



State of Florida
Agency for Persons with Disabilities

Harmony for APD iConnect
Residential Monitoring Training Manual

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Chapter 16 | Residential Monitoring

Introduction

Residential Monitoring is completed monthly for every licensed residential facility that has residents. If the Residential facility is vacant then the monitoring can be done quarterly. Monitoring can be done more frequently than monthly 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 health, safety, and well-being of residents. There will also be annual license renewal inspections conducted.

Generate Report



A report will be run to identify Residential Facilities that will need to be audited for the month.

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'. An arrow points to the 'GO' button next to the dropdown.

Role
Region QA Workstream Worker

2. Navigate to My Dashboard and select the Residential Monitoring Monthly/Quarterly Report to identify facilities that need to be audited.

A screenshot of the iConnect dashboard. The 'Reports' menu is open, showing a list of reports. An arrow points to 'Residential Monitoring Monthly/Quarterly Report'. Another arrow points to the 'MY DASHBOARD' button. A tooltip for the selected report is visible.

iConnect

File Reports

Quick Search

MY DASHBOARD

Provider CAP Report

Provider Documentation - HAR

Provider Reactive Strategies

Renewal Application Submissions

Residential Monitoring Monthly/Quarterly Report

Residential Occupancy Report

RPC Caseload Report

SANs Cover Sheet

SANs Cover Sheet - HAR

Open Residential Monitoring Monthly/Quarterly Report

5	Complete
4	Draft

3. Select the Residential Monitoring Monthly/Quarterly Report

*** Non-Production Report: This report will not contain any data added or updated today *** - Work - Microsoft Edge

https://ltssbh1.mediware.com/FLAPDInterfaceTest/Pages/Report.aspx?ReportID=11363&SCFid=ID&SCOp=Equal%20To&SCVal=0&secure=n/ZnxP73IYb_...

HTML Export

1 of 2 Find | Next

Monthly and Quarterly Monitor Report

Report Run Time: 9/21/2023 6:48:31 PM

Corporate Provider Name	Relationship	Subsidiary Region	Subsidiary Provider ID	Subsidiary Provider Name	Subsidiary Licensed capacity	Subsidiary Enrolltype	Subsidiary Disposition	Count of Enrollments on Subsidiary Providers	Flag
REDEFINING ABILITIES LLC	Subsidiary	Central	20138	THE WRIGHT HOUSE	4				Quarterly
REDEFINING ABILITIES LLC	Subsidiary		20845	Grace House	5				Quarterly
STARBRITE GROUP HOME, INC. DANILA F	Subsidiary	SOUTHERN	10404	STARBRITE GROUP HOME	6				Quarterly
LIVINGSTON-MORRIS GROUP HOME, INC.	Subsidiary	SOUTHERN	10409	LIVINGSTON-MORRIS GROUP HOME, INC.	6				Quarterly
SERENITY VILLAGE, INC	Subsidiary		10414	FREEDOM COURT GROUP HOME	8	Residential Placement		1	Monthly

Add Residential Monitor

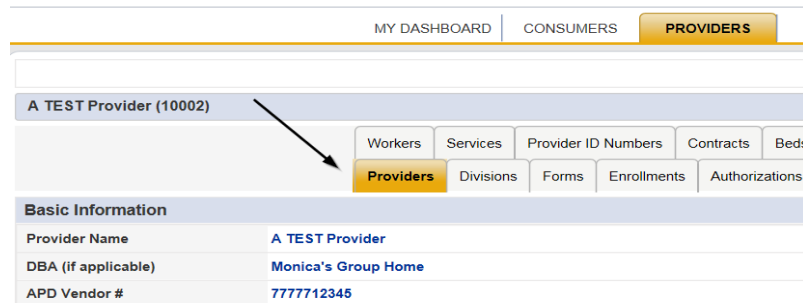


If the Provider's demographics page does not have a Residential monitor assigned, the Residential Monitor (Region QA Workstream worker) will add the information.

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

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

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



MY DASHBOARD CONSUMERS **PROVIDERS**

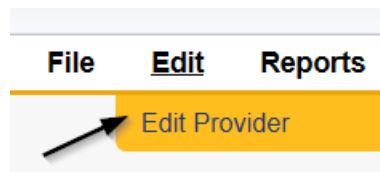
A TEST Provider (10002)

Workers Services Provider ID Numbers Contracts Beds
Providers Divisions Forms Enrollments Authorizations

Basic Information

Provider Name	A TEST Provider
DBA (if applicable)	Monica's Group Home
APD Vendor #	7777712345

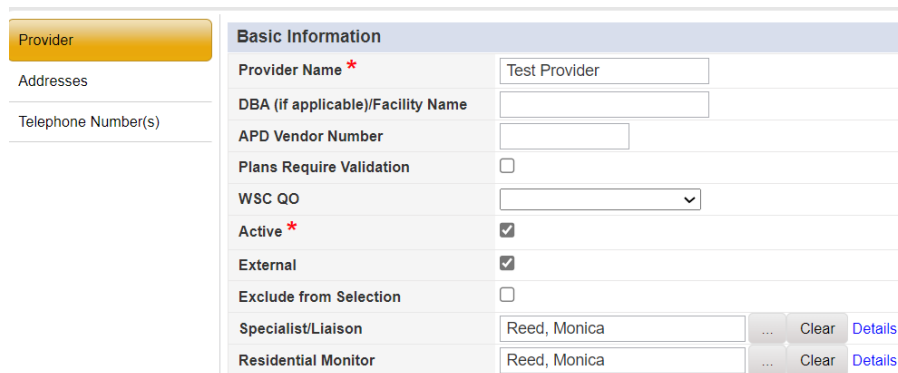
4. Select **Edit > Edit Provider** to open the Provider's Facility record



File Edit Reports

Edit Provider

5. Click the ellipsis on the Residential Monitor field to search for and select the worker that is to be assigned as the Residential Monitor



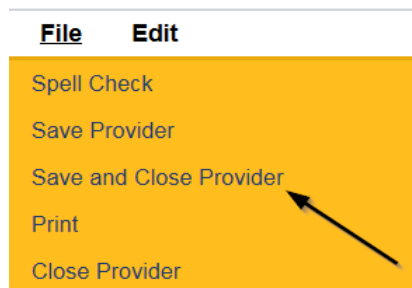
Provider

Addresses
Telephone Number(s)

Basic Information

Provider Name *	Test Provider
DBA (if applicable)/Facility Name	
APD Vendor Number	
Plans Require Validation	<input type="checkbox"/>
WSC QO	
Active *	<input checked="" type="checkbox"/>
External	<input checked="" type="checkbox"/>
Exclude from Selection	<input type="checkbox"/>
Specialist/Liaison	Reed, Monica ... Clear Details
Residential Monitor	Reed, Monica ... Clear Details

6. 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 Residential Monitor (Region QA Workstream worker) will call the Service Provider to schedule the site visit. The appointment information will be entered into APD iConnect.

NOTE: If it is an unannounced site visit, the Residential Monitor (Region QA Workstream worker) will just add the appointment information into APD iConnect without calling the Service Provider or adding him/her as a Participant to the appointment. The Service Provider will not be able to see the unannounced site visit in iConnect.

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 'GO' button. 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 APD iConnect web application. The 'Providers' tab is selected in the navigation bar. In the 'Quick Search' section, 'A Test Provider' is entered in the search field, and 'Providers' is selected in the dropdown menu. The 'GO' button is highlighted with an arrow. Below the search bar, the 'PROVIDERS' tab is also highlighted with an arrow.

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

MY DASHBOARD CONSUMERS **PROVIDERS** INCIDENTS CLAIMS SCHEDULER UTILITIES REI

A TEST Provider (10002)

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

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

View Style
☒ List View ☐ Monthly View
☐ Weekly View ☐ Daily View

Filters
 Status Equal To Pending AND
 Type +

4 Appointments record(s) returned - now viewing 1 through 4

Type	Start Date	End Date
Site Visit	06/21/2018	06/21/2018

4. Click **File > Add Appointment**

opd iConnect

File

- Add New Provider Search
- Add Appointment
- Spell Check
- Print

5. Update the following fields on the Appointment Details page

- "Division" = APD
- "Appointment Date" = Enter date
- "Start Time" = Enter time
- "Appointment End Date" = Enter Date
- "End Time" = Enter time
- "Type" =
 - Site Visit
 - Unannounced if the Provider should not be informed of the site visit
- "Subject" = Enter description
- "Status" = Scheduled

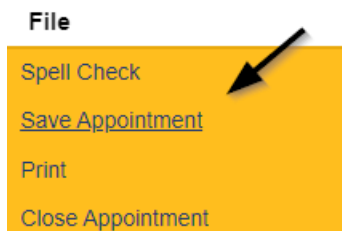
oed iConnect

File

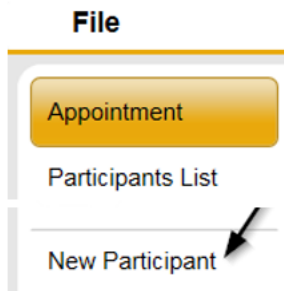
Appointments

Division	←	APD ▼
Appointment Date *	←	08/25/2023
Start Time	←	03 ▼ 00 ▼ PM ▼
Appointment End Date	←	08/25/2023
End Time	←	04 ▼ 00 ▼ PM ▼
Type *	←	Site Visit ▼
Subject	←	Description of Site Visit
Status *	←	Scheduled ▼

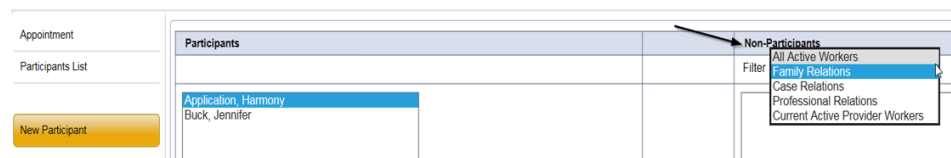
6. When finished select **File > Save Appointment**



7. If this is an **announced** site visit, Click **New Participant** on the left-hand navigation menu if the appointment.



8. Set the **Non-Participants filter** list to Current Active Provider Workers or whatever is applicable in order to select the appointment participants



- Select the appropriate Residential Monitor and Service Provider Worker names by holding the control key down and clicking on the names and then **Click < Add**



Pro-Tip: Use Ctrl + F on the keyboard to search and find the name of the individual and save time

The screenshot shows a 'Non-Participants' window with a list of names. The names are: Application, Harmony; Buck, Jennifer; Provider, Service; Reed, Monica; ReferralMgr, Osa; Ritchie, Lesli; Tarzwell, Dawn; Tierney, Jacqueline; Vogeler, Mandi; Worker1, Elizabeth. The '< Add' button is highlighted with an arrow.

- When finished, Select **File > Save and Close New Participant**

The screenshot shows the 'File' menu with the following options: Save, Save and Close New Participant, Print, and Close New Participant. The 'Save and Close New Participant' option is highlighted with an arrow.

- The Service Provider is able to view all scheduled/announced appointments on the **Providers > Appointments** tab by managing the view via the View Style filter. *NOTE: The Residential Monitor (Region QA Workstream worker) will be able to view the announced or unannounced appointments*

The screenshot shows the 'Appointments' tab for 'A TEST Provider (10002)'. The 'View Style' filter is open, showing options for List View (selected), Monthly View, Weekly View, and Daily View. The 'Filters' section shows a status filter set to 'Pending' and a type filter set to 'Equal To'. The 'Search' and 'Reset' buttons are visible at the bottom.

As Needed: Reschedule Site Visit Appointment



If the site visit was scheduled and needs to be done on a different date/time, the Residential Monitor (Region QA Workstream worker) will need to reschedule the existing appointment. This will ensure the appointment information is accurate for reporting.

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.

QoD Connect
File
Quick Search
A Test Provider X Providers Provider Name GO
MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS CLAIMS SCHEDULER
Filters

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

MY DASHBOARD CONSUMERS PROVIDERS REPORTS
Test Provider (21347)
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
View Style: List View (selected) Monthly View Weekly View Daily View
Filters: Appointment Date + Search
7 Providers Appointments record(s) returned - now viewing 1 through 7
Table with 7 columns: Appointment Date, Start Time, End Time, Type, Subject, Status
Row 1: 09/14/2023, 2:00:00 PM, 3:00:00 PM, Site Visit, Description of Site Visit, Scheduled

4. Select the appointment record that needs to be updated via the hyperlink in the list view

A Test Provider (18830)

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 **Appointments**

View Style: ☒ List View ☐ Monthly View ☐ Weekly View ☐ Daily View

Filters: Appointment Date

4 Appointments record(s) returned - now viewing 1 through 4

Appointment Date	Start Time	End Time	Type	Subject	Status
06/01/2022	3:00:00 PM	4:00:00 PM	Site Visit	Appointment Scheduled for monthly site visit	Scheduled
01/20/2022	5:00:00 PM	6:00:00 PM	Site Visit	Monthly visit	Scheduled
06/02/2020	10:20:00 AM	10:50:00 PM	General	test	Scheduled
07/06/2018	3:15:00 PM	3:45:00 PM	Site Visit	Site Visit Licensure Renewal	Scheduled

5. Update the following field on the Appointment Details page

- a. "Status" = Update to Rescheduled

Good itconnect

A Test Provider
Last Updated by mreed@apdcare.org
at 6/9/2022 5:14:37 PM

Appointment

File

Appointment

Participants List

New Participant

Appointments

Division: APD

Appointment Date: 01/20/2022

Start Time: 05:00 PM

Appointment End Date: 01/20/2022

End Time: 06:00 PM

Type: Site Visit

Subject: Monthly visit

Status: Rescheduled

6. When finished select **File > Save Appointment**

File

Spell Check

Save Appointment

Print

Close Appointment

7. A prompt will appear that asks, "Do you want to reschedule this appointment?"

Itssbh1.mediware.com says

Save Successful - Do you want to reschedule this appointment?

OK Cancel

8. Click OK to reschedule the appointment. The appointment page opens, showing some data from the previous appointment.

9. Update the Appointment date and time information for the new appointment.
10. Update the status from Pending to Scheduled, if appropriate.

File	
Appointment	Appointments
Participants List	Division <input type="text" value="APD"/>
	Appointment Date * <input type="text" value="08/24/2023"/> <small>07/19/2023</small>
	Start Time <input type="text" value="03"/> <input type="text" value="00"/> <input type="text" value="PM"/>
	Appointment End Date <input type="text" value="08/24/2023"/> <small>07/19/2023</small>
	End Time <input type="text" value="04"/> <input type="text" value="00"/> <input type="text" value="PM"/>
	Type * <input type="text" value="Site Visit"/>
	Subject <input type="text" value="Site Visit for Service Level Designation"/>
	Status * <input type="text" value="Scheduled"/>

11. Click **File > Save Appointment**. Both the original and reschedule appointments are listed in the Appointments tab detail view.
12. The rescheduled appointments detail page will now show the date of the original appointment next to the new Appointment Date and Appointment End date fields.

File	
Appointment	Appointments
Participants List	Division <input type="text" value="APD"/>
	Appointment Date * <input type="text" value="06/24/2022"/> <small>01/20/2022</small>
	Start Time <input type="text" value="02"/> <input type="text" value="00"/> <input type="text" value="PM"/>
	Appointment End Date <input type="text" value="06/24/2022"/> <small>01/20/2022</small>
	End Time <input type="text" value="03"/> <input type="text" value="15"/> <input type="text" value="PM"/>
	Type * <input type="text" value="Site Visit"/>
	Subject <input type="text" value="had to reschedule to to conflict with appointment time"/>
	Status * <input type="text" value="Pending"/>

Complete Site Visit



At the Residential Monitor's (Region QA Workstream worker) discretion, they can either enter the site visit information on their device onsite or print the Monthly Monitoring Forms prior to the site visit. The Service Provider will need to sign the hard copy signature page on the Monthly Monitoring form.

Complete Appointment



The Residential Monitor (Region QA Workstream worker) will update the appointment in APD iConnect after the site visit is completed.

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.

APD iConnect
File
Quick Search
A Test Provider X Providers [v] Provider Name [v] GO
MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS CLAIMS SCHEDULER
Filters

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

MY DASHBOARD CONSUMERS PROVIDERS REPORTS
Test Provider (21347)
Workers Services Provider ID Numbers Contracts Beds Linked Providers Conditions Service Area Admin Action Facility Management
Providers Divisions EVV Activities Forms Enrollments Authorizations Notes Credentials EVV Scheduling CAP Appointments
View Style: [x] List View [] Monthly View [] Weekly View [] Daily View
Filters: Appointment Date [v] + Search
7 Providers Appointments record(s) returned - now viewing 1 through 7
Appointment Date Start Time End Time Type Subject Status
(1) 09/14/2023 2:00:00 PM 3:00:00 PM Site Visit Description of Site Visit Scheduled

4. Select the appointment record that needs to be updated via the hyperlink in the list view

A Test Provider (18830)

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 **Appointments**

View Style: ☒ List View ☐ Monthly View ☐ Weekly View ☐ Daily View

Filters: Appointment Date [v] +

Search Reset

4 Appointments record(s) returned - now viewing 1 through 4

Appointment Date	Start Time	End Time	Type	Subject	Status
06/01/2022	3:00:00 PM	4:00:00 PM	Site Visit	Appointment Scheduled for monthly site visit	Scheduled
01/20/2022	5:00:00 PM	6:00:00 PM	Site Visit	Monthly visit	Scheduled
06/02/2020	10:20:00 AM	10:50:00 PM	General	test	Scheduled
07/06/2018	3:15:00 PM	3:45:00 PM	Site Visit	Site Visit Licensure Renewal	Scheduled

5. Update the following field on the Appointment Details page

a. "Status" =

- Update to Completed if the site visit was completed.
- Update to Cancelled if the site visit was cancelled but not rescheduled.
- Update to No Show if the Residential Monitor attempted to make the site visit but the contact person was not available. A new site visit will need to be scheduled.

opd iConnect

Test Provider Appointment
Last Updated by shelia.mott@apdcares.org
at 5/2/2023 1:41:36 PM

File

Appointment

Participants List

New Participant

Appointments

Division APD

Appointment Date * 06/05/2023

Start Time 01:00 PM

Appointment End Date 06/05/2023

End Time 03:00 PM

Type * Site Visit

Subject

Status * Scheduled

Cancelled

Completed

No Show

Pending

Scheduled

Rescheduled

6. When finished select **File > Save Appointment**

File

Spell Check

Save Appointment

Print

Close Appointment

7. From the **File** menu, select **Close Appointment**.

Complete Residential Monitoring Checklist



The Residential Monitor (Region QA Workstream worker) will document the Monthly Monitoring form in iConnect.

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
A Test Provider X Providers [v] Provider Name [v] GO

MY DASHBOARD CONSUMERS **PROVIDERS** INCIDENTS CLAIMS SCHEDULER

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

Quick Search
Providers [v]

MY DASHBOARD CONSUMERS **PROVIDERS** INCIDENTS

A TEST Provider (10002)

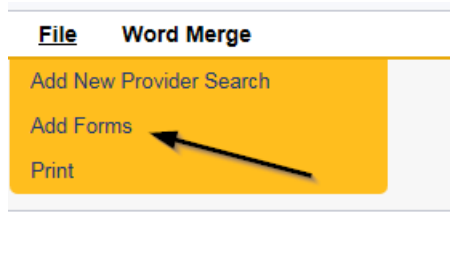
Workers Services Provider ID Numbers Contracts Beds Linked f
Providers Divisions **Forms** Enrollments Authorizations Notes

Filters
Status [v] Equal To [v] Draft [v] AND [v] X
Division [v] +
Search Reset

31 Forms record(s) returned - now viewing 1 through 15

Division	Form Name
APD	Group Home Facility Checklist
APD	Group Home Personnel Record Review
APD	Provider Enrollment Application

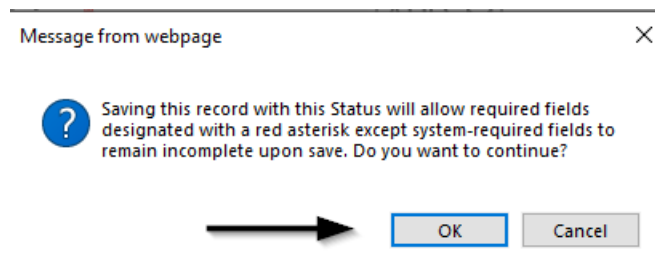
4. Click **File > Add Forms**



5. Select "Please Select Type" as "Residential Monitoring Checklist" from the drop-down list

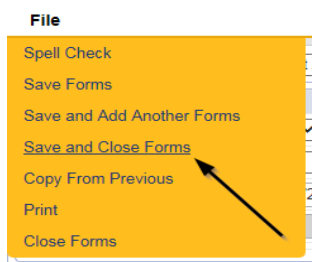
6. Update the following Header fields:

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



Note: When updating to Draft status, click OK on the popup message box

7. Complete all fields on the Residential Monitoring Checklist 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**.



Site Visit Note



Upon returning to the office, the Residential Monitor (Region QA Workstream worker) will then complete the online form in APD iConnect (if applicable) and scan an electronic copy of the Service Provider signed signature page to their device and attach it to a note.

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

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

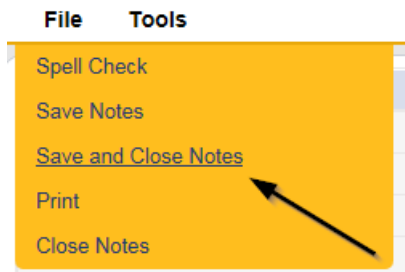
3. Navigate to the **Providers > Notes** tab

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 if applicable
 - c. "Note Type" = Monthly Monitoring
 - d. "Note Subtype" = Facility Site Visit
 - e. "Description" = Facility Site Visit
 - f. "Note" = Enter notes such as "signature page added"
 - g. "Status" = Complete
 - h. Click "Add Attachment" and search for the copy of the signed signature page on the user's device. Click Upload
 - i. Click the ellipsis on the "Add Note Recipient" to add the *Supervisor* 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
 - k. Click the ellipsis on the "Add Note Recipient" to add an additional recipient – *Service Provider*
 - l. 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 *	Reed, Monica ▼		
Note Date *	08/23/2023		
Associated Form ID#	352		
Note Type *	Monthly Monitoring ▼		
Note Sub-Type	Facility Site Visit ▼		
Description	Facility Site Visit		
Note	<div> <div> <div>Signature Page added</div> </div> </div>		
Status *	Complete ▼		
Date Completed	08/23/2023		
Attachments			
Add Attachment			
Document	Description		
Signature Page			
Note Recipients			
Add Note Recipient:	<input type="text"/> ... Clear		
Name	Date Sent	Date Read	Status
Reed, Monica	8/23/2023		Unread

- 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 Residential Monitoring Checklist 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**

Two screenshots of a web form. The top screenshot shows a dropdown menu labeled 'Role' with 'Region QA Workstream Lead' selected. A black arrow points to the 'GO' button next to the dropdown. The bottom screenshot shows the same dropdown menu with 'Region QA Workstream Worker' selected. A black arrow points to the 'GO' button next to the dropdown.

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

A screenshot of a web application interface. At the top, there's a header with the 'iConnect' logo and a date 'Week 6/20/2020'. Below the header is a navigation bar with tabs: 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS', 'INCIDENTS', 'CLAIMS', and 'SCHEDULER'. The 'PROVIDERS' tab is highlighted. Below the navigation bar is a 'Quick Search' section with a text input field containing 'A Test Provider', a dropdown menu set to 'Providers', and another dropdown menu set to 'Provider Name'. A 'GO' button is to the right of these fields. A black arrow points to the 'GO' button. Below the search section is a 'Filters' section with several checkboxes.

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

The screenshot shows a web application interface. At the top, there's a 'File Reports' header. Below it is a 'Quick Search' section with a text input and a dropdown menu set to 'Providers'. A navigation bar contains tabs: 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS' (highlighted), 'INCIDENTS', 'CLAIMS', and 'SCHE'. Below the navigation bar, the main content area is titled 'A TEST Provider (10002)'. It features a grid of tabs: 'Workers', 'Services', 'Provider ID Numbers', 'Contracts', 'Billing', 'Linked Providers', 'Aliases', 'Conditions', 'Providers', 'Divisions', 'Forms', 'Enrollments', 'Authorizations', 'Notes' (highlighted), 'Credentials', and 'EVV Scheduling'. An arrow points to the 'Notes' tab. Below the tabs is a 'Filters' section with dropdowns for 'Note Type' and 'Note Date', and a search area with 'Equal To', 'AND', and a search button. A 'Reset' button is also present.

4. Click **File > Add Notes**

The screenshot shows a 'File Reports' header. Below it is a yellow button labeled 'Add New Provider Search'. Below that is a blue button labeled 'Add Notes' with an arrow pointing to it. Below the 'Add Notes' button is a 'Print' button.

5. In the new Note record, update the following fields:
- "Division" = APD
 - "Associated Form ID#" - Enter Form ID# if applicable
 - "Note Type" = Monthly Monitoring
 - "Note Subtype" = Supervisor Approval
 - "Description" = Supervisor Approval
 - "Note" = Enter Supervisor approval notes
 - "Status" = Complete
 - Click the ellipsis on the "Add Note Recipient" to add the *Residential Monitor (Region QA Workstream Worker)* 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 ellipsis 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 * APD

Note By * Reed, Monica

Note Date * 09/21/2023

Associated Form ID# 352

Note Type * Monthly Monitoring

Note Sub-Type * Supervisor Approval

Description

Note

Status * Complete

Date Completed 09/21/2023

Attachments

Add Attachment

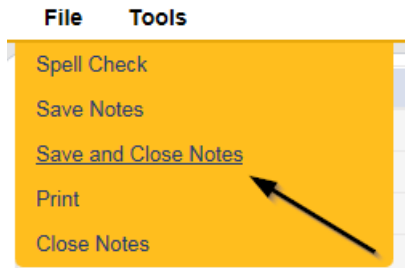
Document Description

There are no attachments to display

Note Recipients

Add Note Recipient: [Text Box] [Add] [Clear]

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



7. If no violations are found, the Supervisor will also review the Residential Monitoring Checklist.
8. Navigate to the **Provider > Forms** tab.

apd iConnect

File Word Merge

Quick Search [Text Box] Providers

MY DASHBOARD CONSUMERS **PROVIDERS** INCIDENTS

A TEST Provider (10002)

Workers Services Provider ID Numbers Contracts Beds Linked F

Providers Divisions **Forms** Enrollments Authorizations Notes

Filters

Status [Dropdown] Equal To [Dropdown] Draft [Dropdown] AND [Dropdown] [X]

Division [Dropdown] [Add]

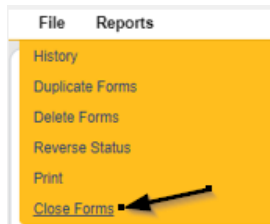
Search [Text Box] Reset

31 Forms record(s) returned - now viewing 1 through 15

Division	Form Name
APD	Group Home Facility Checklist
APD	Group Home Personal Record Review
APD	Provider Enrollment Application

9. Select the **Residential Monitoring Checklist** form 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 Residential Monitor (Region QA Workstream worker) will want to keep the Residential Monitoring Checklist 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.

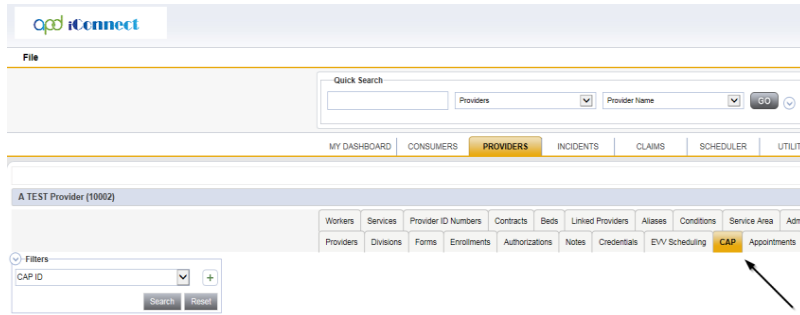
1. Set “Role” = Region QA Workstream Worker then click **Go**.

A screenshot of a web form. It features a dropdown menu labeled 'Role' with 'Region QA Workstream Worker' selected. To the right of the dropdown is a grey button labeled 'GO'. A black arrow points from the top right towards the 'GO' button.

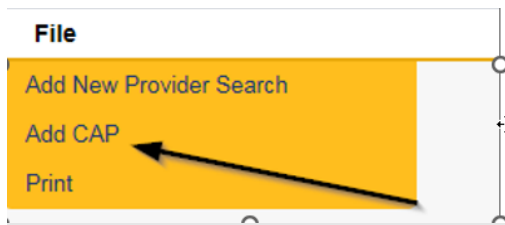
2. Navigate to the **Providers** chapter and enter the Provider’s Facility name in the Quick Search filter and click go.

A screenshot of a web application interface. At the top is a 'Quick Search' bar with a text input containing 'A Test Provider', a dropdown menu set to 'Providers', and another dropdown menu set to 'Provider Name'. A 'GO' button is to the right. Below this is a navigation bar with tabs: MY DASHBOARD, CONSUMERS, PROVIDERS (highlighted in orange), INCIDENTS, CLAIMS, and SCHEDULER. A black arrow points from the top right towards the 'GO' button, and another black arrow points from the bottom towards the 'PROVIDERS' tab.

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



4. Select **File > Add CAP**

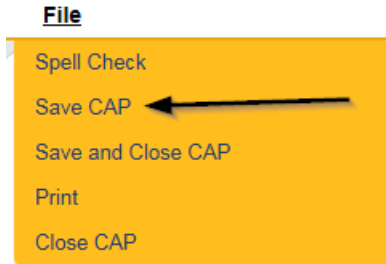


5. Update the following fields:

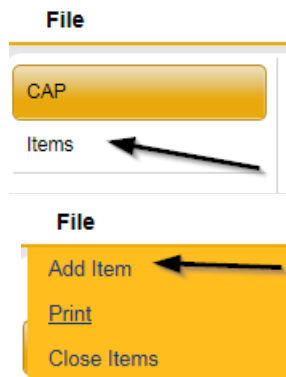
- "CAP Type" = Notice of Non-Compliance
- "Date of CAP" = Enter Date
- "Associated Form ID#" = Enter Form ID if applicable
- "Date Provider Notified" = Enter Date
- "CAP Due Date" = Enter Date as 15 calendar days after the Date of CAP
- "Status" = Defaults to Pending
- "Comments" = Enter if applicable
- "Licensing Worker" = Click the ellipsis to add the appropriate worker

CAP	
CAP ID	<input type="text"/>
CAP Type	Notice of Non-Compliance ▼
Date of CAP	08/01/2023 <input type="text"/>
Associated Form ID#	1256 <input type="text"/>
Date Provider Notified	08/01/2023 <input type="text"/>
CAP Due Date	08/15/2023 <input type="text"/>
Status	Pending ▼
Comments	<div>B <i>I</i> <u>U</u> 16px A</div> <div></div>
Date Submitted by Provider	<input type="text"/>
Date Verified Complete by APD Staff	<input type="text"/>
Licensing Worker	<input type="text"/> ... Clear
QA Workstream Lead	<input type="text"/> ... 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" = Residential Monitoring
- c. "Discovery Source" = Monitoring Visit
- d. "Remediation Type" = Licensing
- e. "Employee Involved" = Enter Name if applicable
- f. "Standard Not Met Description" = Click the ellipsis to add the appropriate Standard Not Met
- g. "Comments" = Enter comments that describe the violations, because this information populates the NNC.
- 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 ellipsis to add the worker
- k. "Corrective Action Required" = Enter Information
- l. "Evidence of Completion" = *will be completed by the Residential Monitor once the Service Provider has entered the corrective action taken*

File

Summary	
Item ID	
Item Number	
Action Type	Licensing
Type of Site Visit *	Residential Monitoring
Discovery Source	Monitoring Visit
Remediation Type	Licensing
Employee Involved	
Standard Not Met Description	ADMINISTRATION. Each foster care facility shall designate a ... Clear
Comments	
Item Status	Pending
Due Date	09/30/2023
Provider Worker	Reed, Monica ... Clear Details
Corrective Action Required	
Evidence of Completion	



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**

File

Spell Check
Save Item
Save and Add Another Item
<u>Save and Close Item</u>
Print
Close Item

As Needed: Generate NNC



If there are violations, the Residential Monitor 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**.

Role

Region QA Workstream Worker

GO

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

iConnect

File

Quick Search

Providers

Provider Name

GO

MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS CLAIMS SCHEDULER UTILITIES

A TEST Provider (10002)

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

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

Filters

CAP ID

Search Reset

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

Test Provider (21347)

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**

Filters

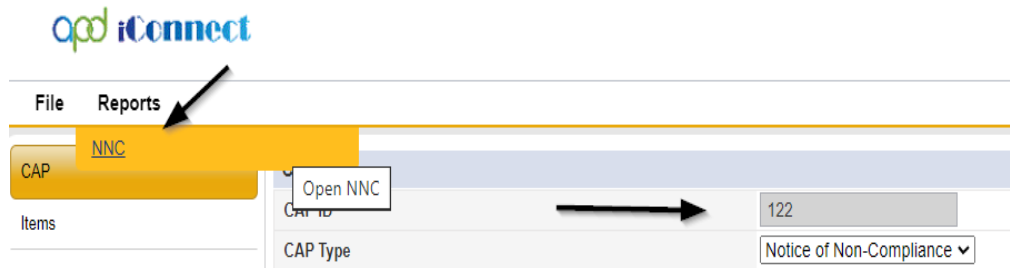
CAP ID

Search Reset

9 Providers CAP record(s) returned - now viewing 1 through 9

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): TROPHIMENKO HOUSE GROUP HOME			License Number: 3137-6-01A		
Address: 640 VILLADUNDE AVE S			Facility Name: TROPHIMENKO HOUSE GROUP HOME		
City: ST PETERSBURG	County: PINELLAS	State: FL	Zip: 33707	Telephone: (813) 964-4415	
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					

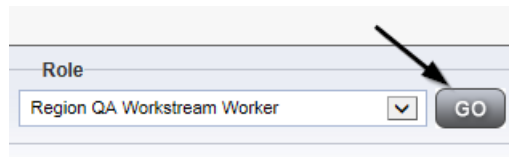
6. Save the NNC Report to the user's device so it can be attached to the Supervisor Review note in the next section.

As Needed: Supervisor Review



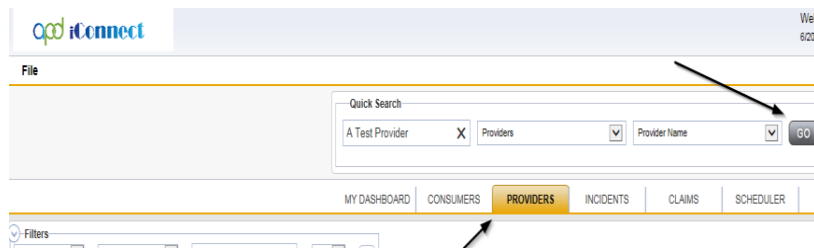
The Residential Monitor will send a note to the Supervisor to advise them to do a review of the CAP record, NNC and any other documentation and provide approval.

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



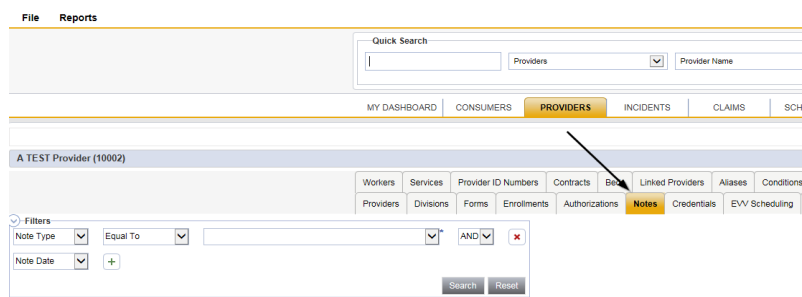
A screenshot of a web form showing a dropdown menu for "Role" with "Region QA Workstream Worker" selected. A black arrow points to the "GO" button next to the dropdown.

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



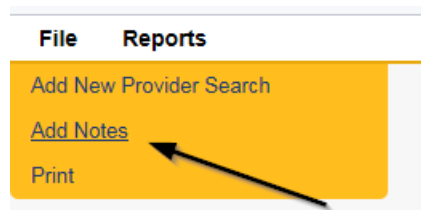
A screenshot of the "Providers" chapter in the software. The "Quick Search" filter is active, showing "A Test Provider" entered. A black arrow points to the "GO" button. Below the search bar, the "PROVIDERS" tab is highlighted in the navigation menu.

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



A screenshot of the "Providers > Notes" tab. The "Notes" sub-tab is highlighted. A black arrow points to the "Notes" sub-tab. Below the navigation tabs, there are filter options for "Note Type" and "Note Date".

4. Click **File > Add Notes**

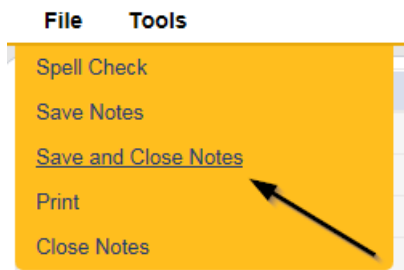


A screenshot of the "File" menu. The "Add Notes" option is highlighted with a black arrow. The menu also includes "Add New Provider Search" and "Print".

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" = Monthly Monitoring/Supervisor Review
 - d. "Description" = Monthly Monitoring/Supervisor Review
 - 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 ellipsis 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

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 Residential Monitoring 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**.

Role

Region QA Workstream Lead

GO

Role

Region QA Workstream Worker

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 = Monthly Monitoring/Supervisor Review** and select the pending record via the hyperlink.

Filters

Status Equal To Pending AND

NoteType

Search Reset

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

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

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 Monthly Monitoring/Supervisor Approval
 - c. “Note Subtype” =
 - i. If this is a Supervisor Approval and Further Documentation is NOT required, leave this field blank.

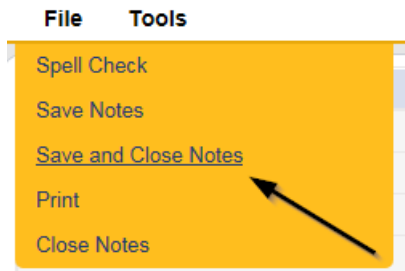
- ii. If this is a Supervisor Approval that required Further Documentation which has now been provided, update to ***Further Documentation Provided***

Notes Details	
Division *	APD
Note By *	Buck, Jennifer
Note Date *	09/25/2023
Note Type *	Monthly Monitoring/Supervisor Approval
Note Sub-Type	Further Documentation Provided

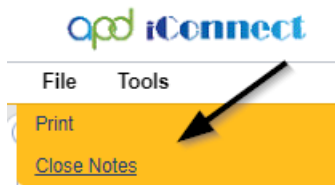
- "Description" = enter a description if applicable
- "Note" = Enter Notes
- "Status" = Update to Complete
- Click the ellipsis on the "Add Note Recipient" to add the [Region QA Worker/Residential Monitor](#) as the Note Recipient
- Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note.

Notes Details	
Division *	APD
Note By *	Reed, Monica
Note Date *	09/22/2023
Associated Form ID#	
Note Type *	Monthly Monitoring/Supervisor Approval
Note Sub-Type	
Description	Monthly Monitoring/Supervisor Approval
Note	<p>On 9/22/2023 at 3:53 PM, Monica Reed wrote: Enter Notes for Supervisor to Review CAP, NNC and any other documentation</p> <div> <p>New Text</p> <p>B I U 16px</p> <div></div> <p>Append Text to Note</p> </div>
Status *	Complete
Date Completed	09/22/2023
Attachments	
Add Attachment	
Document	Description
There are no attachments to display	
Note Recipients	
Add Note Recipient:	<input type="text"/> <input type="button" value="..."/> <input type="button" value="Clear"/>

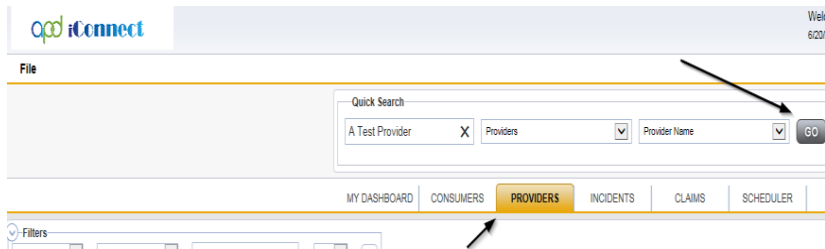
6. When finished click **File > Save and Close Notes**



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 = Residential Monitoring Checklist** then Click **Search** and select the form via the hyperlink on the record

MY DASHBOARD | CONSUMERS | **PROVIDERS** | INCI

A TEST Provider (10002)

Workers Services Provider ID Numbers Contracts Beds
Providers Divisions **Forms** Enrollments Authorizations N

Filters

Form Name Equal To Residential Monitoring Checklist AND

Division

5 Forms record(s) returned - now viewing 1 through 5

Division	Form Name
APD	Residential Monitoring Checklist

10. Update the **Status = Complete** and Click **OK** on the popup message box

Provider Assessment

Division APD Worker Reed, Monica

Review Monthly Status Complete

Review Date 03/22/2018 Approved By Reed, Monica

Approved Date 08/20/2019

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

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



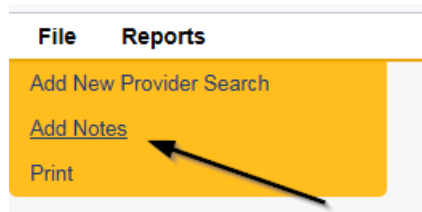
The Residential Monitor (Region QA Workstream worker) will get notification of the Supervisor Approval via the note on their My Dashboard. They will attach the NNC to a new note to notify the Service Provider.

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

2. 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 > Notes** tab

4. Click **File > Add Notes**



5. In the new Note record, update the following fields:
- "Division" = APD
 - "Associated Form ID#" = Enter Form ID# if applicable
 - "Note Type" = Monthly Monitoring
 - "Note Subtype" = NNC Notification
 - "Description" = NNC Notification
 - "Note" = Enter notes
 - "Status" = Complete
 - Click "Add Attachment" and search for the copy of the *Notice of Non-Compliance report* on the user's device. Click Upload
 - Click the ellipsis on the "Add Note Recipient" to add the *Service Provider* 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


apd iConnect


File Tools


Notes Details


Division * APD ▾


Note By * Reed, Monica ▾


Note Date * 08/23/2023 


Associated Form ID# 

Note Type * Monthly Monitoring ▾ 


Note Sub-Type NNC Notification ▾ 

Description NNC Notification 

Note 

Status * Complete ▾ 



Date Completed 08/23/2023

Attachments 

[Add Attachment](#)

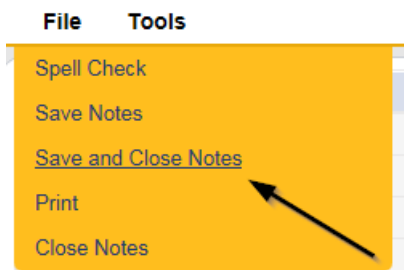
Document	Description
NNC	

Note Recipients

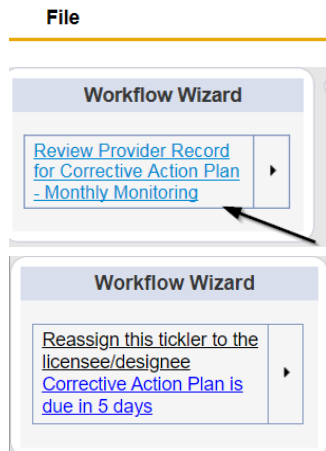
Add Note Recipient:   Clear

Name	Date Sent	Date Read
Reed, Monica	8/23/2023	

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

The screenshot shows the iConnect web application interface. At the top, there's a 'File' menu and a 'Quick Search' bar. Below that, a navigation bar includes 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS', 'INCIDENTS', 'CLAIMS', 'SCHEDULER', and 'UTILITIES'. The 'PROVIDERS' tab is active. Under 'PROVIDERS', there's a sub-menu with 'A TEST Provider (10002)', 'Workers', 'Services', 'Provider ID Numbers', 'Contracts', 'Beds', 'Linked Providers', 'Aliases', 'Conditions', 'Service Area', 'Admin', 'Providers', 'Divisions', 'Forms', 'Enrollments', 'Authorizations', 'Notes', 'Credentials', 'EVV Scheduling', 'CAP', and 'Appointments'. The 'CAP' tab is highlighted, and an arrow points to it.

3. Select the appropriate CAP record via the hyperlink

The screenshot shows the 'Test Provider (21347)' page. The 'CAP' tab is active. Below the navigation bar, there's a 'Filters' section with a 'CAP ID' dropdown and 'Search' and 'Reset' buttons. Below that, a message says '8 Providers CAP record(s) returned - now viewing 1 through 8'. A table displays the CAP records. An arrow points to the 'CAP ID' column header.

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

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

The screenshot shows the 'CAP' page. The 'CAP' tab is active. On the left, there's a navigation menu with 'CAP' and 'Items'. The 'Items' link is highlighted, and an arrow points to it. The main content area displays the details for a specific CAP record. The details include: 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), and a 'Comments' section with a text area and a '16px' font size dropdown. At the bottom, there are fields for 'Date Submitted by Provider', 'Date Verified Complete by APD Staff', and 'Licensing Worker' (Reed, Monica).

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	09/30/2023		Reed, Monica	Licensing	Corrective Action Required

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

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

File

Item

Summary

Item ID: 138

Item Number:

Action Type: Licensing

Type of Site Visit: Residential Monitoring

Discovery Source: Monitoring Visit

Remediation Type: Licensing

Employee Involved:

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

Comments: New Text

Append Text to Note

Item Status: Pending

Due Date: 09/30/2023

Provider Worker: Reed, Monica Clear Details

Corrective Action Required

New Text

Append Text to Note

Evidence of Completion

New Text

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

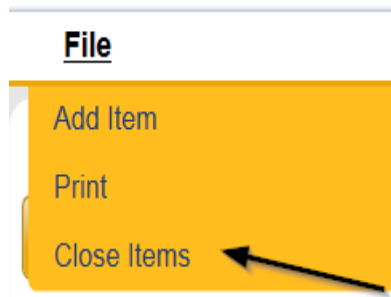
Print

Close Item

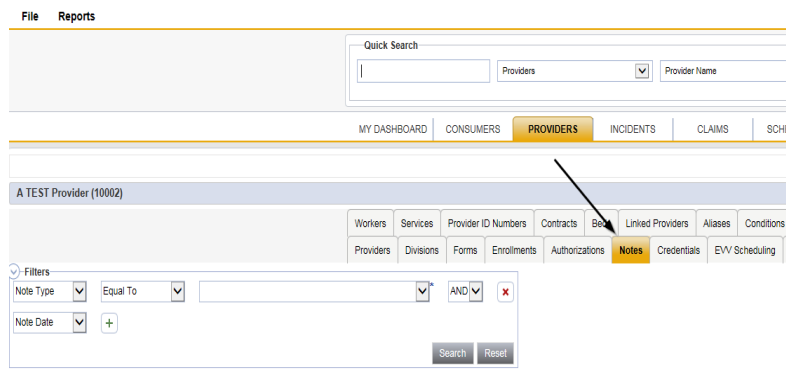


Repeat steps 4 – 7 for each item that has had deficiencies addressed by the Service Provider. Leave all Item statuses in "Pending"

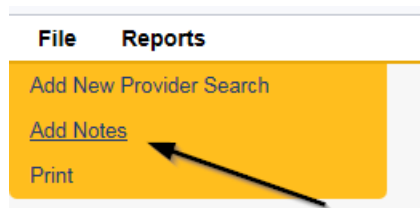
8. Click **File > Close Items**



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



10. Click **File > Add Notes**



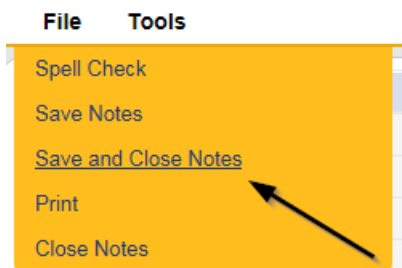
11. In the new Note record, update the following fields:

- "Division" = APD
- "Note Type" = Monthly Monitoring
- "Note Subtype" = CAP Submitted
- "Description" = CAP Submitted
- "Note" = Enter notes for details of supporting documentation
- "Status" = Complete
- Click "Add Attachment" and attach an individual copy of each Supporting Document on the user's device. Click Upload
- Click the ellipsis on the "Add Note Recipient" to add the *Residential Monitor (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

The screenshot shows the 'Notes Details' form. Arrows point to the following fields: 'Note Type' (set to 'Monthly Monitoring'), 'Note Sub-Type' (set to 'CAP Submitted'), 'Description' (containing 'CAP Submitted'), 'Note' (a large text area), 'Status' (set to 'Complete'), and 'Date Completed' (set to '09/23/2023'). Below these is an 'Attachments' section with an 'Add Attachment' link. At the bottom is a 'Note Recipients' section with an 'Add Note Recipient' field and a 'Clear' button. A small pop-up window titled 'Details of Supporting documents' is visible on the right side of the form.

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

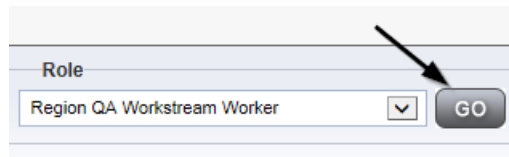


As Needed: CAP Accepted



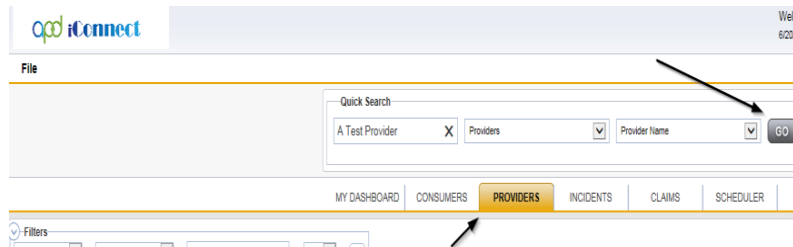
The Residential Monitor will receive notification of the CAP Submitted note on My Dashboard. The Residential Monitor will review the CAP Items and all documentation to determine if the CAP is accepted. If all items are complete then proceed, otherwise, proceed to [CAP Rejected Note](#).

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



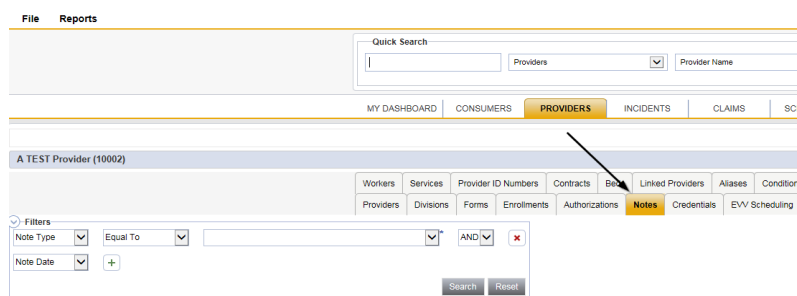
A screenshot of a web form showing a dropdown menu for 'Role'. The selected option is 'Region QA Workstream Worker'. An arrow points to the 'GO' button next to the dropdown.

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



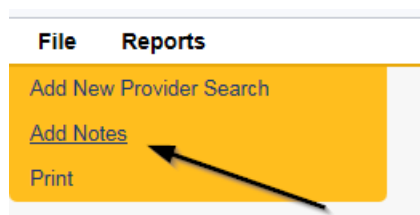
A screenshot of the 'Providers' chapter in the software. The 'Quick Search' filter is active, showing 'A Test Provider' in the search box. An arrow points to the 'GO' button. Below the search bar, the 'PROVIDERS' tab is highlighted in the navigation menu.

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



A screenshot of the 'Providers > Notes' tab. The 'Notes' sub-tab is highlighted. An arrow points to the 'Notes' sub-tab. Below the navigation tabs, there is a search bar and a 'Search' button.

4. Click **File > Add Notes**



A screenshot of the 'File' menu. The 'Add Notes' option is highlighted. An arrow points 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” = Monthly Monitoring
 - c. “Note Subtype” = CAP Accepted
 - d. “Description” = CAP Accepted
 - e. "Note" = Enter Notes
 - f. "Status" = Complete

- g. Click the ellipsis 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.

Notes Details

Division * APD

Note By * Reed, Monica

Note Date * 09/23/2023

Associated Form ID# 759

Note Type * Monthly Monitoring

Note Sub-Type * CAP Accepted

Description CAP Accepted

Note

Status * Complete

Date Completed 09/23/2023

Attachments

[Add Attachment](#)

Document Description

There are no attachments to display

Note Recipients

Add Note Recipient: ... Clear

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

Providers

MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS CLASSES SCHEDULER UTILITIES

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

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

7. Select the appropriate CAP record via the hyperlink

Test Provider (21347)

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**

Filters

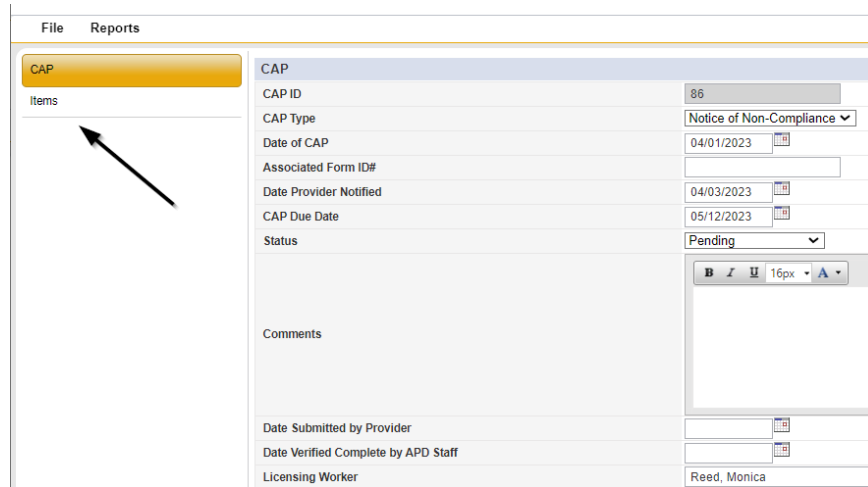
CAP ID

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
86		Notice of Non-Compliance	04/03/2023		Pending		1	Reed, Monica	
87		ROM Letter		05/24/2023	Not Compliant		2	Reed, Monica	

8. 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

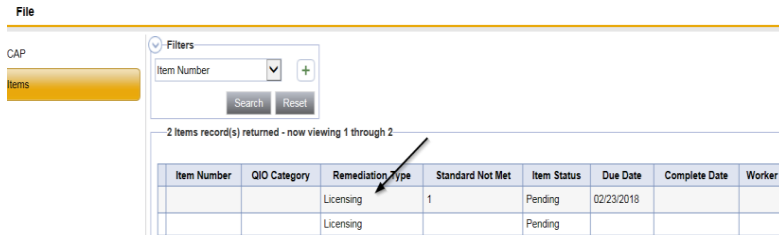
Comments

Date Submitted by Provider

Date Verified Complete by APD Staff

Licensing Worker Reed, Monica

9. 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			

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

- "Item Status" = Update to Complete
- "Complete Date" = Enter Date
- "Evidence of Completion" = Enter text and then click Append Text to Note

Item

Summary

Item ID: 90

Item Number:

Action Type: Licensing

Type of Site Visit: Residential Monitoring

Discovery Source: Licensing Visit

Remediation Type: Licensing

Employee Involved:

Standard Not Met Description: Clear

Comments:

New Text:

Append Text to Note

Item Status: Complete

Complete Date: 08/30/2023

Due Date:

Provider Worker: Mott, Sheila

Clear Details

Corrective Action Required:

corrective action test
On 4/25/2023 at 3:40 PM, Sheila Mott wrote: I did fix it.
On 4/25/2023 at 3:41 PM, Sheila Mott wrote: See note dated 4/25/2023
On 4/26/2023 at 9:43 AM, Monica Reed wrote: Corrective action

New Text:

Append Text to Note

Evidence of Completion:

evidence of completion test

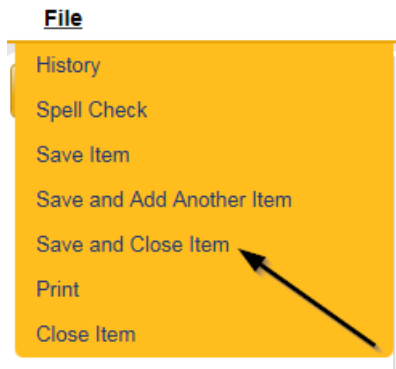
New Text:

Append Text to Note



Repeat steps 9 – 10 for each item that is complete in the CAP record.

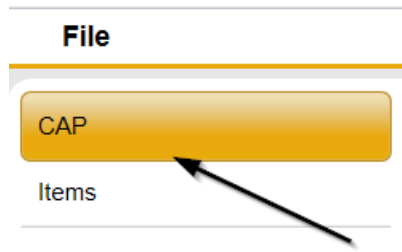
11. When finished, Click **File > Save and Close Item**



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.

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



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

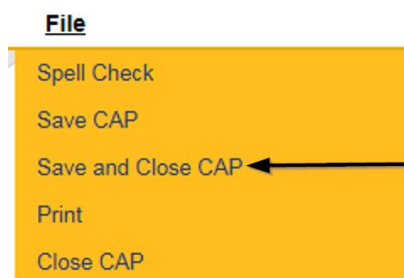
- a. "Status" = Update to Complete
- b. "Date Submitted by Provider" = Enter CAP Submitted Note Date
- c. "Date Verified Complete by APD Staff" = Enter Date

A screenshot of the 'CAP Details' page. The form contains the following fields and values:

CAP	
CAP ID	86
CAP Type	Notice of Non-Compliance ▼
Date of CAP	04/01/2023 [calendar icon]
Associated Form ID#	
Date Provider Notified	04/03/2023 [calendar icon]
CAP Due Date	05/12/2023 [calendar icon]
Status	Complete ▼
Comments	<div><div>B <i>I</i> <u>U</u> 16px A ▼</div><div></div></div>
Date Submitted by Provider	08/29/2023 [calendar icon]
Date Verified Complete by APD Staff	08/30/2023 [calendar icon]
Licensing Worker	Reed, Monica [dropdown] ... Clear Details
QA Workstream Lead	[dropdown] ... Clear

Arrows point to the 'Status', 'Date Submitted by Provider', and 'Date Verified Complete by APD Staff' fields.

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

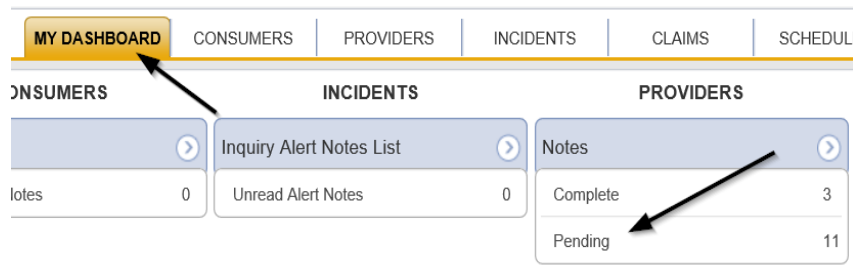


As Needed: Further Documentation Required

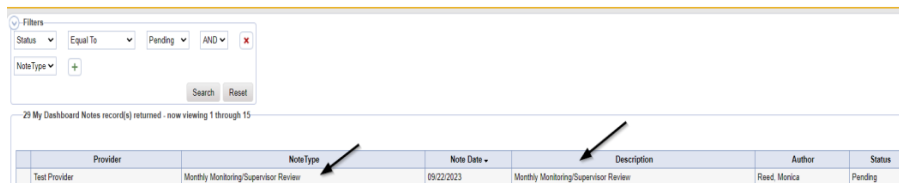


If further documentation is required, the Supervisor will update the existing Monthly Monitoring/Supervisor Review note and send it back to the Residential Monitor.

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.



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



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" = Monthly Monitoring/Supervisor Review
 - d. "Note Subtype" = Update to Further Documentation Required
 - e. "Description" = Update to Further Documentation Required
 - f. "Note" = Enter notes as to what documentation is needed. Select Append to Text.
 - g. "Status" = Leave as Pending
 - h. Click the ellipsis on the "Add Note Recipient" to add an additional recipient – [Residential Monitor \(Region QA Workstream Worker\)](#)

Notes

Notes Details

Division * APD

Note By * Reed, Monica

Note Date * 10/18/2023

Note Type * Monthly Monitoring/Supervisor Review

Note Sub-Type Further Documentation Required

Associated Form ID# 352

Description Further Documentation Required

Note

New Text

Enter notes as to what documentation is needed

Append Text to Note

Status * Pending

Date Completed

Attachments

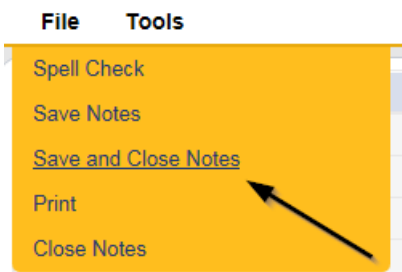
Add Attachment

Document	Description	Category	Action
There are no attachments to display			

Note Recipients

Add Note Recipient: ... Clear

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



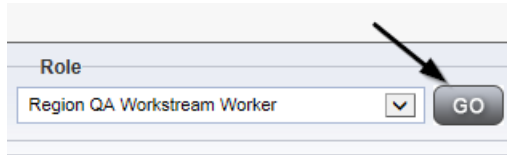
As Needed: Requested Information



The Residential Monitor (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**

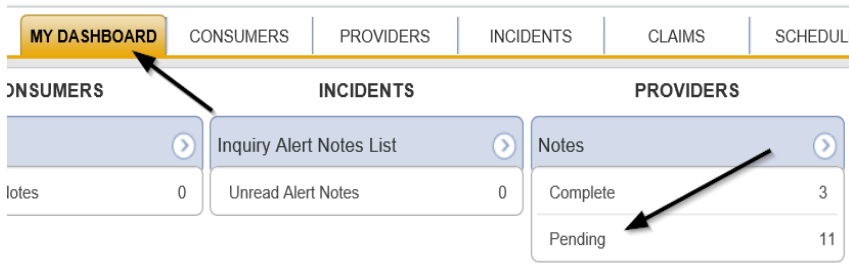


Role

Region QA Workstream Worker

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

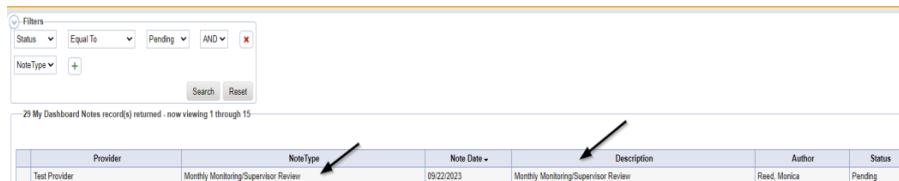
CONSUMERS INCIDENTS PROVIDERS

Notes

Complete 3

Pending 11

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



Filters

Status Equal To Pending AND

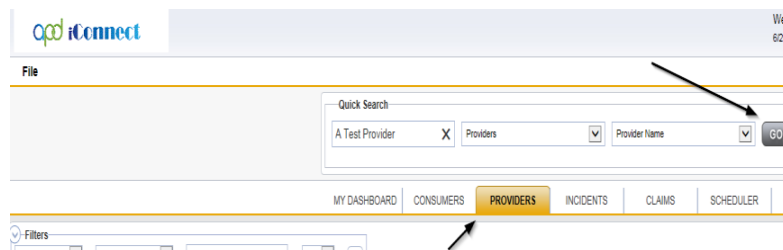
Note Type

Search Reset

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

Provider	Note Type	Note Date	Description	Author	Status
Test Provider	Monthly Monitoring/Supervisor Review	09/22/2013	Monthly Monitoring/Supervisor Review	Rae, Monica	Pending

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.



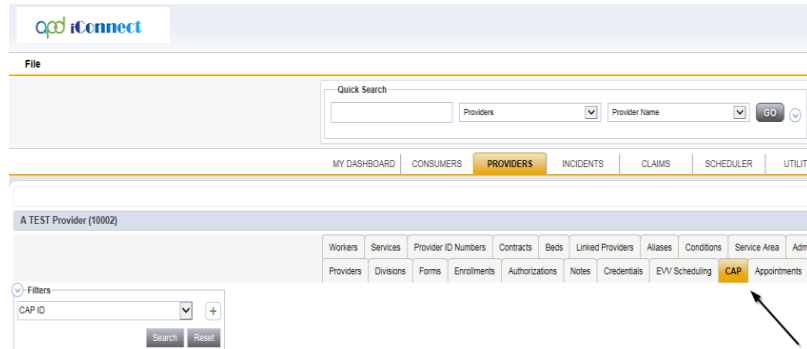
Quick Search

A Test Provider X Providers Provider Name

GO

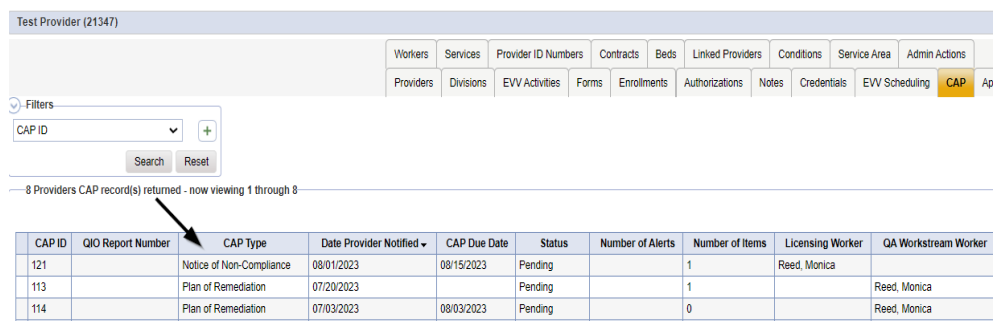
MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS CLAIMS SCHEDULE

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



The screenshot shows the iConnect web application interface. At the top, there's a 'File' menu and a 'Quick Search' bar. Below that, a navigation bar includes 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS', 'INCIDENTS', 'CLAIMS', 'SCHEDULER', and 'UTILITIES'. The 'PROVIDERS' tab is selected. Underneath, there's a sub-tab bar with 'Workers', 'Services', 'Provider ID Numbers', 'Contracts', 'Beds', 'Linked Providers', 'Aliases', 'Conditions', 'Service Area', 'Admin', 'Providers', 'Divisions', 'Forms', 'Enrollments', 'Authorizations', 'Notes', 'Credentials', 'EVV Scheduling', 'CAP', and 'Appointments'. The 'CAP' tab is highlighted in yellow, and an arrow points to it. On the left, there's a 'Filters' section with a 'CAP ID' dropdown and 'Search' and 'Reset' buttons.

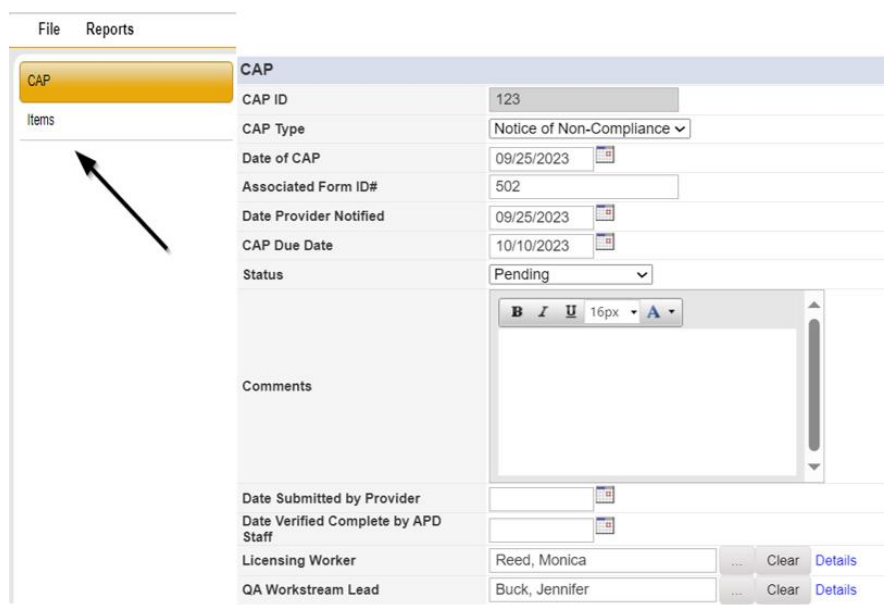
6. Select the appropriate CAP record via the hyperlink



The screenshot shows the 'Test Provider (21347)' page. It has a similar navigation bar to the previous screenshot, with the 'CAP' tab highlighted. Below the navigation bar, there's a 'Filters' section with a 'CAP ID' dropdown and 'Search' and 'Reset' buttons. Below that, a message says '8 Providers CAP record(s) returned - now viewing 1 through 8'. A table of CAP records is displayed. An arrow points to the first record in the table.

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	07/29/2023		Pending		1		Reed, Monica
114		Plan of Remediation	07/03/2023	08/03/2023	Pending		0		Reed, Monica

7. Click the Items link on the left-hand navigation menu



The screenshot shows the 'CAP' record details page. On the left, there's a navigation menu with 'CAP' and 'Items' links. The 'Items' link is highlighted in yellow, and an arrow points to it. The main content area shows the details for CAP ID 123. The details include: 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), and a large text area for Comments. At the bottom, there are fields for 'Date Submitted by Provider', 'Date Verified Complete by APD Staff', 'Licensing Worker' (Reed, Monica), and 'QA Workstream Lead' (Buck, Jennifer). There are also 'Clear' and 'Details' buttons for the last two fields.

8. 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			

9. Enter the Corrective Action Required information and Click Append to Text to Note

File

Item

Summary

Item ID

Item Number

Action Type

Discovery Source

Remediation Type

Employee Involved

Standard Not Met Description

Comments

Item Status

Due Date

Complete Date

Worker

Corrective Action Required

1 Complete and signed Participant/Representative Agreement

Close

Pending

02/23/2018

Close

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

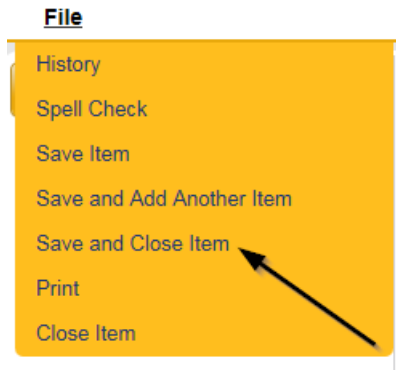
New Text

Append Text to Note

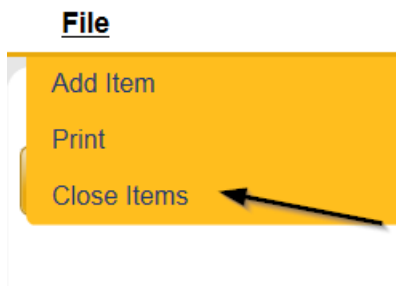


If the Supervisor does not agree with a violation added by the Residential Monitor, he/she may ask for it to be removed. The Item Status should be changed to Complete, and a Comment added that it was removed per the Supervisor's instruction.

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





11. Click **File > Close Items**



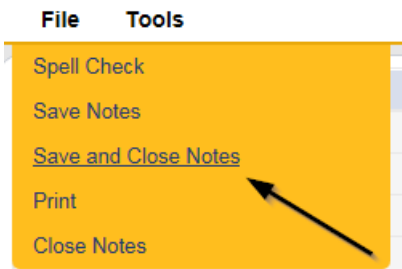
12. If changes are made to the CAP Items, a new NNC needs to be generated. Complete the steps in the [As Needed: Generate NNC](#) section of this manual. Save the new NNC to your device.

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. "Associated Form ID#" = Enter Form ID# if applicable
- c. "Note Type" = Leave as Monthly Monitoring/Supervisor Review
- d. "Note Subtype" = Change to **Further Documentation Provided**
- e. "Description" = Change to **Further Documentation Provided**
- f. "Note" = Enter notes as to what corrections/revisions have been made and what attachments have been provided
- g. "Status" = Leave as Pending
- h. Click "Add Attachment" and search for the copy of NEW NNC on the user's device. Click Upload.
- i. Click "Remove" to delete the original NNC from the note. Only the most recent version needs to be attached.
- j. Click the ellipsis on the "Add Note Recipient" to add an additional recipient – [QA Workstream Lead](#)

Notes Details	
Division *	APD ▼
Note By *	Buck, Jennifer
Note Date *	09/25/2023 
Note Type *	Monthly Monitoring/Supervisor Review ▼*
Note Sub-Type	Further Documentation Provided ▼*
Associated Form ID#	
Description	Further Documentation Provided 
<p>Updates are needed. Please send additional documentation. On 9/25/2023 at 8:47 PM, Jennifer Buck wrote: Enter notes as to what corrections/revisions have been made and what attachments have been provided</p>	

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



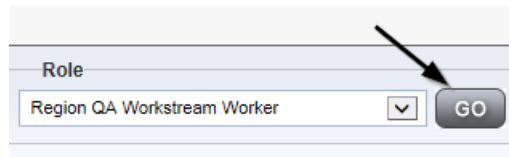
If all corrective actions are completed, proceed back to [Supervisor Approval](#).

As Needed: CAP Rejected Note



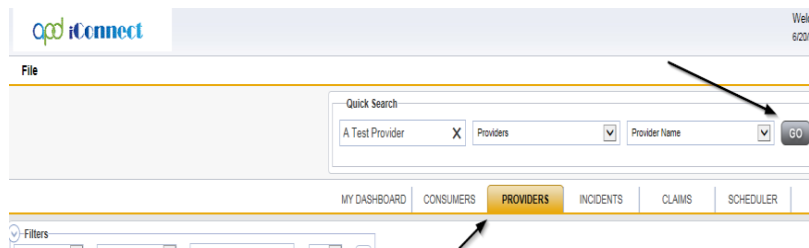
If all corrective actions are not completed, the Residential Monitor will create a note to advise the Provider of the outstanding items along with updating the CAP items to Rejected. The Residential Monitor can use the [Provider CAP Report](#) to track the items that have been rejected and require follow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

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



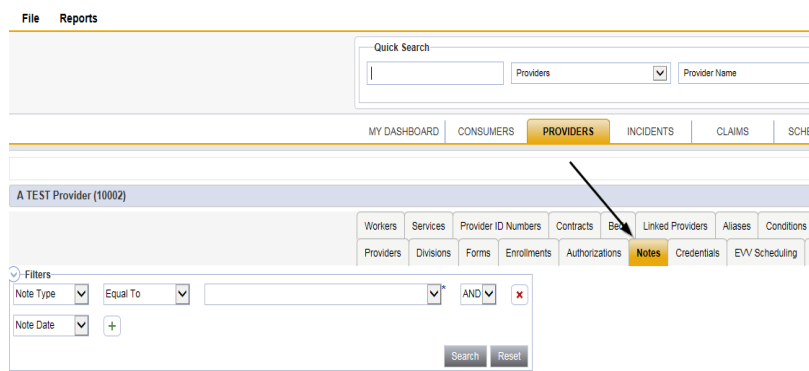
A screenshot of a web form showing a dropdown menu for "Role" with "Region QA Workstream Worker" selected. An arrow points to the "GO" button next to the dropdown.

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



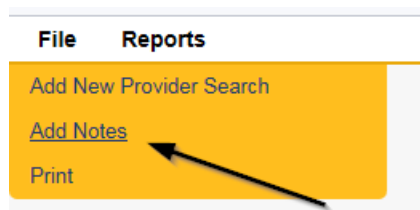
A screenshot of the "Providers" chapter in the software. The "Providers" tab is highlighted in the navigation bar. The "Quick Search" filter is set to "A Test Provider". An arrow points to the "GO" button next to the search filter.

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



A screenshot of the Provider's record for "A TEST Provider (10002)". The "Notes" tab is highlighted in the navigation bar. An arrow points to the "Notes" tab.

4. Click **File > Add Notes**



A screenshot of the "File" menu with the "Add Notes" option highlighted. An arrow points to the "Add Notes" button.

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" = Monthly Monitoring

- d. "Note Subtype" = CAP Rejected
- e. "Description" = CAP Rejected
- f. "Note" = Enter notes as to why the CAP is being rejected and what is lacking per 65G – 2.004(2).
- g. "Status" = Pending
- h. Click the ellipsis 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

Notes Details

Division *

Note By *

Note Date *

Associated Form ID#

Note Type *

Note Sub-Type

Description

Note

Enter notes as to why the CAP is being rejected and what is lacking per 65G – 2.004(2).

Status *

Date Completed

Attachments

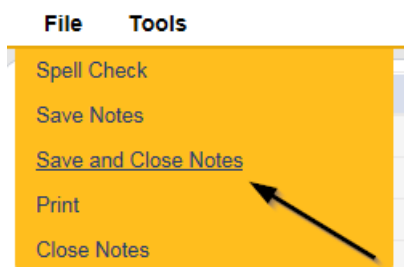
[Add Attachment](#)

Document	Description
There are no attachments to display	

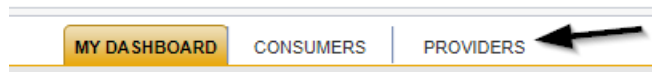
Note Recipients

Add Note Recipient: ...

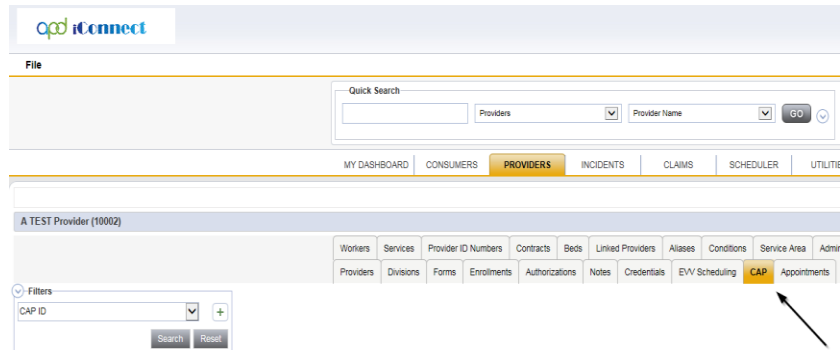
6. When finished click **File > Save and Close Notes**



7. Navigate to the Provider's Chapter



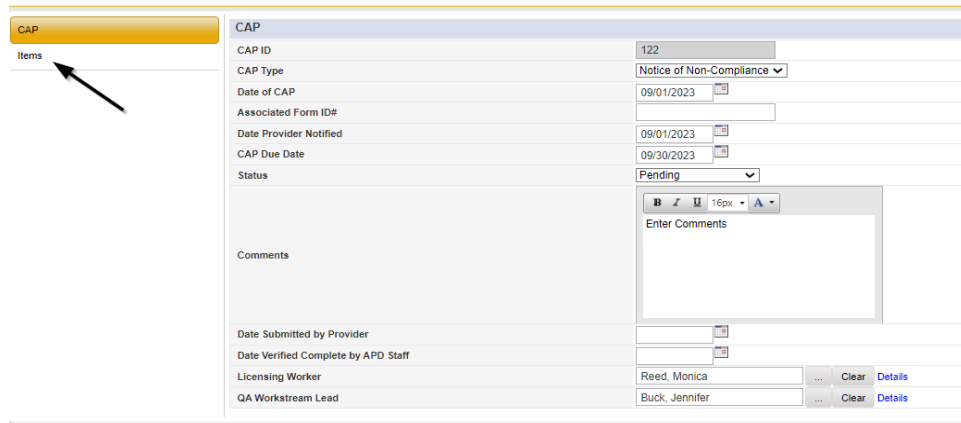
8. The Provider's record will display. Navigate to the **Providers > CAP** tab



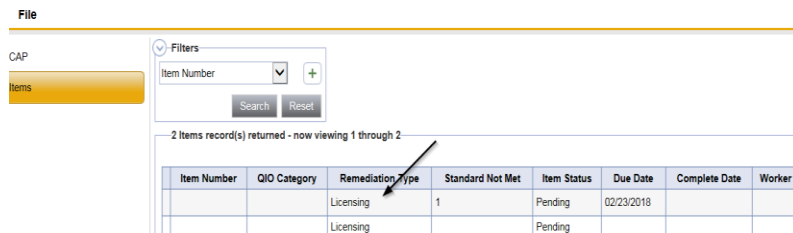
9. Select the appropriate CAP record via the hyperlink

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



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

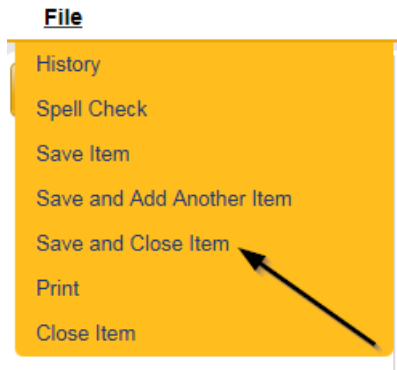
- a. "Item Status" = CAP Rejected
- b. "Corrective Action Required" = Enter notes on what is rejected and what needs to be done to resolve the deficiency

Summary	
Item ID	141
Item Number	
Action Type	Licensing
Type of Site Visit*	Qualified Organization
Discovery Source	Licensing Visit
Remediation Type	Licensing
Employee Involved	Lisa Smith
Standard Not Met Description	FINANCIAL STANDARDS. (a) Fiscal records pertaining to th... Clear
Comments	Enter the full description of the violation (i.e. Resident J.A. did not receive Seroquel as prescribed on 9/1/2019) New Text Append Text to Note
Item Status	CAP Rejected
Due Date	09/16/2023
Provider Worker	Reed, Monica ... Clear Details
Corrective Action Required	Enter Information regarding the violation that the provider must submit. The Provider will then append with the information. New Text Enter notes regarding the reason for rejection and what needs to be completed to resolve the deficiency Append Text to Note
Evidence of Completion	 New Text Append Text to Note



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 Residential Monitor that the revisions have been made.

1. Set "Role" = Service Provider then click **Go**

A screenshot of a form field labeled 'Role'. The dropdown menu is open, showing 'Service Provider' as the selected option. An arrow points to the dropdown arrow. To the right of the dropdown is a grey 'GO' button.

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

A screenshot of the software interface. At the top is the 'qcd iConnect' logo. Below it is a 'File' menu. A 'Quick Search' bar is visible. A navigation bar shows 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS', 'INCIDENTS', 'CLAIMS', 'SCHEDULER', and 'UTILITY'. Under 'PROVIDERS', there are sub-tabs: 'Workers', 'Services', 'Provider ID Numbers', 'Contracts', 'Beds', 'Unlaid Providers', 'Aliases', 'Conditions', 'Service Area', and 'Admin'. The 'CAP' tab is highlighted. Below the tabs is a 'Filters' section with a 'CAP ID' dropdown and 'Search' and 'Reset' buttons. An arrow points to the 'CAP' tab.

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

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 to Text to Note

Summary

Item ID: 141

Item Number:

Action Type: Licensing

Discovery Source: Licensing Visit

Remediation Type: Licensing

Employee Involved: Lisa Smith

Comments: Enter the full description of the violation (i.e. Resident J.A. did not receive Seroquel as prescribed on 9/1/2019)

Item Status: CAP Rejected

Due Date: 09/16/2023

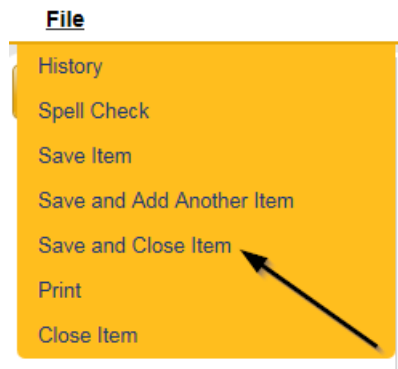
Provider Worker: Reed, Monica

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

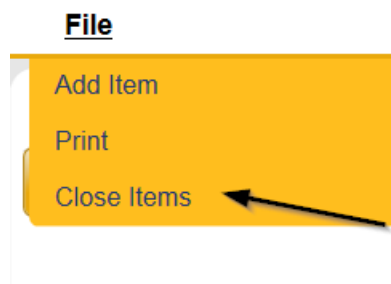
Evidence of Completion:

Append Text to Note

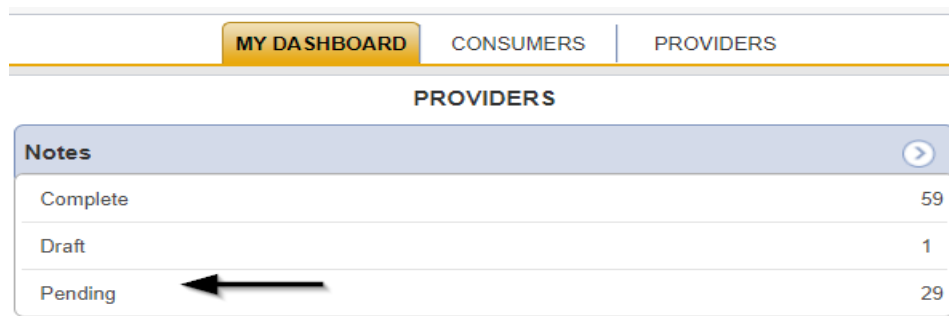
7. When finished, Click **File > Save and Close Item**



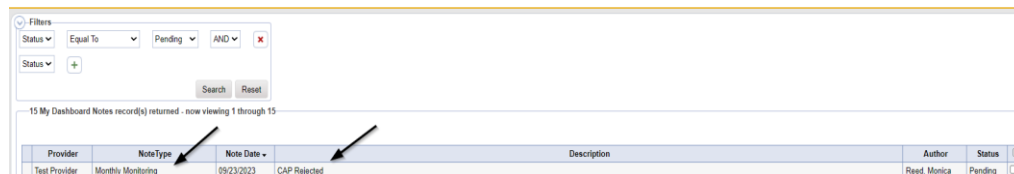
8. Click **File > Close Items**



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



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



11. In the existing Note record, update the following fields:
- "Associated Form ID#" = Enter Form ID# if applicable
 - "Note Type" = Leave as Monthly Monitoring
 - "Note Subtype" = Update to CAP Revised
 - "Description" = Update to CAP Revised
 - "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 ellipsis on the "Add Note Recipient" to add the [Residential Monitor](#) 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.
12. When finished click **File > Save and Close Notes**

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

- Division: APD
- Note By: Reed, Monica
- Note Date: 09/23/2023
- Note Type: Monthly Monitoring
- Note Sub-Type: CAP Revised
- Description: CAP Revised
- Note: On 9/23/2023 at 7:23 PM, Monica Reed wrote: Enter notes as to why the CAP is being rejected and what is lacking per 65G – 2.004(2).
- Status: Complete
- Date Completed: 09/23/2023
- Attachments: Add Attachment
- Note Recipients: Add Note Recipient (with an ellipsis button)

Arrows indicate the fields to be updated: Note Sub-Type, Description, Status, Add Attachment, and the ellipsis on Add Note Recipient.



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 Residential Monitor 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 Residential Monitor 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'. The selected option is 'Region QA Workstream Worker'. To the right of the dropdown is a 'GO' button. An arrow points to the 'GO' button.

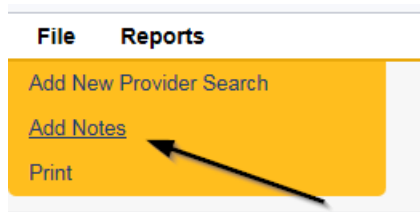
2. Navigate to the **Providers** chapter and enter the Provider’s Facility name in the Quick Search filter and click go.

A screenshot of the 'Providers' chapter in a software application. The 'Quick Search' filter is visible, with 'A Test Provider' entered in the search box. The 'Providers' dropdown is selected. A 'GO' button is to the right. An arrow points to the 'GO' button. Below the search bar are tabs: 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS' (highlighted), 'INCIDENTS', 'CLAIMS', and 'SCHEDULER'. An arrow points to the 'PROVIDERS' tab.

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

A screenshot of the 'Providers > Notes' tab in a software application. The 'Quick Search' filter is visible, with 'A Test Provider (10002)' entered in the search box. The 'Providers' dropdown is selected. A 'GO' button is to the right. Below the search bar are tabs: 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS' (highlighted), 'INCIDENTS', 'CLAIMS', and 'SCHE'. An arrow points to the 'PROVIDERS' tab. Below the tabs is a table with columns: 'Workers', 'Services', 'Provider ID Numbers', 'Contracts', 'Benefits', 'Linked Providers', 'Aliases', and 'Conditions'. The 'Notes' tab is highlighted. Below the table is a 'Filters' section with 'Note Type' and 'Note Date' dropdowns, and a 'Search' button. An arrow points to the 'Notes' tab.

4. Click **File > Add Notes**

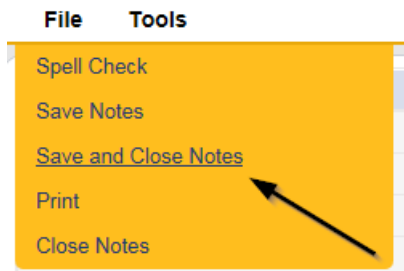


5. In the new Note record, update the following fields:

- a. "Division" = APD
- b. "Associated Form ID#" = Enter Form ID# if applicable
- c. "Note Type" = Monthly Monitoring
- d. "Note Subtype" = CAP Missed Due Dates
- e. "Description" = CAP Missed Due Dates
- f. "Note" = Enter notes to advise of the missed due dates
- g. "Status" = Complete
- h. Click the ellipsis 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

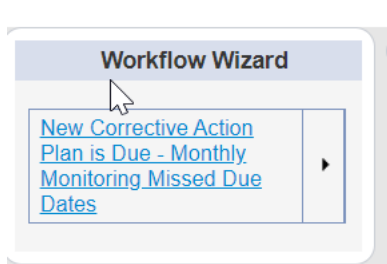
A screenshot of a 'Notes Details' form. The form has several fields with arrows pointing to them: 'Division' (set to APD), 'Note By' (set to Reed, Monica), 'Note Date' (set to 09/23/2023), 'Associated Form ID#' (set to 759), 'Note Type' (set to Monthly Monitoring), 'Note Sub-Type' (set to CAP Missed Due Dates), 'Description' (set to CAP Missed Due Dates), 'Note' (a large text area with the placeholder text 'Enter notes to advise of the missed due dates'), 'Status' (set to Complete), and 'Date Completed' (set to 09/23/2023). Below the form is an 'Attachments' section with an 'Add Attachment' link. At the bottom is a 'Note Recipients' section with an 'Add Note Recipient' field and a 'Clear' button. An arrow points to the ellipsis button next to the 'Add Note Recipient' field.

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



7. Upon saving the note, a Workflow Wizard triggered a reminder tickler for the Residential Monitor that is due in 11 calendar days. The Residential 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



- Tickler - "New Corrective Action Plan is Due – Monthly Monitoring Missed Due Dates"
- Assigned to the Residential Monitor (Monitor 2)
- 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 Monthly Monitoring > CAP Missed Due Dates note sent by the Residential Monitor. 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 Residential Monitor (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 track due dates of rejected CAP items

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

Role
Region QA Workstream Worker [v] GO

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

oqdiConnect Welcome, Jennifer Buck My Dashboard Sign Out 9/25/2023 6:31 PM Role: Region QA Workstream Worker GO

File Reports

- Missing Provider Selection - HAR
- Pending Notes - Consumers HAR
- Pending SANs
- Plan Report
- Planned Service Rates vs Credentials
- Provider CAP Report**
- Provider Documentation - HAR
- Provider Reactive Strategies
- Renewal Application Submissions

Consumers Last Name GO ADVANCED SEARCH

MY DASHBOARD CONSUMERS PROVIDERS REPORTS

PROVIDERS	Notes	Links	TASKS
1	Complete	1	iConnect eLearning Library
1	Pending	1	APD Help Desk

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: 9/25/2022 12:00:00 AM☐ NULLCAP End Date: 9/25/2023 12:00:00 AM☐ NULLView Report

QIO Report Number: ☒ NULL

1 of 2 ?Find | Next

Provider CAP Report

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

XML file with report data

CSV (comma delimited)

PDF

Excel

TIFF file

Word

MHTML (web archive)

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 monthly monitoring visits, if the Residential Monitor identifies that the facility is still in violation of a standard which was identified on the prior month's site visit, the violation will not be added to the current month's new CAP record.

The previous months 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 month, the Residential Monitor will open a new CAP for the new violations. The Residential Monitor will generate the NNC for the new violations only.

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. 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.

A screenshot of the iConnect web application. The 'Providers' tab is selected in the navigation bar. In the 'Quick Search' section, 'A Test Provider' is entered in the search field, and 'Providers' is selected in the dropdown. The 'GO' button is highlighted with an arrow. Another arrow points to the 'PROVIDERS' tab in the navigation bar.

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

qcd iConnect

File

Quick Search: Providers Provider Name GO

MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS CLAIMS SCHEDULER UTILITE

A TEST Provider (10002)

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

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

Filters: CAP ID Search Reset

4. Select the appropriate CAP record via the hyperlink

Test Provider (21347)

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 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 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

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:

Licensing Worker: Reed, Monica [Details](#)

QA Workstream Lead: Buck, Jennifer [Details](#)

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

File

CAP

Items

Filters

Item Number

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:
 - a. "Comments" = add information
 - b. "Due Date" = update due date if needed
 - c. "Corrective Action Required" = add information and Click Append to Text to Note

8. 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

9. Click **File > Close Items**

File

- Add Item
- Print
- Close Items

10. The Residential Monitor 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.