



agency for persons with disabilities
State of Florida



Consumer/Representative Training
Module 5: Monitoring and Corrective
Action Plans

Ron DeSantis
Governor

Barbara Palmer
Director



Monitoring and Corrective Action Plans

**Quality
Assurance
Monitoring**

**Corrective
Action Plan**



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Quality Assurance Reviews



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Disability Solutions

At Qlarant, we have an unmatched track record in helping clients manage quality improvement programs for individuals with intellectual and developmental disabilities. We put boots on the ground to improve service delivery and protect the people you fight for every day.



Organize, Organize, Organize

- **File cabinet**
- **3-ring binder**
- **Accordion file**
- **Other**



Missing Document

“not met” or Alert

**Plan of
Remediation**



Proper management =

**Needs and Goals being met
Increased Independence
Responsible Spending**



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Corrective Action Plan



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Programmatic CAP



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Financial CAP



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Involuntary Disenrollment



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Voluntary Disenrollment



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**Quality
Assurance**

**Corrective
Action Plans**



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Thank you for your participation

For additional questions, please contact:

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