

**WAIVER SUPPORT COORDINATOR SATISFACTION SURVEY**

**ACTION REQUIRED**

EFFECTIVE DATE: JULY 1, 2021

Today, the agency launched the Waiver Support Coordinator (WSC) Scorecard, which provides information about WSCs currently working in the state of Florida. Floridians with developmental disabilities and their families can use this information to make decisions about which WSC may be best for them. The WSC Scorecard will not allow individuals to choose or change a WSC. They must still contact their local APD office to request a change. The WSC Scorecard will list each WSC that serves a particular county, his or her years of experience, client satisfaction score, number of violations (both ethical and professional), name of his or her Qualified Organization, and whether or not they are a CDC+ Consultant.

Per 65G-14.003(5), F.A.C., Qualified Organizations are required to provide clients or their legal representatives with an invitation to take a WSC Satisfaction Survey at the time of the annual support plan meeting for all support plan meetings scheduled to occur on or after July 1, 2021. The results of satisfaction surveys will be a part of the Waiver Support Coordinator Scorecard.

To generate a WSC Satisfaction Survey invitation, the WSC should follow the instructions attached. Once logged in, the WSC will see a list of clients currently assigned to them. The WSC should then click on the "Create" button on the row with the name of the client for whom a survey invitation needs to be created. An invitation screen will appear that contains the one-time unique access code and website address to complete the online survey. The WSC may either print or scan the survey invitation and give it to the client or his/her legal representative either in person or via e-mail.

The Qualified Organization or WSC may not assist the client in completing the survey. Only the client or his/her legal representative may complete the survey. If the client requires assistance in completing the survey, the client or his/her legal representative may designate another individual to assist the client. Qualified organizations or WSCs who assist clients in completing the survey, or who are found to have completed the survey on a client's behalf, will be cited for committing an ethical violation and will be subject to disciplinary action.

The WSC must record in their case notes in APD iConnect the date the invitation was given to the client or legal representative and maintain documentation that the survey invitation was actually provided (such as a sent e-mail or survey receipt signed or initialed by the client or legal representative).