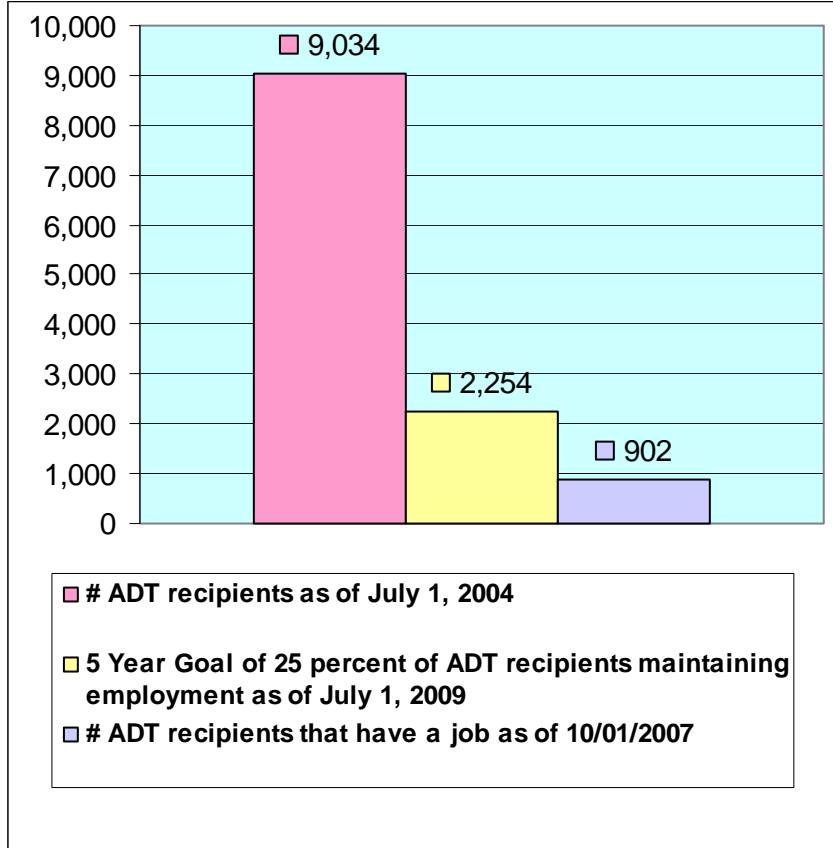
10/1/2007

Area	#ADT Recips	5 Year Goal	5% Goal Per Year	#ADT recips that have a job as of 10/1/2007	Percent of 5 Year Goal	Percent of Baseline Employed
1	518	129	26	63	48.84%	12.16%
2	520	130	26	77	59.23%	14.81%
3	416	104	21	46	44.23%	11.06%
4	706	176	35	96	54.55%	13.60%
7	945	236	47	64	27.12%	6.77%
8	312	78	16	54	69.23%	17.31%
9	511	127	26	67	52.76%	13.11%
10	853	213	43	78	36.62%	9.14%
11	1268	317	63	76	23.97%	5.99%
12	285	71	14	10	14.08%	3.51%
13	490	122	25	57	46.72%	11.63%
14	351	87	18	22	25.29%	6.27%
15	294	73	15	38	52.05%	12.93%
23	1565	391	78	154	39.39%	9.84%
Total	9034	2254	453	902	40.02%	9.98%



Supported Employment Adult Day Training Report For Period Ending October 1, 2007

# ADT recipients as of July 1, 2004	5 Year Goal of 25 percent of ADT recipients maintaining employment as of July 1, 2009	# ADT recipients that have a job as of 10/01/2007	Percent of ADT recipients maintaining employment
9,034	2,254	902	40.02%



By July 1, 2007, we should have been at 1,359 ADT recipients that have a job. But at 902, we are behind our goal in this area, but we know that it is harder to get someone in an ADT to go to work than it is for someone straight out of school. That is why our transition efforts are so important.

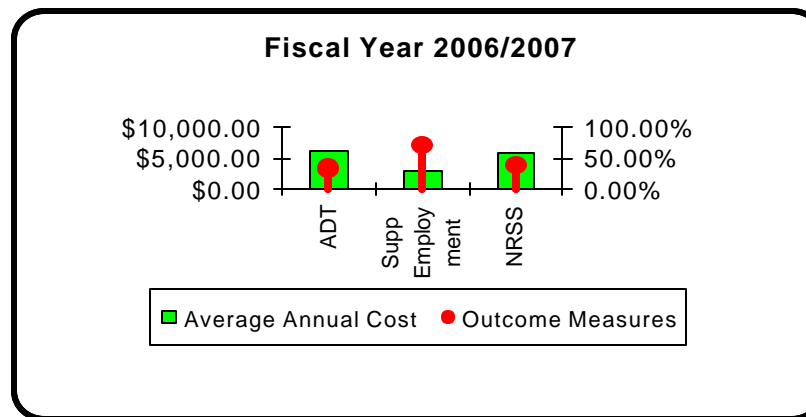
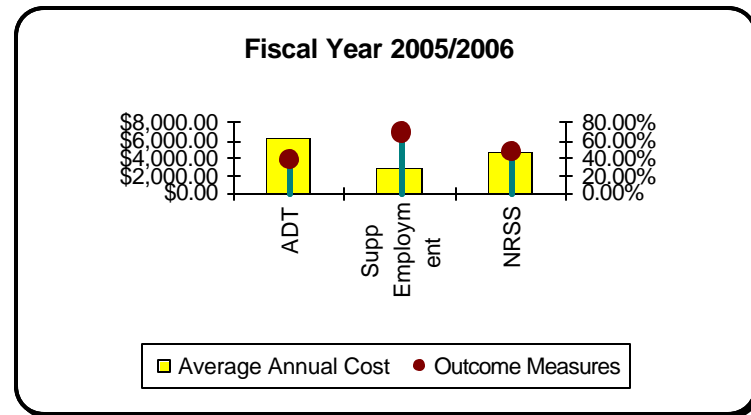
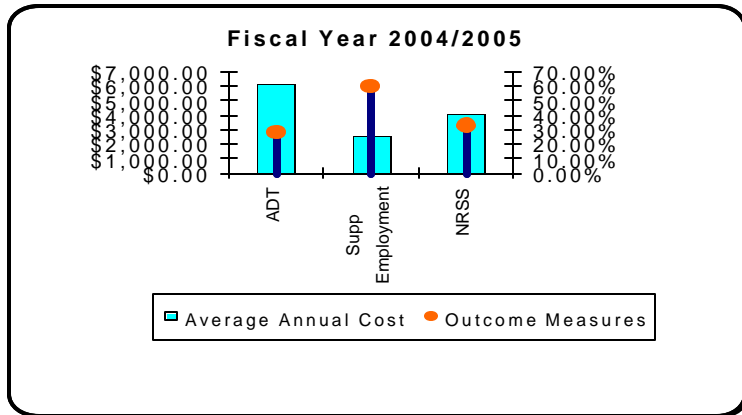


EMPLOYMENT COST AND OUTCOME MEASURE BY DAY ACTIVITY

Day Activity	Average Cost	Outcome Measures	Average Cost	Outcome Measures	Average Cost	Outcome Measures
	FY 2004/2005	¹ % With Outcomes Met	FY 2005/2006	¹ % With Outcomes Met	FY 2006/2007	¹ % With Outcomes Met
ADT	\$6,199.00	27.70%	\$6,433.34	36.80%	\$6,248.69	32.80%
Supp Employment	\$2,631.19	59.50%	\$2,816.47	68.60%	\$3,055.28	69.80%
NRSS	\$4,143.82	32.20%	\$4,779.63	46.20%	\$5,959.82	36.80%

¹ with Outcomes met = % of those whose outcome measures met total 13 or more

Source: Medicaid FREEDOM Database as of October 2, 2006; outcome measures from Delmarva.



INDIVIDUAL AND FAMILY SUPPORTS AND SERVICES

The Individual and Family Services (IFS) budget category is funded primarily by a federal Social Services Block Grant (SSBG), authorized under Title XX of the Social Security Act, which may be used to fund community-based care for the elderly and disabled. The federal block grant funding cannot be used to provide medical or dental services. IFS funding includes a small portion of General Revenue funds that may be used for medical and dental services.

Sections 393.066, 393.0068, and 393.0695, Florida Statutes, define the services that can be provided in this budget category. Services typically include supported employment, in-home subsidies for individuals living in supported living, respite, transportation, adult day training, therapies, supplies, equipment, and residential supports if not available from another resource.

Individuals who are not eligible for services under one of the Medicaid Home and Community Based Services waivers or individuals who are on the wait list for services may receive services funded from this category. Additionally, these funds are used to assist individuals with emergency situations and temporary funding to those in crisis, provide services to individuals not enrolled in a waiver that are court-ordered, as well as training for juvenile defendants incompetent to proceed to a jury trial. The services funded under the IFS budget category are critical to the operation of the program and to assisting those waiting for waiver services.

QUALITY MANAGEMENT

Under Chapter 20.197, Florida Statutes, the Agency for Persons with Disabilities has been charged with the responsibility of providing goods and services to people with developmental disabilities, and to oversee the effectiveness of the service delivery system to meet individual needs. In December 2006, the Quality Management Operating Procedure was finalized and promulgated for statewide implementation, outlining responsibilities to be assumed by APD Central Office and those of APD Area Offices. In addition, in August 2007, the Recoupment and Overpayments Operating Procedure was finalized and promulgated for immediate implementation. These responsibilities are carried out through quality management activities coordinated statewide and at the APD Area Office level, with assistance from contracted and other entities as described in the segments to follow.

Licensure and Use of General Revenue Funds

Area Offices, working in conjunction with the APD Central Office, are responsible for quality assurance and quality improvement activities associated with licensure of residential facilities, and the provision of supports and services funded solely by General Revenue funding. Area Office responsibilities for licensure are defined in



Chapter 65B-6, Florida Administrative Code (F.A.C). Responsibilities for monitoring contract requirements are detailed in Chapter 287, Florida Statutes.

Home and Community-Based Waiver Services

A statewide Quality Assurance System for two of Florida's Home and Community-Based Services Waivers is currently provided through the Agency for Health Care Administration (AHCA), who contracts for this service. The Delmarva Foundation is the current contractor performing this function. The contracted quality assurance provider has been delegated responsibility for certain quality assurance functions and provider monitoring responsibilities for services funded under the Developmental Disabilities Waiver and the Family and Supported Living Waiver. The Agency for Persons with Disabilities coordinates with AHCA on contract procedures, programmatic requirements, the use of Personal Outcome Measures interviews with service recipients, and quality assurance provider reviews implemented by the contractor.

The Agency for Persons with Disabilities has primary responsibility for managing quality improvement of all services and client outcomes at the state and local level. The waiver service reviews conducted by Delmarva and the contract and licensure reviews conducted by APD staff provide Central and Area Office administration with quality assurance information. This information is used to assess the status of the services people are receiving and the outcomes of those supports and services as measured by clients, their families, and other personal advocates. Each Area Office, in coordination with the APD Central Office, has responsibility for implementing established quality management techniques, policies, and procedures to ensure improvement in the level of quality in the APD service system.

Area staff do not duplicate quality assurance functions performed by Delmarva, but compliment and enhance the overall quality assurance process. They perform independent area reviews of specific provider performance if necessary and warranted. They are also responsible for investigating complaints lodged against providers. In an effort to assist providers to succeed, area staff provide coordinated technical assistance, training, and other supports. Delmarva Follow-up Reviews help identify providers who could benefit from additional training or technical assistance and providers who may need to be considered for other regulatory action.

The Interagency Quality Council

During the 2000 legislative session, the Florida Legislature created an Interagency Quality Council (IQC) to assist APD and AHCA in the oversight of the contracted Florida Statewide Quality Assurance System. The IQC is responsible for providing oversight to the contract, with the primary focus of the interagency stakeholder group being one of quality improvement. The IQC is made up of self-advocates, family members, and staff from APD and AHCA. An advisory group consisting of stakeholders and representatives from provider and advocacy groups assists the IQC in overseeing the quality assurance project. Through September 2007, the IQC met quarterly in different locations around the state to enable local representation and the gathering of input on system issues and



successes from customers. However, due to budget constraints, the IQC will begin meeting three times a year, starting in 2008. In an attempt to encourage as much attendance as possible from stakeholders from all areas of Florida, the meetings will rotate between Tallahassee and a central location in the state as an additional measure to reduce costs.

Real Choice Systems Grant

The APD Central Office Quality Management staff administers and coordinates the implementation and oversight of the quality management federal grant funded by the Centers for Medicare and Medicaid Services with the goal of establishing quality management practices in each APD area.

In October 2007, APD was awarded a Real Choice Systems Grant with three years of funding. Grant activities will target person-centered planning and the development and use of community and natural supports to reduce reliance on paid waiver services.

Personal Outcome Measures

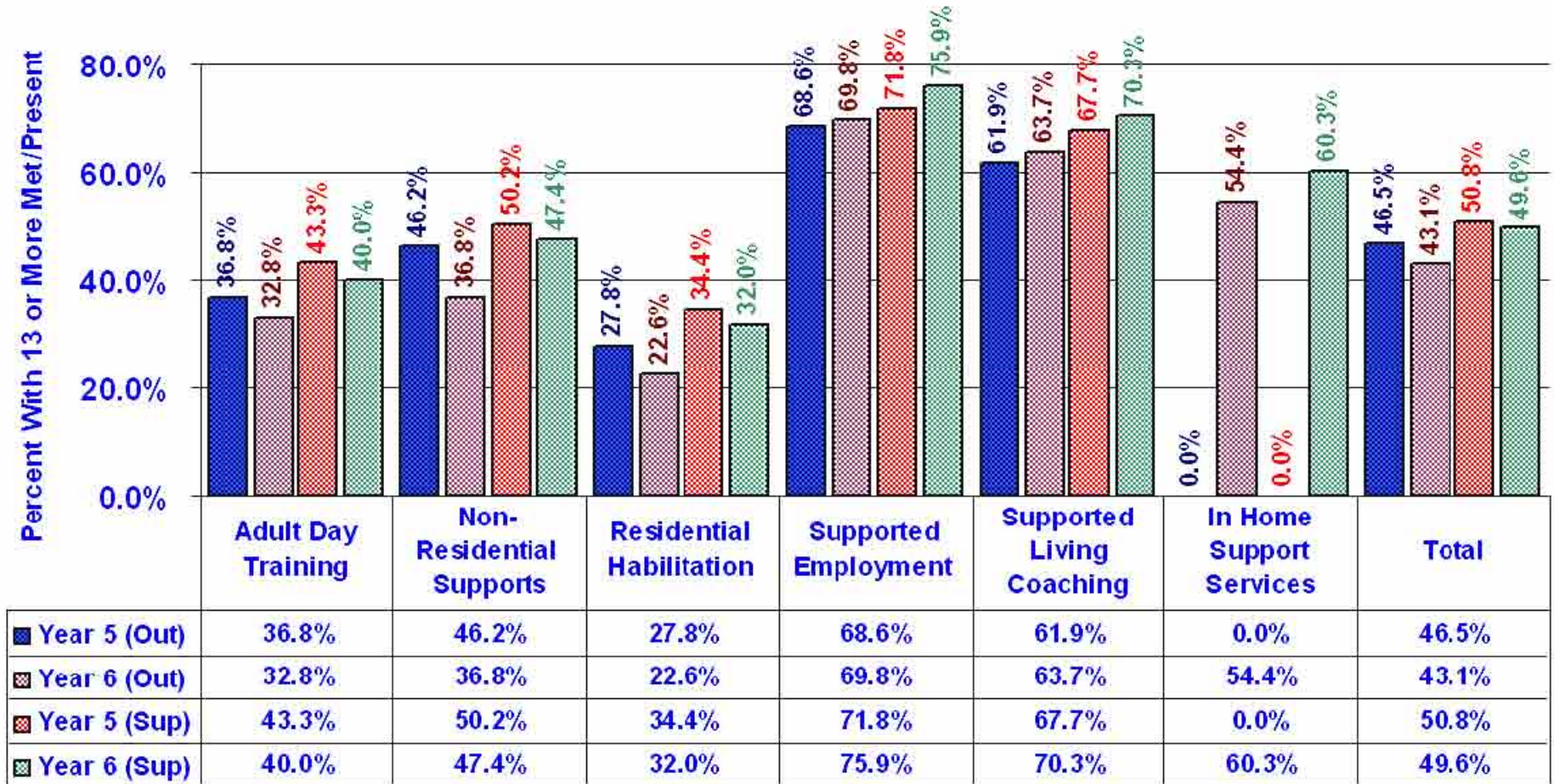
The primary measurement used by the APD Quality Assurance system is the use of the *Personal Outcome Measures* designed by the Council on Quality and Leadership (the Council). The *Personal Outcome Measures* (POM) is a valid quality of life tool which is administered through a personal interview with individuals receiving services by a qualified, reliable interviewer. The tool consist of 25 outcomes that people desire in their lives and a measure of the 25 supports that assist these individuals to achieve desired outcomes. Use of this tool and approach determines and emphasizes responsiveness of the service organization to each individual's desired outcomes and personal goals. The *Personal Outcome Measures* were developed by the Council through a process of field work and meetings with several hundred people with disabilities and others to identify a group of universally held outcome expectations. The Council requires that the *Personal Outcome Measures* be applied only by individuals who demonstrate a high level of inter-rater reliability, thus ensuring credible individual and program data. Given that Florida began gathering statewide baseline information through use of the *Personal Outcome Measures* in 1997, Delmarva proposed the continued use of this methodology as the foundation of its person-centered quality assurance approach. Since the initiation of the Delmarva contract in 2001, Florida has collected a wealth of data describing its service delivery system and its ability to meet outcomes desired by people served.

A benchmark used by the Council in certification of individual provider organizations has been the ability of the organization to achieve a minimum of 13 of the 25 (52 percent) outcomes and supports. The following chart reflects the impact of the APD Quality Management Program as indicated by the increased percentage of core services that are meeting the Personal Outcome Measures benchmark.



PERCENTAGE WITH 13 OR MORE OUTCOMES MET BY SERVICE

Year 5 July 2005 - June 2006 and Year 6 July 2006 - June 2007





APD Director Jane Johnson visits with John Phillips, a resident of the agency's Sunland Center in Marianna. Phillips works in the facility's recycling plant.

Section V

Developmental Disability Centers

Developmental Disability Centers

REDUCING RELIANCE ON PUBLIC INSTITUTIONS

Florida is part of a national trend to serve people with developmental disabilities in community-based settings rather than in large congregate settings. The agency is achieving the goal of reducing reliance on publicly operated institutional facilities for long-term residential care. Census is projected to be reduced by at least 300 persons over the next four years. As of October 1, 2007, the Developmental Disability Centers (DDCs), known statutorily as Developmental Disabilities Institutions (DDIs), provided residential services for 866 Intermediate Care Facilities for the Developmentally Disabled (ICF/DD) residents and 236 forensic residents for a total of 1,102 individuals. These services were provided with a staff of 3,067 full-time equivalent employee positions (FTEs) and an approximately \$145 million operating budget. The employee and budget figures include operations in the headquarters office.

Section 393.062, Florida Statutes, directs APD to divert people from institutions, give priority to community-based residential placements, and focus on programs that prevent or reduce the severity of developmental disabilities. APD continues this commitment to serve people in inclusive settings with families, advocacy groups, private providers, and the Department of Education, Division of Vocational Rehabilitation, the Agency for Health Care Administration, and the Department of Elder Affairs.

NON-FORENSIC DEVELOPMENTAL DISABILITY CENTERS

Intermediate Care Facilities (ICFs) serve individuals with developmental disabilities who require various levels of support. Their disabilities may vary from autism or profound mental retardation to requiring 24-hour nursing care. Most of the ICF/DDs are privately operated in the community. However, some are state operated as Developmental Disability Centers (DDCs), also known as Developmental Disabilities Institutions (DDIs). A DDC is a state-staffed, state-run ICF/DD. There are 85 private ICF/DDs which vary in size from six to 120 residents. All ICFs are licensed and overseen by the Agency for Health Care Administration (AHCA). These facilities are monitored at least annually by AHCA to ensure that they are in compliance with strict state and federal ICF/DD regulations. Since AHCA licenses and monitors ICF/DD facilities, it establishes per diem rates. ICFs are all-inclusive and provide housing, material needs and therapies either directly or through contracts with community providers such as local hospitals, doctors, and universities.

Most people who reside in an ICF/DD have significant medical and/or behavioral needs. The ICF/DD provides 24-hour support for personal care, habilitation, developmental, and health services. The ICF/DD must ensure that all medically necessary needs are met.



Specific ICF services include:

- Behavior Services
- Dental Services
- Clothing (5-day supply)
- Medical Equipment
- Habilitative Care
- Incontinence Supplies
- Nutritional Services
- Medication Services
- Adaptive Equipment
- Assistance with Activities of Daily Living
- Preventive Health Care
- Therapy Services
- Psychotropic Medication Services
- Recreational and Leisure Services
- Transportation
- Personal Care Services
- Stock Medical Supplies
- Restorative Care Services
- Podiatry Services

The determination of medical necessity for ICF services is based on the outcome of a Florida Status Tracking Survey (FSTS) uniform assessment of need. Only a person who is trained and certified to use this specialized tool can administer this survey. It must be completed with the individual and whomever they choose to assist them. The purpose of this tool is to assist in the decision about what services are needed to ensure health and safety. Depending on identified needs, a follow-up review may be required by a professional.

There are three Developmental Disability Centers operated by the Agency for Persons with Disabilities: Gulf Coast Center, Tacachale, and Sunland. In the following listings, the census figures are as of October 1, 2007.

Gulf Coast Center

Michael Mayfield, Superintendent
5820 Buckingham Road
Fort Myers, Florida 33905
Census: 157

Gulf Coast Center opened on April 4, 1960, and is a residential facility for adults with developmental disabilities. It is located on a 640-acre campus in rural east Lee County. Gulf Coast Center is in the process of being phased down for eventual closure by June 30, 2010, as agreed to in the *Brown v. Bush* lawsuit settlement (see next segment).

Tacachale

Don Thomas, Superintendent
1621 NE Waldo Road
Gainesville, Florida 32609
Census: 415

Tacachale is the oldest and largest community for persons with developmental disabilities in Florida. It is a progressive community dedicated to offering its residents opportunities and services that respect and encourage personal choices, enhance quality of life, and maximize individual potential.

Sunland

Tracy Clemmons, Ph.D., Superintendent
3700 Williams Drive
Marianna, Florida 32446
Census: 294

Sunland is a residential facility for persons with developmental disabilities, located near Marianna in the Florida Panhandle. Officially opened in January 1963 to serve persons with developmental disabilities who formerly resided in Gainesville, Sunland has become home to individuals from across the state.

BROWN V. BUSH

Brown et al. v. Bush et al. was a 1998 class action complaint which sought a declaratory judgment and permanent injunction to prevent the state of Florida from unnecessarily institutionalizing individuals with developmental disabilities in violation of the ADA integration mandate, Section 504 of the Rehabilitation Services Act of 1973, federal Medicaid law, and the U.S. Constitution. In March 1999, the U.S. District Court for the Southern District of Florida adopted wholesale the Plaintiffs' proposed class and certified the class as: "all persons who on or after January 1, 1998, have resided, are residing, or will reside in DDIs including all persons who have been transferred from [institutions] to other settings, such as ICF, group homes, or skilled nursing facilities (SNFs) but remain the defendant's responsibility; and all persons at risk of being sent to DDIs."

Florida appealed the District Court's class certification to the 11th Circuit Court of Appeals. The 11th Circuit agreed that the proposed class was overly broad and remanded the case to the District Court with instructions to certify the class as composed of "all individuals with developmental disabilities who were residing in a Florida DDI as of March 25, 1998, and/or were currently residing in a Florida DDI who

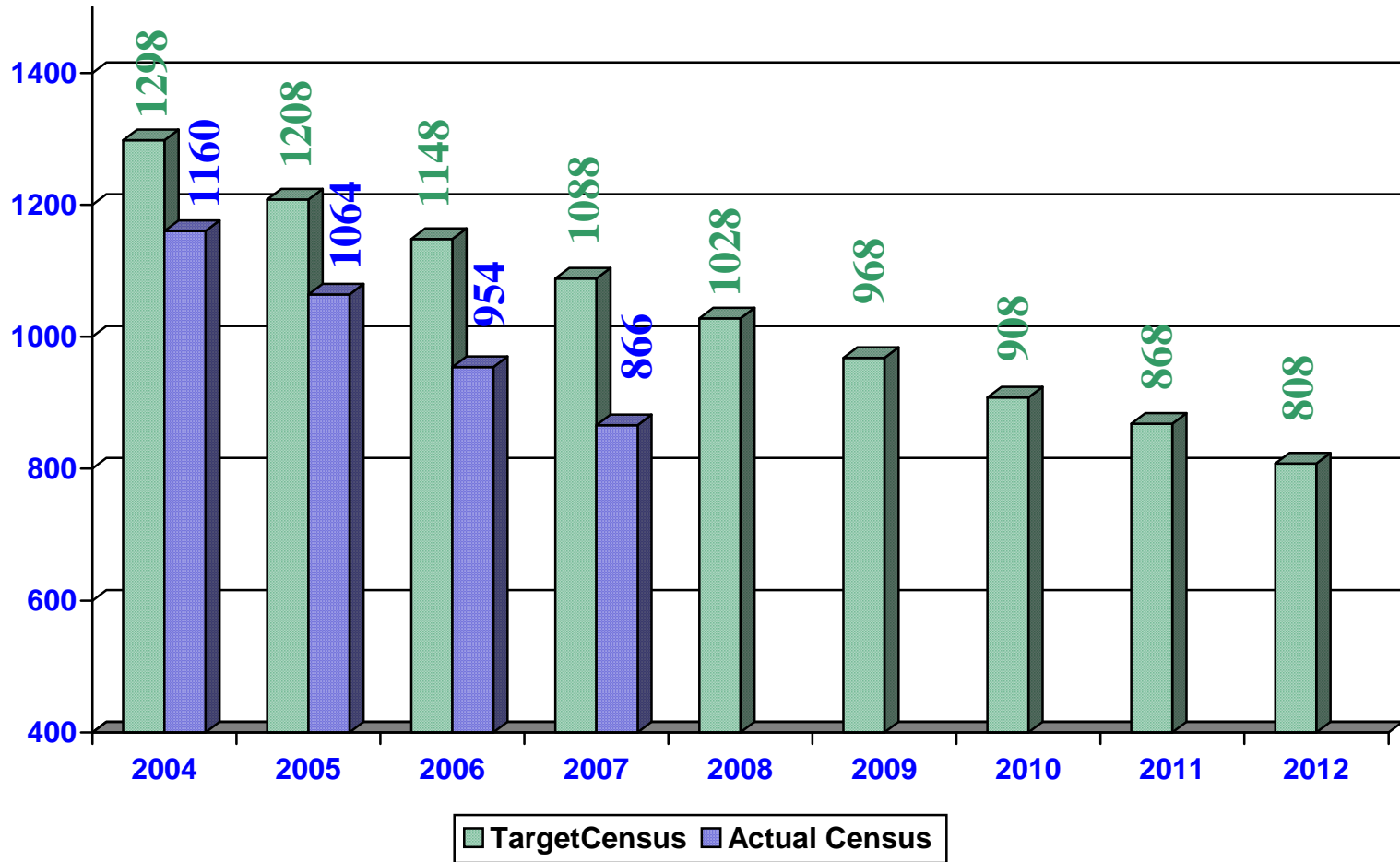
are Medicaid eligible and presently receiving Medicaid benefits, who have properly and formally requested a community-based placement, and who have been recommended by a State-qualified treatment professional or habilitation team for a less restrictive placement that would be medically and otherwise appropriate, given each individual's particular needs and circumstances.”

In response to the settlement of the Brown v. Bush suit, APD implemented a plan to reduce reliance on the institutional setting to provide services for individuals with developmental disabilities. This resulted in the closure of the Community of Landmark, located in Miami, on June 30, 2005. Additionally, the agency has implemented a plan to phase out, and eventually close, the Gulf Coast facility in 2010. The plan also included a reduction in the number of residents at the Tacachale and Sunland facilities.

On July 2, 2007, the United States District Court for the Southern District of Florida, Miami Division, signed the order dismissing the Brown v. Bush case due to the agency's substantial compliance with the amended settlement agreement. APD is continuing its efforts to close Gulf Coast Center and to transition the class members from the remaining DDIs to the community.

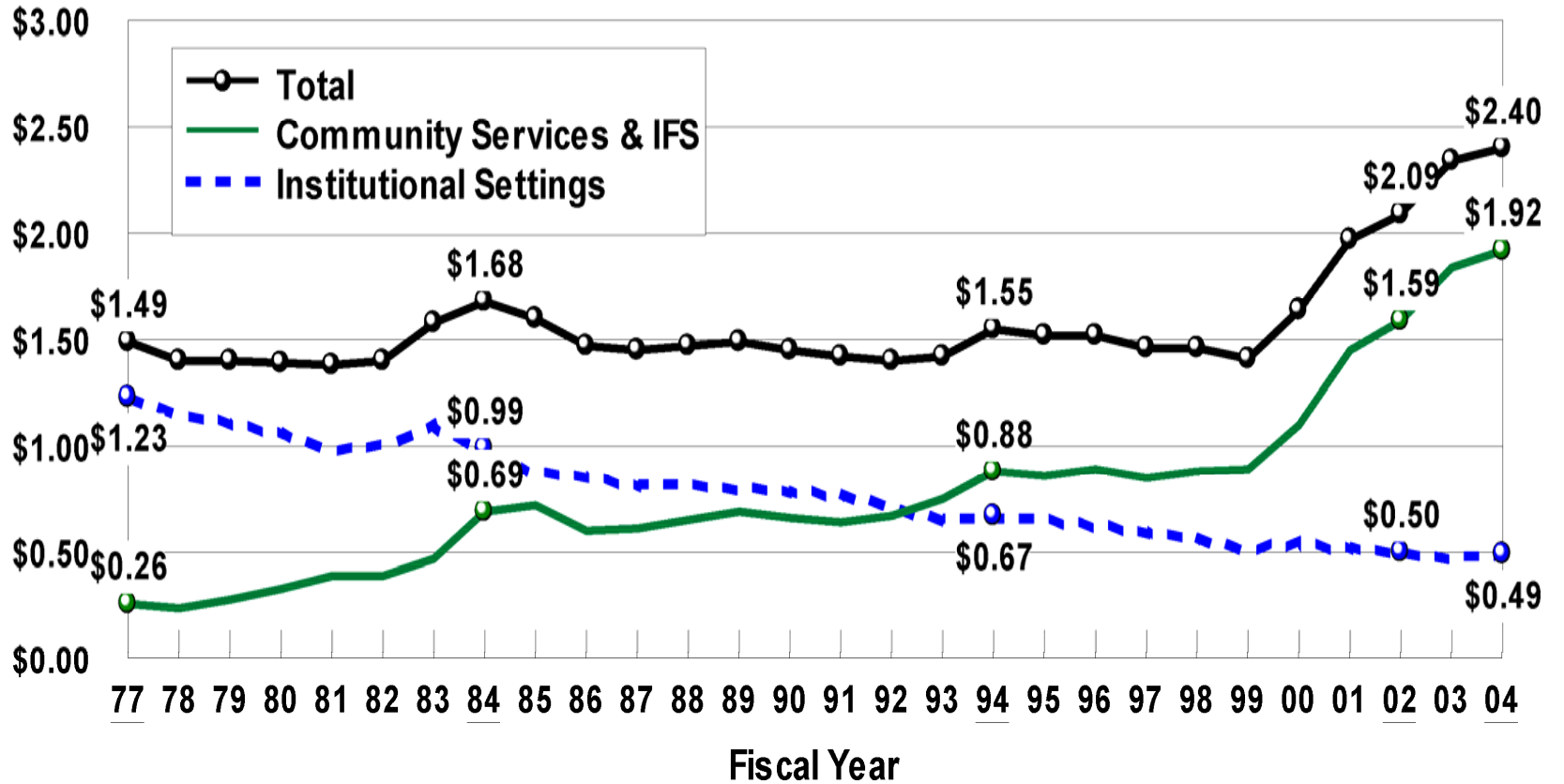
The following charts reflect the agency's efforts to implement the plan to reduce reliance on publicly operated facilities for long-term residential care.

**PUBLIC NON-FORENSIC FACILITY CENSUS REDUCTIONS
AS OF OCTOBER 1**



Spending (\$) per \$1,000 Personal Income

FISCAL EFFORT



Source: "The State of the States in Developmental Disabilities 2005";
 Braddock, Hemp, & Rizzolo, Coleman Institute and Department of Psychiatry,
 University of Colorado, 2005.



FORENSIC DEVELOPMENTAL DISABILITY FACILITIES

While Florida is working to reduce reliance on publicly operated facilities for long-term residential care, a group of individuals for whom community options are very limited is also being served in these centers. These individuals have been charged with felony crimes such as sexual crimes, child molestation, murder, and assault, among other crimes, and have been found to be incompetent to proceed to trial due to mental retardation or autism.

Consistent with Part III of Chapter 916, Florida Statutes, APD provides forensic services for persons found to be incompetent by the court. The agency provides necessary services in secure and non-secure settings. Forensic programs train individuals on the elements of trial competency, and provide reports to the committing court on their status. These programs assist residents in the acquisition of skills and supports that will prepare them for success in their future. If the court finds these individuals cannot be restored, they may be involuntarily committed to the agency for long-term care and habilitation. During recent years, there has been a significant increase in demand for these services. The demand has often exceeded the available capacity to meet court-ordered demands for service within the timeframes required by statute.

APD continues its efforts to develop additional community-based resources for those individuals permitted to live in less restrictive settings. However, many private providers are reluctant to admit persons with previous criminal charges, particularly those involving sexual misconduct or arson. The agency will require additional resources to meet anticipated demands for secure forensic placement for these individuals to ensure public safety and timely admissions.

The agency currently has three secure-placement facilities totaling 224 beds. All secure facilities are operating at maximum capacity. Increasing the number of secure beds will assist the agency in its efforts to admit individuals who are charged with serious felony crimes to an appropriate facility for competency evaluation and training within statutorily imposed timeframes. The lack of sufficient resources hinders the agency's ability to meet the required admission timeframes. This could lead to an increase in "show cause" orders and other legal jeopardy against the state. The shortfall in the number of secure beds negatively impacts the number of individuals remaining in county jails beyond the permitted 15 days, causing inappropriate placement for mentally challenged defendants. In an effort to use bed space effectively and efficiently, the agency continually reviews the residents in secure facilities to assess the need for continued secure placement. If it is determined to present no threat of harm to the community and is feasible, the agency requests the court to consider a less secure placement.

APD currently operates four secure forensic facilities for individuals with developmental disabilities: the Mentally Retarded Defendant Program, Seguin, Pathways, and the Step-Out Program. In the following listings, the census figures are as of October 1, 2007.

Mentally Retarded Defendant Program

David English, Superintendent
Florida State Hospital
Chattahoochee, Florida 32324
Census: 146

The Mentally Retarded Defendant Program (MRDP) is a secure forensic facility operated in two buildings located at Florida State Hospital in Chattahoochee. The individuals in this program are ordered by the court to receive competency training and custodial care. Individuals are directly admitted from county jails. The program trains each individual on the elements of trial competency and provides reports to the committing court on their status. This is the only secure facility at which competency training is available. MRDP served 275 people during FY 2006-2007 using 146 beds. The program had a bed turnover rate of more than 80 percent during that period.

Seguin

Don Thomas, Superintendent
1621 NE Waldo Road
Gainesville, Florida 32609
Census: 33

This is a secure forensic facility located just off the Tacachale campus. This program is designed to serve those individuals determined to be incompetent by the court who have received the maximum benefit of services from MRDP and are still determined to be incompetent. The individuals placed in the program usually have been charged with sexual offenses of some nature.

Pathways

Tracy Clemmons, Ph.D., Superintendent
3700 Williams Drive
Marianna, Florida 32446
Census: 34

This program is a secure forensic unit located on the Sunland campus. This program is designed to serve those individuals determined to be incompetent by the court who have received the maximum benefit of services from MRDP and are still determined to be incompetent.

In addition to the secure forensic facilities referenced above, the Agency also provides services for individuals with developmental disabilities in a non-secure setting for those individuals the court has authorized. These services are provided by the Step-Out Program.

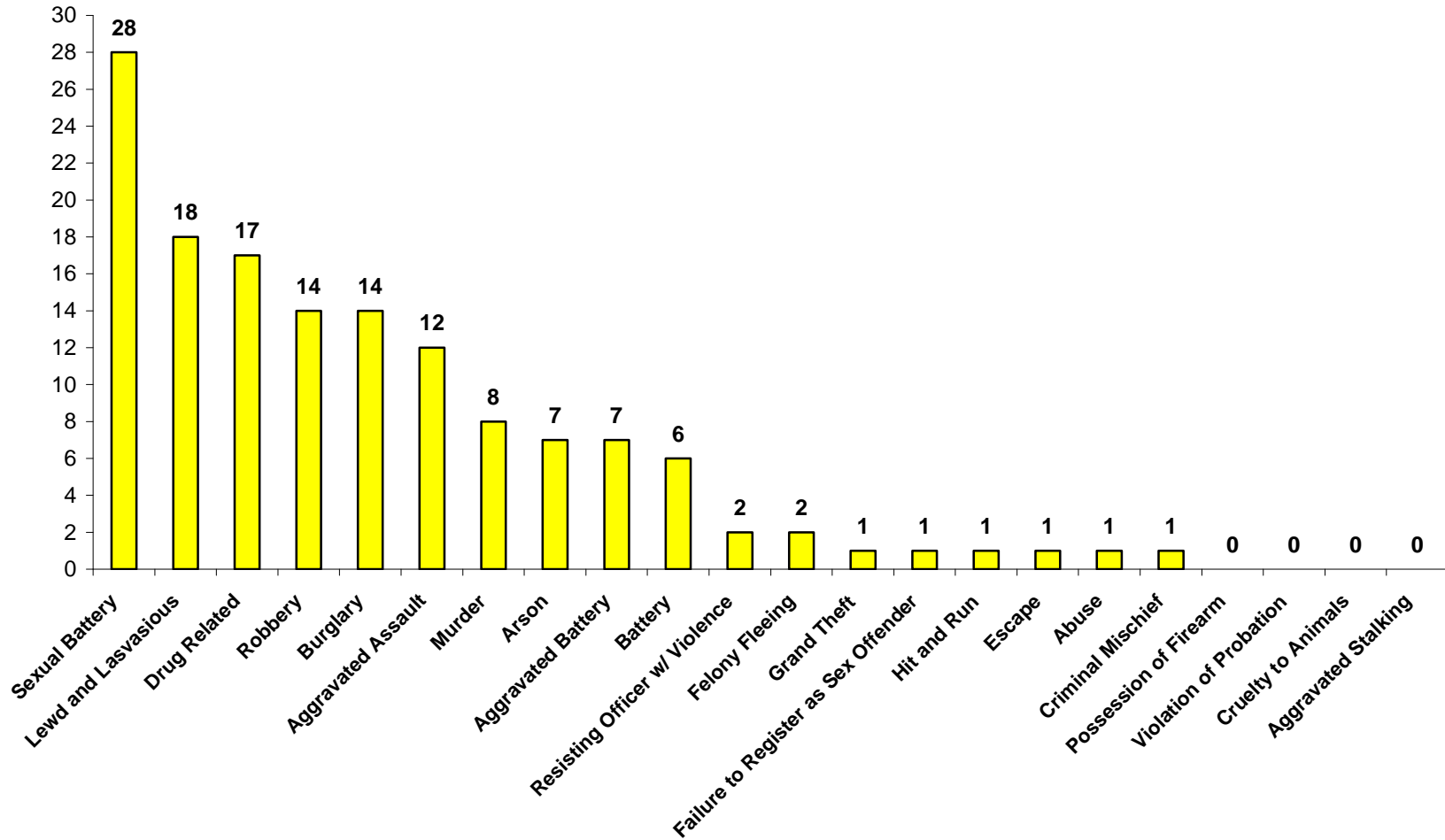
Step-Out Program

Don Thomas, Superintendent
1621 NE Waldo Road
Gainesville, Florida 32609
Census: 23

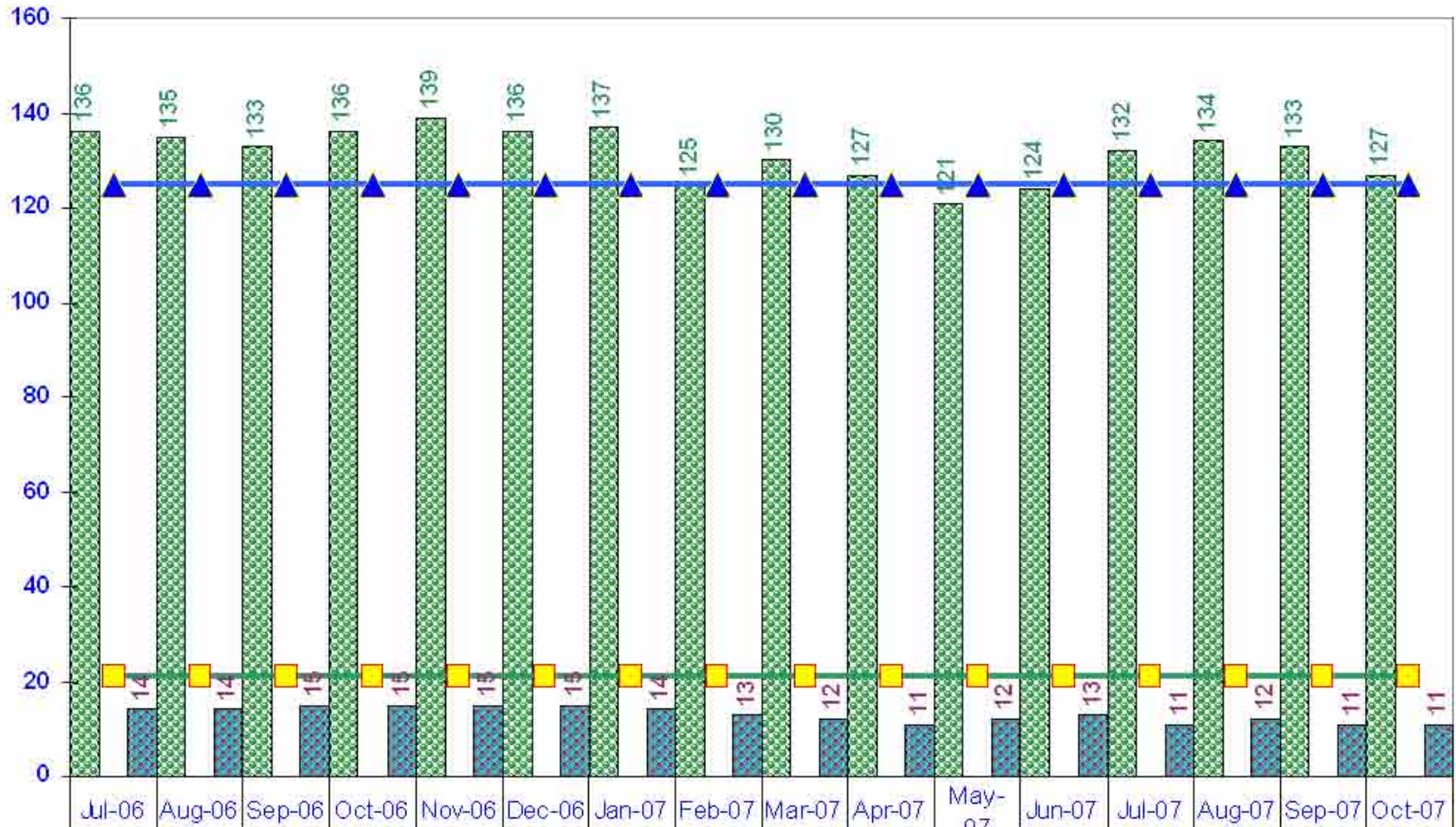
APD has 23 non-secure Step-Out beds located at Tacachale. These beds are for residents who have successfully mastered the program levels at the secure Seguin and Pathways programs and have been deemed by the court to be appropriate for placement in a less restrictive setting. These individuals further their progress through training, employment, and continued therapies in order to transition to the community upon successful completion of the Step-Out program levels and when the court dictates discharge.





The following charts reflect information about the forensic programs. The first chart provides information about the types of offenses individuals committed to the forensic programs are alleged to have committed. The second chart provides information about the census at the MRDP program. The third chart provides information about the number of individuals waiting for placement at MRDP.

MENTALLY RETARDED DEFENDANT PROGRAM OFFENSE OF COMMITMENT MONTH OF OCTOBER 2007



MONTHLY MRDP CENSUS JULY 2006 THROUGH OCTOBER 2007



 Males	136	135	133	136	139	136	137	125	130	127	121	124	132	134	133	127
 Females	14	14	15	15	15	15	14	13	12	11	12	13	11	12	11	11
 Male beds	125	125	125	125	125	125	125	125	125	125	125	125	125	125	125	125
 Female beds	21	21	21	21	21	21	21	21	21	21	21	21	21	21	21	21

**MRDP WAIT LIST
JULY 2006 THROUGH OCTOBER 2007**





Supported Living Coach Kathy Parrish, left, congratulates APD customer Trishell Doy on the completion of her new home in Wildwood, financed by a Federal Rural Development Homes in Partnership grant.

Section VI

Providers

Providers

The Agency for Persons with Disabilities relies heavily on the private sector in its efforts to provide services for individuals with developmental disabilities. With the exception of services provided in the APD Developmental Disability Centers (DDCs) and forensic programs, all direct service is privatized. Individuals and agencies providing services must be approved by APD. The service provider must be under contract as a provider or willing to become a contracted provider in order for the agency to pay for the service. The client has the right to choose the provider that is most cost-effective and best suited to their needs. If a service is to be paid for by one of the Medicaid waivers, the provider also will be required to meet Medicaid and Medicaid Waiver requirements. APD currently has over 10,000 actively enrolled providers.

SERVICES

Primary service areas for Medicaid waiver services include the following:

Support Coordination

Support Coordinators advocate and assist individuals in identifying, accessing, and coordinating supports and services designed to meet their needs and achieve personal goals. Minimum qualifications include a bachelor's degree from an accredited college or university and three years of professional experience in developmental disabilities, special education, mental health counseling, guidance, social work, or health and habilitative services. A master's degree can substitute for one year of required experience. Additional Pre-Service Training is required. Waiver participants are required by the waiver to have a support coordinator to develop the individual's annual plan and to assist in the selection of services and providers to meet each individual's needs. Limited Support Coordination is provided to children living in their family home. Full Support Coordination is available to adults who do not select the Limited Support Coordination option.

Behavioral Analysis Services

Behavior Analysis Services assist individuals in learning new behaviors or functionally equivalent behaviors that are directly related to existing challenging behaviors. Behavior analysis includes the design, implementation, and evaluation of systematic environmental modifications for the purposes of producing socially significant improvements in human behavior.



Behavior Analysis providers must have one or more of the following credentials:

Level 1 – Board Certified Behavior Analyst; Florida Certified Behavior Analyst with expanded privileges; or a person licensed under Chapter 490 or 491, Florida Statutes, (Psychologist, School Psychologist, Clinical Social Worker, Marriage and Family Therapist, or Mental Health Counselor), with more than three years of experience post certification or licensure

Level 2 – Board Certified Behavior Analyst; Florida Certified Behavior Analyst with expanded privileges; or a person licensed under Chapter 490 or 491., Florida Statutes, (Psychologist, School Psychologist, Clinical Social Worker, Marriage and Family Therapist, or Mental Health Counselor), with less than three years of experience post certification or licensure

Level 3 – Board of Florida Certified Associate Behavior Analyst or a Florida Certified Behavior Analyst with a bachelor's degree or high school diploma, regardless of experience

Behavioral Assistant Services are related to the delivery of behavior analysis services, as defined within a behavior analysis services plan. Activities include monitoring behavior analysis services, implementation of behavioral procedures, data collection and display, and assisting in the training of caregivers.

Behavioral Assistant providers must have:

1. a high school diploma and be at least 18 years of age
2. two years of experience in providing direct services to individuals with developmental disabilities or at least 120 hours of direct services to individuals with complex behavior problems, as defined in Chapter 65B, Florida Administrative Code, or 90 classroom hours of instruction in applied behavior analysis
3. 20 contact hours of instruction in the following content areas:
 - Introduction to applied behavior analysis basic principals and functions of behavior;
 - Providing positive consequences, planned ignoring, and stop redirect-reinforce techniques;
 - Data collection and charting; **and**
 - Either a certificate of completion or a college or university transcript and a course content description, verifying completion of required instruction

The 20 contact hours required under number 3 may be obtained within the 90 classroom hours of instruction in number 2.

Supported Living Coaching

Supported Living Coaches provide training and assistance with a variety of activities to help individuals with disabilities live in their own homes or apartments. This includes assistance with locating housing and other activities of independent living. Minimum qualifications for Supported Living Coaches include a bachelor's degree from an accredited college or university with a major in nursing, education, or a social, behavioral, or rehabilitative science. In lieu of a bachelor's degree, a supported living coach may have an associate's degree from an accredited college or university with a major in nursing, education, or a social, behavioral or rehabilitative science with two years of experience. Experience in one of the previously mentioned fields may substitute on a year-for-year basis for the required college education. Additional pre-service and annual in-service training are also required.

Transportation

Transportation services provide transport to and from home and community-based waiver-funded services. Transportation providers may be Community Transportation Coordinators (CTC) for the Transportation Disadvantaged, limited transportation providers, Public Transit Authorities, group homes and other residential facilities where individuals being transported live, adult day training programs attended by individuals being transported, and other public, private for-profit, and private nonprofit transportation entities. The manner in which these types of providers may be used is found in Chapter 427, Florida Statutes.

Environmental Accessibility Adaptation (EAA)

EAA providers create medically necessary physical adaptations to homes to help individuals function with greater independence in their homes. Home accessibility assessments are also part of this service and may be conducted by professional rehabilitation engineers or certified professionals. Providers of EAA services include licensed general or independent licensed contractors, licensed electricians, licensed plumbers, licensed carpenters, licensed architects, and licensed engineers. Providers doing construction work must have a qualified business number in accordance with Chapter 489, Florida Statutes. Subcontractors of a qualified business must hold the required state certification or registration required in Chapter 489.

Residential Habilitation

Residential Habilitation services provide training and supervision activities in a licensed facility that assist individuals with daily living and other skill-building activities. Providers of residential habilitation services include transitional living facilities and residential facilities licensed under Chapters 393 or 400, Florida Statutes. Hourly Residential Habilitation services may be provided to an individual living in their family or own home.



Adult Dental Services

Adult Dental Services cover dental treatment and procedures to prevent or remedy dental problems that compromise an individual's health. Providers of Adult Dental Services must be dentists licensed by the Department of Health in accordance with Chapter 466, Florida Statutes.

Supported Employment

Assisting individuals with employment opportunities is a top priority of the Agency for Persons with Disabilities. Supported Employment services provide training and assistance to support individuals in sustaining paid employment. Supported Employment providers assist with the acquisition and retention of employment. They may also assist with improving skills related to accessing and maintaining employment. Minimum qualifications for supported employment providers include a bachelor's degree from an accredited college or university with a major in business, nursing, education, or a social, behavioral, or rehabilitative service. In lieu of a bachelor's degree, a person may have an associate's degree from an accredited college or university with a major in business, nursing, education or a social, behavioral, or rehabilitative service with two years of experience. Experience in one of the previously mentioned fields can substitute on a year-for-year basis for the required college education. Additional pre-service training and annual in-service training are also required.

Personal Support Services

Personal support services include such services as personal care assistance, in-home support services, respite services, and companion. These services provide direct support to individuals with self-care and daily living needs, supervision, assistance with general household activities, and assistance with travel to appointments. Respite services provide relief for the primary caregiver. These services are provided on a one-on-one basis or in groups as identified in the *Developmental Disabilities Medicaid Waiver Services and Limitations Handbook* to assist the individual to live as independently as possible. Personal support services are approved for an individual based on identified needs, the level of supports described in the individual's annual support plan, and the limits for the service under the waiver. Providers of these services must have at least one year of appropriate experience and, depending on the service, at least a high school degree or equivalent.



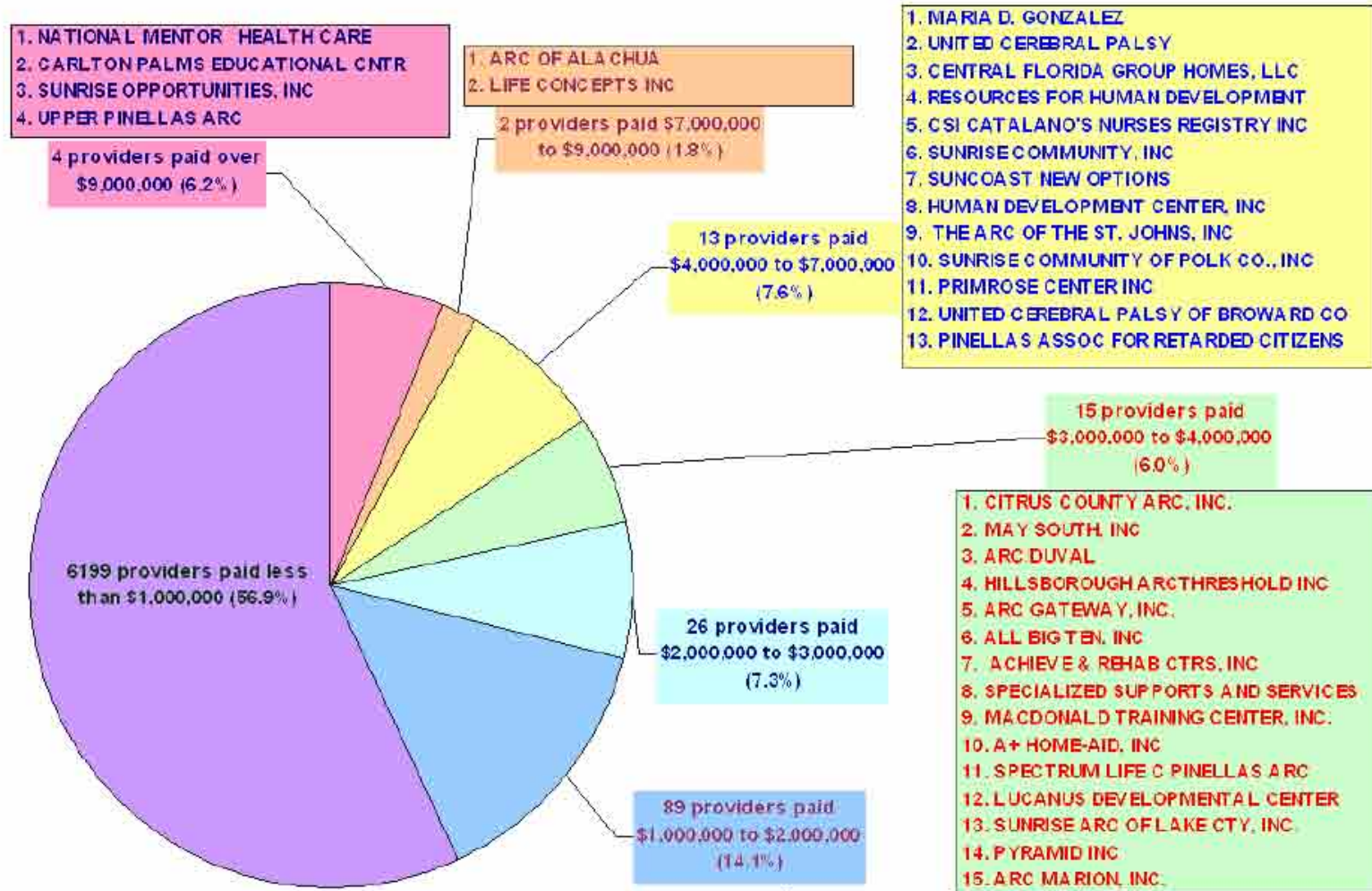
PROVIDER RATES FOR WAIVER SERVICES

The standardized rates for waiver services are promulgated into rule by the Agency for Health Care Administration in collaboration with APD. Rates for provider services are posted on the APD Web site.

The graph on the following page reflects the distribution of funds among the contracted providers. The 34 providers receiving the most funds in FY 2006-2007 are listed in the boxes.



**AGENCY FOR PERSONS WITH DISABILITIES
FY2006/2007 HCBS PROVIDER PAYMENTS AND TOP-PAID PROVIDERS**



SOURCE: ABC PROVIDED BY BUREAU OF FINANCIAL SUPPORT SERVICES



APD customer Renee Llewellyn has worked at the Leon County Supervisor of Elections Office for over 15 years.

Section VII

Resources

Resources

State Disability Organizations

Advocacy Center for Persons with Disabilities – The Advocacy Center is a nonprofit organization providing protection and advocacy services in Florida. It works to promote quality of life, dignity, equality, self-determination, and freedom of choice for persons with disabilities through collaboration, education, advocacy, and legal and legislative strategies. • 1-800-342-0823 • www.advocacycenter.org

The Arc of Florida – This organization works with local, state, and national partners to advocate for local chapters, public policies, and high quality supports for people with developmental and other disabilities to be fully included in all aspects of their community. • 1-800-226-1155 • www.arcflorida.org

Family Care Council Florida – Section 393.502, Florida Statutes, created this all-volunteer organization to give self-advocates and families a voice in the policies and decisions affecting their lives. The FCCF's purpose is to advise the Agency for Persons with Disabilities. • 1-800-470-8101 • www.fcflorida.org

Florida Association of Centers for Independent Living – FACIL is a networking, capacity building, advocacy organization of Centers for Independent Living (CILs). CILs are nonprofit, client-controlled, community-based, cross-disability, nonresidential, private, nonprofit, federally mandated agencies that work to empower persons with disabilities to take charge of their lives and guide their own destinies. Fifty-one percent of the staff and boards of CILs are person with disabilities, which means that they play significant roles in the decision-making responsibilities of the centers. The Web site provides contact information for the 17 CILs throughout Florida. • 1-866-575-6004 • www.floridacils.org

Florida Association of Rehabilitative Facilities – Florida ARF is a statewide, professional industry association that provides advocacy, information, and networking opportunities to community agencies that serve people with disabilities. • (850) 877-4816 • www.floridaarf.org

Florida Commission on Human Relations – FCHR works to prevent unlawful discrimination on the basis of race, color, religion, sex, national origin, age, disability, marital status, or family status. • (850) 488-7082 • fchr.state.fl.us

Florida Council for Community Mental Health – FCCMH is a statewide association of 70 community-based mental health and substance abuse agencies. Most clients served by member agencies are adults with serious and persistent mental illness, children with severe emotional disturbance, adults with long-term addictions, and children who are drug users or at risk of abusing drugs. • (850) 224-6048 • www.fccmh.org



Florida Developmental Disabilities Council – The FDDC works to promote innovative programs and practices designed to prevent developmental disabilities and improve the quality of life for individuals with such disabilities and their families.

• 1-800-580-7801 • www.fddc.org

Florida KidCare – This is Florida's health insurance program for uninsured children under age 19. Its partner agencies are the Agency for Health Care Administration, the Department of Children and Families, the Children's Medical Services Network of the Department of Health, and the Florida Healthy Kids Corporation. Applicants are directed to one of these agencies based on age and family income.

• 1-888-540-5437 • www.floridakidcare.org

FloridaLawHelp.org – This Web site is a guide to free legal information and legal services in Florida, administered by Florida Legal Services, Inc. It provides access to dozens of organizations offering information about the courts, community resources and free and low-cost legal aid programs. • susie@floridalegal.org • www.floridalawhelp.org

Florida School for the Deaf and the Blind – FSDB is Florida's central public school for eligible hearing-impaired and visually-impaired students, from preschool through 12th grade. There is no cost to families for tuition for eligible Florida residents.

• 1-800-356-6729 • www.fldb.k12.fl.us

Florida Statewide Advocacy Council – The Florida SAC operates as an independent, third-party mechanism for protecting the constitutional and human rights of clients within programs or facilities operated, funded, or contracted by state agencies. Its 15 service areas include Local Advocacy Councils (LACs) that focus on specific issues such as developmental disabilities and mental health, as well as multi-programs including foster care, day care, and economic self-sufficiency. LAC members are volunteers who are appointed by the Governor, including customers, representatives, legal professionals, health professionals, and members at large. Individuals are eligible for help from an LAC if they are customers of APD, the Department of Children and Families, the Agency for Health Care Administration, or the Department of Elder Affairs, and have not received programs or services to which they are entitled, have been abused or neglected, or have been denied rights. • 1-800-342-0825 • www.floridasac.org

SAC Northwest Region, Tallahassee • (850) 488-6173

SAC Southeast Region, Fort Lauderdale • (954) 713-1263

SAC Southwest Region, Fort Myers • (239) 338-3301

SAC Central Region, Orlando • (407) 245-0965

Florida Telecommunications Relay, Inc. – FTRI is a statewide nonprofit organization that administers the Specialized Telecommunications Equipment Distribution Program for citizens of Florida who are deaf, hard of hearing, blind, visually impaired and speech impaired. • Voice: 1-800-222-3448 • TTY: 1-888-447-5620 • www.ftri.org



McKay Scholarships for Students with Disabilities Program – This scholarship program, administered by the Department of Education, provides thousands of students with special needs the opportunity to attend participating private schools. It also provides parents with public school and transfer options.

• 1-800-447-1636 • www.floridaschoolchoice.org/information/mckay

Other State Agencies Serving People with Disabilities

Agency for Health Care Administration – AHCA administers a variety of programs, including Florida's Medicaid program, to provide accessible, affordable, quality health care for all Floridians. • 1-888-419-3456 • www.fdhc.state.fl.us

Agency for Workforce Innovation – AWI is responsible for implementing policy in the areas of workforce development, welfare transition, unemployment compensation, labor market information, early learning and school readiness.

• (850) 245-7105 • www.floridajobs.org

Clearinghouse on Disability Information – Administrated by the Department of Management Services, the Clearinghouse is a one-stop source of information on disability issues. It makes referrals to the best agencies or organizations to fill a variety of special needs. • 1-877-232-4968

Commission for the Transportation Disadvantaged – An independent commission housed administratively within the Department of Transportation, its mission is to ensure the availability of efficient, cost-effective, and quality transportation services for transportation disadvantaged persons. • (850) 410-5700 • www.dot.state.fl.us

Department of Children and Families – DCF provides information on a wide range of health and human services provided through the state of Florida. Specific programs of interest to people with disabilities are described below.

• (850) 487-1111 • www.myflorida.com/cf_web

The *Adult Services Program* provides limited in-home support services. They usually are provided to individuals who do not receive services from other specialized sources, such as APD. However, some people with developmental disabilities live in homes licensed as Assisted Living Facilities if that is the best way to meet their needs.

The *Food Stamp Program* is a federally funded program that provides food stamps that may be used like cash to purchase food. Certain items are excluded, such as candy, sodas and paper goods. People who have a low income are eligible for assistance. In most cases, people who receive SSI would be eligible. The program is administered by DCF's Office of Economic Self-Sufficiency.

The *Substance Abuse Program* provides help to people who abuse alcohol or other drugs. The *Mental Health Program* provides assistance to people who have mental health problems. If a person with a developmental disability needs either substance



abuse or mental health services and is refused by either of these programs, involvement by the support coordinator or other advocate is essential in securing them.

Department of Education – Some of DOE's programs that apply to people with disabilities are described below. • (850) 245-0505 • www.fldoe.org

The *Bureau of Exceptional Education and Student Services* administers programs for students with disabilities and for gifted students. It also coordinates student services throughout the state and participates in multiple-agency efforts designed to strengthen the quality and variety of services available to students with special needs.

• (850) 245-0475 • www.fldoe.org/ese

The *Division of Blind Services* provides orientation and mobility training, including Braille reading and writing, typing, homemaking, manual arts, personal counseling, recreational services, vocational exploration, and specialized vocational training for persons who are legally blind. Additional services may include training in personal adjustment, eye medical services, glasses, low vision aids, and diagnostic and maintenance services.

• 1-800-342-1828 • www.dbs.myflorida.com/

The *Division of Vocational Rehabilitation (VR)* helps people with disabilities find meaningful careers. VR assists with training, medical treatment, accommodations, and other services so that a person with a disability may become employed. These services may include medical, psychological, or vocational assessments; vocational or career planning; and counseling to support the exercise of informed choice in the development of the individual plan for employment (IPE) which includes the services required to achieve the person's employment goals. VR's School to Work Transition program involves activities that help students enter training and/or work after leaving high school. Other services are available for eligible adults of working age. If the person has a developmental disability and is a consumer of APD, services from VR should always be coordinated through the support coordinator. • 1-800-451-4327 • www.rehabworks.org

Just Read, Families! is a summer reading program that provides parents with information about actively reading with their children during the summer months.

• (850) 245-0503 • www.justreadfamilies.org

Local school districts provide a wide range of services to school-age children with developmental disabilities. Every year, each school district must submit a plan to DOE outlining the special programs they plan to provide for exceptional students. This designation includes persons with mental retardation and other developmental disabilities. Annual funding is provided by the state based on each county's plan. Educational services may be available through public schools and special education classes in hospitals, homes or other noneducational facilities. Districts will sometimes assign special education teachers to preschool and day care programs to work with children with disabilities. DOE also may offer vocational education to individuals with disabilities.



Department of Elder Affairs – DOEA is the agency constitutionally designated by Florida voters to "serve as the primary state agency" responsible for administering human services programs for the elderly (Section 430.03 Florida Statutes). Its purpose is to serve elders in all possible ways to help them keep their self-sufficiency and self-determination. Several specialized functions of the agency are described below.

• 1-800-96-ELDER (35337) • elderaffairs.state.fl.us

An elderly parent or caregiver may be able to receive services from DOEA, making it possible to remain in the home with a person with developmental disabilities, thus allowing both to remain in their home and community. Both DOEA and APD may offer many of the same services, and it is possible that a person with a developmental disorder and the caregiver may be receiving like services from different departments, or sometimes one department may be able to provide for both. It is important that the support coordinator be aware of dual needs so that the two departments can work together to maximize the potential for both the elderly parent or primary caregiver and the person with a developmental disability.

As the person with a developmental disability becomes older, there may be specialized programs only in DOEA that can meet certain needs, such as Alzheimer's and dementia. Therefore, it is important that the availability of services in both programs should be considered in order to better meet the consumers' needs and maximize the use of valuable resources.

The Department of Elder Affairs also provides services through Assisted Living Facilities (ALFs). ALFs are residential care facilities that provide housing, meals, personal care, and supportive services to older persons and disabled adults who are unable to live independently. ALFs are intended to be a less costly alternative to more restrictive, institutional settings for individuals who do not require 24-hour nursing supervision. ALFs are licensed and inspected by the Agency for Health Care Administration's Assisted Living Unit and are regulated in a manner so as to encourage dignity, individuality, and choice for residents, while providing reasonable assurance for their safety and welfare.

Department of Health – DOH works to promote, protect and improve the health of all people in Florida through public health initiatives fulfilling these main roles: health protection, health promotion and disease prevention, and health treatment. Some of the department's specialized functions are described below.

• (850) 245-4444 • www.doh.state.fl.us

The *Children's Medical Services (CMS)* program provides children with special health care needs with a family centered, managed system of care. Children with special health care needs are those children under age 21 whose serious or chronic physical, developmental, behavioral, or emotional conditions require extensive preventive and maintenance care beyond that required by typically healthy children. CMS also provides early intervention services to high-risk children up to three years of age through its Early Steps program. • (850) 245-4209 • www.cms-kids.com



Each county in Florida has a *county health department*. These programs provide a variety of services that may differ among counties. • www.doh.state.fl.us/chdsitelist.htm

The *Florida Directory of Early Childhood Services (Central Directory)* provides services to families and providers seeking advocacy, education, training, resources, referrals, and information on disability services available in their communities. The Central Directory maintains a database which contains a wide range of information on community services, counseling, diagnosis/evaluation, early intervention services, education and training, equipment, medical screening, special education services, support groups, and therapies. It's a joint project of the departments of Health and Education, the Office of Early Learning, and the Children's Forum, a nonprofit organization. • 1-800-654-4440 • www.centraldirectory.org

Department of Transportation – DOT's Web site provides information on many topics of interest to people with disabilities, including parking permits, toll permits, driver licenses, safety programs, and ADA issues.
• 1-866-374-FDOT (3368) • www.dot.state.fl.us

Division of Emergency Management – The division plans for and responds to both natural and man-made disasters, ranging from floods and hurricanes to incidents involving hazardous materials and nuclear power. It prepares and implements a statewide Comprehensive Emergency Management Plan, and routinely conducts extensive exercises to test state and county emergency response capabilities. The division is the state's liaison with federal and local agencies on emergencies of all kinds. Its *State Emergency Response Team (SERT)* ensures that Florida is prepared to respond to emergencies, recover from them, and mitigate their impact. Of special interest to people with disabilities is the division's newly created position of *Statewide Disability Coordinator for Emergency Management*. The officeholder works as an advocate for the unique disaster-related needs of persons with disabilities.
• (850) 413-9969 • www.floridadisaster.org

Governor's Commission on Disabilities – Created on July 26, 2007, when Governor Charlie Crist signed Executive Order 07-148, the Commission will advance public policy and work with state agencies and organizations on behalf of Floridians with disabilities.
• (850) 487-3423 • dms.myflorida.com/other_programs/commission_on_disabilities

Housing Assistance

People with low incomes are eligible to receive rental assistance from various programs administered by the U.S. Department of Housing and Urban Development (HUD) through local housing authorities. This may be in housing projects which are government-owned and set rent based on income. There is also a program that provides subsidies to persons who rent privately owned property and is referred to as *Section 8 housing*. This provides assistance when the landlord is willing to participate in the Section 8 program and the place to be rented has been approved by the appropriate local housing authority. In this program, a person must be approved for a rental subsidy



after which he or she pays only a portion of the rent (the amount determined based on a percentage of the individual's income) and the housing authority pays the balance of the rent to the landlord. To receive such a subsidy, the person must meet the eligibility criteria and the building or apartment to be rented must meet established standards. The landlord cannot charge more rent than the amount that the housing authority has found to be fair in the local area. Individuals are encouraged to make application for Section 8 even if they will be placed on a waiting list. Your local housing authority can provide you with additional information. Also, the Department of Community Affairs and the Florida Housing Coalition, Inc. (see their entries below) are additional resources to obtain more information on financing options and opportunities for housing for individuals with developmental disabilities.

Council of State Community Development Agencies – This national association advocates and enhances the leadership role of states in community development through policy development and implementation, customer-driven technical assistance, education, and collaborative efforts. COSCDA analyzes proposed legislation and budget initiatives, helps states share information about best practices, and produces a variety of newsletters and technical reports.

• (202) 293-5820 • www.coscda.org

Florida Coalition for the Homeless – FCH is comprised of a broad spectrum of advocates and providers who are committed to putting an end to homelessness and improving the conditions of persons living without shelter. It provides education on homelessness issues; advocates for initiatives that help homeless people and against laws and ordinances that may harm them; networks with advocates throughout Florida on federal, state and local issues; and promotes unification, involvement and leadership of local coalitions, service providers, homeless people, religious leaders, units of government, and others in the development and implementation of a statewide agenda.

• (850) 412-0021 • www.fchonline.org/

Florida Department of Community Affairs – DCA is the state's land planning and community development agency. Its role is to assist Florida's communities as they meet the needs of Florida's ever-expanding population. The department ensures that new growth complies with the state's vital growth management laws, while also helping established communities revitalize their older or traditional neighborhoods. One of its divisions may be of special interest to those with limited incomes and is described below. • 1-877-352-3222 • www.dca.state.fl.us

The *Division of Housing and Community Development* provides funding to local communities to help improve housing, streets, utilities and public facilities. The division assists with efforts to revitalize underserved communities and encourage economic development for the common good, and to help low-income residents meet the costs of such essential services as home heating and cooling.

• (850) 488-7956 • www.floridacommunitydevelopment.org

Florida Housing Coalition – The Coalition is a nonprofit, statewide membership organization working to bring housing advocates and resources together to promote affordable housing for all Floridians. • (850) 878-4219 • www.flhousing.org



Florida Housing Data Clearinghouse – The Clearinghouse provides public access to data about housing needs and supply, subsidized rental housing, and household demographics in Florida communities.

• 1-800-259-5705 • www.flhousingdata.shimberg.ufl.edu

Florida Housing Finance Corporation – Florida Housing was created by the Florida Legislature help Floridians obtain safe, decent housing that might otherwise be unavailable to them. Its programs provide assistance for renters, first-time homebuyers, disaster recovery and workforce housing. • (850) 488-4197 • www.floridahousing.org

U.S. Dept. of Housing and Urban Development – HUD's Web site contains extensive information on HUD programs, regulations, grants, home ownership, renting, home improvements, and homelessness issues. • (202) 708-1112 • www.hud.gov

HudClips is an online source for HUD publications and forms. • www.hudclips.org

Disability-Specific Organizations

ATTENTION DEFICIT DISORDER

Attention Deficit Disorder Association – ADDA is a nationwide organization working to providing information, resources, and networking opportunities to adults with Attention Deficit/Hyperactivity Disorder (AD/HD) and the professionals who serve them. Several ADDA support groups are located in Florida. • (856) 439-9099 • www.add.org

Children and Adults with Attention Deficit/Hyperactivity Disorder – CHADD is a nonprofit organization serving individuals with AD/HD and their families. CHADD chapters throughout the U.S. offer support for individuals, parents, teachers, professionals, and others. Florida has over a dozen CHADD chapters. • (301) 306-7070 • www.chadd.org

AUTISM

Alexis Foundation – The Alexis Foundation is a statewide nonprofit organization that provides information on autism, Angelman syndrome, related disabilities, and safety concerns for all with disabilities. • (407) 862-8833 • www.alexisfoundation.org

Autism Recovery Network – The ARN is a support group for families and professionals in Florida dealing with autistic spectrum disorders such as ADD, ADHD, PDD, PDD-NOS, Aspergers, HFA, and autism. • maximom@yahoo.com • www.autismrecoverynetwork.org

Autism Society of Florida – The society promotes lifelong access and opportunities for persons within the autism spectrum. It has 15 chapters throughout the state. • vesequenzia@aol.com • www.autismfl.com



Autism Speaks – Autism Speaks works to secure funding for global biomedical research into the causes, prevention, treatments, and cure for autism; to raise public awareness about autism; and to bring hope to all who deal with the hardships of this disorder. The National Alliance for Autism Research merged with Autism Speaks in 2005. • (212) 252-8584 • www.autismspeaks.org

Centers for Autism and Related Disabilities – Located on the campuses of state universities, the centers serve children and adults of all levels of intellectual functioning who have autism, pervasive developmental disorders, autistic-like disabilities, dual sensory impairments, or sensory impairments with other disabling conditions. The primary focus of CARD is to provide individualized, direct assistance to these individuals and their families.

- University of Florida/Gainesville • 1-800-754-5891 • www.card.ufl.edu
- UF College of Medicine/Jacksonville • (904) 633-0760 • www.hscj.ufl.edu/peds/aut
- University of South Florida/Tampa • 1-800-333-4530 • card-usf.fmhi.usf.edu
- University of Miami/Nova Southeastern Univ. • (305) 284-5264 • www.umcard.org
- University of Central Florida/Orlando • 1-888-558-1908 • www.ucf-card.org
- Florida Atlantic University/Boca Raton • 1-888-632-6395 • www.coe.fau.edu/card
- Florida State University/Tallahassee • 1-800-769-7926 • autism.fsu.edu

BLINDNESS/VISUAL IMPAIRMENT

American Foundation for the Blind – AFB provides a wide range of services to Americans who are visually impaired, including product evaluations, publications, research, and advocacy. • 1-800-AFB-LINE (1-800-232-5463) • www.afb.org

BRAIN AND SPINAL CORD INJURY

Brain Injury Association of Florida – BIAF is a nonprofit organization working to improve the quality of life for persons with brain injury and their families by creating a better future through brain injury prevention, research, education, support services, and advocacy. It is the official state association of the Brain Injury Association of America (BIAA). All resources are provided free of charge to persons with brain injuries and their families who request information. • 1-800-992-3442 • www.biaf.org

Florida Spinal Cord Injury Resource Center – FSCIRC serves as the statewide clearinghouse of resource information for persons who have survived a spinal cord injury, their families and friends, healthcare professionals, support groups, the media, and the general public. • 1-800-995-8544 • www.flspinalcord.us



CEREBRAL PALSY

United Cerebral Palsy – UCP and its nationwide network of affiliates strive to ensure the inclusion of persons with disabilities in every facet of society. As one of the largest health charities in America, it works to advance the independence, productivity and full citizenship of people with disabilities through its affiliate network. Its Web site provides contact information for nine affiliates in Florida. • 1-800-872-5827 • www.ucp.org

United Cerebral Palsy of Florida • (850) 878-2141

DOWN SYNDROME

National Down Syndrome Congress – NDSC works to empower its members and all people with Down syndrome by creating a national climate in which all people will recognize and embrace the value and dignity of people with Down syndrome. It promotes opportunities and resources that meet individual and family needs. Among those resources is a clearinghouse for information on Down syndrome.

• 1-800-232-NDSC (6372) • www.ndscenter.org

National Down Syndrome Society – NDSS envisions a world in which all people with Down syndrome have the opportunity to realize their life aspirations. The society works to enhance the quality of life and realize the potential of all people with Down syndrome through education, research, and advocacy. NDSS has over 200 affiliate organizations across the country—more than 30 are in Florida.

• 1-800-221-4602 • www.ndss.org

EPILEPSY

Epilepsy Foundation – The Epilepsy Foundation is a system of community-based, affiliated organizations that work to provide people with epilepsy and their families with access to critical services where they live and work.

• 1-800-332-1000 • www.epilepsyfoundation.org

Epilepsy Foundation of Florida – This is the Florida affiliate of the national foundation, with four locations across the state. • www.epilepsyfoundation.org/local/florida

- Miami • (305) 670-4949
- Fort Lauderdale • (954) 779-1509
- West Palm Beach • (561) 478-6515
- Jacksonville • (904) 731-3752

floridashealth.com – This online resource site of the Florida Department of Health contains a wealth of links to epilepsy service providers and information.

• floridashealth.com/Family/epilepsy/index.html



FIBRODYSPLASIA OSSIFICANS PROGRESSIVA

International Fibrodysplasia Ossificans Progressiva Association – IFOPA is a nonprofit support organization for families dealing with a rare genetic condition known as Fibrodysplasia Ossificans Progressiva (FOP). • 407-365-4194 • www.ifopa.org

LEARNING DISABILITIES

Learning Disabilities Association of America – LDA provides support to people with learning disabilities, their parents, teachers and other professionals. At the national, state and local levels, LDA provides the latest information on learning disabilities, practical solutions, and a comprehensive network of resources.
• (412) 341-1515 • www.ldaamerica.org

Learning Disabilities Association of Florida – LDAF is the Florida chapter of LDA.
• (941) 637-8957 • www.lda-fl.org

MENTAL HEALTH

National Alliance on Mental Illness – NAMI is the nation's largest grassroots mental health organization dedicated to improving the lives of persons living with serious mental illness and their families. It is the parent organization of chapters in every state and in over 1100 local communities across the country.
• 1-800-950-NAMI (6264) • www.nami.org

NAMI Florida is the state chapter of NAMI, with 34 affiliates in communities throughout Florida that provide education, advocacy, and support groups for people with mental illness and their loved ones. Affiliates help members to access psychiatric services, treatment, benefits, medication, and housing. • (850) 671-4445 • www.namifl.org

MENTAL RETARDATION/DEVELOPMENTAL DISABILITIES

The Arc – The Arc is the world's largest grassroots organization of and for people with intellectual and developmental disabilities. With over 140,000 members affiliated through more than 850 state and local chapters across the nation, The Arc works to promote and improve supports and services for the people it serves. Its Web site provides contact information for more than three dozen chapters in Florida.
• 1-800-433-5255 • www.thearc.org

Florida's Voice on Mental Retardation – FVMR is an all-volunteer, advocacy and networking organization for family and friends of persons with mental retardation and related developmental disabilities. • (954) 975-5159 • www.fvmr.org



Voice of the Retarded – VOR is a national organization that advocates for a full range of quality residential options and services, including home, community residences, congregate, and large facilities. It maintains that the final determination of what is appropriate depends on the unique abilities and needs of the individual and desires of the family and guardians. • 1-877-399-4VOR (4867) • www.vor.net

Florida VOR Coordinators • 1-866-429-6223

PRADER-WILLI SYNDROME

Prader-Willi Syndrome Association – PWSA is an organization of families and professionals working together to promote and fund research, provide education, and offer support to enhance the quality of life of those impacted by Prader-Willi syndrome. • 1-800-926-4797 • www.pwsausa.org

PWSA Florida is the state chapter of PWSA.
• (305) 245-6484 • members.aol.com/delchert/pwsa2.htm

SPEECH AND HEARING

Florida Association of Speech-Language Pathologists and Audiologists – FLASHA serves the needs of audiologists and speech-language pathologists in Florida by providing support, opportunities for professional growth, and public awareness and advocacy. • 1-800-243-3574 • www.flasha.org

Florida Association of the Deaf – FAD is the state chapter of NAD. Its Web site provides access to over a dozen affiliated organizations throughout Florida.
• jpeter@fadcentral.org • www.fadcentral.org

National Association of the Deaf – The NAD serves the needs of people who are deaf or hard of hearing by providing a broad spectrum of information on such topics as legal rights, advocacy issues, American Sign Language, captioning, interpreting, and transportation. • (301) 587-1788 voice • (301) 587-1789 TTY • www.nad.org

SPINA BIFIDA

Spina Bifida Association – SBA serves adults and children who live with the challenges of spina bifida by providing education, advocacy, research, and service. Its Web site provides access to more than 125 chapters across the U.S., including four in Florida. • 1-800-621-3141 • www.sbaa.org



Family Organizations

Best Buddies – Best Buddies is an organization dedicated to enhancing the lives of people with intellectual disabilities by providing opportunities for one-to-one friendships and integrated employment. • 1-800-89-BUDDY (28339) • www.bestbuddies.org

Family Café – The Family Café is a nonprofit statewide organization, offering educational opportunities and information on meaningful topics for individuals with disabilities and their families in a family-centered environment. This information is designed to help individuals with disabilities make sensible and educated decisions regarding the services they receive. • 1-888-309-CAFE (2233) • www.familycafe.net

Family Care Council Florida – FCCF was created by the Florida Legislature to serve as an advisory board for APD on issues pertaining to the needs of self-advocates and their families. Its functions include reviewing the effectiveness of the Developmental Disabilities Program, making recommendations on implementation, and advising program administrators on the community and family support systems in their areas. • 1-800-470-8101 • www.fccflorida.org

Family Network on Disabilities of Florida – FND is a statewide network of families and individuals who may be at-risk, have disabilities, or have special needs, as well as their families, professionals, and concerned citizens. It works to ensure that Floridians have full access to family-driven support, education, information, resources, and advocacy and to serve families of children with disabilities, ages birth through 26, who have the full range of disabilities described in Section 602(3) of IDEA. • 1-800-825-5736 • www.fndfl.org

Florida Institute for Family Involvement – FIFI works to create solutions, strengthen partnerships, enhance community collaboration, and build an information base for children and youth with special needs and their families. • 1-877-926-3514 • www.fifionline.org

Parent to Parent of Miami – Parent to Parent of Miami is a federally funded community parent resource center serving Miami-Dade and Monroe Counties. • (305) 271-9797 • www.ptopmiami.org

Transition and Employment Support Services

The Able Trust – Also known as the Florida Governor's Alliance for the Employment of Citizens with Disabilities, The Able Trust is a 501(c)(3) public-private partnership foundation established by the Florida Legislature in 1990. Its mission is to be the leader in providing Floridians with disabilities fair employment opportunities through fundraising, grant programs, public awareness, and education. • 1-888-838-ABLE (2253) • www.abletrust.org



Americans With Disabilities Act Compliance Office – The University of Florida, under the guidelines of ADA and 504 federal legislation, is required to make reasonable accommodations to the known physical and mental limitations of otherwise qualified individuals with disabilities. The university's ADA Compliance Office works to fulfill the needs of students, staff, faculty, and visitors. • (352) 392-7056 • www.ada.ufl.edu

PACER Center – The Center works to expand opportunities and enhance the quality of life for children and young adults with disabilities and their families, based on the concept of parents helping parents. • 1-800-537-2237 • www.pacer.org

Ticket to Work Program – The Social Security Administration's Ticket to Work Program offers SSA disability beneficiaries greater choice in obtaining the services they need to help them go to work and achieve their employment goals. It is available to people with disabilities under the SSI and SSDI programs. • 1-800-772-1213 • www.ssa.gov/work

The Transition Center at the University of Florida – The Center works to be a catalyst for the coordination of research, education, and service relating to adolescents and adults, especially those with disabilities, as they make and act on choices involving community, employment, and personal, and social issues. • (352)392-0701 • www.thetransitioncenter.org

U.S. Department of Labor – The department's Employment and Training Administration provides government job training and worker dislocation programs, federal grants to states for public employment service programs, and unemployment insurance benefits. These services are primarily provided through state and local workforce development systems. • 1-877-US-2JOBS (872-5627) • www.doleta.gov

Volunteer Florida – Also known as the Governor's Commission on Volunteerism and Community Service, Volunteer Florida works to strengthen communities through volunteer service. The Commission partners with community based organizations, nonprofits, businesses, communities of faith, government entities, and colleges and universities. • (850) 921-5172 • www.fccs.org

National Resources

About Learning – About Learning, Inc. is a training, consulting, and publishing company that helps organizations improve the quality of their learning programs by teaching them to design more effective learning systems. • 1-800-822-4628 • www.aboutlearning.com

Americans with Disabilities Act, U.S. Dept. of Justice – This Web site is the definitive source for information pertaining to ADA, including contact information for federal agencies and other organizations that have jurisdiction over ADA issues. • 1-800-514-0301 • www.ada.gov



Consortium for Citizens with Disabilities – CCD is coalition of approximately 100 national disability organizations working together to advocate for national public policy that ensures the self determination, independence, empowerment, integration and inclusion of children and adults with disabilities in all aspects of society.

• (202) 783-2229 • www.c-c-d.org

Council for Exceptional Children – CEC is the largest international professional organization dedicated to improving educational outcomes for individuals with exceptionalities, students with disabilities, and the gifted.

• 1-800-224-6830 • www.cec.sped.org

Inclusion.com – This Web site is a contact point for three resources: Inclusion Press, an independent publisher of readable, accessible, user-friendly books and resources about full inclusion in school, work, and community; the Inclusion Network, which responds to training, consulting, and networking facilitators; and the Marsha Forest Centre, which works to develop future leadership for inclusion through the creation of focused programs, materials and research. • (416) 658-5363 • www.inclusion.com

National Association for the Dually Diagnosed – NADD provides professionals, educators, policy makers, and families with education, training, and information on mental health issues relating to persons with intellectual or developmental disabilities.

• 1-800-331-5362 • www.thenadd.org

National Collaborative on Workforce and Disability for Youth – NCWD/Youth assists state and local workforce development systems to better serve youth with disabilities. Funded by a grant from the U.S. Department of Labor's Office of Disability Employment Policy (ODEP), NCWD/Youth is housed at the Institute for Educational Leadership. • 1-877-871-0744 • www.ncwd-youth.info

National Council on Disability – NCD is an independent federal agency making recommendations to the president and Congress on issues affecting Americans with disabilities. It composed of 15 members appointed by the president and confirmed by the U.S. Senate. • (202) 272-2004 • www.ncd.gov

National Early Childhood Technical Assistance System – NECTAS is a national technical assistance consortium working to support states, jurisdictions, and others to improve services and results for young children with disabilities and their families.

• (919) 962-2001 • www.uri.edu/frp/frplink20.html

National Organization for Rare Disorders – NORD is a nonprofit federation of voluntary health organizations dedicated to helping people with rare diseases and assisting the organizations that serve them. • (203) 744-0100 • www.rarediseases.org

National Organization on Disability – NOD works to expand the participation and contribution of America's 54 million men, women and children with disabilities in all aspects of life. • (202) 293-5960 • nod.org



School Success Info.org – This website is a companion to the "Success in School Equals Success in Life" campaign urging parents—particularly those with the least available resources—to get involved in their children's education. The primary partners in the campaign are the NAACP and People for the American Way.

• 1-800-326-7329 • <http://www.schoolsuccessinfo.org>

United States Access Board – The Access Board is an independent federal agency devoted to accessibility for people with disabilities. Created in 1973 to ensure access to federally funded facilities, the Board is now a leading source of information on accessible design. • 1-800-872-2253 • www.access-board.gov

Assistive Technology

ABLEDATA – ABLEDATA provides objective information about assistive technology products and rehabilitation equipment available from domestic and international sources. Although the organization does not sell any products, it provides referrals to companies that do. • 1-800-227-0216 • www.abledata.com

Alliance for Technology Access – ATA is a national network of community-based resource centers, developers, vendors, and associates. It provides information and support services to children and adults with disabilities, and works to increase their use of standard, assistive, and information technologies.

• (707) 778-3011 • www.ataccess.org

Assistive Technology Educational Network – ATEN is a Florida organization that assists in the enhancement of student outcomes by providing information, training, and technical support in the area of assistive technology.

• 1-800-558-6580 • www.aten.scps.k12.fl.us

Assistive Technology Industry Association – ATIA serves as the collective voice of the assistive technology industry so that the best products and services are delivered to people with disabilities. • 1-877-OUR-ATIA (687-2842) • www.atia.org

Closing The Gap – Closing The Gap, Inc. is a business that focuses on computer technology for people with special needs through its bi-monthly newspaper, annual conference and extensive Web site. • (507) 248-3294 • www.closingthegap.com

Do 2 Learn – Do 2 Learn is a provider of games, songs, communication cards, print resources and information for special needs.

• do2learn@do2learn.com • www.dotolearn.com

Florida Alliance for Assistive Services and Technology – FFAST works to improve the quality of life for all Floridians with disabilities through advocacy and awareness activities that increase access to and acquisition of assistive services and technology.

• 1-888-788-9216 • www.faast.org



Kurzweil Educational Systems – This business is the leading developer of reading technology for people with learning difficulties and those who are blind or visually impaired. • 1-800-894-5374 • www.kurzweilededu.com

LD OnLine – This Web site seeks to help children and adults reach their full potential by providing accurate and up-to-date information and advice about learning disabilities and ADHD. It is a project of WETA-TV, the PBS station in Washington, D.C., and the National Joint Committee on Learning Disabilities. • (301) 897-0124 • www.ldonline.org

Wishlist and Recreation Organizations

A Special Wish Foundation, Inc. – This nonprofit charitable organization grants wishes to children under the age of 21 who have been diagnosed with a life-threatening disorder. Three kinds of wishes are granted: special gifts, special places, and special heroes. The foundation has 16 chapters in the U.S., plus one in Moscow, Russia. Florida has one chapter (listed below.) • 1-800-486-WISH (9474) • www.spwish.org

A Special Wish, Kissimmee • (407) 518-0277

Angelwish – This organization provides the public with an easy way to grant wishes to the millions of children that are living with HIV/AIDS around the world. • (201) 672-0722 • www.angelwish.org

Believe In Tomorrow Children's Foundation – Believe In Tomorrow provides hospital and retreat housing services to critically ill children and their families. The goal is to keep the family together during a child's medical crisis, because normal family life has a powerful influence on the healing process. • 1-800-933-5470 • www.grant-a-wish.org

Buckmasters American Deer Foundation – The Disabled Services Division of BADF locates and organizes hunting opportunities on private lands and with commercial outfitters. It also works to make assistive technology available to hunters with disabilities. BADF chapters are located across the U.S., including seven in Florida (listed below). • (205) 366-8415 • www.badf.org

Blackwater Buckmasters, Pensacola • (850) 429-2613

Heart of Florida, Ocala • (352) 622-5489

Mid-Florida Buckmasters, Lakeland • (863) 648-5477

Northeast Florida One Shot Chapter, Starke • (352) 485-1149

Southwest Florida One Shot Chapter, La Belle • (863) 675-6765 • (863) 675-0430

Tri-County Buckmasters of Florida, Palatka • (386) 325-6135

W.H. Big Bend Buckmasters, Tallahassee • (850) 877-7558

Chef David's Kids – Chef David's Kids is an international, nonprofit charity group that helps children afflicted with any form of terminal illness such as cancer, leukemia, and pediatric HIV, as well as neglected and abused children. • (954) 565-8129 • www.chefdavidskids.com



Children's Hopes & Dreams Foundation – The foundation distributes entertaining and informative booklets to terminally and chronically ill children with illnesses such as cancer, cystic fibrosis, AIDS, Hodgkin's disease, leukemia, muscular dystrophy, and sickle cell anemia. Its goal is to replace fear with laughter, encouragement, and smiles. • (706) 482-2248 • www.helpingnow.org

Children's Wish Foundation International – CWFI fulfills wishes for children under the age of 18 suffering from life-threatening illnesses. The immediate family is included in the wish fulfillment, so that the child and family will share in the experience and create happy memories together. • 1-800-323-WISH (9474) • www.childrenswish.org

Dream-A-Wish – The Dream-A-Wish Foundation's goal is to stop the clock and give Central Florida families a few quality hours away from pain, worry, and stress. This happens when they are provided with a week of wonderful memories to last a lifetime. • (386) 682-6404 • www.dream-a-wish.org

Dream Factory – This national organization grants dreams to children diagnosed with critical or chronic illnesses who are three through 18 years of age by using a network of volunteers who raise funds in their communities. Dream Factory is able to grant dreams only in areas with chapters. Florida has one chapter (listed below). • 1-800-456-7556 • www.dreamfactoryinc.com

Dream Factory of Florida is headquartered in Brandon. • (813) 654-7673

Fairygodmother Foundation – Fairygodmother Foundation make wishes come true for individuals 18 and older with terminal illnesses and their loved ones in their time of greatest need. • (312)-573-0028 • www.fairygodmother.org

Florida Disabled Outdoors Association – FDOA is a non-profit 501(c)(3) organization that is working to provide access to outdoor recreation to persons with disabilities, as well as the general public through special events, newsletters, community education, and collaboration with other organizations. • (850) 668-7323 • www.fdoa.org

Give Kids the World – GKTW is a 70-acre, nonprofit resort in Central Florida that creates magical memories for children with life-threatening illnesses and their families. GKTW provides accommodations at its whimsical resort, donated attractions tickets, meals and more for a week-long, cost-free fantasy vacation, with the help of many generous individuals, corporations and partnering wish-granting organizations. • 1-800-995-KIDS (5437) • www.gktw.org

Jason's Dreams For Kids Foundation – The organization grants wishes to children diagnosed with life-threatening illnesses. Bringing a little happiness to the children and their families is the goal. • (732) 758-0060 • www.jasonsdreamsforkids.com



Kids Wish Network – This nonprofit charitable organization fulfills the wishes of children ages 3 to 18 with life-threatening medical conditions. Its other programs include a Holiday of Hope gift-giving campaign, a Gift Bag Program for young hospital patients, and a funeral assistance program to assist the families of program children who have passed away. • 1-888-918-9004 • www.kidswishnetwork.com

Make-A-Wish – The Make-A-Wish Foundation enriches the lives of children with life-threatening medical conditions through its wish-granting work in all 50 states, Guam, and Puerto Rico. The Web site provides access to five local chapters in Florida. • 1-800-722-WISH (9474) • www.wish.org

Starlight Starbright Children's Foundation – Starlight Starbright works to improve the quality of life for children with serious medical conditions by providing entertainment, education and family activities that help them cope with the pain, fear and isolation of prolonged illness. It has a network of chapters located in the United States, the United Kingdom, Australia, and Canada, including three offices in Florida (listed below). • (310) 479-1212 • www.starlight.org

Starlight Florida—Regional Office, Lauderhill • (954) 318-2178 • www.starlight-florida.org
Jacksonville Office, St. Johns • (904) 210-3744
Orlando Office • (407) 222-5026

Sunshine Foundation – This organization fulfills dreams and wishes of chronically ill, terminally ill, and abused children, as well as those with disabilities, across the United States. The majority of wishes the foundation fulfills are visits to a Central Florida attraction. • (215) 396-4770 • www.sunshinefoundation.org

United Special Sportsman Alliance – USSA is a nonprofit wish-granting charity that specializes in sending critically ill and disabled youth on the outdoor adventures of their dreams. Families are whisked away from the mundane, man-made world of hospitals and medical bills and given a place of peace to focus on quality of life, family ties, and the wonders of the natural world. • 1-800-518-8019 • www.childswish.com

Wishing Well Foundation USA – The Wishing Well Foundation will consider the wish of any child with a life threatening illness from ages 3 to 18. The foundation receives referrals from doctors, nurses, families and friends. Many wishes are for trips to theme parks or a special day with a special someone—perhaps a celebrity or hero. • 1-888-ONE-WISH (663-9474) • www.wishingwellusa.org





News anchor Sue Straughn, left, interviews APD Director Jane Johnson on WEAR-TV Channel 3 in Pensacola. Under Johnson's leadership, the agency is giving its programs more visibility.

Section VIII

Appendices

Appendix II-A

Definitions

Definitions

Adult Day Training Services support the individual in daily valued routines of the community; emphasize training in the areas of self-help, adaptive and social skills; and are age and culturally appropriate. The services are generally provided in a congregate, facility-based setting.

Adult Dental Services cover a full range of dental treatments and procedures that are not otherwise covered by Medicaid State Plan services.

Behavior Analysis Services include the analysis, development, modification, and monitoring of behavior analysis service plans for the purpose of changing an individual's behavior.

Behavior Assistance Services include the performance of one-on-one activities related to the delivery of behavior services, based on an established behavior plan, supervised by a behavior analyst, and approved by the local behavioral peer review committee.

Companion Services consist of nonmedical care, supervision, and socialization activities provided to an adult when the caregiver is unavailable.

Consumable Medical Supplies are those *nondurable* supplies and items that enable individuals to increase their ability to perform activities of daily living, not otherwise available through Medicaid State Plan services. Examples include incontinence supplies, wipes, pads, and over-the-counter medications related to the individual's specific medical condition. Consumable medical supplies exclude items of general use, like toothpaste, toothbrushes, combs, deodorant, mouthwash, bath soap, feminine hygiene supplies, razors, shaving cream, etc.

Dietitian Services are the services by a licensed dietitian accessing and determining proper dietary and nutritional supports.

Durable Medical Equipment includes any prescriptive equipment, other than a wheelchair and its adaptation, that is not covered by the Medicaid State Plan, but is prescribed by a physician, required by the individual, and determined to be medically necessary by the agency. Examples include lap trays, grab bars, lifts, and individualized positioning equipment.



Environmental Accessibility Adaptations are those physical adaptations to the home that are of direct medical or remedial benefit to the individual or enable the individual's access to the home. Major modifications require a professional assessment by a rehabilitation engineer. Environmental accessibility adaptations exclude new square footage, carpeting, fencing, roofing, swimming pools, spas, pool and spa heaters, central air conditioning, and all other items of general utility.

In-Home Support Services provide up to 24 hours a day of companionship, personal care, assistance with activities of daily living, and other activities necessary to maintain the individual in his or her own home.

Medically Necessary [Florida Administrative Code 59G-1.010(166)(a)(c)]
Medically necessary or *medical necessity* means that medical or allied care, goods, or services furnished or ordered must meet the following conditions:

- 1 Be necessary to protect life, to prevent significant illness or significant disability, or to alleviate severe pain;
- 2 Be individualized, specific, and consistent with symptoms or the confirmed diagnosis of the illness or injury under treatment, and not in excess of the client'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 safely be furnished; 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 recipient, the recipient's caretaker, or the provider.

Medically necessary or *medical necessity* for inpatient hospital services requires that those services furnished in a hospital on an inpatient basis, consistent with the provisions of appropriate medical care, could not be effectively furnished more economically on an outpatient basis or in an inpatient facility of a different type. The fact that a provider has prescribed, recommended, or approved medical or allied care, goods, or services does not, in itself, make such care, goods, or services medically necessary or a medical necessity or a covered service.

Medication Review is a service by a consultant pharmacist for certain individuals at risk for drug reactions or drug interactions because of the types of medication they are receiving or their medical conditions.



Nursing Services, including private-duty or skilled nursing services, are services prescribed by a physician and provided by registered or licensed practical nurses within the scope of Florida's Nurse Practice Act. Nursing services are limited to individuals whose medical conditions are complex or who are recovering from acute illnesses that require temporary nursing care or supervision, and are limited to services not otherwise covered by Medicaid State Plan.

Occupational Therapy is a service that is necessary to produce specific functional outcomes in self-help, adaptive, and sensory motor skill areas, and assist the individual to control and maneuver within the environment. It requires a physician's prescription.

Personal Care Services consist of nonmedical assistance with eating, bathing, dressing, personal hygiene, and activities of daily living.

Personal Emergency Response System is an electronic communication system that enables an individual who lives alone or who is alone for extended periods of time to secure help in the event of an emergency.

Physical Therapy is a service that is necessary to produce specific functional outcomes in ambulation, muscle control, and postural development, and prevent or reduce further physical disability. It requires a physician's prescription.

Residential Habilitation is supervision and specific training activities that help the individual to acquire, maintain, or improve daily living skills where they live.

Residential Nursing Services are services prescribed by a physician that consist of continuous nursing care provided by registered or licensed practical nurses within the scope of Florida's Nurse Practice Act, for individuals who require daily nursing intervention in their residential facility.

Respiratory Therapy is a service that relates to impairment of respiratory function and other deficiencies of the cardiopulmonary system. It requires a physician's prescription.

Respite Care provides short-term supportive care and supervision to an individual when the primary caregiver is unavailable due to a planned temporary absence or unexpected illness.

Special Medical Home Care Services provide up to 24-hour-a-day nursing services and medical supervision to residents of a licensed group home that serves individuals with complex medical conditions.



Specialized Mental Health Services focus on the unique treatment of psychiatric disorders and rehabilitation of impairments for persons with developmental disabilities and mental illness.

Speech, Hearing, or Language Therapy is a service that is necessary to produce specific functional outcomes in the communication skills of an individual with a speech, hearing, or language disability. It requires a physician's prescription.

Support Coordination is the service of advocating for the individual as well as identifying, developing, coordinating, and accessing supports and services on behalf of an individual or assisting an individual or family to access supports and services. Support coordination is provided by state employees for individuals who are not enrolled in a waiver program, and by Medicaid-certified waiver support coordinators for those individuals enrolled in a waiver program.

Supported Employment Services are defined as assistance necessary for the individual to obtain and maintain competitive employment, which may be performed on a full-time or part-time basis in an integrated setting. The individual must be compensated at or above minimum wage, but not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals who do not have disabilities.

Supported Living Coaching Services provide training and assistance in a variety of activities to support individuals who live in their own homes or apartments and are performed by a supported living coach.

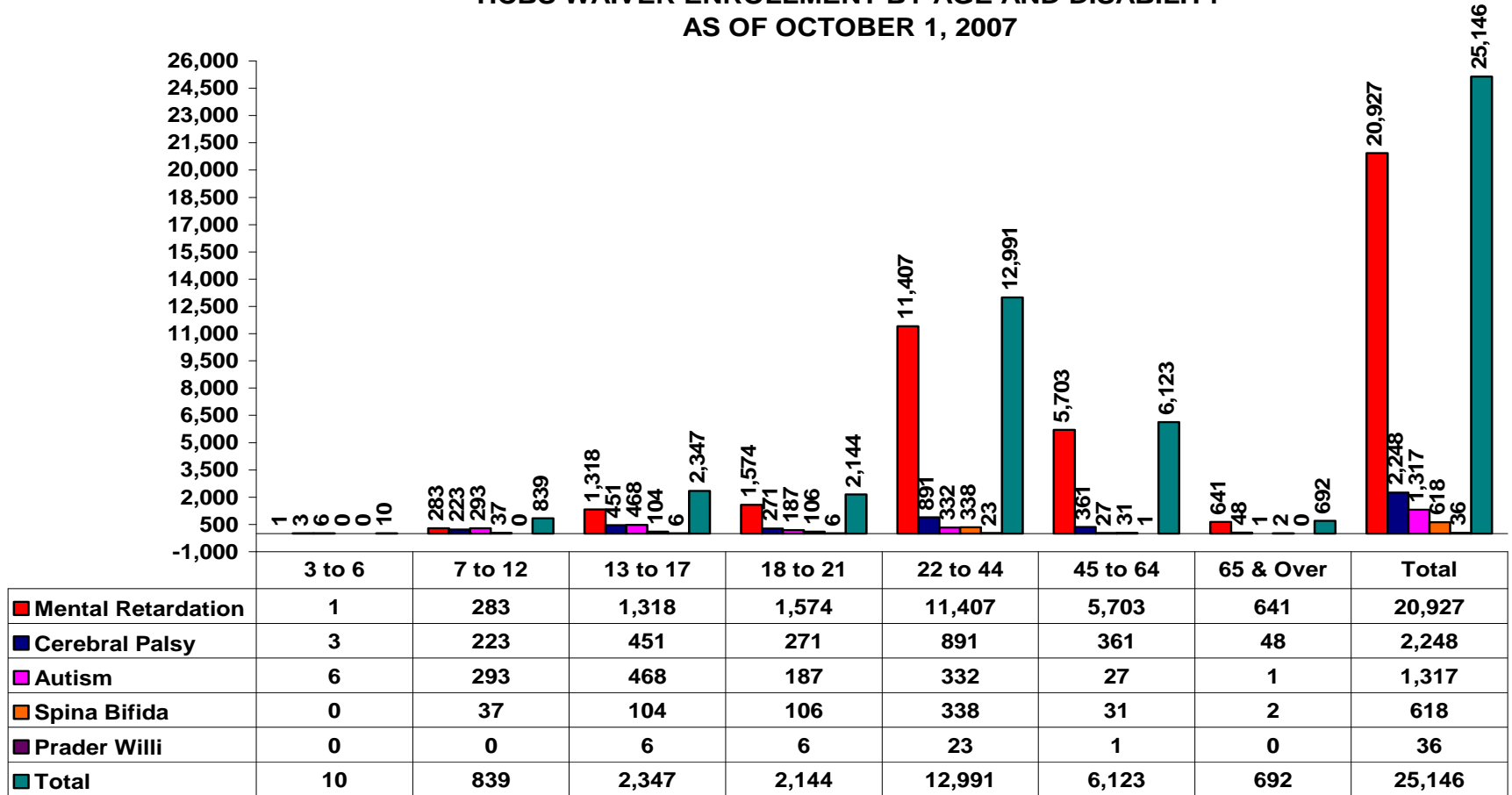
Transportation services provide rides to and from home and community-based services to enable an individual to receive the supports and services identified on the support plan and approved cost plan.



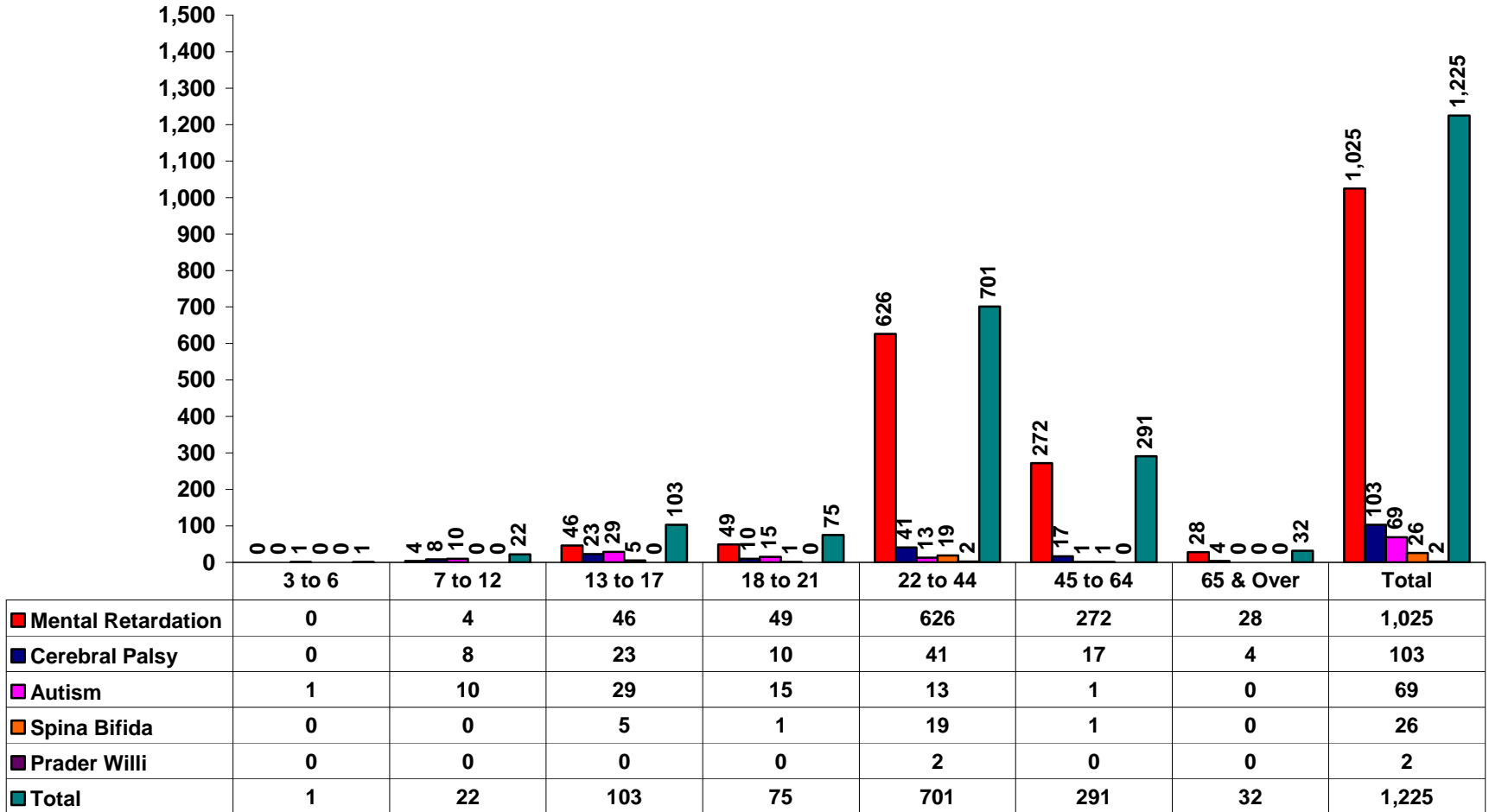
Appendix IV-A

HCBS Enrollment by Age and Disability

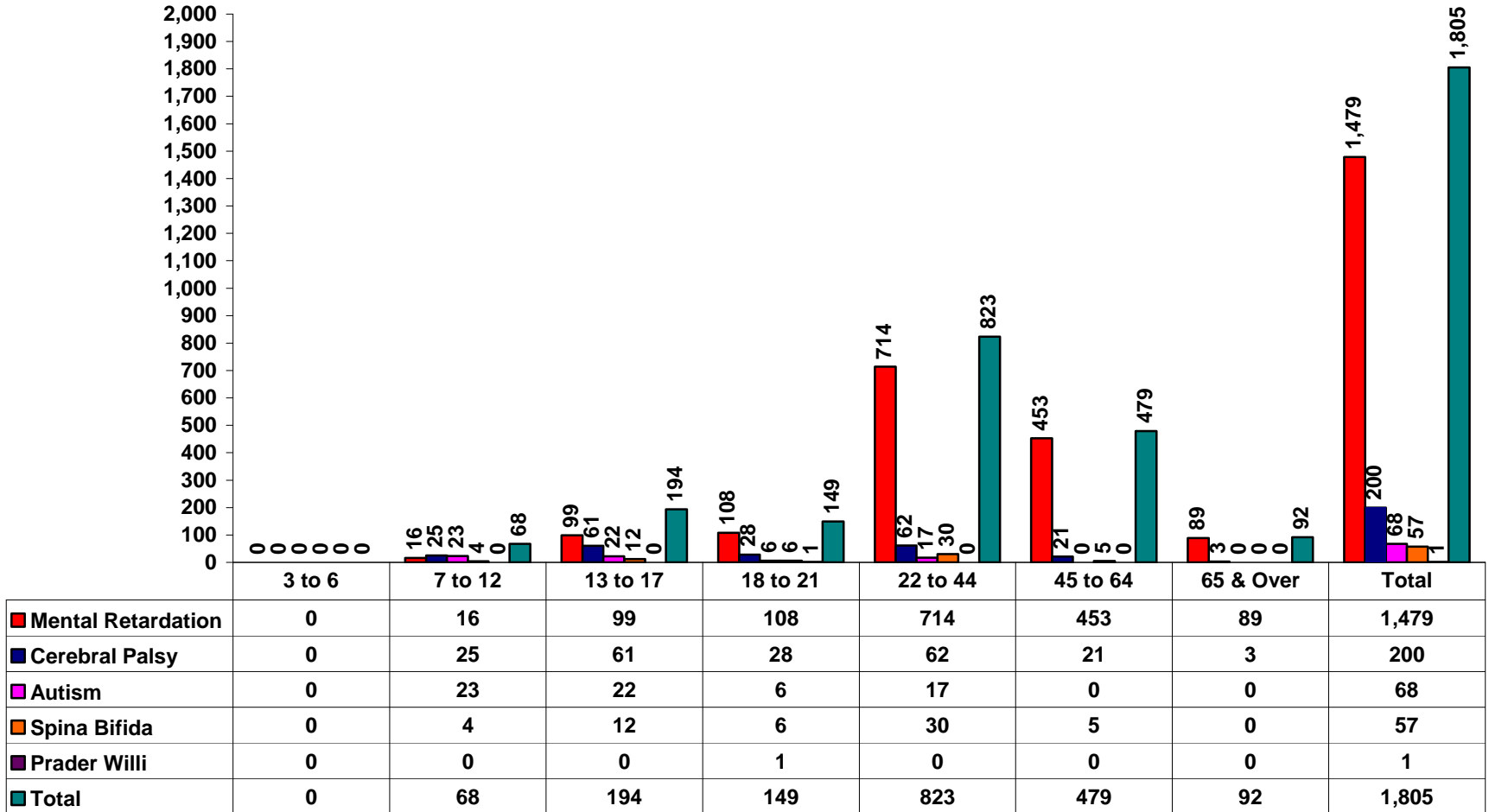
**APPENDIX IV-A
STATEWIDE
HCBS WAIVER ENROLLMENT BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



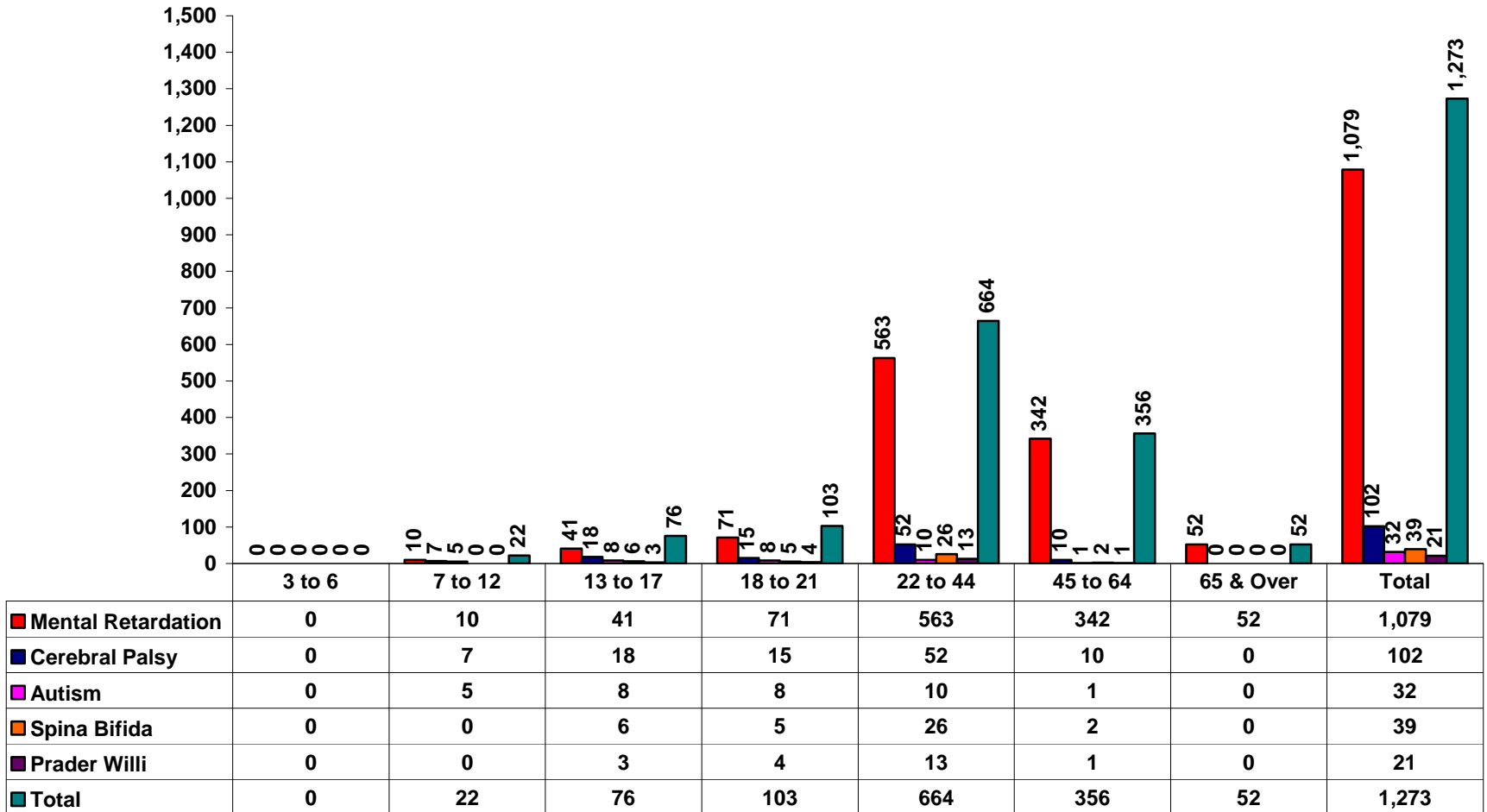
**APPENDIX IV-A
AREA 1
HCBS WAIVER ENROLLMENT BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



**APPENDIX IV-A
AREA 2
HCBS WAIVER ENROLLMENT BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



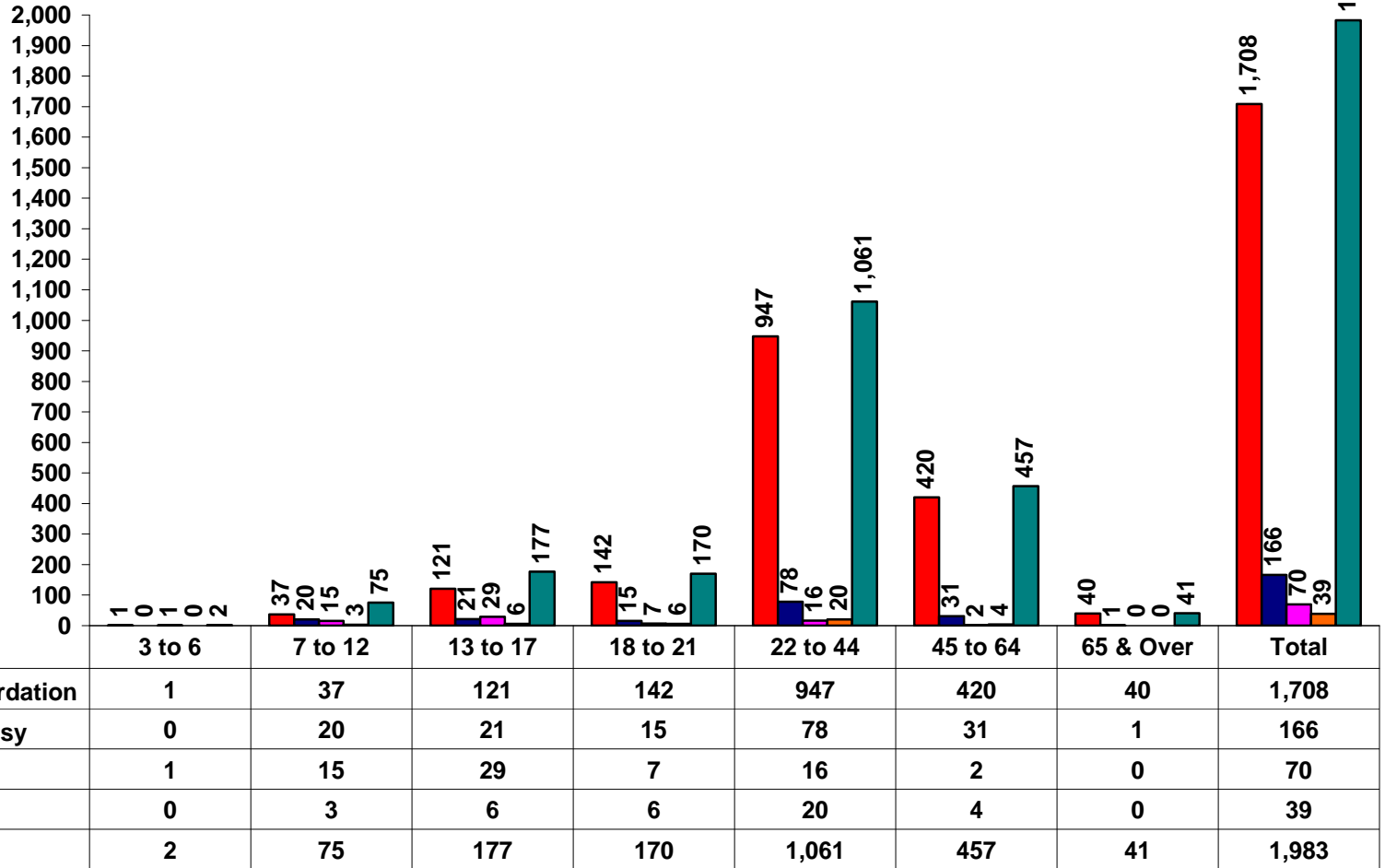
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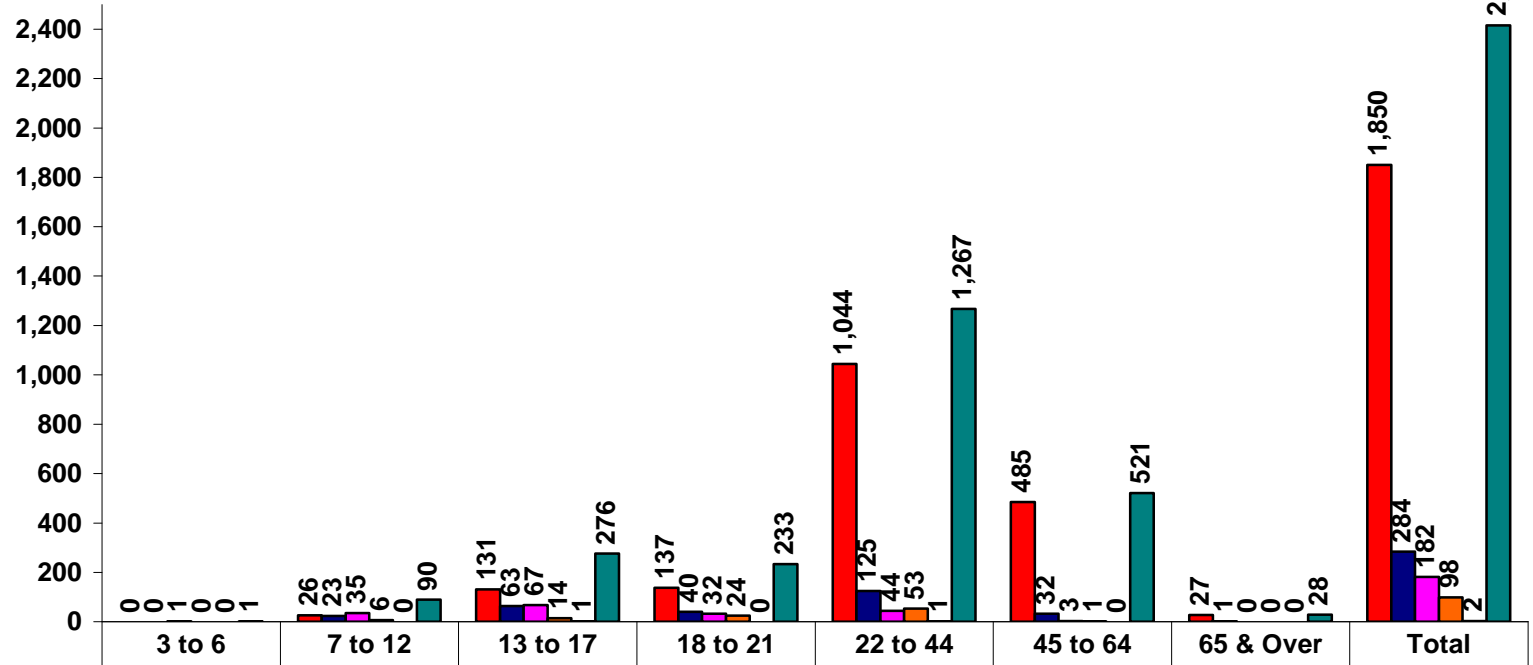
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Source: ABC provided by Bureau of Financial Support Services

**APPENDIX IV-A
AREA 4
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AS OF OCTOBER 1, 2007**



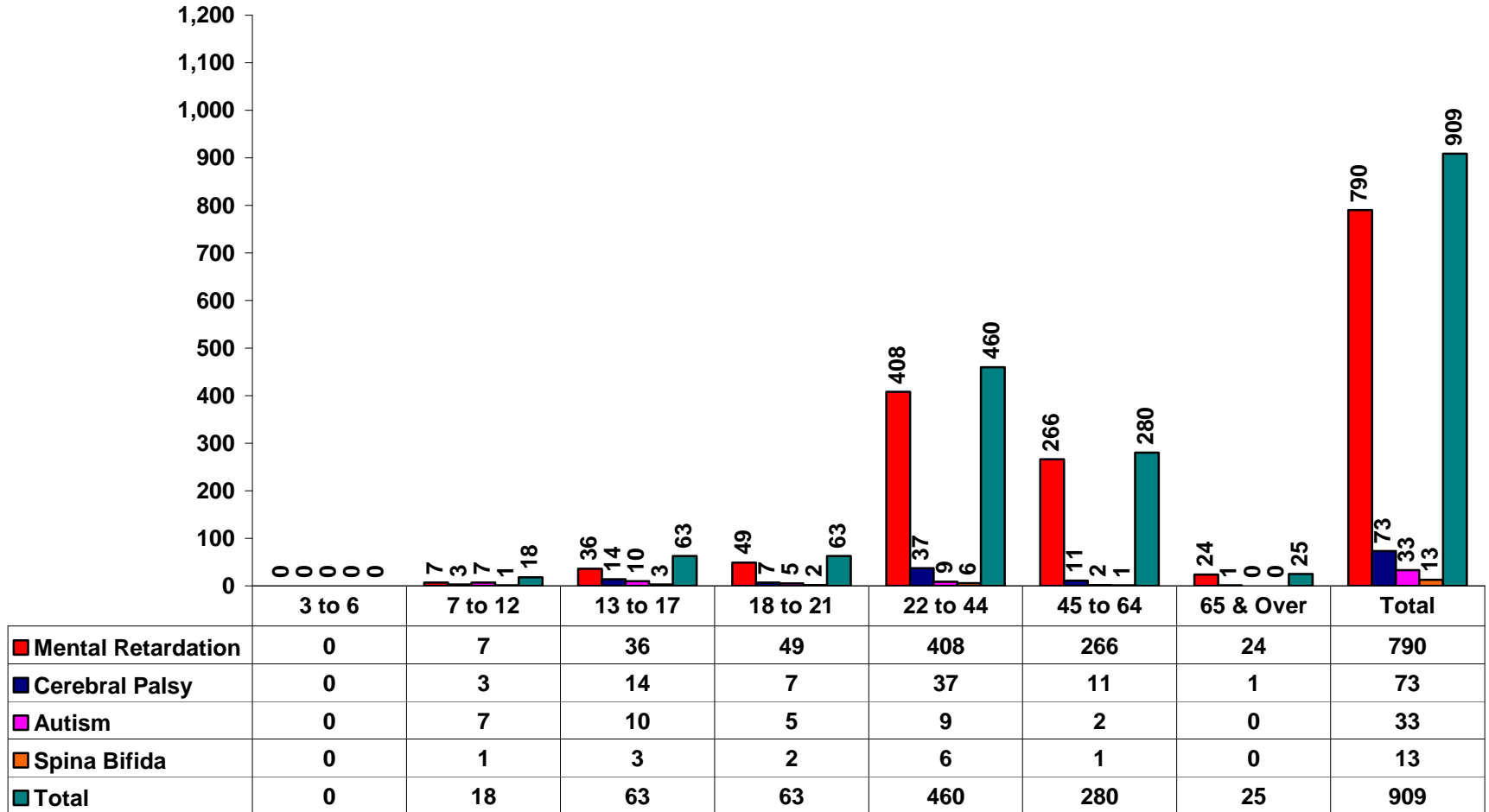
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AREA 7
HCBS WAIVER ENROLLMENT BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



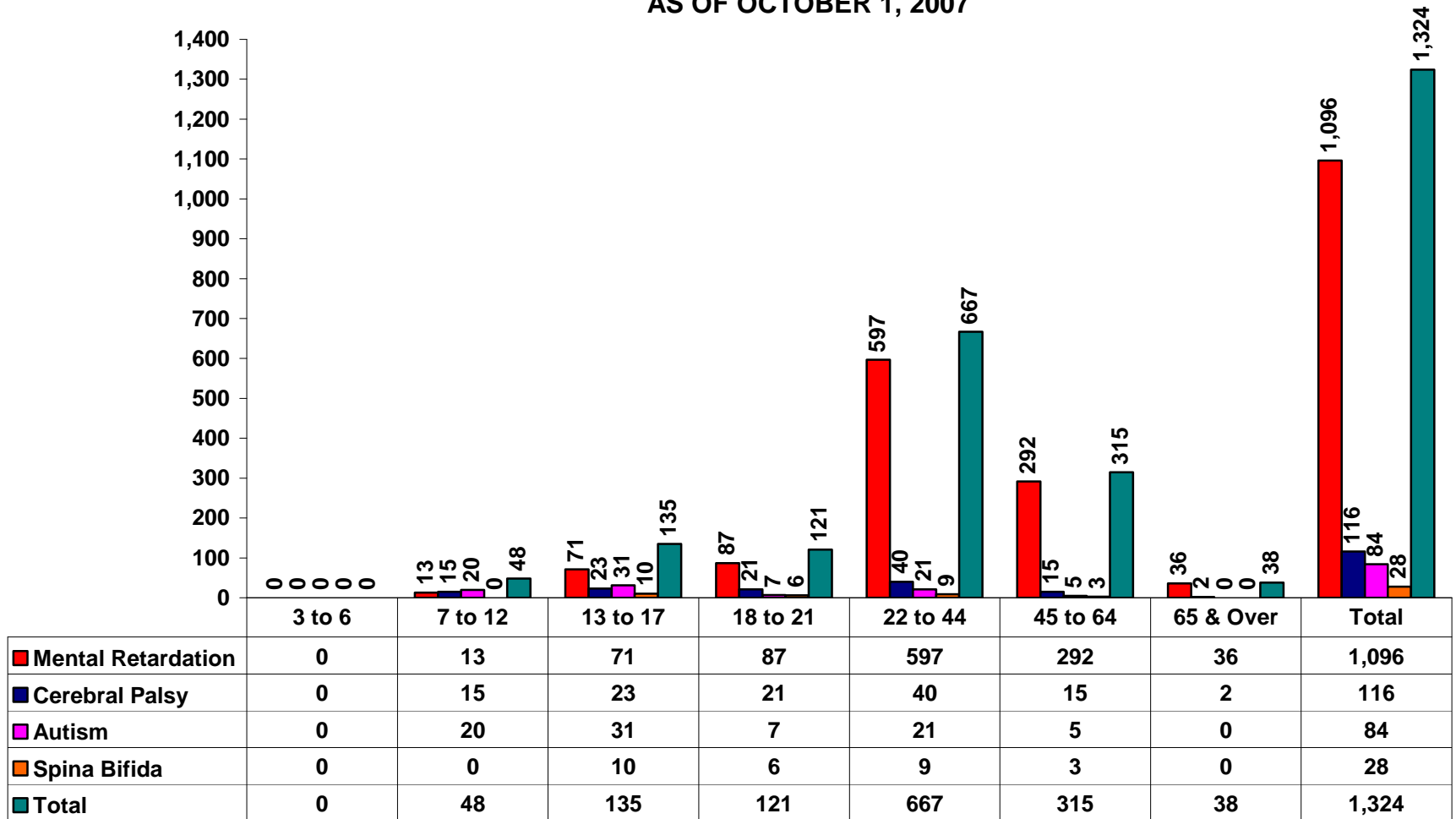
	3 to 6	7 to 12	13 to 17	18 to 21	22 to 44	45 to 64	65 & Over	Total
■ Mental Retardation	0	26	131	137	1,044	485	27	1,850
■ Cerebral Palsy	0	23	63	40	125	32	1	284
■ Autism	1	35	67	32	44	3	0	182
■ Spina Bifida	0	6	14	24	53	1	0	98
■ Prader Willi	0	0	1	0	1	0	0	2
■ Total	1	90	276	233	1,267	521	28	2,416



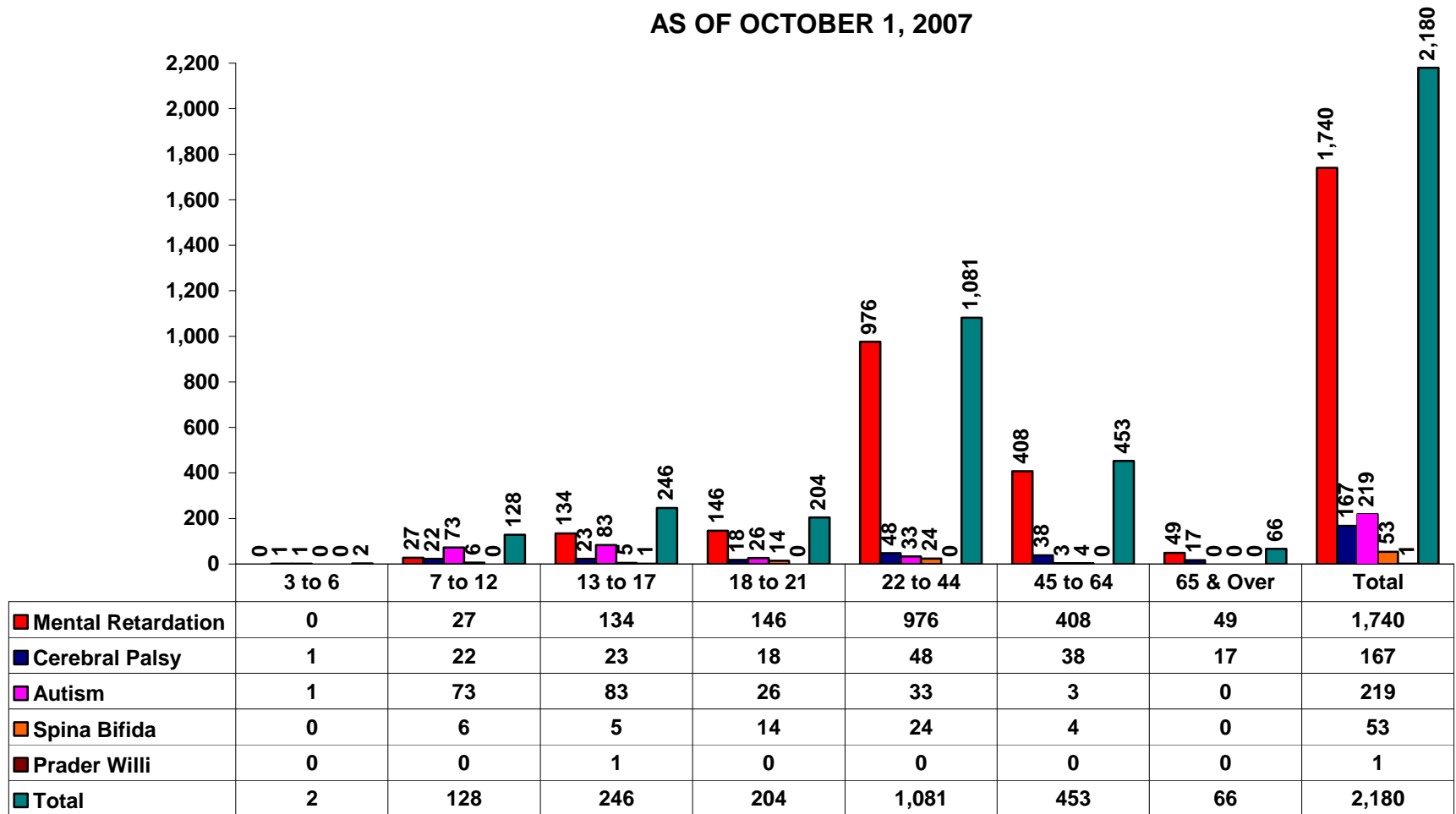
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AREA 8
HCBS WAIVER ENROLLMENT BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



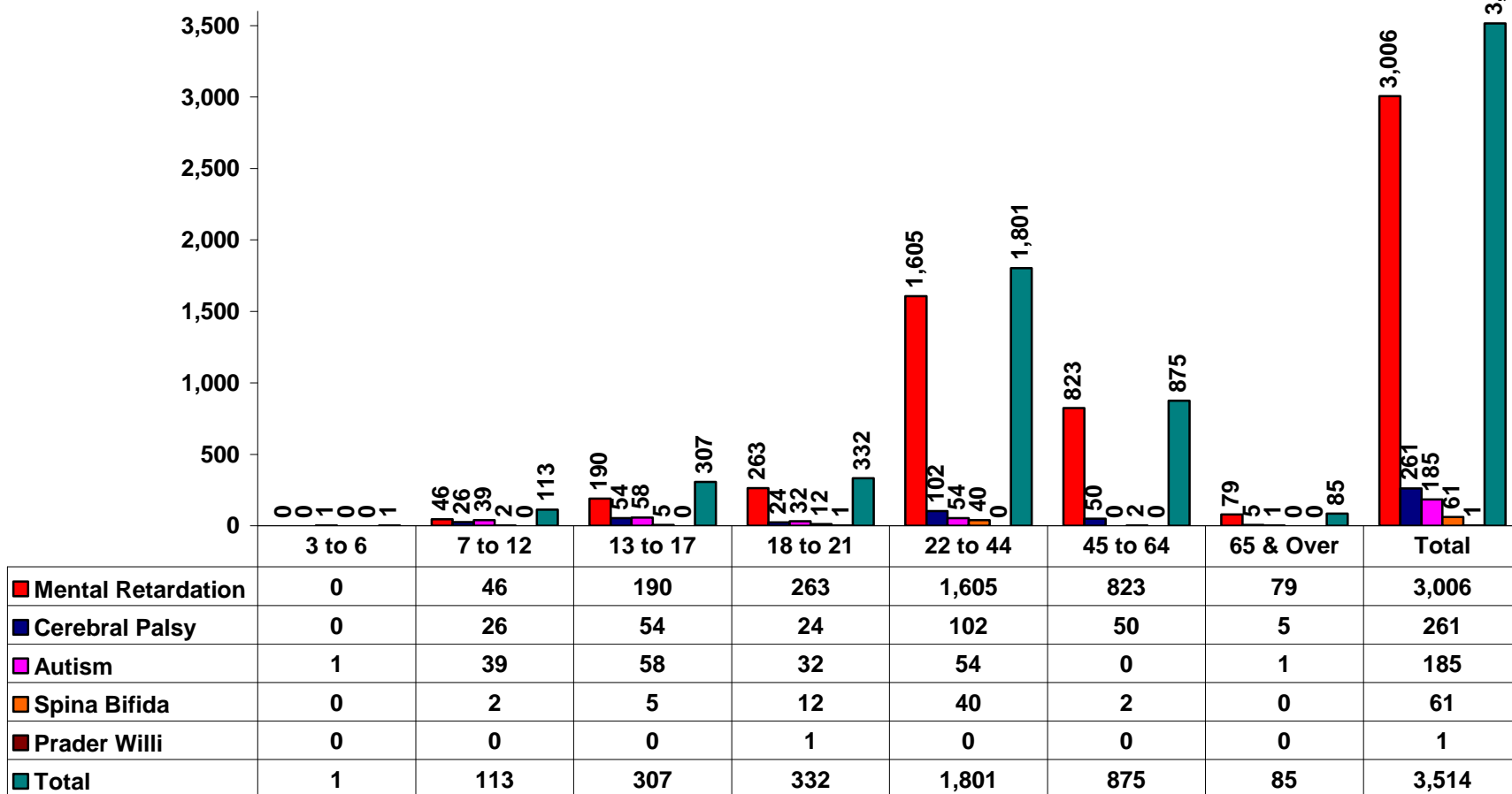
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AREA 9
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AS OF OCTOBER 1, 2007**



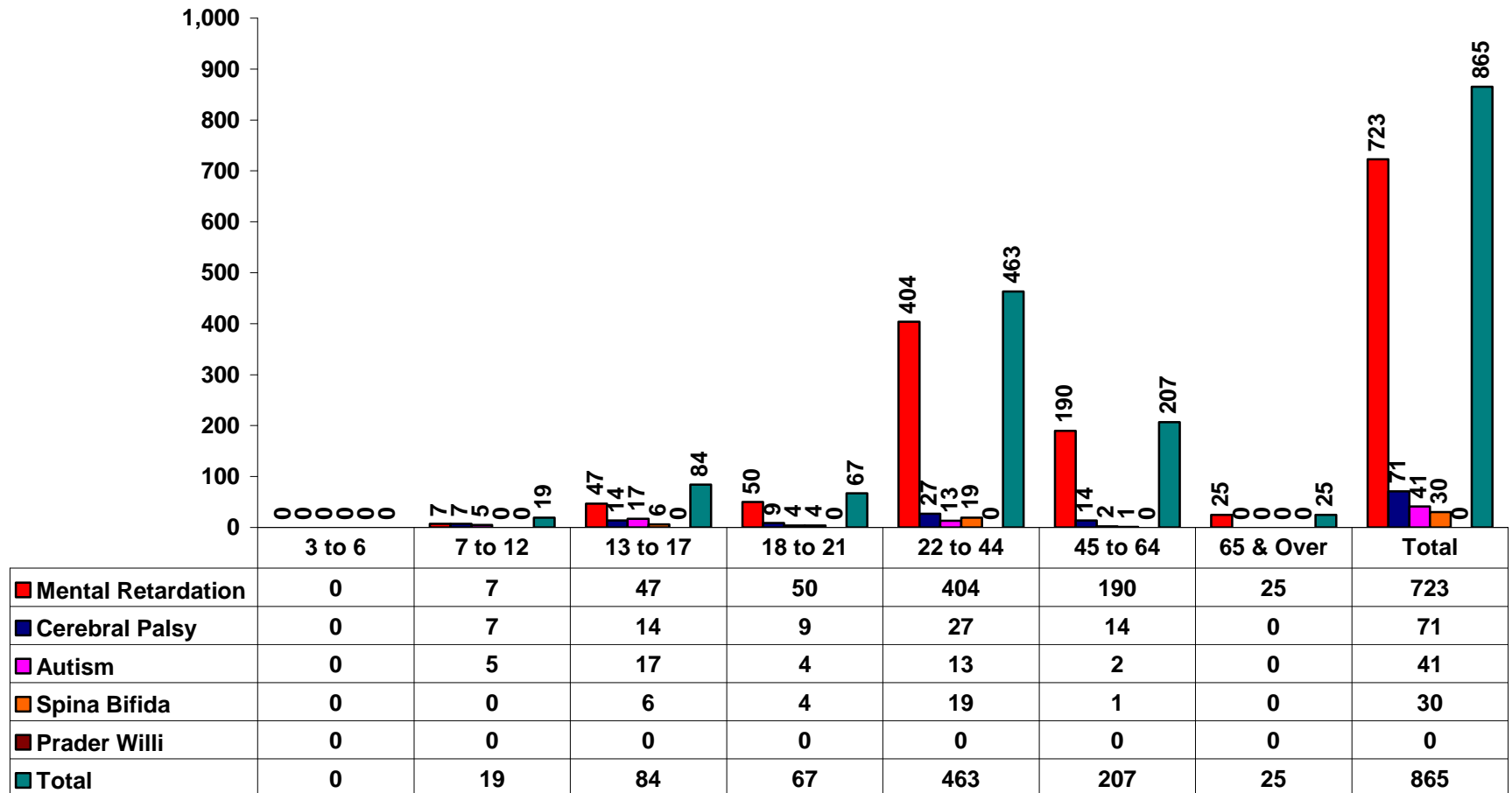
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AREA 10
HCBS WAIVER ENROLLMENT BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



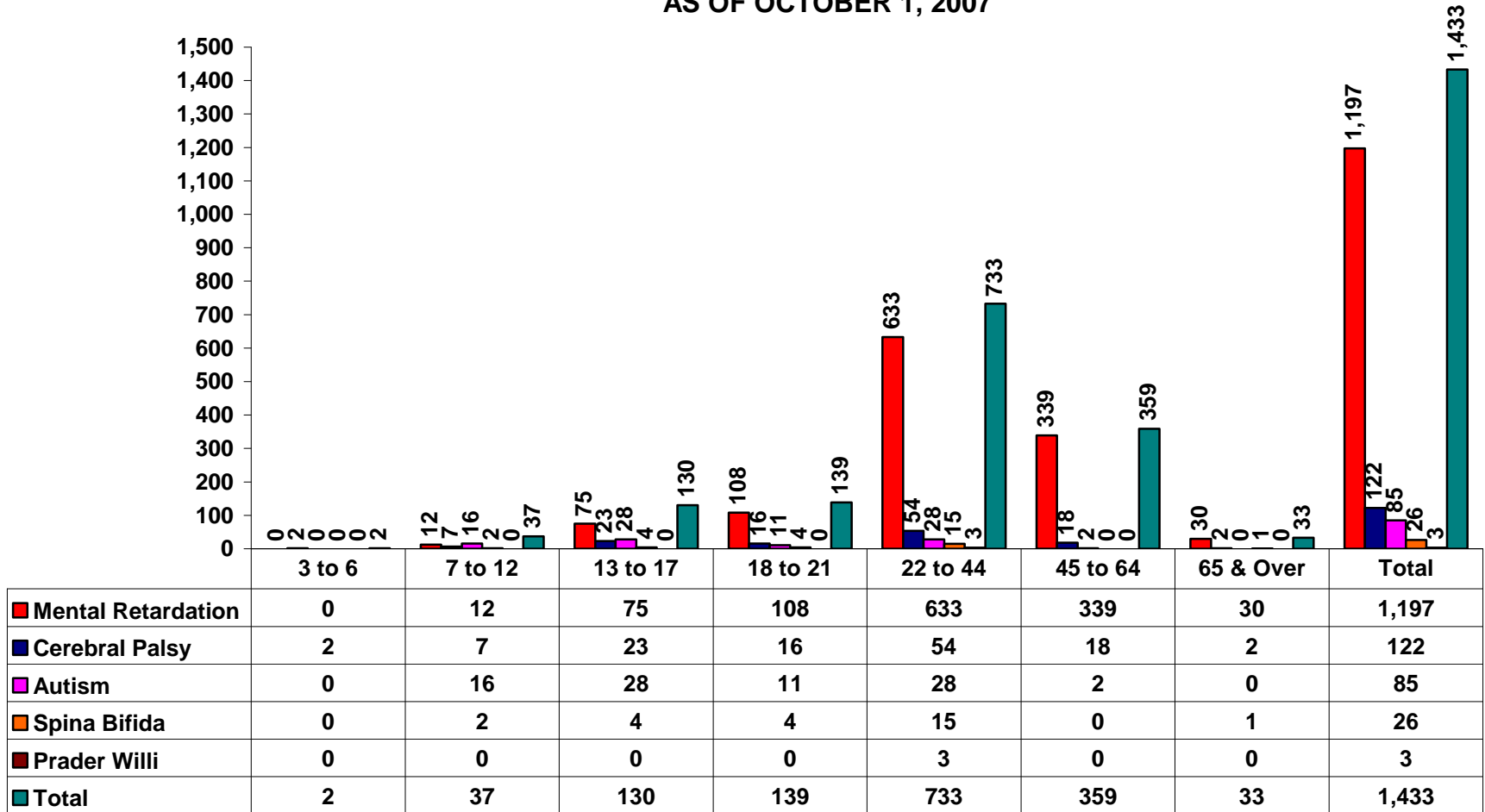
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AREA 11
HCBS WAIVER ENROLLMENT BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



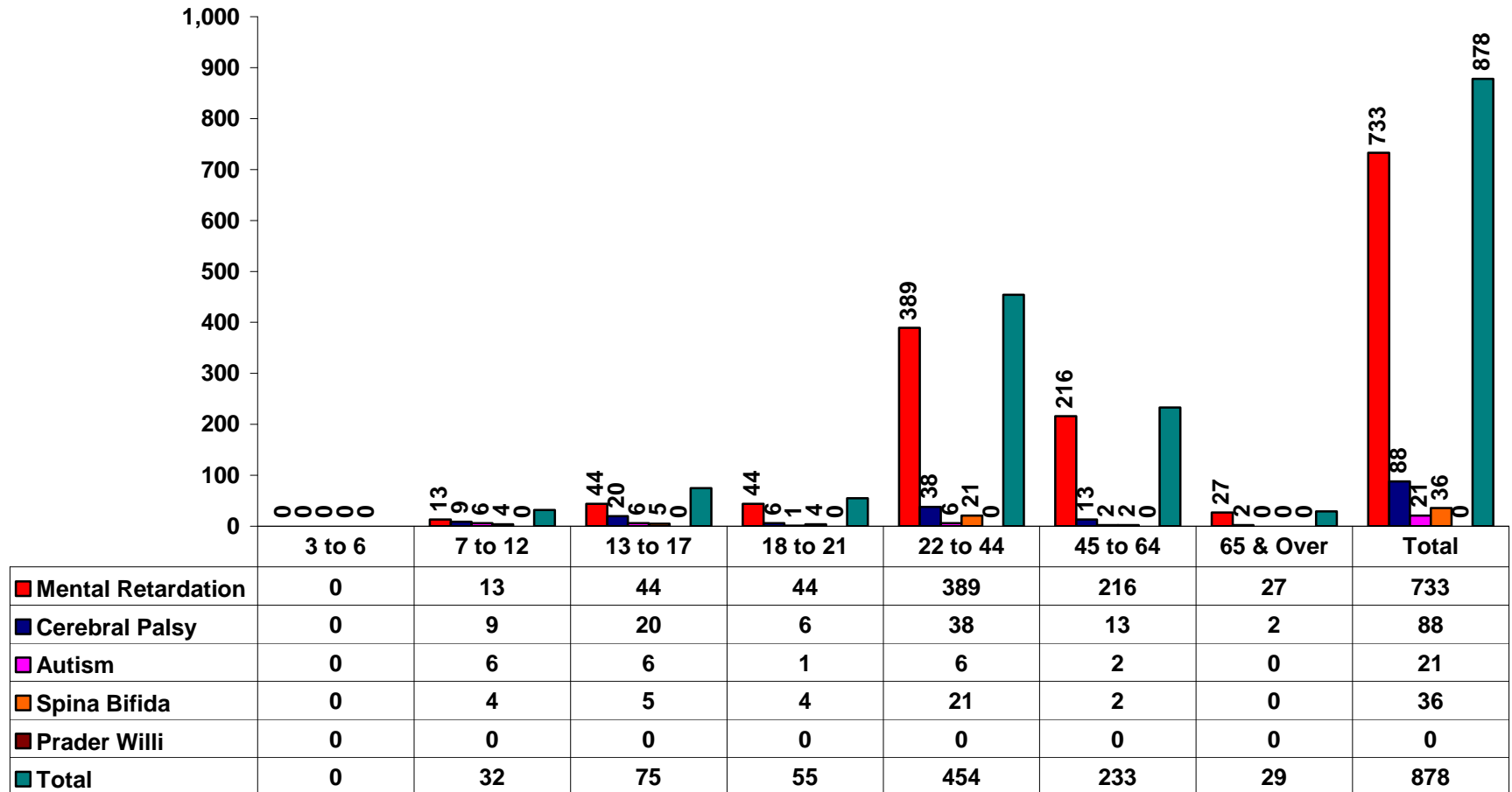
**APPENDIX IV-A
AREA 12
HCBS WAIVER ENROLLMENT BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



**APPENDIX IV-A
AREA 13
HCBS WAIVER ENROLLMENT BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**

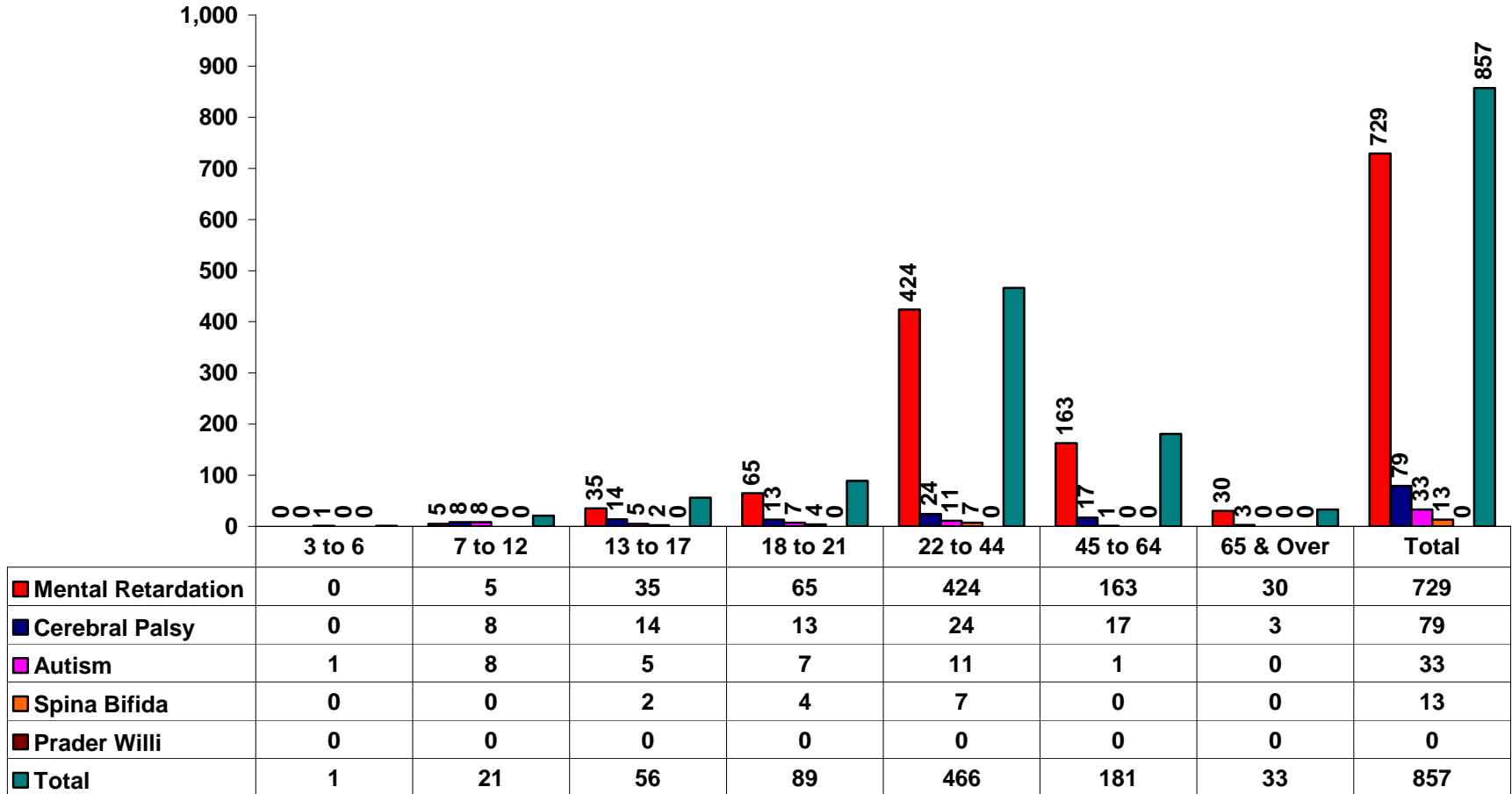


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AREA 14
HCBS WAIVER ENROLLMENT BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**

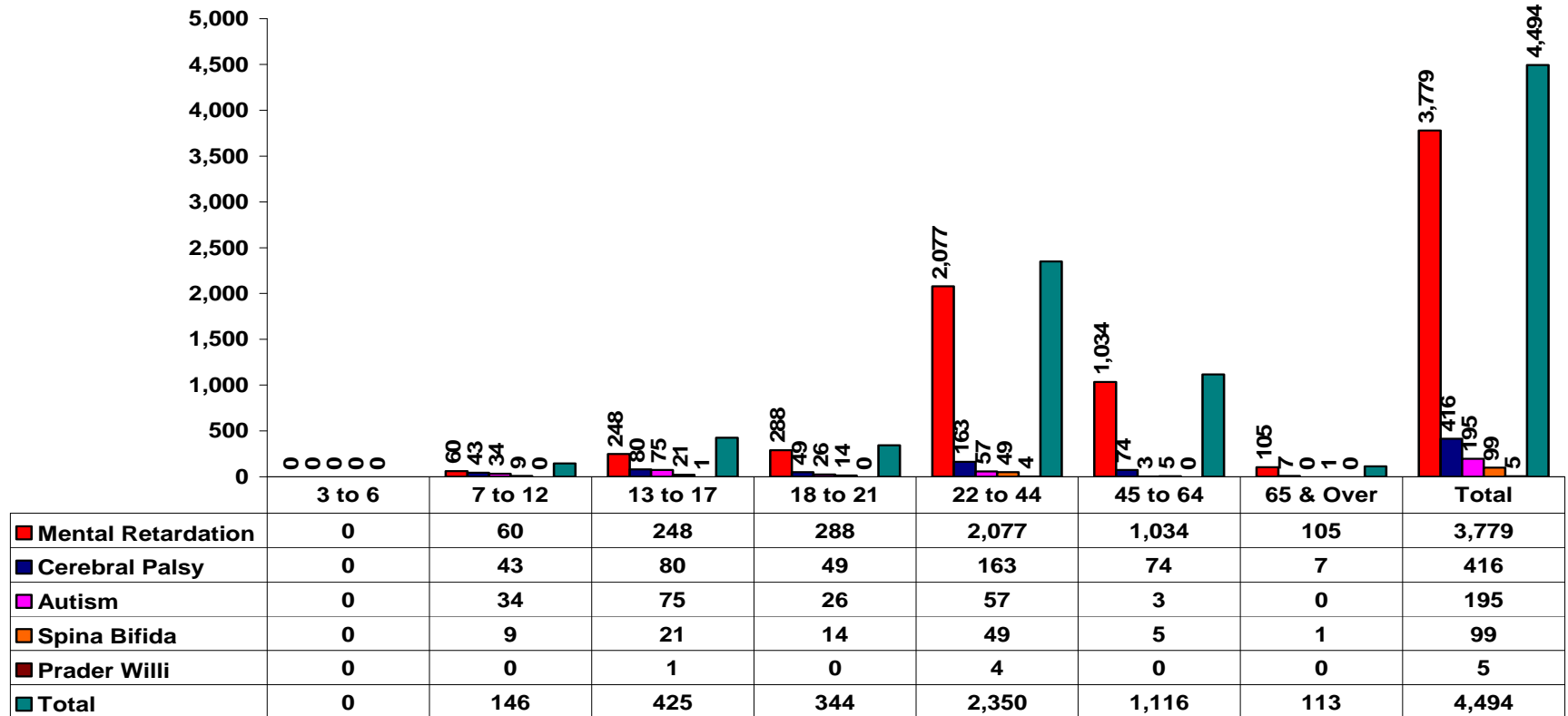


Appendix IV-A-13

**APPENDIX IV-A
AREA 15
HCBS WAIVER ENROLLMENT BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



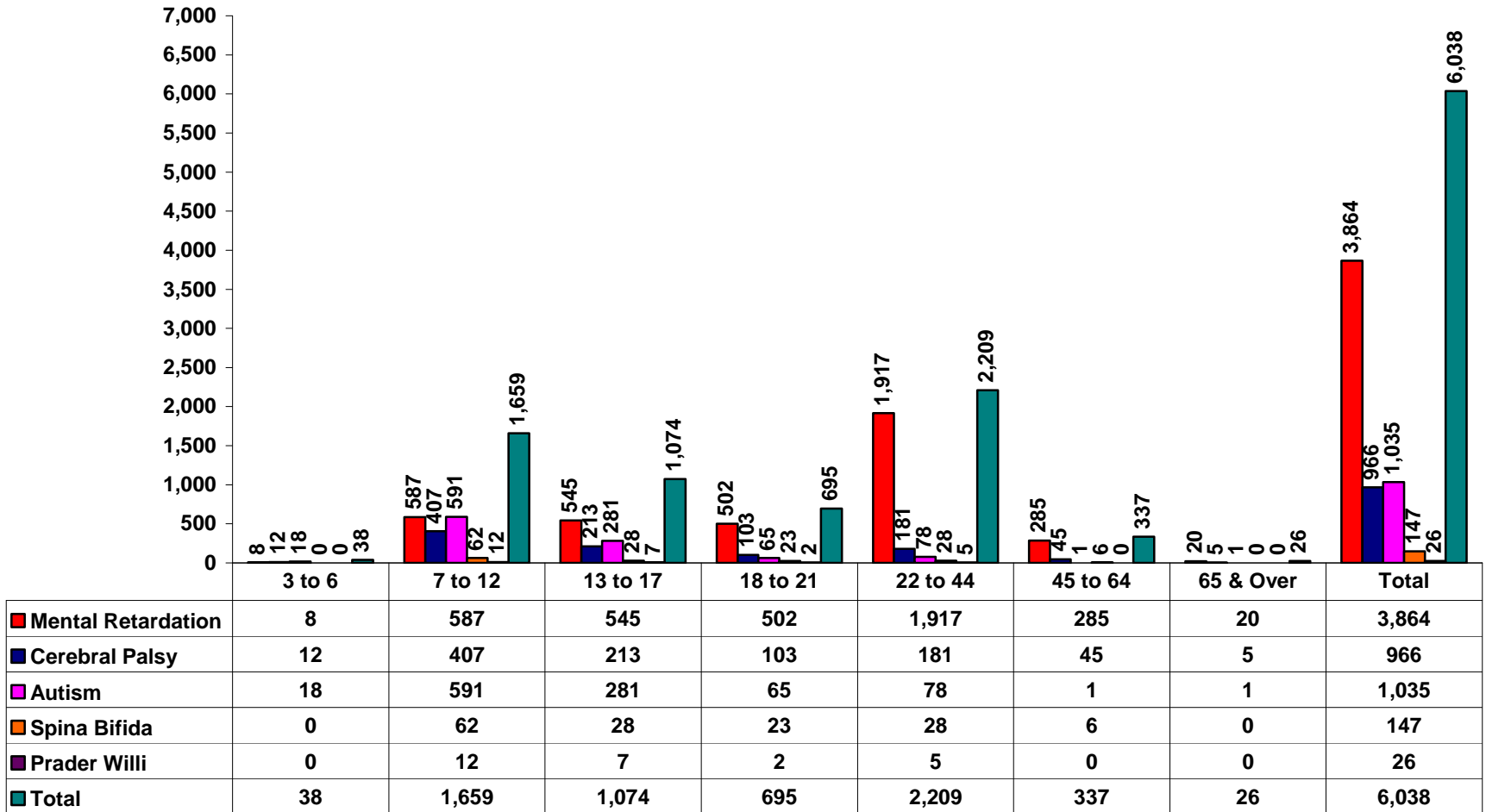
**APPENDIX IV-A
SUNCOAST AREA
HCBS WAIVER ENROLLMENT BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



Appendix IV-B

FSL Enrollment by Age and Disability

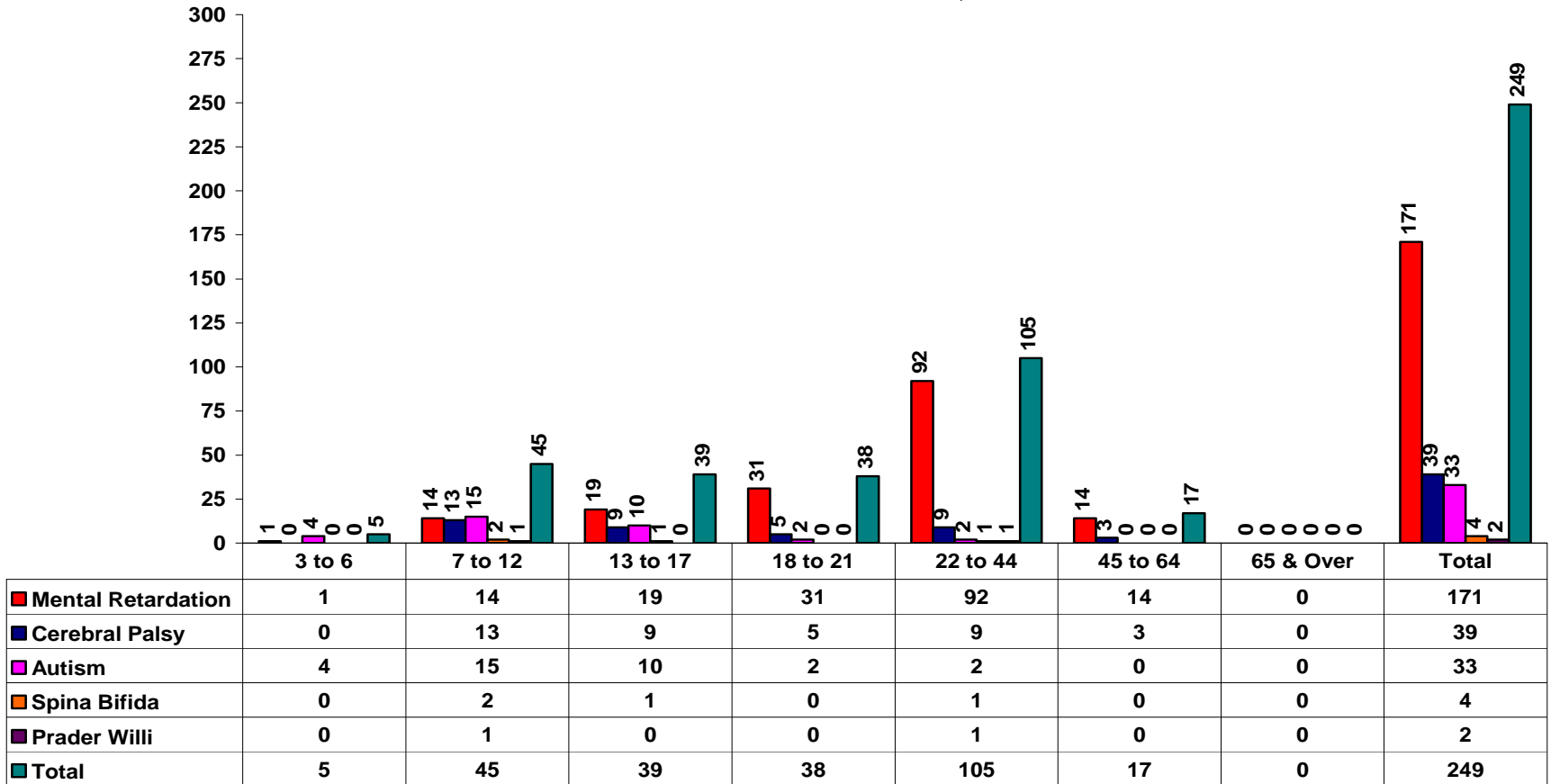
**APPENDIX IV-B
STATEWIDE
FSL WAIVER ENROLLMENT BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



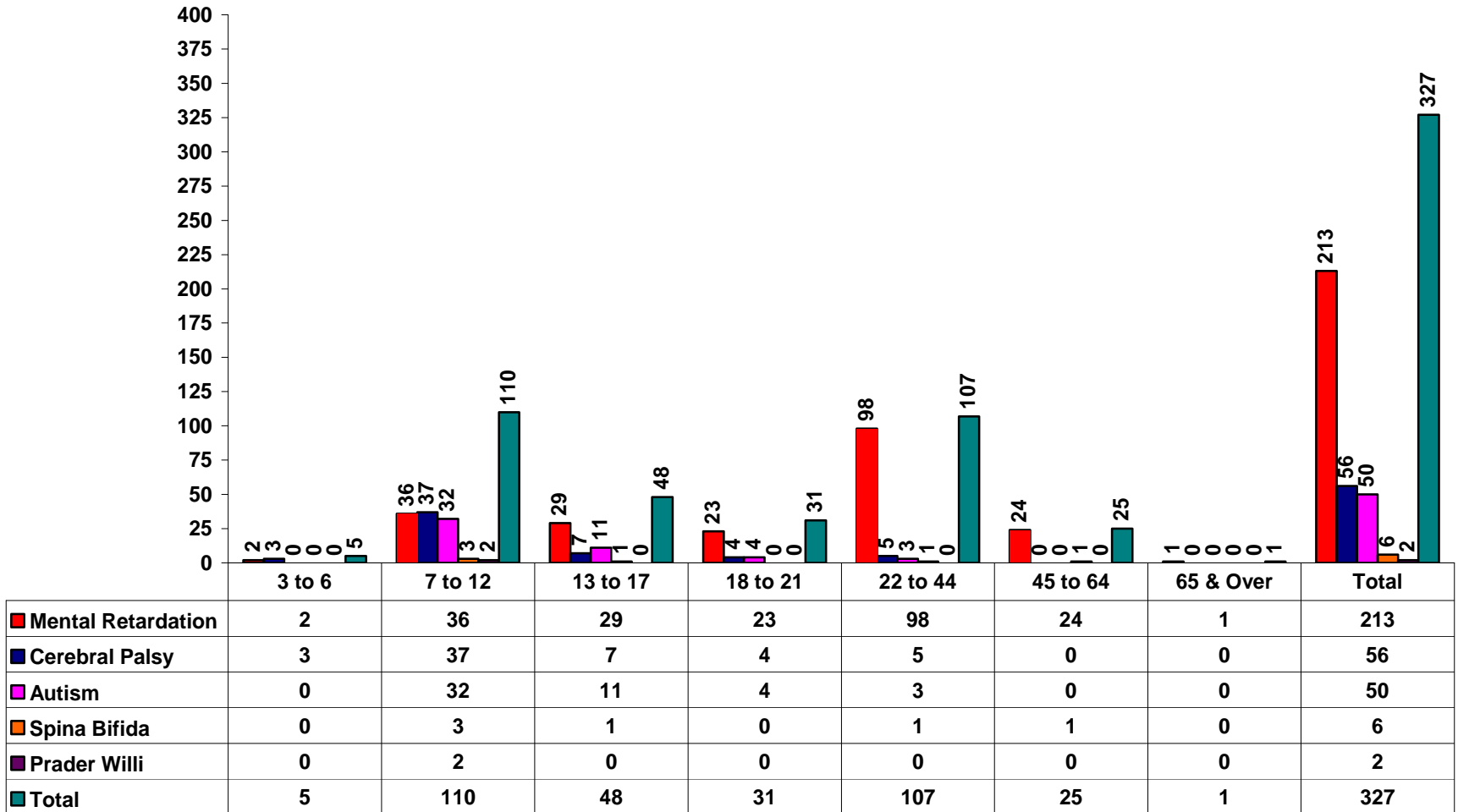
Appendix IV-B-1

Source: ABC provided by Bureau of Financial Support Services

**APPENDIX IV-B
AREA 1
FSL WAIVER ENROLLMENT BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



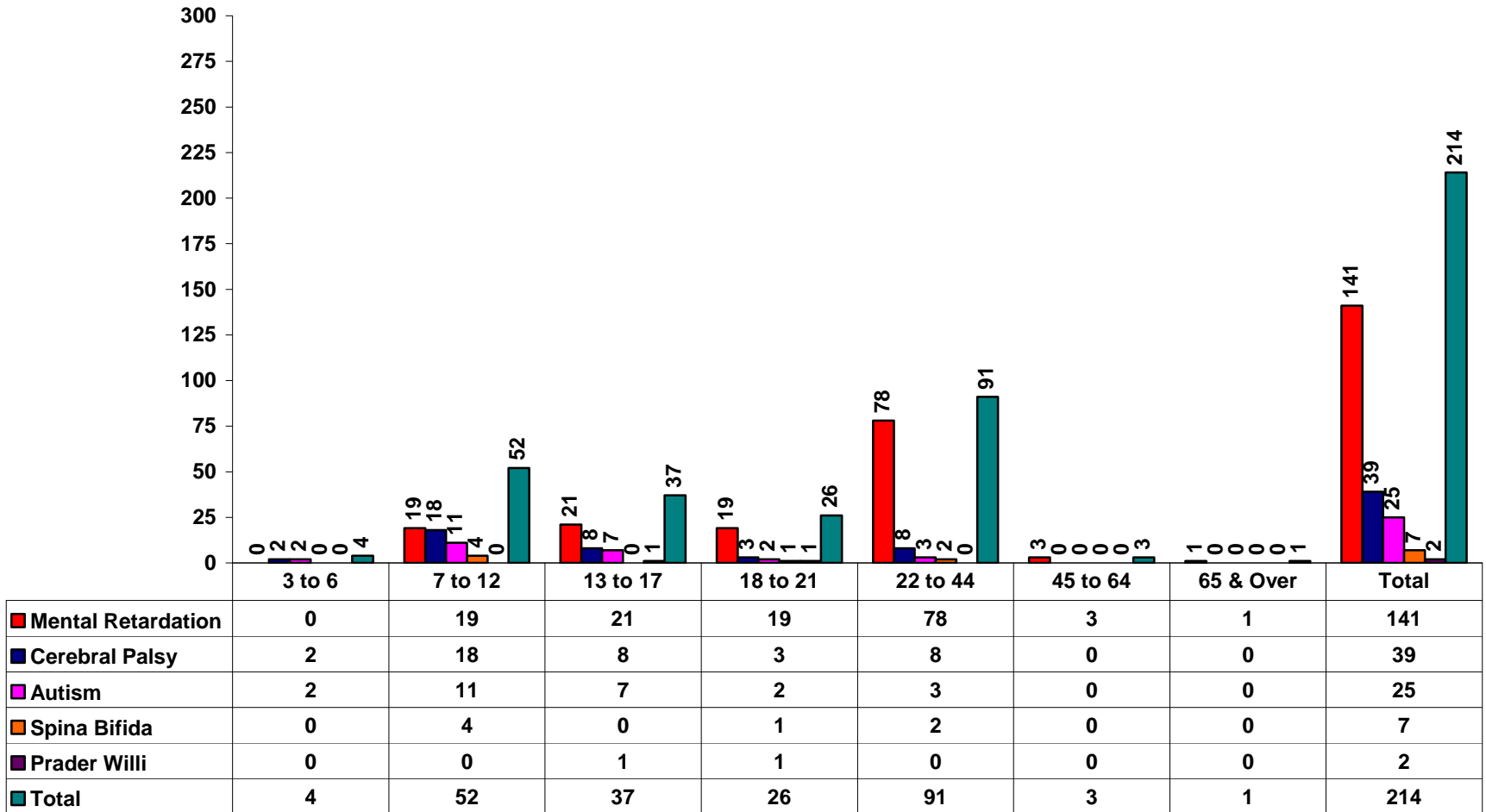
**APPENDIX IV-B
AREA 2
FSL WAIVER ENROLLMENT BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



Appendix IV-B-3

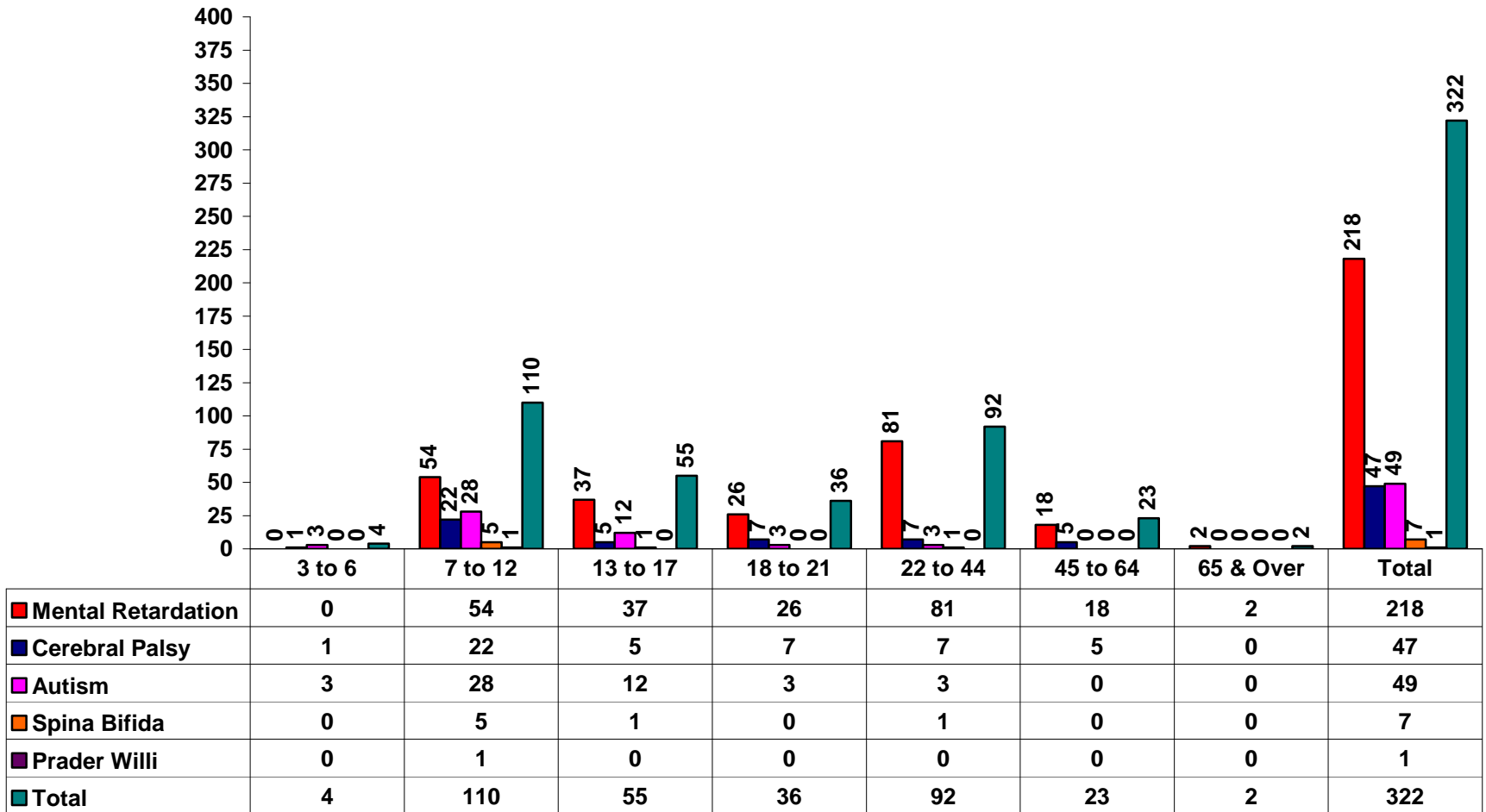
Source: ABC provided by Bureau of Financial Support Services

**APPENDIX IV-B
AREA 3
FSL WAIVER ENROLLMENT BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**

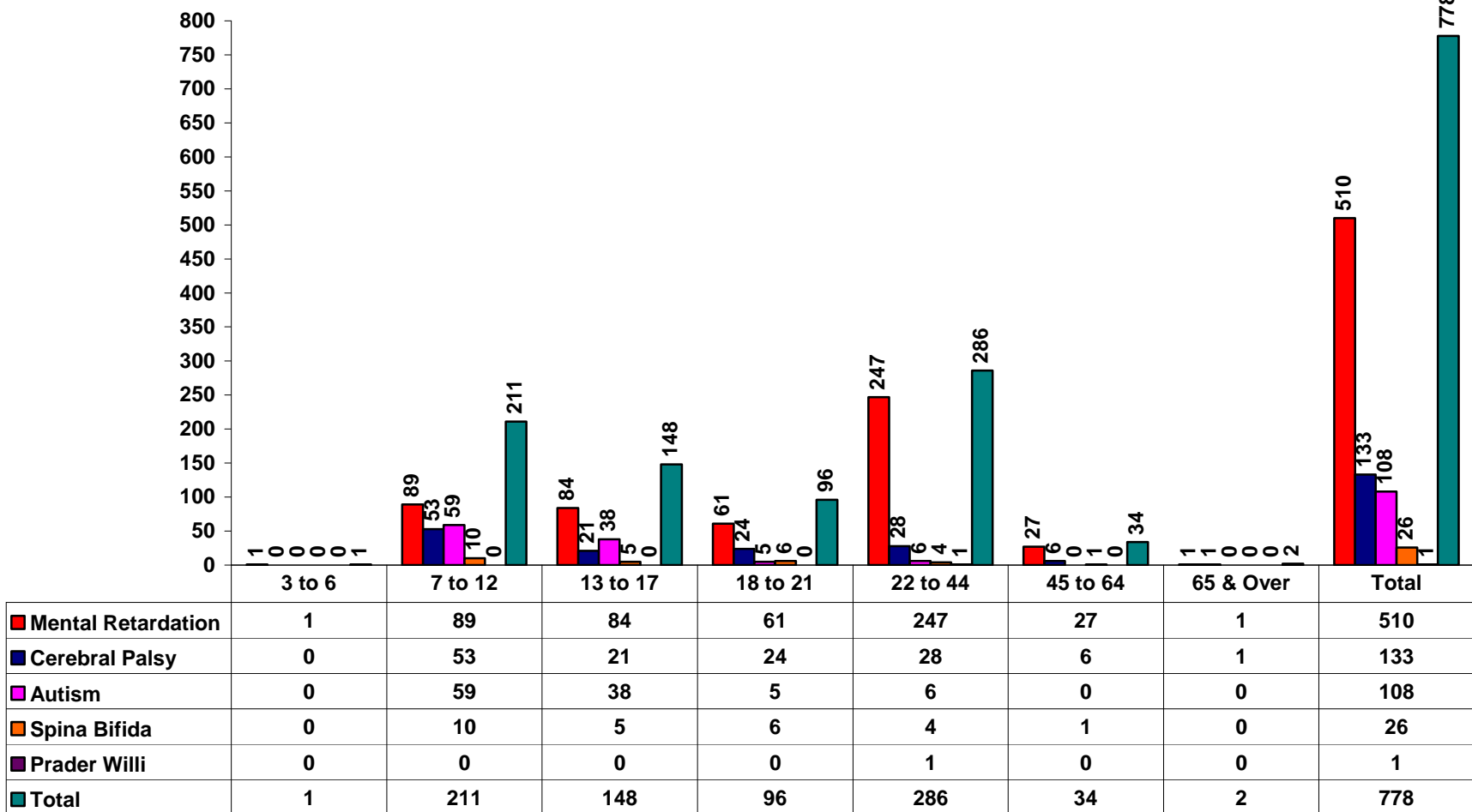


Appendix IV-B-4

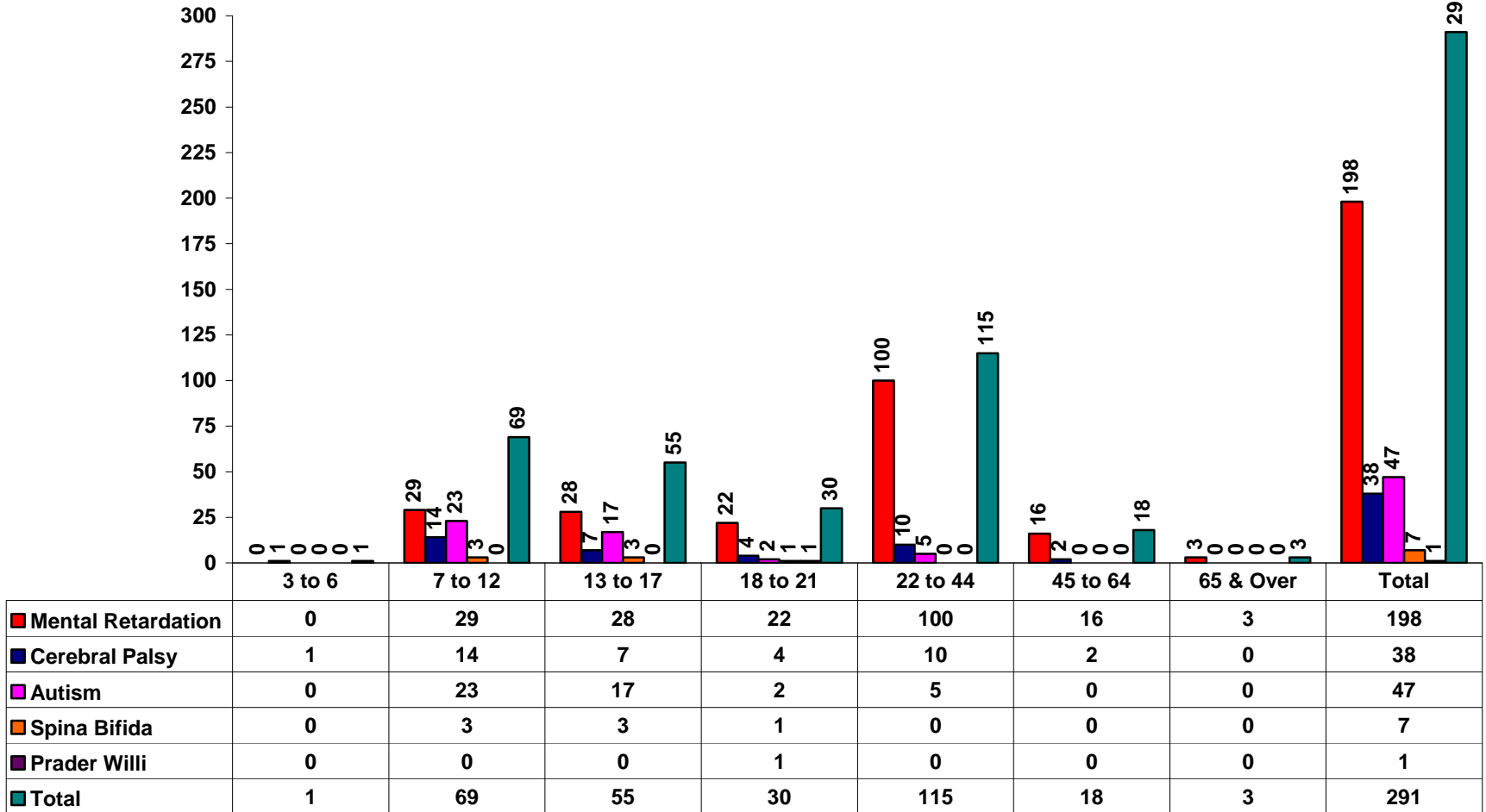
**APPENDIX IV-B
AREA 4
FSL WAIVER ENROLLMENT BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



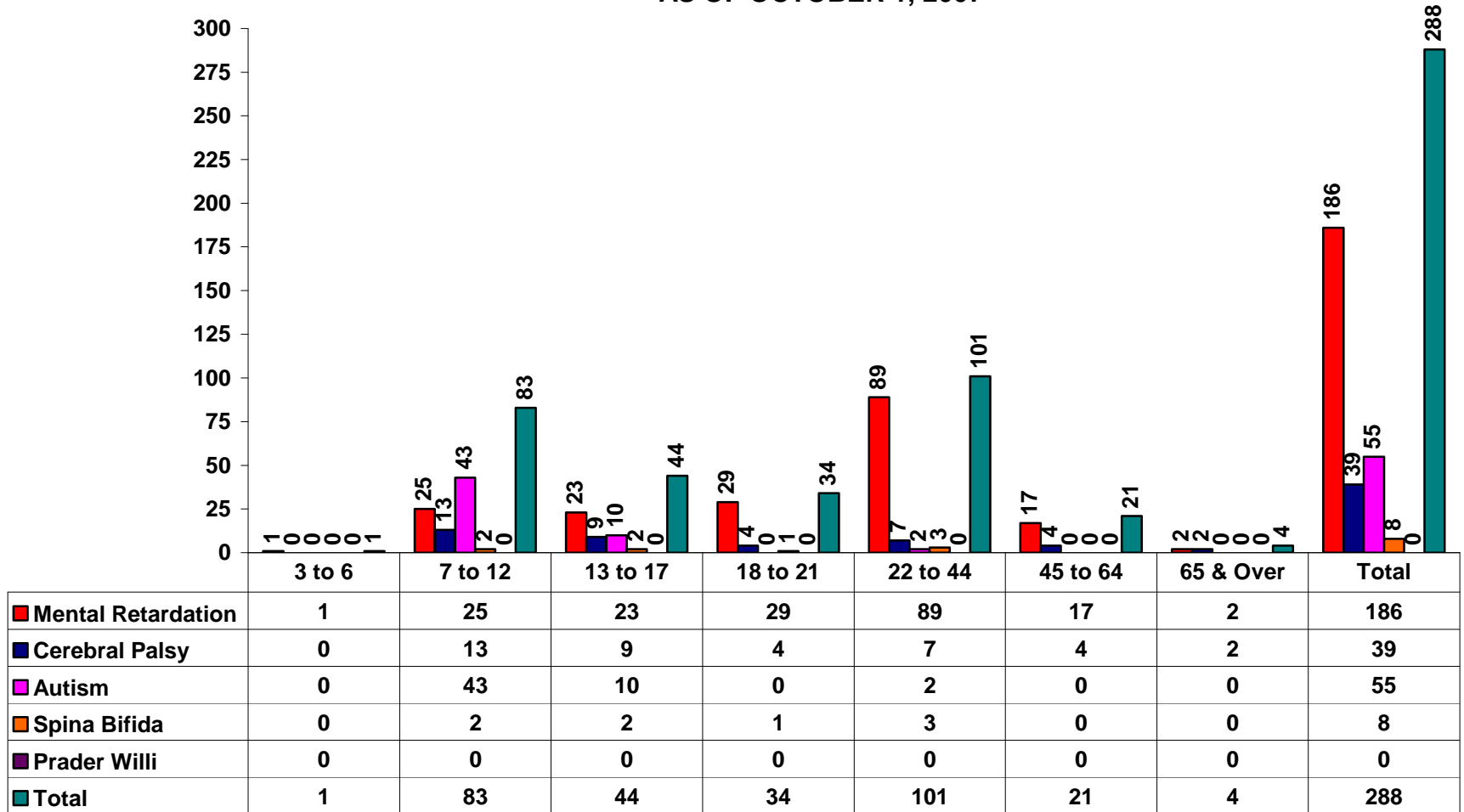
**APPENDIX IV-B
AREA 7
FSL WAIVER ENROLLMENT BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



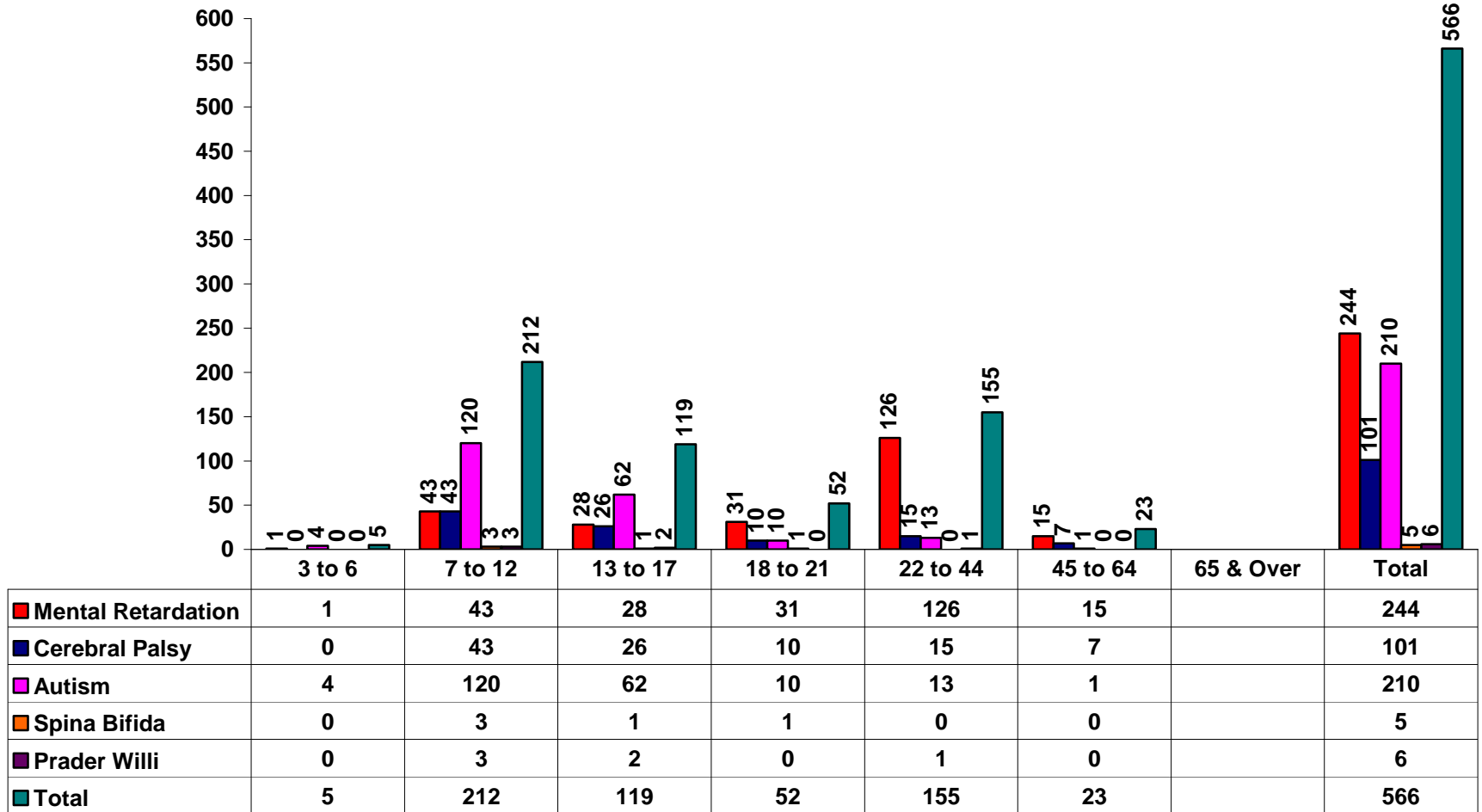
**APPENDIX IV-B
AREA 8
FSL WAIVER ENROLLMENT BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



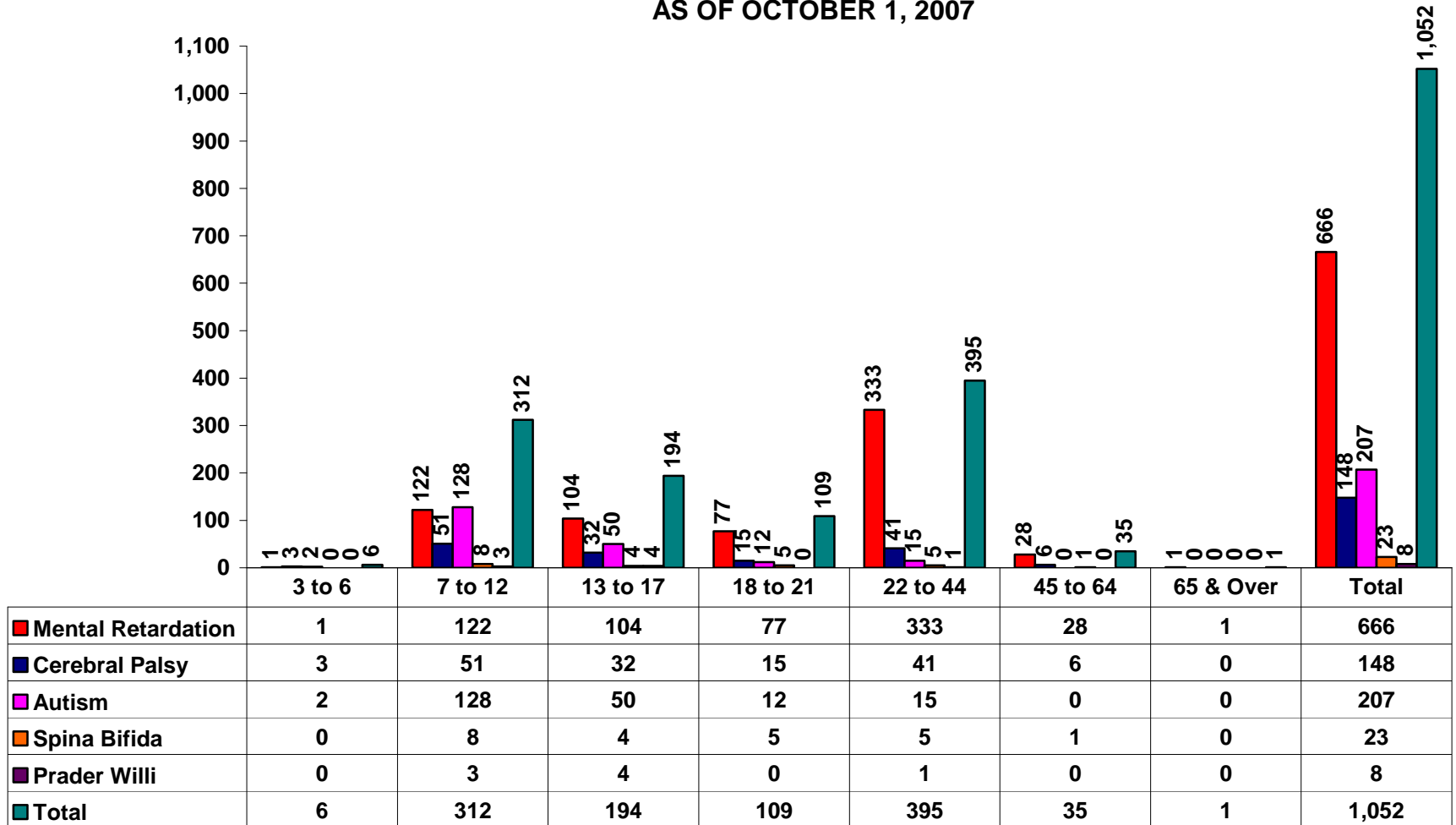
**APPENDIX IV-B
AREA 9
FSL WAIVER ENROLLMENT BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



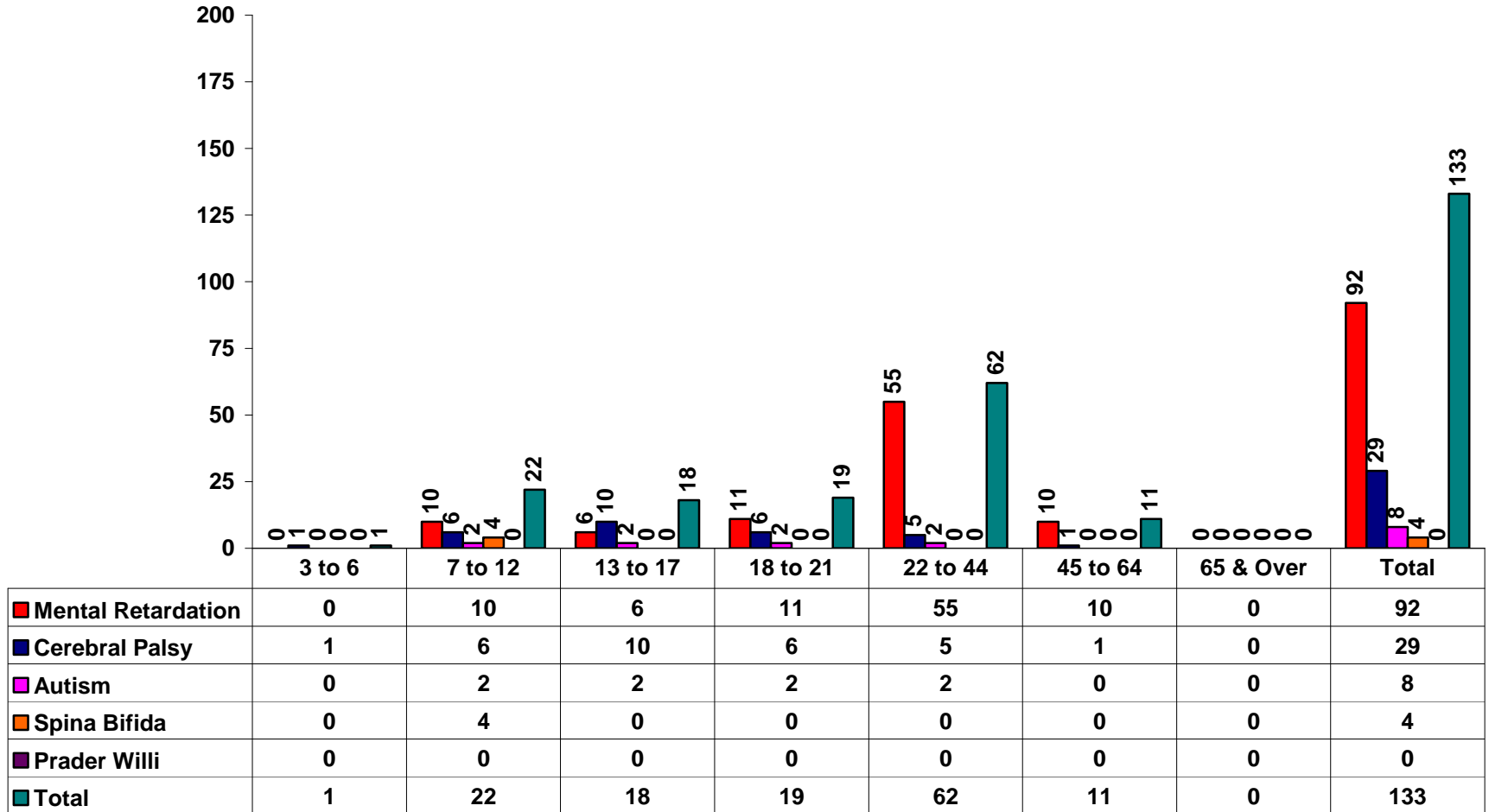
**APPENDIX IV-B
AREA 10
FSL WAIVER ENROLLMENT BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



**APPENDIX IV-B
AREA 11
FSL WAIVER ENROLLMENT BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



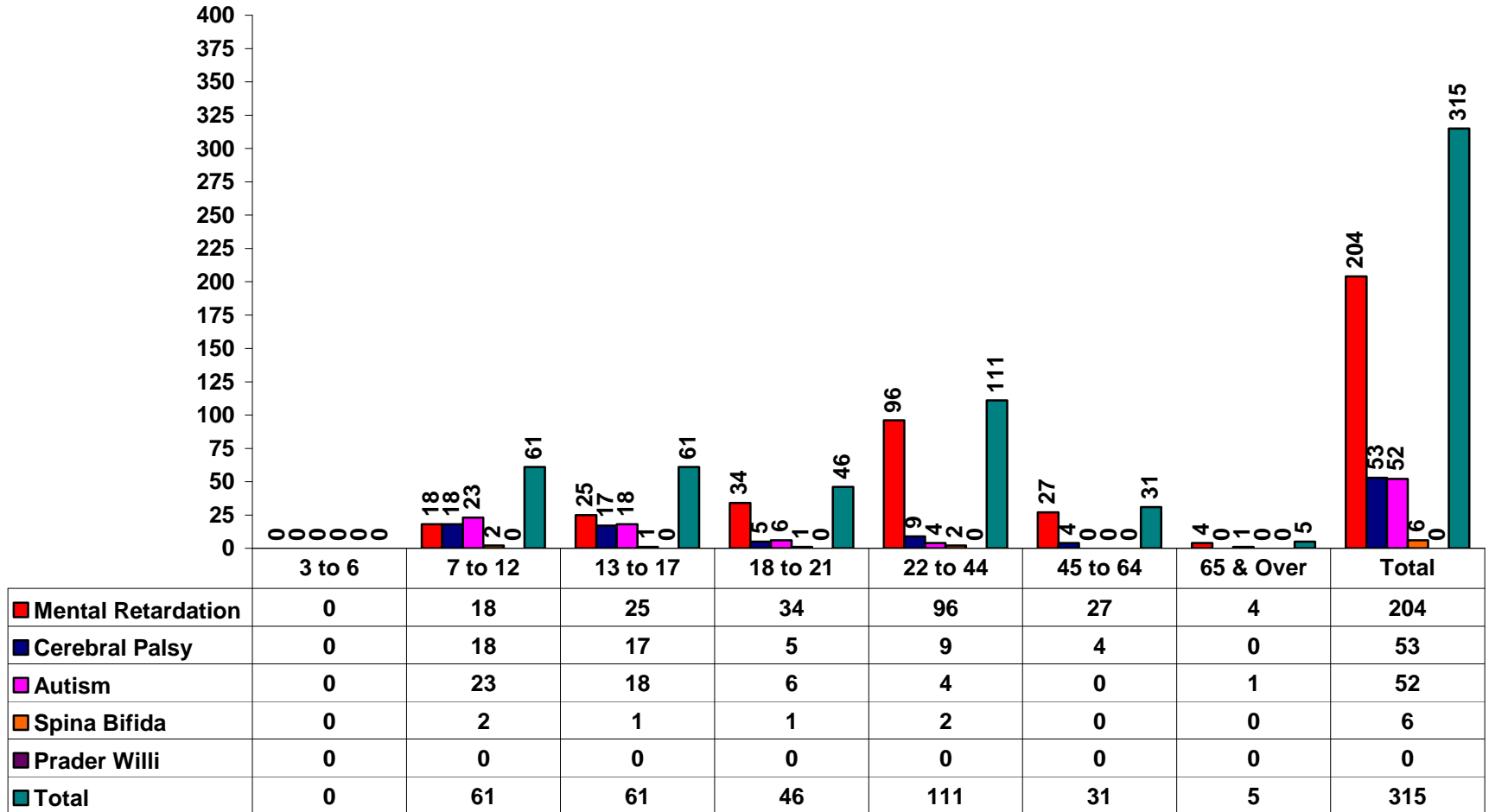
**APPENDIX IV-B
AREA 12
FSL WAIVER ENROLLMENT BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



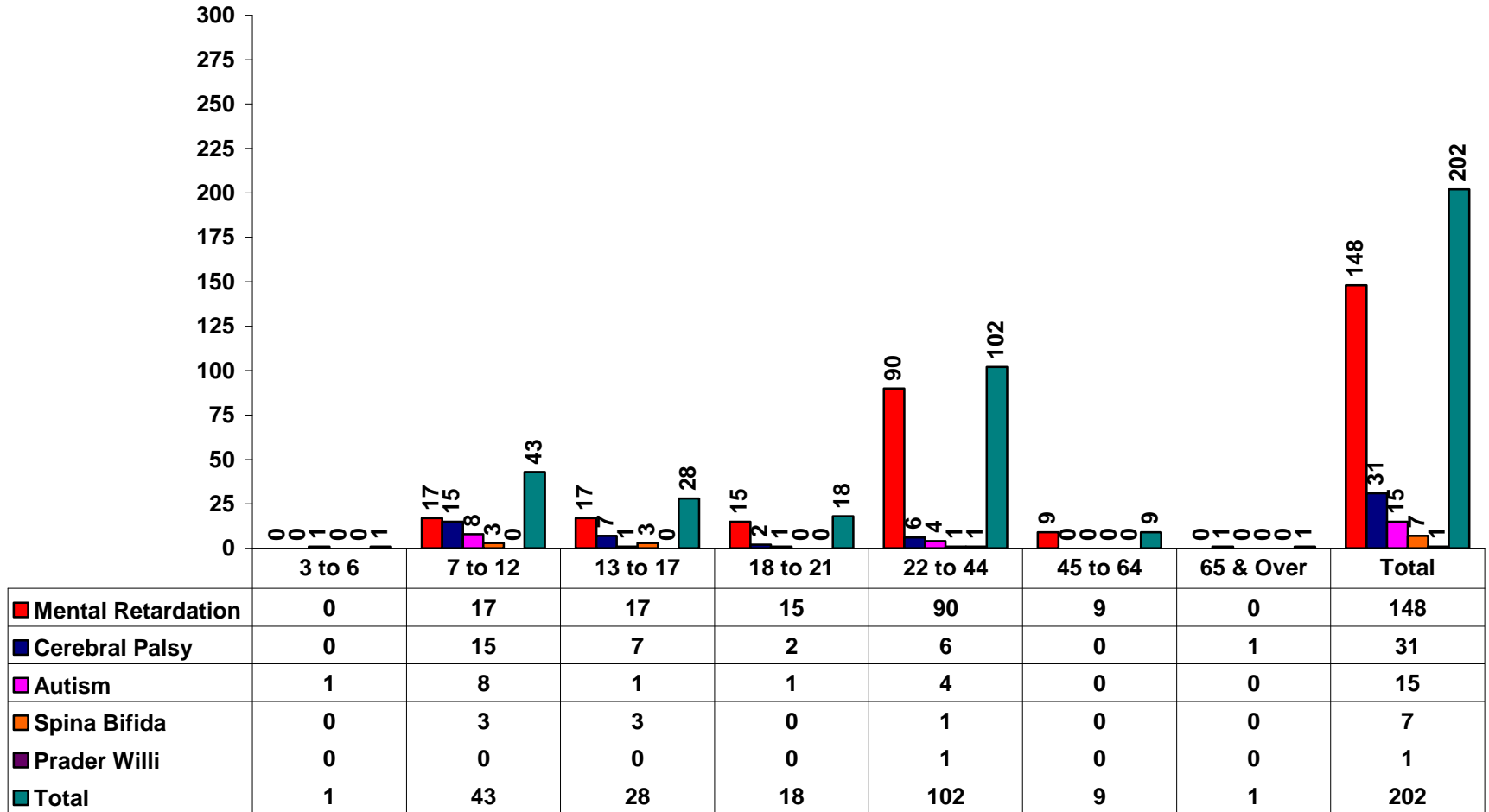
Appendix IV-B-11

Source: ABC provided by Bureau of Financial Support Services

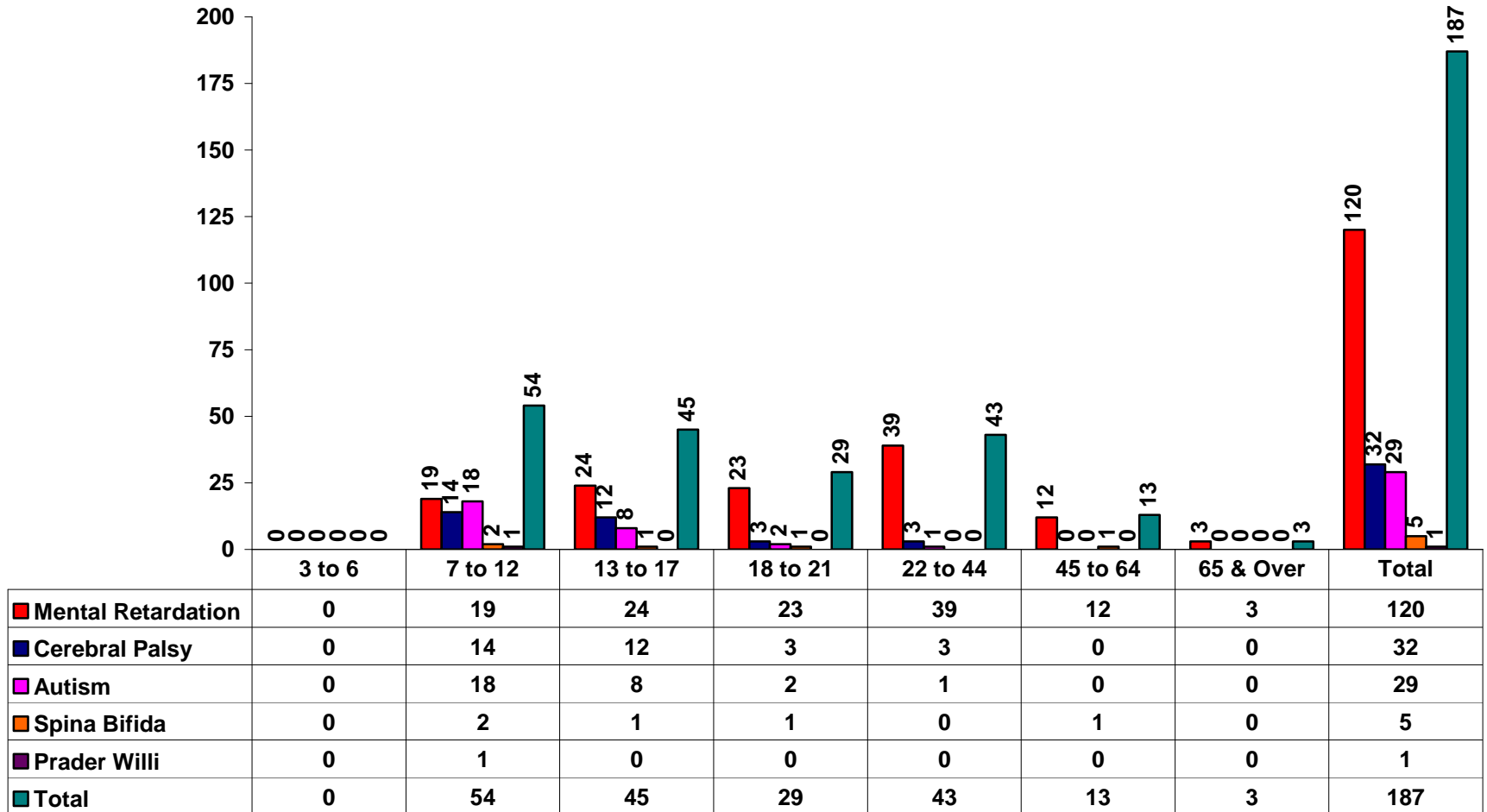
**APPENDIX IV-B
AREA 13
FSL WAIVER ENROLLMENT BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



**APPENDIX IV-B
AREA 14
FSL WAIVER ENROLLMENT BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**

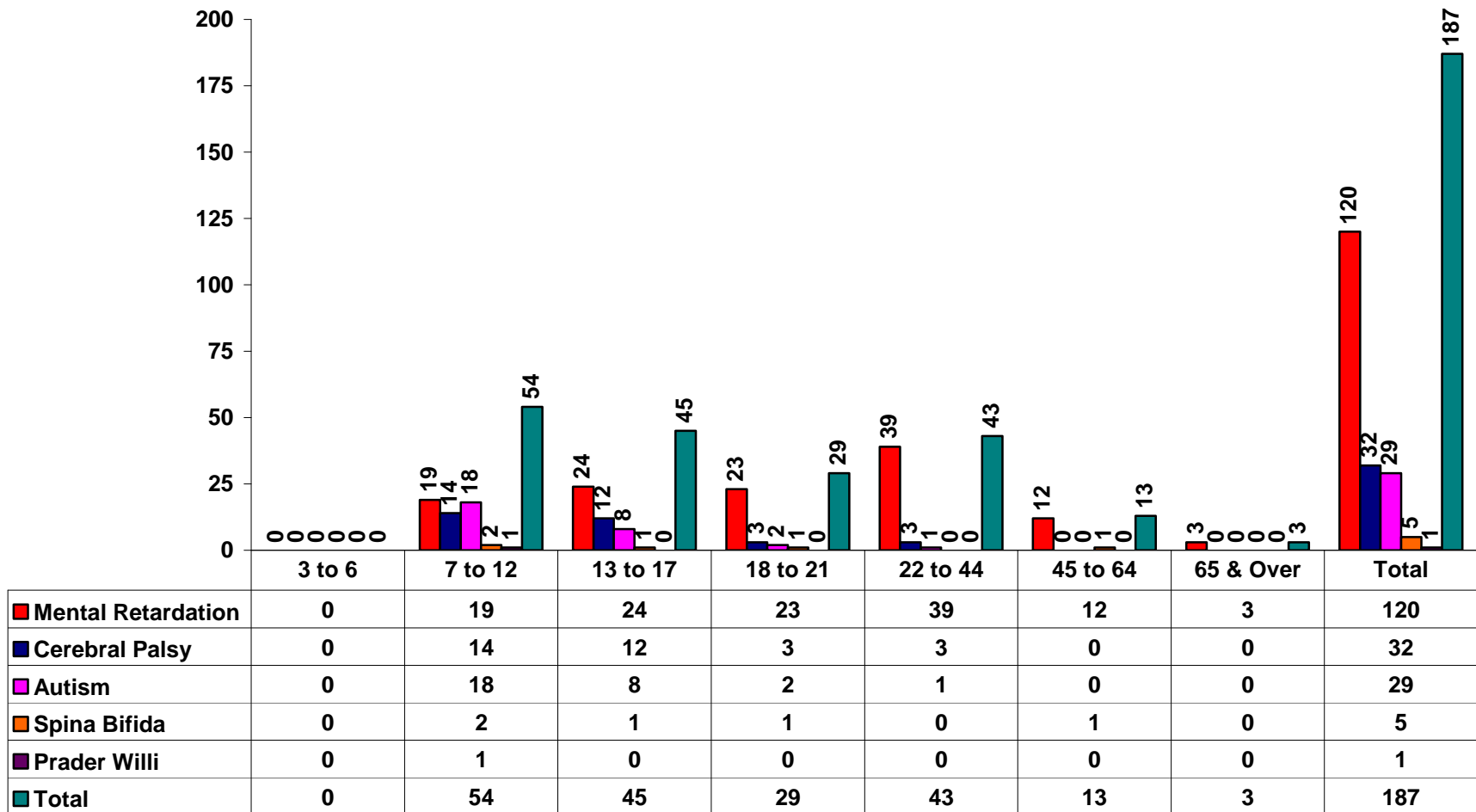


**APPENDIX IV-B
AREA 15
FSL WAIVER ENROLLMENT BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



Appendix IV-B-14

**APPENDIX IV-B
SUNCOAST AREA
FSL WAIVER ENROLLMENT BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



Appendix IV-B-15

Appendix IV-C

HCBS Waivers

HCBS Waivers

Home and Community-Based Services (HCBS) Waiver programs are the federally approved Medicaid programs authorized by Title XIX of the Social Security Act, Section 1915(c), that provide services in the home for persons who would otherwise require institutional care in a hospital, nursing facility, or intermediate care facility.

Current Waivers

- Adult Cystic Fibrosis
- Aged/Disabled Adult Services
- Adult Day Health Care
- Assisted Living for the Elderly
- Alzheimer's Disease
- Channeling Services for the Frail Elderly
- Consumer Directed Care Plus (administered by APD in Florida)
- Developmental Disabilities (administered by APD in Florida)
- Familial Dysautonomia
- Family and Supported Living (administered by APD in Florida)
- Model
- Nursing Home Diversion
- Project AIDS Care
- Traumatic Brain Injury and Spinal Cord Injury

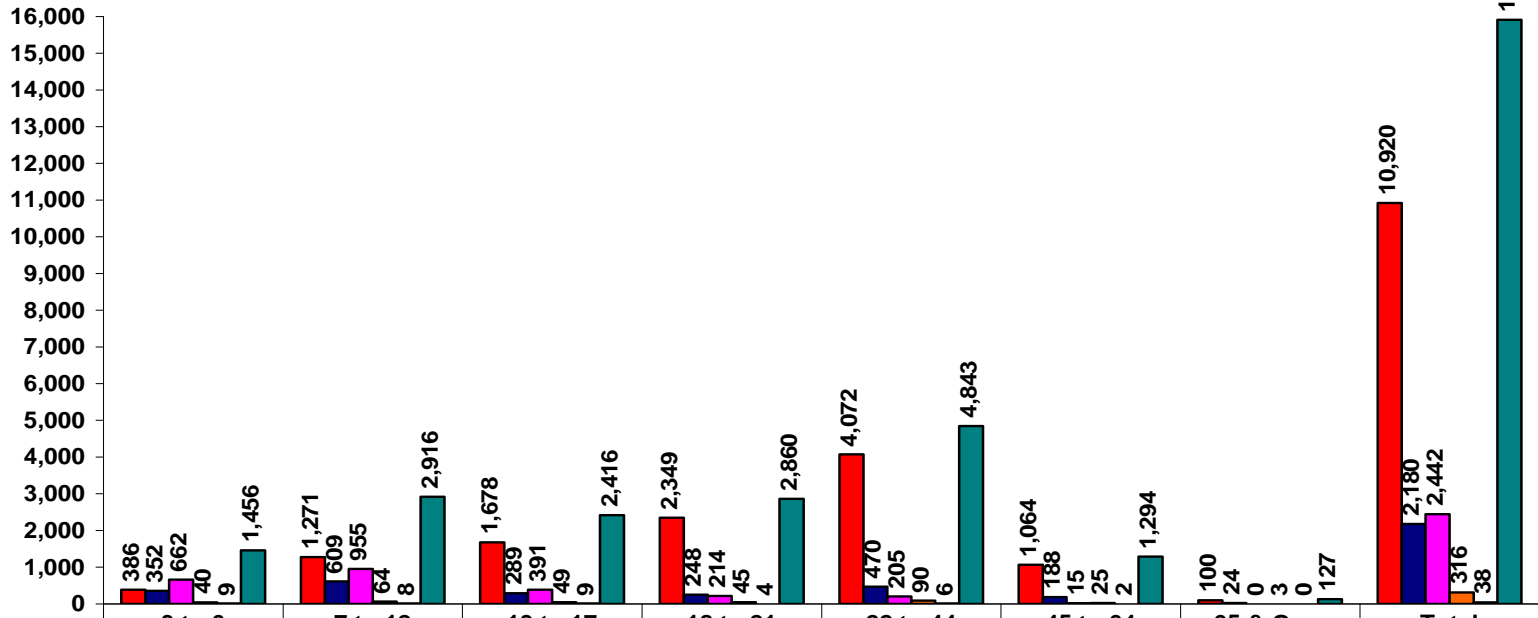
Source: Florida Agency for Health Care Administration



Appendix IV-D

Wait List by Age
and Disability

**APPENDIX IV-D
STATEWIDE
INDIVIDUALS WAITING FOR WAIVER SERVICES BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



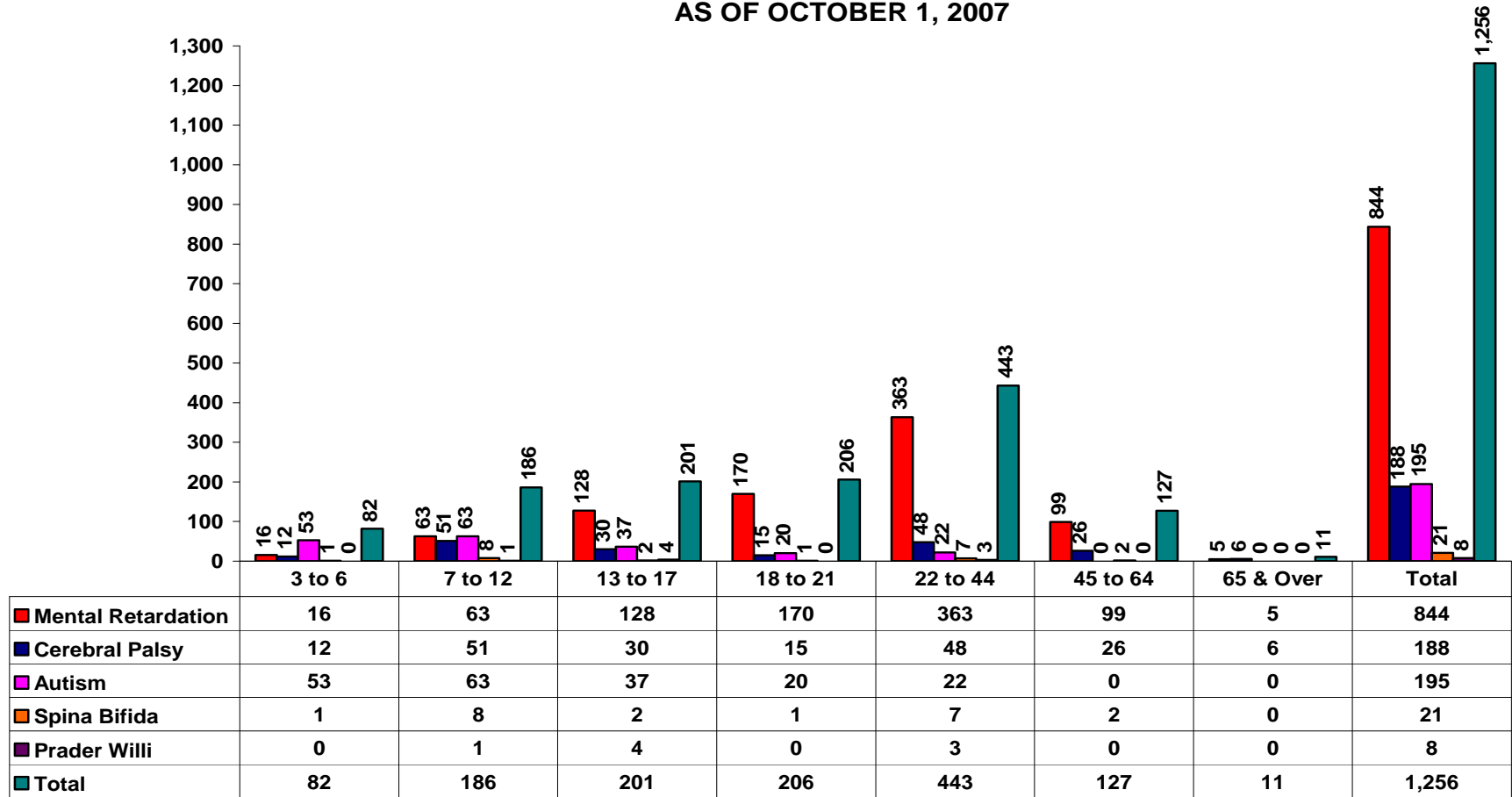
■ Mental Retardation	386	1,271	1,678	2,349	4,072	1,064	100	10,920
■ Cerebral Palsy	352	609	289	248	470	188	24	2,180
■ Autism	662	955	391	214	205	15	0	2,442
■ Spina Bifida	40	64	49	45	90	25	3	316
■ Prader Willi	9	8	9	4	6	2	0	38
■ Total	1,456	2,916	2,416	2,860	4,843	1,294	127	15,912



Appendix IV-D-1

Does not include those on FSL waiting for HCBS Waiver
Source: ABC provided by Bureau of Financial Support Services

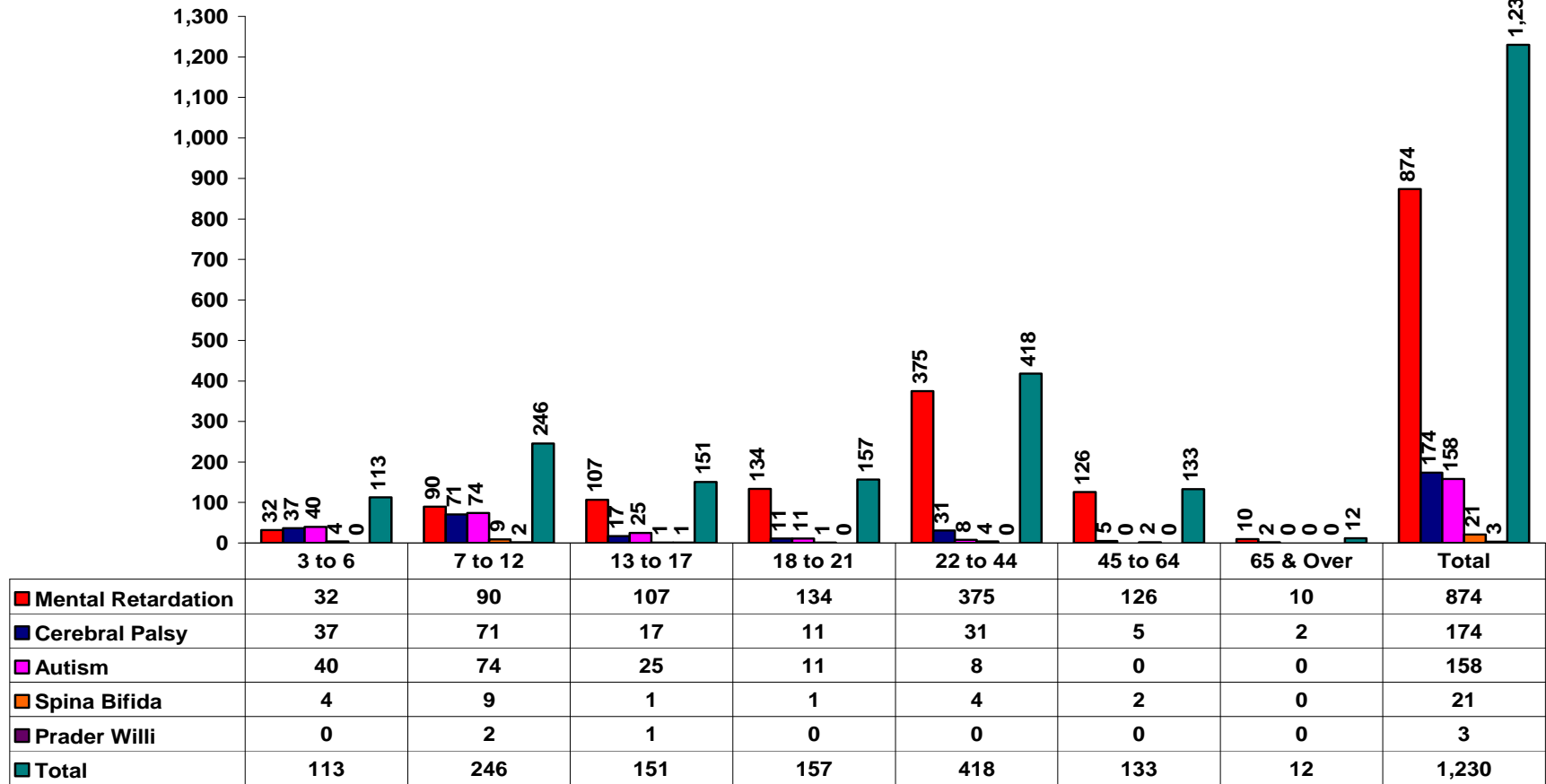
**APPENDIX IV-D
AREA 1
INDIVIDUALS WAITING FOR WAIVER SERVICES BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



Appendix IV-D-2

Does not include those on FSL waiting for HCBS Waiver
Source: ABC provided by Bureau of Financial Support Services

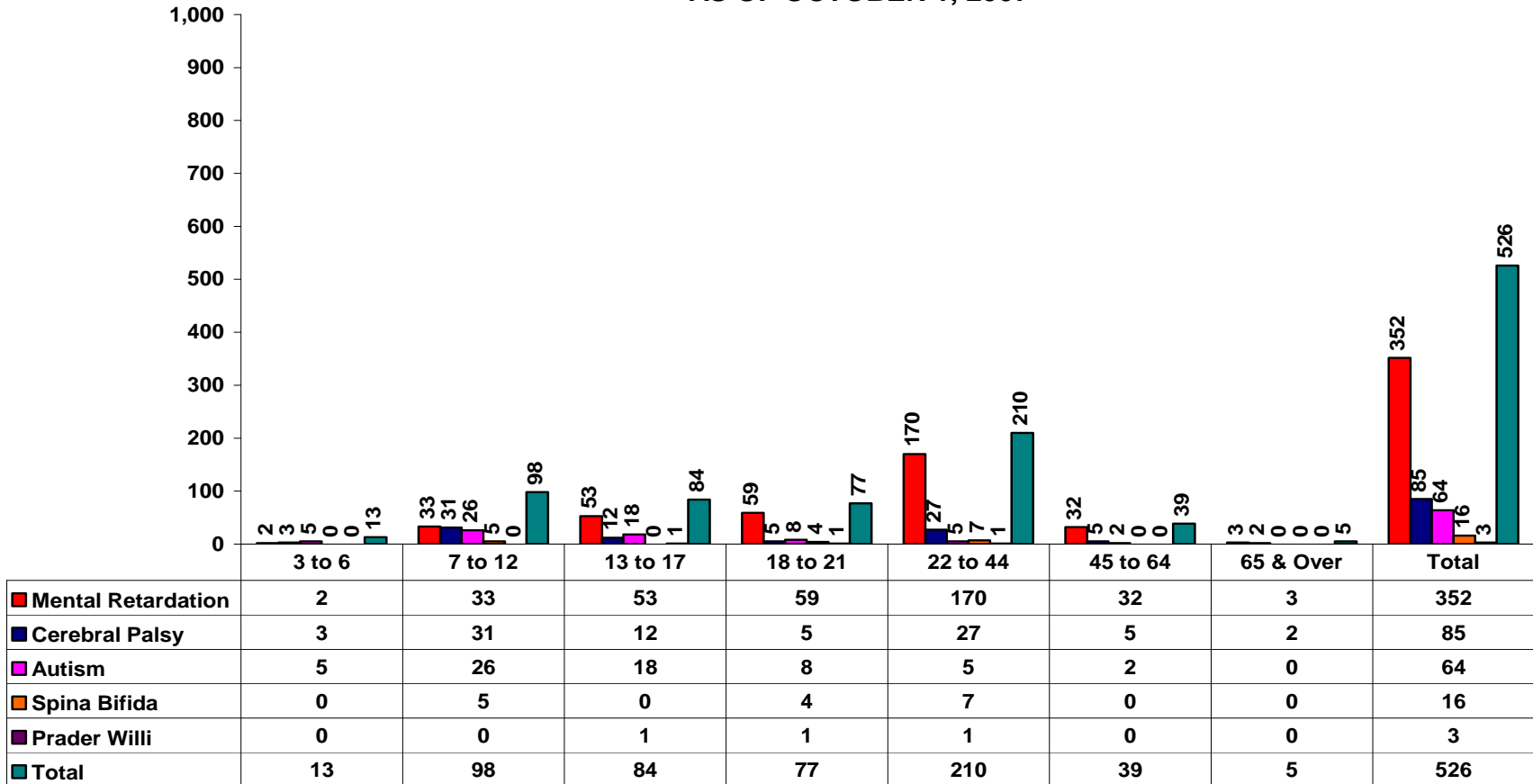
**APPENDIX IV-D
AREA 2
INDIVIDUALS WAITING FOR WAIVER SERVICES BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



Appendix IV-D-3

Does not include those on FSL waiting for HCBS Waiver
Source: ABC provided by Bureau of Financial Support Services

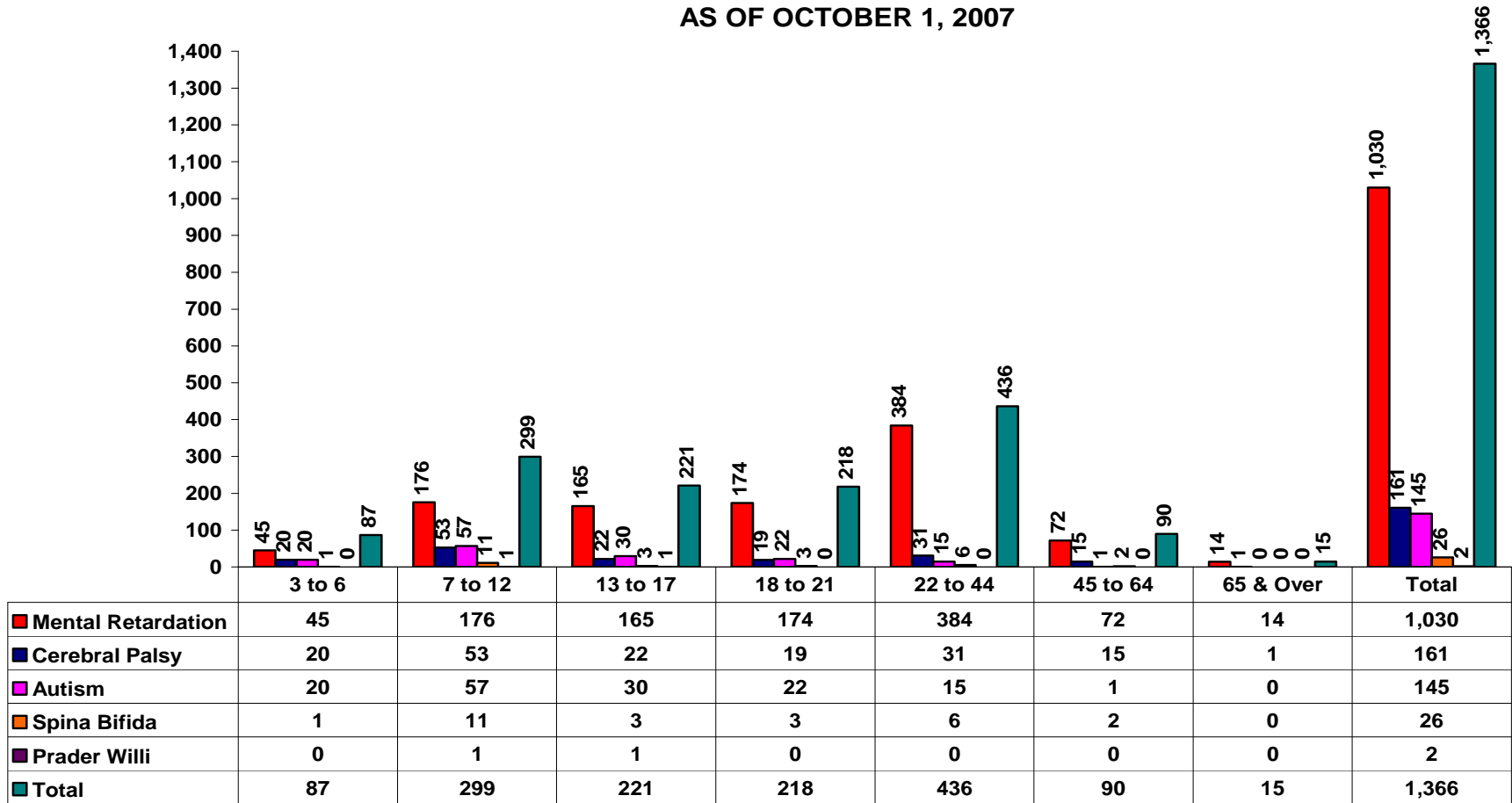
**APPENDIX IV-D
AREA 3
INDIVIDUALS WAITING FOR WAIVER SERVICES BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



Appendix IV-D-4

Does not include those on FSL waiting for HCBS Waiver
Source: ABC provided by Bureau of Financial Support Services

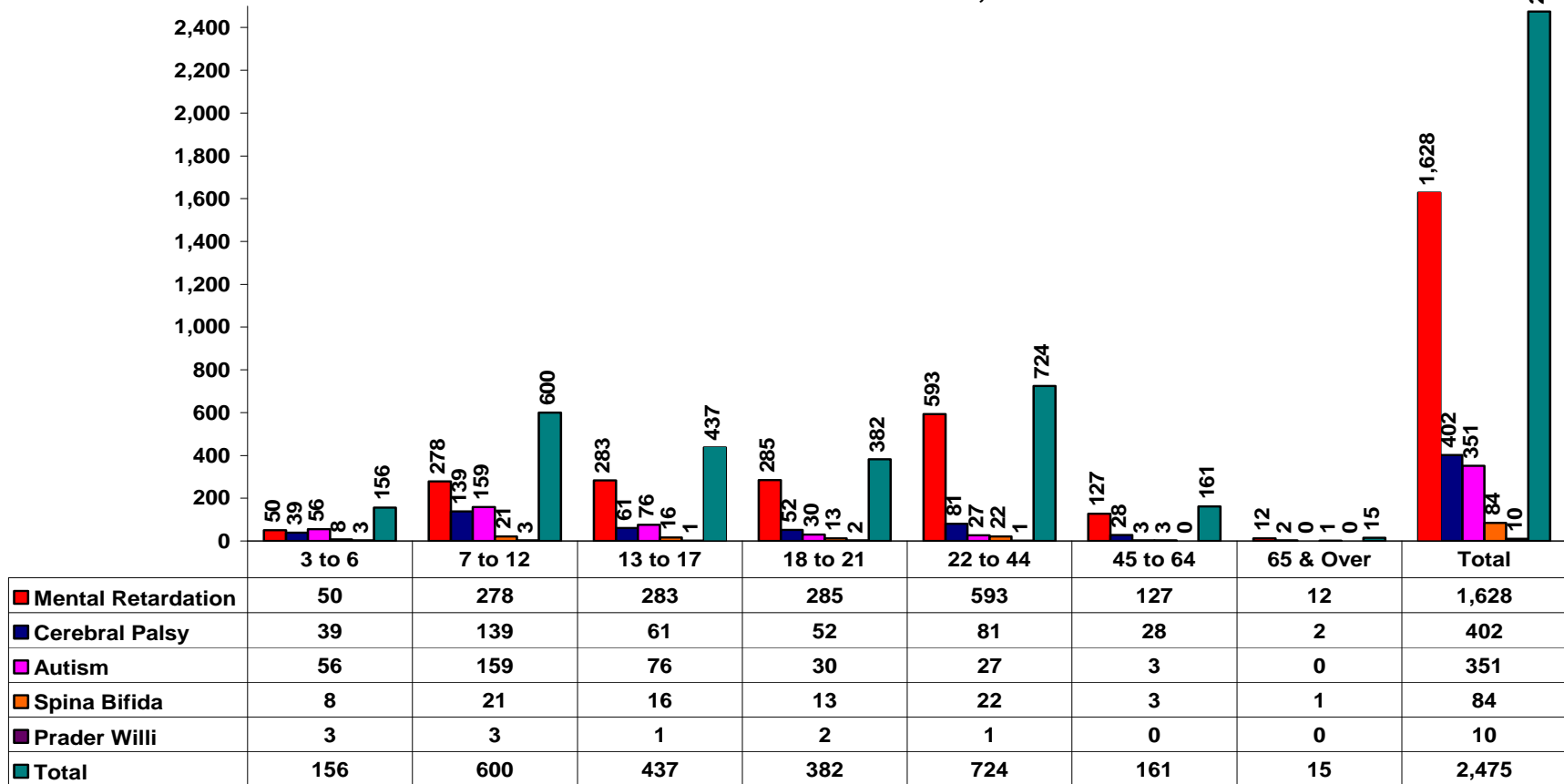
**APPENDIX IV-D
AREA 4
INDIVIDUALS WAITING FOR WAIVER SERVICES BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



Appendix IV-D-5

Does not include those on FSL waiting for HCBS Waiver
Source: ABC provided by Bureau of Financial Support Services

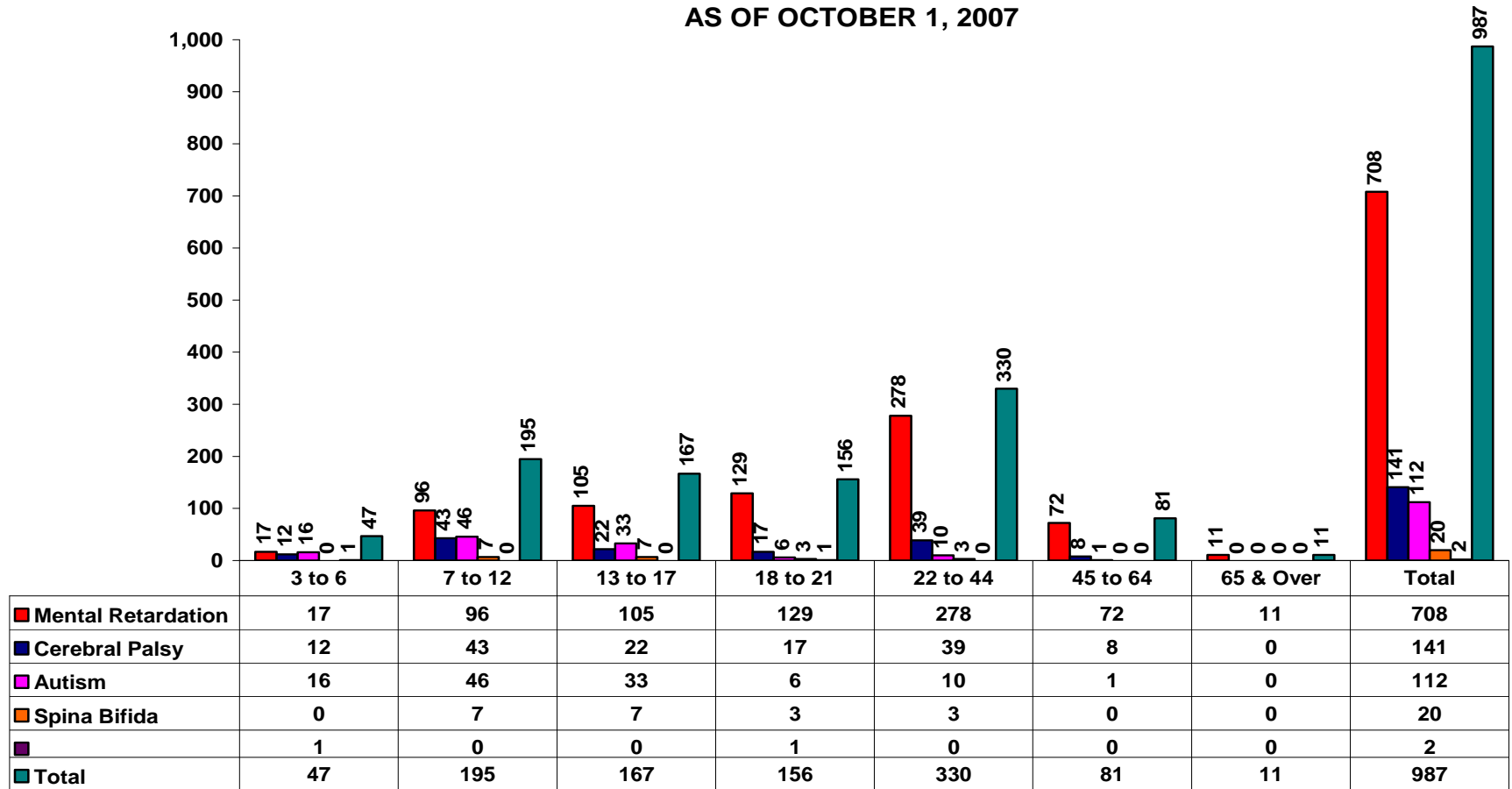
**APPENDIX IV-D
AREA 7
INDIVIDUALS WAITING FOR WAIVER SERVICES BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



Appendix IV-D-6

Does not include those on FSL waiting for HCBS Waiver
Source: ABC provided by Bureau of Financial Support Services

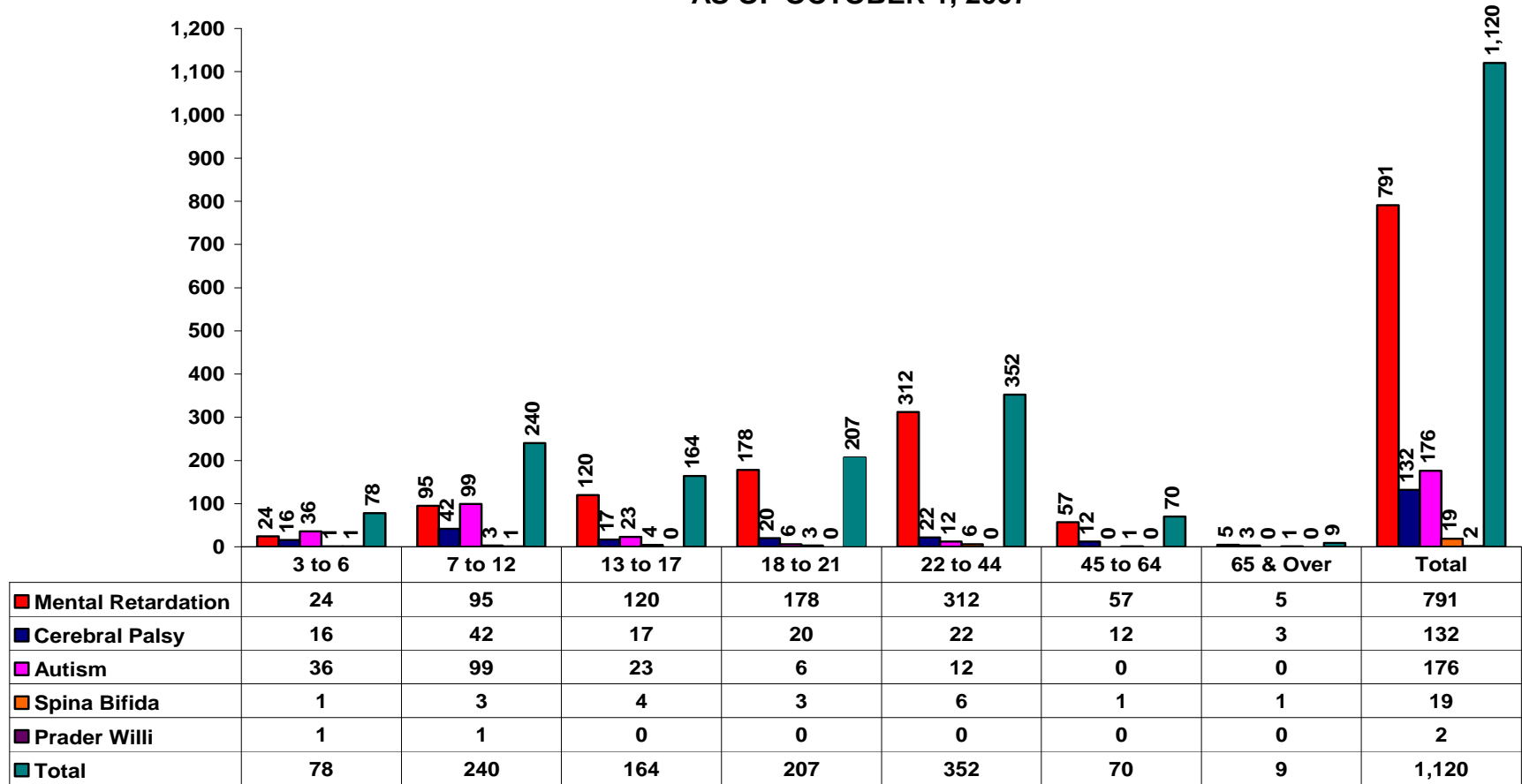
**APPENDIX IV-D
AREA 8
INDIVIDUALS WAITING FOR WAIVER SERVICES BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



Appendix IV-D-7

Does not include those on FSL waiting for HCBS Waiver
Source: ABC provided by Bureau of Financial Support Services

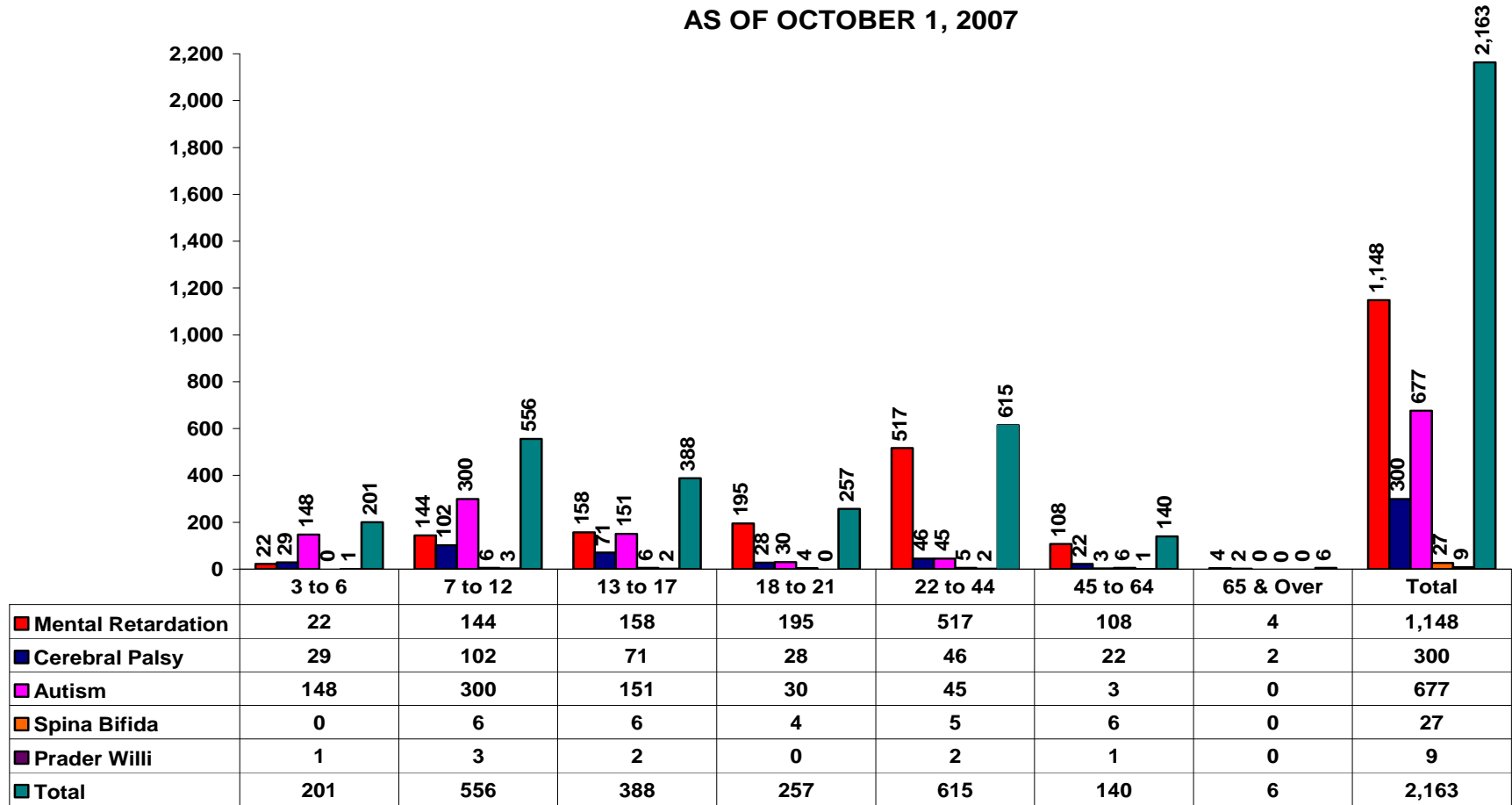
**APPENDIX IV-D
AREA 9
INDIVIDUALS WAITING FOR WAIVER SERVICES BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



Appendix IV-D-8

Does not include those on FSL waiting for HCBS Waiver
Source: ABC provided by Bureau of Financial Support Services

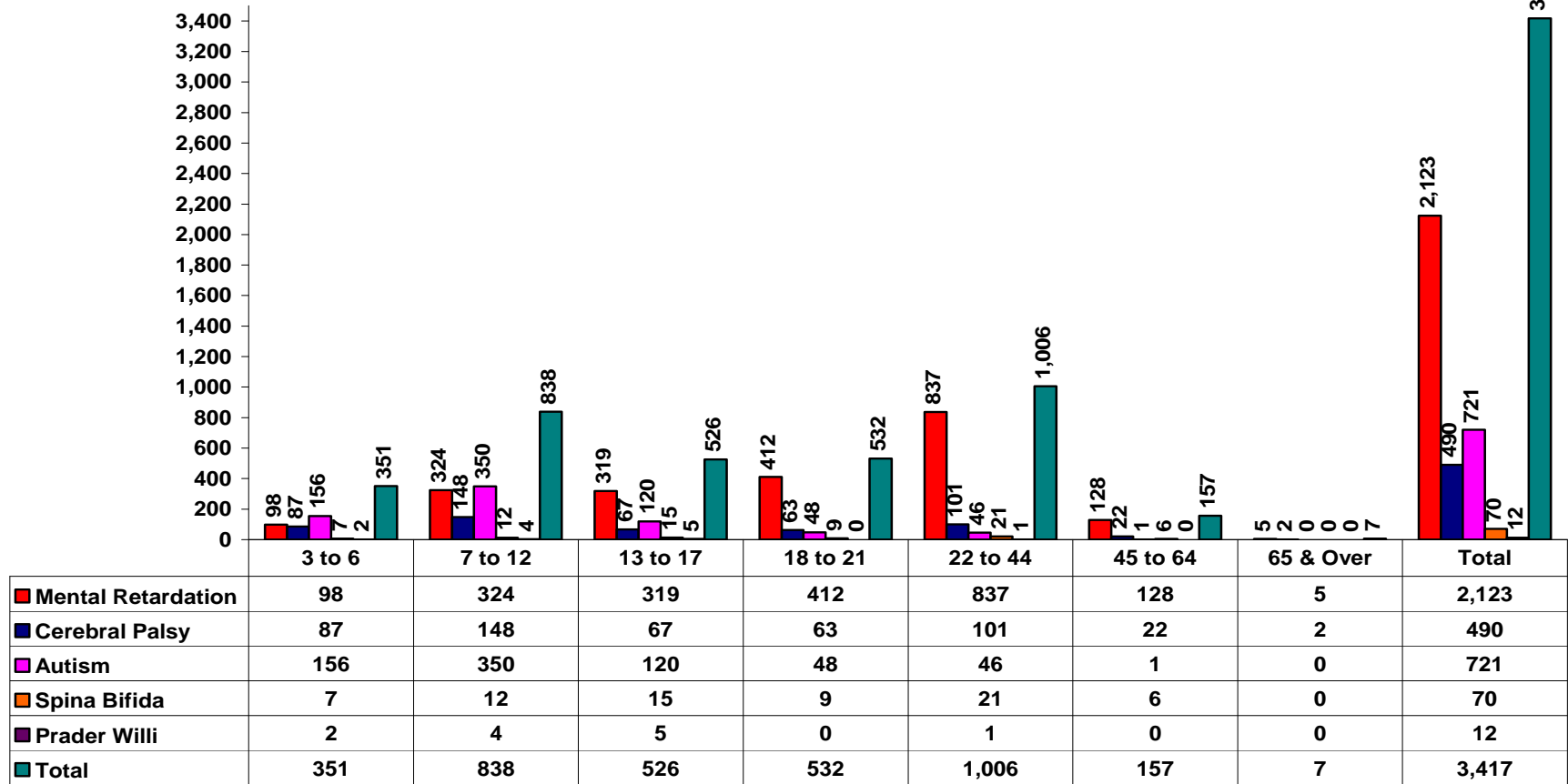
**APPENDIX IV-D
AREA 10
INDIVIDUALS WAITING FOR WAIVER SERVICES BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



Appendix IV-D-9

Does not include those on FSL waiting for HCBS Waiver
Source: ABC provided by Bureau of Financial Support Services

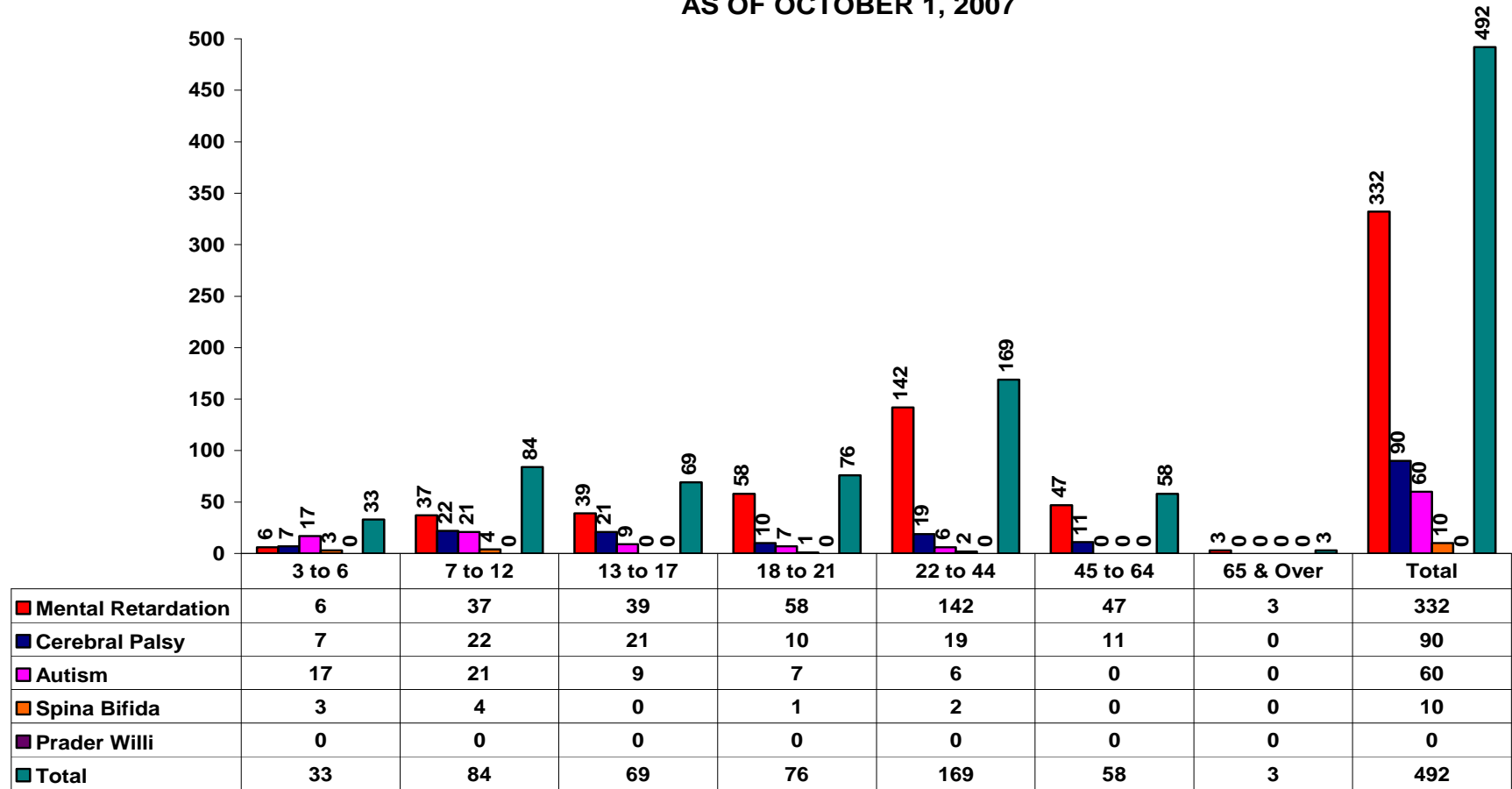
**APPENDIX IV-D
AREA 11
INDIVIDUALS WAITING FOR WAIVER SERVICES BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



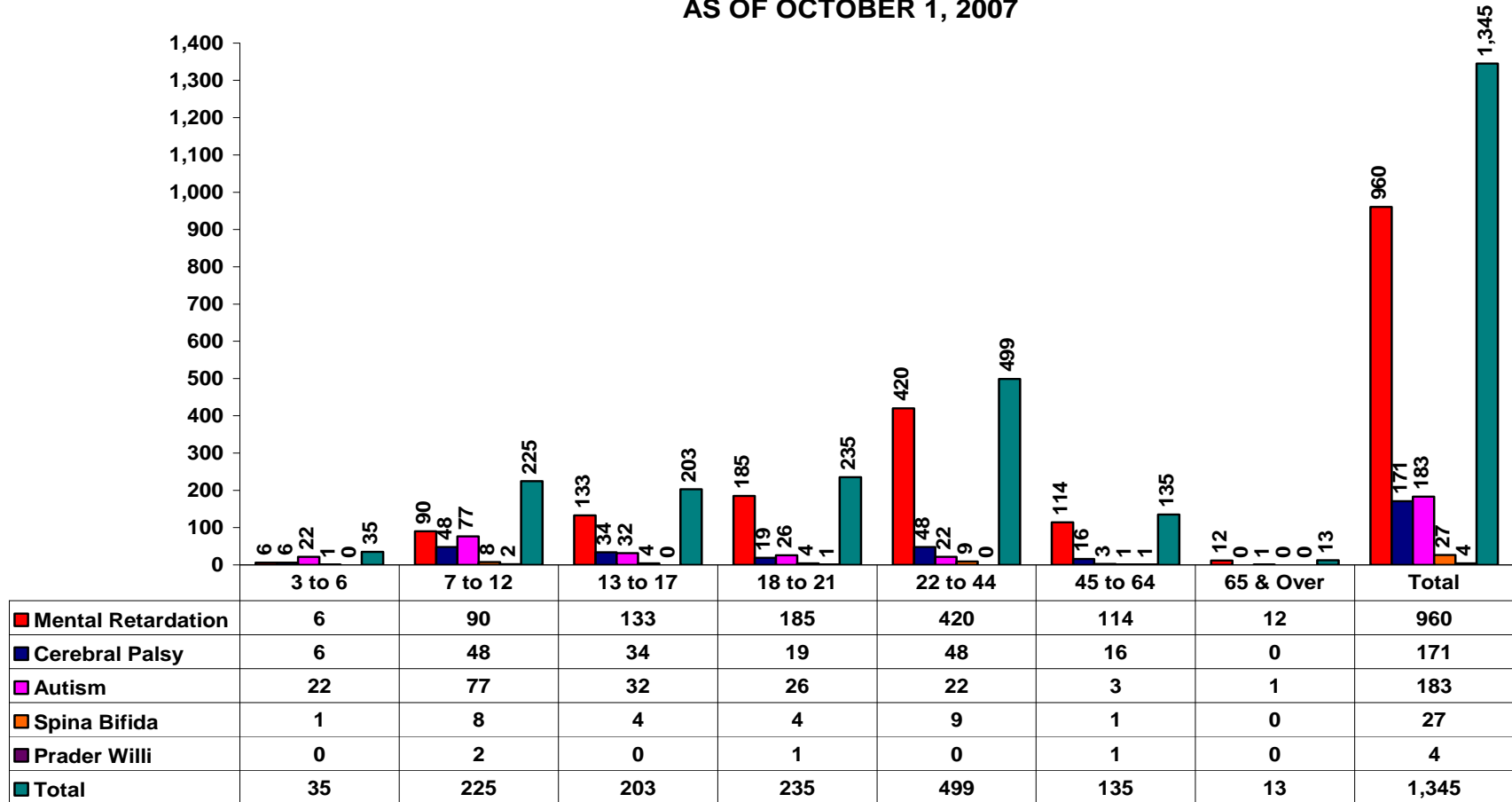
Appendix IV-D-10

Does not include those on FSL waiting for HCBS Waiver
Source: ABC provided by Bureau of Financial Support Services

**APPENDIX IV-D
AREA 12
INDIVIDUALS WAITING FOR WAIVER SERVICES BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



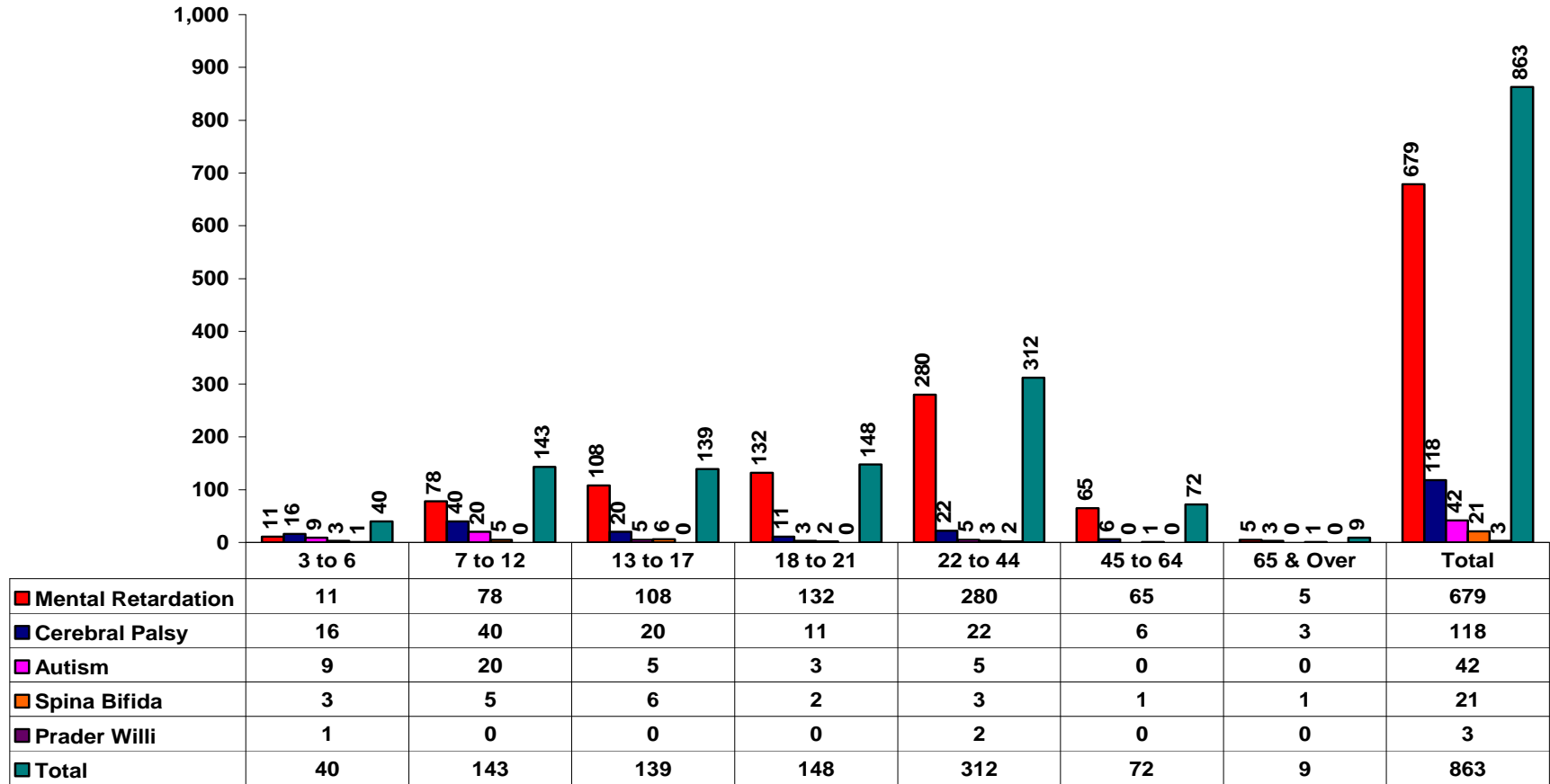
**APPENDIX IV-D
AREA 13
INDIVIDUALS WAITING FOR WAIVER SERVICES BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



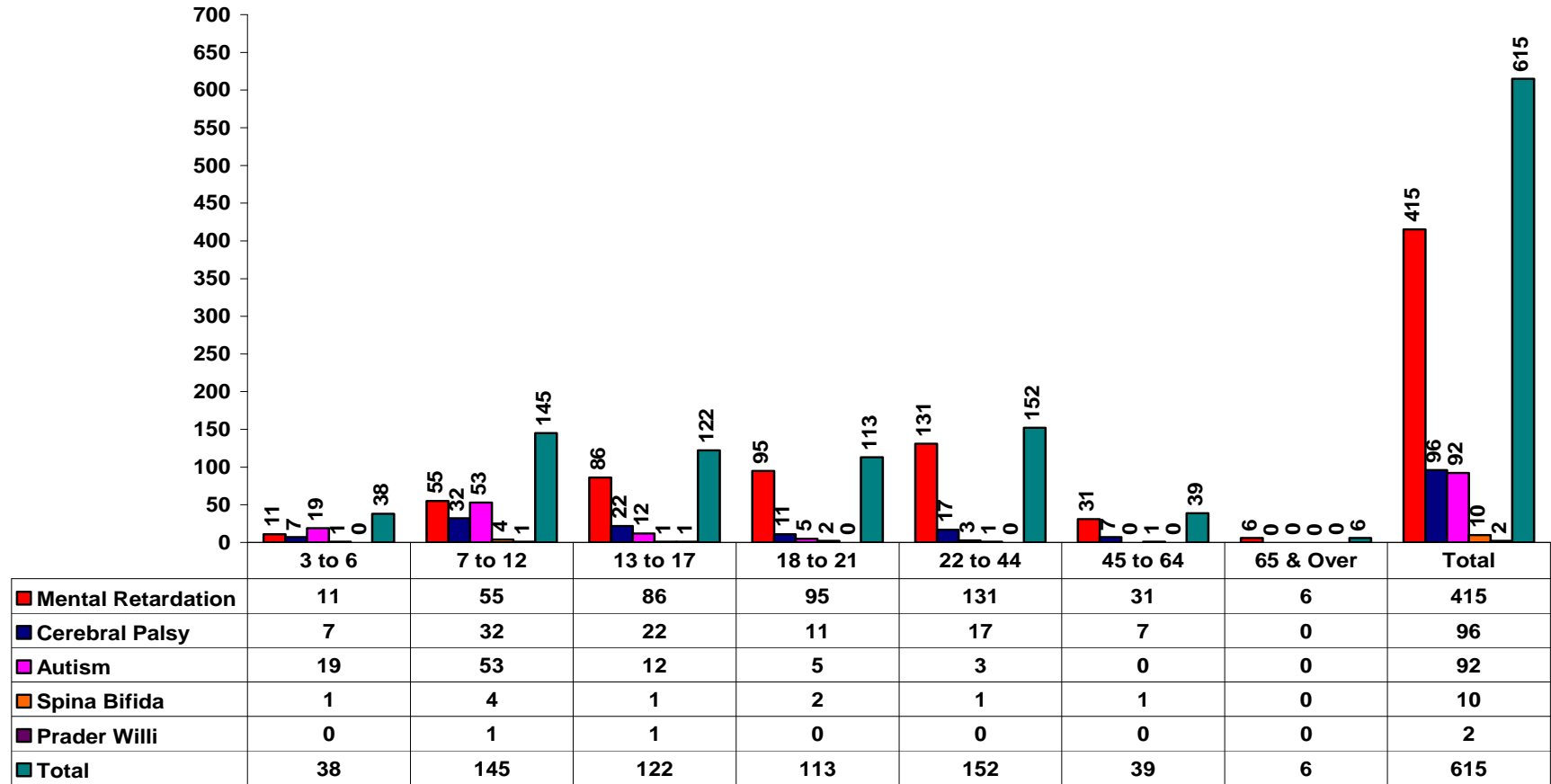
Appendix IV-D-12

Does not include those on FSL waiting for HCBS Waiver
Source: ABC provided by Bureau of Financial Support Services

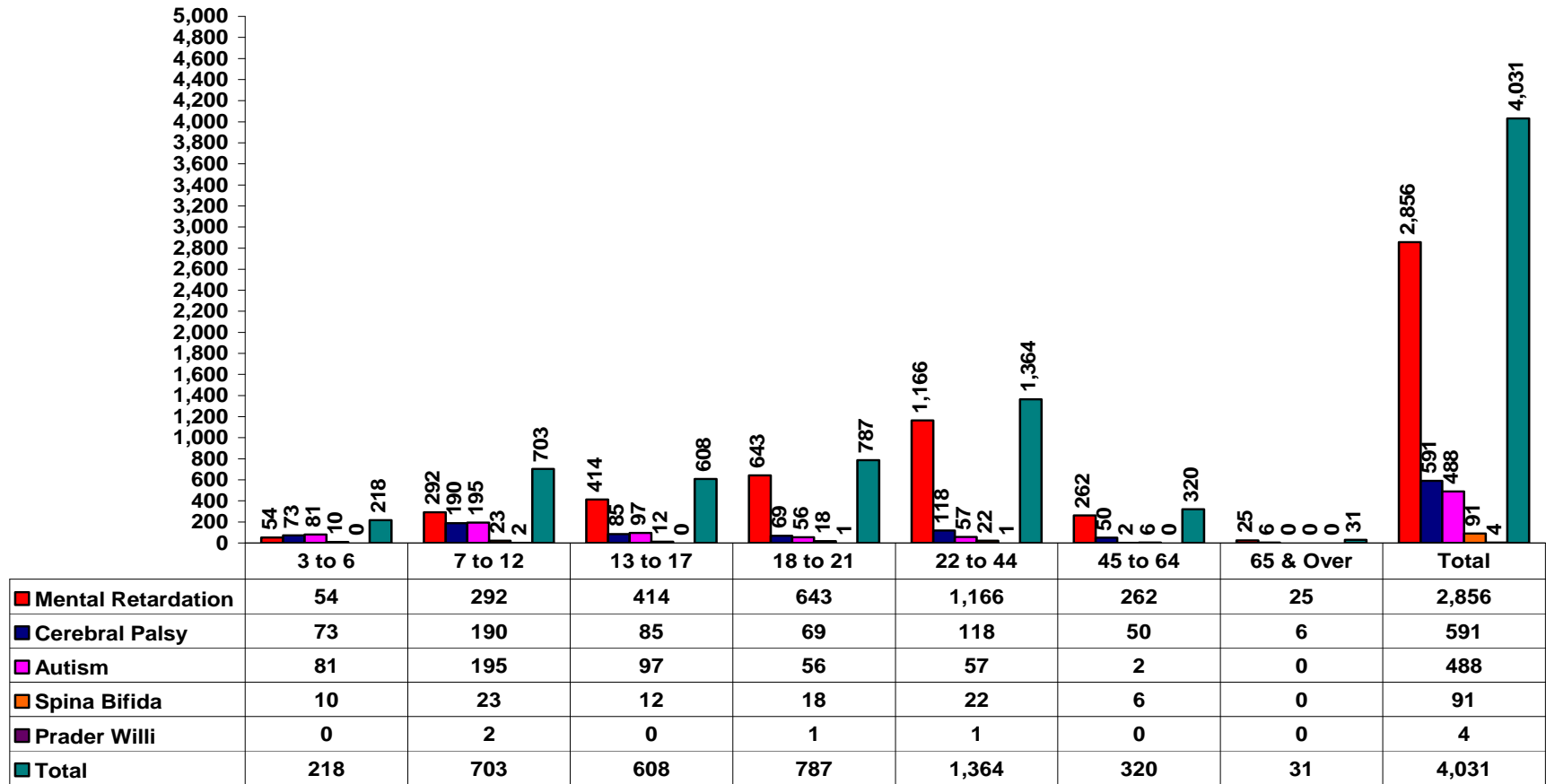
**APPENDIX IV-D
AREA 14
INDIVIDUALS WAITING FOR WAIVER SERVICES BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



**APPENDIX IV-D
AREA 15
INDIVIDUALS WAITING FOR WAIVER SERVICES BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



**APPENDIX IV-D
SUNCOAST AREA
INDIVIDUALS WAITING FOR WAIVER SERVICES BY AGE AND DISABILITY
AS OF OCTOBER 1, 2007**



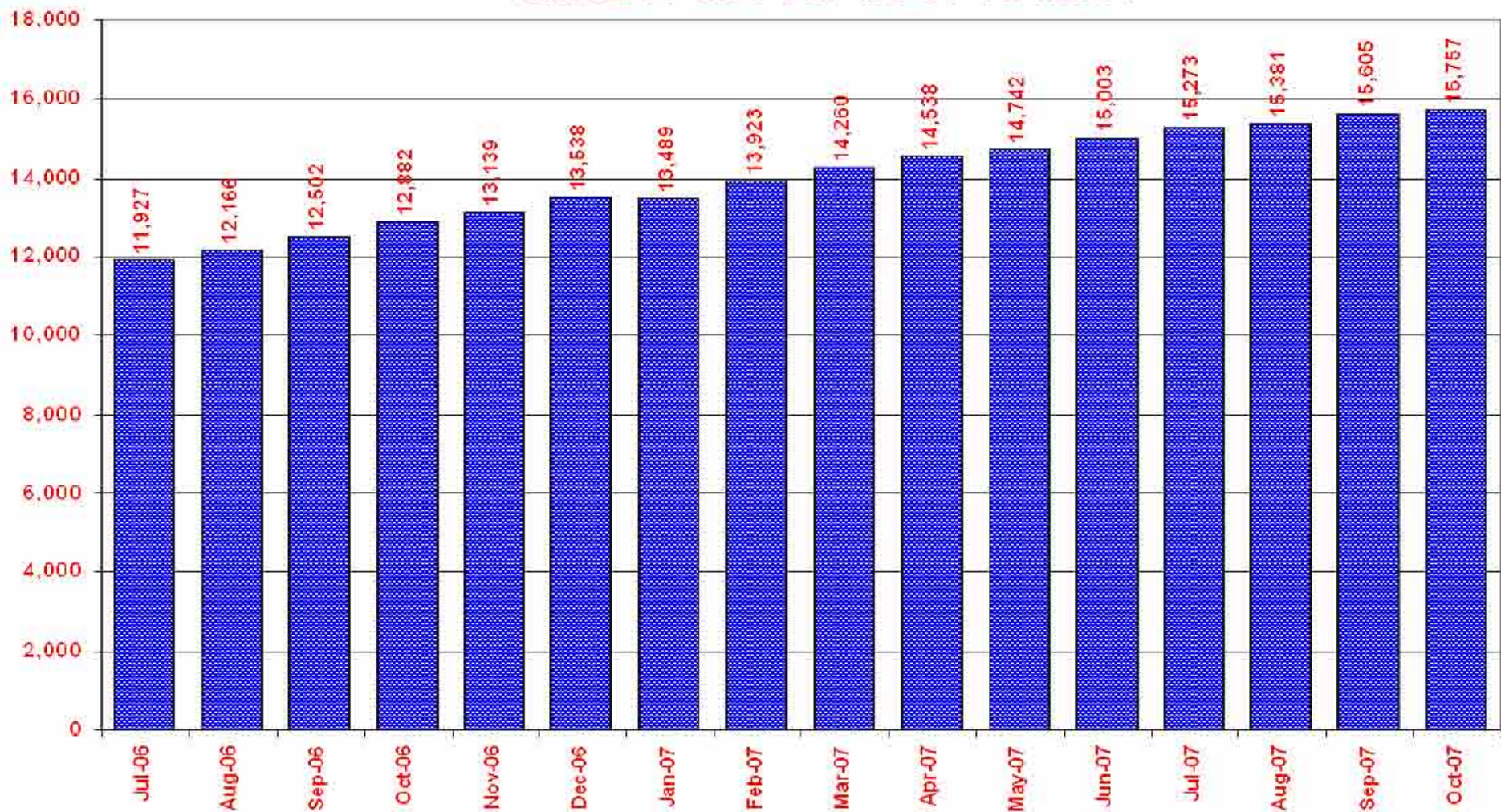
Appendix IV-D-15

Does not include those on FSL waiting for HCBS Waiver
Source: ABC provided by Bureau of Financial Support Services

Appendix IV-E

Wait List History

APPENDIX IV-E WAIT LIST HISTORY AS OF 10/1/2007



Appendix IV-E-1

Does not include those on FSL waiting for HCBS Waiver
Source: ABC provided by Bureau of Financial Support Services



APD customer Abby Garton is a part-time employee at the agency's Central Office.



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