



## **Strategic Vision**

The Agency's strategic vision is the efficient and sustainable provision of quality services that assist customers in meeting their health and safety needs, achieving their goals and objectives, and maintaining community integration and independence.

Included in the Agency's vision is a model of the waiver as a funding source of last resort. In order to achieve this mission, the Agency will be working with customers, families, and community groups to maximize employment opportunities and strengthen the network of organizations and individual community-members providing non-state funded services. Stronger community participation in service provision and the ability to link customers with community supports will increase the availability of services to people on the waiting list as well as increase community integration for all of our customers. The Agency will create innovative policy and procedures to integrate these resources with existing waiver resources. Reliance solely on the waiver and state funding will not address future demand for services. Community resource development, natural supports, partnerships, and collaborative efforts will assist in bridging the waiver funding limitations for those receiving waiver services while also addressing the disparities facing individuals currently on the waiting list for a slot on the Medicaid Home and Community Based Waiver.

Employment increases independence, serves as a source of meaningful and engaging day activities, and is one of the most desired service outcomes for customers. The Agency's approach to increasing the customer employment rate will focus on increasing training, volunteer, and internship opportunities; implementing accountability measures for supported employment coaches; educating customers on gaining and maintaining employment benefits; and identifying new sources of employment. The Agency will also collaborate with the Florida Developmental Disabilities Council on several initiatives designed to assist people with developmental disabilities in gaining training, education, and internship opportunities that lead to employment.

Quality services are necessary to help the Agency provide the best services available in assisting customers in realizing their life goals and maximizing their independence. In addition to streamlining the functions of behavioral analysts and medical case managers, the Agency will also work to improve compliance with federal and state regulations. The improvement of the [Agency's Provider Scorecard](#), will also allow the Agency, customers, and providers to identify areas of improvement. The update to the Provider Scorecard will include new measures developed in conjunction with waiver support coordinators and service providers. Measures will reflect performance outcomes and outputs that result in improved quality of life for customers, efficient and regulation-compliant service and reports, and maintenance of the health and safety of customers. Providers and waiver support coordinators who consistently rank high across the board may be able to provide best practice guidelines that improve the services and operations of others.

Streamlining Agency administrative and operational functions and processes will allow the Agency to direct more attention to customer service and provider oversight. Agency streamlining and the redesign from areas to regions will also improve customer service and make existing lines of communication clearer and more efficient. Customers, providers, and employees will benefit from a streamlined design and standardized statewide processes and procedures. Agency administrative and operational functions will be divided into five work streams; these work streams and functional divisions will be the same throughout the state. Standardization will allow for consistency in services throughout the state and make directing inquiries to the correct area easier.