



agency for persons with disabilities  
*State of Florida*

**DATE:** May 15, 2008  
**TO:** Area Administrators  
Waiver Coordinators  
**FROM:** Jane Johnson, Director  
**SUBJECT:** Support Coordinator Responsibility to Maintain  
ABC

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During the QSI and tier assignment review processes, APD staff have found significant errors in ABC information, including, individual's address, telephone number, program component, and legal status. This is causing delays in completion of these tasks and often results in delays in notification letters being sent to incorrect addresses.

We would like to take this opportunity to remind waiver support coordinators of their responsibility to maintain accurate information in the ABC system. Specifically, the Developmental Disabilities Waiver Services Coverage and Limitations Handbook, June 23, 2005, currently in effect, reads as follows regarding their responsibility in maintaining this:

"The provider is responsible for the cost of the electronic access to the Department's intranet site as well as entering, updating and assuring the accuracy of demographic information pertinent to the recipient in the ABC system. Failure of the waiver support coordinator to enter, update and assure the accuracy of this information could result in recoupment of funds paid to the waiver support coordinator."

Similar language is included in the draft Handbook currently under review for promulgation.

We understand that all of us are very busy completing the necessary tasks to assure appropriate services for the people that we serve, but it is critical to maintain accuracy of information on ABC.

After July 1, 2008, in those instances when the agency finds ABC information that has not been updated or keep current, we will begin the recoupment process as applicable. More detailed information regarding this will be provided at a later date.

Please make certain this memo is distributed to waiver support coordinators in your area.