

PROVIDER ADVISORY #2024-023
MEETING THE NEEDS OF APD CLIENTS IN RESPONSE TO HURRICANE HELENE

ACTION REQUIRED

EFFECTIVE DATE: SEPTEMBER 26, 2024

The Agency for Persons with Disabilities (APD) appreciates the critical role that providers play in keeping clients safe during emergencies.

On September 24, 2024, Governor Ron DeSantis issued Executive Order (EO) 24-209, amending and ratifying EO 24-208, which declared a state of emergency for certain Florida counties due to Hurricane Helene. Those counties are:

Alachua, Baker, Bay, Bradford, Brevard, Calhoun, Charlotte, Citrus, Clay, Collier, Columbia, DeSoto, Dixie, Duval, Escambia, Flagler, Franklin, Gadsden, Gilchrist, Glades, Gulf, Hamilton, Hardee, Hendry, Hernando, Highland, Hillsborough, Holmes, Jackson, Jefferson, Lafayette, Lake, Lee, Leon, Levy, Liberty, Madison, Manatee, Marion, Monroe, Nassau, Okaloosa, Okeechobee, Orange, Osceola, Pasco, Pinellas, Polk, Putnam, Santa Rosa, Sarasota, Seminole, St. Johns, Sumter, Suwannee, Taylor, Union, Volusia, Wakulla, Walton, and Washington

This advisory provides guidance related to recovery after the storm. The top priority of the Agency is the health, safety, and well-being of our clients and their families who are a vulnerable and sacred population.

Providers must take immediate steps to resolve any concerns identified for APD clients. Please immediately report concerns regarding the health, safety and well-being of Agency clients and their families to the [APD Region Office](#) that serves the county in which the client resides.

Service Authorizations:

Providers are responsible for ensuring continuity of care for APD clients and must continue to provide services in accordance with service authorizations.

Per the iBudget Waiver Coverage and Limitations Handbook, Rule 59G-13.070, Florida Administrative Code, service authorizations may not be approved retroactively. However, the iBudget Handbook allows for an exception in limited circumstances to consider a health or safety risk or emergency situations. APD will grant retroactive authorizations to address critical health and safety needs of the clients during the disaster and recovery in designated State of Emergency areas. Providers must alert the client's Waiver Support Coordinator or Consumer Directed Care Plus (CDC+) Consultant of the service provided and must ensure that documentation is maintained to support service delivery.

Supported Living Services

Immediately post storm, Supported Living Coaches must focus on outreach and check-ins with APD clients in Supported Living settings to verify the existence and intensity of any unmet needs of our clients and their families. Face-to-face visits are the preferred method of contact. These contacts shall serve as confirmation of the health, safety, and well-being of our clients and their families.

Supported Living Coaches must take immediate steps to resolve concerns in collaboration with the WSC or CDC+ Consultant.

APD Licensed Facilities

APD will continue to monitor APD licensed facilities with a focus on ensuring the health, safety, and well-being of Agency clients.

Thank you for your continued assistance in meeting the needs of APD clients.