

Listing of Strategic IT Services

(FY 2010-11 Schedule IV-C

Worksheet SC-2)

Dept/Agency: **Agency for Persons with Disabilities**
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Date Completed: **November 23, 2009**

1. APD Client IT Service

APD serves individuals with developmental disabilities in accordance with Chapter 393 F.S., and with 59G, F.A.C. APD Operations is responsible for the rules, policies, and procedures associated with the determination of eligibility, the licensing of residential settings, and the delivery of services to the individuals served by APD programs. Individuals are served in a variety of settings, including community based settings, as well as at the Developmental Disabilities Centers. Individuals served in the community settings may reside in licensed group and foster homes, or in their own or family homes. Many individuals receiving community based services are enrolled on one of the Medicaid Waivers, which are Federal Medicaid programs that allow the State to use Medicaid funds to serve an individual in a community setting rather than a more costly institutional placement.

APD client data is entered into the ABC system which in turn supplies data to the other IT systems that are elements of this strategic service. Most of the data feed is unidirectional (one-way) with only the FLAIR and FMMIS systems providing data back to the ABC system.

The following IT Systems are constituent elements of this Strategic IT Service.

- 1.a. *Allocation, Budget & Contract Control System (ABC)*** – Used to administer the Persons with Disabilities services throughout Florida. The ABC system provides the only repository of all Medicaid Waiver and Waitlist Consumers records. Case Management records including, but not limited to, demographics, living situations, eligibility, cost plans, invoices and payments are kept, accessed and maintained within the ABC system. This data is used for reporting utilization of Medicaid Waiver and General Revenue funds. In addition, the data provides alignment with the Medicaid Fiscal Agent records in and prepayment claims in the State of Florida's FMMIS system. It is APD's primary system of record for Client Data.
- 1.b. *Waitlist Management System (WLMS)***- Used to manage individuals with developmental disabilities waiting, because of funding shortages, to enroll into a Waiver Program (the wait list was established and is still regulated in Chapter 393.063, F.S.).
- 1.c. *Supported Employment Tracking System (SETS)*** – Tracks clients utilizing the supported employment system.

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- 1.d. **Waiver Enrollment Tracking System(WETS)** – Monitors the enrollment of individuals with developmental disabilities into the DD/HCBS or FSL Waiver Programs when slots and/or funding become available.
 - 1.e. **Questionnaire for Situational Information (QSI)** - The Situational Information Questionnaire for Support Planning is designed to gather key information about a person that will describe his or her life situation for the purpose of planning supports over a 12-month period. These descriptions reflect a person's needs for assistance in key life roles and areas of daily activity.
 - 1.f. **ABC Operational Datamart** – SQL Databases used for archival, analysis and reporting purposes and to populate WLMS, SETS, WETS, and QSI with ABC client data.
 - 1.g. **Sharepoint Sites (under development)**- Internal and External collaborative sites used to provide clients, families, and APD providers with transparent views of APD business processes and records utilizing existing SQL databases.
 - 1.h. **FLAIR** – State of Florida Accounting System. Owned by Department of Financial Services
 - 1.i. **ABC Invoice Reconciliation** - Uses data from ABC system and FLAIR transaction history to make sure the invoices paid matches data in both systems.
 - 1.j. **FMMIS – State of Florida** – State of Florida Medicaid System. Owned by Agency for Health Care Administration
 - 1.k. **CYCISS (under development)**-A portal that access information from agency data sources for viewing purposes only. Provides as much, real time, up-to-date data and data exchange capability on a child or family as possible in a single view. Owned by Florida's Children & Youth Cabinet

2. Consumer Directed Care Plus IT Service

CDC+ is a long-term care program alternative to the Home and Community Based Services (HCBS) Medicaid Waiver. The CDC+ program empowers an individual to pay for services with a monthly budget, employ, manage and terminate their own workers, and use a service budget to pay for items that increase their independence. It is based upon the principles of self-determination and person-centered planning. The program gives participants the opportunity to improve their quality of life by giving them the power to make choices about the supports and services that will help them reach their goals. Participants have a trained CDC+ consultant to help them plan their own

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supports. Participants can either manage the program themselves or appoint a representative to assist them with their budget plan and decisions regarding their care.

CDC+ participants are enrolled in the CDC+ Purchasing Plan system and provided with a monthly budget. They can utilize the CDC+ Secure Timesheet or the IVR systems to submit timesheets, invoices and reimbursement requests. The CDC+ program office, acting as a fiscal employer agent, then utilizes the CDC+ FEA system to process the requests and create a payroll file for the CDC+ payroll agent. The payroll agent, Mains'I Services, Inc., utilizes their payroll system to create checks and Electronic File Transfers (EFT) to pay for services. The Customer Service System is utilized to track issues reported via telephone or email.

The following IT Systems are constituent elements of this Strategic IT Service.

- 2.a. ***CDC+ Purchasing Plan System*** – A web application that tracks participants enrolled in the CDC+ program and the plan of services/supports that they can purchase.
- 2.b. ***CDC+FEA System*** – Intranet Web application used to process timesheets, invoice,s and reimbursement requests and to create a payroll file for transfer to the CDC+ payroll agent.
- 2.c. ***CDC+ Secure Timesheet(Web Payroll)*** – Spanish & English Internet web application used to submit timesheets, invoices, and reimbursement requests for services provided to the CDC+ participants.
- 2.d. ***CDC+ IVR System***– Interactive voice response system used to submit timesheets, invoices, and reimbursement requests for services provided to the CDC+ participant.
- 2.e. ***CDC+ Customer Service System***- Utilized by the CDC+ call center to track issues reported via telephone or email by CDC+ participants, family members, or consultants.
- 2.f. **FMMIS – State of Florida** – Payroll claims are submitted to AHCA by APD who then issues a check to the payroll agent to pay for claims. State of Florida Medicaid System. Owned by Agency for Health Care Administration
- 2.g. **Mains'I Payroll System**– APD has contracted an external provider as a payroll agent to process payroll and pay invoices using funds transferred to them by AHCA.

3. Residential and Clinical Support IT Service

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The Residential and Clinical Supports Bureau is responsible for the development of uniform policies and procedures pertaining to the licensing and ongoing monitoring/oversight of over 1,500 residential facilities across the state, licensed by the APD to serve persons with developmental disabilities.

The following IT Systems are constituent elements of this Strategic IT Service.

- 3.a. ***Emergency Status System (ESS)*** – System utilized by APD licensed residential facilities to report information regarding provider’s emergency status, planning or operations. Owned by AHCA.

- 3.b. ***Florida Regulatory Assessment and Enforcement System (FRAES)*** –used to manage regulation of APD residential facility providers including licensure/registration, inspection and enforcement, and complaint resolution. (Under development). Owned by AHCA.