

Disciplinary Process

Disclaimer: This Disciplinary Process Template (“Template”), developed by the Agency for Persons with Disabilities to assist any Qualified Organization (“QO”) with its formation and future operation, is a model that may be adopted by the QO to comply with section 393.0663, Florida Statutes (F.S.) and Chapter 65G-14, Florida Administrative Code (F.A.C.). The QO understands that it adopts this Template voluntarily and may instead opt to develop its own Disciplinary Process to comply with the aforementioned statute and rules. By voluntarily adopting this Template, the QO has read and understood all the provisions contained herein and will utilize this Template in accordance with its provisions.

The following outlines the Disciplinary Process for _____, referred to hereafter as “the QO”).

This Disciplinary Process will be made available to all support coordinators associated with the QO. This Disciplinary Process will also be shared with each client or, if applicable, his or her legal representative on an annual basis or immediately upon request.

Discovery and Reporting of a Violation

Notification of any violation must be made to the Support Coordinator’s supervisor or other leadership immediately. Failure to report a known violation will result in review of the employee(s) for potential disciplinary action up to termination of employment. Designated staff will ensure the violation is timely reported to APD.

Upon the discovery of a violation of the QO’s Code of Ethics; section 393.0663, F.S.; Chapter 65G-14, F.A.C.; or the Developmental Disabilities Individual Budgeting Waiver Services Coverage and Limitations Handbook (“iBudget Handbook”), the QO will complete a comprehensive review of the violation or violations. This review will include a conversation with the Support Coordinator and his or her immediate supervisor. This will include discussion of:

- The impact the violation has on service delivery to the client(s)
- The factors that led to the violation(s)
- Whether each violation is a repeat violation for the Support Coordinator
- How the violation(s) will be prevented/avoided from recurring
 - May include additional training, job aids, etc.
- Disciplinary action commensurate with the Support Coordinator’s violation(s)
 - Considerations shall include whether it is a repeat violation or violations for the support coordinator and the gravity of the violation(s)
- Follow-up needed to ensure each violation is corrected

If a violation presents a danger to the health, safety, and/or welfare of a client(s), the QO will ensure all emergency actions to protect the client(s) are taken immediately. These actions may include, but are not limited to:

- Notifying Emergency Medical Response teams
- Notifying Law Enforcement
- Immediate suspension of a WSC's contact with their client
- Immediate suspension of a WSC's contact with their caseload
- Transfer of client case to another WSC temporarily

After discovering a violation, the QO must send a report to the APD Regional Office with the information described in Rule 65G-14.003, F.A.C. For violations that APD identifies in a notice to the QO, the QO will submit a Corrective Action Plan within 10 days of receiving notice to the APD Regional Office that addresses the violation or violations.

Corrective Action Plan

The Corrective Action Plan must include:


- The actions the QO and, if applicable, the individual support coordinator have taken and will take to correct each of the violations identified and to comply with the applicable requirements
- The name of the staff person(s) responsible for completing each action
- A timeframe for accomplishing each action

The QO will ensure that the Corrective Action Plan is fully implemented within the timeframes designated in the Corrective Action Plan. All actions taken to correct the violation will be documented in writing.

Disciplinary Action

WSCs who commit a violation may be placed on, at minimum, a corrective action plan (CAP) that will be initiated and monitored by the Qualified Organization. Depending upon the nature of the violation, the Support Coordinator may be terminated. CAPs may include, but are not limited to:

- a. Retraining
- b. Administrative leave
- c. Participation in the Mentoring Program
- d. Actions to eliminate and prevent reoccurrence of the violation
- e. Re-assignment of caseload



WSC's associated with the QO that have repeat violations, similar in nature and after corrective actions have been made, will be considered for disciplinary action up to termination. Failure to successfully complete the CAP will result in review of continued employment.