



State of Florida
Agency for Persons with Disabilities

iConnect
ADT Monitoring in iConnect Manual
October 31, 2025

Table of Contents

ADT Monitoring	3
Introduction	3
Generate Report	3
Add ADT Licensing and Monitoring Specialist	5
Schedule Site Visit Appointment	6
As Needed: Reschedule Site Visit Appointment	Error! Bookmark not defined.
Complete Site Visit	6
Complete Appointment	Error! Bookmark not defined.
Complete the ADT Quarterly Monitoring Tool	7
Site Visit Note	9
Supervisor Review and Approval	11
As Needed: Violations Found Add CAP	14
As Needed: Generate NNC	17
As Needed: Supervisor Review	19
As Needed: Supervisor Approval	21
As Needed: Service Provider NNC Notification	25
As Needed: Submit CAP	27
As Needed: CAP Accepted	31
As Needed: Further Documentation Required	36
As Needed: Requested Information	37
As Needed: CAP Rejected Note	42
As Needed: CAP Revised	46
As Needed: CAP Missed Due Dates	50
As Needed: Provider CAP Report	52
As Needed: Repeat Violations	54

ADT Monitoring

Introduction

Adult Day Training (ADT) Monitoring is completed quarterly for every licensed facility. Monitoring can be done more frequently and unannounced, if it is known or suspected that a facility is not in full compliance with rules, to investigate complaints, or to follow up on the health, safety, and well-being of clients. There will also be triennial license renewal inspections conducted.

Generate Report



A report will be run to identify ADT Facilities that will need to be audited for the quarter.

1. Set “Role” = Region QA Workstream Worker, then click **Go**.

A screenshot of a web form showing a dropdown menu for 'Role' with 'Region QA Workstream Worker' selected. A black arrow points to the 'GO' button next to the dropdown.

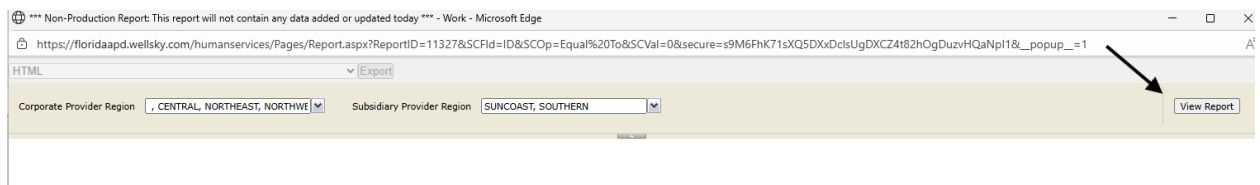
2. Navigate to **My Dashboard** and select the Subsidiary Provider Record Form Status and Detail Report to identify facilities that need to be audited.

A screenshot of the iConnect web application. The 'Reports' menu is open, showing a list of reports. A black arrow points to the 'Subsidiary Provider Record Form Status and Detail' report. The 'MY DASHBOARD' button is visible in the background.

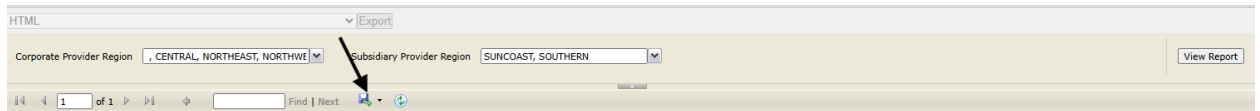
3. Select the Corporate Provider Region(s) and the Subsidiary Provider Region(s) from the dropdown menus

A screenshot of the region selection dropdown menus. The 'Corporate Provider Region' dropdown is open, showing 'CENTRAL, NORTHEAST, NORTHWEST'. The 'Subsidiary Provider Region' dropdown is also open, showing a list of regions: SUNCOAST, SOUTHERN, SOUTHEAST, NORTHWEST, NORTHEAST, and CENTRAL. Black arrows point to both dropdown menus.

4. Click **View Report** to execute the search



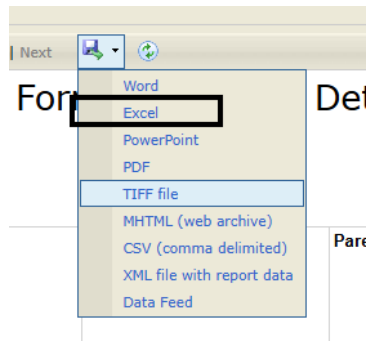
5. The report will be displayed. Review on screen or export into Excel utilizing the export dropdown menu.



Subsidiary Provider Record Form Status and Detail

10/8/2025 11:50:35 AM

Corporate Provider Region	Parent Provider ID	Corporate Provider Name	Parent Provider Email	Relationship	Subsidiary Provider Region	Subsidiary Provider ID	Subsidiary Provider Name	Subsidiary Residential Monitor Name	Subsidiary Licensin Speciali
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6. Review and sort the report as needed.

Add ADT Licensing and Monitoring Specialist



If the Provider's demographics page does not have a Licensing Specialist assigned, the ADT Monitoring/Licensing staff (Region QA Workstream Worker) will add the information.

1. Set "Role" = Region QA Workstream Worker then click **Go**.

A screenshot of a web form showing a dropdown menu for "Role" with "Region QA Workstream Worker" selected. A black arrow points to the "GO" button next to the dropdown.

2. Navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click **Go**.

A screenshot of the "Providers" chapter in the system. The "Quick Search" filter is active, showing "ADT Record Name" in the search box. A black arrow points to the "GO" button. The "PROVIDERS" tab is highlighted in the navigation bar.

3. The Provider's record will display. Navigate to the **Providers > Providers** tab.

A screenshot of the Provider's record page. The "Providers" tab is selected in the navigation bar. The "ADT Record Name (24781)" is displayed. A black arrow points to the "Providers" tab. The "Basic Information" section is visible, showing fields for Provider Name, DBA (if applicable)/Facility Name, Licensed Home licensed for capacity, and Active status.

4. Select **Edit > Edit Provider** to open the Provider's Facility record

A screenshot of the "Edit" menu. The "Edit Provider" option is highlighted in orange. A black arrow points to the "Edit Provider" button.

- Click the **Lookup** button on the Licensing Specialist field to search for and select the worker that is to be assigned as the Monitor

ADT Record Name
Last Updated by sylvia.baer@apdcares.org
at 10/7/2025 1:13:44 PM

Provider

File Edit

Provider
Addresses
Telephone Number(s)

An asterisk (*) indicates a required field

Basic Information

Provider Name *	ADT Record Name	Licensing Specialist	Walsh, Kimberly	Lookup	Clear	Details
DBA (if applicable) Facility Name		Area Behavior Analyst		Lookup	Clear	
APD Vendor Number		Group Home/ADT # of workers				
WSC QO		Provider SSN				
Active *	☒	Medicaid Provider ID				
Provider Type	ADT Location [GR]	Provider EIN				
Exclude from Selection	☐	Licensed Facility				
Specialist/Liaison	Buffington, Christine	Presumptively Institutional	☐	Lookup	Clear	Details

- When finished, select **File > Save and Close Provider**

File Edit

Spell Check
Save Provider
Save and Close Provider
Print
Close Provider

Schedule Site Visit Appointment



If the site visit will be announced, the ADT Licensing and Monitoring Specialist (Region QA Workstream Worker) will call the Service Provider to schedule the site visit.

Complete Site Visit



At the ADT Licensing and Monitoring Specialist's (Region QA Workstream Worker) discretion, they can either enter the site visit information on their device onsite or print the ADT Quarterly Monitoring Tool form prior to the site visit. The Service Provider will need to sign the hard copy signature page on the ADT Quarterly Monitoring Tool form.

Complete the ADT Quarterly Monitoring Tool



The ADT Licensing and Monitoring Specialist (Region QA Workstream Worker) will document the visit in the ADT Quarterly Monitoring Tool form in iConnect.

1. Set “Role” = Region QA Workstream Worker then click **Go**.

A screenshot of a web form showing a dropdown menu for 'Role' with 'Region QA Workstream Worker' selected. A black arrow points to the 'GO' button next to the dropdown.

2. Navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click **Go**.

A screenshot of the 'Providers' chapter search interface. It shows a 'Quick Search' bar with a text input containing 'ADT Record Name', a 'Providers' dropdown, and a 'Provider Name' dropdown. A black arrow points to the 'GO' button. Below the search bar is a navigation bar with 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS' (highlighted), and 'REPORTS'. A second black arrow points to the 'PROVIDERS' tab.

3. The Provider's facility record will display. Navigate to the **Providers > Forms** tab

A screenshot of the 'Providers > Forms' tab interface. It shows a 'Quick Search' bar with a text input, a 'Providers' dropdown, and a 'Provider Name' dropdown. A black arrow points to the 'GO' button. Below the search bar is a navigation bar with 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS' (highlighted), and 'REPORTS'. Below the navigation bar is a table with various tabs: 'Workers', 'Services', 'Provider ID Numbers', 'Contracts', 'Beds', 'Linked Providers', 'Conditions', 'Service Area', 'Admin Actions', 'Facility Management', 'Providers', 'Divisions', 'EVV Activities', 'Forms' (highlighted), 'Enrollments', 'Authorizations', 'Notes', 'Credentials', 'EVV Scheduling', 'CAP', and 'Appointments'. A black arrow points to the 'Forms' tab. Below the table is a 'Filters' section with a 'Division' dropdown and 'Search' and 'Reset' buttons. At the bottom, it says '2 Providers Forms record(s) returned - now viewing 1 through 2'.

4. Click **File > Add Forms**

A screenshot of a 'File' menu. The menu is open, showing options: 'Add New Provider Search', 'Add Forms', and 'Print'. A black arrow points to the 'Add Forms' option.

5. Select "Please Select Type" as "ADT Quarterly Monitoring Tool" from the drop-down list

Please Select Type: ADT Quarterly Monitoring Tool

An asterisk (*) indicates a required field

Provider Assessment

Division * APD

Review * Quarterly

Review Date * 06/17/2025

Approved Date

Worker * Baer, Sylvia

Status * Draft

Approved By

Lookup Clear Details

6. Update the following Header fields:

- a. "Division" = APD
- b. "Review" = Quarterly
- c. "Status" = Draft

Message from webpage



Saving this record with this Status will allow required fields designated with a red asterisk except system-required fields to remain incomplete upon save. Do you want to continue?



OK

Cancel

Note: When updating to Draft status, click OK on the pop-up message box

7. Complete all fields on the ADT Quarterly Monitoring Tool form.
- a. If violations are identified, save the form in Pending status.
 - b. If violations are NOT identified, save the form in Complete status.
8. When finished, click **File > Save and Close Forms**.

File

- Spell Check
- Save Forms
- Save and Add Another Forms
- Save and Close Forms**
- Copy From Previous
- Print
- Close Forms

Site Visit Note



Upon returning to the office, the ADT Licensing and Monitoring Specialist (Region QA Workstream Worker) will then complete the online form in iConnect (if applicable) and scan an electronic copy of the Service Provider's signed signature page to their device and attach it to a note.

1. Set "Role" = Region QA Workstream Worker, then click **Go**.

Role
Region QA Workstream Worker

2. Navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click **Go**.

at 6/12/2025 9:50:30 AM

Quick Search
ADT Record Name Providers Provider Name [ADVANCED SEARCH](#)

MY DASHBOARD CONSUMERS **PROVIDERS** REPORTS

3. Navigate to the **Providers > Notes** tab

ADT Record Name (24781)

Workers Services Provider ID Numbers Contracts Beds Linked Providers Conditions Service Area Admin Actions Facility Management

Providers Divisions EVV Activities Forms Enrollments Authorizations **Notes** Credentials EVV Scheduling CAP Appointments

4. Click **File > Add Notes**

File Reports

Add New Provider Search

[Add Notes](#)

Print

5. In the new Note record, update the following fields:
- "Division" = APD
 - "Associated Form ID#" = Enter Form ID
 - "Note Type" = Monitoring
 - "Note Subtype" = Quarterly Site Visit
 - "Description" = Quarterly Site Visit
 - "Note" = Enter notes such as "signature added"
 - "Status" = Complete
 - Click **"Add Attachment"** and search for the copy of the signed signature page on the user's device. Click **Upload**
 - Click the **Lookup** button on the "Add Note Recipient" to add the **Supervisor** as the Note Recipient
 - Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note
 - Click the **Lookup** button on the "Add Note Recipient" to add an additional recipient – **Service Provider**
 - Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note

Notes Details

Division *

Note By *

Note Date *

Associated Form ID#

Note Type *

Note Sub-Type

Description

Note

B *I* U 16px **A**

Signature added

Status *

Date Completed

Attachments

[Add Attachment](#)

Attachments Grid

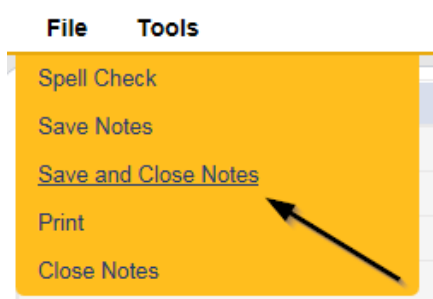
Document	Description	Category	Action
signature.docx			Remove

Note Recipients

Add Note Recipient:

Note Recipients Grid

- When finished, click **File > Save and Close Notes**



Supervisor Review and Approval

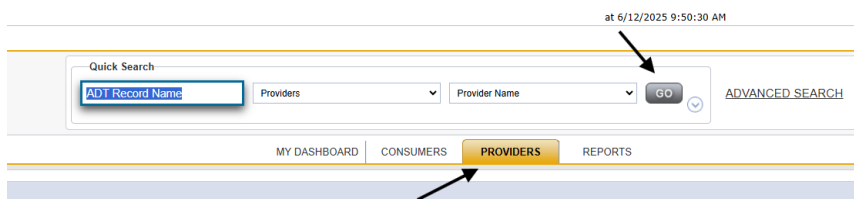


The QA Workstream Lead will receive notification of the note via My Dashboard. If there are no violations, they will review all monitoring tools and documentation, and if approved, will create a new note. If no changes are necessary, they will then review the ADT Quarterly Monitoring Tool form. If violations have been identified, proceed to [Violations Found - Add CAP](#). If changes are needed, proceed to [Further Documentation Required](#)

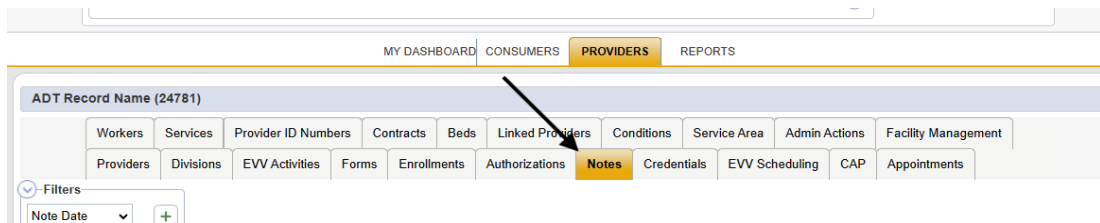
- Set "Role" = Region QA Workstream Lead OR Worker, then click **Go**



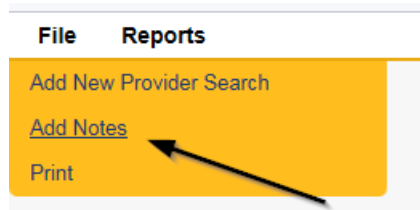
- Navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click **Go**.



- The Provider's record will display. Navigate to the **Providers > Notes** tab



4. Click **File > Add Notes**

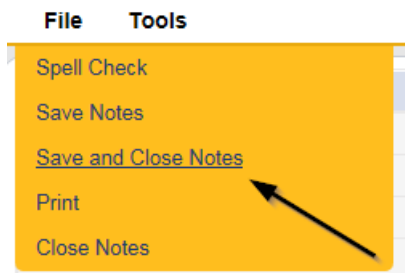


5. In the new Note record, update the following fields:

- a. "Division" = APD
- b. "Associated Form ID#" - Enter Form ID#
- c. "Note Type" = Monitoring
- d. "Note Subtype" = Supervisor Approval
- e. "Description" = Supervisor Approval
- f. "Note" = Enter Supervisor approval notes
- g. "Status" = Complete
- h. Click the **Lookup** button on the "Add Note Recipient" to add the [ADT Licensing and Monitoring Specialist \(Region QA Workstream Worker\)](#) as the Note Recipient
- i. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note
- j. Click the **Lookup** button on the "Add Note Recipient" to add an additional recipient – [Service Provider](#)
- k. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note

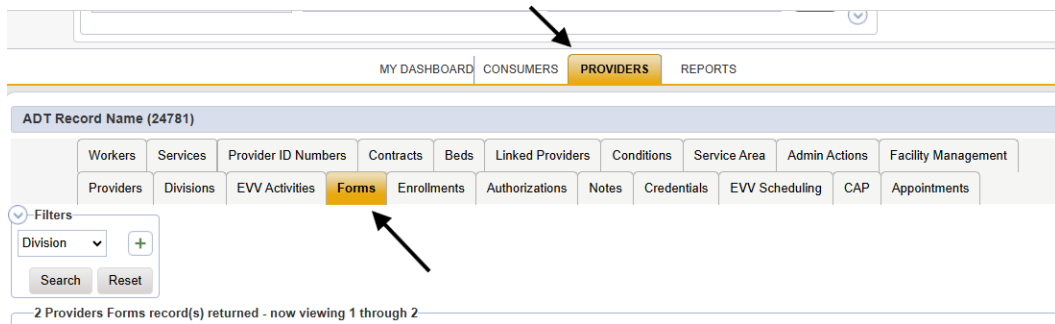
A screenshot of a 'Notes Details' form. The form has several fields with arrows pointing to them: 'Division' (set to APD), 'Note By' (Baer, Sylvia), 'Note Date' (10/08/2025), 'Associated Form ID#' (1234), 'Note Type' (Monitoring), 'Note Sub-Type' (Supervisor Approval), 'Description' (Supervisor Approval), 'Note' (a text area with the placeholder 'Enter Supervisor approval notes'), 'Status' (Complete), and 'Date Completed' (10/08/2025). Below these fields is an 'Attachments' section with an 'Add Attachment' link and an 'Attachments Grid' table. The table has columns for Document, Description, Category, and Action, and it currently shows 'There are no attachments to display'. At the bottom is a 'Note Recipients' section with an 'Add Note Recipient' field, a 'Lookup' button, and a 'Clear' button. An arrow points to the 'Lookup' button.

6. When finished, click **File > Save and Close Notes**



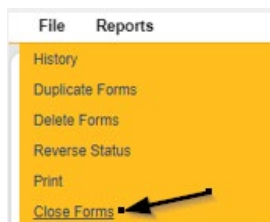
7. If no violations are found, the Supervisor will also review the ADT Quarterly Monitoring Tool form.

8. Navigate to the **Provider > Forms** tab.



9. Select the **ADT Quarterly Monitoring Tool** form that is in Complete status. The form opens. Review the content of the form.

10. From the **File** menu, select **Close Forms**.



If no violations are found, no additional steps are needed.

As Needed: Violations Found Add CAP



If there are not met violations, the ADT Licensing and Monitoring Specialist (Region QA Workstream Worker) will want to keep the ADT Quarterly Monitoring Tool open in order to view those not met items. Each one will need to be added as a single CAP item record on the newly created CAP.

1. Set "Role" = Region QA Workstream Worker, then click **Go**.

A screenshot of a web form showing a dropdown menu for "Role" with "Region QA Workstream Worker" selected. A black arrow points to the "GO" button next to the dropdown.

2. Navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click **Go**.

A screenshot of the "Providers" chapter in the ADT system. The "Quick Search" filter is active, showing "ADT Record Name" in the search box. A black arrow points to the "GO" button. The "PROVIDERS" tab is highlighted in the navigation bar.

3. The Provider's record will display. Navigate to the **Providers > CAP** tab

A screenshot of the Provider's record page. The "CAP" tab is highlighted in the navigation bar. A black arrow points to the "CAP" tab. The "ADT Record Name (24781)" is displayed at the top.

4. Select **File > Add CAP**

A screenshot of the "File" menu. The "Add CAP" option is highlighted. A black arrow points to the "Add CAP" option.

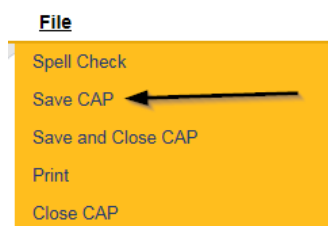
5. Update the following fields:
 - a. "CAP Type" = Notice of Non-Compliance
 - b. "Date of CAP" = Enter Date
 - c. "Region" = Enter Region

- d. "Associated Form ID#" = Enter Form ID # if applicable
- e. "Date Provider Notified" = Enter Date
- f. "CAP Due Date" = Enter Date as 15 calendar days after the Date of CAP
- g. "Status" = Defaults to Pending
- h. "Comments" = Enter if applicable
- i. "Licensing Worker" = Click the **Lookup** button to add the appropriate worker

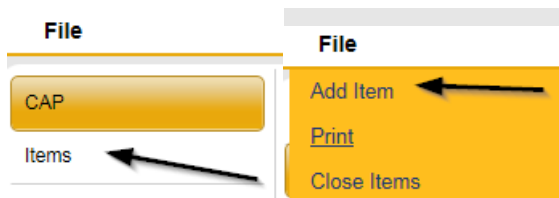
An asterisk (*) indicates a required field

CAP	
CAP ID	
QIO Report Number*	
CAP Type *	Notice of Non-Compliance ▼
Review Type*	▼
Date of CAP*	06/17/2025
Region*	Central ▼
Associated Form ID#	1234
Date Provider Notified *	06/17/2025
CAP Due Date *	07/02/2025
Status	Pending ▼
Date Submitted by Provider	MM/DD/YYYY
Date Verified Complete by APD Staff	MM/DD/YYYY
Comments	B <i>I</i> <u>U</u> 16px ▼ A ▼
Licensing Worker	Baer, Sylvia Lookup Clear Data
QA Workstream Lead	Lookup Clear

6. When finished, select **File > Save CAP**



7. Click "Items" on the left-hand navigation menu and then **File > Add Item**



8. Update the following fields:

- a. "Action Type" = Licensing
- b. "Type of Site Visit" = Adult Day Training
- c. "Discovery Source" = Monitoring Visit
- d. "Remediation Type" = Licensing
- e. "Employee Involved" = Enter Name if applicable
- f. "Standard Not Met Description" = leave blank
- g. "Comments" = Enter the citation number along with the citation . Enter any additional comments that describe the violations.
- h. "Item Status" = Defaults to Pending – leave as Pending until item has been completed or another status is applicable
- i. "Due Date" = Enter Date as 15 calendar days after the Date of CAP
- j. "Provider Worker" = Click the **Lookup** button to add the worker
- k. "Corrective Action Required" = Enter Information
- l. "Evidence of Completion" = *will be completed by the ADT Licensing and Monitoring Specialist once the Service Provider has entered the corrective action taken*

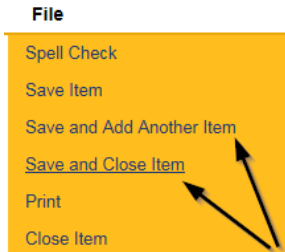
The screenshot shows a web-based form titled "Summary" with various input fields. Black arrows point to the following fields: "Action Type", "Type of Site Visit", "Discovery Source", "Remediation Type", "Employee Involved", "Item Status", "Due Date", "Provider Worker", and "Corrective Action Required".

Summary	
Item ID	
Action Type	Licensing
Type of Site Visit	Adult Day Training
Discovery Source	Licensing Visit
Remediation Type	Licensing
Employee Involved	
Client Reviewed	
Standard Not Met Description	
Comments	Comments
Item Status	Pending
Due Date	10/23/2025
Provider Worker	Baer, Sylvia Lookup Clear Details
Corrective Action Required	



If additional items need to be added, then repeat steps 7 and 8 as necessary by selecting **File > Save and Add Another Item** for each new item.

9. When finished, select **File > Save and Close Item**



As Needed: Generate NNC

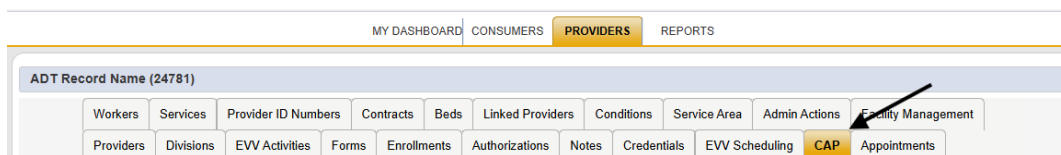


If there are violations, the ADT Licensing and Monitoring Specialist will generate the Notice of Non-Compliance report.

If a PAARF is needed, then proceed to Chapter 13 for the PAARF process.

1. Set “Role” = Region QA Workstream Worker/Lead then, click **Go**.

2. Navigate to the **Providers > CAP** tab

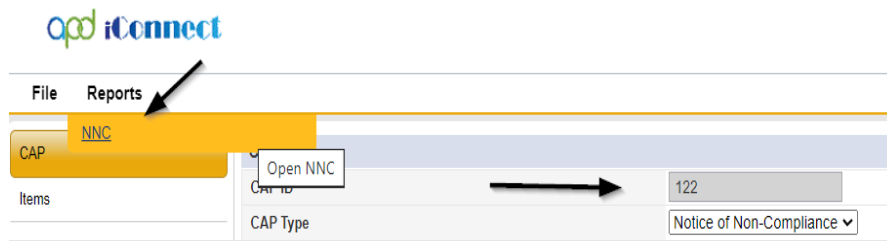


3. Select the previously created new **CAP** record via the hyperlink for that record

ADT Record Name (24781)									
Workers	Services	Provider ID Numbers	Contracts	Beds	Linked Providers	Conditions	Service Area	Admin Actions	Facility Management
Providers	Divisions	EVV Activities	Forms	Enrollments	Authorizations	Notes	Credentials	EVV Scheduling	CAP

CAP ID	QIO Report Number	CAP Type	Date Provider Notified	CAP Due Date	Status	Number of Alerts	Number of Items	Licensing Worker	QA Workstream Worker
122		Notice of Non-Compliance	09/01/2023	09/30/2023	Pending		1	Reed, Monica	

4. Select **Reports > NNC** from the CAP Details page



5. The NNC Report screen will display. Enter the CAP ID and click **View Report**

Cap ID

1 of 1 Find | Next

State of Florida

Agency for Persons with Disabilities

NOTICE OF NONCOMPLIANCE					
Issued To(Name of Licensee): TROPICAN HOUSE GROUP HOME			License Number: 3137-6-016		
Address: 640 VILLAGE LANE S			Facility Name: TROPICAN HOUSE GROUP HOME		
City: ST PETERSBURG	County: PINELLAS	State: FL	Zip: 33707	Telephone: (813) 441-1111	
APD Representative:			Title:		
Sections 120.695, Florida Statutes allow for certain minor offenses to be addressed by the issuance of a Notice of Noncompliance and the requirement of corrective action without penalty.					
VIOLATION					
It appears that on 07/10/2023 , you were in violation of the following statute(s) or rule(s):					
Item ID#109: 2.0032(3) Licensees and facility employees must permit any Agency staff or designated agent of the State of Florida, who presents proper State of Florida-issued identification, to enter and inspect any part of any facility building or to inspect records relating to the operation of the facility or the provision of client care at any time that facility staff, management, owners, directors, or residents are present in the facility. A violation of this subsection shall constitute a Class II violation.					
Comments: test					

6. Save the NNC Report to the user's device as a Word document so it can be edited and attached to the Supervisor Review note in the next section. Add the citation number and description into the Word document under Violation.

As Needed: Supervisor Review



The ADT Licensing and Monitoring Specialist will send a note to the Supervisor to advise them to do a review of the CAP record, NNC, and any other documentation, and provide approval.

1. Set "Role" = Region QA Workstream Worker, then click **Go**.

Role
Region QA Workstream Worker [v] GO

2. Navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click **Go**.

at 6/12/2025 9:50:30 AM

Quick Search
ADT Record Name [v] Providers [v] Provider Name [v] GO ADVANCED SEARCH

MY DASHBOARD CONSUMERS PROVIDERS REPORTS

3. Navigate to the **Providers > Notes** tab

Quick Search
ADT Record Name [v] Providers [v] Provider Name [v] GO ADVANCED SEARCH

MY DASHBOARD CONSUMERS PROVIDERS REPORTS

ADT Record Name (24781)

Workers Services Provider ID Numbers Contracts Beds Linked Providers Conditions Service Area Admin Actions Facility Management

Providers Divisions EVV Activities Forms Enrollments Authorizations **Notes** Credentials EVV Scheduling CAP Appointments

Filters

4. Click **File > Add Notes**

File Reports

Add New Provider Search

Add Notes

Print

5. In the new Note record, update the following fields:
 - a. "Division" = APD

- b. "Associated Form ID#" = Enter Form ID# if applicable
- c. "Note Type" = Quarterly Monitoring/Supervisor Review
- d. "Description" = Enter the CAP ID#
- e. "Note" = Advise Supervisor to review CAP, NNC and other documents
- f. "Status" = Pending
- g. Click "Add Attachment" and search for the copy of the NNC report on the user's device. Click Upload
- h. Click the **Lookup** button on the "Add Note Recipient" to add the *Supervisor* as the Note Recipient
- i. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note

An asterisk (*) indicates a required field

Notes Details	
Division *	APD
Note By *	Baer, Sylvia
Note Date *	10/08/2025
Associated Form ID#	1234
Note Type *	Quarterly Monitoring/Supervisor Review
Note Sub-Type	
Description	CAP ID #
Note	Advise Supervisor to review CAP, NNC and other documents
Status *	Pending
Date Completed	

[Add Attachment](#)

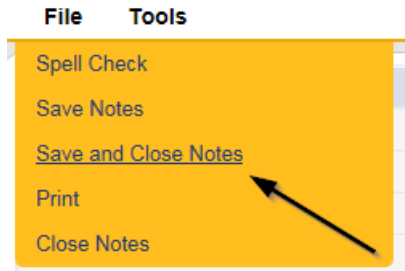
Attachments Grid			
Document	Description	Category	Action
There are no attachments to display			

Note Recipients

Add Note Recipient: [Lookup](#) [Clear](#)

Note Recipients Grid				
Name	Date Sent	Date Read	Status	Date Signed

6. When finished, click **File > Save and Close Notes**



As Needed: Supervisor Approval



The Supervisor will get notification of the note via their My Dashboard. If no changes are necessary, they will then review the ADT Quarterly Monitoring Tool form, marking it complete. If there were violations found, the supervisor will also review the CAP record, and the NNC. If all monitoring documentation meets expectations, the supervisor will document their approval by updating the existing note. If not approved, proceed to [Further Documentation Required](#)

1. Set "Role" = Region QA Workstream Lead or Worker, then click **Go**.

Two screenshots of a web form. The first shows a dropdown menu for 'Role' with 'Region QA Workstream Lead' selected, and a 'GO' button next to it. The second shows the same dropdown menu with 'Region QA Workstream Worker' selected, and a 'GO' button next to it. Arrows point to the 'GO' buttons in both images.

2. Navigate to the **My Dashboard > Providers > Notes > Pending** and click the hyperlink for the Pending notes.

A screenshot of a web application's 'My Dashboard' navigation menu. The 'MY DASHBOARD' tab is selected. Under the 'PROVIDERS' section, the 'Notes' link is selected, showing a list of 'Complete' (3) and 'Pending' (11) notes. An arrow points to the 'Pending' link.

3. Select the **Note Type = Quarterly Monitoring/Supervisor Review** and select the pending record via the hyperlink.

A screenshot of a web application's search filters and results table. The filters show 'Status' set to 'Equal To' and 'Pending'. The results table shows a single record for 'Test Provider' with 'Note Type' 'Monthly Monitoring/Supervisor Review' and 'Note Date' '09/22/2023'. An arrow points to the 'Note Type' column.

4. If this is a Supervisor Approval that required Further Documentation and it was provided, but still does not meet requirements, repeat the [Further Documentation Required](#) section.
5. If this is a Supervisor Approval that does not require further documentation or further documentation was required and has been received, in the existing Note record, update the following fields:
 - a. "Associated Form ID#" = Enter Form ID# if applicable
 - b. "Note Type" = Update to Quarterly Monitoring/Supervisor Approval
 - c. "Description" =
 - i. If this is a Supervisor Approval and Further Documentation is NOT required, no updates.
 - ii. If this is a Supervisor Approval that required Further Documentation, which has now been provided, update to ***Further Documentation Provided – CAP ID #***

File Tools

Notes

An asterisk (*) indicates a required field

Notes Details

Division *	APD ▼
Note By *	Walsh, Kimberly
Note Date *	10/07/2025
Associated Form ID#	1234
Note Type *	Quarterly Monitoring/Supervisor Approval ▼
Note Sub-Type	▼
Description	Further Documentation Provided CAP ID #

- d. "Note" = Enter Notes
- e. "Status" = Update to Complete
- f. Click the **Lookup** button on the "Add Note Recipient" to add the [Region QA Worker/ADT Licensing and Monitoring Specialist](#) as the Note Recipient
- g. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note.

Notes Details

Division *	APD
Note By *	Walsh, Kimberly
Note Date *	10/07/2025
Associated Form ID#	1234
Note Type *	Quarterly Monitoring/Supervisor Approval
Note Sub-Type	
Description	Further Documentation Provided CAP ID #

Note

New Text

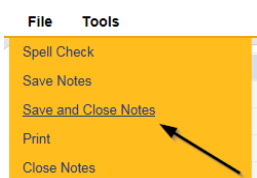
Append Text to Note

Status *

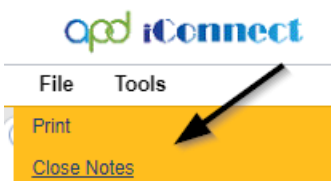
Date Completed

10/08/2025

6. When finished, click **File > Save and Close Notes**



7. Select **File > Close Notes**



8. Navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click **Go**.



9. Navigate to the **Providers > Forms** tab and enter the Search criteria as **Form Name = ADT Quarterly Monitoring Tool**, then click **Search** and select the form via the hyperlink on the record

ADT Record Name (24781)

Workers Services Provider ID Numbers **Contracts** Beds Linked Providers Conditions Service Area Admin Action

Providers Divisions EVV Activities **Forms** Enrollments Authorizations Notes Credentials EVV Scheduling CA

Filters

Form Name Equal To ADT Quarterly Monitoring Tool AND

Division +

Search Reset

1 Providers Forms record(s) returned - now viewing 1 through 1

Division	Form ID	Form Name	Review	Review Date
APD	28038	ADT Quarterly Monitoring Tool	Quarterly	06/17/2025

10. Update the **Status = Complete** and click **OK** on the pop-up message box

ADT Quarterly Monitoring Tool

An asterisk (*) indicates a required field

Provider Assessment

Division * APD Worker * Baer, Sylvia Lookup Clear Detail

Review * Quarterly Status * Complete

Review Date * 06/17/2025 Approved By Baer, Sylvia Details

Approved Date 06/18/2025

Message from webpage

By changing the status of this record, all required fields must be completed before the record can be saved. Do you want to

OK Cancel

11. When finished, select **File > Save and Close Forms**

File

- History
- Duplicate Assessment
- Spell Check
- Save Forms
- Delete Forms
- Save and Add Another Forms
- Save and Close Forms**

As Needed: Service Provider NNC Notification



The ADT Licensing and Monitoring Specialist (Region QA Workstream Worker) will get notification of the Supervisor Approval via the note on their My Dashboard. They will attach the NNC to a new note to notify the Service Provider.

1. Set "Role" = Region QA Workstream Worker, then click **Go**

Role
Region QA Workstream Worker [v] GO

2. Navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click **Go**.

Quick Search
ADT Record Name Providers Provider Name GO [v]
MY DASHBOARD CONSUMERS **PROVIDERS** REPORTS

3. The Provider's record will display. Navigate to the **Providers > Notes** tab

MY DASHBOARD CONSUMERS **PROVIDERS** REPORTS
ADT Record Name (24781)
Workers Services Provider ID Numbers Contracts Beds Linked Providers Conditions Service Area Admin Actions Facility Management
Providers Divisions EVV Activities Forms Enrollments Authorizations **Notes** Credentials EVV Scheduling CAP Appointments
Filters

4. Click **File > Add Notes**

File Reports
Add New Provider Search
Add Notes
Print

5. In the new Note record, update the following fields:
 - a. "Division" = APD
 - b. "Associated Form ID#" = Enter Form ID# if applicable

- c. "Note Type" = Monitoring
- d. "Note Subtype" = NNC Notification
- e. "Description" = NNC Notification – CAP ID#
- f. "Note" = Enter notes
- g. "Status" = Complete
- h. Click "Add Attachment" and search for the copy of the *Notice of Non-Compliance report* on the user's device. Click **Upload**
- i. Click the **Lookup** button on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient
- j. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note

An asterisk (*) indicates a required field

Notes Details

Division *

Note By *

Note Date *

Associated Form ID#

Note Type *

Note Sub-Type

Description

Note

Notes

Status *

Date Completed

Attachments

[Add Attachment](#)

Attachments Grid

Document	Description	Category	Action
There are no attachments to display			

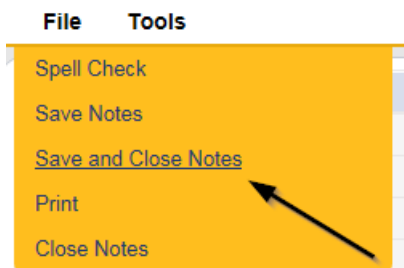
Note Recipients

Add Note Recipient:

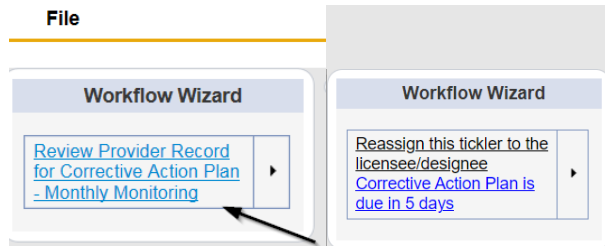
Note Recipients Grid

Name	Date Sent	Date Read	Status	Date Signed
------	-----------	-----------	--------	-------------

6. When finished, click **File > Save and Close Notes**



7. Upon saving the note, multiple Workflow Wizards are triggered with reminder ticklers.



8. Tickler - “Reassign this tickler to the licensee/designee. Corrective Action Plan is due in 5 days” From the tickler flyout menu, the ADT Licensing and Monitoring Specialist should reassign this tickler to the licensee/designee.
9. Tickler – “Review Provider Record for Corrective Action Plan – Monthly Monitoring” This is a reminder for the ADT Licensing and Monitoring Specialist to check that the provider has submitted their CAP.
 - a. Due on the **15th** calendar day from the “Monthly Monitoring/NNC Notification” Complete note

As Needed: Submit CAP



The Service Provider will receive the NNC Notification note on My Dashboard. They will then update the CAP item(s) by describing the action taken to correct the identified site visit violations. When finished, the Service Provider will send a note to advise of the revisions and attach any supporting documents.

1. Set “Role” = Service Provider then click **Go**.

2. Search for the Facility’s Provider record using the Quick Search. Navigate to the **Providers > CAP** tab

3. Select the appropriate CAP record via the hyperlink

ADT Record Name (24781)

Workers Services Provider ID Numbers Beds Linked Providers Service Area

Providers **CAP** EVV Activities EVV Scheduling Forms Contracts Enrollments Authorizations Notes Appointments Credentials

Filters

CAP ID

Search Reset

8 Providers CAP record(s) returned - now viewing 1 through 8

CAP ID	QIO Report Number	CAP Type	Date Provider Notified	CAP Due Date	Status	Number of Alerts	Number of Items	Licensing Worker	QA Workstream
121		Notice of Non-Compliance	08/01/2023	08/15/2023	Pending		1	Reed, Monica	
113		Plan of Remediation	07/20/2023		Pending		1	Reed, Monica	
114		Plan of Remediation	07/03/2023	08/03/2023	Pending		0	Reed, Monica	

4. Click the **Items** link on the left-hand navigation menu

File Reports

CAP

Items

CAP

CAP ID 86

CAP Type Notice of Non-Compliance

Date of CAP 04/01/2023

Associated Form ID#

Date Provider Notified 04/03/2023

CAP Due Date 05/12/2023

Status Pending

B I U 16px A

5. Select the Item to update via the hyperlink in the list view grid

File Word Merge

CAP

Items

Filters

Item ID

Search Reset

1 Providers Items record(s) returned - now viewing 1 through 1

Item ID	QIO Category	Remediation Type	Standard Not Met	Item Status	Due Date	Complete Date	Worker	Action Type	Corrective Action Required
138		Licensing	2.01(1)	Pending	06/30/2023		Reed, Monica	Licensing	Corrective Action Required

6. In the Item Detail, update the following fields:

- "Correction Action Required" = Enter steps taken to address the deficiency, then click **Append Text to Note**

Item

Summary

Item ID 138

Item Number

Action Type Licensing

Type of Site Visit Remedial Monitoring

Disciplinary Source Monitoring Unit

Remediation Type Licensing

Employees Involved

Standard Not Met Description ADMINISTRATION: Each foster care facility shall designate a

Comments

Item Status Pending

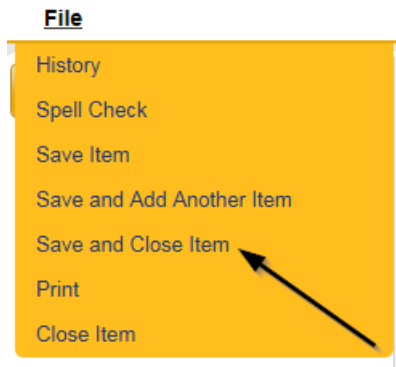
Due Date 06/30/2023

Provider Worker Reed, Monica

Corrective Action Required

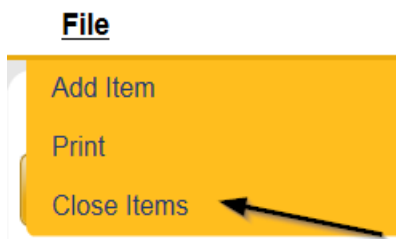
Append Text to Note

7. When finished, click **File > Save and Close Item**



Repeat steps 4 – 7 for each item that has had deficiencies addressed by the Service Provider. Leave all Item statuses in “Pending”

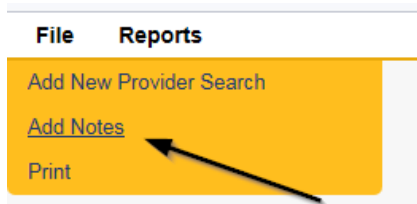
8. Click **File > Close Items**



9. Navigate to the **Providers > Notes** tab



10. Click **File > Add Notes**



11. In the new Note record, update the following fields:

- a. "Division" = APD

- b. "Note Type" = Monitoring
- c. "Note Subtype" = CAP Submitted
- d. "Description" = CAP Submitted – CAP ID#
- e. "Note" = Enter notes for details of supporting documentation
- f. "Status" = Complete
- g. Click **"Add Attachment"** and attach an individual copy of each Supporting Document on the user's device. Click **Upload**
- h. Click the **Lookup** button on the "Add Note Recipient" to add the *ADT Licensing and Monitoring Specialist (Region QA Workstream Worker)* as the Note Recipient
- i. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note

oqo iConnect ADT Record Name 10/9/2025 10:25 AM

File Tools

An asterisk (*) indicates a required field

Notes Details

Division *

Note By *

Note Date *

Note Type *

Note Sub-Type

Description

Note

Status *

Date Completed

Attachments

[Add Attachment](#)

Attachments Grid

Document	Description	Category	Action
There are no attachments to display			

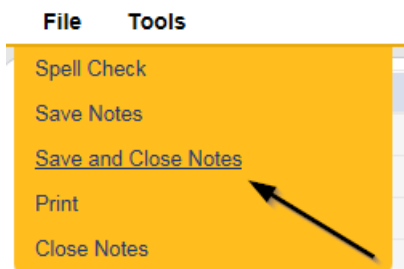
Note Recipients

Add Note Recipient:

Note Recipients Grid

Name	Date Sent	Date Read	Status	Date Signed
------	-----------	-----------	--------	-------------

12. When finished click **File > Save and Close Notes**



As Needed: CAP Accepted



The ADT Licensing and Monitoring Specialist will receive notification of the CAP Submitted note on My Dashboard. The ADT Licensing and Monitoring Specialist will review the CAP Items and all documentation to determine if the CAP is accepted. If all items are complete then proceed, otherwise, proceed to [CAP Rejected Note](#).

1. Set “Role” = Region QA Workstream Worker then click **Go**.

A screenshot of a web form showing a dropdown menu for 'Role'. The selected option is 'Region QA Workstream Worker'. To the right of the dropdown is a grey button labeled 'GO'. An arrow points from the text 'click Go' in the instruction to the 'GO' button.

2. Navigate to the **Providers** chapter and enter the Provider’s Facility name in the Quick Search filter and click **Go**.

A screenshot of the 'Providers' chapter interface. At the top, there is a 'Quick Search' section with a text input field labeled 'ADT Record Name', a dropdown menu for 'Providers', and another dropdown menu for 'Provider Name'. A grey 'GO' button is to the right. Below this is a navigation bar with tabs: 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS' (which is highlighted), and 'REPORTS'. An arrow points from the instruction 'enter the Provider’s Facility name' to the 'Provider Name' dropdown.

3. Navigate to the **Providers > Notes** tab

A screenshot of the 'Providers > Notes' tab. The 'PROVIDERS' tab is selected in the top navigation bar. Below it, there is a search bar for 'ADT Record Name (24781)'. A grid of tabs is displayed, including 'Workers', 'Services', 'Provider ID Numbers', 'Contracts', 'Beds', 'Linked Providers', 'Conditions', 'Service Area', 'Admin Actions', 'Facility Management', 'Providers', 'Divisions', 'CAP', 'EVV Scheduling', 'EVV Activities', 'Forms', 'Enrollments', 'Authorizations', 'Notes' (which is highlighted), 'Credentials', and 'Appointments'. A filter section on the left shows 'Note Date' with a dropdown and a plus icon. An arrow points from the instruction 'Navigate to the Providers > Notes tab' to the 'Notes' tab.

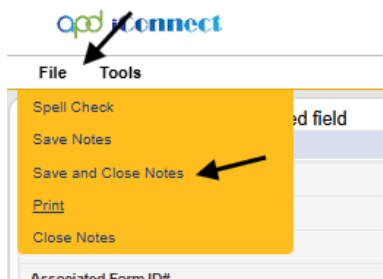
4. Click **File > Add Notes**

A screenshot of a 'File' menu. The menu is open, showing options: 'Add New Provider Search', 'Add Notes' (which is highlighted with a blue underline), and 'Print'. An arrow points from the instruction 'Click File > Add Notes' to the 'Add Notes' option.

5. In the new Note record, update the following fields:
 - a. “Associated Form ID#” = Enter Form ID# if applicable
 - b. “Note Type” = Monitoring

- c. "Note Subtype" = CAP Accepted
- d. "Description" = CAP Accepted – CAP ID#
- e. "Note" = Enter Notes
- f. "Status" = Complete
- g. Click the **Lookup** button on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient
- h. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note.

6. File > Save and Close Notes



- 7. The Provider's facility record will display. Navigate to the **Providers > CAP** tab

ADT Record Name (24781)

Workers Services Provider ID Numbers Beds Linked Providers Service Area

Providers **CAP** EVV Activities EVV Scheduling Forms Contracts Enrollments Authorizations Notes Appointments Credentials

Filters

CAP ID

Search Reset

8. Select the appropriate CAP record via the hyperlink

ADT Record Name (24781)

Workers Services Provider ID Numbers Beds Linked Providers Service Area

Providers **CAP** EVV Activities EVV Scheduling Forms Contracts Enrollments Authorizations Notes Appointments Credentials

Filters

CAP ID

Search Reset

8 Providers CAP record(s) returned - now viewing 1 through 3

CAP ID	QIO Report Number	CAP Type	Date Provider Notified	CAP Due Date	Status	Number of Alerts	Number of Items	Licensing Worker	QA Workstream
121		Notice of Non-Compliance	08/01/2023	08/15/2023	Pending		1	Reed, Monica	
113		Plan of Remediation	07/29/2023		Pending		1		Reed, Monica
114		Plan of Remediation	07/03/2023	08/03/2023	Pending		0		Reed, Monica

9. Click the **Items** link on the left-hand navigation menu

File Reports

CAP

Items

CAP

CAP ID 86

CAP Type Notice of Non-Compliance

Date of CAP 04/01/2023

Associated Form ID#

Date Provider Notified 04/03/2023

CAP Due Date 05/12/2023

Status Pending

Comments

Date Submitted by Provider

Date Verified Complete by APD Staff

Licensing Worker Reed, Monica

10. Select an individual Item via the hyperlink in the list view grid

File

CAP

Items

Filters

Item Number

Search Reset

2 Items record(s) returned - now viewing 1 through 2

Item Number	QIO Category	Remediation Type	Standard Not Met	Item Status	Due Date	Complete Date	Worker
	Licensing		1	Pending	02/23/2018		
	Licensing			Pending			

11. Update the following fields on the Item Details page:

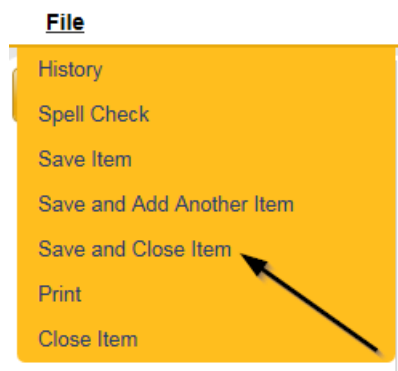
a. "Item Status" = Update to Complete

- b. "Complete Date" = Enter Date
- c. "Evidence of Completion" = Enter text and then click **Append Text to Note**



Repeat steps 9 – 11 for each item that is complete in the CAP record.

12. When finished, click **File > Save and Close Item**



If ALL items are complete for the CAP record, then proceed to close the CAP record.

NOTE: CAP record must remain in a Pending status until all items are completed or rejected.

13. Click **CAP** on the left-hand navigation menu

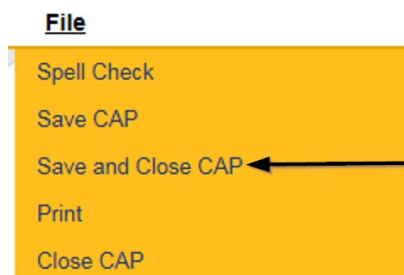


14. Update the following fields on the CAP Details Page:

- a. "Status" = Update to Complete
- b. "Date Submitted by Provider" = Enter CAP Submitted Note Date
- c. "Date Verified Complete by APD Staff" = Enter Date

The image shows a form titled 'CAP' with several fields. The 'Status' field is set to 'Complete' and has an arrow pointing to it. The 'Date Submitted by Provider' field is set to '08/29/2023' and has an arrow pointing to it. The 'Date Verified Complete by APD Staff' field is set to '08/30/2023' and has an arrow pointing to it. There is also a 'Comments' section with a text area and a toolbar.

15. When finished, select **File > Save and Close CAP**



As Needed: Further Documentation Required



If further documentation is required, the Supervisor will update the existing Quarterly Monitoring/Supervisor Review note and send it back to the ADT Licensing and Monitoring Specialist.

1. Set "Role" = Region QA Workstream Lead, then click **Go**.
2. Navigate to the **My Dashboard > Providers > Notes > Pending** and click the hyperlink for the Pending notes.

MY DASHBOARD	CONSUMERS	PROVIDERS	INCIDENTS	CLAIMS	SCHEDULE
CONSUMERS					
INCIDENTS					
PROVIDERS					
Notes					
Complete 3					
Pending 11					

3. Select the **Note Type = Quarterly Monitoring/Supervisor Review** and select the pending record via the hyperlink.

Filters: Status: Pending, Note Type: Quarterly Monitoring/Supervisor Review

Provider	Note Type	Note Date	Description	Author	Status
Test Provider	Monthly Monitoring/Supervisor Review	09/22/2023	Monthly Monitoring/Supervisor Review	Reed, Monica	Pending

4. In the existing Note record, update the following fields:
 - a. "Division" = APD
 - b. "Associated Form ID#" = Enter Form ID# if applicable
 - c. "Note Type" = Quarterly Monitoring/Supervisor Review
 - d. "Description" = Update to Further Documentation Required – CAP ID#
 - e. "Note" = Enter notes as to what documentation is needed. Click **Append Text to Note**.
 - f. "Status" = Leave as Pending
 - g. Click the **Lookup** button on the "Add Note Recipient" to add an additional recipient – *ADT Licensing and Monitoring Specialist (Region QA Workstream Worker)*

Notes Details

Division *

Note By *

Note Date *

Associated Form ID#

Note Type *

Note Sub-Type

Description

Note

Status *

Date Completed

Attachments

[Add Attachment](#)

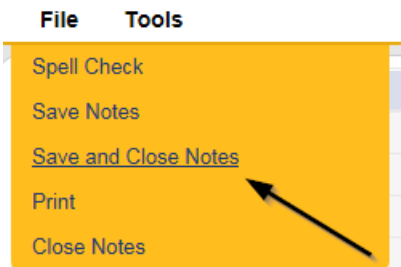
Attachments Grid

Document	Description	Category
There are no attachments to display		

Note Recipients

Add Note Recipient:

5. When finished click **File > Save and Close Notes**



As Needed: Requested Information

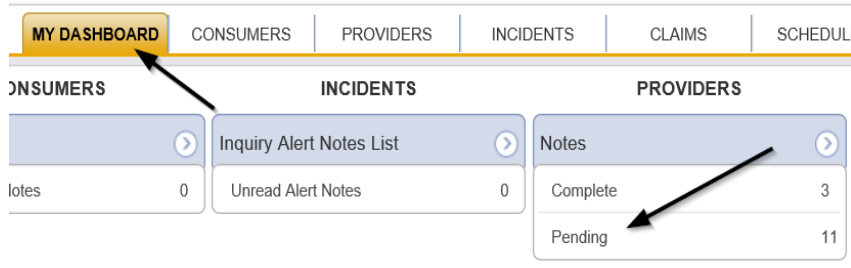


The ADT Licensing and Monitoring Specialist (Region QA Workstream Worker) will receive notification of the Further Documentation Required Note and make the necessary corrections/revisions to the CAP items records. If applicable, regenerate the NNC and attach to existing pending note.

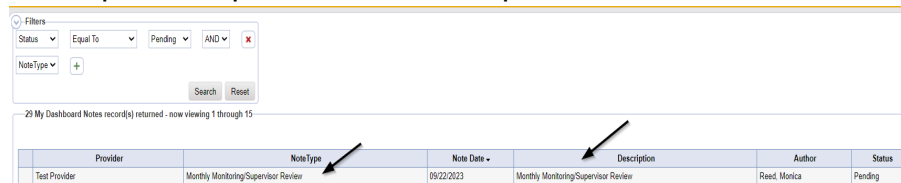
1. Set "Role" = QA Workstream Worker then click **Go**.

Role

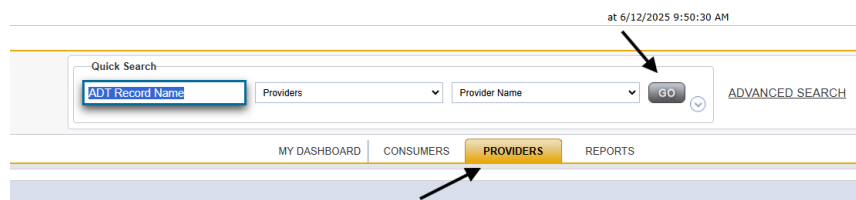
2. Navigate to the **My Dashboard > Providers > Notes > Pending** and click the hyperlink for the Pending notes.



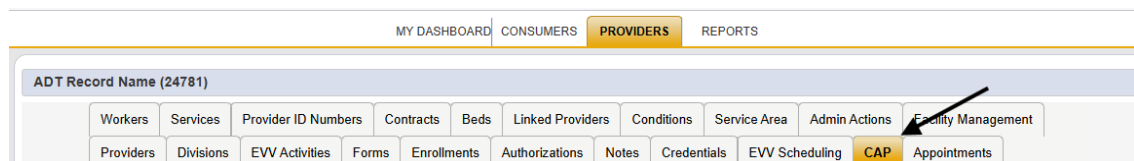
3. Select the **Note Type = Quarterly Monitoring/Supervisor Review** and select the pending record via the hyperlink. Review the note for the requested updates from the Supervisor.



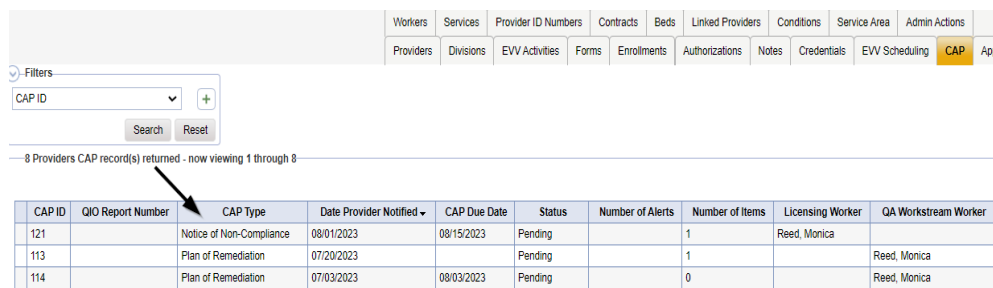
4. To update the items in the CAP, navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click **Go**.



5. The Provider's record will display. Navigate to the **Providers > CAP** tab



6. Select the appropriate CAP record via the hyperlink



- Click the **Items** link on the left-hand navigation menu

File Reports

CAP

Items

CAP ID: 123

CAP Type: Notice of Non-Compliance

Date of CAP: 09/25/2023

Associated Form ID#: 502

Date Provider Notified: 09/25/2023

CAP Due Date: 10/10/2023

Status: Pending

Comments

Date Submitted by Provider

Date Verified Complete by APD Staff

- Select an Item via the hyperlink in the list view grid

File

CAP

Items

Filters

Item Number

Search Reset

2 Items record(s) returned - now viewing 1 through 2

Item Number	QIO Category	Remediation Type	Standard Not Met	Item Status	Due Date	Complete Date	Worker
		Licensing	1	Pending	02/23/2018		
		Licensing		Pending			

- Enter the Corrective Action Required information and click **Append Text to Note**

Remediation Type: Licensing

Employee Involved:

Standard Not Met Description: 1 Complete and signed Participant/Representative Agreement

Comments:

Item Status: Pending

Due Date: 02/23/2018

Complete Date:

Worker:

Corrective Action Required:

The January 2019 support plan for Suzy Doe must be placed in her file.

New Text:

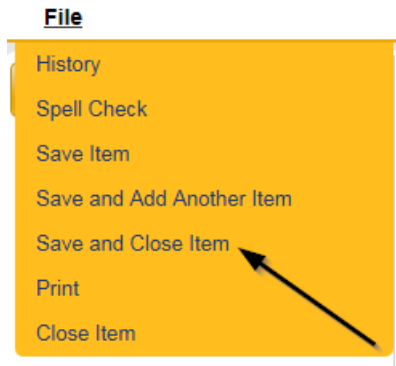
Append Text to Note



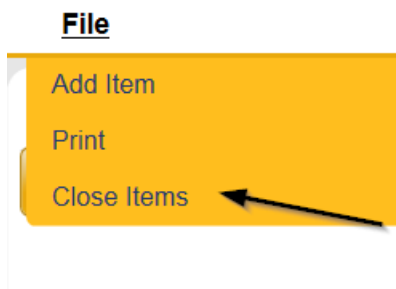
If the Supervisor does not agree with a violation added by the ADT Licensing and Monitoring Specialist, he/she may ask for it to be removed. The Item Status should be changed to

Complete, and a Comment added that it was removed per the Supervisor's instruction.

10. When finished, click **File > Save and Close Item**



11. Click **File > Close Items**



12. If changes are made to the CAP Items, a new NNC needs to be generated. Complete the steps in the [As Needed: Generate NNC](#) section of this manual. Save the new NNC to your device.

13. Return to the existing Monthly Monitoring/Supervisor Review note record from **My Dashboard > Provider > Notes** or the **Provider > Notes** tab. Update the following fields:

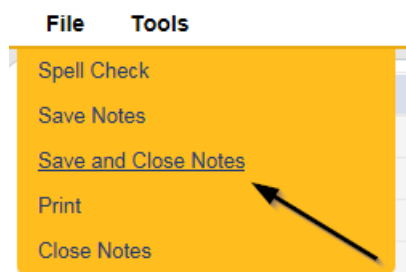
- a. "Division" = APD
- b. "Note Type" = Leave as Quarterly Monitoring/Supervisor Review
- c. "Description" = Change to Further Documentation Provided – CAP ID #
- d. "Note" = Enter notes as to what corrections/revisions have been made and what attachments have been provided
- e. "Status" = Leave as Pending
- f. Click "Add Attachment" and search for the copy of NEW NNC on the user's device. Click Upload.

- g. Click “Remove” to delete the original NNC from the note. Only the most recent version needs to be attached.
- h. Click the **Lookup** button on the "Add Note Recipient" to add an additional recipient – [QA Workstream Lead](#)

The screenshot shows the 'Notes Details' form. Arrows point to the following fields and elements:

- Division ***: Dropdown menu showing 'APD'.
- Note By ***: Dropdown menu showing 'Baer, Sylvia'.
- Note Date ***: Date field showing '10/09/2025'.
- Associated Form ID#**: Text field showing '123'.
- Note Type ***: Dropdown menu showing 'Quarterly Monitoring/Supervisor Review'.
- Note Sub-Type**: Dropdown menu showing a selected option.
- Description**: Text area with placeholder 'Further Documentation Provided- CAP ID#'.
- Note**: Large text area for the note content.
- Status ***: Dropdown menu showing 'Pending'.
- Date Completed**: Empty date field.
- Add Attachment**: Link to add attachments.
- Attachments Grid**: Table with columns 'Document', 'Description', and 'Category'. It shows 'There are no attachments to display'.
- Note Recipients**: Section with 'Add Note Recipient:' text, an input field, and 'Lookup' and 'Clear' buttons.

14. When finished click **File > Save and Close Notes**



If all corrective actions are completed, proceed back to [Supervisor Approval](#).

As Needed: CAP Rejected Note



If all corrective actions are not completed, the ADT Licensing and Monitoring Specialist will create a note to advise the Provider of the outstanding items along with updating the CAP items to Rejected. The ADT Licensing and Monitoring Specialist can use the [Provider CAP Report](#) to track the items that have been rejected and require follow up.

1. Set “Role” = Region QA Workstream Worker then click **Go**.

A screenshot of a web form showing a dropdown menu for 'Role'. The selected option is 'Region QA Workstream Worker'. To the right of the dropdown is a grey button labeled 'GO'. An arrow points to the 'GO' button.

2. Navigate to the **Providers** chapter and enter the Provider’s Facility name in the Quick Search filter and click **Go**.

A screenshot of the 'Providers' chapter search interface. At the top right, it says 'at 6/12/2025 9:50:30 AM'. Below this is a 'Quick Search' section with a text input field containing 'ADT Record Name', a dropdown menu set to 'Providers', and another dropdown menu for 'Provider Name'. To the right of these is a 'GO' button. An arrow points to the 'GO' button. Below the search section is a navigation bar with tabs: 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS' (which is highlighted), and 'REPORTS'. An arrow points to the 'PROVIDERS' tab.

3. The Provider’s record will display. Navigate to the **Providers > Notes** tab

A screenshot of the Provider record navigation area. It shows the same 'Quick Search' section as the previous screenshot. Below it is a navigation bar with tabs: 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS' (highlighted), and 'REPORTS'. Below the 'PROVIDERS' tab is a sub-navigation bar with various tabs: 'Workers', 'Services', 'Provider ID Numbers', 'Contracts', 'Beds', 'Linked Providers', 'Conditions', 'Service Area', 'Admin Actions', 'Facility Management', 'Providers', 'Divisions', 'EVV Activities', 'Forms', 'Enrollments', 'Authorizations', 'Notes' (highlighted), 'Credentials', 'EVV Scheduling', 'CAP', and 'Appointments'. An arrow points to the 'Notes' tab.

4. Click **File > Add Notes**

A screenshot of a menu with two main sections: 'File' and 'Reports'. Under the 'File' section, there are three items: 'Add New Provider Search', 'Add Notes' (which is highlighted with a yellow background), and 'Print'. An arrow points to the 'Add Notes' item.

5. In the new Note record, update the following fields:
 - a. "Division" = APD
 - b. "Associated Form ID#" = Enter Form ID# if applicable
 - c. "Note Type" = Monitoring
 - d. "Note Subtype" = CAP Rejected
 - e. "Description" = CAP Rejected – CAP ID #
 - f. "Note" = Enter notes as to why the CAP is being rejected and what is lacking per Rule 65G – 2.004(2).
 - g. "Status" = Pending
 - h. Click the **Lookup** button on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient
 - i. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note

All asterisk (*) indicates a required field

Notes Details

Division *	APD
Note By *	Baer, Sylvia
Note Date *	10/09/2025
Associated Form ID#	123
Note Type *	Monitoring
Note Sub-Type	CAP Rejected
Description	CAP Rejected- CAP ID#
Note	Enter notes as to why the CAP is being rejected and what is lacking per 65G – 2.004(2)
Status *	Pending
Date Completed	

Attachments

[Add Attachment](#)

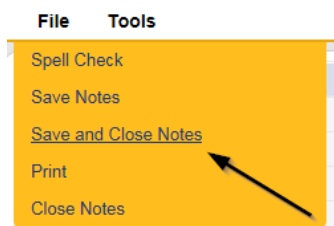
Attachments Grid

Document	Description	Category
There are no attachments to display		

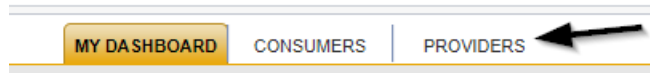
Note Recipients

Add Note Recipient:

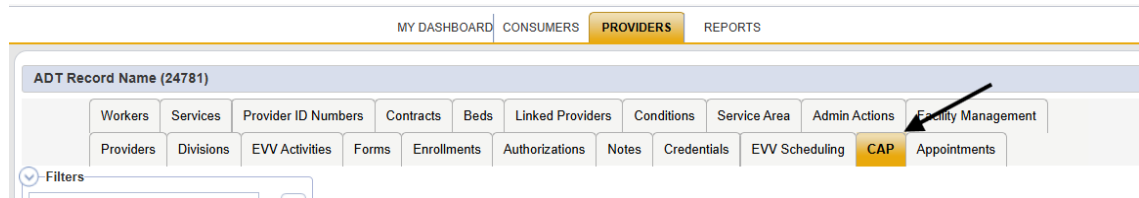
6. When finished click **File > Save and Close Notes**



7. Navigate to the Provider's Chapter



8. The Provider's record will display. Navigate to the **Providers > CAP** tab



9. Select the appropriate CAP record via the hyperlink

CAP ID	QIO Report Number	Date Provider Notified	Status	Number of Alerts	Number of Items	Licensing Worker
71		07/09/2018	Pending		1	Richardson, Regina

10. Click the **Items** link on the left-hand navigation menu

11. Select an individual Item via the hyperlink in the list view grid that has not been completed

File

CAP

Items

Filters

Item Number

Search

Reset

2 Items record(s) returned - now viewing 1 through 2

Item Number	QIO Category	Remediation Type	Standard Not Met	Item Status	Due Date	Complete Date	Worker
		Licensing	1	Pending	02/23/2018		
		Licensing		Pending			

12. In the Item record, update the following fields:

- "Item Status" = CAP Rejected

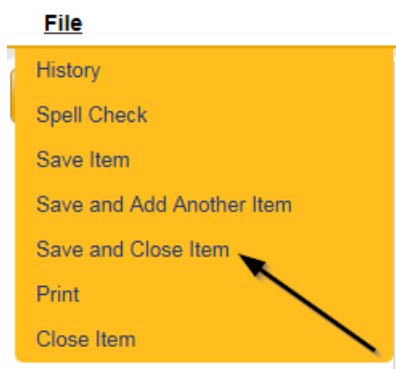
- b. "Corrective Action Required" = Enter notes on what is rejected and what needs to be done to resolve the deficiency

The screenshot shows a web-based form for entering CAP (Corrective Action Plan) records. The form is divided into several sections with labels on the left and input fields on the right. The labels are: Discovery Source, Remediation Type, Employee Involved, Standard Not Met Description, Comments, Item Status, Due Date, Provider Worker, Corrective Action Required, and Evidence of Completion. The input fields include dropdown menus for Discovery Source and Remediation Type, a text box for Employee Involved, a text box for Standard Not Met Description with a 'Clear' button, a text box for Comments with a 'New Text' button and an 'Append Text to Note' button, a dropdown menu for Item Status, a date picker for Due Date, a text box for Provider Worker with 'Lookup', 'Clear', and 'Details' buttons, a text box for Corrective Action Required with a 'New Text' button and an 'Append Text to Note' button, and a text box for Evidence of Completion with a 'New Text' button and an 'Append Text to Note' button. Arrows point to the 'Item Status' and 'Corrective Action Required' fields.



Repeat steps 11 – 12 for each item that needs to be rejected in the CAP record.

13. When finished, click **File > Save and Close Item**



As Needed: CAP Revised



The Service Provider will review the CAP Rejected Note and make the necessary revisions to the CAP item record(s). Once the CAP Items have been updated, they will update the existing note to advise the ADT Licensing and Monitoring Specialist that the revisions have been made.

1. Set “Role” = Service Provider then click **Go**.

Role
Service Provider
GO

2. Navigate to the **Providers** chapter and enter the Provider’s Facility name in the Quick Search filter and click **Go**.

File
Quick Search
ADT Record Name
Providers
Provider Name
GO
ADVANCED SEARCH
MY DASHBOARD CONSUMERS PROVIDERS

2. Navigate to the **Providers > CAP** tab

ADT Record Name (24781)
Workers Services Provider ID Numbers Contracts Beds Linked Providers Conditions Service Area Admin Actions Facility Management
Providers Divisions EVV Activities Forms Enrollments Authorizations Notes Credentials EVV Scheduling **CAP** Appointments
Filters
CAP ID

3. Select the appropriate CAP record via the hyperlink

— 1 CAP record(s) returned - now viewing 1 through 1 —

CAP ID	QIO Report Number	Date Provider Notified	Status	Number of Alerts	Number of Items	Licensing Worker
71		07/09/2018	Pending		1	Richardson, Regina

4. Click the **Items** link on the left-hand navigation menu

CAP
Items
CAP
CAP ID 122
CAP Type Notice of Non-Compliance
Date of CAP 09/01/2023
Associated Form ID#
Date Provider Notified 09/01/2023
CAP Due Date 09/30/2023
Status Pending
Comments
Enter Comments

5. Select an Item via the hyperlink in the list view grid

File

CAP

Items

Filters

Item Number

Search Reset

2 Items record(s) returned - now viewing 1 through 2

Item Number	QIO Category	Remediation Type	Standard Not Met	Item Status	Due Date	Complete Date	Worker
		Licensing	1	Pending	02/23/2018		
		Licensing		Pending			

6. Enter the Corrective Action Required information and click **Append Text to Note**

Remediation Type: Licensing

Employee Involved: Lisa Smith

Comments: Enter the full description of the violation (i.e. Resident J.A. did not receive Serenquel as prescribed on 8/1/2018)

Item Status: CAP Rejected

Due Date: 09/16/2023

Provider Worker: Reed, Monica

Corrective Action Required: Enter information regarding the violation that the provider must submit. The Provider will then append with the information.

Append Text to Note

7. When finished, click File > **Save and Close Item**

File

- History
- Spell Check
- Save Item
- Save and Add Another Item
- Save and Close Item
- Print
- Close Item

8. Click **File > Close Items**

File

- Add Item
- Print
- Close Items

9. Navigate to the **My Dashboard > Providers > Notes > Pending** and click the hyperlink for the Pending notes.

MY DASHBOARD		CONSUMERS	PROVIDERS
PROVIDERS			
Notes			
Complete	59		
Draft	1		
Pending	29		

10. Select the **Note Type = Monitoring** and **Note Subtype = CAP Rejected** and select the pending record via the hyperlink.

Filters

Status

Equal To

Pending

AND

X

Status

+

Search

Reset

15 My Dashboard Notes record(s) returned - now viewing 1 through 15

Provider	NoteType	Note Date	Description	Author	Status
Test Provider	Monthly Monitoring	09/23/2023	CAP Rejected	Reed, Monica	Pending

11. In the existing Note record, update the following fields:
- "Associated Form ID#" = Enter Form ID# if applicable
 - "Note Type" = Leave as Monitoring
 - "Note Subtype" = Update to CAP Revised
 - "Description" = Update to CAP Revised – CAP ID #
 - "Note" = Enter Notes as to what corrections were made
 - "Status" = Update to Complete
 - Click **"Add Attachment"** and search for the copy of supporting documents on the user's device. Click **Upload**
 - Click the **Lookup** button on the "Add Note Recipient" to add the **ADT Licensing and Monitoring Specialist** as the Note Recipient
 - Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note.

Notes Details

Division *

Note By *

Note Date *

Note Type *

Note Sub-Type

Description

Note

On 10/9/2025 at 11:06 AM, Sylvia Provider wrote:
Enter details
On 10/9/2025 at 11:07 AM, Sylvia Provider wrote:
Additional Details

New Text

B *I* U 16px **A**

Append Text to Note

Status *

Date Completed

Attachments

[Add Attachment](#)

Attachments Grid

Document	Description	Category
There are no attachments to display		

Note Recipients

Add Note Recipient:

12. When finished, click **File > Save and Close Notes**



Proceed to [CAP Accepted](#)

As Needed: CAP Missed Due Dates



If after receiving the Reminder tickler that the CAP is due after 15 calendar days, the ADT Licensing and Monitoring Specialist identifies that the due dates have been missed, they will notify the Service Provider via a note. The Service Provider will then have an additional 10 days to resubmit an amended CAP. The ADT Licensing and Monitoring Specialist can also use the [Provider CAP Report](#) to track the Item due dates.

1. Set "Role" = Region QA Workstream Worker, then click **Go**

A screenshot of a web form showing a dropdown menu for "Role" with "Region QA Workstream Worker" selected. A black arrow points to the "GO" button next to the dropdown.

3. Navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click **Go**.

A screenshot of the "Quick Search" bar with "ADT Record Name" in the first field, "Providers" in the second dropdown, and "Provider Name" in the third dropdown. A black arrow points to the "GO" button. Below the search bar are navigation tabs: "MY DASHBOARD", "CONSUMERS", "PROVIDERS" (highlighted), and "REPORTS". Another black arrow points to the "PROVIDERS" tab.

3. The Provider's record will display. Navigate to the **Providers > Notes** tab

A screenshot of the "ADT Record Name (24781)" record page. It shows a grid of tabs for various record sections. The "Notes" tab is highlighted with a black arrow. Other tabs include "Workers", "Services", "Provider ID Numbers", "Contracts", "Beds", "Linked Providers", "Conditions", "Service Area", "Admin Actions", "Facility Management", "Providers", "Divisions", "EVV Activities", "Forms", "Enrollments", "Authorizations", "Credentials", "EVV Scheduling", "CAP", and "Appointments".

4. Click **File > Add Notes**

A screenshot of the "File" menu. It contains three options: "Add New Provider Search", "Add Notes" (highlighted with a black arrow), and "Print". The "Reports" tab is also visible at the top.

5. In the new Note record, update the following fields:
 - a. "Division" = APD
 - b. "Associated Form ID#" = Enter Form ID# if applicable

- c. "Note Type" = Monitoring
- d. "Note Subtype" = CAP Missed Due Dates
- e. "Description" = CAP Missed Due Dates – CAP ID#
- f. "Note" = Enter notes to advise of the missed due dates
- g. "Status" = Complete
- h. Click the **Lookup** button on the "Add Note Recipient" to add the [Service Provider](#) as the Note Recipient
- i. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note

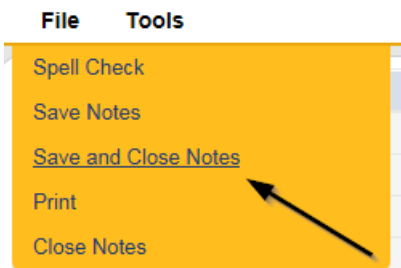
The screenshot shows the 'Notes Details' form with the following fields and values:

- Division: APD
- Note By: Baer, Sylvia
- Note Date: 10/09/2025
- Associated Form ID#: 123
- Note Type: Monitoring
- Note Sub-Type: CAP Missed Due Dates
- Description: CAP Missed Due Date- CAP ID#
- Note: Missed due date
- Status: Complete
- Date Completed: 10/09/2025

Arrows point to the following fields:

- Note Type
- Note Sub-Type
- Description
- Note
- Status
- Lookups button in the Note Recipients section

6. When finished, click **File > Save and Close Notes**



7. Upon saving the note, a Workflow Wizard triggered a reminder tickler for the ADT Monitor that is due in 11 calendar days. The ADT Monitor will retrieve it from **My Dashboard > Provider > Ticklers**.

MY DASHBOARD CONSUMERS PROVIDERS UTILITIES REPORTS

PROVIDERS

Notes	
Complete	3
Pending	4

Ticklers	
Ticklers	11

Provider Selections	
Accepted	1
Admitted	1

Workflow Wizard

[New Corrective Action Plan is Due - Monthly Monitoring Missed Due Dates](#)

- Tickler - “New Corrective Action Plan is Due – Monitoring Missed Due Dates”
- Assigned to the ADT Licensing and Monitoring Specialist
- Due on the **11th** calendar day from the “Monthly Monitoring/Missed Due Dates” completed note



The Service Provider is notified that a new CAP is needed by being the recipient on the Monitoring > CAP Missed Due Dates note sent by the ADT Licensing and Monitoring Specialist. The Service Provider will need to proceed to [Submit CAP](#) and update the CAP record after reviewing the CAP Missed Due Dates note.

As Needed: Provider CAP Report



The ADT Licensing and Monitoring Specialist (Region QA Workstream Worker) and/or Lead can use the “Provider CAP Report” to monitor CAP Item due dates. This same report can also be used to track due dates of rejected CAP items

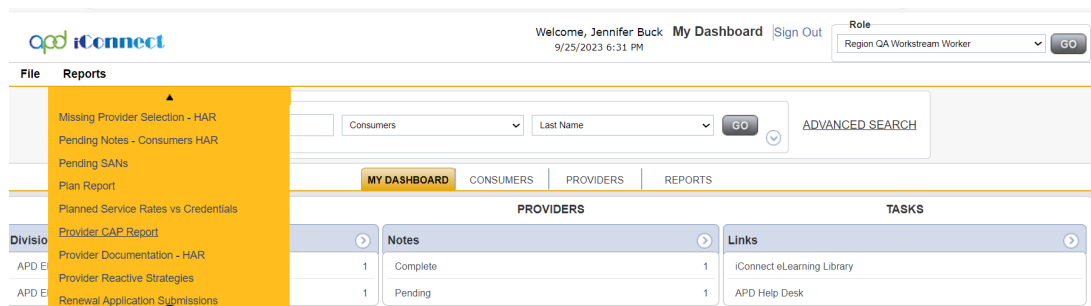
- Set “Role” = Region QA Workstream Worker, then click **Go**.

Role

Region QA Workstream Worker

GO

2. Navigate to My Dashboard, use the **Reports** menu dropdown, and select the Provider CAP Report to monitor CAP item due dates.



3. The report parameters window displays. Update the following:
 - a. “CAP Begin Date” – Enter the CAP start date
 - b. “CAP End Date” – Enter the CAP end date
 - c. “QIO Report Number” - Enter the number or select NULL to return all results.
 - d. Click **“View Report”**
4. The page refreshes, and the report results are returned. Click the export options icon, then select Excel to save this report in Excel format. This will be helpful so the results can be filtered and sorted by the user.

CAP Begin Date: ☐ NULL ☐ NULL

QIO Report Number: ☒ NULL

1 of 2 ? Find | Next

Provider CAP Report

Report Run Time: 9/25/2023 6:36:39 PM

Region	Provider County	ProviderID	Provider Ag	Provider Medicaid ID	CAP ID
NORTHEAST	Duval	21347	Test Provider	FL545454	86
NORTHEAST	Duval	21347	Test Provider	FL545454	87
NORTHEAST	Duval	21347	Test Provider	FL545454	87
NORTHEAST	Duval	21347	Test Provider	FL545454	92
NORTHEAST	Duval	21347	Test Provider	FL545454	103
NORTHEAST	Duval	21347	Test Provider	FL545454	113

As Needed: Repeat Violations

During subsequent quarterly monitoring visits, if the ADT Licensing and Monitoring Specialist identifies that the facility is still in violation of a standard that was identified on the prior quarter's site visit, the violation will not be added to the current quarter's new CAP record.



The previous quarters' CAP will still be open for those previously identified violations. The item/violation will be updated in the original CAP record with new comments as applicable.

If new violations are identified for the current quarter, the ADT Licensing and Monitoring Specialist will open a new CAP for the new violations. The ADT Licensing and Monitoring Specialist will generate the NNC for the new violations only.

1. Set "Role" = Region QA Workstream Worker, then click **Go**.

2. To update the items in the CAP, navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click **Go**.

3. The Provider's record will display. Navigate to the **Providers > CAP** tab

4. Select the appropriate CAP record via the hyperlink

Workers

Services

Provider ID Numbers

Contracts

Beds

Linked Providers

Conditions

Service Area

Admin Actions

Providers

Divisions

EVV Activities

Forms

Enrollments

Authorizations

Notes

Credentials

EVV Scheduling

CAP

App

Filters

CAP ID

Search

Reset

8 Providers CAP record(s) returned - now viewing 1 through 8

CAP ID	QIO Report Number	CAP Type	Date Provider Notified	CAP Due Date	Status	Number of Alerts	Number of Items	Licensing Worker	QA Workstream Worker
121		Notice of Non-Compliance	08/01/2023	08/15/2023	Pending		1	Reed, Monica	
113		Plan of Remediation	07/20/2023		Pending		1		Reed, Monica
114		Plan of Remediation	07/03/2023	08/03/2023	Pending		0		Reed, Monica

5. Click the **Items** link on the left-hand navigation menu

File Reports

CAP
 CAP ID 123
 CAP Type Notice of Non-Compliance
 Date of CAP 09/25/2023
 Associated Form ID# 502
 Date Provider Notified 09/25/2023
 CAP Due Date 10/10/2023
 Status Pending
 Comments
 Date Submitted by Provider
 Date Verified Complete by APD Staff

CAP
 Items

6. Select an Item via the hyperlink in the list view grid

File

CAP
 Items

Filters
 Item Number +
 Search Reset

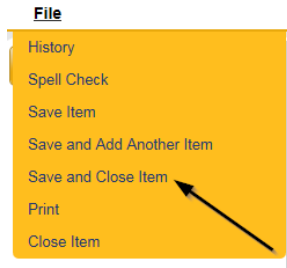
2 Items record(s) returned - now viewing 1 through 2

Item Number	QIO Category	Remediation Type	Standard Not Met	Item Status	Due Date	Complete Date	Worker
		Licensing	1	Pending	02/23/2018		
		Licensing		Pending			

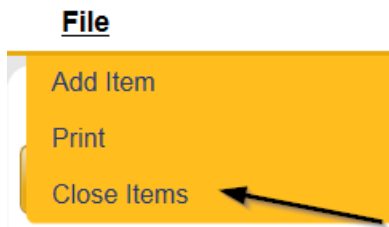
7. Update the following fields as applicable:

- "Comments" = add information
- "Due Date" = update due date if needed
- "Corrective Action Required" = add information and click **Append Text to Note**

8. When finished, click **File > Save and Close Item**



9. Click **File > Close Items**



10. The ADT Licensing and Monitoring Specialist will complete the [As Needed: Add CAP for Violations](#) section of this manual if there are new violations identified during the current month's site visit.