

<b>Administrative Review Results by CMS Core Assurance and Year</b>			
<b>January 2010 - March 2012</b>			
<b>CMS Core Assurance</b>	<b>Jan - Dec 2010 (N=2,579)</b>	<b>Jan - Dec 2011 (N=2,668)</b>	<b>Jan - Mar 2012 (N=677)</b>
<b>Health and Safety</b>			
The provider has written policies and procedures that promote the health and safety of every recipient who receives services (to include Abuse/Neglect, Incident Reports, Bill of Rights).	88.4%	91.7%	92.5%
The provider can describe reporting procedures for any incidents of abuse, neglect, and/or exploitation.	97.8%	98.1%	97.6%
The provider has identified and addressed trends related to abuse, neglect, and exploitation.	95.0%	96.4%	96.2%
All instances of abuse, neglect, and exploitation have been reported.	98.7%	97.9%	98.3%
The provider has written policies and procedures which detail the safe administration and handling of medication to ensure the health and safety of recipients; if it is the provider's policy to not administer or assist in administration of medication, this should be clearly stated.	81.5%	87.3%	90.2%
The provider tracks and addresses medication errors (if administering medication).	89.1%	91.8%	92.2%
The provider tracks and addresses all incident reports.	86.6%	93.8%	93.2%
Vehicles used for transportation are properly insured and properly registered.	91.1%	90.7%	91.6%
<b>Qualified Providers</b>			
The provider has written policies and procedures that address staff training plan and specify how pre-service and in-service activities will be carried out including HIV/AIDS training pursuant to Chapter 381.0035, F.S., CPR, and all other mandated training.	80.3%	81.8%	85.9%
The provider updates policies and procedures in a timely manner.	63.2%	68.1%	77.1%
The provider has a written policy for conducting self-assessments.	79.1%	81.8%	83.6%
The provider has completed a self assessment including all required components, at least once in the past year.	41.7%	47.5%	48.5%

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The provider has taken quality improvement actions as a result of the self assessment.	48.6%	57.8%	59.7%
The provider has written policies and procedures to ensure the smooth transition of the recipient between providers and other supports and services.	80.7%	88.5%	92.0%
<b>Training and Qualifications</b>			
The provider received training in Zero Tolerance.	81.1%	83.8%	85.5%
The provider received training in Direct Care Core Competency.	83.9%	87.9%	90.0%
The provider received training in HIPAA.	83.4%	88.9%	82.5%
The provider received training in Person Centered Approach/Personal Outcome Measures.	73.7%	78.5%	82.2%
If applicable, the provider received training in Medication Administration per FAC 65G-7.	93.8%	95.3%	96.5%
If applicable, the provider has been validated on medication administration per FAC 65G-7.	92.1%	94.1%	94.9%
The provider received training in HIV/AIDS. (Infection Control now captured in Core Comp.)	94.3%	96.7%	97.4%
The provider received training in Cardiopulmonary Resuscitation (CPR).	93.4%	95.4%	94.7%
The provider received 8-hrs of annual in-service related to implementation of individually tailored services specific to Adult Day Training.	78.7%	83.5%	83.3%
The provider received 34 hours of Statewide pre-service training.	96.5%	97.9%	97.0%
The provider received 26 hours of Area- specific training.	94.6%	96.0%	95.2%
The provider received 24 hours of ongoing annual job related training.	93.5%	93.8%	86.5%
Provider received a Certificate of Consultant Training from a designated APD trainer.	98.0%	98.5%	100.0%
The provider received 18 hours of Supported Employment pre-service certification training. If enrolled before March 1, 2004, a solo provider or agency staff is only required to have twelve (12) hours of pre-service training.	94.5%	95.6%	100.0%
The provider received 12 or 18 hours of Supported Living Coaching pre-service certification training. (12 hrs prior to October 2003-18 hrs after October 2003).	95.3%	95.0%	96.7%

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The provider received 20 contact hours of instruction in a curriculum, meeting requirements specified by APD and approved by APD-designated behavior for Behavior Assistants.	93.0%	96.9%	90.0%
The provider received training with an emphasis on choice and rights(Included in 34 hour Statewide and 26 hour Area Specific training for WSCs/CDC+ Consultants)	73.7%	80.5%	85.6%
The provider received training in the development and implementation of the required documentation for each waiver service provided. (Included in 34 hour Statewide and 26 hour Area Specific training for WSCs/CDC+ Consultants)	76.7%	79.9%	85.6%
The provider received training on the Medicaid Waiver Services Agreement, its Attachments and the Developmental Disabilities Waiver Services Coverage and Limitations Handbook and its appendices. (Included in 34 hour Statewide and 26 hour Area Specific training for WSCs/CDC+ Consultants)	73.8%	76.5%	83.3%
The provider received training specific to the scope of the services rendered. (Included in 34 hour Statewide and 26 hour Area Specific training for WSCs/CDC+ Consultants)	76.0%	80.3%	87.2%
The provider meets all minimum educational requirements and levels of experience for:			
Adult Day Training	89.4%	92.6%	100.0%
Behavior Analysis	98.4%	98.7%	100.0%
Behavior Assistant	90.3%	94.2%	83.3%
Companion	90.3%	96.0%	96.0%
In Home Support services	84.0%	89.4%	91.1%
Personal Care Assistance	89.8%	95.6%	96.9%
Respite Care	90.0%	96.1%	96.0%
Residential Habilitation	85.0%	89.5%	90.4%
Special Medical Home Care ( N=2 providers)	NA	100.0%	NA

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Waiver Support Coordination/CDC+ Consultant	97.5%	98.6%	99.4%
Supported Employment	90.3%	94.7%	97.1%
Supported Living Coaching	89.0%	93.7%	94.4%
<b>Misc (Not directly associated with a CMS Core Assurance)</b>			
<b>Grievance Policies and Procedures</b>			
The provider has written policies and procedures to address grievances.	81.6%	92.5%	95.9%
The provider maintains a log of all grievances. policy.	68.2%	81.0%	86.9%
Individuals sign the provider's grievance policy within 30 days of beginning services and annually thereafter.	66.7%	83.6%	88.2%
	55.3%	74.6%	80.6%
<b>Person Centered Practices/Rights</b>			
The provider has written policies and procedures governing how a person-centered approach to services will be provided in order to meet the needs of the recipients served and to achieve the personal goals on the support plan.	83.3%	90.8%	94.2%
The provider is able to describe the organization's person centered planning process, i.e. developing Implementation Plans, Support Plans, etc.	94.3%	97.2%	96.9%
<b>Rights</b>			
The provider can describe procedures for reporting any rights violations.	93.5%	98.0%	97.8%
The provider has evidence of teaching individuals/legal representatives about their rights, e.g. signed receipt of the Bill of Rights of Persons with developmental disability, at least once annually.	71.4%	80.6%	83.8%
<b>Organization</b>			
The provider maintains a current table of organization, including board of directors (when applicable), directors, supervisors, support staff, and all other employees.	79.4%	88.4%	93.1%

<b>Support Coordinator Service Specific Results by CMS Core Assurance and Year</b>			
<b>January 2010 - March 2012</b>			
<b>CMS Core Assurance</b>	<b>Jan - Dec 2010 (N=2,021)</b>	<b>Jan - Dec 2011 (N=2,175)</b>	<b>Jan - Mar 2012 (N=486)</b>
<b>Service Plan</b>			
The current approved Cost Plan is in the record.	89.0%	77.6%	80.5%
The current Support Plan is in the record and complete.	98.9%	98.1%	98.8%
The current Support Plan was completed and submitted to the APD Area office within the required timeframes.	83.8%	87.4%	85.9%
The current Support Plan was distributed to the individual/legal representative/providers within the required timeframes.	77.9%	84.2%	88.2%
The current Support Plan reflects the individual's communicated personal goals.	95.6%	96.9%	97.9%
The Support Plan reflects the individual's communicated choices and preferences.	96.8%	97.7%	97.9%
Community life is addressed in the current Support Plan.	96.9%	96.7%	96.9%
Generic resources/supports are identified in the current Support Plan.	89.2%	91.6%	85.6%
The Support Coordinator addresses the individual's communicated personal goals.	93.5%	94.6%	94.4%
The Support Coordinator addresses the individual's communicated choices and preferences.	94.2%	93.0%	93.0%
The Support Coordinator addresses the individual's interests regarding community participation and involvement.	92.7%	91.6%	92.4%
The Support Coordinator addresses the individual's/legal representative's expectations of the services he/she is receiving.	92.0%	86.8%	83.3%
The Support Coordinator issued current, accurate and approved service authorizations to the provider in accordance with approved APD rates and within required timeframes.	93.1%	94.6%	93.6%
The Support Coordinator is aware of the person's recent progress towards or achievement of personal goals.	92.4%	89.6%	75.5%
The Support Coordinator has evidence of referrals to service providers and selection of or change to providers based upon individual choice.	94.4%	95.8%	64.6%

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<b>CMS Core Assurance</b>			
Referrals are made to non-HCBS waiver funded resources based upon the individual's expressed need or outcome.	85.4%	90.2%	62.4%
Services are provided at mutually agreeable times and settings.	89.5%	74.0%	84.8%
<b>Level of Care/Service Plan</b>			
The current Medicaid Waiver Eligibility Worksheet is in the record and complete.	95.3%	93.0%	94.0%
<b>Health and Safety</b>			
The individual/legal representative is provided with education related to his/her own health needs, i.e. medications, side effects of medications, medication reviews, preventive healthcare.	81.2%	76.4%	74.9%
The individual/legal representative is provided with education related to his/her own safety needs, i.e., natural disasters, community safety, home safety, etc.	81.4%	76.9%	81.0%
The provider is aware of the individual's definition of abuse, neglect, and exploitation and how the individual would report any incidents.	82.6%	76.7%	81.2%
The Support Coordinator addresses the individual's health and health care needs.	90.4%	90.8%	88.9%
The Support Coordinator addresses the individual's safety needs and safety skills.	88.0%	89.9%	87.2%
The Support Coordinator is aware of how individuals are empowered to make informed decisions regarding their own health.	84.9%	79.2%	83.9%
The Support Coordinator is aware of how individuals are empowered to make informed decisions regarding their own safety.	84.2%	79.7%	80.4%
The Support Coordinator is aware of the individual's history regarding abuse, neglect, and/or exploitation.	83.0%	79.8%	91.1%
<b>Financial Accountability</b>			
The Support Coordinator maintains a proper caseload size.	99.6%	99.4%	100.0%

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<b>CMS Core Assurance</b>			
Progress notes reflecting required monthly contact/activities are filed in the individual's record prior to billing each month.	91.5%	91.6%	88.9%
<b>Rights/Misc (Not directly associated with a CMS Core Assurance)</b>			
The Support Coordinator can identify methods for teaching individuals about their rights, that are tailored to their learning style.	86.1%	90.5%	89.7%
The Support Coordinator knows which rights are important to the individual.	83.9%	82.2%	81.9%
The Support Coordinator has a back-up Support Coordinator to provide supports in the event he/she is unavailable.	98.3%	98.7%	97.7%

<b>Individual Interview Instrument Results by CMS Core Assurance and Year</b>			
<b>January 2010 - March 2012</b>			
<b>CMS Core Assurance</b>	<b>Jan - Dec 2010 (N=1,462)</b>	<b>Jan - Dec 2011 (N=1,387)</b>	<b>Jan - Mar 2012 (N=300)</b>
<b>Service Plan</b>			
Person is afforded choice of services and supports.	81.8%	72.8%	71.7%
Person directs the design of services, identifies needed skills/desired goals.	81.5%	74.1%	71.7%
Person participates in routine review of services, directs changes to assure outcomes are met.	84.0%	80.0%	77.3%
Person has the necessary supports in place to meet needs and goals.	87.3%	82.7%	78.0%
Person is achieving desired outcomes/goals or demonstrating progress toward them.	87.4%	83.5%	79.3%
<b>Health and Safety</b>			
Person is free from abuse, neglect and exploitation.	86.0%	84.5%	79.7%
Person is safe or has self-preservation skills.	89.9%	84.7%	77.0%
Person is healthy.	88.9%	76.5%	65.7%
<b>Rights/Misc (Not directly associated with a CMS Core Assurance)</b>			
Person is educated/assisted by supports/ services on rights, dignity, respect, and privacy.	86.8%	83.6%	79.9%
Person actively participates in decisions concerning his or her life.	83.8%	78.7%	72.0%
Person is developing desired community roles that are of value to the person.	72.6%	64.7%	58.9%
Person is satisfied with the supports and services received.	89.7%	85.5%	80.6%