



State of Florida
Agency for Persons with Disabilities

iConnect
ADT Monitoring in iConnect Manual
October 31, 2025

Table of Contents

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

ADT Monitoring

Introduction

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

Generate Report



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

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

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

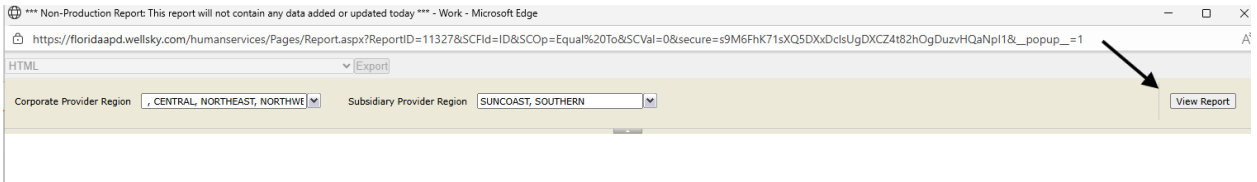
2. Navigate to **My Dashboard** and select the Subsidiary Provider Record Form Status and Detail Report to identify facilities that need to be audited.

A screenshot of the iConnect web application interface. The 'Reports' menu is open, showing a list of reports. A black arrow points to the 'Subsidiary Provider Record Form Status and Detail' report. Other reports listed include 'Reactive Strategies Graph Report', 'Residential Monitoring Monthly and Quarterly Report', 'Residential Planning Bed Availability Report', 'RPC Caseload Report', 'Service Provider Documentation', 'State Office ROD Ticklers', 'Worker Event Log Report', and 'WSC BASE Renewal Due'. The 'MY DASHBOARD' button is visible in the background.

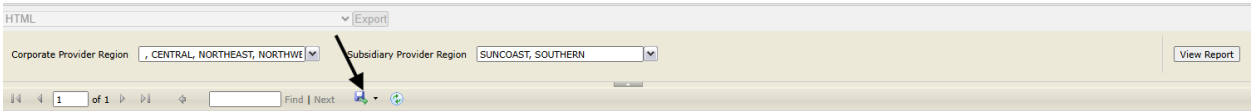
3. Select the Corporate Provider Region(s) and the Subsidiary Provider Region(s) from the dropdown menus

A screenshot of a web form showing two dropdown menus for region selection. The 'Corporate Provider Region' dropdown is set to 'CENTRAL, NORTHEAST, NORTHWE'. The 'Subsidiary Provider Region' dropdown is open, showing a list of regions with checkboxes: (Select All), SUNCOAST (checked), SOUTHERN (checked), SOUTHEAST, NORTHWEST, NORTHEAST, and CENTRAL. Black arrows point to both dropdown menus.

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



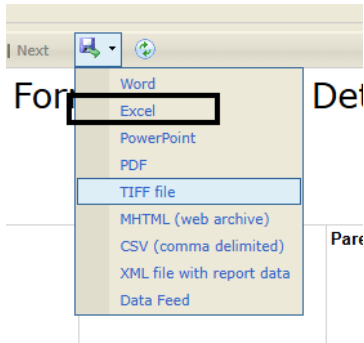
5. The report will be displayed. Review on screen or export into Excel utilizing the export dropdown menu.



Subsidiary Provider Record Form Status and Detail

10/8/2025 11:50:35 AM

Corporate Provider Region	Parent Provider ID	Corporate Provider Name	Parent Provider Email	Relationship	Subsidiary Provider Region	Subsidiary Provider ID	Subsidiary Provider Name	Subsidiary Residential Monitor Name	Subsidiary Licensin Speciali
---------------------------	--------------------	-------------------------	-----------------------	--------------	----------------------------	------------------------	--------------------------	-------------------------------------	------------------------------



6. Review and sort the report as needed.

Add ADT Licensing and Monitoring Specialist



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

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

A screenshot of a web form showing a dropdown menu for "Role" with "Region QA Workstream Worker" selected. A grey "GO" button is to the right. 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 application's search and navigation area. The "Quick Search" section has a dropdown menu set to "Providers" and a "GO" button. Below it are navigation tabs: "MY DASHBOARD", "CONSUMERS", "PROVIDERS" (highlighted), and "REPORTS". Arrows point to the "GO" button and the "PROVIDERS" tab.

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

A screenshot of a provider record page. The "PROVIDERS" tab is selected. Below the navigation tabs, the "Providers" sub-tab is highlighted. The "Basic Information" section is visible, showing fields for "Provider Name" (ADT Record Name), "Residential Monitor", "Licensing Specialist", "Area Behavior Analyst", and "Licensed Home/ADT # of workers". An arrow points to the "Providers" sub-tab.

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

A screenshot of a menu bar with "File", "Edit", and "Reports" options. The "Edit" option is expanded, showing a sub-menu with "Edit Provider" highlighted. An arrow points to the "Edit Provider" button.

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

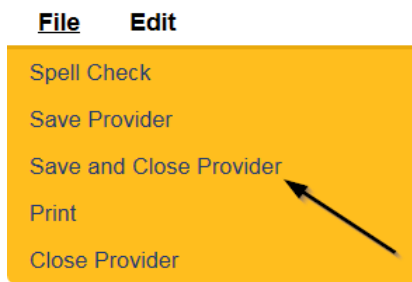
ADT Record Name
Last Updated by sylvia.baer@apdcares.org
at 10/7/2025 1:13:44 PM

Provider

An asterisk (*) indicates a required field

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

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



Schedule Site Visit Appointment



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

Complete Site Visit



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

Complete the ADT Quarterly Monitoring Tool



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

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

A screenshot of a web form showing a dropdown menu for "Role" with "Region QA Workstream Worker" selected. A "GO" button is to the right. 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 iConnect interface. The top navigation bar shows "MY DASHBOARD", "CONSUMERS", "PROVIDERS", and "REPORTS". The "PROVIDERS" tab is highlighted. Below it is a "Quick Search" area with a text input field containing "ADT Record Name", a "Providers" dropdown, a "Provider Name" dropdown, a "GO" button, and an "ADVANCED SEARCH" link. An arrow points to the "GO" button. The timestamp "at 6/12/2025 9:50:30 AM" is visible at the top right.

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

A screenshot of the iConnect interface showing a provider's facility record. The "PROVIDERS" tab is highlighted in the navigation bar. Below it is a "Quick Search" area. The main content area shows "ADT Record Name (24781)" and a grid of tabs: "Workers", "Services", "Provider ID Numbers", "Contracts", "Beds", "Linked Providers", "Conditions", "Service Area", "Admin Actions", "Facility Management", "Providers", "Divisions", "EVV Activities", "Forms", "Enrollments", "Authorizations", "Notes", "Credentials", "EVV Scheduling", "CAP", "Appointments". The "Forms" tab is highlighted. A "Filters" section is visible on the left with a "Division" dropdown, "Search", and "Reset" buttons. At the bottom, it says "2 Providers Forms record(s) returned - now viewing 1 through 2". An arrow points to the "Forms" tab.

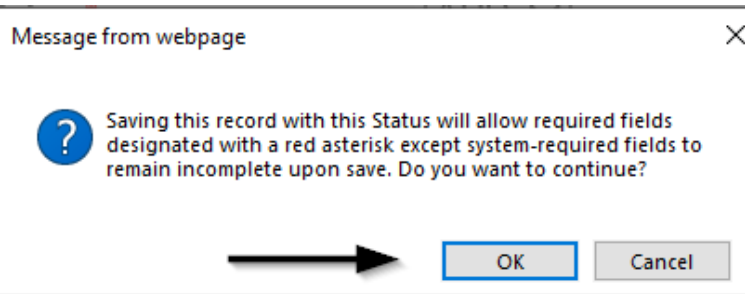
4. Click **File > Add Forms**

A screenshot of a "File" menu. The menu items are "Add New Provider Search", "Add Forms", and "Print". The "Add Forms" item is highlighted in yellow. An arrow points to the "Add Forms" item.

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

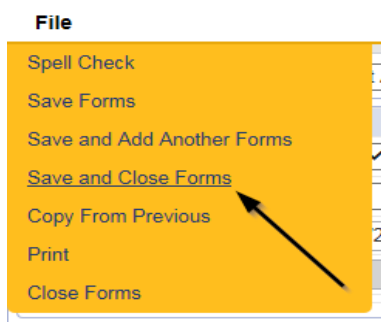
The screenshot shows a web form titled "Provider Assessment". At the top, there is a dropdown menu labeled "Please Select Type:" with "ADT Quarterly Monitoring Tool" selected. Below this, a note states "An asterisk (*) indicates a required field". The form contains several fields: "Division*" with a dropdown set to "APD", "Review*" with a dropdown set to "Quarterly", "Review Date*" with a date field set to "05/17/2025", "Worker*" with a text field containing "Baer, Sylvia" and buttons for "Lookup", "Clear", and "Details", "Status*" with a dropdown set to "Draft", and "Approved By" with an empty text field. Arrows point to the "Please Select Type:" dropdown, the "Division*" dropdown, the "Review*" dropdown, and the "Status*" dropdown.

6. Update the following Header fields:
 - a. "Division" = APD
 - b. "Review" = Quarterly
 - c. "Status" = Draft



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

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



Site Visit Note



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

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

A screenshot of a web form showing a dropdown menu for "Role" with "Region QA Workstream Worker" selected. A "GO" button is to the right. 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 iConnect interface. At the top right, it says "at 6/12/2025 9:50:30 AM". Below is a "Quick Search" section with a text input containing "ADT Record Name", a "Providers" dropdown, a "Provider Name" dropdown, and a "GO" button. Below this is a navigation bar with "MY DASHBOARD", "CONSUMERS", "PROVIDERS" (highlighted), and "REPORTS". An arrow points to the "GO" button, and another arrow points to the "PROVIDERS" tab.

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

A screenshot of the iConnect interface showing the "Providers > Notes" tab. The top navigation bar includes "ADT Record Name", "Notes", "Sign Out", and "Role" (set to "Region QA Workstream Worker"). Below is a "File" section with a "Quick Search" section. The main content area shows a grid of tabs for "ADT Record Name (24781)", with "Notes" highlighted. An arrow points to the "Notes" tab.

4. Click **File > Add Notes**

A screenshot of a "File" menu. The menu items are "Add New Provider Search", "Add Notes", and "Print". An 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
 - c. "Note Type" = Monitoring
 - d. "Note Subtype" = Quarterly Site Visit
 - e. "Description" = Quarterly Site Visit
 - f. "Note" = Enter notes such as "signature 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 **Lookup** button 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 **Lookup** button 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

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

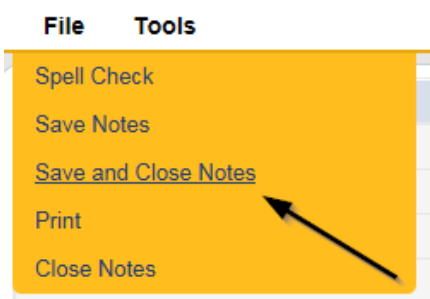
- Division: APD
- Note By: Baer, Sylvia
- Note Date: 10/08/2025
- Associated Form ID#: 1234
- Note Type: Monitoring
- Note Sub-Type: Quarterly Site Visit
- Description: Quarterly Site Visit
- Note: Signature added
- Status: Complete
- Date Completed: 10/08/2025

The 'Attachments' section includes an 'Add Attachment' button and an 'Attachments Grid' with one entry:

Document	Description	Category	Action
signature.docx			Remove

The 'Note Recipients' section includes an 'Add Note Recipient' field, a 'Lookup' button, and a 'Clear' button. Below it is a 'Note Recipients Grid'.

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



Supervisor Review and Approval

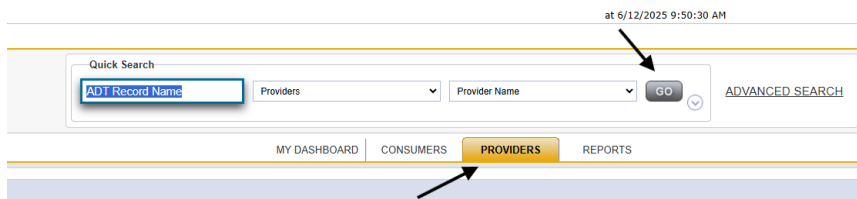


The QA Workstream Lead will receive notification of the note via My Dashboard. If there are no violations, they will review all monitoring tools and documentation, and if approved, will create a new note. If no changes are necessary, they will then review the ADT Quarterly Monitoring Tool form. If violations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

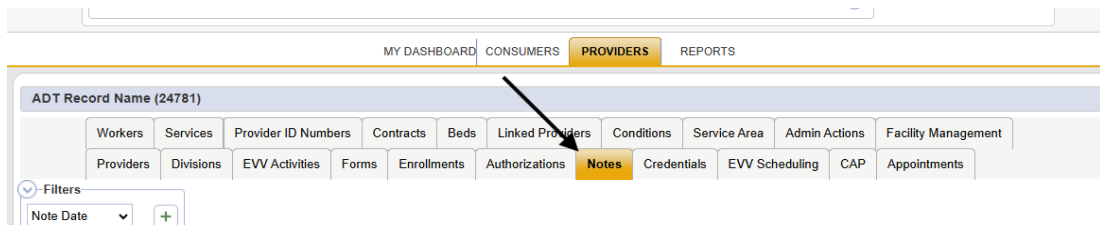
- Set "Role" = Region QA Workstream Lead OR Worker, then click **Go**



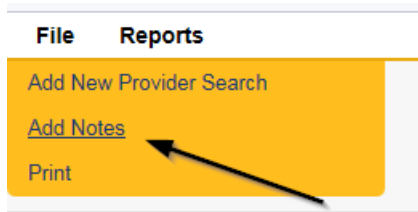
- Navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click **Go**.



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



4. Click **File > Add Notes**

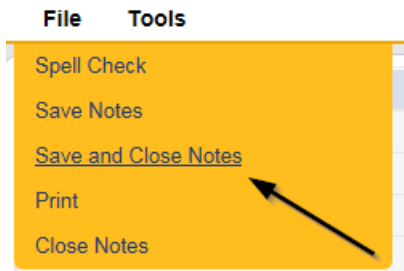


5. In the new Note record, update the following fields:

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

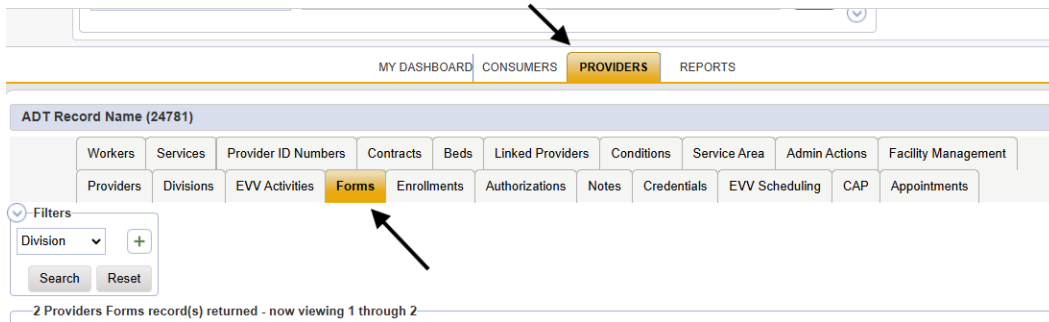
A screenshot of a 'Notes Details' form. The form contains several fields with arrows pointing to them: 'Division' (dropdown menu set to 'APD'), 'Note By' (dropdown menu set to 'Baer, Sylvia'), 'Note Date' (calendar icon set to '10/08/2025'), 'Associated Form ID#' (text input field with '1234'), 'Note Type' (dropdown menu set to 'Monitoring'), 'Note Sub-Type' (dropdown menu set to 'Supervisor Approval'), 'Description' (text input field with 'Supervisor Approval'), 'Note' (rich text editor with 'Enter Supervisor approval notes'), 'Status' (dropdown menu set to 'Complete'), and 'Date Completed' (text input field with '10/08/2025'). Below the form is an 'Attachments' section with an 'Add Attachment' link and an 'Attachments Grid' table. The grid is empty with the text 'There are no attachments to display'. At the bottom is a 'Note Recipients' section with an 'Add Note Recipient' text input field, a 'Lookup' button, and a 'Clear' button. An arrow points to the 'Lookup' button.

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



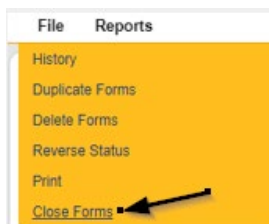
7. If no violations are found, the Supervisor will also review the ADT Quarterly Monitoring Tool form.

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



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

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



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

As Needed: Violations Found Add CAP



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

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

A screenshot of a web form titled "Role". It features a dropdown menu with "Region QA Workstream Worker" selected and a "GO" button to its right. 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 ADT Quarterly Monitoring Tool interface. At the top right, it says "at 6/12/2025 9:50:30 AM". Below is a "Quick Search" section with a text input field containing "ADT Record Name", a "Providers" dropdown, a "Provider Name" dropdown, and a "GO" button. An arrow points to the "GO" button. Below the search bar is a navigation menu with "MY DASHBOARD", "CONSUMERS", "PROVIDERS" (highlighted), and "REPORTS". An arrow points to the "PROVIDERS" tab.

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

A screenshot of the ADT Record Name (24781) page. The navigation menu at the top shows "MY DASHBOARD", "CONSUMERS", "PROVIDERS" (highlighted), and "REPORTS". Below the header is a grid of tabs: "Workers", "Services", "Provider ID Numbers", "Contracts", "Beds", "Linked Providers", "Conditions", "Service Area", "Admin Actions", "Equality Management", "Providers", "Divisions", "EVV Activities", "Forms", "Enrollments", "Authorizations", "Notes", "Credentials", "EVV Scheduling", "CAP" (highlighted), and "Appointments". An arrow points to the "CAP" tab.

4. Select **File > Add CAP**

A screenshot of a "File" menu. The menu items are "Add New Provider Search", "Add CAP", and "Print". An arrow points to the "Add CAP" option.

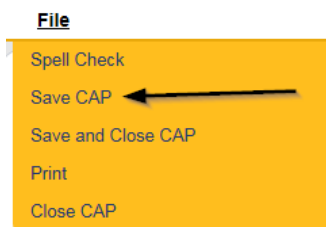
5. Update the following fields:
 - a. "CAP Type" = Notice of Non-Compliance
 - b. "Date of CAP" = Enter Date
 - c. "Region" = Enter Region

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

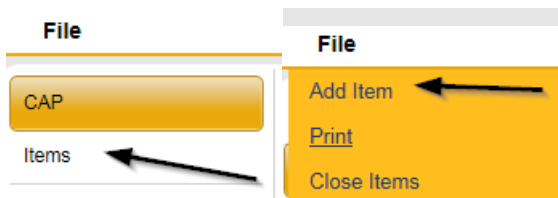
An asterisk (*) indicates a required field

CAP	
CAP ID	<input type="text"/>
QIO Report Number*	<input type="text"/>
CAP Type *	Notice of Non-Compliance ▾
Review Type*	▾
Date of CAP*	06/17/2025 <input type="text"/>
Region*	Central ▾
Associated Form ID#	1234 <input type="text"/>
Date Provider Notified *	06/17/2025 <input type="text"/>
CAP Due Date *	07/02/2025 <input type="text"/>
Status	Pending ▾
Date Submitted by Provider	MM/DD/YYYY <input type="text"/>
Date Verified Complete by APD Staff	MM/DD/YYYY <input type="text"/>
Comments	<div style="border: 1px solid gray; padding: 5px;"> <p>B <i>I</i> <u>U</u> 16px ▾ A ▾</p> <div style="height: 100px;"></div> </div>
Licensing Worker	Baer, Sylvia <input type="text"/> <input type="button" value="Lookup"/> <input type="button" value="Clear"/> Data
QA Workstream Lead	<input type="text"/> <input type="button" value="Lookup"/> <input type="button" value="Clear"/>

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



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



8. Update the following fields:

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

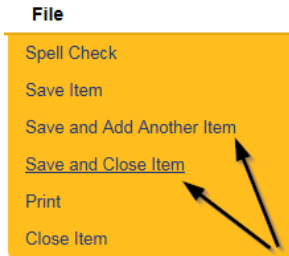
The image shows a screenshot of a software form titled "Summary". The form contains several fields with arrows pointing to them from the left. The fields and their values are as follows:

- Item ID: [Empty text box]
- Action Type: [Licensing] (dropdown menu)
- Type of Site Visit: [Adult Day Training] (dropdown menu)
- Discovery Source: [Licensing Visit] (dropdown menu)
- Remediation Type: [Licensing] (dropdown menu)
- Employee Involved: [Name of applicable] (text box)
- Client Reviewed: [Empty text box]
- Standard Not Met Description: [Empty text box]
- Comments: [Empty text box]
- Item Status: [Pending] (dropdown menu)
- Due Date: [10/23/2025] (date picker)
- Provider Worker: [Baer, Sylvia] (text box) with buttons for "Lookup", "Clear", and "Details"
- Corrective Action Required: [Empty text box]



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

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



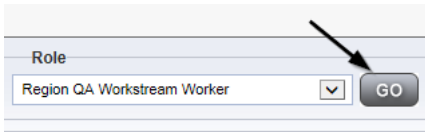
As Needed: Generate NNC



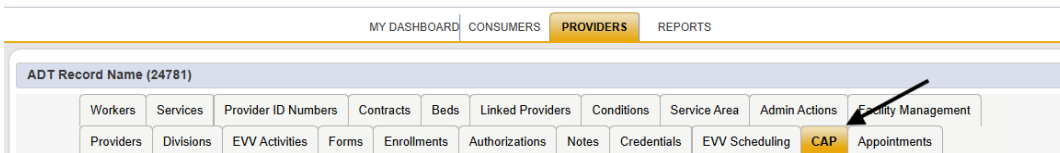
If there are violations, the ADT Licensing and Monitoring Specialist will generate the Notice of Non-Compliance report.

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

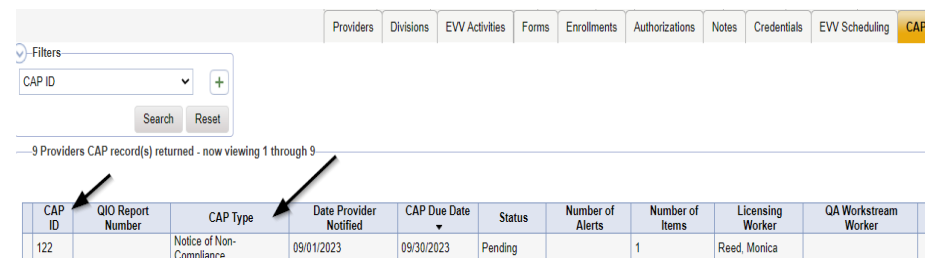
1. Set “Role” = Region QA Workstream Worker/Lead then, click **Go**.



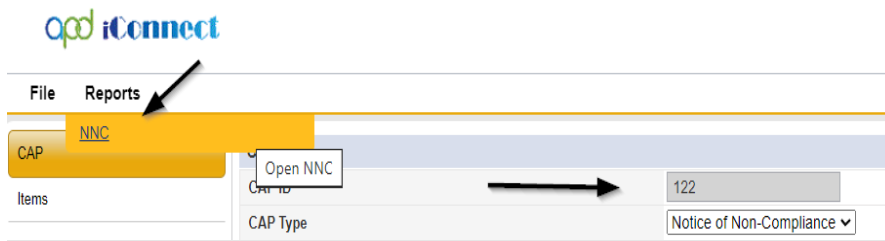
2. Navigate to the **Providers > CAP** tab



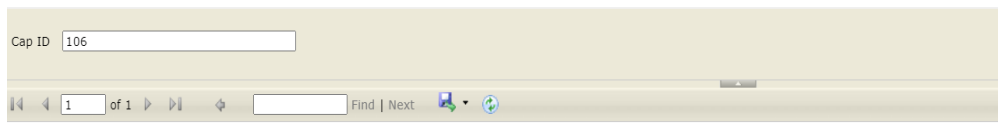
3. Select the previously created new **CAP** record via the hyperlink for that record



- Select **Reports > NNC** from the CAP Details page



- 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): TRICENTRIDGE HOUSE GROUP HOME		License Number: 5137-6-02A		
Address: 640 VILLAGE POND DRIVE B		Facility Name: TRICENTRIDGE HOUSE GROUP HOME		
City: ST PETERSBURG	County: PINELLAS	State: FL	Zip: 33707	Telephone: (813) 884-4173
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

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

As Needed: Supervisor Review



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

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

A screenshot of a web form showing a dropdown menu for "Role" with "Region QA Workstream Worker" selected. A grey "GO" button is to the right. 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" section in a web application. It shows a "Quick Search" box with "ADT Record Name" entered. Below the search box are tabs for "MY DASHBOARD", "CONSUMERS", "PROVIDERS", and "REPORTS". An arrow points to the "PROVIDERS" tab.

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

A screenshot of the "Providers > Notes" tab in a web application. It shows a "Quick Search" box and a navigation menu with tabs for "Workers", "Services", "Provider ID Numbers", "Contracts", "Beds", "Linked Providers", "Conditions", "Service Area", "Admin Actions", "Facility Management", "Providers", "Divisions", "EVP Activities", "Forms", "Enrollments", "Authorizations", "Notes", "Credentials", "EVP Scheduling", "CAP", and "Appointments". An arrow points to the "Notes" tab.

4. Click **File > Add Notes**

A screenshot of a "File" menu with a yellow background. The menu items are "Add New Provider Search", "Add Notes", and "Print". An 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" = Quarterly Monitoring/Supervisor Review
- d. "Description" = Enter the CAP ID#
- e. "Note" = Advise Supervisor to review CAP, NNC and other documents
- f. "Status" = Pending
- g. Click "Add Attachment" and search for the copy of the NNC report on the user's device. Click Upload
- h. Click the **Lookup** button on the "Add Note Recipient" to add the *Supervisor* as the Note Recipient
- i. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note

An asterisk (*) indicates a required field

Notes Details

Division *

Note By *

Note Date *

Associated Form ID#

Note Type *

Note Sub-Type *

Description

Note

Status *

Date Completed

Attachments

[Add Attachment](#)

Attachments Grid

Document	Description	Category	Action
There are no attachments to display			

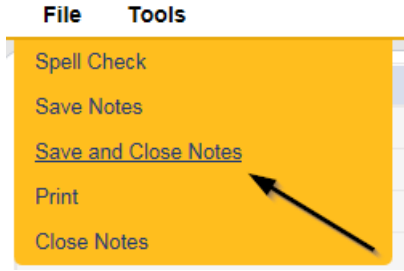
Note Recipients

Add Note Recipient:

Note Recipients Grid

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

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

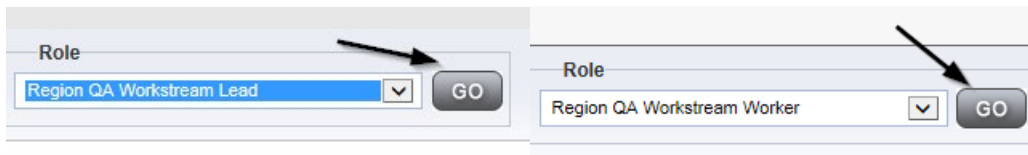


As Needed: Supervisor Approval

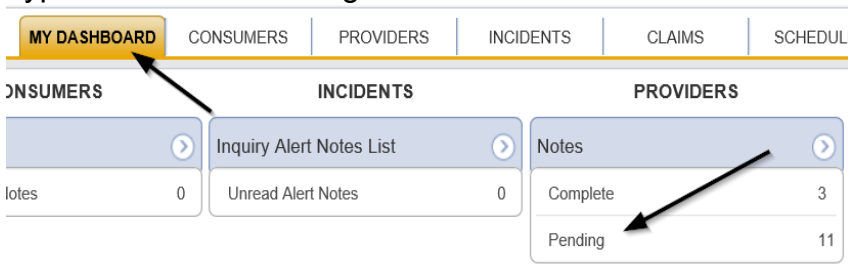


The Supervisor will get notification of the note via their My Dashboard. If no changes are necessary, they will then review the ADT Quarterly Monitoring Tool form, marking it complete. If there were violations found, the supervisor will also review the CAP record, and the NNC. If all monitoring documentation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

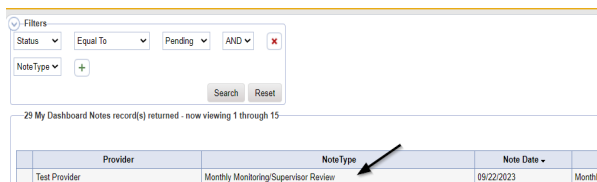
1. Set "Role" = Region QA Workstream Lead or Worker, then click **Go**.



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



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



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

The screenshot shows a software interface with a 'Notes' sidebar and a 'Notes Details' form. The form contains the following fields:

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

A legend at the top of the form states: "An asterisk (*) indicates a required field".

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

Notes Details

Division * APD

Note By * Walsh, Kimberly

Note Date * 10/07/2025

Associated Form ID# 1234

Note Type * Quarterly Monitoring/Supervisor Approval

Note Sub-Type

Description Further Documentation Provided CAP ID #

Note

New Text

B I U 16px A

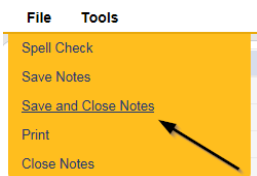
Append Text to Note

Status * Complete

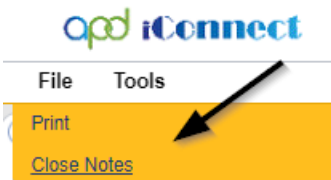
Date Completed 10/08/2025

Attachments

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**.



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

ADT Record Name (24781)

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

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

Filters

Form Name Equal To ADT Quarterly Monitoring Tool AND

Division +

Search Reset

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

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

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

ADT Quarterly Monitoring Tool

An asterisk (*) indicates a required field

Provider Assessment

Division * APD Worker * Baer, Sylvia Lookup Clear Detail

Review * Quarterly Status * Complete

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

Approved Date 06/18/2025

Message from webpage

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

OK Cancel

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

File

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

As Needed: Service Provider NNC Notification



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

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

A screenshot of a web form showing a dropdown menu for 'Role' with 'Region QA Workstream Worker' selected. A grey 'GO' button is to the right. 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 'Quick Search' section with 'ADT Record Name' entered in the search box. Below it are navigation tabs: 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS', and 'REPORTS'. An arrow points to the 'GO' button.

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

A screenshot of a provider record page for 'ADT Record Name (24781)'. It shows a grid of tabs including 'Workers', 'Services', 'Provider ID Numbers', 'Contracts', 'Beds', 'Linked Providers', 'Conditions', 'Service Area', 'Admin Actions', 'Facility Management', 'Providers', 'Divisions', 'EVP Activities', 'Forms', 'Enrollments', 'Authorizations', 'Notes', 'Credentials', 'EVP Scheduling', 'CAP', and 'Appointments'. An arrow points to the 'Notes' tab.

4. Click **File > Add Notes**

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

An asterisk (*) indicates a required field

Notes Details

Division *

Note By *

Note Date *

Associated Form ID#

Note Type *

Note Sub-Type

Description

Note

Notes

Status *

Date Completed

Attachments

[Add Attachment](#)

Attachments Grid

Document	Description	Category	Action
There are no attachments to display			

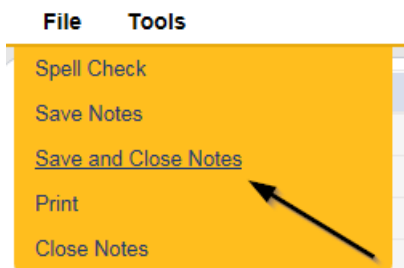
Note Recipients

Add Note Recipient:

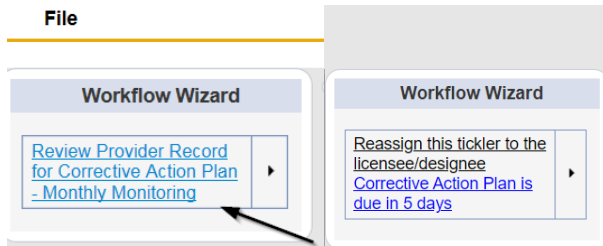
Note Recipients Grid

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

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



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



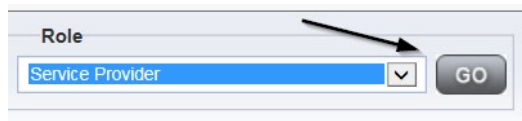
8. Tickler - “Reassign this tickler to the licensee/designee. Corrective Action Plan is due in 5 days” From the tickler flyout menu, the ADT Licensing and Monitoring Specialist should reassign this tickler to the licensee/designee.
9. Tickler – “Review Provider Record for Corrective Action Plan – Monthly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

As Needed: Submit CAP

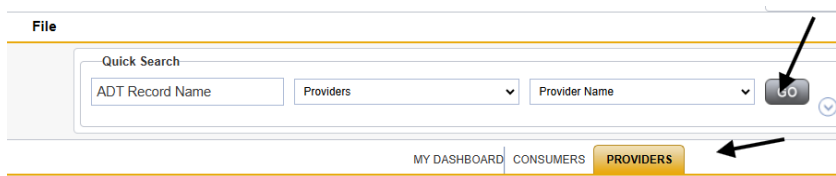


The Service Provider will receive the NNC Notification note on My Dashboard. They will then update the CAP item(s) by describing the action taken to correct the identified site visit violations. When finished, the Service Provider will send a note to advise of the revisions and attach any supporting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

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



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



3. Select the appropriate CAP record via the hyperlink

ADT Record Name (24781)

Workers Services Provider ID Numbers Beds Linked Providers Service Area

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

Filters
CAP ID
Search Reset

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

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

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

File Reports

CAP

Items

CAP

CAP ID: 86

CAP Type: Notice of Non-Compliance

Date of CAP: 04/01/2023

Associated Form ID#:

Date Provider Notified: 04/03/2023

CAP Due Date: 05/12/2023

Status: Pending

B I U 16px A

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

File Word Merge

CAP

Items

Filters
Item ID
Search Reset

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

Item ID	QIO Category	Remediation Type	Standard Not Met	Item Status	Due Date	Complete Date	Worker	Action Type	Corrective Action Required
138		Licensing	2.011(1)	Pending	06/30/2023		Reed, Monica	Licensing	Corrective Action Required

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

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

Item

Summary

Item ID: 138

Item Number:

Action Type: Licensing

Type of Site Visit: Remedial Monitoring

Disciplinary Source: Monitoring Visit

Remediation Type: Licensing

Employee Involved:

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

Comments:

Item Status: Pending

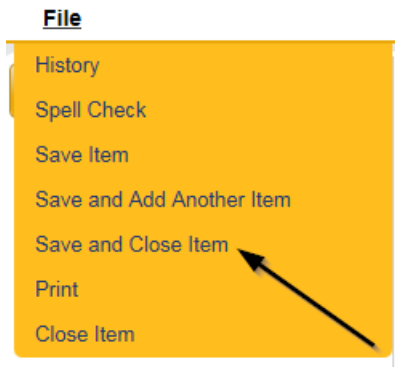
Due Date: 06/30/2023

Provider Worker: Reed, Monica

Corrective Action Required:

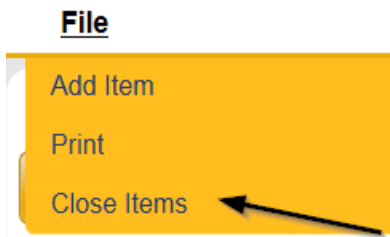
Append Text to Note

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



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

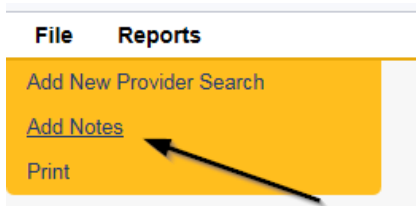
8. Click **File > Close Items**



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



10. Click **File > Add Notes**



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

- a. "Division" = APD

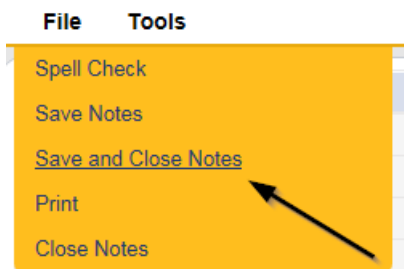
- b. "Note Type" = Monitoring
- c. "Note Subtype" = CAP Submitted
- d. "Description" = CAP Submitted – CAP ID#
- e. "Note" = Enter notes for details of supporting documentation
- f. "Status" = Complete
- g. Click **"Add Attachment"** and attach an individual copy of each Supporting Document on the user's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

The screenshot shows the 'ADT Record Name' form in the iConnect system. The form includes the following sections and fields:

- Notes Details:**
 - Division: APD
 - Note By: Provider, Sylvia
 - Note Date: 10/09/2025
 - Note Type: Monitoring
 - Note Sub-Type: CAP Submitted
 - Description: CAP Submitted - CAP ID #
- Note:** A text area for entering details of supporting documentation.
- Status:** Complete
- Date Completed:** 10/09/2025
- Attachments:** Includes an 'Add Attachment' link.
- Attachments Grid:** A table with columns for Document, Description, Category, and Action. It currently shows 'There are no attachments to display'.
- Note Recipients:** Includes an 'Add Note Recipient' field and 'Lookup' and 'Clear' buttons.
- Note Recipients Grid:** A table with columns for Name, Date Sent, Date Read, Status, and Date Signed.

Arrows in the image point to the following fields: Note Date, Note Type, Note Sub-Type, Note, Status, Add Attachment, and the Lookup button.

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



As Needed: CAP Accepted



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

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

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

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

A screenshot of the 'Quick Search' section with 'ADT Record Name' in the search box and 'Providers' in the dropdown. A black arrow points to the 'GO' button. Below the search bar are navigation tabs: 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS', and 'REPORTS'. A black arrow points to the 'PROVIDERS' tab.

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

A screenshot of the 'Providers > Notes' page. The 'PROVIDERS' tab is selected in the navigation bar. Below it, a grid of tabs includes 'Workers', 'Services', 'Provider ID Numbers', 'Contracts', 'Beds', 'Linked Providers', 'Conditions', 'Service Area', 'Admin Actions', 'Facility Management', 'Providers', 'Divisions', 'CAP', 'EVV Scheduling', 'EVV Activities', 'Forms', 'Enrollments', 'Authorizations', 'Notes', 'Credentials', and 'Appointments'. A black arrow points to the 'Notes' tab. A 'Filters' section is visible on the left with 'Note Date' selected.

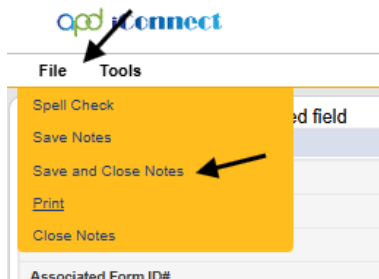
4. Click **File > Add Notes**

A screenshot of a 'File' menu with 'Reports' as a sub-header. The menu items are 'Add New Provider Search', 'Add Notes', and 'Print'. A black arrow points to the 'Add Notes' item.

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

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

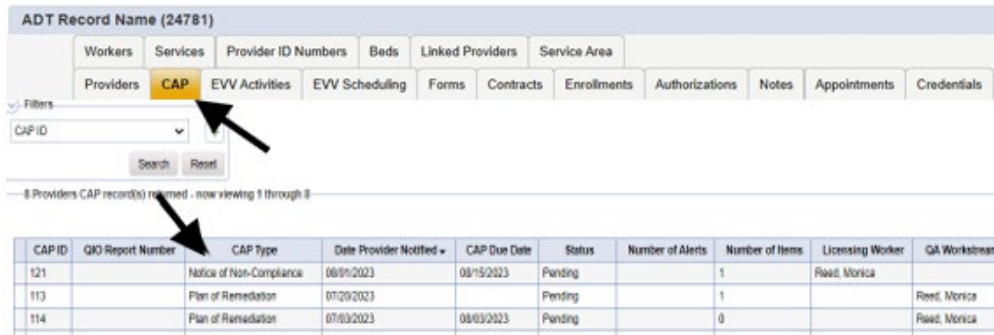
6. File > Save and Close Notes



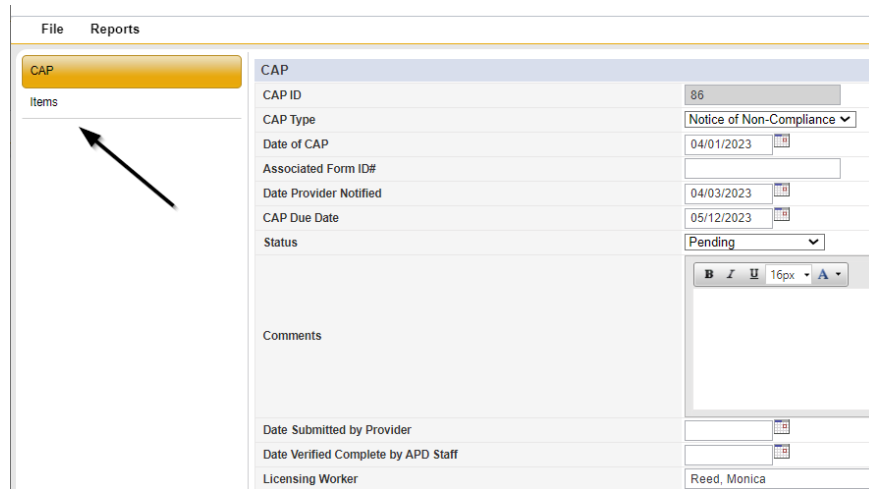
- 7. The Provider's facility record will display. Navigate to the **Providers > CAP** tab



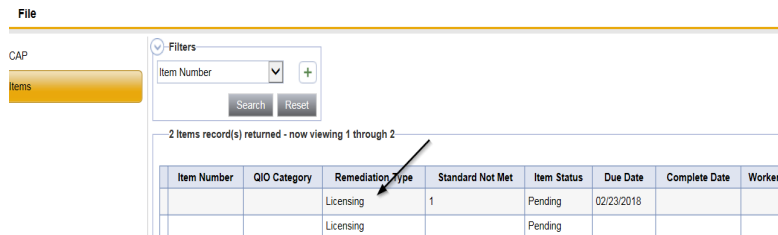
8. Select the appropriate CAP record via the hyperlink



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



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



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

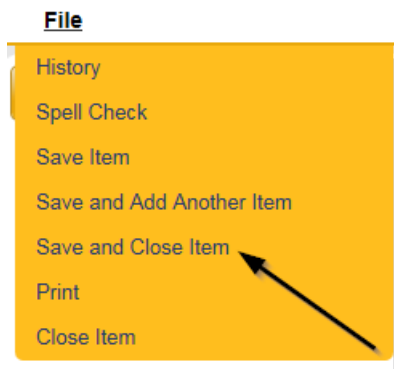
- a. "Item Status" = Update to Complete

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



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

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



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

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

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



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

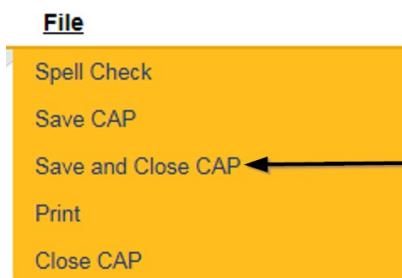
- a. "Status" = Update to Complete
- b. "Date Submitted by Provider" = Enter CAP Submitted Note Date
- c. "Date Verified Complete by APD Staff" = Enter Date

The image shows a 'CAP Details' form with the following fields and values:

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	
Date Submitted by Provider	08/29/2023
Date Verified Complete by APD Staff	08/30/2023

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

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



As Needed: Further Documentation Required



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

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

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

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

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

Notes Details

Division *

Note By *

Note Date *

Associated Form ID#

Note Type *

Note Sub-Type

Description

Note

Status *

Date Completed

Attachments

[Add Attachment](#)

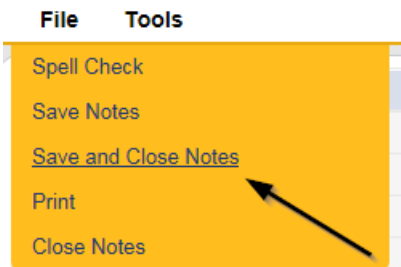
Attachments Grid

Document	Description	Category
There are no attachments to display		

Note Recipients

Add Note Recipient:

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



As Needed: Requested Information

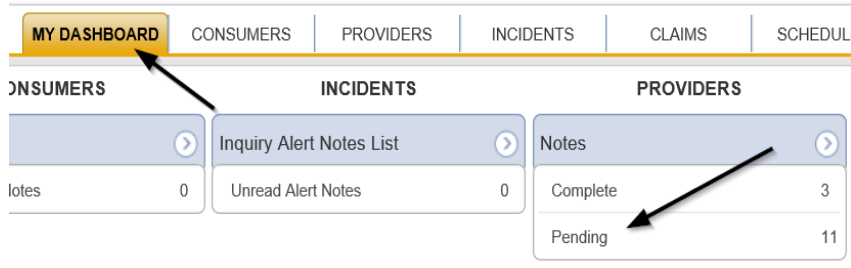


The ADT Licensing and Monitoring Specialist (Region QA Workstream Worker) will receive notification of the Further Documentation Required Note and make the necessary corrections/revisions to the CAP items records. If applicable, regenerate the NNC and attach to existing pending note.

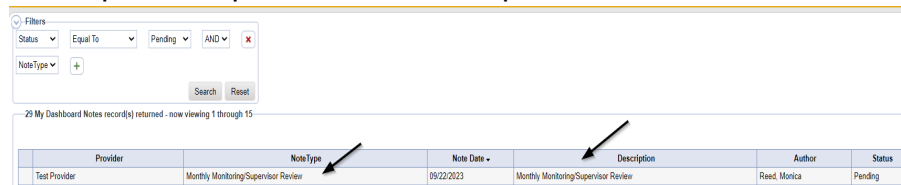
1. Set "Role" = QA Workstream Worker then click **Go**.

Role

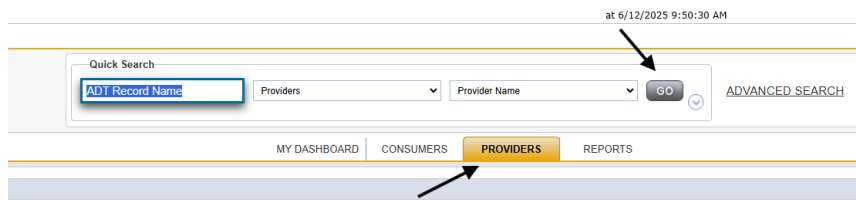
2. Navigate to the **My Dashboard > Providers > Notes > Pending** and click the hyperlink for the Pending notes.



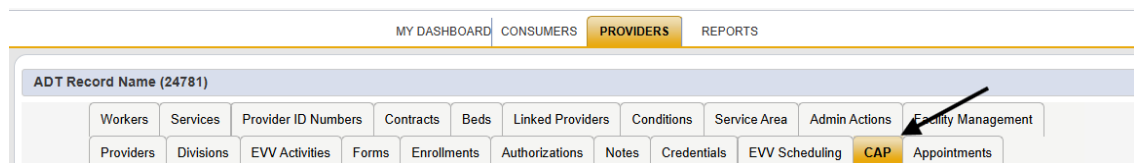
3. Select the **Note Type = Quarterly Monitoring/Supervisor Review** and select the pending record via the hyperlink. Review the note for the requested updates from the Supervisor.



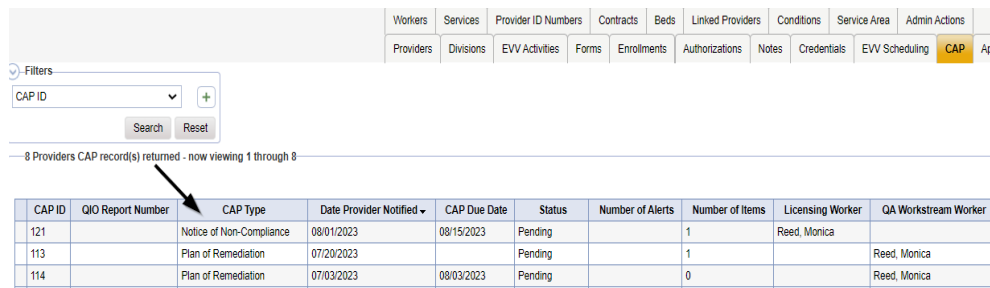
4. To update the items in the CAP, navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click **Go**.



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



6. Select the appropriate CAP record via the hyperlink



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

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

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

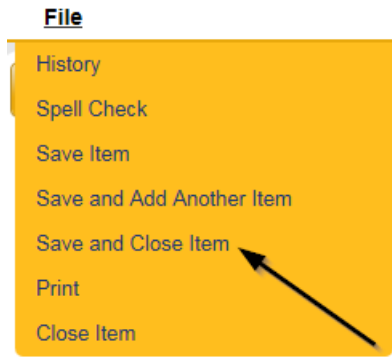
- Enter the Corrective Action Required information and click **Append Text to Note**



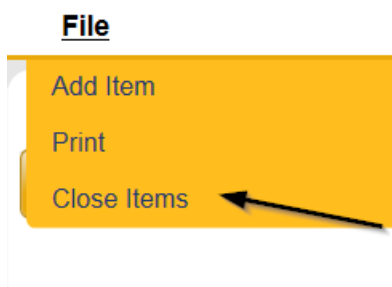
If the Supervisor does not agree with a violation added by the ADT Licensing and Monitoring Specialist, he/she may ask for it to be removed. The Item Status should be changed to

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

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



11. Click **File > Close Items**



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

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

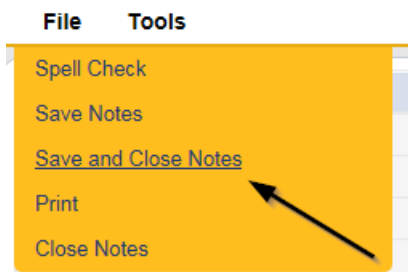
- a. "Division" = APD
- b. "Note Type" = Leave as Quarterly Monitoring/Supervisor Review
- c. "Description" = Change to Further Documentation Provided – CAP ID #
- d. "Note" = Enter notes as to what corrections/revisions have been made and what attachments have been provided
- e. "Status" = Leave as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

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

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

- Division: APD
- Note By: Baer, Sylvia
- Note Date: 10/09/2025
- Associated Form ID#: 123
- Note Type: Quarterly Monitoring/Supervisor Review
- Note Sub-Type: *
- Description: Further Documentation Provided- CAP ID#
- Note: (Empty text area)
- Status: Pending
- Date Completed: (Empty)
- Attachments: Add Attachment
- Attachments Grid: (Empty table with columns Document, Description, Category)
- Note Recipients: Add Note Recipient: (Empty input) [Lookup] [Clear]

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



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

As Needed: CAP Rejected Note



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

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

A screenshot of a web form showing a dropdown menu for 'Role' 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 application's search and navigation area. The 'Quick Search' section has 'ADT Record Name' entered in the search box. Below it are navigation tabs: 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS', and 'REPORTS'. A black arrow points to the 'PROVIDERS' tab. Another arrow points to the 'GO' button in the search section. The date 'at 6/12/2025 9:50:30 AM' is visible in the top right.

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

A screenshot of a provider record page. The 'PROVIDERS' tab is selected in the navigation bar. Below it, a row of sub-tabs includes 'Workers', 'Services', 'Provider ID Numbers', 'Contracts', 'Beds', 'Linked Providers', 'Conditions', 'Service Area', 'Admin Actions', and 'Facility Management'. The 'Notes' sub-tab is highlighted. A black arrow points to the 'Notes' sub-tab.

4. Click **File > Add Notes**

A screenshot of a 'File' menu. The menu items are '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" = Monitoring
 - d. "Note Subtype" = CAP Rejected
 - e. "Description" = CAP Rejected – CAP ID #
 - f. "Note" = Enter notes as to why the CAP is being rejected and what is lacking per Rule 65G – 2.004(2).
 - g. "Status" = Pending
 - h. Click the **Lookup** button on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient
 - i. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note

Indicates a required field

Notes Details

Division *

Note By *

Note Date *

Associated Form ID#

Note Type *

Note Sub-Type

Description

Note

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

Status *

Date Completed

Attachments

[Add Attachment](#)

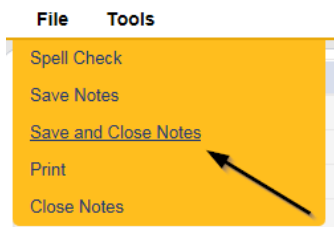
Attachments Grid

Document	Description	Category
There are no attachments to display		

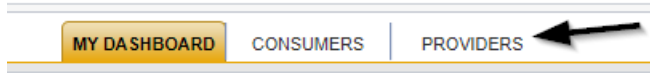
Note Recipients

Add Note Recipient:

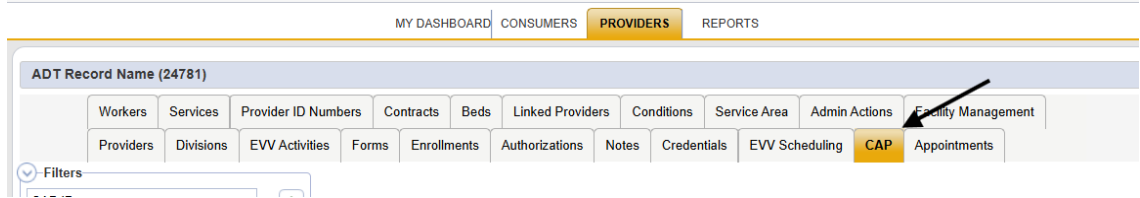
6. When finished click **File > Save and Close Notes**



7. Navigate to the Provider's Chapter



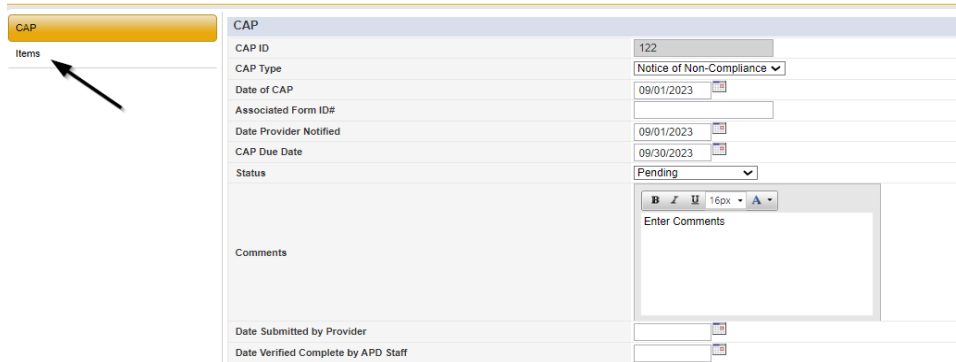
8. The Provider's record will display. Navigate to the **Providers > CAP** tab



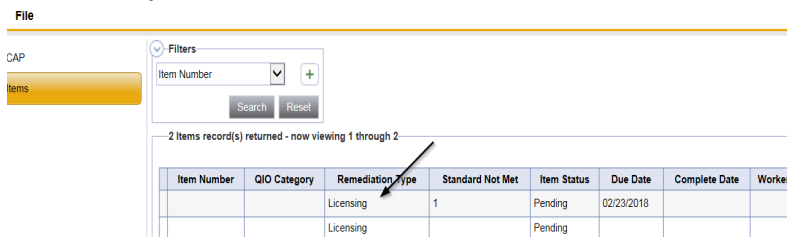
9. Select the appropriate CAP record via the hyperlink

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

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



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



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

The screenshot shows a CAP record form with the following fields and values:

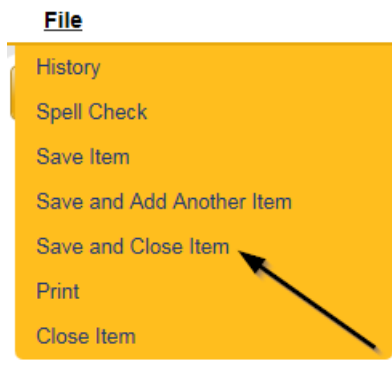
- Discovery Source: Licensing Visit
- Remediation Type: Licensing
- Employee Involved: Lisa Smith
- Standard Not Met Description: FINANCIAL STANDARDS (a) Fiscal records pertaining to the ... Clear
- Comments: Enter the full description of the violation (i.e. Resident J.A. did not receive Seropaxil as prescribed on 9/1/2019)
- Item Status: CAP Rejected (indicated by an arrow)
- Due Date: 09/16/2023
- Provider Worker: Reed, Monica (with Lookup, Clear, and Details buttons)
- Corrective Action Required: Enter information regarding the violation that the provider must submit. The Provider will then append with the information. (indicated by an arrow)
- Evidence of Completion: (empty)

Each of the last three sections (Comments, Corrective Action Required, Evidence of Completion) includes a 'New Text' input field and an 'Append Text to Note' button.



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

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



As Needed: CAP Revised



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

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

A screenshot of a web form showing a dropdown menu labeled "Role" with "Service Provider" selected. A black arrow points to the dropdown arrow. To the right of the dropdown is a grey button labeled "GO".

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

A screenshot of a web interface showing a "Quick Search" section. It includes input fields for "ADT Record Name", "Providers", and "Provider Name", followed by a "GO" button and an "ADVANCED SEARCH" link. A black arrow points to the "GO" button. Below the search section are navigation tabs for "MY DASHBOARD", "CONSUMERS", and "PROVIDERS".

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

A screenshot of a web interface showing a navigation menu for "ADT Record Name (24781)". The menu includes tabs for "Workers", "Services", "Provider ID Numbers", "Contracts", "Beds", "Linked Providers", "Conditions", "Service Area", "Admin Actions", "Facility Management", "Providers", "Divisions", "EVV Activities", "Forms", "Enrollments", "Authorizations", "Notes", "Credentials", "EVV Scheduling", "CAP", and "Appointments". The "CAP" tab is highlighted in yellow, and a black arrow points to it. A "Filters" section is visible on the left with a "CAP ID" dropdown.

3. Select the appropriate CAP record via the hyperlink

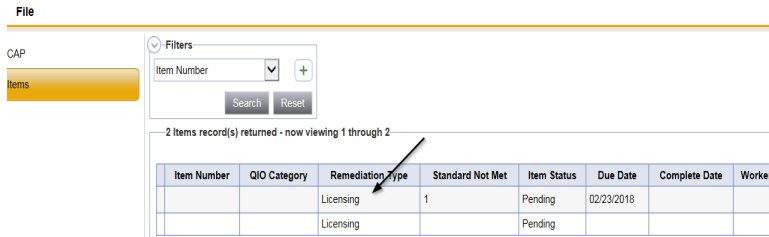
—1 CAP record(s) returned - now viewing 1 through 1—

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

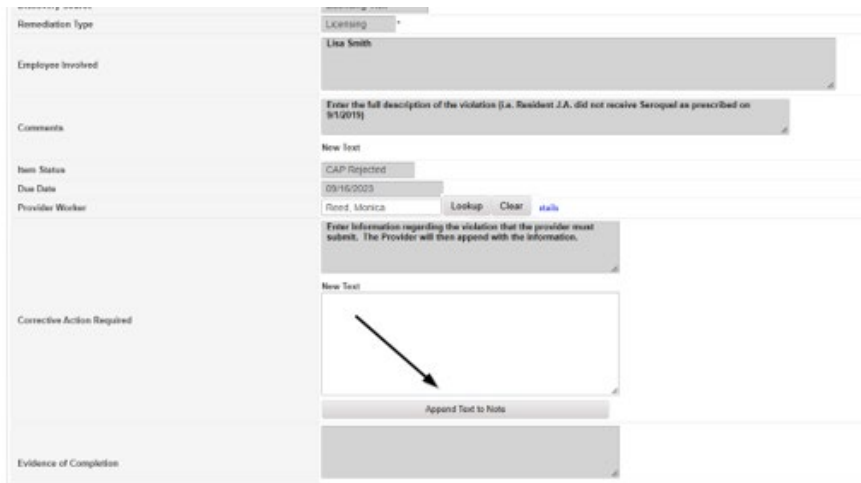
4. Click the **Items** link on the left-hand navigation menu

A screenshot of a web interface showing the details of a CAP item. On the left, a navigation menu has "CAP" and "Items" tabs, with "Items" selected and a black arrow pointing to it. The main content area shows the following details: CAP ID: 122; CAP Type: Notice of Non-Compliance; Date of CAP: 09/01/2023; Associated Form ID#: [empty]; Date Provider Notified: 09/01/2023; CAP Due Date: 09/30/2023; Status: Pending. Below the details is a "Comments" section with a text area and a "Enter Comments" button.

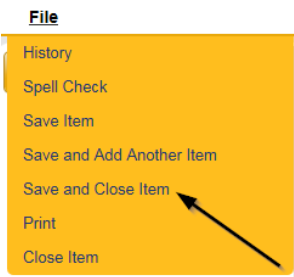
5. Select an Item via the hyperlink in the list view grid



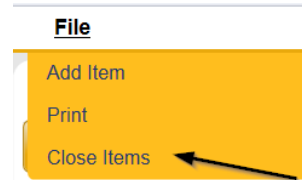
6. Enter the Corrective Action Required information and click **Append Text to Note**



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



8. Click **File > Close Items**



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

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

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

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

11. In the existing Note record, update the following fields:
 - a. "Associated Form ID#" = Enter Form ID# if applicable
 - b. "Note Type" = Leave as Monitoring
 - c. "Note Subtype" = Update to CAP Revised
 - d. "Description" = Update to CAP Revised – CAP ID #
 - 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 **Lookup** button on the "Add Note Recipient" to add the [ADT Licensing and Monitoring Specialist](#) as the Note Recipient
 - i. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note.

Notes Details

Division *

Note By *

Note Date *

Note Type *

Note Sub-Type ←

Description ←

Note

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

New Text

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

Append Text to Note

Status * ←

Date Completed

Attachments

[Add Attachment](#) ←

Attachments Grid

Document	Description	Category
There are no attachments to display		

Note Recipients

Add Note Recipient:

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



Proceed to [CAP Accepted](#)

As Needed: CAP Missed Due Dates



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

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

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

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

A screenshot of the application's navigation area. It shows a "Quick Search" box with "ADT Record Name" in the first field, "Providers" in the second dropdown, and "Provider Name" in the third dropdown. A "GO" button is to the right. Below the search box are navigation tabs: "MY DASHBOARD", "CONSUMERS", "PROVIDERS" (highlighted), and "REPORTS". Arrows point to the "GO" button and the "PROVIDERS" tab.

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

A screenshot of a provider record page. The "PROVIDERS" tab is selected in the navigation bar. Below the navigation bar, there is a header "ADT Record Name (24781)" and a row of tabs: "Workers", "Services", "Provider ID Numbers", "Contracts", "Beds", "Linked Providers", "Conditions", "Service Area", "Admin Actions", "Facility Management", "Providers", "Divisions", "EVV Activities", "Forms", "Enrollments", "Authorizations", "Notes" (highlighted), "Credentials", "EVV Scheduling", "CAP", and "Appointments". A black arrow points to the "Notes" tab.

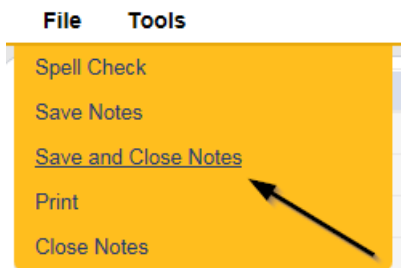
4. Click **File > Add Notes**

A screenshot of a "File" menu. The menu items are "Add New Provider Search", "Add Notes" (highlighted with a yellow background), 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" = Monitoring
- d. "Note Subtype" = CAP Missed Due Dates
- e. "Description" = CAP Missed Due Dates – CAP ID#
- f. "Note" = Enter notes to advise of the missed due dates
- g. "Status" = Complete
- h. Click the **Lookup** button on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient
- i. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note

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



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

MY DASHBOARD | CONSUMERS | PROVIDERS | UTILITIES | REPORTS

PROVIDERS

Notes	
Complete	3
Pending	4

Ticklers	
Ticklers	11

Provider Selections	
Accepted	1
Admitted	1

Workflow Wizard

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

- a. Tickler - “New Corrective Action Plan is Due – Monitoring Missed Due Dates”
- b. Assigned to the ADT Licensing and Monitoring Specialist
- 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 Monitoring > CAP Missed Due Dates note sent by the ADT Licensing and Monitoring Specialist. The Service Provider will need to proceed to [Submit CAP](#) and update the CAP record after reviewing the CAP Missed Due Dates note.

As Needed: Provider CAP Report



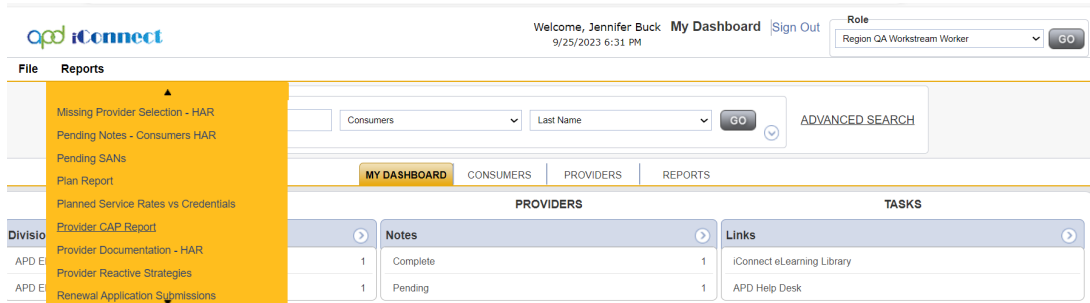
The ADT Licensing and Monitoring Specialist (Region QA Workstream Worker) and/or Lead can use the “Provider CAP Report” to monitor CAP Item due dates. This same report can also be used to track due dates of rejected CAP items

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

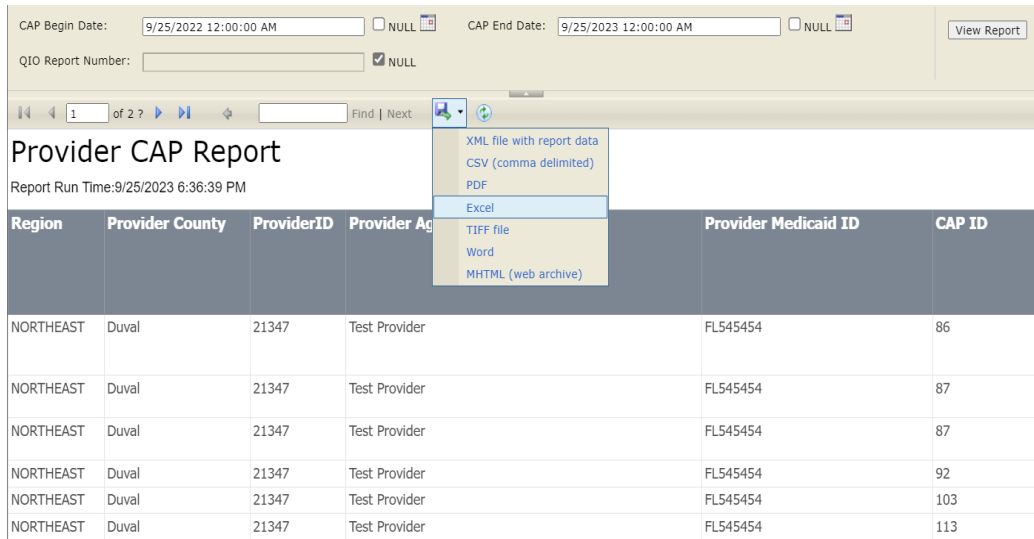
Role

Region QA Workstream Worker

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



- The report parameters window displays. Update the following:
 - “CAP Begin Date” – Enter the CAP start date
 - “CAP End Date” – Enter the CAP end date
 - “QIO Report Number” - Enter the number or select NULL to return all results.
 - Click **“View Report”**
- 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.



As Needed: Repeat Violations

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



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

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

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

A screenshot of a web form with a label "Role" above a dropdown menu. The dropdown menu is set to "Region QA Workstream Worker" and has a small downward arrow on its right side. To the right of the dropdown is a grey button with the text "GO" in white. A black arrow points from the top right towards the "GO" button.

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

A screenshot of a web interface showing a "Quick Search" section. It includes a text input field with "ADT Record Name", a dropdown menu set to "Providers", another dropdown menu labeled "Provider Name", and a grey "GO" button. Below this is a navigation menu with tabs: "MY DASHBOARD", "CONSUMERS", "PROVIDERS" (highlighted in yellow), and "REPORTS". Two black arrows point to the "GO" button and the "PROVIDERS" tab.

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

A screenshot of a web interface showing a navigation menu for a provider record. The menu is titled "ADT Record Name (24781)". It contains several tabs: "Workers", "Services", "Provider ID Numbers", "Contracts", "Beds", "Linked Providers", "Conditions", "Service Area", "Admin Actions", "Facility Management", "Providers", "Divisions", "EVV Activities", "Forms", "Enrollments", "Authorizations", "Notes", "Credentials", "EVV Scheduling", "CAP" (highlighted in yellow), and "Appointments". A black arrow points to the "CAP" tab.

4. Select the appropriate CAP record via the hyperlink

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

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

File
Reports

CAP

Items

CAP ID
123

CAP Type
Notice of Non-Compliance

Date of CAP
09/25/2023

Associated Form ID#
502

Date Provider Notified
09/25/2023

CAP Due Date
10/10/2023

Status
Pending

Comments

B I U 16px A

Date Submitted by Provider

Date Verified Complete by APD Staff

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

File

CAP

Items

Item Number

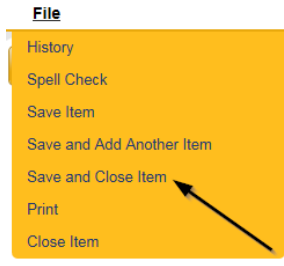
2 Items record(s) returned - now viewing 1 through 2

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

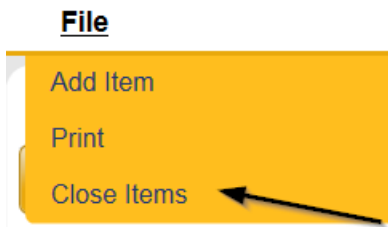
7. Update the following fields as applicable:

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

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



9. Click **File > Close Items**



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