



agency for persons with disabilities
State of Florida

State of Florida
Agency for Persons with Disabilities

iConnect
Residential Planning Training Manual Version 3
04/10/23

Table of Contents

Introduction..... 3

1. Residential Planning Process 4

 A. Complete the Residential Referral form..... 4

 B. Residential Referral Review 6

 C. Bed Availability Report generated to identify potential placements. 9

 WSC Responds to the request for additional information. 11

 Provider reviews and responds to the referral. 14

 RRPC communicates interested provider information to WSCs..... 15

 D. WSC reviews potential placements with Consumer/Legal Representative/Family 16

 Transition call 17

 Transition call for minors, IB/BF, or inter-region transfers..... 19

 E. Consumer Placement 24

 Consumer Placement Not Accepted..... 26

2. Forensic Involvement..... 28

3. Consumer Placement of a Minor under 12 28

4. Consumer Withdraws their Referral Request 31

Residential Planning

Introduction

The consumer, legal representative, or other member of the consumers circle of supports have identified that there is a potential need for residential placement and will reach out to the Waiver Support Coordinator (WSC) or the Pre-Enrollment Workstream Worker to begin the Residential Planning process.

1. Residential Planning Process

The Residential Planning process includes the following steps:

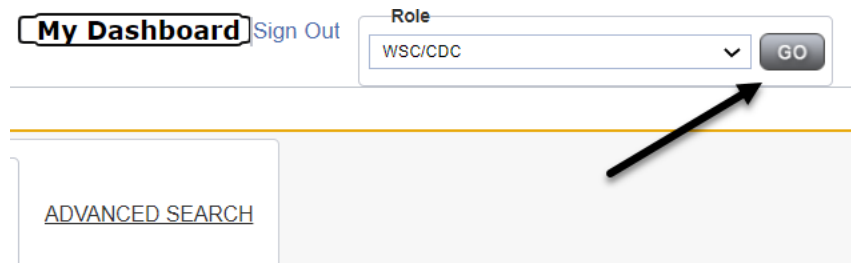
- A. Complete the Residential Referral form.
- B. Residential Referral review
- C. Generate Bed Availability report to find optional placements.
- D. Review list of potential placements with Consumer/Legal Rep/Family
- E. Consumer Placement

A. Complete the Residential Referral form

The consumer or member of the consumer's circle of supports identifies a potential need for residential placement and contacts the WSC. The WSC will complete the residential referral form and send a note to the State Office Residential Intake Specialist & Region Residential Planning Coordinator (RRPC) to begin the process.

Role(s): WSC/CDC and Region Pre-Enrollment Workstream Worker

1. To begin, log into iConnect and set Role = WSC/CDC or Region Pre-Enrollment Workstream Worker. Click **Go**.



The screenshot shows a user interface for iConnect. At the top left, there is a 'My Dashboard' button and a 'Sign Out' link. To the right, there is a 'Role' dropdown menu currently set to 'WSC/CDC' and a 'GO' button. A black arrow points to the 'GO' button. Below the role selection, there is a section for 'ADVANCED SEARCH'.

2. To add a Form, navigate to the Consumer's record and click Forms > File > Add Forms.
3. Select **Residential Referral Form**. Update the following fields:
 - a. Review = As Needed
 - b. Review Date = defaults to today's date
 - c. Division = defaults to APD
 - d. Worker = defaults to self
 - e. Status = Pending
 - f. Program/Provider = WSCs will select the name of their employer (Qualified Organization). Pre-Enrollment Workstream will leave this field blank.
 - g. Complete the fields in the form.

Residential Planning

h. From the **File** menu, select **Save**

The screenshot shows the iConnect web application interface. At the top left is the iConnect logo, and at the top right is the date and time: 3/22/2023 9:27 AM. Below the header is a navigation bar with a 'File' menu. The main content area is titled 'Residential Referral Form' and contains a 'Consumer Forms' section. This section includes fields for 'Review' (set to 'As Needed'), 'Review Date' (03/22/2023), 'Division' (APD), 'Worker' (Vogeler, Mandi), 'Status' (Pending), and 'Provider/Program' (1 CARE LLC). There are also 'Approved By' and 'Approved Date' fields. Below this is a blue header for 'RESIDENTIAL REFERRAL FORM' and a subtitle: 'This form should be used for group home and / or Intermediate Care Facility (ICF) requests'. The form contains several search sections: 'Consumer withdraws referral request for placement', 'Placement Request For?' (set to 'APD Licensed Facility'), 'State Office Residential Intake Specialist:', and 'Region Residential Planning Coordinator:'. Each search section shows '0 record(s) returned' and a 'Search' button.

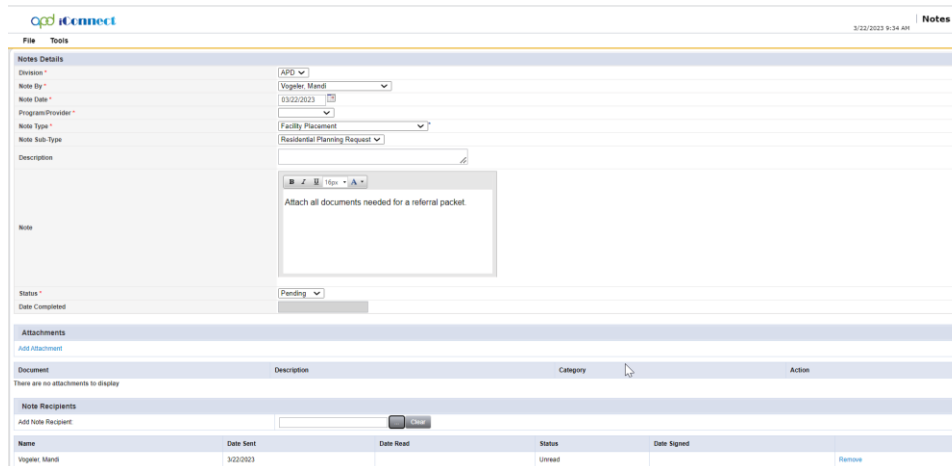
4. Using the Note icon on the saved form, the WSC will create a Note. The Note Details page displays. Update the following fields:

This screenshot shows a portion of the Residential Referral Form. The 'Consumer Forms' section is visible, with fields for 'Review' (As Needed), 'Review Date' (03/22/2023), and 'Division' (APD). The 'Approved By' field is empty. Below the 'Approved By' field is a 'Note' field, which contains a yellow sticky note icon. A black arrow points to this icon. The top of the page shows the iConnect logo and a navigation bar with 'File', 'Reports', and 'Word Merge' options.

- Program/Provider = WSCs will select the name of their employer (Qualified Organization). Pre-Enrollment Workstream will leave this field blank.
- Cost Plan Review Note? = No
- Note Type = Facility Placement
- Sub Type = Residential Planning Request
- Status = Pending
- Attachments = All documents needed for a referral packet.

Residential Planning

- g. Recipient = State Office Residential Intake Specialist & Region Residential Planning Coordinator (RRPC)
5. From the **File** menu, select **Save and Close Note**



The screenshot shows the iConnect Notes interface. The 'Notes Details' section includes fields for Division (APD), Note By (Vogler, Mandi), Note Date (03/22/2023), Program/Provider, Note Type (Facility Placement), and Note Sub-Type (Residential Planning Request). The Description field contains the text 'Attach all documents needed for a referral packet.' The Status is set to 'Pending'. Below the details is an 'Attachments' section with a table that is currently empty. At the bottom, there is a 'Note Recipients' section with a table containing one entry: Name: Vogler, Mandi; Date Sent: 3/22/2023; Date Read: (empty); Status: Unread; Date Signed: (empty); and a 'Remove' link.

6. The Waiver Support Coordinator will monitor My Dashboard for Notes sent from the APD regional and state office team inquiring for additional information and respond appropriately.
 - a. If a request for additional information is received proceed to [WSC Responds to the request for additional information](#) section.

B. Residential Referral Review

The State Office Residential Intake Specialist will review the residential referral packet.

Role(s): State Office Worker

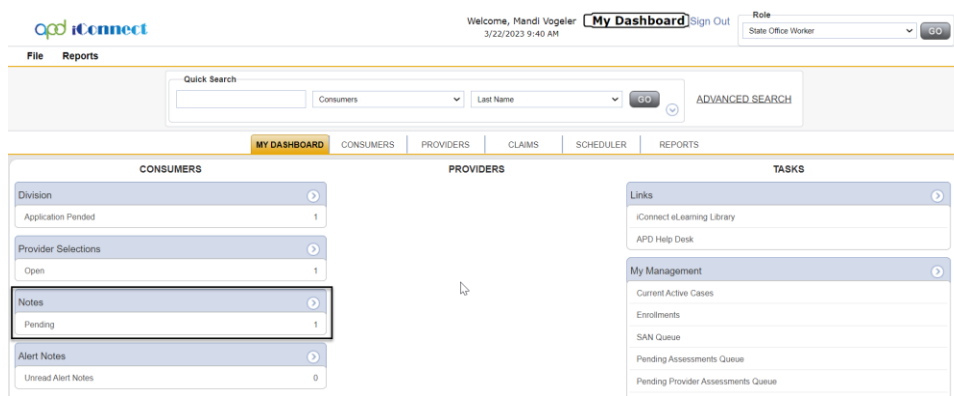
1. To begin, log into iConnect and set Role = State Office Worker. Click **Go**.



The screenshot shows the 'My Dashboard' interface. At the top right, there is a 'Role' dropdown menu with 'State Office Worker' selected. To the right of the dropdown is a 'GO' button. A black arrow points to the 'GO' button. Below the dashboard header, there is a section for 'ADVANCED SEARCH'.

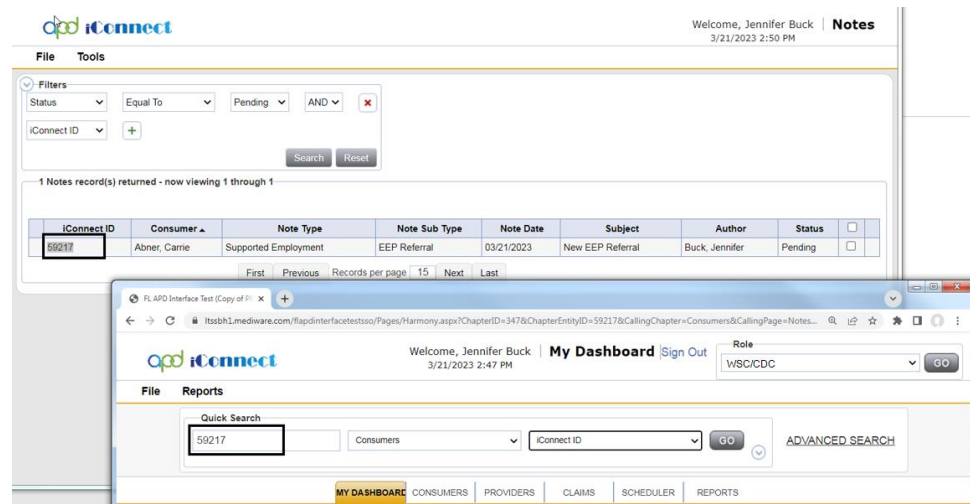
2. The State Office worker will monitor **My Dashboard** for incoming notes. Select the **Consumer > Pending > Notes** queue.

Residential Planning

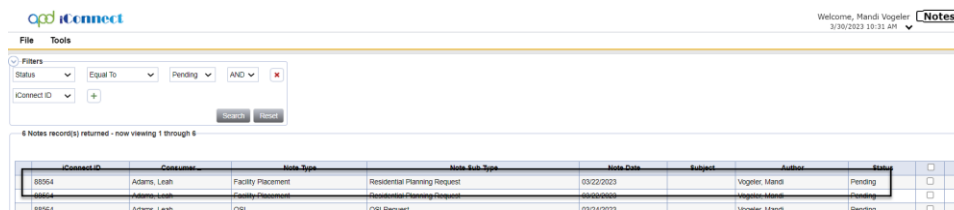


Tip

Navigate quickly from the My Dashboard > Notes queue to the consumer's record by copying the iConnect ID from the Notes queue and pasting it into the Consumer > Quick Search. The Note queue window will remain open for convenience.



- Click on the note to review the details. The WSC also completed the Residential Planning Form.



Residential Planning

4. Navigate to the Consumer's record and click on the Forms tab. Select the Residential Planning Form from the list and open it to review the details. Verify the correct RRPC is on the Residential Referral form.
 - a. Update RRPC if missing or incorrect.
 - b. Status = Pending
 - c. From the **File** menu, select **Save and Close**

The screenshot shows the 'iConnect' web application interface. At the top, there is a 'File' menu and a 'Forms' tab. The main content area is titled 'RESIDENTIAL REFERRAL FORM' and includes a sub-header: 'This form should be used for group home and / or Intermediate Care Facility (ICF) requests'. The form contains several sections: 'Consumer Forms' with fields for Review (As Needed), Review Date (03/22/2023), Division (APD), and Worker (Vogeler, Mandi); 'Placement Request For?' with a dropdown for 'APD Licensed Facility' and a search result of '0 record(s) returned'; 'State Office Residential Intake Specialist:' with a search field; and 'Region Residential Planning Coordinator:' with a search field. A green bar at the bottom of the form is labeled 'CONSUMER INFORMATION'.

5. Review the Residential Referral form for completion. If the referral is complete, proceed to next section.
 - a. If not complete, the State Office Residential Intake Specialist will respond to the Pending note and details what needs to be completed.
 - i. Note Type = Facility Placement
 - ii. Note Subtype = Residential Planning Request
 - iii. Note = Append text to the note detailing incomplete information
 - iv. Status = Pending
 - v. Recipient = WSC
 - b. From the **File** menu, select **Save and Close Note**
6. The WSC will monitor pending Notes on My Dashboard and respond to the request for additional information by appending text to the Note and Attaching additional documentation to the Note with Note Subtype = Facility Placement and Subtype = Residential Planning Request.
7. The State Office Residential Intake Specialist will also review the referral for Forensic Involvement and minors under 12.

Residential Planning

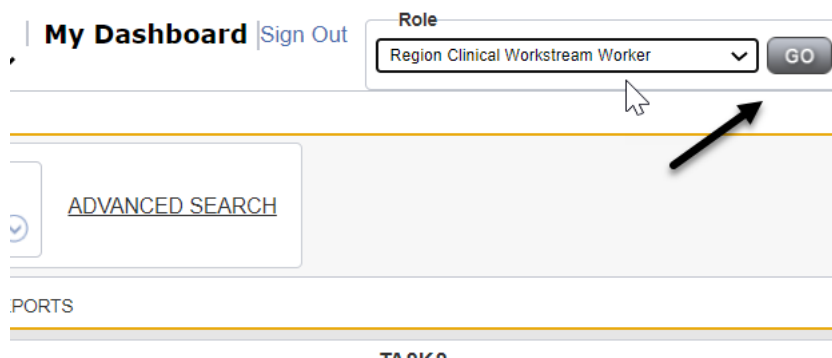
8. If there is Forensic Involvement; skip to [Forensic Involvement](#). If not, proceed to C. Bed Availability Report generated to identify potential .
9. If the Consumer is a Minor under 12, skip to [Consumer Placement of a Minor under 12](#). If Not, proceed to C. Bed Availability Report generated to identify potential

C. Bed Availability Report generated to identify potential placements.

Roles: Regional Clinical Workstream Worker, WSC/CDC, and Service Provider

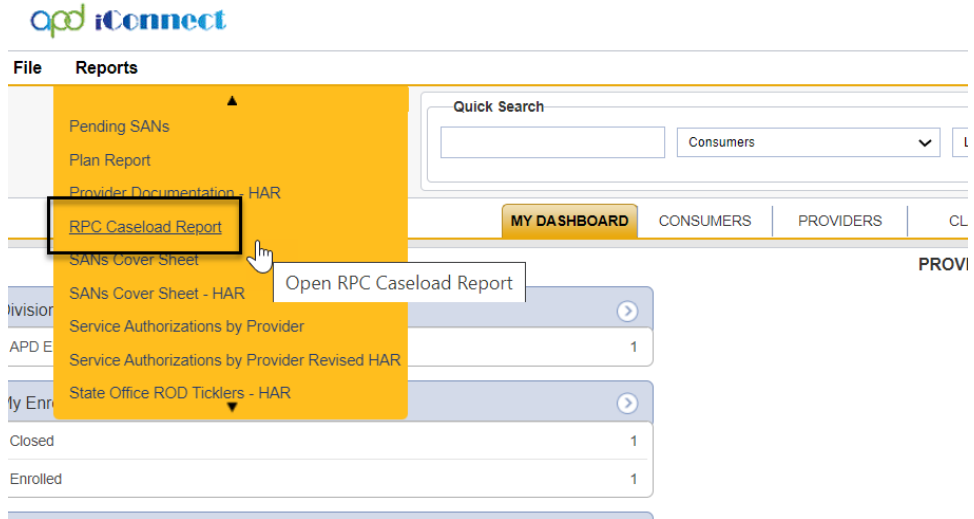
Once the State Office worker completes his/her review of the Residential Referral Form and determines there is not forensic involvement and the referral does not involve a minor, the Region Residential Planning Coordinator will proceed with the residential planning process. The Bed Availability report is located under the Reports menu on My Dashboard

1. To begin, log into iConnect and set Role = Region Clinical Workstream Worker. Click **Go**.



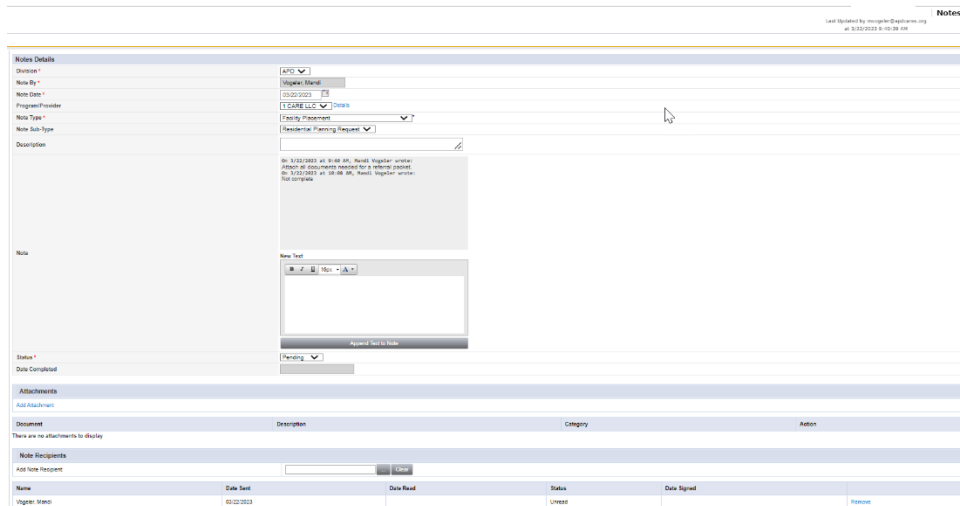
2. The RRPC generates the RPC Caseload Report daily to determine if there are any new referrals.
 - a. Navigate to the My Dashboard screen, click the Reports menu, and locate the RPC Caseload Report

Residential Planning



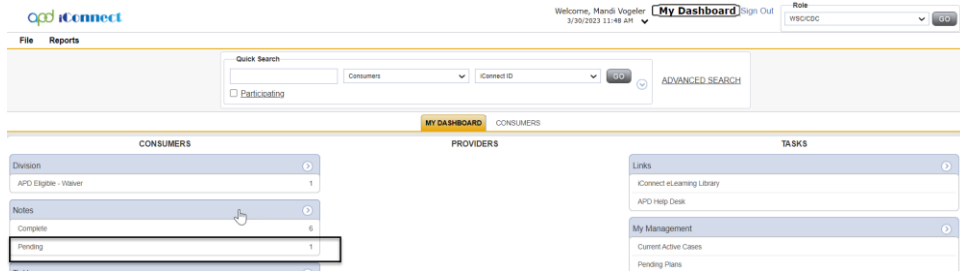
NOTE: The RRPC is also a note recipient on the Residential Planning Request Note from the WSC

3. Review the Residential Referral form for completion. If the referral is complete, proceed to next section.
 - a. If not complete, within 2 business days the RPC will respond to the Pending note and details what needs to be completed.
 - i. Note Type = Facility Placement
 - ii. Note Subtype = Residential Planning Request
 - iii. Note = Append text to the note detailing incomplete information
 - iv. Status = Pending
 - v. Recipient = WSC
 - b. From the **File** menu, select **Save and Close Note**

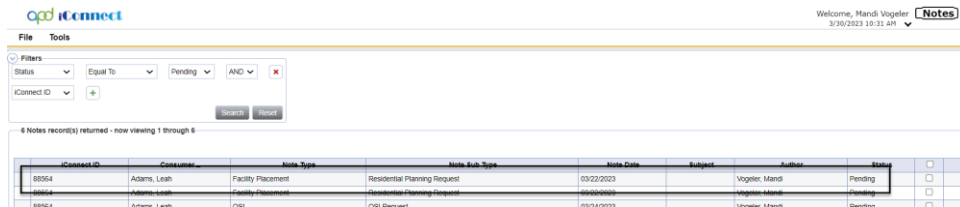


WSC Responds to the request for additional information.

4. The WSC will monitor **My Dashboard** for incoming notes. Select the **Consumer > Pending > Notes** queue.



- a. Locate a note with
 - i. Note Type = Facility Placement and
 - ii. Note Subtype = Residential Planning Request
5. Click on the note to review the details. The WSC will document his/her findings and attaches any incorrect or missing information in the pending note.



Tip

Navigate quickly from the My Dashboard > Notes queue to the consumer's record by copying the iConnect ID from the Notes queue and pasting it into the Consumer > Quick Search. The Note queue window will remain open for convenience.

Residential Planning

The screenshot displays the iConnect web application interface. At the top, it says "Welcome, Jennifer Buck" and "3/21/2023 2:50 PM". Below this is a "Notes" section with a "File" menu and "Tools" options. A "Filters" section shows "Status" set to "Pending" and "AND" logic. A search bar contains "59217". Below the filters, a table lists notes with columns: iConnect ID, Consumer, Note Type, Note Sub Type, Note Date, Subject, Author, and Status. The first row shows iConnect ID 59217, Consumer Abner, Carrie, Note Type Supported Employment, Note Sub Type EEP Referral, Note Date 03/21/2023, Subject New EEP Referral, Author Buck, Jennifer, and Status Pending. Below the table are navigation buttons: First, Previous, Records per page 15, Next, Last.

Below the notes section is a "My Dashboard" section with a "Sign Out" button and a "Role" dropdown set to "WSC/CDC". Below this is a "File Reports" section with a "Quick Search" bar containing "59217", a "Consumers" dropdown, an "iConnect ID" dropdown, and a "GO" button. An "ADVANCED SEARCH" link is also present. At the bottom, there is a navigation bar with buttons for MY DASHBOARD, CONSUMERS, PROVIDERS, CLAIMS, SCHEDULER, and REPORTS.

6. After clicking on the note from the **My Dashboard > Notes** queue the Note Details page displays. Update the following fields:
 - a. Note = summary of any missing or incomplete documentation.
 - b. Status = Pending
 - c. Note Recipient = State Office Worker (Respond to the SO Intake Specialist or the RRPC by including the person as a note recipient)
 - d. From the **File** menu, select **Save and Close Notes**.

Residential Planning

7. If the Consumer is a Minor under 12, proceed to [Consumer Placement of a Minor under 12](#)

8. RRPC will navigate to **My Dashboard** and from the top navigation bar, use the Reports menu dropdown to generate the Bed Availability Report.

| Status | Count |
|----------|-------|
| Closed | 1 |
| Enrolled | 1 |

9. Identify placement options within 3 days of receipt or 7 days of ROM approval.

Residential Planning

10. From the Consumers record, Click on the **Notes** tab. From the **File** menu, select **Add Note**. The Notes Details page displays. Update the following fields:

- Note Type = Provider Facility Referral
- Note Sub-Type = leave blank
- Referred Provider = name of the provider the referral is being sent to.
- Status = Pending
- Attachment = Referral Packet
- Recipient = Provider
- From the **File** menu, select **Save and Close Note**

Note: Create a separate note for each provider.

| Document | Description | Category | Action |
|-------------------------------------|-------------|----------|--------|
| There are no attachments to display | | | |

| Name | Date Sent | Date Read | Status | Date Signed | |
|----------------|-----------|-----------|--------|-------------|------------------------|
| Vogeler, Mandi | 3/22/2023 | | Unread | | Remove |

Provider reviews and responds to the referral.

11. The Provider will be able to access the Note record via their **My Dashboard**. Select the **Consumer > Pending > Notes** queue. Select the record from the list to view the note from the RRPC.

| Queue | Count |
|---------------------|-------|
| Application Pending | 1 |
| Notes | 2 |
| Alert Notes | 0 |
| Unread Alert Notes | 1 |

12. Click on the note to review the details.

Residential Planning

| Connect ID | Consumer | Note Type | Note Sub-Type | Note Date | Subject | Author | Status |
|------------|-------------|---------------------------|---------------|------------|---------|----------------|---------|
| 86564 | Adams, Leah | Provider Referral Request | | 03/30/2023 | | Vogeler, Mandi | Pending |

13. Provider will review referral information and responds to Pending note indicating their interest.
 - a. Updates Sub-Type to “I’m Interested” or “I’m Not Interested”
 - b. Status = Pending
 - c. Recipient = RRPC
 - d. From the **File** menu, select **Save and Close Note**

Note: Status must remain in Pending otherwise the RRPC will be unable to add the WSC as the recipient in the next step.

Notes Details

Division: APC

Note By: Vogeler, Mandi

Note Date: 03/22/2023

Note Type: Provider Facility Referral

Note Sub-Type: I'm Interested

Recipient Provider: RRPC - Residential Planning Services LLC

Description: Are you interested?

Note: I'm Interested

Status: Pending

14. If the Provider is not interested, the process ends for that provider.

15. If the Provider is interested, they will wait for the WSC to contact them.

RRPC communicates interested provider information to WSCs

16. RRPC will notify the WSC of the interested provider by adding them as a note recipient to the Provider Facility Referral note.

Residential Planning

- Note Type = Provider Facility Referral
- Note Sub-Type = I'm Interested
- Status = Complete
- Recipient = WSC
- From the **File** menu, select **Save and Close Note**

The screenshot shows the 'Notes Details' form in the iConnect system. The form includes the following fields and sections:

- Note Type:** A dropdown menu with 'I'm Interested' selected.
- Note Sub-Type:** A dropdown menu with 'Provider Facility Referral' selected.
- Status:** A dropdown menu with 'Complete' selected.
- Recipient:** A dropdown menu with 'WSC' selected.
- Description:** A text area containing the text: 'On 05/03/2023 at 10:28 AM, Heidi Register created this note with the following text: On 05/03/2023 at 10:28 AM, Heidi Register created this note. On 05/03/2023 at 10:28 AM, Heidi Register created this note. Provider Referral: (SCL) added to this note.'
- Note:** A text area containing the text: 'On 05/03/2023 at 10:28 AM, Heidi Register created this note with the following text: On 05/03/2023 at 10:28 AM, Heidi Register created this note. On 05/03/2023 at 10:28 AM, Heidi Register created this note. Provider Referral: (SCL) added to this note.'
- Date Completed:** A date field with '05/03/2023' entered.
- Attachments:** A section for adding attachments.
- Note Recipients:** A table with columns for Name, Date Sent, Date Read, Status, Date Signed, and Action.

D. WSC reviews potential placements with Consumer/Legal Representative/Family

Role(s): WSC/CDC, Region Pre-Enrollment Workstream Worker, Region Clinical Workstream Worker, and ROM/DROM,

- Log into iConnect and set Role = WSC/CDC or Region Pre-Enrollment Workstream Worker. Click **Go**.
- WSC will monitor **My Dashboard** for incoming notes. Select the **Consumer > Complete > Notes** queue.

The screenshot shows the 'My Dashboard' view in the iConnect system. The dashboard includes the following elements:

- Search Bar:** A search bar with 'Quick Search' and 'Advanced Search' options.
- Navigation Menu:** A menu with tabs for CONSUMERS, PROVIDERS, CLARIS, SCHEDULER, UTILITIES, and REPORTS. The CONSUMERS tab is active.
- CONSUMERS Section:** A list of notes with columns for Status (Dropdown), Application Provider, Provider Solutions, Open, Notes (Dropdown), Complete, Pending, and Next Notes. The Notes dropdown is expanded, showing options like 'I'm Interested', 'Provider Facility Referral', and 'Complete'.
- PROVIDERS Section:** A list of providers with columns for Status (Dropdown), Application Provider, Provider Solutions, Open, Notes (Dropdown), Complete, Pending, and Next Notes.
- TASKS Section:** A list of tasks with columns for Status (Dropdown), Application Provider, Provider Solutions, Open, Notes (Dropdown), Complete, Pending, and Next Notes.

- WSC shares list of interested provider(s) with consumer, legal representative, family.
 - Consumer may request an interview or tour of provider's facility.

Residential Planning

- b. WSC will coordinate any requested interviews or tours with the Provider
 - c. Consumer/Legal Rep/Family makes a choice.
4. Navigate to the **Provider Documentation** tab of the Consumer's record and document in a Progress note on the Consumer's record.

The screenshot shows the 'Provider Documentation' tab in a software interface. The interface includes a header with the 'cpd connect' logo and a 'Provider Documentation' label. Below the header, there are several sections: 'Activity Times' with columns for Start Date, End Date, Start Time, End Time, and Total Minutes; 'Administration' with fields for Auth ID and PI Number; 'Activity Details' with fields for Division, Provider, and Status; 'Activity Services' with fields for Service, Unit, and Total Cost; 'Rate' with fields for Rate and Secondary Code; 'Unit Type'; and 'Discontinuation'. A 'Person Contact/Member' field is also present. A 'Progress Note' box is highlighted with a red border, containing a text area with the placeholder 'Add progress note here'. At the bottom, there is a 'Provider Documentation Type' dropdown menu and a 'Follow Up' field.

5. From the consumer's **Forms** tab, review the **Residential Referral form** to determine if the consumer is a minor, IB/BF, or inter-region transfer.
 - a. If yes, skip to step 11 in [Transition call for minors, IB/BF, or inter-region transfer](#) section.
 - b. In no, proceed to next step.

Transition call

If the consumer is **not** a minor, IB/BF, or inter-region transfer, the WSC will proceed with the transition call.

6. Notify the region of the Consumers Choice by adding a note. from the consumer's **Notes** tab, from the **File** menu, select **Add Note**. Update the following fields:
 - a. Note Type = Facility Placement
 - b. Note Sub-Type = Consumer Choice
 - c. Status = Pending
 - d. Recipient = RRPC
 - e. From the **File** menu, select **Save and Close Note**

Note: This note is just information only, no response is needed from the RRPC.

Residential Planning

The screenshot shows the 'Notes' tab in the WellSky Connect system. The interface includes a 'File' menu, a 'Tools' bar, and a 'Notes Details' section with fields for 'Disease', 'Note By', 'Note Date', 'Program/Provider', 'Note Type', and 'Note Sub-Type'. A 'Description' field is present with a text area and a 'Save' button. Below this is a 'Status' dropdown menu set to 'Pending'. The 'Attachments' section shows no attachments. A 'Notes Recipients' table is visible at the bottom, with columns for Name, Date Sent, Date Read, Status, and Date Signed. The table contains one entry for 'Viggo, Mand' with a date sent of 5/22/2023 and a status of 'Unread'.

7. WSC schedules and facilitates transition call for standard Residential Habilitation placements.
8. WSC will document the outcome of the transition call in a WSC Progress Note. Navigate to the **Provider Documentation** tab to add Progress Note.

The screenshot shows the 'Provider Documentation' tab in the WellSky Connect system. The interface includes a 'File' menu, a 'Tools' bar, and a 'Provider Documentation' section with fields for 'Activity Times', 'Authorization', 'Activity Details', 'Activity Services', and 'Documentation'. The 'Activity Times' section has fields for 'Start Time', 'End Time', and 'Time Minutes'. The 'Authorization' section has a 'Auth ID' field. The 'Activity Details' section has fields for 'Disease', 'Provider', 'Worker', and 'Status'. The 'Activity Services' section has fields for 'Service', 'Units', 'Rate', 'Inventory Code', and 'Unit Type'. The 'Documentation' section has a 'Provider Documentation Type' dropdown menu and a 'Progress Note' text area with a 'Save' button. The 'Progress Note' text area contains the text 'Add notes from the Progress->Placements'.

9. Navigate to the **Forms** tab and select the Residential Placement Transition Call Checklist form.
 - a. Review = As Needed
 - b. Review Date = Current Date
 - c. Worker = Self
 - d. Provider/Program = WSCs will select the name of their employer (Qualified Organization)
 - e. Status = Complete
 - f. Complete fields in the form.
 - g. From the **File** menu, select **Save and Close**

Residential Planning

File eConnect 3/22/2023 10:28 AM Forms

Please Select Type: Residential Placement Transition Call Checklist

Consumer Form

Review: As Needed

Review Date: 03/22/2023

Reviewer: Vigener, Brand

Approved By: Vigener, Brand

Residential Placement Transition Call

Residential Placement: RRPC

Needed Supports and Services

| Category | Status | Date |
|----------------------|--------|------|
| Community Support | | |
| Additional Equipment | | |
| Housing | | |
| Behavioral | | |
| ADL | | |
| Personal | | |
| Other | | |

Housing Details

Date In/Out

10. If Consumer Placement was accepted. The WSC will then update the Consumer Choice note as placement accepted.
 - i. Status = Complete
 - ii. Recipient = RRPC
 - iii. Update to Read
 - iv. From the **File** menu, select **Save and Close Note**

File Tools Notes

Notes Details

Note By: Vigener, Brand

Note Date: 03/22/2023

Program/Initiator: CLEARAC

Note Type: Consumer Choice

Note Sub Type: Consumer Choice

Description

Note

Status: Complete

Date Completed: 03/22/2023

Attachments

Note Recipients

| Name | Date Sent | Date Read | Status | Date Signed | Name |
|----------------|------------|-----------|--------|-------------|------|
| Vigener, Brand | 03/22/2023 | | Unread | | |

The RRPC will proceed with the [Residential Referral Form is completed](#) section.

Transition call for minors, IB/BF, or inter-region transfers

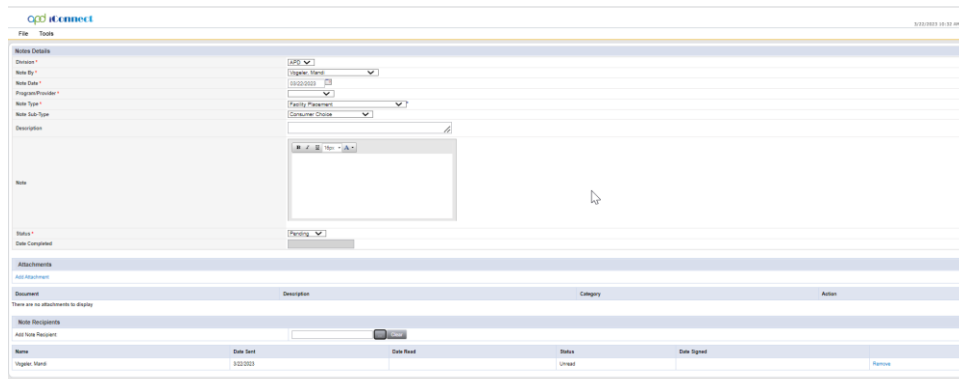
Role(s): Region Clinical Workstream Worker and ROM/DROM

Residential Planning

11. If Consumer is a minor under 12, IB/BF or inter-region transfer, the WSC will notify the RRPC of the Consumers Choice via note.

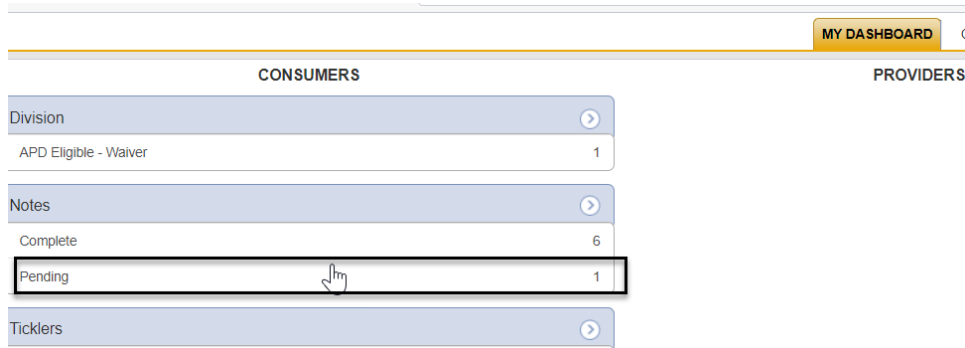
12. On the **Consumers** record, click on the **Notes** tab. From the **File** menu, select **Add Note**.

- a. Note Type = Facility Placement
- b. Note Sub-Type = Consumer Choice
- c. Description = Name of Group Home Selected
- d. Status = Pending
- e. Recipient = RRPC
- f. From the **File** menu, select **Save and Close Note**



The screenshot shows the 'Add Note' form in the iConnect system. The form is titled 'Add Note' and includes several dropdown menus and text fields. The 'Note Type' is set to 'Facility Placement' and the 'Note Sub-Type' is set to 'Consumer Choice'. The 'Description' field is empty. The 'Status' is set to 'Pending' and the 'Recipient' is set to 'RRPC'. A 'Save and Close Note' button is located at the bottom right of the form. Below the form, there is a table with columns for 'Name', 'Date Sent', 'Date Read', 'Status', and 'Date Signed'. The table contains one row with the name 'Viggo, Mand', 'Date Sent' of '02/20/23', 'Date Read' of '02/20/23', 'Status' of 'Unread', and 'Date Signed' of '02/20/23'.

13. The RRPC will monitor **My Dashboard** for incoming notes. Select the **Consumer > Pending > Notes** queue.



The screenshot shows the 'My Dashboard' interface. At the top right, there is a 'MY DASHBOARD' button. Below it, there are two main sections: 'CONSUMERS' and 'PROVIDERS'. Under 'CONSUMERS', there are several expandable menu items: 'Division' (1), 'Notes' (6), 'Pending' (1), and 'Ticklers'. The 'Pending' item is highlighted with a mouse cursor. The 'Notes' item has a sub-menu with 'Complete' (6) and 'Pending' (1).

14. Click on the Pending Consumer Choice note and add ROM/DROM(s) as Note recipient(s).

- a. Note Type = Facility Placement
- b. Note Sub-Type = Consumer Choice
- c. Note = include narrative re transition call.
- d. Status = Pending
- e. Recipient = ROM/DROM

Residential Planning

- i. For inter-regional transfers, include the originating and receiving ROM/DROM as note recipients.

15. ROM/DROM(s) will monitor **My Dashboard** for incoming notes. Select the **Consumer > Pending > Notes** queue.

16. Outside of iConnect, within 3 business days, the receiving Region will schedule a Transition Call with provider, WSC, Consumer/Legal Rep/Family, Waiver Lead.
 - a. If the individual is moving from one region to another, the receiving region should initiate the WSC selection process.

17. The ROM/DROM or designee assigned to facilitate the Transition call will document the call using the Transition Call Checklist form found in iConnect. In the Consumers record,

Residential Planning

navigate to the **Forms** tab and from the **File** menu, select **Add Form**. Select the Residential Placement Transition Call Checklist.

- a. Complete the fields in the form and in the header.
- b. Status = Complete
- c. From the **File** menu, select **Save and Close Forms**.

The screenshot shows a web-based form titled "Residential Placement Transition Call Checklist" within the "Forms" tab of the "ccconnect" system. The form is divided into several sections:

- Consumer Forms:** Includes fields for "Resident", "Residence Date", "Division", "Approval By", "Status", "Resident Program", and "Approval Date".
- Residential Placement Transition Call Checklist:** A large section with multiple rows of input fields and checkboxes, organized into sub-sections like "A.1.1 Consent Living Situation", "A.1.2 Recipient for Transition", "A.1.3 Required/Required Living Situation", "A.1.4 Preferences", "A.1.5 Legal/Case Restrictions", "2.1 Preferences", and "2.2 Comments".
- Residential Placement Transition Call Checklist:** A section with a table of checkboxes for "Environmental Systems", "Medical Assistance", "Financial Assistance", "Legal Assistance", and "Other".
- Identify Individuals:** A section with a table of checkboxes for "Personal", "Residential Family", and "Other".

18. Navigate to the Notes tab and select the Pending Consumer Choice note from the list view.

19. If Consumer Placement was accepted, the ROM/DROM or their designee will update the Consumer Choice note as placement accepted.

- i. Status = Complete
- ii. Recipient = RRPC and WSC (to proceed with the next steps)
- iii. Update to Read
- iv. From the **File** menu, select **Save and Close Note**

Residential Planning

| Name | Date Sent | Date Recd | Status | Date Signed | Review |
|---------------|------------|-----------|--------|-------------|--------|
| Miguel Mendez | 03/22/2023 | | Unread | | |

The RRPC will proceed with the [Residential Referral Form is completed](#) section.

Residential Referral Form is completed.

20. The RRPC will monitor their **My Dashboard** for incoming notes. Select the **Consumer > Complete > Notes** queue.

| Category | Count |
|---------------------|-------|
| Division | 1 |
| My Enrollments | 2 |
| Provider Selections | 1 |
| Notes | 8 |
| Ticklers | 0 |

21. Navigate to the Consumers record and click on the Forms tab and select the Pending Residential Referral form from the list view.

- Update "Date this Referral is Complete" at the bottom of the form.

Residential Planning

b. Status = Complete

The screenshot shows the iConnect Forms application. The 'File' menu is open, highlighting 'Save and Close Forms'. The main interface displays a list of forms with columns for 'History', 'Form Name', and 'Status'. A blue bar at the bottom indicates 'APD State Office / MCM only' and 'Date this referral is complete: 03/22/2023'.

c. From the **File** menu, select **Save and Close**

22. WSC will monitor their **My Dashboard** for incoming notes and pick up tasks in the [Consumer Placement](#) section.

The screenshot shows the iConnect My Dashboard interface. The 'CONSUMERS' section is active, showing a list of consumers with columns for 'Division', 'Notes', and 'Tasks'. A red arrow points to the 'Notes' column.

E. Consumer Placement

The Waiver Support Coordinator will create a provider selection for the Licensed home, Update the Bed Information and proceed with adding a planned service for the Rehab Service Provider to issue an authorization for service provision.

Role(s): WSC/CDC

1. On date of Admission, the WSC will add a Provider Selection record for Licensed home (**Not Parent Corporation**). See the Case Management Training manual for creating Provider Selection records. Update the following fields:
 - a. Division = Defaults to today
 - b. Selected By = Defaults to self
 - c. Selected Date = Defaults to today

Residential Planning

- d. Provider = Search for and select the name of the Licensed Home
- e. Referral Type = Residential Placement
- f. Level of Res Hab = Select the level
- g. Admission Date = Date of Admission
- h. Disposition = Admitted
- i. Disposition Date = Defaults to today
- j. From the **File** menu: click **Save**

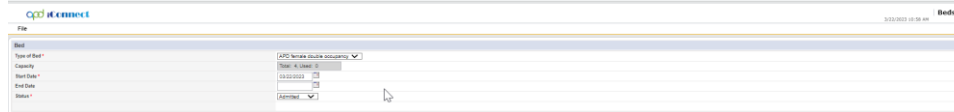
The screenshot displays the 'opd iConnect' web interface. The top navigation bar includes the logo and the word 'Provider'. Below the navigation bar is a 'File' menu. The main content area is divided into a left sidebar with a 'Provider Selection' menu item highlighted, and a central form. The form contains several fields: 'Selected By' (with a user name), 'Selection Date' (a date picker), 'Provider' (a search field), 'Referral Type' (a dropdown menu), 'Level of Res. Hab' (a dropdown menu), 'Admission Date' (a date picker), 'Disposition' (a dropdown menu), and 'Disposition Date' (a date picker). A 'Comments' field is located at the bottom of the form. The right side of the form has a 'Save' button and a 'Details' link.

2. When Provider Selection record is saved with Referral Type = Residential Placement and Disposition = Admitted, a tickler is triggered to remind the WSC to update vacancies based on new admission. If Level of Res Hab field does not equal "Standard RH", a third tickler will fire to view the Consumers Authorization.
 - a. Update Bed Information
 - b. You have selected a service level designation/Verify Authorized Res Hab Level

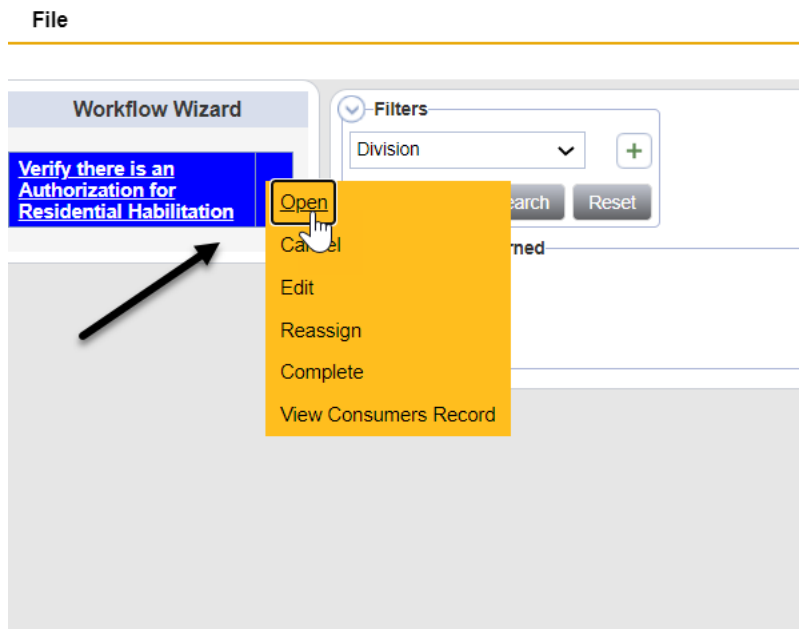
The screenshot shows the 'opd iConnect' web interface with the 'File Reports' menu. A 'Workflow Wizard' window is open, displaying a list of tasks with right-pointing arrows. The tasks are: 'Update Bed Information', 'You have selected a service level designation. Verify Authorized Res. Hab. Level.', and 'Update Provider > Bed vacancies'.

3. To address the "Update Bed Information" tickler, within the open Provider Selection record, click on the Beds subpage
 - a. Type of Bed = select from the drop-down menu
 - b. Start Date = Date of Admission
 - c. Status = Admitted
 - d. From the **File** menu, select **Save and Close**

Residential Planning



4. If the individual has any existing Residential Placement provider selection records, the WSC will close them at this time. Open the Provider Selection record and update the following field:
 - a. Disposition = Closed
 - b. From the **File** menu, select **Save and Close**
5. Select the next tickler to view the Authorization list view. If an Authorization for Residential Habilitation does not exist, go to that Consumers current Plan, and create an Authorization. Refer to the Case Management Training Guide for details on creating Authorizations.



Consumer Placement Not Accepted

6. If Consumer Placement was NOT accepted. The WSC will navigate to the Note tab and update the Consumer Choice note as placement not accepted.

Residential Planning

The screenshot shows the 'My Dashboard' interface for a user named Mandi Vogeler. The dashboard is divided into three main sections: CONSUMERS, PROVIDERS, and TASKS. The CONSUMERS section has a table with columns for Division, Notes, and a count. The PROVIDERS section is currently empty. The TASKS section has a table with columns for Links and a count. The search filters at the top show 'Consumers' selected for the entity type and 'iConnect ID' for the search criteria.

| Division | Count |
|-----------------------|-------|
| APD Eligible - Waiver | 1 |

| Notes | Count |
|----------|-------|
| Complete | 8 |
| Pending | 1 |

| Links | Count |
|----------------------------|-------|
| iConnect eLearning Library | |
| APD Help Desk | |

| My Management | Count |
|----------------------|-------|
| Current Active Cases | |
| Pending Plans | |

7. Refer back to [C. Bed Availability Report generated to identify potential](#), until Consumer is placed.

2. Forensic Involvement

Continued from page 7. If the Consumer has Forensic Involvement

Role(s): State Office Worker

1. The State Office worker will create a note to the Facilities Coordinator. Navigate to the consumers record and select the Notes tab. From the File menu, select Add Note.
 - a. Note Type = Forensic
 - b. Sub Type = Involuntary Commitment Order
 - c. Status = Complete
 - d. Note Recipient = Facilities Coordinator
 - e. From the **File** menu, select **Save and Close Note**

The screenshot displays the 'Notes Details' form in the iConnect system. The form is populated with the following information:

- Division: APD
- Note By: Vogler, Mandi
- Note Date: 3/22/2023
- Program/Provider: [Empty]
- Note Type: Forensic
- Note Sub-Type: Involuntary Commitment Order
- Description: [Empty]
- Note: [Empty]
- Status: Complete
- Date Completed: 3/22/2023

Below the form is an 'Attachments' section with a table for Document, Description, Category, and Action. Below that is a 'Note Recipients' section with a table for Name, Date Sent, Date Read, Status, and Date Signed.

| Document | Description | Category | Action |
|-------------------------------------|-------------|----------|--------|
| There are no attachments to display | | | |

| Name | Date Sent | Date Read | Status | Date Signed |
|---------------|-----------|-----------|--------|-------------|
| vogler, Mandi | 3/22/2023 | | Unread | |

2. Facilities Coordinator follows 393.11 Involuntary Admission to Residential Services Process and this process ends.


3. Consumer Placement of a Minor under 12

Continued from page 13. If the Consumer is a Minor under 12, the State Office Worker notifies the Regional Operations Manager (ROM) or Deputy Regional Operations Manager (DROM) in Residential Planning Request note. The ROM/DROM will respond within two business days whether the referral is approved or denied.

Role(s): State Office worker, Clinical Workstream, ROM/DROM

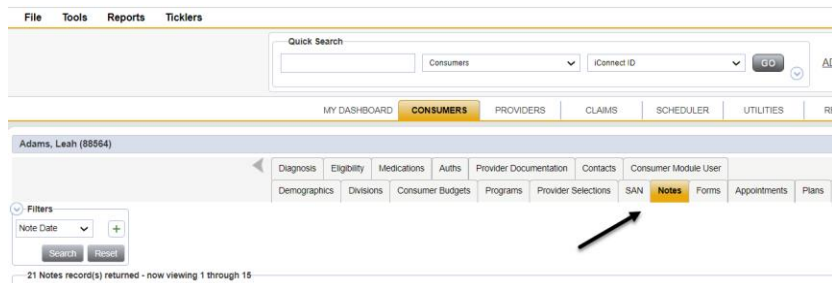
Residential Planning

1. To begin, log into iConnect and set Role = State Office Worker. Click **Go**.



The screenshot shows the 'My Dashboard' header with a 'Sign Out' link. To the right, there is a 'Role' dropdown menu currently set to 'State Office Worker' and a 'GO' button. A black arrow points to the 'GO' button. Below the header, there is a section for 'ADVANCED SEARCH'.

2. Navigate to the Consumer's record and click on the **Notes** tab.



The screenshot shows the consumer record for 'Adams, Leah (88564)'. The navigation menu includes 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS', 'CLAIMS', 'SCHEDULER', 'UTILITIES', and 'RE'. The 'Notes' tab is highlighted in yellow. A black arrow points to the 'Notes' tab. Below the navigation menu, there is a 'Filters' section with a 'Note Date' dropdown and 'Search' and 'Reset' buttons. At the bottom, it says '21 Notes record(s) returned - now viewing 1 through 15'.

3. Open the Facility Placement Note with the Note Subtype of Residential Planning Request and update the following fields:
 - a. Sub Type = Minor Placement
 - b. Attachments = All documents needed for a referral packet.
 - c. Note Recipient = ROM/DROM
 - d. From the **File** menu, select **Save and Close Note**

Residential Planning

The screenshot shows a 'Notes' application window with a 'New Note' form. The form fields are as follows:

- Division: LPC
- Note By: Vigalar, Maril
- Note Date: 03/22/2023
- Program/Provider: Community
- Note Type: Facility Placement
- Note Sub-Type: Residential Planning/Reserve
- Description: On 3/22/2023 at 11:07 AM, Maril Vigalar wrote: Referral for 03/22/2023 at 11:08 AM, Maril Vigalar wrote: Minor under 12.
- Note: (Empty text area)
- Status: Pending
- Date Completed: (Empty)

Below the form, there are sections for Attachments, Note Recipients, and a table for Note Recipients.

| Name | Date Sent | Date Read | Status | Date Signed | Remove |
|----------------|------------|-----------|--------|-------------|--------|
| Vigalar, Maril | 03/22/2023 | | Unread | | Remove |

2. Referral is to be reviewed and approved within 2 business day.
3. If the Referral was approved, the ROM/DROM will respond to the Note indicating approval. Update the following fields:
 - a. Status = Complete
 - b. Recipient = RRPC
 - c. From the **File** menu, select **Save and Close Note**
 - d. The RRPC will proceed with section C. Bed Availability Report generated to identify potential .

The screenshot shows the 'Notes' application window with the 'New Note' form updated. The form fields are as follows:

- Division: LPC
- Note By: Vigalar, Maril
- Note Date: 03/22/2023
- Program/Provider: Community
- Note Type: Facility Placement
- Note Sub-Type: Minor Placement
- Description: On 3/22/2023 at 11:07 AM, Maril Vigalar wrote: Referral for 03/22/2023 at 11:08 AM, Maril Vigalar wrote: Minor under 12.
- Note: Referral was approved. Add RRPC as note recipient.
- Status: Complete
- Date Completed: 03/22/2023

Below the form, there are sections for Attachments, Note Recipients, and a table for Note Recipients.

| Name | Date Sent | Date Read | Status | Date Signed | Remove |
|----------------|------------|-----------|--------|-------------|--------|
| Vigalar, Maril | 03/22/2023 | | Unread | | Remove |

4. If Referral was denied, the ROM/DROM will respond to the note indicating denial. Update the following fields:
 - a. Note Type = Facility Placement
 - b. Note Sub-Type = Denial - Minor
 - c. Status = Complete
 - d. Recipient = WSC, State Office Intake, RRPC, Waiver Lead (who will share with Liaison/SAN review if necessary)

e. From the **File** menu, select **Save and Close Note**

Notes Details

Division: APSD

Note ID: 101000003

Note Date: 03/22/2023

Program Provider: Facility Placement

Note Type: Clinical - Mental

Note Sub-Type: Clinical - Mental

Description: 03-22-2023 at 11:47 AM, Mental Register written: APSP center
03-22-2023 at 11:48 AM, Mental Register written: Minor under 12

Note: New Text
Referral pending

Status: Complete

Date Completed: 03/22/2023

Attachments

| Document | Description | Category | Action |
|-------------------------------------|-------------|----------|--------|
| There are no attachments to display | | | |

Note Recipients

| Name | Date Sent | Date Read | Status | Date Signed | Remove |
|-----------------|------------|-----------|--------|-------------|--------|
| Vigilante, Ward | 03/22/2023 | | Unread | | Remove |

5. Navigate to the **Forms** Tab. Open the Residential Referral Form. Update the “Date this Referral is Complete” field on the Residential Referral form found at the bottom of the form.
 - i. Status = Complete
 - ii. From the **File** menu, select **Save and Close**

Hillsborough

ATTACHMENTS - Group Home Requests

Group Home Requests:

- Support Plan* (required for all except CBC)
- Individual Education Plan* (for minors)
- Case Plan* (CBC)
- Shelter Order* (CBC)
- Behavior Assessments* (for IB/BF clients only)
- LRC Recommendations* (for IB/BF clients only)
- Critical/Medical Reports

APD State Office / MCM only:

Date this referral is complete: 03/22/2023

4. Consumer Withdraws their Referral Request

If the Consumer decides that they want to withdraw their referral the Waiver Support Coordinator (WSC) updates the Residential Referral form. This could occur anytime during the Residential Planning process.

Role: WSC/CDC & Region Waiver Lead

1. The WSC updates the Residential Referral form. Navigate to the **Consumers** record and click on the **Forms** tab. From the list view, select the current Residential Referral form.
 - a. Update question Consumer Withdraws Referral Request for Placement = Yes
 - b. Status = Pending

Residential Planning

- c. From the **File** menu, select **Save and Close Form**

The screenshot shows the 'Residential Referral Form' interface in the opd iConnect system. The top navigation bar includes 'File', 'Reports', and 'Word Merge'. The user is logged in as 'Vogeler, Mandi' with the status 'Pending'. The form contains several fields: 'Review' (As Needed), 'Review Date' (03/22/2023), 'Division' (APD), 'Approved By' (with a 'Clear' button), 'Worker' (Vogeler, Mandi), 'Status' (Pending), and 'Provider/Program'. A 'Note' field contains a yellow warning icon. Below the form, a blue banner reads 'RESIDENTIAL REFERRAL FORM'. A message states: 'This form should be used for group home and / or Intermediate Care Facility (ICF) requests'. A dropdown menu is set to 'Yes' for 'Consumer withdraws referral request for placement.'. Below that, 'Placement Request For?' is set to 'APD Licensed Facility' with '0 record(s) returned'. At the bottom, there is a field for 'State Office Residential Intake Specialist:'.

2. Updating the Consumer Withdraws Referral Request for Placement as Yes and saving the form will trigger a WFW to the Secondary worker.

Note: Waiver Lead for Residential Planning; Pre-Enrollment Support Coordinator or the Waiver Support Coordinator for ICF Admission.

- a. Consumer Withdraws Referral Request for Placement
 - i. Instructs the Waiver Lead to reassign to the RRPC or ICF Coordinator
- b. Add Date Referral Complete on the Residential Referral Form
- c. Close all Facility Placement and Provider Facility Referral or ICF notes.

The screenshot shows the 'Workflow Wizard' in the opd iConnect system. The top navigation bar includes 'File' and 'Reports'. The user is logged in as 'Mandi Vogeler' on 3/22/2023 at 11:33 AM. The 'Workflow Wizard' panel on the left lists three steps: 1. 'Consumer Withdraws Referral Request for Placement.', 2. 'Add Date Referral Complete on the Residential Referral Form.', and 3. 'Close all Facility Placement and Provider Facility Referral or ICF notes.'. The main area of the wizard is currently empty.

3. Waiver Lead will monitor their **Tickler** queue from **My Dashboard**. Navigate to the **My Dashboard** and find the **Consumers** section. Scroll down to the **Ticklers** panel and click into the linked number of outstanding Ticklers to access the Tickler Queue:

Residential Planning

Consumers

MY DASHBOARD CONSUMERS

CONSUMERS

- Division: Application Pended (1)
- Provider Selections: Admitted (1)
- Notes: Complete (2), Pending (2)
- Ticklers: Ticklers (4)

- From here, use the multi-variable search to find the Tickler to open it. Click **Search**

File

Welcome, Mandi Vogeler 3/30/2023 2:59 PM Ticklers

Filters

Status Equal To New AND

IConnect ID

Apply Alert Days Before Due

Search Reset

24 Ticklers record(s) returned - now viewing 1 through 15

| Consumer Name | IConnect ID | Tickler Name | Date Created | Date Due | Date Completed | Status | Assigned To |
|---------------|-------------|--------------------------------------------------------------------------|--------------|------------|----------------|--------|----------------|
| Adams, Leah | 88564 | Add Date Referral Complete on the Residential Referral Form | 03/22/2023 | 03/22/2023 | | New | Vogeler, Mandi |
| Adams, Leah | 88564 | Close all Facility Placement and Provider Facility Referral or ICF notes | 03/22/2023 | 03/22/2023 | | New | Vogeler, Mandi |
| Adams, Leah | 88564 | Update Bed Information | 03/23/2023 | 03/23/2023 | | New | Vogeler, Mandi |
| Adams, Leah | 88564 | Verify there is an Authorization for Residential Habitation | 03/23/2023 | 03/23/2023 | | New | Vogeler, Mandi |
| Adams, Leah | 88564 | Update Bed vacancies | 03/23/2023 | 03/23/2023 | | New | Vogeler, Mandi |
| Adams, Leah | 88564 | Verify Authorized Res. Hld. Level | 03/23/2023 | 03/23/2023 | | New | Vogeler, Mandi |

- The Waiver Lead will reassign the Tickler to the RRPC or ICF Coordinator and the tickler will be removed from the user's Tickler Queue.

File

Filters

Status Equal To New AND

IConnect ID

Apply Alert Days Before Due

Search Reset

24 Ticklers record(s) returned - now viewing 1 through 15

| Consumer Name | IConnect ID | Tickler Name | Date Created | Date Due | Date Completed | Status | Assigned To |
|---------------|-------------|--------------------------------------------------------------------------|--------------|------------|----------------|--------|-------------|
| Adams, Leah | 88564 | Add Date Referral Complete on the Residential Referral Form | 03/22/2023 | 03/22/2023 | | New | You |
| Adams, Leah | 88564 | Close all Facility Placement and Provider Facility Referral or ICF notes | 03/22/2023 | 03/22/2023 | | New | You |
| Adams, Leah | 88564 | Update Bed Information | 03/23/2023 | 03/23/2023 | | New | You |
| Adams, Leah | 88564 | Verify there is an Authorization for Residential Habitation | 03/23/2023 | 03/23/2023 | | New | You |
| Adams, Leah | 88564 | Update Bed vacancies | 03/23/2023 | 03/23/2023 | | New | You |
| Adams, Leah | 88564 | Verify Authorized Res. Hld. Level | 03/23/2023 | 03/23/2023 | | New | You |

- The RRPC or ICF Coordinator will monitor their **Tickler** queue from **My Dashboard**.

Residential Planning

The screenshot shows the 'My Dashboard' interface. At the top, it says 'Welcome, Sylvia Baer' and '4/11/2024 11:41 AM'. The user's role is 'Region Clinical Workstream Worker'. The dashboard is divided into three main sections: CONSUMERS, PROVIDERS, and TASKS. Under CONSUMERS, there are several sub-sections: Division (APD Eligible - Waiver: 3), My Enrollments (Enrolled: 1), Provider Selections (Open: 3, WSC - Selected: 1), Notes (Complete: 1), and Ticklers (Ticklers: 9). The Ticklers section is highlighted with a red box. Under PROVIDERS, there are Notes (Complete: 16, Pending: 5) and Ticklers (Ticklers: 30). Under TASKS, there are Links (iConnect eLearning Library, APD Help Desk) and My Management (Current Active Cases, Enrollments, SAN Queue, Pending Assessments Queue, Pending Provider Assessments Queue, Pre-Enrollment, DOD Open/Close Open List, Provider Credentials Queue, Pending Plans).

7. The RRPC will add the Date Referral Complete on the Residential Referral Form. Update the following fields:
 - a. Status = Complete
 - b. From the **File** menu, select **Save and Close**

Note: The ICF Coordinator will not update form to Complete

The screenshot shows the 'Forms' menu in the iConnect system. The 'File' menu is open, and the 'Save and Close Forms' option is highlighted. Other options in the menu include History, Duplicate Assessment, Spell Check, Save Forms, Print, Close Forms, and Suncoast. The main content area shows a list of providers: Miami-Dade, Monroe, Henry, Hillsborough, Lee, Manatee, Pasco, Pinellas, and Sarasota. Below this is a section for 'ATTACHMENTS - Group Home Requests' with a list of document types: Support Plan* (required for all except CBC), Individual Education Plan* (for minors), Case Plan* (CBC), Shelter Order* (CBC), Behavior Assessments* (for IB/BF clients only), LFC Recommendations* (for IB/BF clients only), and Critical Medical Reports. At the bottom, there is a field for 'Date this referral is complete:' with the value '03/22/2023' and a blue bar for 'APD State Office / MCM only:'.

8. **RRPC:** Close all Facility Placement and Provider Facility Referral notes. **ICF Coordinator:** Close ICF notes. Update the following fields:
 - a. Note = Consumer withdrew referral request
 - b. Status = Complete
 - c. Recipients = none
 - d. From the **File** menu, select **Save and Close Note**

Residential Planning

Notes

Last updated by msigler@adatum.org at 03/23/2023 11:07:26 AM

Notes Details

Division: [AFIC]

Rec'd By: [Single Name]

Note Date: 03/22/2023

Program/Provider: [v]

Note Type: [Facility Placement]

Note Sub-Type: [Observation/Planning Request]

Description: On 3/12/2023 at 12:07 PM, Resid. Registrar wrote:
Attach order!

Note: [New Text]

Status: [Complete]

Date Completed: 03/22/2023

Attachments

Add Attachment

Documents

There are no attachments to display

| Description | Category | Action |
|-------------|----------|--------|
|-------------|----------|--------|

Note Assignments

Add Note Recipient

9. RRPC/ICF Coordinator will mark tickler as complete.

3/30/2023 3:08 PM

File

Filters: Status: [v] Equal To: [v] New: [v] AND: [v]

iConnect ID: [v]

Apply Alert Days Before Due

24 Ticklers record(s) returned - now viewing 1 through 15

| Consumer Name | iConnect ID | Tickler Name | Date Created | Date Due | Date Completed | Status | Assigned To |
|---------------|-------------|----------------------------------------------------------------------------|--------------|------------|----------------|--------|-------------|
| Adams, Leah | 88564 | Add Date Referral Complete on the Residential Referral Form. | 03/22/2023 | 03/22/2023 | | New | WV |
| Adams, Leah | 88564 | Close all Facility Placement and Provider FACIRY Referral or ICF Referrals | 03/22/2023 | 03/22/2023 | | New | WV |
| Adams, Leah | 88564 | Update Bed Information | 03/23/2023 | 03/23/2023 | | New | WV |
| Adams, Leah | 88564 | Verify there is an Authorization for Residential Habilitation | 03/23/2023 | 03/23/2023 | | New | WV |
| Adams, Leah | 88564 | Update Bed vacancies | 03/23/2023 | 03/23/2023 | | New | WV |
| Adams, Leah | 88564 | Verify Authorized Res. Hab. Level | 03/23/2023 | 03/23/2023 | | New | WV |
| Adams, Leah | 88564 | Update Bed Information | 03/23/2023 | 03/23/2023 | | New | WV |
| Adams, Leah | 88564 | Update Provider - Bed vacancies | 03/23/2023 | 03/23/2023 | | New | WV |