



State of Florida
Agency for Persons with Disabilities

Harmony for iConnect
Event Notifications/Roster Violations Training Manual – Updated July 2024

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Chapter 27 | Event Registration Notifications

Introduction

Disqualifying and Potential Disqualifying Events are identified by Department of Children and Families and notification is sent via email. The State Office Worker must review and process an event notification within 24 business hours of receipt. For a pattern of roster violations or other noncompliance concerns, the region may choose to initiate the PAARF process. Otherwise, the regions will initiate a Plan of Remediation for waiver providers or a Notice of Noncompliance for licensed home providers.

Add Employee Event Notification Note

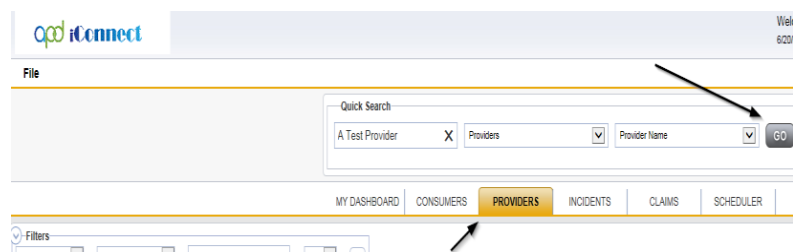


If the Event Notification is for an employee, the State Office Worker will add a note into iConnect to document the Event Notification.

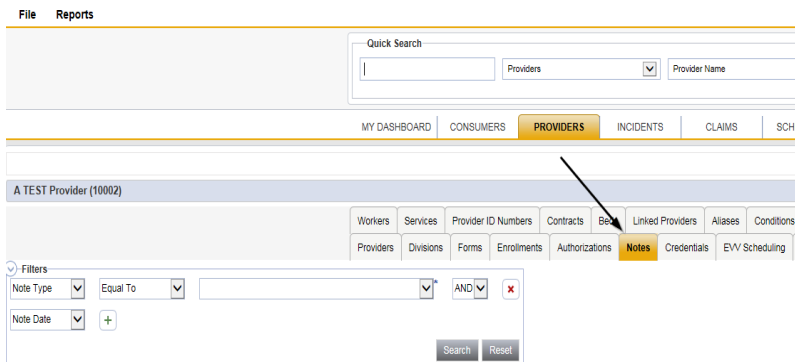
1. Set “Role” = State Office Worker then click **Go**



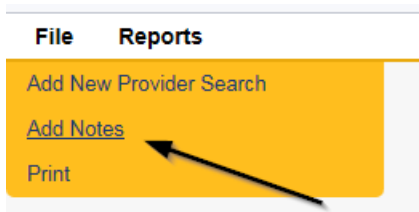
2. Navigate to the **Providers** chapter and enter the Provider’s name in the Quick Search filter and click **Go**



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. "Note Type" = Provider Event Notification
- b. "Associated Form ID#" = Enter Form ID if applicable
- c. "Description" = Employee Disqualifying or Potential Disqualifying Event
- d. "Note" = Enter Notes
- e. "Status" = Pending
- f. Click "Add Attachment" and search for the copy of the email saved on the user's desktop. Click Upload
- h. Click the Lookup button on the "Add Note Recipient" to add the [QA Workstream Lead](#) as the Note Recipient
- i. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note
- j. Click the Lookup button on the "Add Note Recipient" to add an additional note recipient – [QA Workstream Worker](#)
- 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

Notes Details

Division * APD

Note By * Reed, Monica

Note Date * 11/11/2023

Associated Form ID#

Note Type * Provider Event Notification

Note Sub-Type

Description Employee Disqualifying or Potential Disqualifying Event

Note

Status * Pending

Date Completed

Attachments

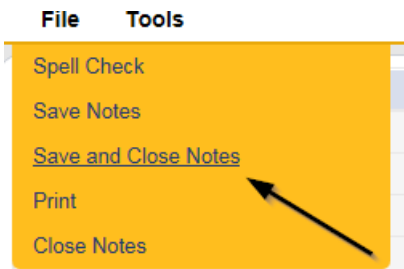
Add Attachment

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

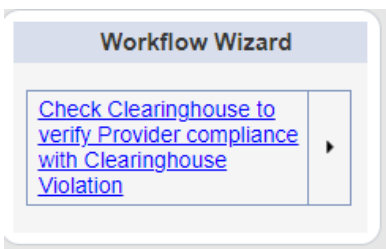
Note Recipients

Add Note Recipient:

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



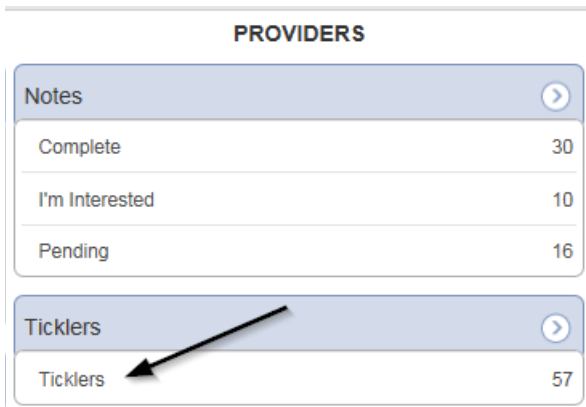
7. Upon saving the note, a Workflow Wizard triggered the reminder tickler that is due in 5 business days



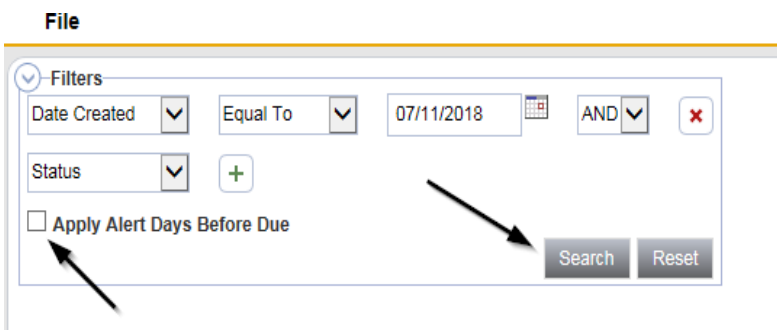
- a. Tickler - “Check Clearinghouse to verify Provider compliance with Clearinghouse Violation”
- b. Assigned to Self
- c. Due in 5 business days from the “Provider Event Notification” pending note

8. The user can access Ticklers via **My Dashboard**.

- a. Click **My Dashboard > Providers** and scroll down to the Ticklers Panel. Click on the **Ticklers** link to open the Tickler Queue:



- b. Use the multi variable search to narrow down the results in the Tickler Queue. Click **Search**.



Tip

When searching for a future Tickler, remember to clear the check box next to Apply Alert Days Before Due prior to clicking **Search**.

Call Owner Operator

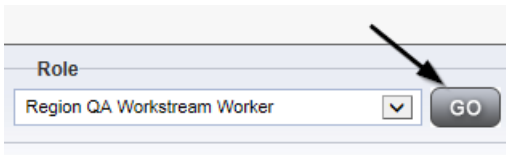


The QA Workstream worker will receive notification of the note on My Dashboard and will immediately call the owner/operator to determine if the employee is still working. If yes, the QA Workstream worker will inform the owner that the employee must be immediately removed from consumer contact, funds, living space, and update their roster.

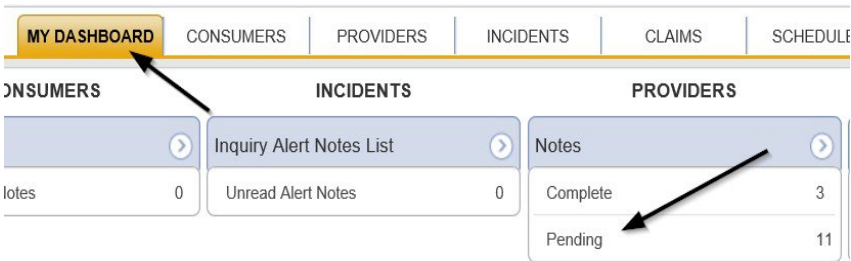
If the employee is not still working and is on the roster, the owner needs to update the roster with an end date.

If the employee was never hired, the process ends. A Provisional hire is still a hire, and the Roster will need to be updated

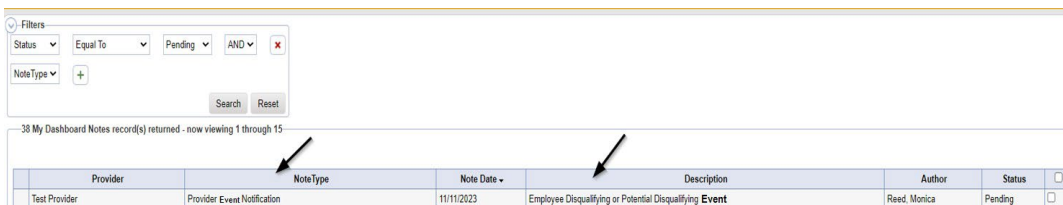
1. Set "Role" = Region QA Workstream Worker then click **Go**



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



3. Select the **Note Type = Provider Event Notification** and select the pending record via the hyperlink.

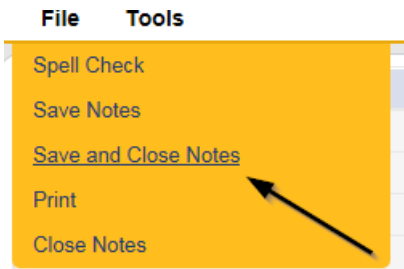


4. In the pending Note record, update the following fields:
 - a. "Append Text to Note" = Enter notes regarding the discussion with the Owner/Operator and click Append Text to Note
 - b. "Status" = Update to Complete
 - c. Click the Lookup button on the "Add Note Recipient" to add the [QA Workstream Lead](#) as the Note Recipient
 - d. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note
 - e. Click the Lookup button on the "Add Note Recipient" to add an additional recipient – [Service Provider](#)
 - f. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note
 - g. Click the Lookup button on the "Add Note Recipient" to add an additional recipient – [State Office Worker](#)
 - 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

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

- Division ***: APD
- Note By ***: Reed, Monica
- Note Date ***: 11/11/2023
- Associated Form ID#**: (Empty field, arrow points to it)
- Note Type ***: Provider Event Notification (arrow points to it)
- Note Sub-Type**: (Dropdown menu)
- Description**: Employee Disqualifying or Potential Disqualifying Event (arrow points to it)
- Note**: (Large text area)
- New Text**: (Rich text editor with 'Append Text to Note' button, arrow points to the text area)
- Status ***: Complete (arrow points to it)
- Date Completed**: 11/11/2023
- Attachments**: Add Attachment
- Document**: There are no attachments to display
- Note Recipients**: Add Note Recipient: (Input field with 'Lookup' and 'Clear' buttons, arrow points to the 'Lookup' button)

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



Roster Updated

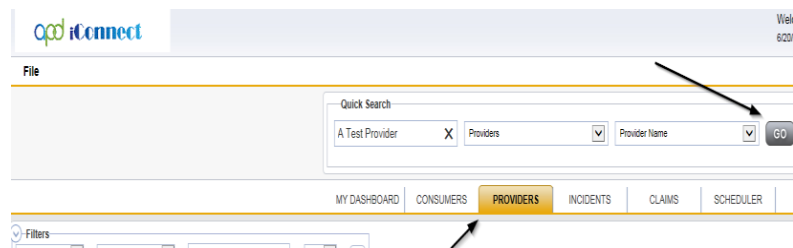


If the Roster has been updated for the evented employee, the State Office Worker will receive notification of the Provider Event Notification note on My Dashboard.

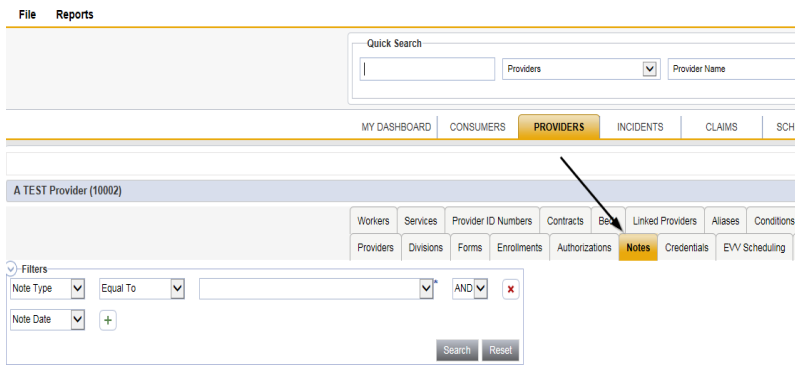
- Set "Role" = State Office Worker then click **Go**



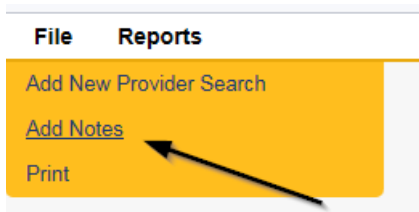
- Navigate to the **Providers** chapter and enter the Provider's name in the Quick Search filter and click **Go**



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



4. Click **File > Add Notes**



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

- a. "Associated Form ID#" = Enter Form ID if applicable
- b. "Note Type" = Roster Updated
- c. "Description" = Enter Description
- d. "Note" = Enter Notes
- e. "Status" = Complete

Notes Details

Division * APD

Note By * Reed, Monica

Note Date * 11/11/2023

Associated Form ID#

Note Type * Roster Updated

Note Sub-Type

Description

Note

Status * Complete

Date Completed 11/11/2023

Attachments

Add Attachment

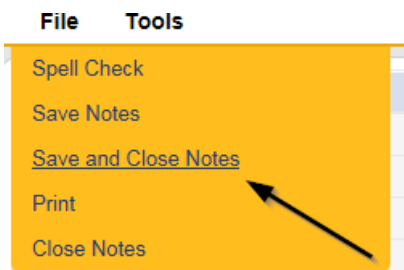
Document Description

There are no attachments to display

Note Recipients

Add Note Recipient:

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



As Needed: Roster Not Updated

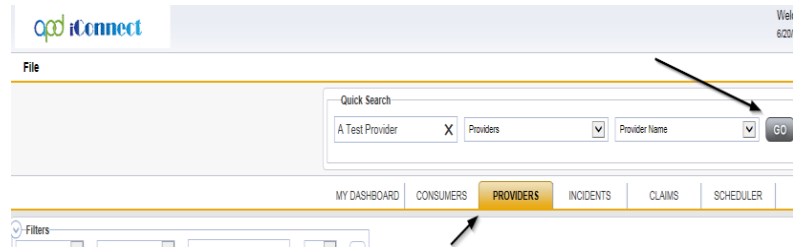


If the Roster has not been updated for the evented employee; the State Office Worker will add a note.

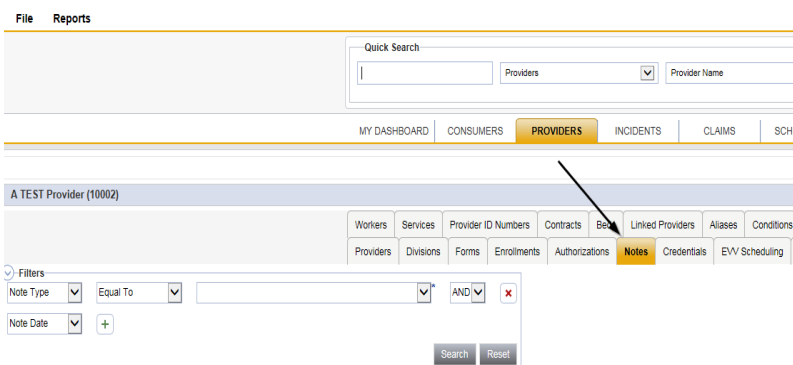
1. Set “Role” = State Office Worker then click **Go**



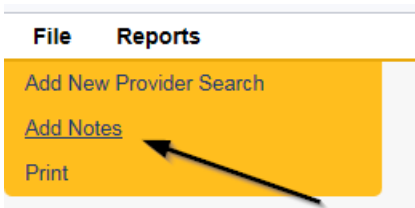
2. Navigate to the **Providers** chapter and enter the Provider’s name in the Quick Search filter and click **Go**



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. "Associated Form ID#" = Enter Form ID if applicable
 - b. "Note Type" = Roster Violation
 - c. "Note Subtype" = Employee Event Notification
 - d. "Description" = Enter Employee Event Notification

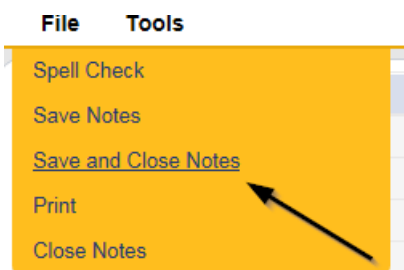
- e. "Note" = Enter Notes
- f. "Status" = Complete
- g. Click the Lookup button on the "Add Note Recipient" to add an additional recipient – *QA Workstream Worker/Lead*
- h. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

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

- Division: APD
- Note By: Reed, Monica
- Note Date: 11/11/2023
- Associated Form ID#: (empty)
- Note Type: Roster Violation
- Note Sub-Type: Employee Event Notification
- Description: Employee Event Notification
- Note: (empty text area)
- Status: Complete
- Date Completed: 11/11/2023

Below the form are sections for Attachments (Add Attachment), Document (Description), and Note Recipients (Add Note Recipient, Lookup, Clear). Arrows in the original image point to the fields mentioned in the instructions.

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





If the employee works for a Licensed Provider then follow the NNC process. Otherwise, if it is not a licensed Provider then follow the process to create a CAP and initiate the POR process.

Add Owner Operator Event Notification Note



If the Event Notification is for a fully credentialed APD Solo, Owner, Operator or Licensee; the State Office Worker will add a note to advise of the Event Notification.

1. Set "Role" = State Office Worker then click **Go**

A screenshot of a web form showing a dropdown menu for 'Role' with 'State Office Worker' selected. An arrow points to the dropdown. To the right is a 'GO' button.

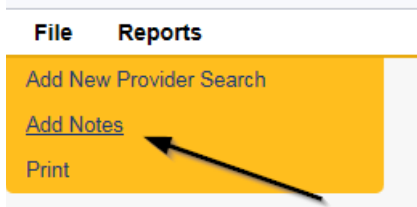
2. Navigate to the **Providers** chapter and enter the Provider's name in the Quick Search filter and click **Go**

A screenshot of the iConnect dashboard. The 'PROVIDERS' tab is selected in the navigation bar. A search filter is visible with 'A Test Provider' entered and 'Providers' selected as the filter type. An arrow points to the search filter.

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

A screenshot of the provider record page for 'A TEST Provider (10002)'. The 'Notes' tab is selected in the sub-navigation bar. A search filter is visible at the bottom of the page.

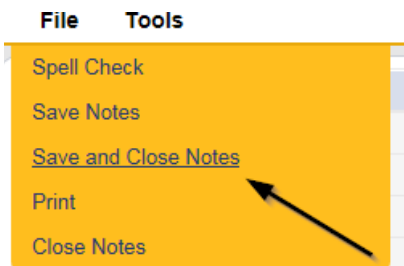
4. Click **File > Add Notes**



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

- a. "Note Type" = Event Notification/Owner/Operator
- b. "Associated Form ID#" = Enter Form ID if applicable
- c. "Description" = Owner/Operator Disqualifying or Potential Disqualifying Event
- d. "Note" = Enter Notes
- e. "Status" = Complete
- f. Click "Add Attachment" and search for the copy of the email saved on the user's desktop. Click Upload
- h. Click the Lookup button on the "Add Note Recipient" to add the [QA Workstream Lead](#) as the Note Recipient
- i. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note
- j. Click the Lookup button on the "Add Note Recipient" to add an additional note recipient – [QA Workstream Worker](#)
- 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

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



7. Upon saving the note, a Workflow Wizard triggered the reminder tickler that is due in 60 calendar days

opd iConnect

Welcome, Jennifer Buck **Ticklers**
11/28/2023 10:03 AM

File

Filters

Status ▾ Equal To ▾ New ▾ AND ▾ ✕

Status ▾ +

Apply Alert Days Before Due

Search Reset

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

| Tickler Name | Provider Name | Date Created ▾ | Date Due | Date Completed | Status |
|---|---------------|----------------|------------|----------------|--------|
| Verify disposition of event (s), and if event (s) have not been dropped, initiate PAARF process | Test Provider | 11/28/2023 | 01/27/2024 | | New ▶ |

- a. Tickler - “Verify disposition of event(s), and if event(s) were pursued, initiate PAARF process”
- b. Assigned to Self
- c. Due in 60 calendar days from the “Event Notification/Owner/Operator” Complete note

8. The user can access Ticklers via **My Dashboard**.

- b. Click **My Dashboard > Providers** and scroll down to the Ticklers Panel. Click on the **Ticklers** link to open the Tickler Queue:

PROVIDERS

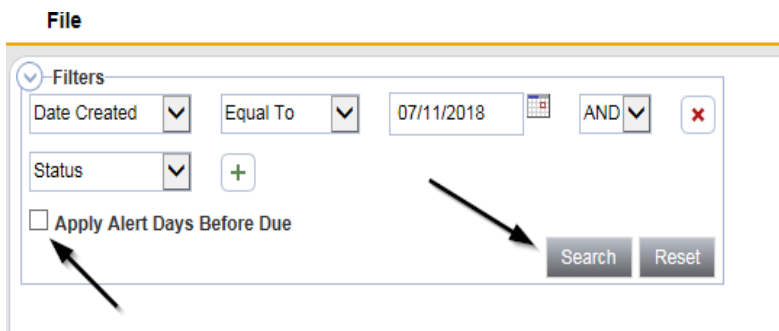
Notes ▶

| | |
|----------------|----|
| Complete | 30 |
| I'm Interested | 10 |
| Pending | 16 |

Ticklers ▶

| | |
|----------|----|
| Ticklers | 57 |
|----------|----|

- c. Use the multi variable search to narrow down the results in the Tickler Queue. Click **Search**.



Tip

When searching for a future Tickler, remember to clear the check box next to Apply Alert Days Before Due prior to clicking **Search**.

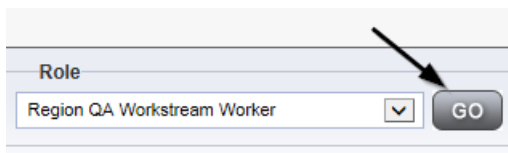
Add Provider Event Notification Note



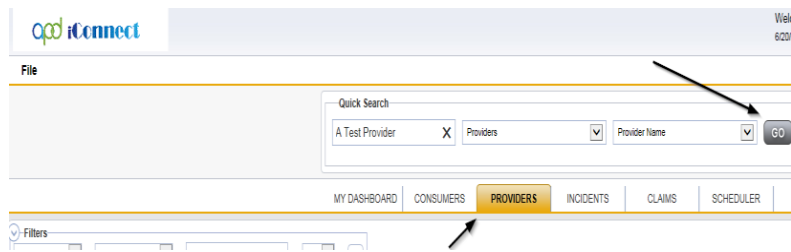
The QA Workstream Worker will immediately call the owner/operator to determine if the owner/operator has staff that are eligible to continue providing services.

If they do, the agency is allowed to assume responsibility and the owner/operator is immediately removed from consumer contact outside of iConnect, access to consumer funds/personal property/living space while the judicial process is pursued (max 60 days). This call is documented in a note

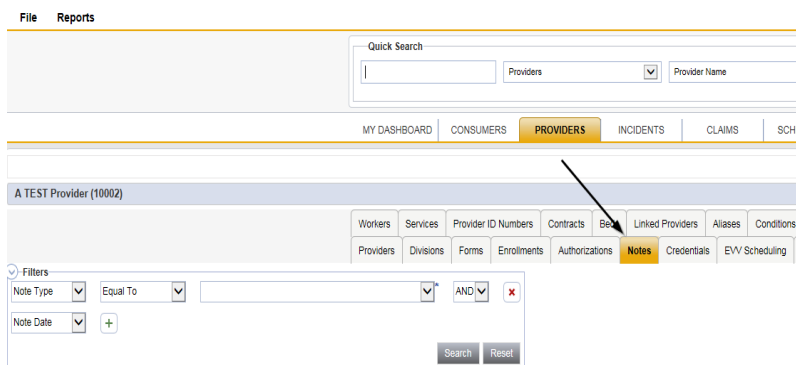
1. Set "Role" = QA Workstream Worker then click **Go**



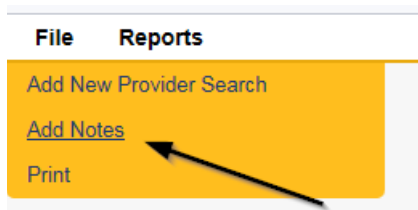
2. Navigate to the **Providers** chapter and enter the Provider's name in the Quick Search filter and click **Go**



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



4. Click **File > Add Notes**

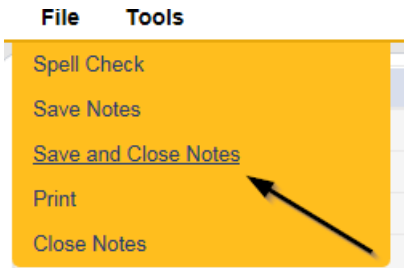


5. In the new Note record, update the following fields:

- a. "Note Type" = Provider Event Notification
- b. "Associated Form ID#" = Enter Form ID if applicable
- c. "Description" = Enter "Owner Operator Disqualifying or Potential Disqualifying Event"
- d. "Note" = Enter Notes
- e. "Status" = Pending
- f. Click "Add Attachment" and search for the copy of the email saved on the user's desktop. Click Upload
- g. Click the Lookup button on the "Add Note Recipient" to add the [QA Workstream Lead](#) 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
- i. Click the Lookup button on the "Add Note Recipient" to add an additional note recipient – *State Office Worker*
- 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 Lookup button on the "Add Note Recipient" to add an additional note 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

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



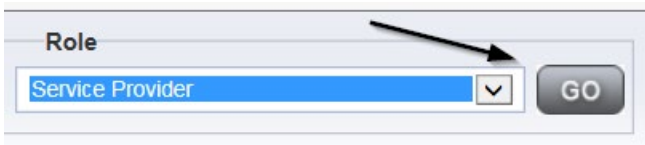
NOTE: If this is a Solo provider owner/operator event notification, APD will need to initiate the Service Plan impact process in Chapter 24 first then initiate the PAARF.

Event Not Pursued

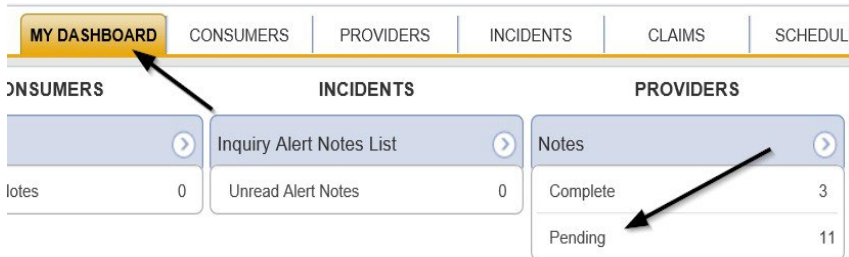


The Service Provider will receive notification of the Provider Event Notification note on My Dashboard. If the event(s) were not pursued, they will update the existing note to indicate the final order.

1. Set "Role" = Service Provider 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 = Provider Event Notification** and select the pending record via the hyperlink.

Filters
 Status Equal To Pending AND
 Status +
 Search Reset

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

| Provider | Note Type | Note Date | Description | Author | Status |
|---------------|-----------------------------|------------|---|--------------|---------|
| Test Provider | Provider Event Notification | 11/11/2023 | Owner Operator Disqualifying or Potential Disqualifying Event | Reed, Monica | Pending |

4. In the pending Note record, update the following fields:

- a. "Append Text to Note" = Enter "Event(s) not pursued" and then Click Append Text to Note
- b. "Status" = Leave as Pending
- c. Click the Lookup button on the "Add Note Recipient" to add the [QA Workstream Worker](#) as the Note Recipient
- d. 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 * 11/11/2023

Associated Form ID#

Note Type * Provider Event Notification

Note Sub-Type

Description Owner Operator Disqualifying or Potential Disqualifying Event

Note

New Text

Append Text to Note

Status * Pending

Date Completed

Attachments

Add Attachment

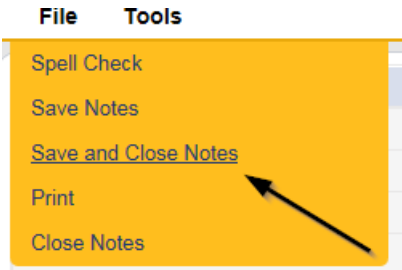
Document Description

There are no attachments to display

Note Recipients

Add Note Recipient: Lookup Clear

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



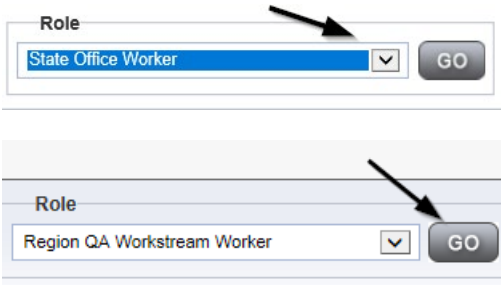
Event Verified as Not Pursued



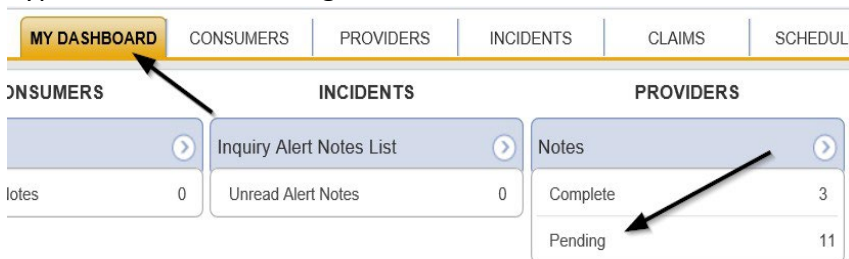
The QA Workstream Worker will receive notification of the Provider Event Notification note on My Dashboard. If the Service Provider stated that the event was not pursued, the QA Workstream Worker or State Office Worker will verify the event was not pursued in CCIS and update the existing note to complete. If event was pursued, proceed to [Event Pursued](#)

Note: If the QA Workstream Worker can't verify the information, they will need to reach out to the State Office to ask for assistance. The State Office Worker would then update the note.

- Set "Role" = QA Workstream Worker or State Office Worker and then click **Go**



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

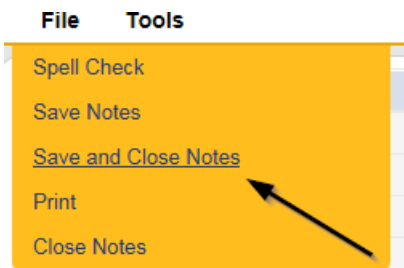


3. Select the **Note Type = Provider Event Notification** and select the pending record via the hyperlink.

| Provider | Note Type | Note Date | Description | Author | Status |
|---------------|-----------------------------|------------|---|--------------|---------|
| Test Provider | Provider Event Notification | 11/11/2023 | Employee Disqualifying or Potential Disqualifying Event | Reed, Monica | Pending |

4. In the pending Note record, update the following fields:
 - a. "Append Text to Note" = Enter "Event (s) have been verified as not pursued" and then Click Append Text to Note
 - b. "Status" = Update to Complete
 - c. Click the Lookup button on the "Add Note Recipient" to add the [QA Workstream Lead](#) as the Note Recipient
 - d. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note
 - e. Click the Lookup button on the "Add Note Recipient" to add an additional recipient – [State Office Worker or QA Workstream Worker](#)
 - f. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

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



As Needed: Event Pursued



The State Office Worker will receive notification of the Verify Disposition of event tickler on My Dashboard. They will check the status of the event (outside of iConnect) and if the event was pursued, they will

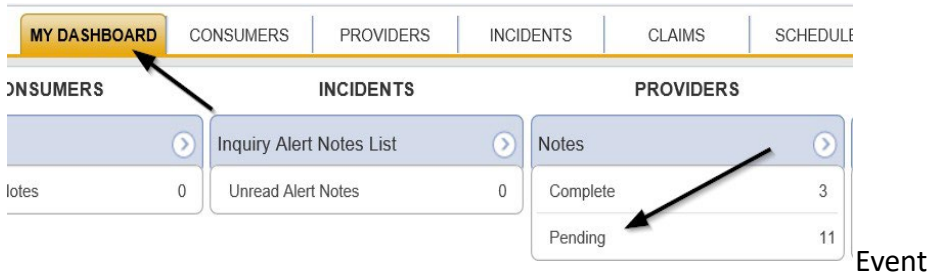
update the existing pending note. They will then follow the PAARF Process as outlined in Chapter 13.

Additionally, if event remains open after the 60-day timeframe, proceed with this workflow.

1. Set "Role" = State Office Worker then click **Go**

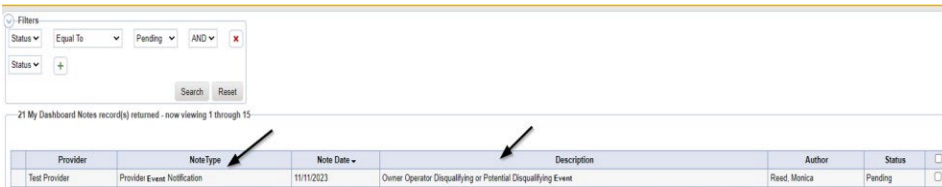


2. Navigate to the **My Dashboard > Providers > Notes > Pending** and click the hyperlink for the Pending notes.



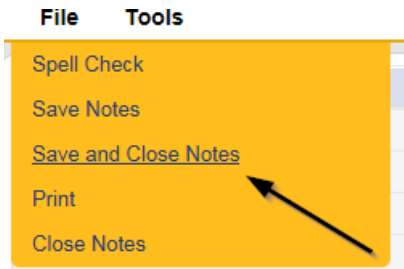
Notification/Owner/Operator

3. Select the **Note Type = Provider Event Notification** and select the pending record via the hyperlink.



4. In the pending Note record, update the following fields:
 - a. "Note Type" = Update to Event Notification/Owner/Operator
 - b. "Description" = Disposition = Owner Operator Disqualified
 - c. "Append Text to Note" = Enter "Event(s) pursued no disposition" and Initiate PAARF Process. Click Append Text to Note when finished.
 - d. "Status" = Complete
 - e. Click the Lookup button on the "Add Note Recipient" to add an additional recipient – [QA Workstream Worker/Lead](#)
 - f. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

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



Proceed to Chapter 13 to follow the PAARF process