

GLOSSARY



A Guide to Supported Living in Florida

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Chapter 393 of Florida Statutes - defines supported living as "a category of individually determined services designed and coordinated in such a manner as to provide assistance to adult clients who require ongoing supports to live as independently as possible in their own homes, to be integrated into the community, and to participate in community life to the fullest extent possible."

Chapter 65B-11 Florida Statutes – Florida Administrative Code (FAC) which defines procedures for the provision of supported living services.

Abuse, Neglect and Exploitation –the infliction of physical pain, injury, or mental anguish, or the deprivation of services by caretakers which are necessary to maintain the health and welfare of an adult. A situation in which an adult is unable to provide or obtain the services which are necessary to maintain the his health or welfare.

Abuse Reporting – Florida law requires that every citizen who knows or has reasonable cause to suspect that a vulnerable adult is abused, neglected or exploited immediately report such suspicions to the 24 hour registry.

Advanced Directives (AD) – a legal document that allows competent people to give instructions regarding health care they would like to receive when they would not be competent to make their own decisions. The written component of the AD is called an instructional directive. The AD also describes the conditions that must occur for the AD to be implemented. The AD can designate someone to be the health care agent (surrogate) in the event the person is no longer competent. This is called Durable Power of Attorney. A special case of an AD, which describes the conditions in which life supports would or would not be provided to an incompetent person, is called a Living Will.

Agency on Healthcare Administration (AHCA) –the state agency responsible for administration of the Florida Medicaid program. Web address: <http://www.fdhc.state.fl.us>

Annual Satisfaction Survey – a document completed annually by persons receiving supported living services that addresses satisfaction with the supported living provider. The provider is responsible to assure the individual has the opportunity to complete the survey.

Annual Report – completed by the supported living provider, the annual report summarizes the person's progress toward achievement of the goal (s) from the support plan. The annual report shall include objective (fact based) information reflecting the results of training and supports provided to the individual over the course of the year, as well as subjective information (opinions) and recommendations.

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Certification – the process used to determine an individual is eligible to provide supported living services. Provider must meet the following requirements: a bachelor's degree from an accredited college or university with a major in nursing, education or a social behavioral or rehabilitative science; or have an associates degree from an accredited college or university with a major in nursing, education or a social behavioral or rehabilitative science and two year of experience.

Circle of Support – a group assembled at the request of the individual, who provides support and direction in the development and implementation of the support plan. The group includes the person and/or the person's spokesperson, family, friends, associates, and may include some human service workers.

Community - local, non-segregated settings where people live, work and pursue leisure interests. For persons with disabilities, community is characterized by generic resources utilized by other people without disabilities and settings which promote direct personal interaction with others.

Core Assurances –the document that specifies administrative and programmatic requirements for Developmental Services Home and Community Based Services Waiver and Developmental Disabilities Program Medicaid Waiver providers.

Cost Plan – the format used by the Waiver Support Coordinator listing all services requested by the individual on the support plan, regardless of funding source, and the anticipated cost of each waiver service. The District/Region must approve the cost plan prior to service provision. Each time a individual's support plan is amended to increase or add services, the cost plan too must be amended and approved, as described above, for the service to be initiated. A support plan and cost plan must be updated for each individual at least annually, during the annual support planning process to reflect current needs and situations. Cost plan forms are available from the District/Region.

Best Practices – a standard established to achieve, review and analyze what works best for people. It's focused on person-centered practices.

Density – a guideline which establishes parameters for supporting individuals in community living. It specifies that persons with disabilities can utilize no more than ten percent of the housing in a city block, subdivision, neighborhood, apartment or condo complex , or mobile home park. The purpose for this is to avoid the development of neighborhoods which are segregated.

Demographic Information – up-to-date information on the person's current living situation and phone numbers along with any emergency contact information. This is usually maintained in the record maintained by the supported living coach.

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Department of Children and Families (DCF) –an authorized department (within the state of Florida) by AHCA to operate and oversee the Medicaid Waiver in accordance with the Interagency Agreement for Medicaid.

Developmental Disabilities Program – The Program responsible for the administration of support and services for persons diagnosed with developmental disabilities. This includes the Developmental Disabilities Program office (central office) located in Tallahassee and the Developmental Disabilities District/Regional offices located throughout the state.

Developmental Services Waiver Services Florida Medicaid Coverage and Limitations -a Handbook used by Medicaid Waiver providers as a reference. The Handbook lists all waiver services offered under the Developmental Services Home and Community Based Services Waiver, provider qualifications and training requirements, projected service outcomes, service descriptions, service limitations, documentation requirements, place of service and special considerations for service delivery. The handbook also contains Procedure Codes, the Waiver Services Agreement, the Core Assurances, and Contact Directories for AHCA area and DCF District offices. The website address at time of publication is www.fdhc.state.fl.us/Medicaid/dev_serv/.

Disaster Preparedness Plan –a plan tailored to each individual’s location, situation and need. This plan gives the person security in knowing what to do for any major natural or human disasters such as hurricanes, tornadoes, floods, riots and other large-scale emergencies.

Do Not Resuscitate (DNR) orders – is a written directive from a person or his doctor that he should not be revived if he experiences cardiac arrest or stops breathing. Instead, the person desires a natural death without invasive medical procedures. This usually occurs when the person experiences inevitable fatal illness and does not wish to prolong his suffering.

Fiscal Agent –Persons serving as a representative payee for receipt of third party benefits, cosigner on bank accounts, maintaining physical possession of banking records or otherwise controls the individual’s finances.

Functional Community Assessment (FCA) –the basis for identifying the types of instruction and the intensity of support rendered by the provider. FCA is a tool designed to assist the provider in becoming familiar with the individual and his or her capabilities and needs. This assessment addresses all areas of daily life including relationships, medical and health concerns, personal care, household and money management, community mobility, recreation and leisure. This is completed with the person prior to their move into a supported living arrangement.

Grievance Logs - logs maintained for review by the provider to include the name of the person making the complaint and their relationship to the individual receiving services;

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date the complaint is received; a clear description of the complaint; and the date of the final disposition of each logged complaint.

Guardian –a legally designated person in the individual life that ensures protection of rights as well as health and safety. Guardians make decisions on behalf of the individual, consistent with the levels of decision making identified in the court order. decisions in each person’s life.

Health History – a written summary of the person’s overall health, including ongoing health concerns and documentation of follow up for these concerns.

Home - a place where one lives or resides; an environment offering security and happiness; a valued place regarded as a refuge or place of origin.

Housing Survey - the basis for surveying a prospective home to ensure that it is safe. This survey must be updated quarterly by the supported living coach and made available for review by the support coordinator at the time of the support coordinator’s quarterly home visit. These updates include a review of the person's overall health, safety and well-being status.

Implementation Plan - a required document developed by the supported living coach that provides a clear picture of those things the individual and the coach have agreed to work toward for the coming year. It serves as a job description how services will be provided to meet the goals identified on the support plan.

Individual Financial Profile - a document completed by the supported living coach which analysis of the household costs and revenue sources associated with maintaining a balanced monthly budget. The analysis will substantiate the need for a monthly subsidy or initial start-up costs, and should be a source of information for determining strategies for assisting the person in money management.

Informed Choices - a voluntary, well-considered decision made on the basis of options, information, and understanding. The decision-making process should result in a free and informed decision by the individual about whether or not he or she desires supports and services, and which services she needs.

Instruction - methods, approaches, and strategies used by the coach to guide the person toward attainment of personal goals.

Invoice for Service - billing completed by the supported living coach for reimbursement of services indicating the number of hours spent with the individual.

Level Two Background Screening - must be completed for all supported living coaches. This process includes:

- **Affidavit** of good moral character;
- **Local background check;**

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- **Finger prints** submitted to FDLE (Florida Department of Law Enforcement) for screening;
- **3 verified personal references** and;
- **Re-screening** performed every 5 years.

Medicaid Waiver – was initiated in 1993 as a means of adding federal funds to state general revenue funding. Currently funds the majority of services for individuals with developmental disabilities statewide.

Medication Administration Record (MAR) – a person specific document on which medication administration or self-administration is recorded.

Personal Outcome Measures (POM's) –process used with the individual, to assess the attainment of outcomes they consider most important in their lives. This process includes getting to know the person and the significant people in his life, determining the presence or absence of personal outcomes, and the supports necessary to achieve the outcomes desired. This process may also involve record reviews, on-site visits to service providers and additional interviews with the provider's staff.

PRN – Pro re nata (Latin), meaning as the occasion arises. A term usually associated with certain medications to indicate they are administered, according to need, as the situation/health status requires.

Progress Notes – narrative documentation by the supported living coach of activities, supports and contacts with the individual, other providers and agencies progress notes include dates and times, and a summary of support provided during the contact, any follow up needed and progress toward achieving support plan goals.

Quality Improvement Plan –(QIP) a plan of proposed, corrective actions developed by the provider, that address the improvements needed for services sited below standard by the Department or their authorized agent. Those providers deemed non-compliant with these Assurances and /or requirements found in the Developmental Services Waiver Services Florida Medicaid Coverage and Limitations handbook, submit written QIPs, as required in their written monitoring report, and identified through a self-assessment.

Release/Consent Form – a document signed by the person indicating that specified organizations or individuals are allowed to share personal information about the individual with each other.

Representative Payee - when the Social Security Administration (SSA) has reason to believe that the individual is not able to utilize the funds on his or her behalf, it may designate another to receive the payments on the person's behalf. These individuals,

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public or private agency is known as a "representative payee". They are obliged to apply payments for the use and benefit of the recipient.

Self-assessment – an annual evaluation completed by the provider to review organizational capabilities required to meet the personal goals and the service requirements identified in the Medicaid Waiver Services Agreement, the Developmental Services Waiver Services Florida Medicaid Coverage and Limitations handbook. This self-assessment also reviews the provider's policies and procedures by identifying the extent to which they are consistent with their daily practices and the objectives stated in the Medicaid Waiver Services Agreement.

Service Authorization Forms – an approved form sent to a Medicaid Waiver provider from the waiver support coordinator authorizing the provision of specific services or supports to an individual. Without this form the provider cannot be assured reimbursement. This authorization is contingent upon the enrolled consumer remaining eligible for Medicaid during the month of service. Upon the loss of Medicaid Eligibility the service authorization is null and void.

Service Logs – time intervention log indicating the frequency of the supported living services.

Significant Event Report – a format which provides the department with timely notice and awareness of events which may require direct intervention. These events are categorized by 'critical' and non-critical. Procedures for use are provided by District/Regional Program.

Statewide Quality Assurance Program – a contracted provider which performs quality assurance activities for the Developmental Services Home and Community-Based Waiver (HCBS) program that include person-centered and provider reviews at least annually.

Support Plan – an individualized plan of supports and services designed to meet the needs of the person. The plan is based on the preferences, interests, talents, attributes and needs of the individual. The individual or parent, legal guardian or guardian advocate, shall be consulted in the development of the plan and shall receive a copy of the plan and any revisions made to the plan. Each plan includes the least restrictive, and most cost-beneficial environment for accomplishment of the objectives for individual progress and a specification of all services authorized. The plan shall include provisions for the most appropriate level of care. The ultimate goal of each plan is to enable the individual to live a dignified life in the least restrictive setting, appropriate to the individual's needs. The support plan must be completed in a format provided by the Department and according to the instructions provided by the Developmental Disabilities Program.

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Supported Living - the provision of supports necessary for persons with developmental disability to establish, live in and maintain a household of their choosing in the community.

Supported Living Coaching – a certified provider who provides assistance, in a variety of activities, to support persons who live in their own homes.

Third Party Benefits – includes Social Security (SSI, SSA) and Veterans benefits, food stamps, and Medicaid, to persons eligible for financial assistance.

Time Intervention Report – please see service logs.

Training – strategies that identifies the sequence and approach to learning. Typically "training" occurs at a set time and set place and promotes the acquisition of skills.

Transition Planning – a written guide or plan which is developed as the result of collaboration of the circle of support. It assures a shared vision, and mutual understanding of the supports needed to assure a successful move and; ensures that the needed supports and services are in place to promote the person's comfort and safety

Waiver Support Coordinator – a Medicaid Waiver provider who provides oversight, service and support coordination. The WSC advocates, identifies, develops, coordinates and accesses supports and services on behalf of the individual, or assisting the individual or family to access supports and services on their own. The waiver support coordinator is responsible for assessing a beneficiaries' needs, preferences and future goals (outcomes). The WSC assists the individual in developing a support plan and a cost plan.

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WEBSITE LINKS



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WEBSITE LINKS	
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Abilities of Florida	www.abletrust.org/abilities-of-fl/abilities-of-fl.html
Able Trust	www.abletrust.org
ABLEDATA, Information on Assistive Technology	www.abledata.com
Access Unlimited – Accessible Vehicles for People with Disabilities	www.accessunlimited.com
Accessible Travel Source - Providing Access Information for Mature and Disabled Travelers	www.access-able.com
Advocacy Center for Persons with Disabilities	www.advocacycenter.org
Agency for Health Care Administration	www.fdhc.state.fl.us
Alcohol, Drug Abuse & Mental Health Program	www.state.fl.us/cf_web/adm
American Association of People with Disabilities	www.aapd-dc.org/
American Association on Mental Retardation	www.aamr.org
Assistive Technology Educational Network of Florida	www.fimevi.org/assistivetechology.htm
APSE - Association for Persons in Supported Employment	www.apse.org/
Attainment Company, Products for Persons with Disabilities	www.attainmentcompany.com
Autism Network International	www.ani.autistics.org/
Autism Resources	www.autism-info.com
Autism Society Chapters	www.autism-society.org/society/asa-south-east.html
Autism Society of Greater Orlando	www.greaterorlando.org
Autism Treatment Center of America	www.son-rise.org
Best Buddies International	www.bestbuddies.org
Canine Companions for Independence	www.caninecompanions.org
CARD – FSU	www.autism.fsu.edu

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CARD – University of Florida	www.card.ufl.edu
CARD – University of Miami	www.psy.miami.edu/card
Center for Autism & Related Disabilities – University of Central Florida	www.ucf-card.org
Center for Autism & Related Disabilities – University of South Florida	http://card-usf.fmhi.usf.edu/
Center for Independent Living	www.cil.gulf.net
Centers for Disease Control Recommended Immunizations Schedules	www.cdc.gov/nip
Cerebral Palsy Learning Tutorial	www.med.virginia.edu/cmc/tutorials/cp/cp.htm
Children’s Medical Services	www.doh.state.fl.us/cms/default.html
Code of Federal Regulations	www.access.gpo.gov
Commission for the Transportation Disadvantaged/Florida	www.dot.state.fl.us/ctd
Council for Exceptional Children	www.cec.sped.org
Council on Quality and Leadership in Supports for People with Disabilities	www.thecouncil.org/
Department of Aging & Mental Health, USF	www.fmhi.usf.edu/amh/statement.html
Department of Children and Families	www.state.fl.us/cf_web
Department of Education	www.firn.edu/doe
Department of Elder Affairs	www.state.fl.us/doea
Department of Health	www.doh.state.fl.us
Department of Health and Human Services -Health Care Financing Administration	www.hcfa.gov
Department of Justice ADA Home Page	www.usdoj.gov
Developmental Disabilities Council/Florida (DDC)	www.fddc.org
Developmental Disabilities Program, Dept. of Children and Families	www5.myflorida.com/cf_web/myflorida2/healthhuman/ddp

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Diagnostic & Learning Resources System	www.fdlrs.brevard.klz.fl.us/fdlrs/index.html
Disability Advocacy Worldwide (TASH)	www.tash.org
Disability Resources on the Internet	www.disabilityresources.org
Disability Solutions - A Resource for Families and Others Interested in Down Syndrome and Related Disabilities	www.disabilitysolutions.org
Division of Blind Services	www.state.fl.us/dbs
Division of Vocational Rehabilitation	www.myflorida.com/doe/vr
Dolphin Research Center - Swim with Dolphins	www.dolphins.org/drc-prog.htm
Down Syndrome Association of Jacksonville	www.down-town.org
Easter Seals	www.easter-seals.org/cgi-bin/pubsitclist.pl
Easter Seals Society/Florida	www.flseals.com
Epilepsy Foundation of Northeast Florida	www.floridaepilepsy.org/northeast.htm
Family & Advocates Partnership for Education	www.fape.org
Family C.A.F.E.	www.familycafe.net
Family Care Council	www.fccflorida.org
Flairs Network	www.flairs.org
Florida Association of the Deaf	www.fladeaf.org
Florida Alliance for Assistive Services and Technology	http://faast.org/
Florida Alliance of Information and Referral Services	www.flairs.org
Florida Commission on Community Services	www.fccs.org
Florida Council for Community Mental Health	www.fccmh.org
Florida Housing Coalition	www.flhousing.org

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Florida Independent Living Centers	www.FLAILC.org
Florida Kidcare	www.floridakidcare.org
Florida School for the Deaf & Blind	www.k12.fl.us
Florida Spinal Cord Injury Resource Center	www.fscirc.com
Florida Statutes	www.leg.state.fl.us
Florida Outreach Project	www.neurosci90.health.ufl.edu/fop/Default.html
FRAXA Research Foundation	www.fraxa.org
Goodwill Industries	www.goodwillindustries.org/html/fl.html
Gulf Coast Chapter, Autism Society of America	www.web.tampabay.rr.com/autism
Health Care Financing Administration	www.hcfa.gov
Housing Coalition/Florida	www.flhousing.org
IDEA Practices –idealinks	www.ideapractices.org/idealinks.htm#assistivetech
Infinitec Inc., Assistive Technology	www.infinitec.org/index.html
Information Resource Network/Florida (FIRN)	www.firn.edu
Institute for Child Health Policy	www.ichp.edu
Job Accommodation Network (JAN)	www.janweb.icdi.wvu.edu
Learning Disabilities Information & Resources	www.ldonline.org
Mailman Center for Child Development	www.pediatrics.med.miami.edu/pediatrics/peds.htm
Manasota Autism Society	www.saraweb.com/MAS/indexswf.html
Miami Lighthouse for the Blind	www.miamilighthouse@the-directory.com
MUMS - National Parent-to-Parent Network	www.netnet.net/mums/
National Family Caregivers Association	www.nfcacares.org
National Home of Your Own Alliance	www.alliance.unh.edu
National Parent Network on Disabilities	www.npnd.org
National Program Office on Self-Determination	www.self-determination.org

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National Resource Library on Information Related to Youth With Chronic or Disabling Conditions	www.cyfc.umn.edu/NRL/index.html
North American Riding for the Handicapped Association, Inc.	www.narha.org
Online Asperger Syndrome Information & Support (OASIS)	www.udel.edu/bkirby/asperger
Our-Kids - Devoted to Raising Special Kids with Special Needs	www.our-kids.org/default.html
Parenting Special Needs	www.specialchildren.about.com/parenting/specialchildren
Parents Helping Parents	www.php.com
Pen Pals for Individuals with Developmental Disabilities	www.penafriend.com
Physical Rehabilitation Network	www.voicepaper.com
Prader-Willi Syndrome Association	www.pwsausa.org
Prader-Willi Syndrome Association (Florida)	www.Members.aol.com/delchert/pwsa2.htm
R.C. Phillips Research and Education Unit	www.ufgenetics.org/philips.htm
Respect of Florida	www.respectofflorida.org
Respite National Locator Service	www. chtop.com/locator.htm
Southern Movement for Independence	www.southernmovement.org .
Spina Bifida Association of America	www.sbaa.org
Statewide Advocacy Council (SAC)	www.state.fl.us/cf_web/hrac
Statewide Advocacy Network on Disabilities	www.members.aol.com/_ht_a/standweb1/default.htm
The Fathers Network - Support for Fathers and Families Raising Children with Special Health Care Needs and Developmental Disabilities	www.fathersnetwork.org
The Kennedy Krieger Institute - A Comprehensive Resource for Children with Disabilities	www.kennedykrieger.org
The Sibling Support Project	www.chmc.org/departmt/sibsupp

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United Cerebral Palsy

www.ucpa.org

University of Florida Brain Institute

www.uflbi.ufl.edu

Volusia Autism

www.geocities.com/HotSprings/Villa/4454

World Association of Persons with
(dis)Abilities (WAPD)

www.wapd.org

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