



State of Florida
Agency for Persons with Disabilities

Harmony for APD iConnect
Residential Monitoring Training Manual

Table of Contents

Chapter 16 Residential Monitoring.....	3
Introduction	3
Generate Report	3
Add Residential Monitor	4
Schedule Site Visit Appointment	6
As Needed: Reschedule Site Visit Appointment	10
Complete Site Visit.....	12
Complete Appointment	13
Complete Residential Monitoring Checklist	15
Site Visit Note.....	17
Supervisor Review and Approval	19
As Needed: Violations Found Add CAP	22
As Needed: Generate NNC.....	26
As Needed: Supervisor Review	27
As Needed: Supervisor Approval	29
As Needed: Service Provider NNC Notification.....	34
As Needed: Submit CAP	37
As Needed: CAP Accepted	41
As Needed: Further Documentation Required	47
As Needed: Requested Information	48
As Needed: CAP Rejected Note.....	53
As Needed: CAP Revised	58
As Needed: CAP Missed Due Dates.....	62
As Needed: Provider CAP Report.....	65
As Needed: Repeat Violations.....	67

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' with 'Region QA Workstream Worker' selected. A black arrow points to a 'GO' button next to the dropdown.

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 options like 'Provider CAP Report', 'Provider Documentation - HAR', 'Provider Reactive Strategies', 'Renewal Application Submissions', and 'Residential Monitoring Monthly/Quarterly Report'. A black arrow points to the 'Residential Monitoring Monthly/Quarterly Report' option. Another black arrow points to the 'MY DASHBOARD' button. A tooltip is visible over the selected report option, containing the text 'Open Residential Monitoring Monthly/Quarterly Report'. The dashboard also features a 'Quick Search' box and a table with columns for 'Notes', 'Status', and 'Action'.

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://tssbh1.mediware.com/FLAPDInterfaceTest/Pages/Report.aspx?ReportID=11363&SCFd=ID&SCOp=Equal%20To&SCVal=0&secure=njZnxP73iYb_

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	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**.

Role

Region QA Workstream Worker

GO

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

ooh iConnect

File

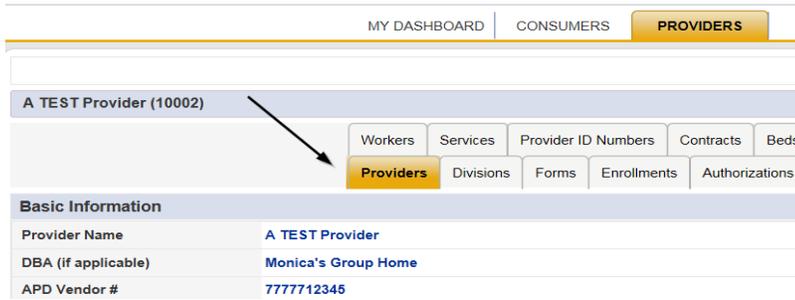
Quick Search

A Test Provider X Providers Provider Name GO

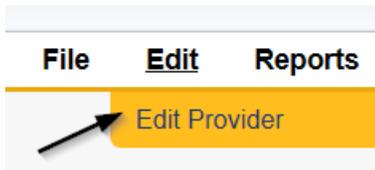
MY DASHBOARD CONSUMERS **PROVIDERS** INCIDENTS CLAIMS SCHEDULER

Filters

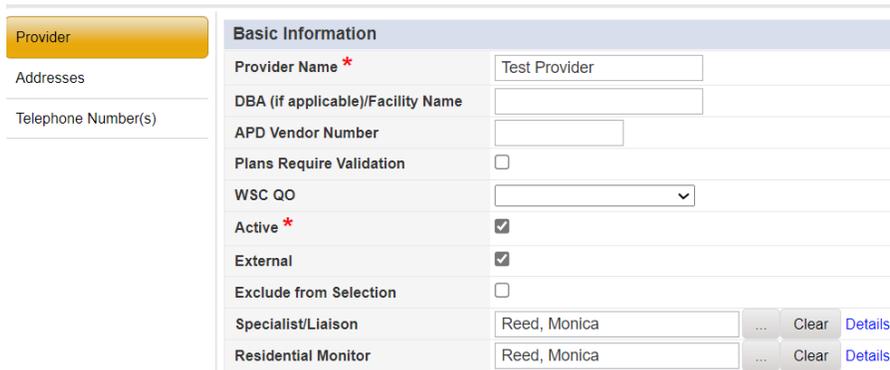
- The Provider's record will display. Navigate to the **Providers > Providers** tab.



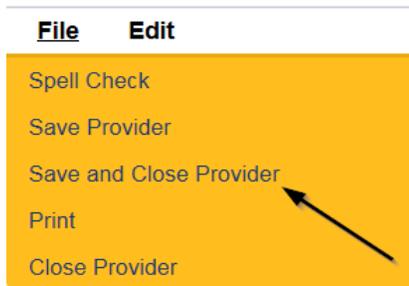
- Select **Edit > Edit Provider** to open the Provider's Facility record



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



- When finished, Select **File > Save and 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.

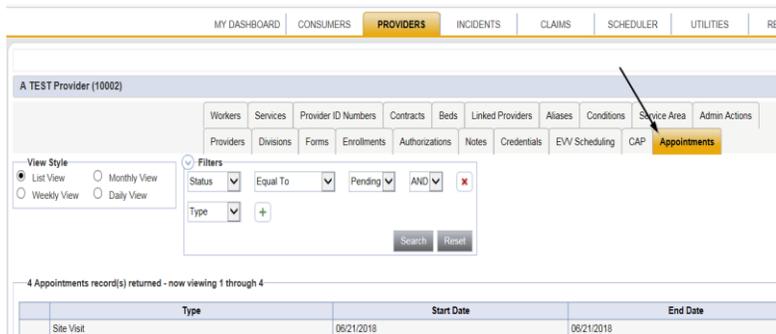
1. Set “Role” = Region QA Workstream Worker then click **Go**.

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 grey button labeled 'GO'. An arrow points from the top right towards the 'GO' button.

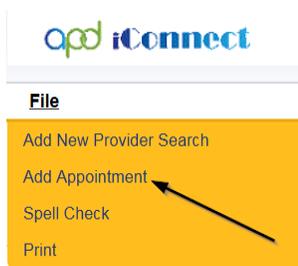
2. Navigate to the **Providers** chapter and enter the Provider’s Facility name in the Quick Search filter and click go.

A screenshot of the APD iConnect web application. The top navigation bar includes the 'iConnect' logo and a 'Welcome' message. Below the navigation bar is a 'Quick Search' section with a text input field containing 'A Test Provider', a dropdown menu set to 'Providers', another dropdown menu set to 'Provider Name', and a 'GO' button. An arrow points from the top right towards the 'GO' button. Below the search section is a horizontal menu with tabs: 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS', 'INCIDENTS', 'CLAIMS', and 'SCHEDULER'. The 'PROVIDERS' tab is highlighted in yellow. An arrow points from the bottom center towards the 'PROVIDERS' tab.

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



4. Click **File > Add Appointment**



5. Update the following fields on the Appointment Details page

- a. "Division" = APD
- b. "Appointment Date" = Enter date
- c. "Start Time" = Enter time
- d. "Appointment End Date" = Enter Date
- e. "End Time" = Enter time
- f. "Type" =
 - i. Site Visit
 - ii. Unannounced if the Provider should not be informed of the site visit
- g. "Subject" = Enter description
- h. "Status" = Scheduled

File

Appointments

Division

Appointment Date*

Start Time

Appointment End Date

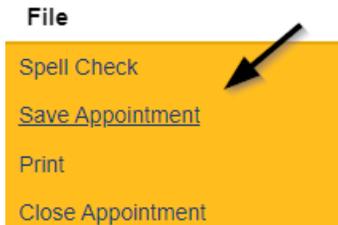
End Time

Type*

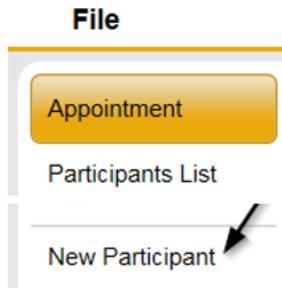
Subject

Status*

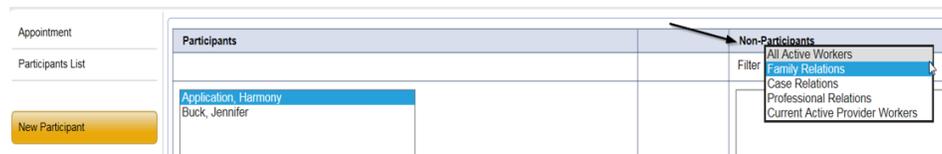
6. When finished select **File > Save Appointment**



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



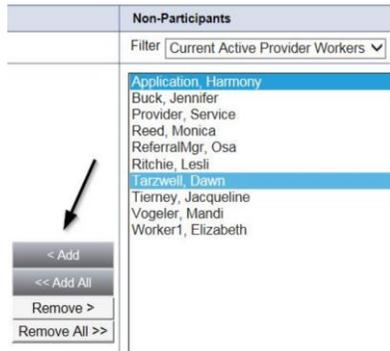
8. Set the **Non-Participants filter** list to Current Active Provider Workers or whatever is applicable in order to select the appointment participants



- 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**

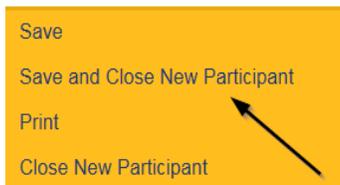


Pro-Tip: Use Ctrl + F on the keyboard to search and find the name of the individual and save time



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

File



- 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*



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**.

A screenshot of a web form with a section titled "Role". Below the title is a dropdown menu currently showing "Region QA Workstream Worker" and a "GO" button to its right. An 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 the "Providers" section in a software interface. At the top, there is a "Quick Search" box containing "A Test Provider" and a dropdown menu set to "Providers". To the right of the dropdown is another dropdown labeled "Provider Name" and a "GO" button. Below the search box is a navigation bar with tabs: "MY DASHBOARD", "CONSUMERS", "PROVIDERS" (highlighted), "INCIDENTS", "CLAIMS", and "SCHEDULER". An arrow points to the "GO" button.

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

A screenshot of the "Providers > Appointments" tab. The page shows a navigation bar with "MY DASHBOARD", "CONSUMERS", "PROVIDERS", and "REPORTS". Below this is a sub-navigation bar with various tabs, including "Appointments" which is highlighted. There are view style options (List View, Monthly View, Weekly View, Daily View) and a filter section with "Appointment Date" and a "Search" button. Below the filters, it says "7 Providers Appointments record(s) returned - now viewing 1 through 7". A table is displayed with the following data:

Appointment Date	Start Time	End Time	Type	Subject	Status
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 Rescheduled

oconnect

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

File

Appointment

Participants List

New Participant

Appointments

Division: APD [v]

Appointment Date *: 01/20/2022 []

Start Time: 05 [v] 00 [v] PM [v]

Appointment End Date: 01/20/2022 []

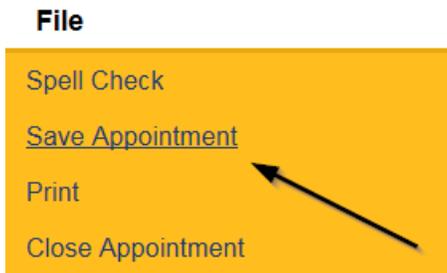
End Time: 06 [v] 00 [v] PM [v]

Type *: Site Visit [v]

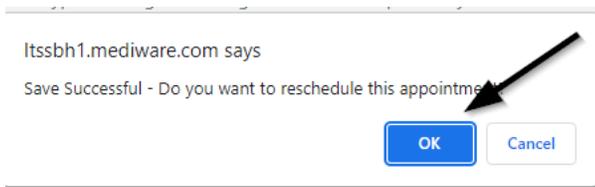
Subject: Monthly visit

Status *: Rescheduled [v]

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



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



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

- Update the Appointment date and time information for the new appointment.
- 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"/>
New Participant	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 Had to reschedule due to conflict with appointment time"/>
	Status * <input type="text" value="Scheduled"/>

- Click **File > Save Appointment**. Both the original and reschedule appointments are listed in the Appointments tab detail view.
- 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.



A Test Provider
Last Updated by: mreed@apdcares.org
at 6/23/2022 4:20:58 PM

Appointment

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"/>
New Participant	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
Quick Search
A Test Provider X Providers Provider Name GO
MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS CLAIMS SCHEDULER

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: List View (selected), Monthly View, Weekly View, Daily View
Filters: Appointment Date [v] Search
7 Providers Appointments record(s) returned - now viewing 1 through 7
Table with 8 columns: Appointment Date, Start Time, End Time, Type, Subject, Status

Appointment Date	Start Time	End Time	Type	Subject	Status
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 License 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

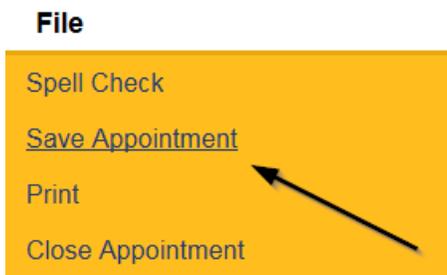
Type*: Site Visit

Subject:

Status*: Scheduled

Cancelled
 Completed
 No Show
 Pending
 Scheduled
 Rescheduled

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



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**.

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

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

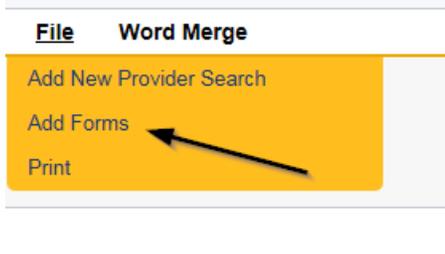
A screenshot of the iConnect web application. The 'Providers' tab is selected in the navigation bar. A 'Quick Search' filter is visible with 'A Test Provider' entered and a 'GO' button. A black arrow points to the 'GO' button.

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

A screenshot of the iConnect web application showing the 'Forms' tab for a provider record. A table lists forms for 'APD' with columns for 'Division' and 'Form Name'. A black arrow points to the 'Forms' tab in the navigation bar.

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

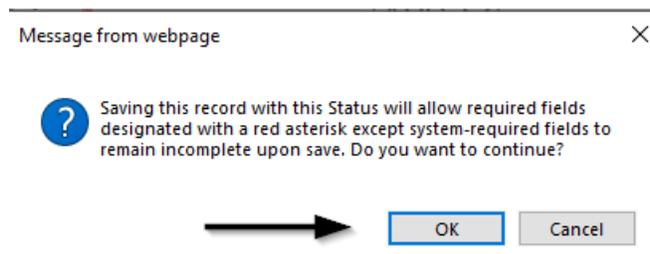
4. Click **File > Add Forms**



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

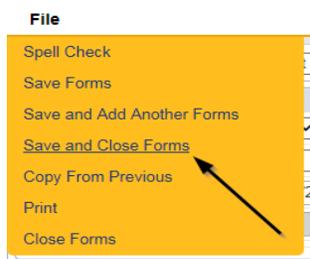
 A screenshot of a 'Provider Assessment' form. At the top, there is a dropdown menu labeled 'Please Select Type:' with 'Residential Monitoring Checklist' selected. Below this, the form has several fields: 'Division *' (dropdown with 'APD'), 'Worker *' (text box with 'Reed, Monica'), 'Review *' (dropdown with 'Monthly'), 'Status *' (dropdown with 'Draft'), 'Review Date *' (calendar icon with '08/19/2019'), and 'Approved By' (text box). Arrows point to the 'Please Select Type' dropdown, the 'Review *' dropdown, and the 'Status *' dropdown.

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**.

A screenshot of a web form showing a dropdown menu for 'Role' with 'Region QA Workstream Worker' selected. A black arrow points to a 'GO' button to the right of 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 iConnect web application. The 'PROVIDERS' tab is selected in the navigation bar. A 'Quick Search' filter is visible with 'A Test Provider' entered and a dropdown set to 'Providers'. A black arrow points to the 'GO' button next to the search filter.

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

A screenshot of the 'Providers > Notes' page in iConnect. The 'PROVIDERS' tab is selected, and the 'Notes' sub-tab is highlighted. A black arrow points to the 'Notes' sub-tab. Below the navigation, there are filter options for 'Note Type' and 'Note Date'.

4. Click **File > Add Notes**

A screenshot of a yellow menu bar with the following options: 'Add New Provider Search', 'Add Notes', and 'Print'. A black arrow points to the 'Add Notes' option.

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

Status * Complete

Date Completed 08/23/2023

Attachments

Add Attachment

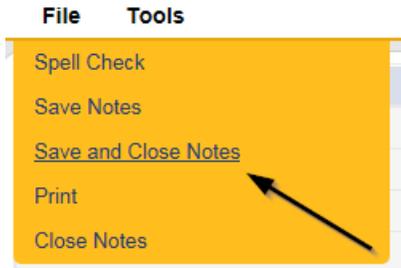
Document	Description
Signature Page	

Note Recipients

Add Note Recipient: ... Clear

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

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



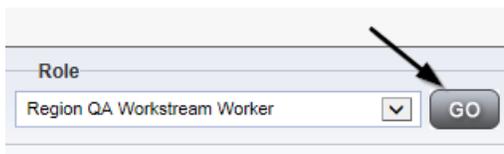
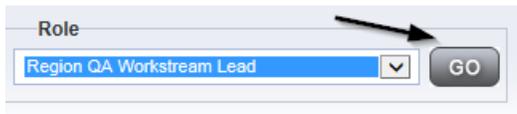
-

Supervisor Review and Approval

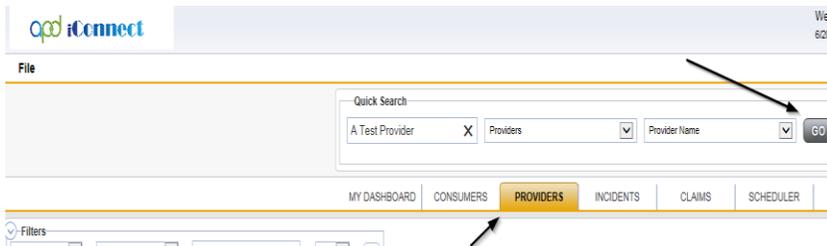


The QA Workstream Lead will receive notification of the note via My Dashboard. If there are no violations, they will review all monitoring tools and documentation and if approved will create a new note. If no changes are necessary, they will then review the Residential Monitoring Checklist form. If violations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

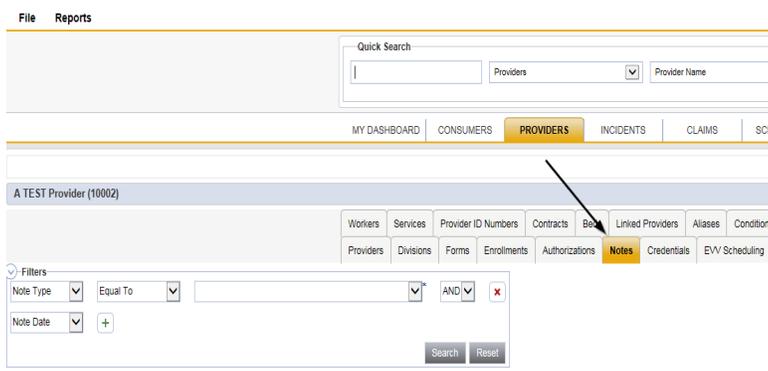
- Set "Role" = Region QA Workstream Lead OR Worker then click **Go**



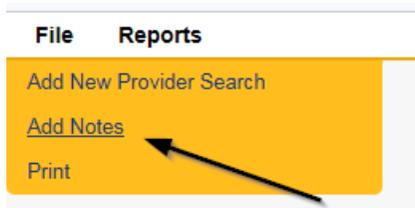
- Navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click go.



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



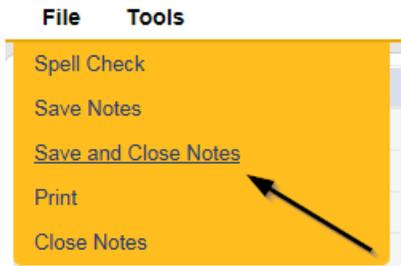
4. Click **File > Add Notes**



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

- a. "Division" = APD
- b. "Associated Form ID#" - Enter Form ID# if applicable
- c. "Note Type" = Monthly Monitoring
- d. "Note Subtype" = Supervisor Approval
- e. "Description" = Supervisor Approval
- f. "Note" = Enter Supervisor approval notes
- g. "Status" = Complete
- h. 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
- j. Click the ellipsis on the "Add Note Recipient" to add an additional recipient – *Service Provider*
- k. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

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.

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**.



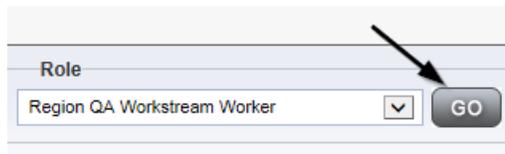
If no violations are found, no additional steps are needed.

As Needed: Violations Found Add CAP

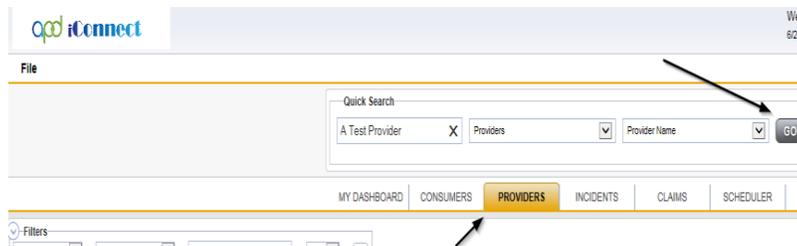


If there are not met violations, the Residential Monitor (Region QA Workstream worker) will want to keep the Residential Monitoring Checklist open in order to view those not met items. Each one will need to be added as a single CAP item record on the newly created CAP.

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



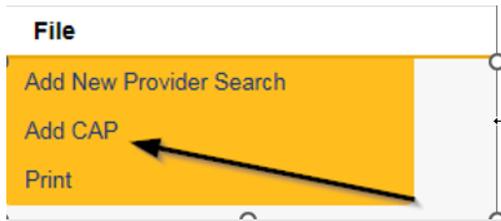
2. Navigate to the **Providers** chapter and enter the Provider’s Facility name in the Quick Search filter and click go.



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



4. Select **File > Add CAP**

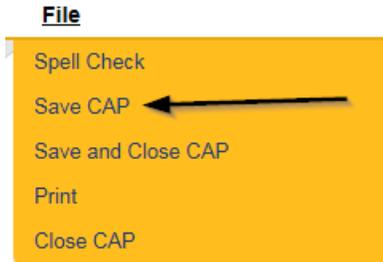


5. Update the following fields:

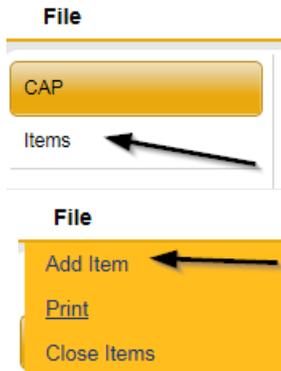
- a. "CAP Type" = Notice of Non-Compliance
- b. "Date of CAP" = Enter Date
- c. "Associated Form ID#" = Enter Form ID if applicable
- d. "Date Provider Notified" = Enter Date
- e. "CAP Due Date" = Enter Date as 15 calendar days after the Date of CAP
- f. "Status" = Defaults to Pending
- g. "Comments" = Enter if applicable
- h. "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
Associated Form ID#	1256
Date Provider Notified	08/01/2023
CAP Due Date	08/15/2023
Status	Pending
Comments	<div style="border: 1px solid #ccc; padding: 5px;"> <div style="font-size: 0.8em; margin-bottom: 5px;"> B <i>I</i> <u>U</u> 16px A </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:
- "Action Type" = Licensing
 - "Type of Site Visit" = Residential Monitoring
 - "Discovery Source" = Monitoring Visit
 - "Remediation Type" = Licensing
 - "Employee Involved" = Enter Name if applicable
 - "Standard Not Met Description" = Click the ellipsis to add the appropriate Standard Not Met
 - "Comments" = Enter comments that describe the violations, because this information populates the NNC.
 - "Item Status" = Defaults to Pending – leave as Pending until item has been completed or another status is applicable
 - "Due Date" = Enter Date as 15 calendar days after the Date of CAP
 - "Provider Worker" = Click the ellipsis to add the worker
 - "Corrective Action Required" = Enter Information
 - "Evidence of Completion" = *will be completed by the Residential Monitor once the Service Provider has entered the corrective action taken*

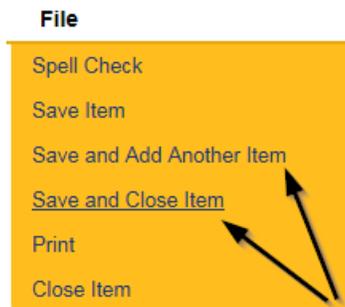
File

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 € ... Clear
Comments	
Item Status	Pending
Due Date	09/30/2023
Provider Worker	Reed, Monica ... Clear Details
Corrective Action Required	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**



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 [v] GO

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

Quick Search
Providers [v] Provider Name [v] GO [v]

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 [v] +
Search Reset

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

Test Provider (21347)

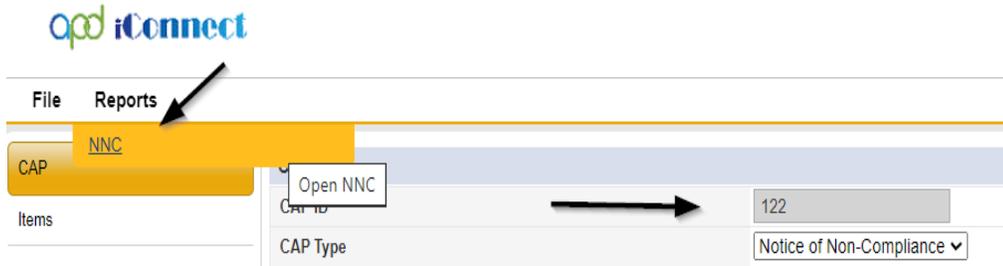
Workers Services Provider ID Numbers Contracts Beds Linked Providers Conditions Service Area Admin Actions
Providers Divisions EVV Activities Forms Enrollments Authorizations Notes Credentials EVV Scheduling **CAP**

Filters
CAP ID [v] +
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



State of Florida

Agency for Persons with Disabilities

NOTICE OF NONCOMPLIANCE					
Issued To(Name of Licensee): TROOPBRIDGE HOUSE GROUP HOME			License Number: 5137-6-01A		
Address: 640 VILLAGEWAY DRIVE B			Facility Name: TROOPBRIDGE HOUSE GROUP HOME		
City: ST PETERSBURG	County: PINELLAS	State: FL	Zip: 33707	Telephone: (813)984-4113	
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

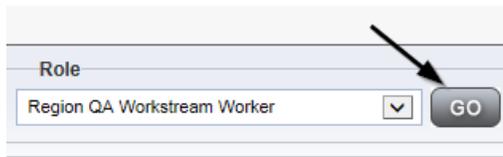
6. Save the NNC Report to the user's device so it can be attached to the Supervisor Review note in the next section.

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**.

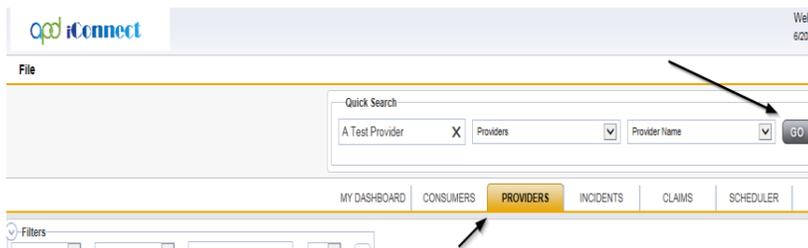


Role

Region QA Workstream Worker

GO

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

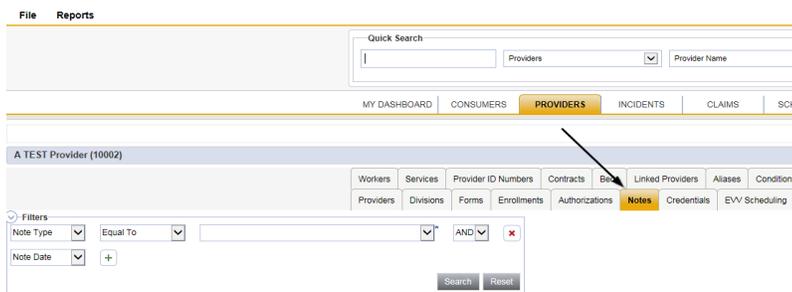


Quick Search

A Test Provider X Providers Provider Name GO

MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS CLAIMS SCHEDULER

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



Quick Search

A TEST Provider (10002) Providers Provider Name

MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS CLAIMS SCHE

Workers Services Provider ID Numbers Contracts Dis Linked Providers Aliases Conditions

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

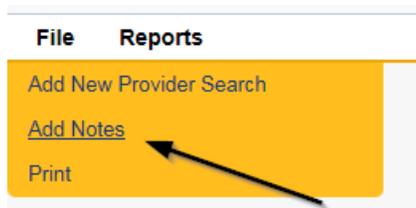
Filters

Note Type Equal To AND

Note Date +

Search Reset

4. Click **File > Add Notes**



File Reports

Add New Provider Search

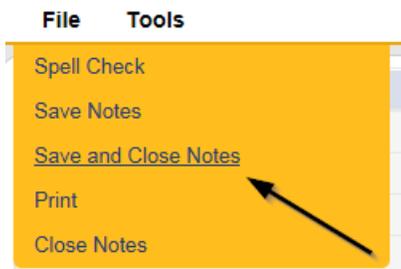
[Add Notes](#)

Print

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

Role
Region QA Workstream Worker [v] 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 0 Inquiry Alert Notes List 0

Unread Alert Notes 0

Notes 3 11

Complete Pending

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

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	09/22/2023	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.

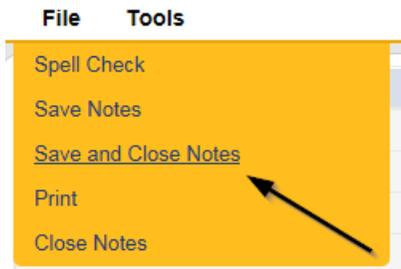
- ii. If this is a Supervisor Approval that required Further Documentation which has now been provided, update to **Further Documentation Provided**

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

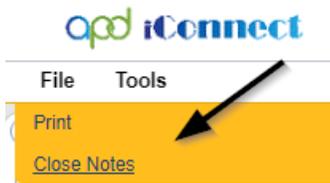
- d. "Description" = enter a description if applicable
- e. "Note" = Enter Notes
- f. "Status" = Update to Complete
- g. Click the ellipsis on the "Add Note Recipient" to add the *Region QA Worker/Residential Monitor* as the Note Recipient
- h. Enter Last Name and Click Search in the pop-up browser window.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

Notes Details	
Division *	APD
Note By *	Reed, Monica
Note Date *	09/22/2023
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 style="border: 1px solid gray; padding: 5px;"> <p>New Text</p> <p>B I U 16px</p> </div> <p>Append Text to Note</p>
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"/>

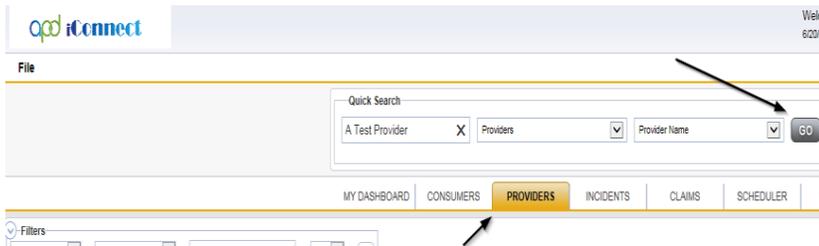
6. When finished click **File > Save and Close Notes**



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

Filters

Form Name Equal To Residential Monitoring Checklist AND
 Division +

Search Reset

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

OK Cancel

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

File

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

As Needed: Service Provider NNC Notification



The 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**

A screenshot of a web form showing a dropdown menu for 'Role' with 'Region QA Workstream Worker' selected. A black arrow points to a 'GO' button to the right of 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' search page. The 'Quick Search' filter contains 'A Test Provider'. The 'Providers' dropdown is selected. A black arrow points to the 'GO' button. Below the search bar, a navigation menu shows 'PROVIDERS' highlighted.

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

A screenshot of the provider record for 'A TEST Provider (10092)'. The 'Notes' tab is selected in the navigation menu. A black arrow points to the 'Notes' tab. Below the navigation menu, there are filter options for 'Note Type' and 'Note Date'.

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

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

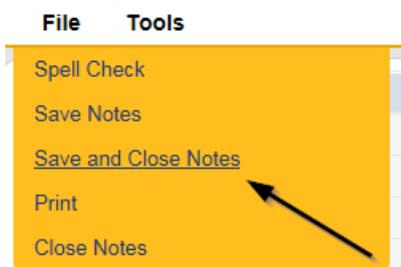
Document	Description
NNC	

Note Recipients

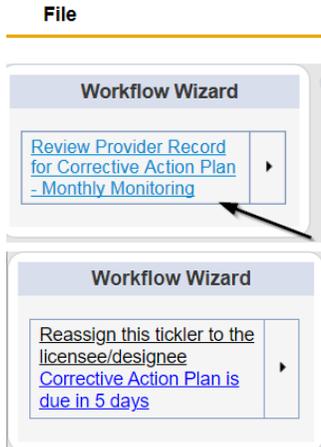
Add Note Recipient:

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.



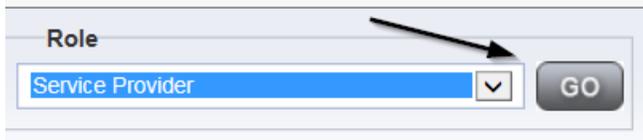
8. Tickler - “Reassign this tickler to the licensee/designee. Corrective Action Plan is due in 5 days” From the tickler flyout menu, the Residential Monitor should reassign this tickler to the licensee/designee.
9. Tickler – “ Review Provider Record for Corrective Action Plan – Monthly Monitoring” This 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

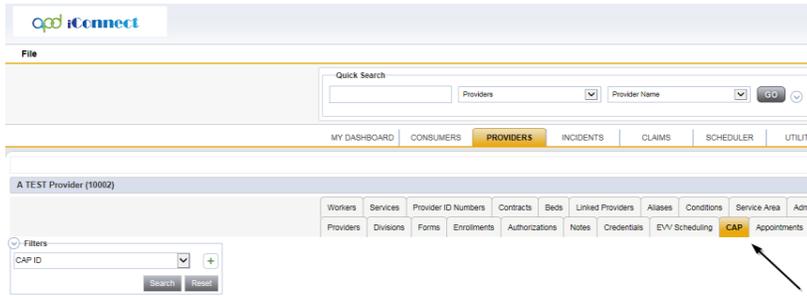


The Service Provider will receive the NNC Notification note on My Dashboard. They will then update the CAP item(s) by describing the action taken to correct the identified site visit violations. When finished the Service Provider will send a note to advise of the revisions and attach any supporting documents.

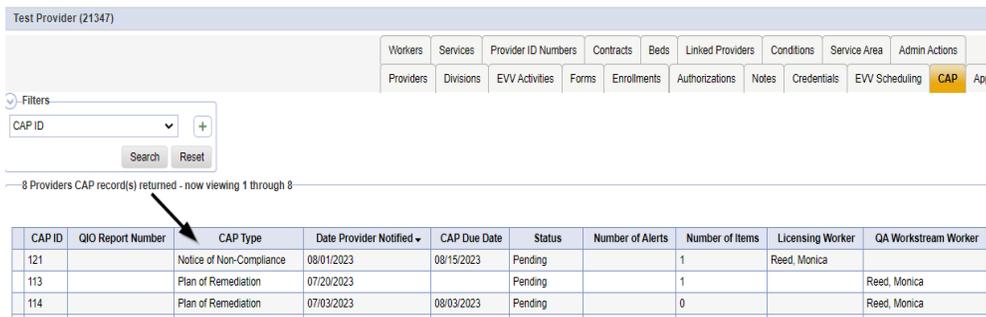
1. Set “Role” = Service Provider then click **Go**



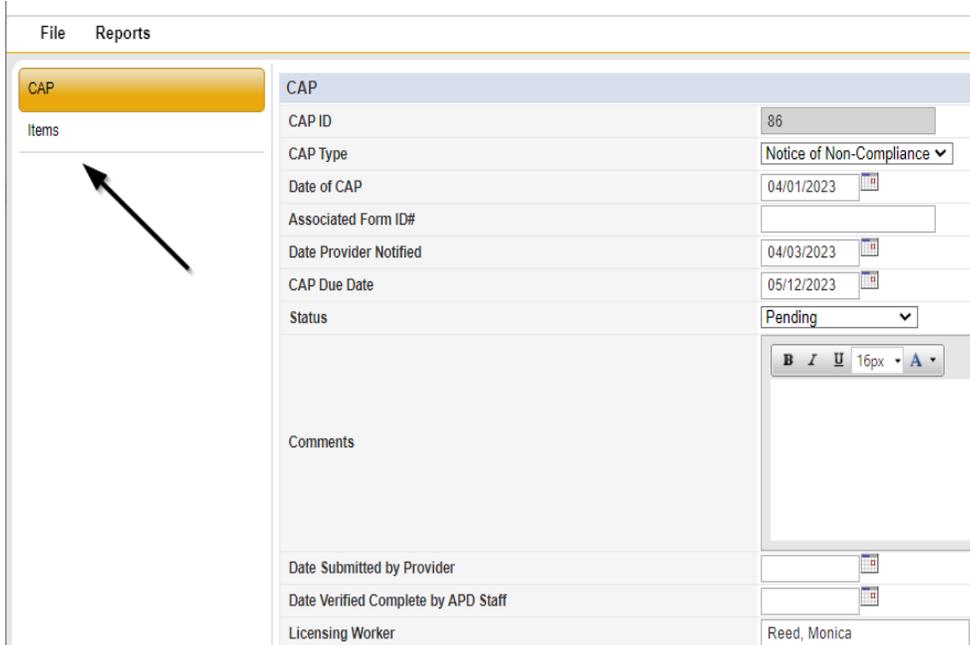
2. The Provider's record will display. Navigate to the **Providers > CAP** tab



3. Select the appropriate CAP record via the hyperlink



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



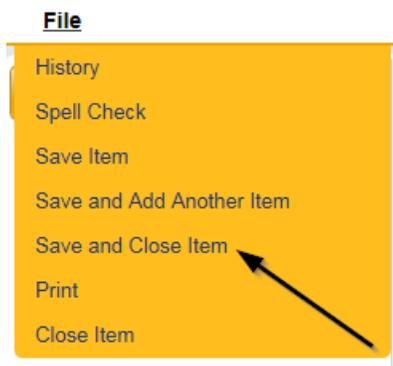
5. Select the Item to update via the hyperlink in the list view grid

Item ID	QIO Category	Remediation Type	Standard Not Met	Item Status	Due Date	Complete Date	Worker	Action Type	Corrective Action Required
138		Licensing	2.011(1)	Pending	09/30/2023		Reed, Monica	Licensing	Corrective Action Required

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

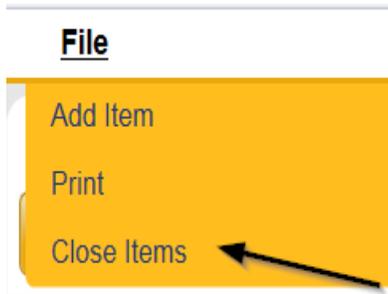
- a. "Correction Action Required" = Enter steps taken to address the deficiency, then Click **Append Text to Note**

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

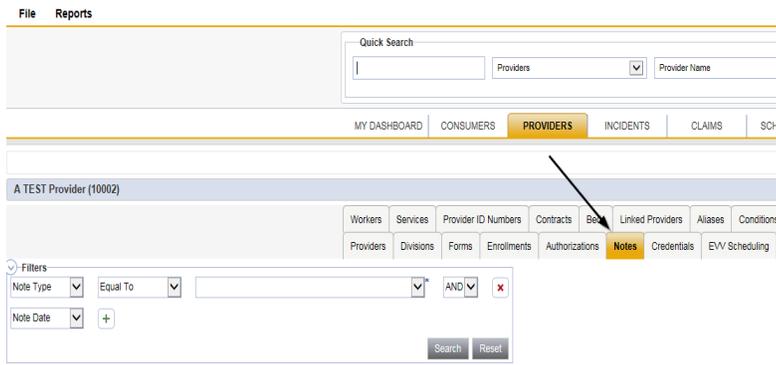


Repeat steps 4 – 7 for each item that has had deficiencies addressed by the Service Provider. Leave all Item statuses in "Pending"

8. Click **File > Close Items**



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



10. Click **File > Add Notes**



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

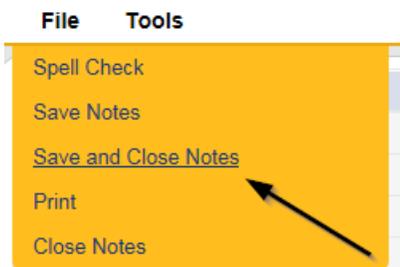
- a. "Division" = APD
- b. "Note Type" = Monthly Monitoring
- c. "Note Subtype" = CAP Submitted
- d. "Description" = CAP Submitted
- e. "Note" = Enter notes for details of supporting documentation
- f. "Status" = Complete
- g. Click "Add Attachment" and attach an individual copy of each Supporting Document on the user's device. Click Upload
- h. Click the 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 a '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 Submitted
- Description: CAP Submitted
- Note: (Empty text area)
- Status: Complete
- Date Completed: 09/23/2023
- Attachments: Add Attachment
- Note Recipients: Add Note Recipient (with a search button and 'Clear' button)

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**.

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

File Reports

Quick Search
[] Providers [v] Provider Name [v]

MY DASHBOARD CONSUMERS **PROVIDERS** INCIDENTS CLAIMS SCHE

A TEST Provider (10002)

Workers Services Provider ID Numbers Contracts BEN Linked Providers Aliases Conditions
Providers Divisions Forms Enrollments Authorizations **Notes** Credentials EVV Scheduling

Filters
Note Type [v] Equal To [v] [] AND [v] X
Note Date [v] +

Search Reset

4. Click **File > Add Notes**

File Reports

Add New Provider Search
[Add Notes](#)
Print

5. In the new Note record, update the following fields:
 - a. "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 *

Note By *

Note Date *

Associated Form ID#

Note Type *

Note Sub-Type

Description

Note

Enter Notes

Status *

Date Completed

Attachments

[Add Attachment](#)

Document	Description
There are no attachments to display	

Note Recipients

Add Note Recipient: ...

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

Opd Connect

File

Quick Search: Providers Provider Name

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

A TEST Provider (10802)

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** A

Filters

CAP ID

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

The screenshot shows a web application interface with a top navigation bar containing 'File' and 'Reports'. On the left, a sidebar menu has 'CAP' selected and 'Items' highlighted with a yellow background. An arrow points to the 'Items' link. The main content area displays the 'CAP' form with the following fields: 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 rich text editor for Comments. At the bottom, there are fields for Date Submitted by Provider, Date Verified Complete by APD Staff, and Licensing Worker (Reed, Monica).

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

The screenshot shows the CAP list view grid. It includes a 'Filters' section with 'Item Number' and 'Search'/'Reset' buttons. Below the filters, it states '2 Items record(s) returned - now viewing 1 through 2'. The table below has the following data:

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

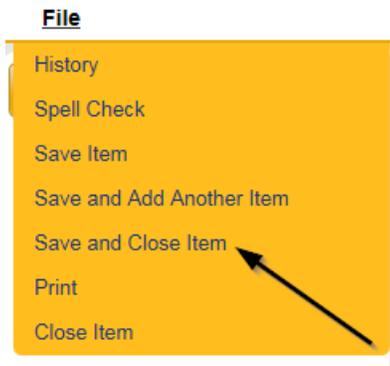
10. Update the following fields on the Item Details page:

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



Repeat steps 9 – 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

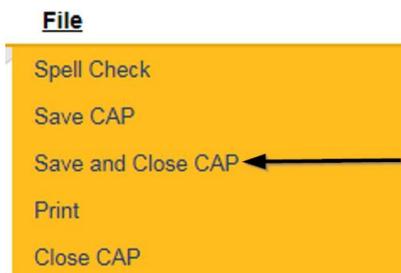


13. Update the following fields on the CAP Details Page:

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

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	Complete ▾
Comments	<div style="border: 1px solid #ccc; padding: 5px;"><p>B <i>I</i> <u>U</u> 16px A ▾</p> </div>
Date Submitted by Provider	08/29/2023
Date Verified Complete by APD Staff	08/30/2023
Licensing Worker	Reed, Monica ... Clear Details
QA Workstream Lead	<input type="text"/> ... Clear

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

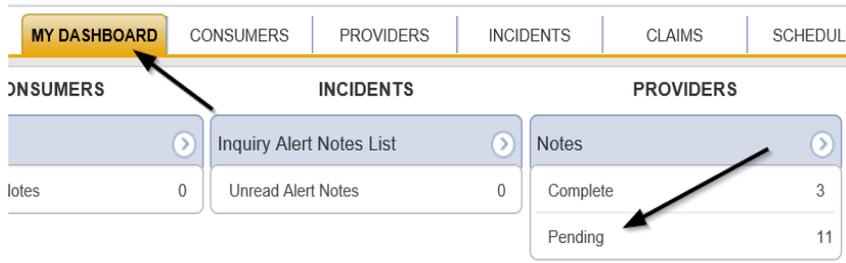


As Needed: Further Documentation Required

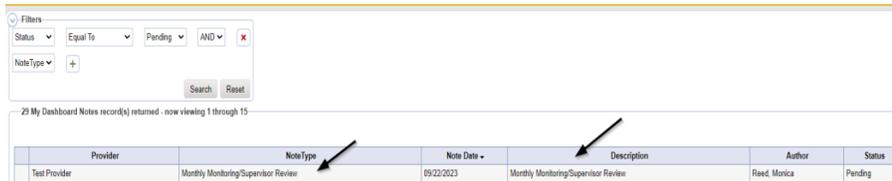


If further documentation is required, the Supervisor will update the existing Monthly Monitoring/Supervisor Review note and send it back to the Residential Monitor.

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

B I U 16px A

Enter notes as to what documentation is needed

Append Text to Note

Status * ← Pending

Date Completed

Attachments

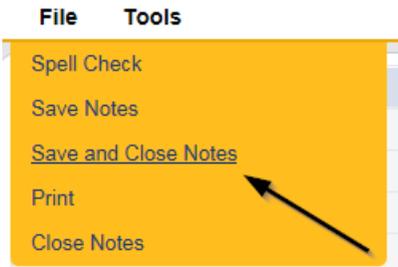
[Add Attachment](#)

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**



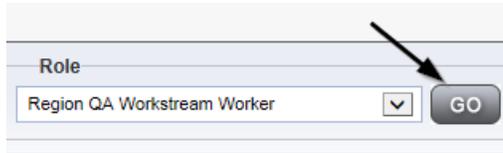
As Needed: Requested Information



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

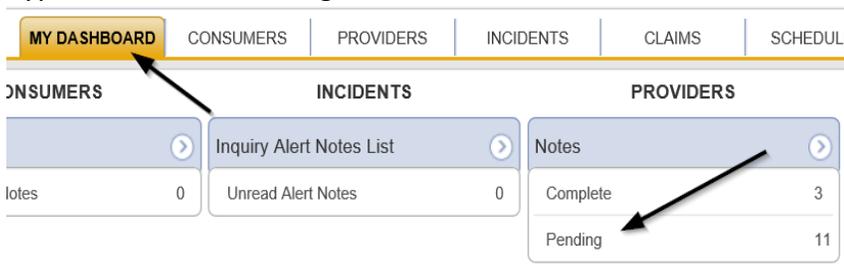
records. If applicable, regenerate the NNC and attach to existing pending note.

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



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

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



A screenshot of the "My Dashboard" navigation menu. The "MY DASHBOARD" tab is highlighted. Below it, there are sections for "CONSUMERS", "INCIDENTS", and "PROVIDERS". Under "PROVIDERS", there is a "Notes" section with a "Pending" status and a count of 11. An arrow points to the "Pending" link.

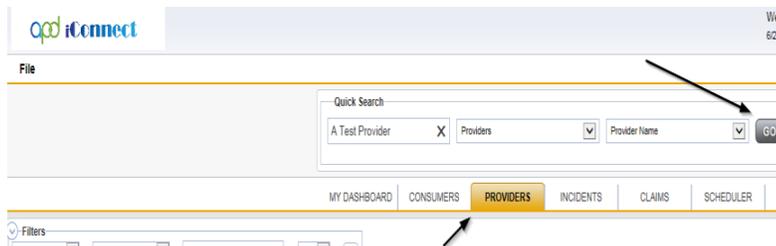
3. Select the **Note Type = Monthly Monitoring/Supervisor Review** and select the pending record via the hyperlink. Review the note for the requested updates from the Supervisor.



A screenshot showing a filter for "Note Type" set to "Monthly Monitoring/Supervisor Review". Below the filter is a table of notes. An arrow points to the "Monthly Monitoring/Supervisor Review" note type in the table.

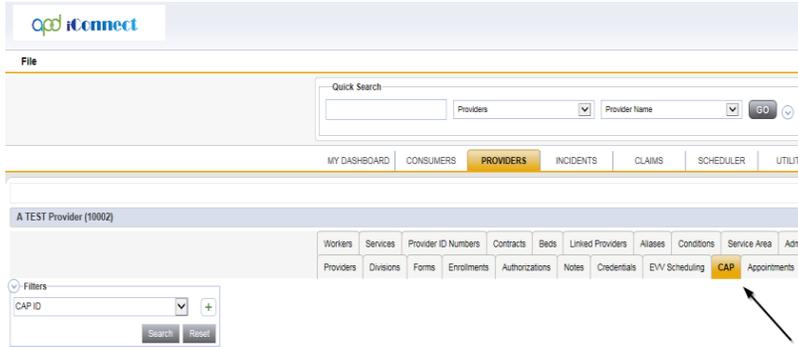
Provider	Note Type	Note Date	Description	Author	Status
Test Provider	Monthly Monitoring/Supervisor Review	09/22/2023	Monthly Monitoring/Supervisor Review	Reed, Monica	Pending

4. 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.

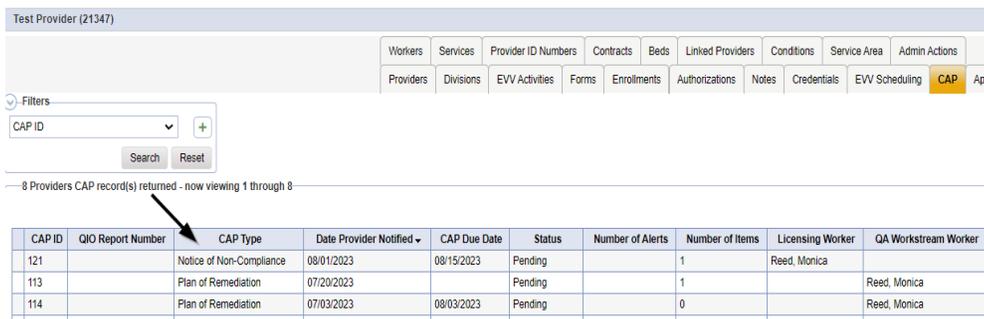


A screenshot of the "Providers" chapter. The "Quick Search" filter is visible, with "A Test Provider" entered in the search box and "Providers" selected in the dropdown menu. A "GO" button is next to the search box. An arrow points to the "GO" button.

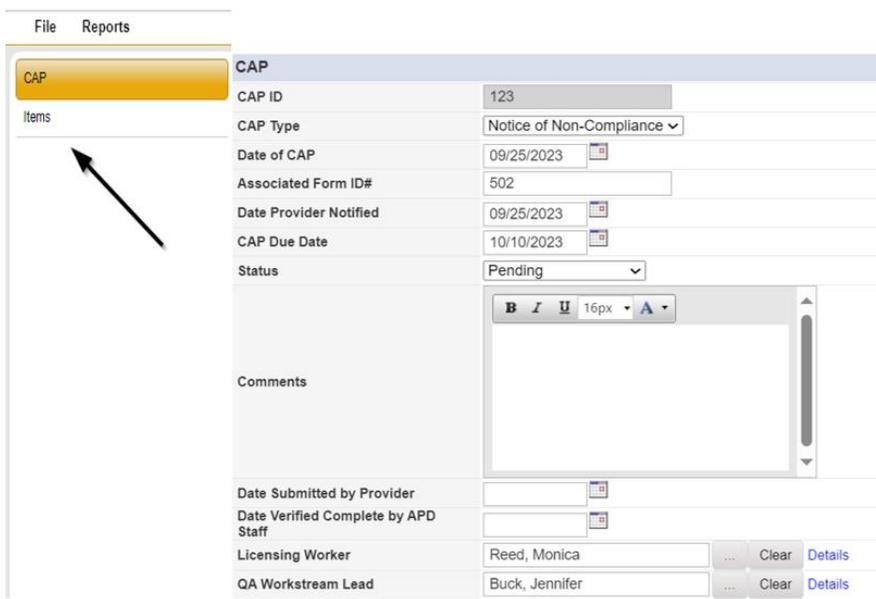
- The Provider's record will display. Navigate to the **Providers > CAP** tab



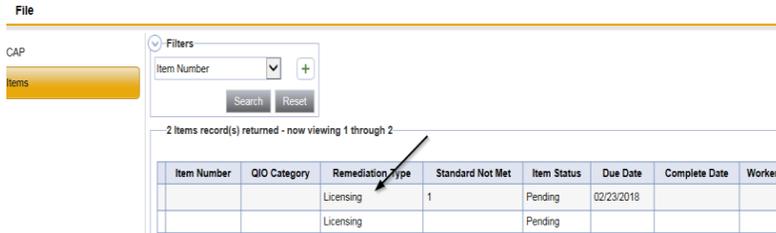
- Select the appropriate CAP record via the hyperlink



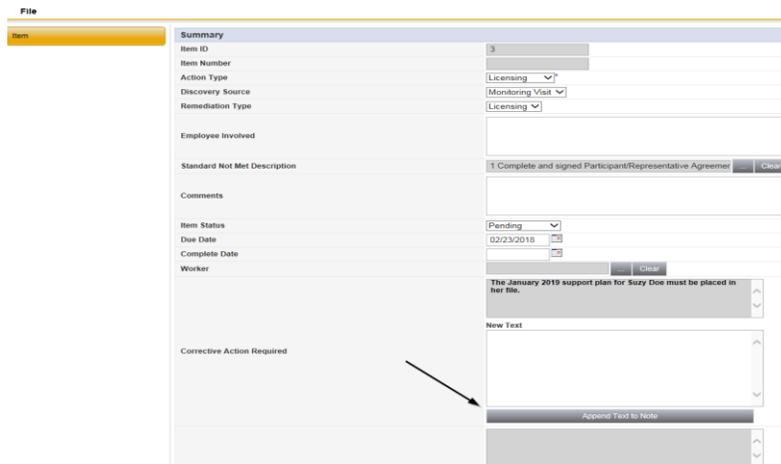
- Click the Items link on the left-hand navigation menu



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

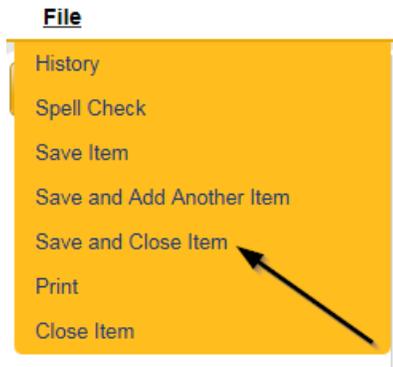


9. Enter the Corrective Action Required information and Click Append to Text to Note

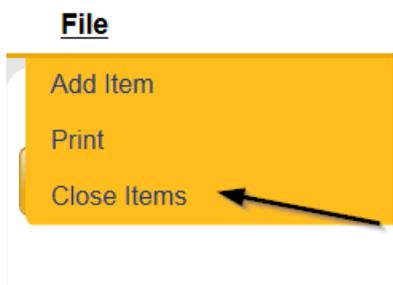


If the Supervisor does not agree with a violation added by the Residential Monitor, he/she may ask for it to be removed. The Item Status should be changed to Complete, and a Comment added that it was removed per the Supervisor's instruction.

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



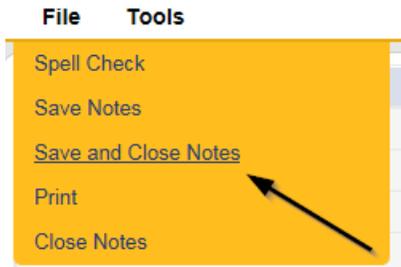
11. Click **File > Close Items**



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:
- "Division" = APD
 - "Associated Form ID#" = Enter Form ID# if applicable
 - "Note Type" = Leave as Monthly Monitoring/Supervisor Review
 - "Note Subtype" = Change to **Further Documentation Provided**
 - "Description" = Change to **Further Documentation Provided**
 - "Note" = Enter notes as to what corrections/revisions have been made and what attachments have been provided
 - "Status" = Leave as Pending
 - Click "Add Attachment" and search for the copy of NEW NNC on the user's device. Click Upload.
 - Click "Remove" to delete the original NNC from the note. Only the most recent version needs to be attached.
 - 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#	<input type="text"/>
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**



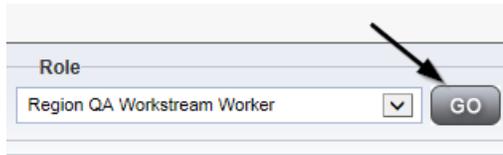
If all corrective actions are completed, proceed back to [Supervisor Approval](#).

As Needed: CAP Rejected Note



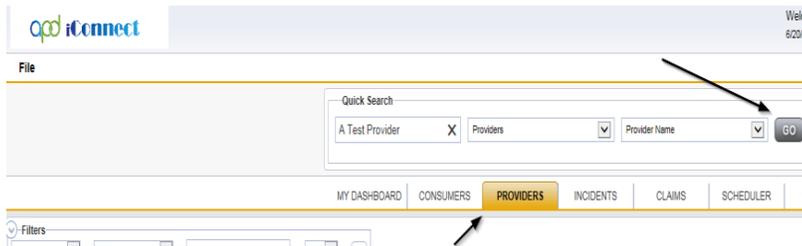
If all corrective actions are not completed, the Residential Monitor will create a note to advise the Provider of the outstanding items along with updating the CAP items to Rejected. The Residential Monitor can use the [Provider CAP Report](#) to track the items that have been rejected and require follow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

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



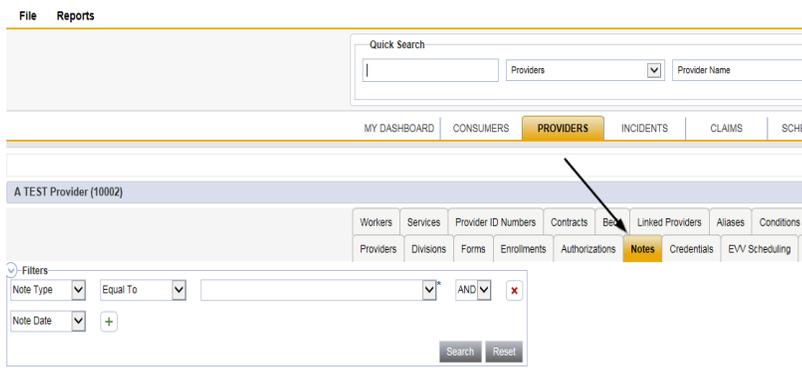
A screenshot of a web interface showing a dropdown menu for "Role". The selected role is "Region QA Workstream Worker". To the right of the dropdown is a "GO" button. An arrow points to the "GO" button.

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



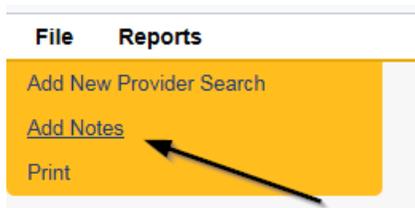
A screenshot of the "Providers" chapter search interface. The "Quick Search" filter contains "A Test Provider". The "Providers" dropdown is selected. The "GO" button is visible. An arrow points to the "GO" button. Below the search bar are navigation tabs: MY DASHBOARD, CONSUMERS, PROVIDERS, INCIDENTS, CLAIMS, 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 Provider's record for "A TEST Provider (10002)". The "Notes" tab is selected. The "Quick Search" filter is empty. The "Providers" dropdown is selected. The "GO" button is visible. Below the search bar are navigation tabs: MY DASHBOARD, CONSUMERS, PROVIDERS, INCIDENTS, CLAIMS, SCHE. An arrow points to the "Notes" tab. Below the tabs are various sub-tabs: Workers, Services, Provider ID Numbers, Contracts, BEN, Linked Providers, Aliases, Conditions, Providers, Divisions, Forms, Enrollments, Authorizations, Notes, Credentials, EVV Scheduling. An arrow points to the "Notes" sub-tab. Below the sub-tabs are filter options for Note Type, Note Date, 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. Other options in the menu include "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

- 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

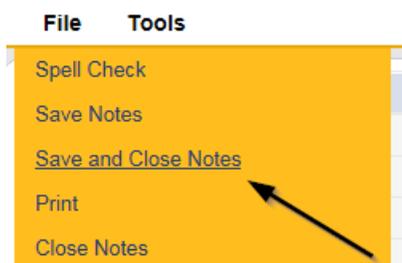
The screenshot shows a 'Notes Details' form with the following fields and values:

- Division *: APD
- Note By *: Reed, Monica
- Note Date *: 09/23/2023
- Associated Form ID#: 759
- Note Type *: Monthly Monitoring
- Note Sub-Type *: CAP Rejected
- Description: CAP Rejected
- Note: Enter notes as to why the CAP is being rejected and what is lacking per 65G – 2.004(2).
- Status *: Pending
- Date Completed: (empty)

Arrows point to the following fields: Associated Form ID#, Note Type, Note Sub-Type, Description, Note, and Status.

Below the form is an 'Attachments' section with an 'Add Attachment' link and a table with columns 'Document' and 'Description'. Below that is a 'Note Recipients' section with an 'Add Note Recipient' field and a 'Clear' button.

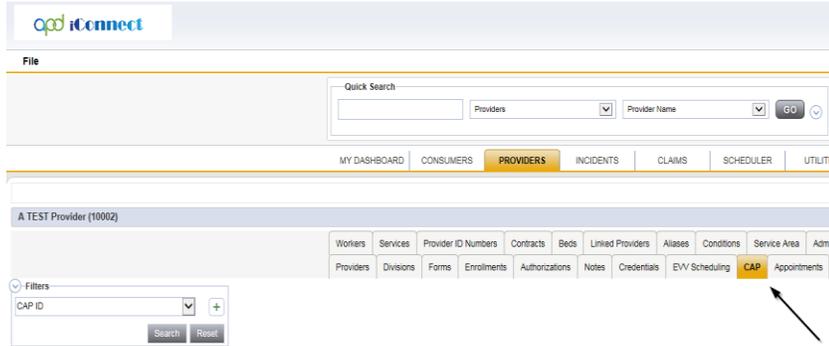
6. When finished click **File > Save and Close Notes**



7. Navigate to the Provider's Chapter



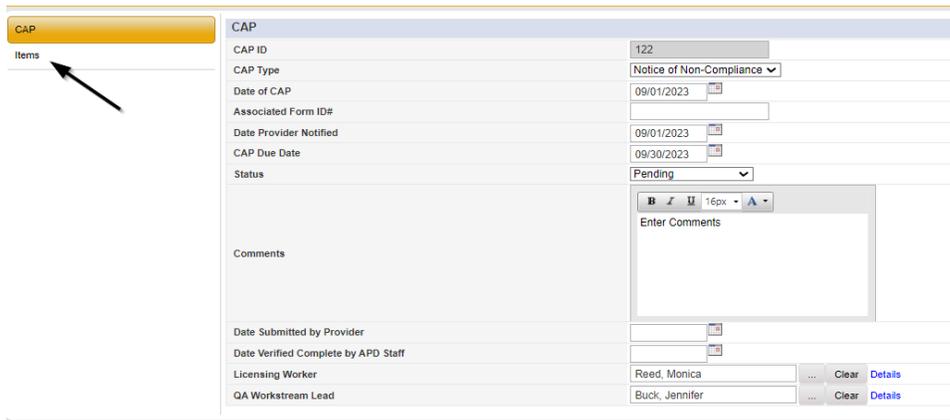
8. The Provider's record will display. Navigate to the **Providers > CAP** tab



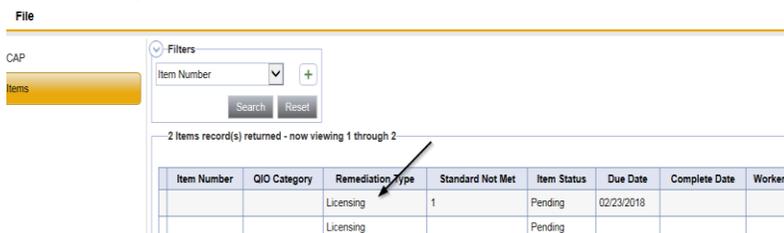
9. Select the appropriate CAP record via the hyperlink

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:

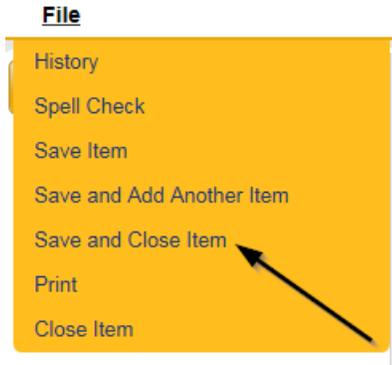
- a. "Item Status" = CAP Rejected
- b. "Corrective Action Required" = Enter notes on what is rejected and what needs to be done to resolve the deficiency

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**

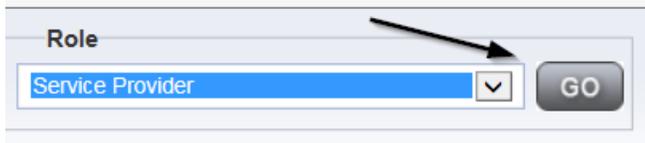


As Needed: CAP Revised

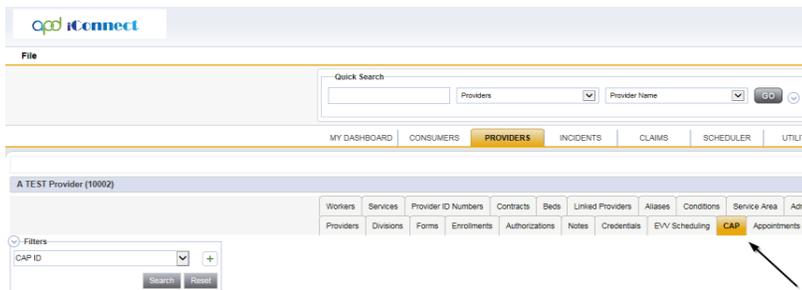


The Service Provider will review the CAP Rejected Note and make the necessary revisions to the CAP item record(s). Once the CAP Items have been updated, they will update the existing note to advise the Residential Monitor that the revisions have been made.

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



2. Navigate to the **Providers > 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 [dropdown] +

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: [redacted]

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)

New Text

Item Status: CAP Rejected

Due Date: 09/16/2023

Provider Worker: Reed, Monica

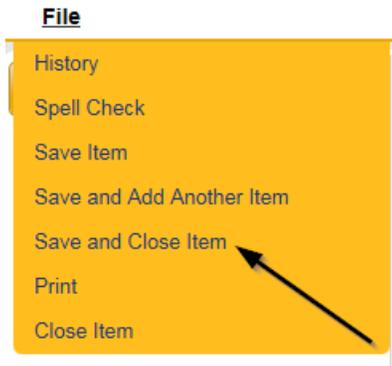
Corrective Action Required: Enter information regarding the violation that the provider must submit. The Provider will then append with the information.

New Text

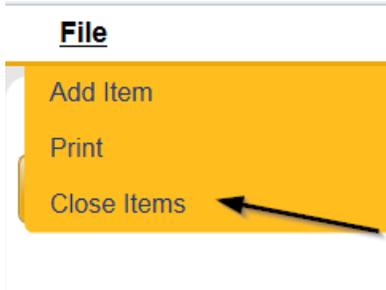
Append Text to Note

Evidence of Completion: [redacted]

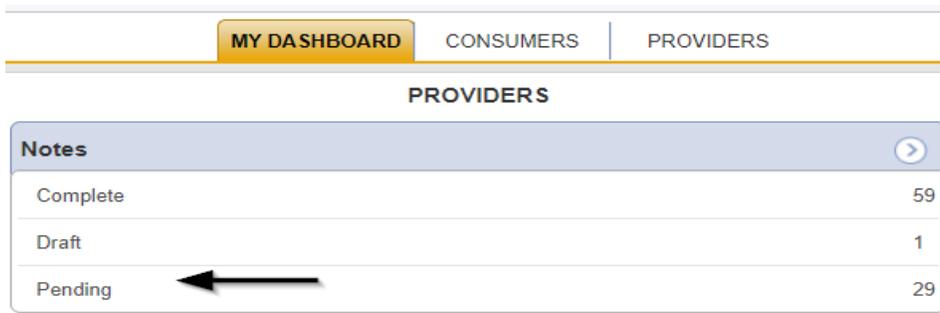
- When finished, Click **File > Save and Close Item**



- Click **File > Close Items**



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



- 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:
 - a. "Associated Form ID#" = Enter Form ID# if applicable
 - b. "Note Type" = Leave as Monthly Monitoring
 - c. "Note Subtype" = Update to CAP Revised
 - d. "Description" = Update to CAP Revised
 - e. "Note" = Enter Notes as to what corrections were made
 - f. "Status" = Update to Complete
 - g. Click "Add Attachment" and search for the copy of supporting documents on the user's device. Click Upload
 - h. Click the ellipsis on the "Add Note Recipient" to add the *Residential Monitor* 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.

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

Arrows in the image point to the following fields for update:

- Note Sub-Type
- Description
- Status
- Add Attachment
- Note Recipients



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' with 'Region QA Workstream Worker' selected. A black arrow points to a 'GO' button to the right of the dropdown.

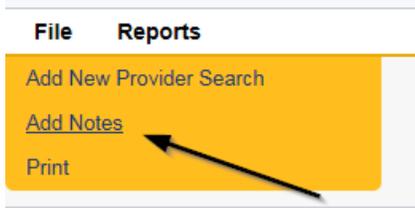
2. Navigate to the **Providers** chapter and enter the Provider’s Facility name in the Quick Search filter and click go.

A screenshot of the 'Providers' chapter in the system. The 'Providers' tab is highlighted in the navigation bar. A black arrow points to the 'GO' button in the Quick Search filter.

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

A screenshot of a provider record for 'A TEST PROVIDER (10002)'. The 'Notes' tab is selected in the navigation bar. A black arrow points to the 'Notes' tab. Below the navigation bar, there are filter options for 'Note Type' and 'Note Date'.

4. Click **File > Add Notes**

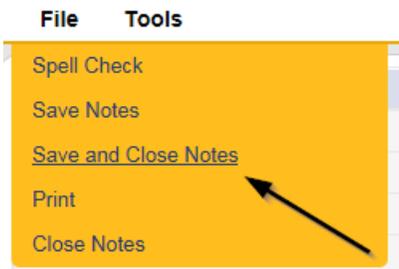


5. In the new Note record, update the following fields:

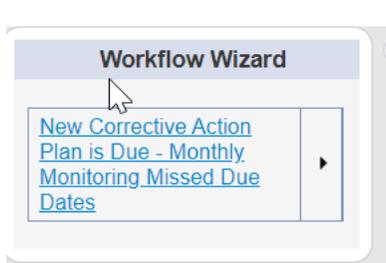
- a. "Division" = APD
- b. "Associated Form ID#" = Enter Form ID# if applicable
- c. "Note Type" = Monthly Monitoring
- d. "Note Subtype" = CAP Missed Due Dates
- e. "Description" = CAP Missed Due Dates
- f. "Note" = Enter notes to advise of the missed due dates
- g. "Status" = Complete
- h. Click the 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' (dropdown menu with 'APD' selected), 'Note By' (dropdown menu with 'Reed, Monica' selected), 'Note Date' (text field with '09/23/2023' and a calendar icon), 'Associated Form ID#' (text field with '759'), 'Note Type' (dropdown menu with 'Monthly Monitoring' selected), 'Note Sub-Type' (dropdown menu with 'CAP Missed Due Dates' selected), 'Description' (text field with 'CAP Missed Due Dates'), 'Note' (a large text area with a rich text editor toolbar and the text 'Enter notes to advise of the missed due dates'), and 'Status' (dropdown menu with 'Complete' selected). 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:' label, a text input field, an ellipsis button, and a 'Clear' button. An arrow points to the ellipsis button.

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.



- a. Tickler - "New Corrective Action Plan is Due – Monthly Monitoring Missed Due Dates"
- b. Assigned to the Residential Monitor (Monitor 2)
- c. 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**.

A screenshot of a web form showing a dropdown menu for '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 My Dashboard, use Reports menu dropdown, and select the Provider CAP Report to monitor CAP item due dates.

A screenshot of the iConnect web application's 'My Dashboard'. The top navigation bar includes the iConnect logo, user information 'Welcome, Jennifer Buck', the date '9/25/2023 6:31 PM', and a 'Sign Out' link. A 'Role' dropdown menu is set to 'Region QA Workstream Worker' with a 'GO' button. A 'Reports' menu is open, showing options like 'Missing Provider Selection - HAR', 'Pending Notes - Consumers HAR', 'Plan Report', 'Planned Service Rates vs Credentials', and 'Provider CAP Report'. Below the menu, there are search filters for 'Consumers' and 'Last Name', and a 'GO' button. A table with columns 'PROVIDERS' and 'TASKS' is visible, showing a list of items with 'Notes' and 'Links' columns.

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

CAP Begin Date: NULL CAP End Date: NULL

QIO Report Number: NULL

1 of 2 ? Find | Next

Provider CAP Report

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

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

As Needed: Repeat Violations



During subsequent 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.

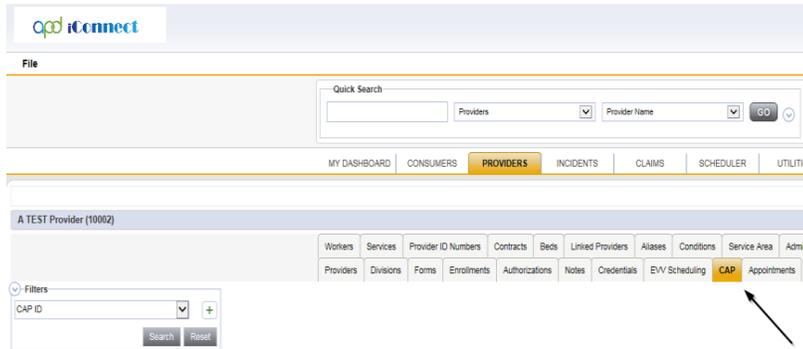
1. Set "Role" = Region QA Workstream Worker then click **Go**.

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

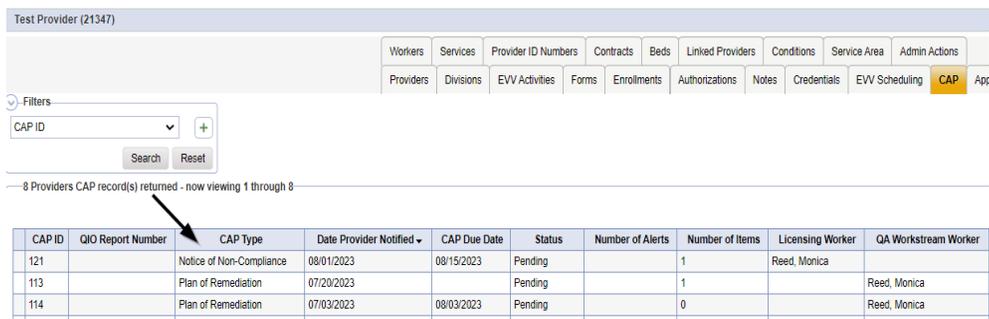
2. To update the items in the CAP, navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click go.

A screenshot of the iConnect web application. The "Providers" tab is selected in the navigation bar. A "Quick Search" filter is visible with "A Test Provider" entered and "Providers" selected in the dropdown. A black arrow points to the "GO" button. Another black arrow points to the "PROVIDERS" tab in the navigation bar.

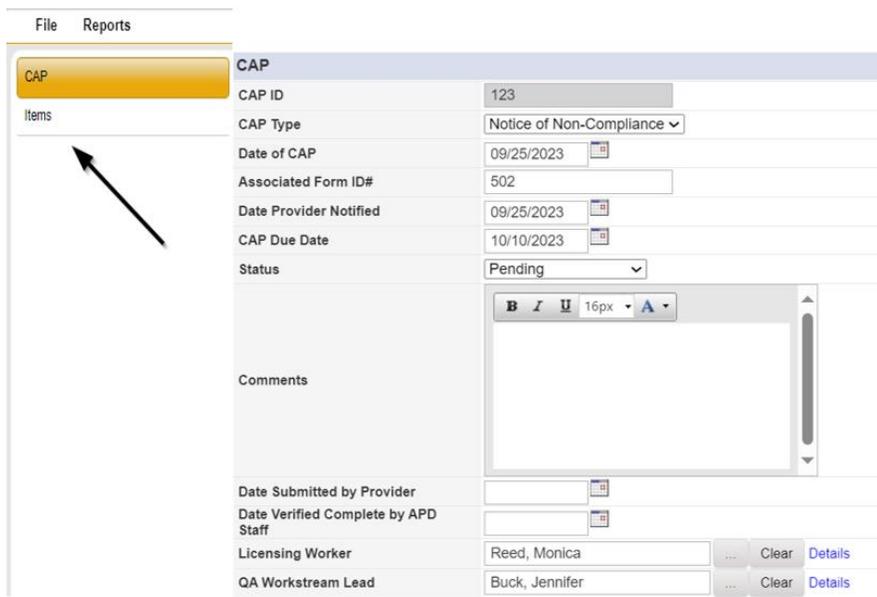
3. The Provider's record will display. Navigate to the **Providers > CAP** tab



4. Select the appropriate CAP record via the hyperlink



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

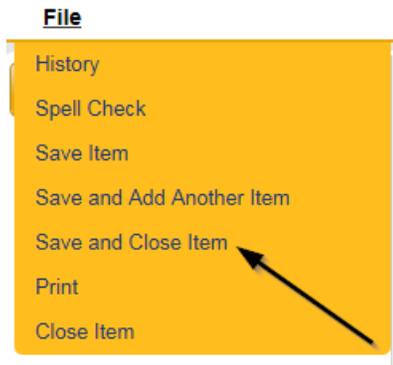


6. Select an Item via the hyperlink in the list view grid

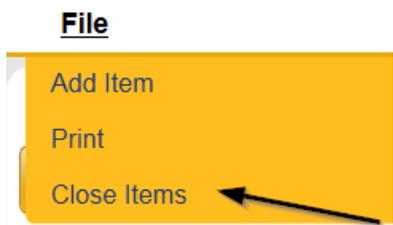


7. Update the following fields as applicable:
 - a. "Comments" = add information
 - b. "Due Date" = update due date if needed
 - c. "Corrective Action Required" = add information and Click Append to Text to Note

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



9. Click **File > 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.