



**State of Florida**  
**Agency for Persons with Disabilities**

Harmony for APD iConnect  
Residential Monitoring Training Manual

Updated: October 31, 2025

## Table of Contents

Chapter 16   Residential Monitoring .....	3
Introduction.....	3
Generate Report.....	3
Add Residential Monitor .....	4
Complete Site Visit .....	6
Complete Residential Monitoring Checklist .....	7
Site Visit Note.....	9
Supervisor Review and Approval.....	11
As Needed: Violations Found Add CAP.....	14
As Needed: Generate NNC .....	18
As Needed: Supervisor Review .....	19
As Needed: Supervisor Approval.....	23
As Needed: Service Provider NNC Notification .....	27
As Needed: Submit CAP .....	29
As Needed: CAP Accepted.....	33
As Needed: Further Documentation Required.....	38
As Needed: Requested Information.....	41
As Needed: CAP Rejected Note.....	45
As Needed: CAP Revised .....	50
As Needed: CAP Missed Due Dates .....	54
As Needed: Provider CAP Report .....	57
As Needed: Repeat Violations.....	59
<b>NEW</b> - As Needed: Site Visit Outside of Quarterly Monitoring Note .....	64

## Chapter 16 | Residential Monitoring

### Introduction

The frequency of Residential Monitoring varies depending on the type of facility and any outstanding violations relating to health and safety. It is done either monthly or quarterly. If the Residential facility is vacant, then the monitoring can be done quarterly. Monitoring can be done more frequently than quarterly and unannounced. If the facility meets an exception, 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 residents. There will also be annual license renewal inspections conducted.

### Generate Report



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

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

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

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

A screenshot of the iConnect dashboard. The 'Reports' menu is open, showing a list of report types. The 'Residential Monitoring Monthly/Quarterly Report' is highlighted in yellow. A black arrow points from the top right towards the 'MY DASHBOARD' button. Another black arrow points from the top right towards the 'Residential Monitoring Monthly/Quarterly Report' menu item. A tooltip box is visible over the report item, containing the text 'Open Residential Monitoring Monthly/Quarterly Report'.

File	Reports	Count	Status
Compl	Residential Monitoring Monthly/Quarterly Report	5	Complete
Pendin	Residential Monitoring Monthly/Quarterly Report	4	Draft

### 3. Select the Residential Monitoring Monthly/Quarterly Report

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

https://lssuh1.mediware.com/FLAPDInterfaceTest/Pages/Report.aspx?ReportID=11363&SCFid=ID&SCOp=Equal%20to&SCVal=08;secure=rjZ1xP73IYb\_

HTML Export

Monthly and Quarterly Monitor Report

Report Run Time: 9/21/2023 8:48:31 PM

Corporate Provider Name	Relationship	Subsidiary Region	Subsidiary Provider ID	Subsidiary Provider Name	Subsidiary Licensed capacity	Subsidiary Enrolltype	Subsidiary Disposition	Count of Enrollments on Subsidiary Providers	Flag
REDEFINING ABILITIES LLC	Subsidiary	Central	20138	THE WRIGHT HOUSE	4				Quarterly
REDEFINING ABILITIES LLC	Subsidiary		20845	Grace House	5				Quarterly
STARWHITE GROUP HOME, INC. DANILA F	Subsidiary	SOUTHERN	10404	STARWHITE GROUP HOME	6				Quarterly
LIVINGSTON-MORRIS GROUP HOME, INC	Subsidiary	SOUTHERN	10405	LIVINGSTON-MORRIS GROUP HOME, INC.	6				Quarterly
SERENITY VILLAGE, INC	Subsidiary		10414	FREEDOM COURT GROUP HOME	8	Residential Placement		1	Monthly

### Add Residential Monitor



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

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

Role

Region QA Workstream Worker

GO

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

ooh iConnect

Web 6/20/

File

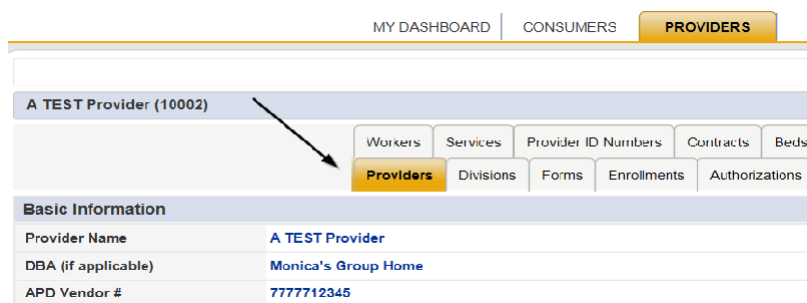
Quick Search

A Test Provider X Providers Providername GO

MY DASHBOARD CONSUMERS **PROVIDERS** INCIDENTS CLAIMS SCHEDLLER

Filters

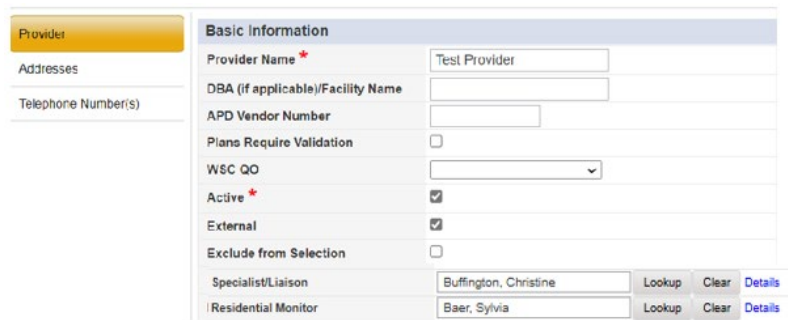
- The Provider's record will display. Navigate to the **Providers** tab.



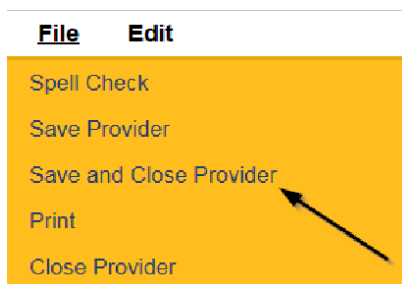
- Select **Edit > Edit Provider** to open the Provider's Facility record



- Click the **Lookup** button on the Residential Monitor field to search for and select the worker who is to be assigned as the Residential Monitor



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



## Complete Site Visit



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

## Complete Residential Monitoring Checklist



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

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

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

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

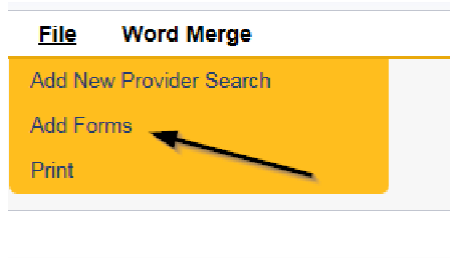
A screenshot of the iConnect web application. The 'PROVIDERS' tab is selected in the navigation bar. A 'Quick Search' box contains 'A Test Provider' and 'Providers'. A black arrow points to the 'GO' button. Another arrow points to the 'PROVIDERS' tab in the navigation bar.

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

A screenshot of the iConnect web application showing the record for 'A TEST Provider (10002)'. The 'Forms' tab is selected in the sub-navigation bar. A black arrow points to the 'Forms' tab. Another arrow points to the 'Quick Search' box. Below the navigation is a table of forms.

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

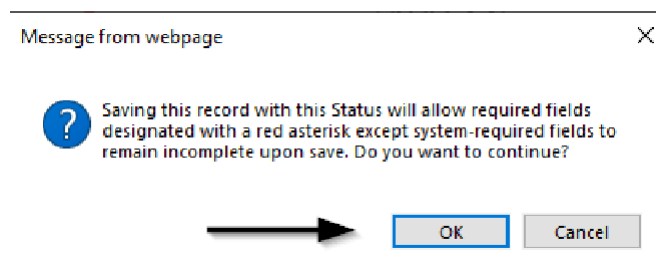
4. Click **File > Add Forms**



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

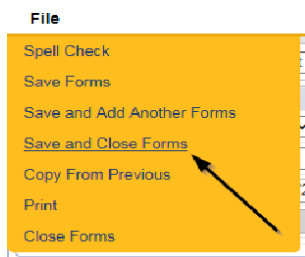
A screenshot of a 'Provider Assessment' form. At the top, there is a dropdown menu labeled 'Please Select Type:' with 'Residential Monitoring Checklist' selected. Below this, the form has several fields: 'Division \*' (dropdown with 'APD'), 'Worker \*' (text box with 'Reed, Monica'), 'Review \*' (dropdown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

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



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

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



## Site Visit Note



Upon returning to the office, the Residential Monitor (Region QA Workstream worker) will then complete the online form in APD iConnect (if applicable) and scan an electronic copy of the Service Provider's signed signature page to their device and attach it to a note. If this visit is outside of a quarterly monitoring visit, proceed to [As Needed: Site Visit Outside of Quarterly Monitoring 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 iConnect web application. The "Providers" tab is selected in the navigation bar. The "Quick Search" filter is set to "Providers" and "Provider Name". A black arrow points to the "GO" button. Another arrow points to the "PROVIDERS" tab in the navigation bar.

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

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

4. Click **File > Add Notes**

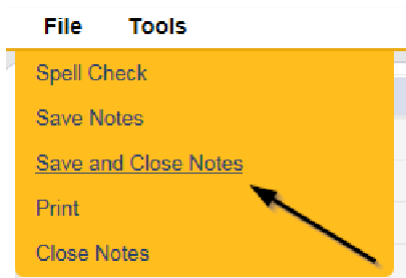
A screenshot of the "File" menu in iConnect. The "Add Notes" option is highlighted in orange. A black arrow points to the "Add Notes" link.

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" = Quarterly Site Visit
  - e. "Description" = Quarterly Site Visit
  - f. "Note" = Enter notes such as "signature page added"
  - g. "Status" = Complete
  - h. Click "**Add Attachment**" and search for the copy of the signed signature page on the user's device. Click **Upload**
  - i. Click the **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 a 'Notes Details' form with the following fields and annotations:

- Division**: APD
- Note By**: Buffington, Christine
- Note Date**: 10/09/2025
- Note Type**: Monitoring (indicated by an arrow)
- Note Sub-Type**: Facility Site Visit (indicated by an arrow)
- Associated Form ID#**: 352
- Description**: Facility Site Visit (indicated by an arrow)
- Note**: Signature Page Added (indicated by an arrow)
- Status**: Complete (indicated by an arrow)
- Date Completed**: 10/09/2025
- Attachments**: An 'Add Attachment' button is highlighted with an arrow.
- Attachments Grid**: A table with columns 'Document' and 'Description'. The first row contains 'Signature page.docx'.
- Note Recipients**: A 'Lookup' button is highlighted with a box and an arrow.

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

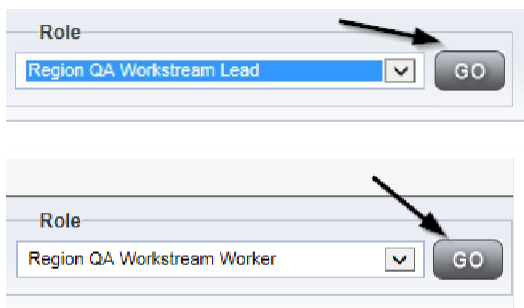


### Supervisor Review and Approval

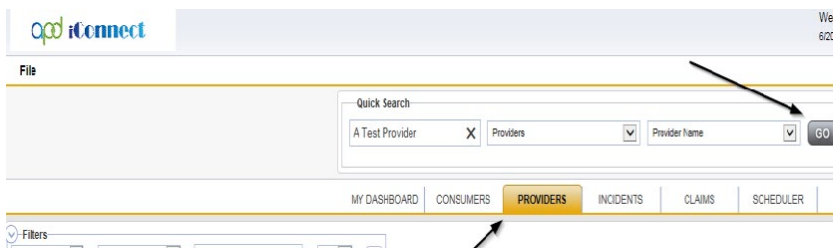


The QA Workstream Lead will receive notification of the note via My Dashboard. If there are no violations, they will review all monitoring tools and documentation, and if approved, will create a new note. If no changes are necessary, they will then review the Residential Monitoring Checklist form. If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

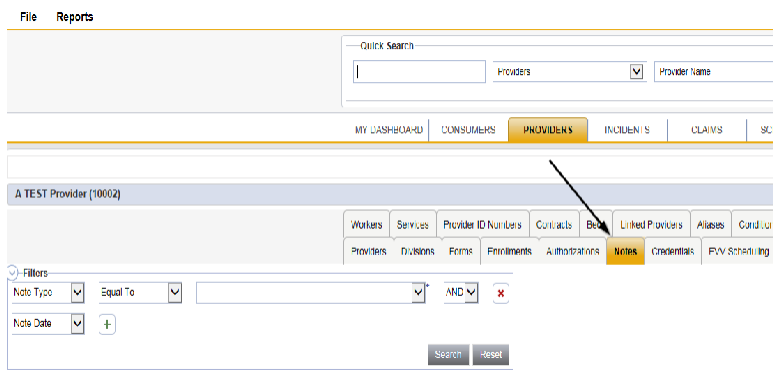
1. Set "Role" = Region QA Workstream Lead OR Worker, then click **Go**



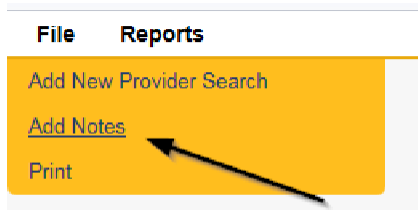
2. Navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click **Go**.



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



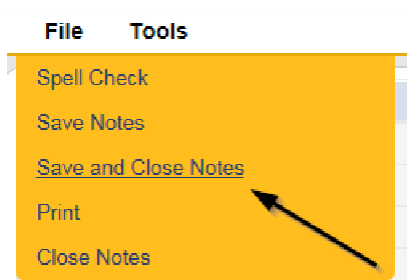
4. Click **File > Add Notes**



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

- a. "Division" = APD
- b. "Associated Form ID#" - Enter Form ID# if applicable
- 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 [Residential Monitor \(Region QA Workstream Worker\)](#) as the Note Recipient
- i. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note
- j. Click the **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

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



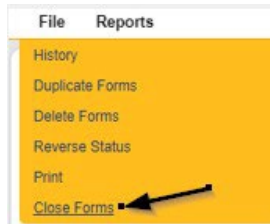
7. If no violations are found, the Supervisor will also review the Residential Monitoring Checklist.

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

DIVISION	FORM NAME
APD	Group Home Facility Checklist
APD	Group Home Personnel Service Review
APD	Provider Enrollment Application

9. Select the **Residential Monitoring Checklist** form with Complete status. The form opens. Review the content of the form.

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



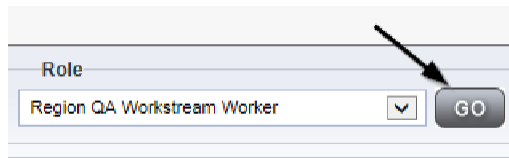
If no violations are found, no additional steps are needed.

### As Needed: Violations Found Add CAP

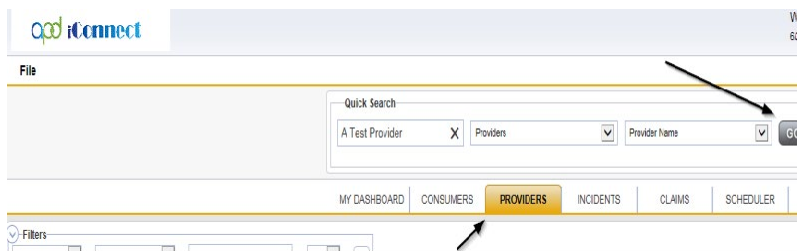


If there are not met violations, the Residential Monitor (Region QA Workstream worker) will want to keep the Residential Monitoring Checklist open in order to view those not met items. Each one will need to be added as a single CAP item record on the newly created CAP.

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



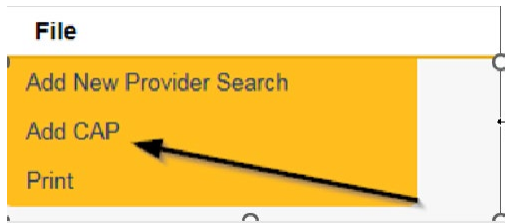
2. Navigate to the **Providers** chapter and enter the Provider’s Facility name in the Quick Search filter and click **Go**.



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



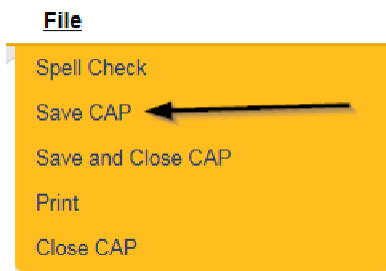
4. Select **File > Add CAP**



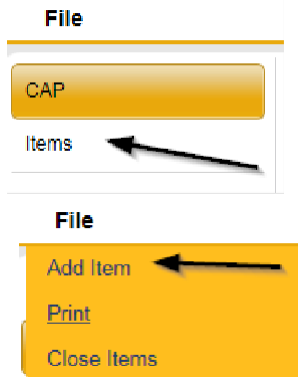
5. Update the following fields:

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

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



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



8. Update the following fields:
- "Action Type" = Licensing
  - "Type of Site Visit" = Residential Monitoring
  - "Discovery Source" = Monitoring Visit
  - "Remediation Type" = Licensing
  - "Employee Involved" = Enter Name if applicable
  - "Standard Not Met Description" = Click the ellipsis to add the appropriate Standard Not Met
  - "Comments" = Enter comments that describe the violations, because this information populates the NNC.
  - "Item Status" = Defaults to Pending – leave as Pending until item has been completed or another status is applicable
  - "Due Date" = Enter Date as 15 calendar days after the Date of CAP
  - "Provider Worker" = Click the **Lookup** button to add the worker
  - "Corrective Action Required" = Enter Information
  - "Evidence of Completion" = *will be completed by the Residential Monitor once the Service Provider has entered the corrective action taken*

File

**Summary**

Item ID

Item Number

Action Type ← Licensing

Type of Site Visit \* ← Residential Monitoring

Discovery Source ← Monitoring Visit

Remediation Type ← Licensing

Employee Involved

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

Comments ←

Item Status ← Pending

Due Date ← 09/30/2023

Priority Worker ←

Corrective Action Required ← Corrective Action Required

Evidence of Completion



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

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

**File**

Spell Check

Save Item

Save and Add Another Item

Save and Close Item

Print

Close Item

## As Needed: Generate NNC



If there are violations, the Residential Monitor will generate the Notice of Non-Compliance report.

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

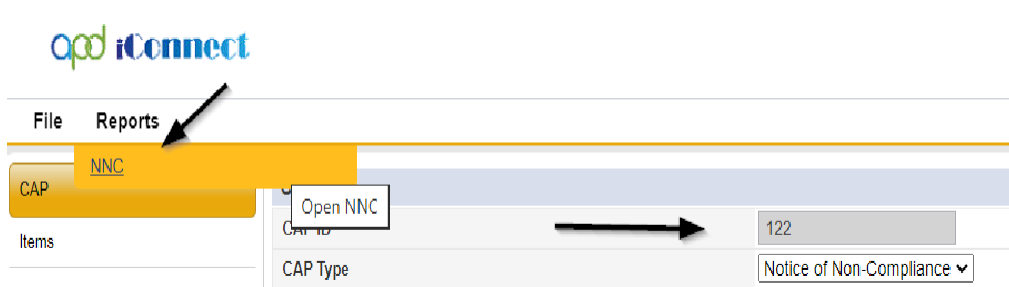
1. Set "Role" = Region QA Workstream Worker/Lead, then click **Go**.

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

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

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

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



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

Cap ID:

1 of 1 Find | Next

### State of Florida

### Agency for Persons with Disabilities

## NOTICE OF NONCOMPLIANCE

Issued To(Name of Licensee): TRYPHURRING HOUSE GROUP HOME		License Number: 5137-6-06	
Address: 640 VILLAPUNCE AVE S		Facility Name: TRYPHURRING HOUSE GROUP HOME	
City: ST PETERSBURG	County: PINELLAS	State: FL	Zip: 33707
Telephone: 813-884-4613		APD Representative:	
Title:			

Sections 120.695, Florida Statutes allow for certain minor offenses to be addressed by the issuance of a Notice of Noncompliance and the requirement of corrective action without penalty.

### VIOLATION

It appears that on 07/10/2023 , you were in violation of the following statute(s) or rule(s):

Item ID#109: 2.0032(3) Licensees and facility employees must permit any Agency staff or designated agent of the State of Florida, who presents proper State of Florida-issued identification, to enter and inspect any part of any facility building or to inspect records relating to the operation of the facility or the provision of client care at any time that facility staff, management, owners, directors, or residents are present in the facility. A violation of this subsection shall constitute a Class II violation.

Comments: test

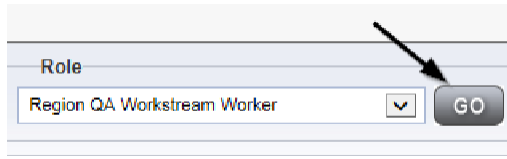
6. Save the NNC Report to the user's device so it can be attached to the Supervisor Review note in the next section.

### As Needed: Supervisor Review

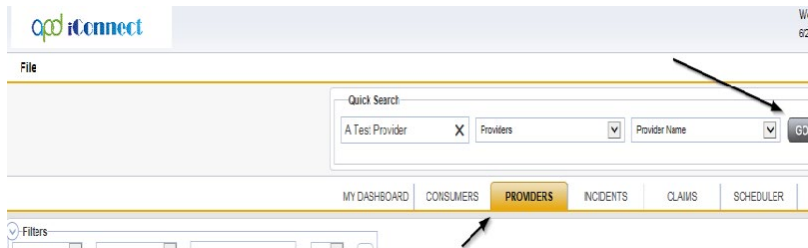


The Residential Monitor will send a note to the Supervisor to advise them to do a review of the CAP record, NNC, and any other documentation, and provide approval. If the residential facility is an exception to the quarterly review and being monitored monthly, utilize the Monthly Monitoring/Supervisor Review Note Type.

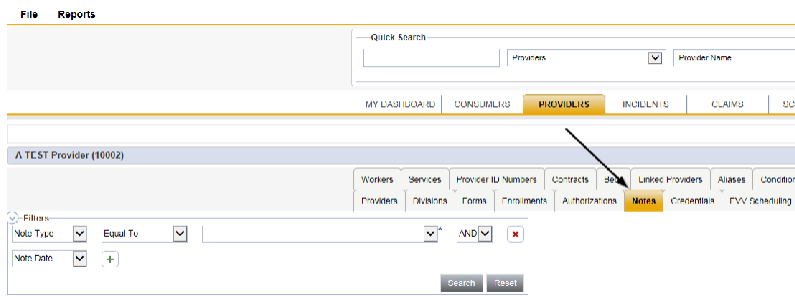
1. Set "Role" = Region QA Workstream Worker then click **Go**.



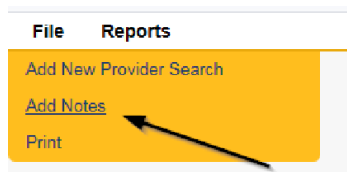
2. Navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click **Go**.



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



4. Click **File > Add Notes**



5. In the new Note record, update the following fields:
  - a. "Division" = APD
  - b. "Associated Form ID#" = Enter Form ID# if applicable
  - c. "Note Type" = Quarterly Monitoring/Supervisor Review (*Monthly Monitoring/Supervisor Review if the facility requires more frequent monitoring than quarterly*)
  - d. "Description" = Same as Note Type and add 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

An asterisk (\*) indicates a required field

**Notes Details**

Division \* [APD ▼]  
 Note By \* [Baer, Sylvia ▼]  
 Note Date \* [10/08/2025] [calendar icon]  
 Associated Form ID# [1234]  
 Note Type \* [Quarterly Monitoring/Supervisor Review ▼]  
 Note Sub-Type \* [▼]  
 CAP ID # [ ]  
 Description [ ]

Note [Advise Supervisor to review CAP, NNC and other documents]

Status \* [Pending ▼]  
 Date Completed [ ]

**Attachments**  
 Add Attachment [ ]

**Attachments Grid**

Document	Description	Category	Action
There are no attachments to display			

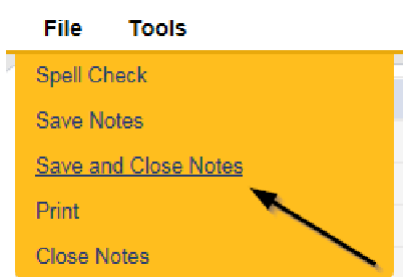
**Note Recipients**  
 Add Note Recipient: [ ] [Lookup] [Clear]

**Note Recipients Grid**

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

- i. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note

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



## As Needed: Supervisor Approval



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

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

Two screenshots of a web form showing role selection. The first screenshot shows a dropdown menu with "Region QA Workstream Lead" selected and a "GO" button. The second screenshot shows a dropdown menu with "Region QA Workstream Worker" selected and a "GO" button. Arrows point to the "GO" buttons in both screenshots.

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

A screenshot of the "My Dashboard" navigation menu. The "MY DASHBOARD" tab is highlighted. Below it, there are tabs for "CONSUMERS", "PROVIDERS", "INCIDENTS", "CLAIMS", and "SCHEDULE". Under the "PROVIDERS" tab, there are three sub-sections: "Notes", "Complete", and "Pending". The "Notes" sub-section is expanded, showing a list of notes with counts: "Complete" (3) and "Pending" (11). An arrow points to the "Pending" link.

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

A screenshot of a search filter interface. The "Filters" section shows "Status" set to "Equal To" and "Pending", and "Note Type" set to "+". Below the filters, there is a table of results. The table has columns for "Provider", "Note Type", and "Note Date". The first row shows "Test Provider", "Monthly Monitoring/Supervisor Review", and "09/22/2023". An arrow points to the "Note Type" column.

4. If this is a Supervisor Approval that required Further Documentation and it was provided, but still does not meet requirements, repeat the [Further Documentation Required](#) section.

5. If this is a Supervisor Approval that does not require further documentation, or further documentation was required and has been received, in the existing Note record, update the following fields:
  - a. "Associated Form ID#" = Enter Form ID# if applicable
  - b. "Note Type" = Update to Quarterly Monitoring/Supervisor Approval (*Monthly Monitoring/Supervisor Approval if the facility requires more frequent monitoring than quarterly*)
  - c. "Description" =
    - i. If this is a Supervisor Approval and Further Documentation is NOT required, no updates needed.
    - ii. If this is a Supervisor Approval that required Further Documentation, which has now been provided, update to **Further Documentation Provided – CAP ID #**

File Tools

Notes

An asterisk (\*) indicates a required field

Notes Details

Division \* APD

Note By \* Walsh, Kimberly

Note Date \* 10/07/2025

Associated Form ID# 1234

Note Type \* Quarterly Monitoring/Supervisor Approval

Note Sub-Type

Description Further Documentation Provided CAP ID #

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

Notes Details

Division \* APD

Note By \* Walsh, Kimberly

Note Date \* 10/07/2025

Associated Form ID# 1234

Note Type \* Quarterly Monitoring/Supervisor Approval

Note Sub-Type

Description Further Documentation Provided CAP ID #

Note

New Text

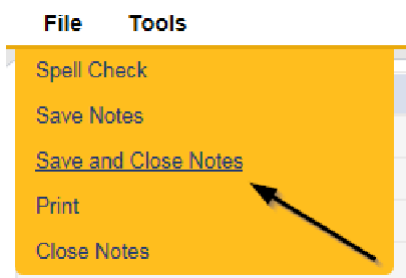
Append Text to Note

Status \* Complete

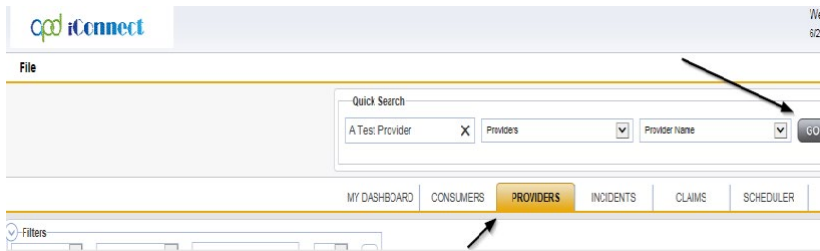
Date Completed 10/08/2025

Attachments

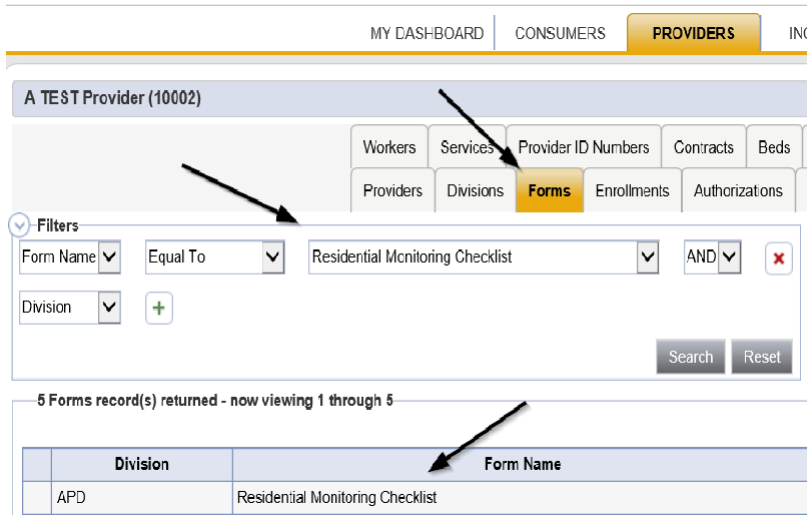
6. When finished, click **File > Save and Close Notes**



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



8. Navigate to the **Providers > Forms** tab and enter the Search criteria as **Form Name = Residential Monitoring Checklist**, then click **Search** and select the form via the hyperlink on the record



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

Provider Assessment			
Division *	APD	Worker *	Reed, Morica
Review *	Monthly	Status *	Complete
Review Date *	03/22/2018	Approved By	Reed, Morica
Approved Date	08/20/2019		

Message from webpage

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

OK Cancel

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

**File**

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

## As Needed: Service Provider NNC Notification



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

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

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

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

A screenshot of the "Providers" search page. The "Quick Search" filter contains "A Test Provider" and "Providers" is selected in the dropdown. A black arrow points to the "GO" button. Below the search bar, the "PROVIDERS" tab is highlighted in the navigation menu.

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

A screenshot of a provider record for "A TEST Provider (10002)". The "NOTES" tab is selected in the navigation menu. A black arrow points to the "NOTES" tab.

4. Click **File > Add Notes**

A screenshot of the "File" menu. The "Add Notes" option is highlighted in yellow. 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" = 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

Status \*

Date Completed

**Attachments**

[Add Attachment](#)

**Attachments Grid**

Document	Description	Category	Action
There are no attachments to display			

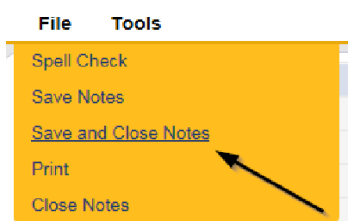
**Note Recipients**

Add Note Recipient:

**Note Recipients Grid**

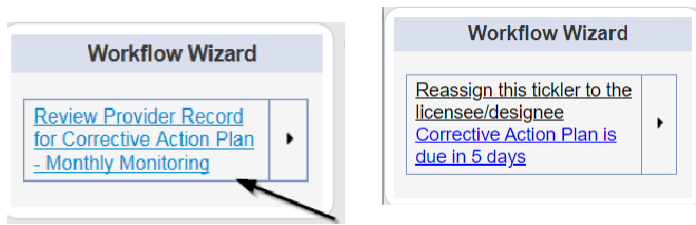
Name	Date Sent	Date Read	Status	Date Signed
------	-----------	-----------	--------	-------------

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



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

File



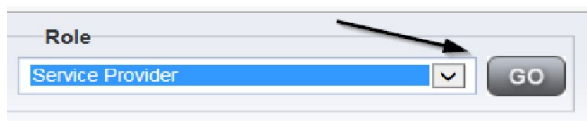
8. Tickler - “Reassign this tickler to the licensee/designee. Corrective Action Plan is due in 5 days” from the tickler flyout menu, the Residential Monitor should reassign this tickler to the licensee/designee.
9. Tickler – “Review Provider Record for Corrective Action Plan – Monthly Monitoring” This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

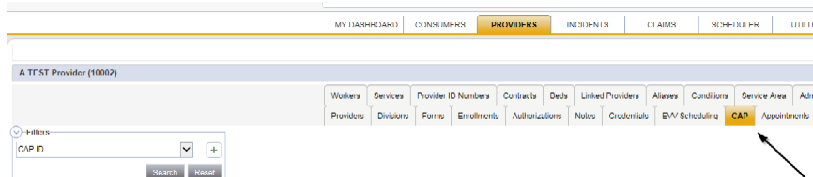


The Service Provider will receive the NNC Notification note on My Dashboard. They will then update the CAP item(s) by describing the action taken to correct the identified site visit violations. When finished, the Service Provider will send a note to advise of the revisions and attach any supporting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

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



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



3. Select the appropriate CAP record via the hyperlink

Providers Divisions EVW Activities Forms Enrollment Info Authorizations Notes Credentials EVW Scheduling CAP App

Filters  
CAP ID [ ] +  
[ Search ] [ Reset ]

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

CAP ID	QIO Report Number	CAP Type	Date Provider Notified	CAP Due Date	Status	Number of Alerts	Number of Items	Licensing Worker	QA Workstream Worker
121		Notice of Non-Compliance	36/01/2023	36/15/2023	Pending		1	Reed, Monica	
113		Plan of Remediation	37/20/2023		Pending		1		Reed, Monica
114		Plan of Remediation	37/03/2023	36/03/2023	Pending		0		Reed, Monica

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

File Reports

CAP

Items

CAP ID: 86

CAP Type: Notice of Non-Compliance

Date of CAP: 04/01/2023

Associated Form ID#: [ ]

Date Provider Notified: 04/03/2023

CAP Due Date: 05/12/2023

Status: Pending

Comments

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

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

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

File

Item

Summary

Item ID: 138

Item Number: [ ]

Action Type: [ Licensing ]

Type of Site Visit: [ Residential/Residential ]

Unnecessary source: [ Unnecessary ]

Remediation Type: [ Licensing ]

Employee involved: [ ]

Standard / RIA Not Description: ADMINISTRATOR - Escort Patient care facility, shall designate [ ]

Comments

Item Status: [ Pending ]

Due Date: 09-30-2023

Provider Worker: Reed, Monica

Corrective Action Required

New Text [ ]

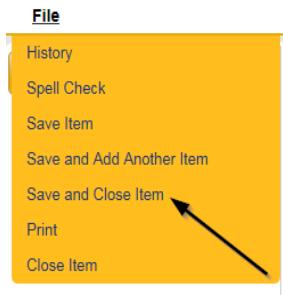
Append Text to Note

Corrective Action Required

New Text [ ]

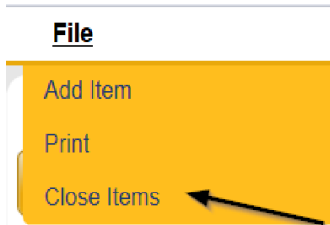
Append Text to Note

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

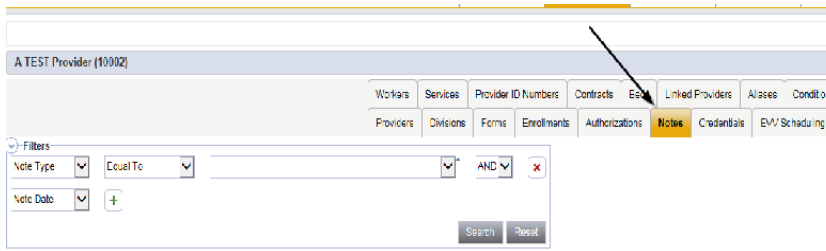


Repeat steps 4 – 7 for each item that has had deficiencies addressed by the Service Provider. Leave all Item statuses in “Pending”

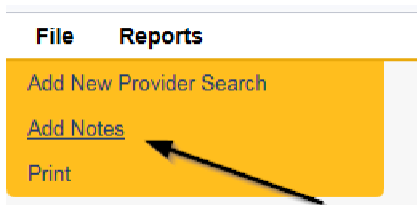
8. Click **File > Close Items**



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 from the user's device. Click **Upload**
- h. Click the **Lookup** button on the "Add Note Recipient" to add the [Residential Monitor \(Region QA Workstream Worker\)](#) as the Note Recipient
- i. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note

An asterisk (\*) indicates a required field

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

Status \* Complete

Date Completed 10/09/2025

Attachments

Add Attachment

Attachments Grid

Document	Description	Category	Action
There are no attachments to display			

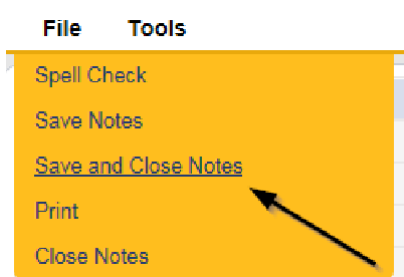
Note Recipients

Add Note Recipient:  Lookup Clear

Note Recipients Grid

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

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



## As Needed: CAP Accepted



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

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

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

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

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

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

A screenshot of the 'Providers > Notes' tab. The 'Quick Search' filter is set to 'A TEST Provider (10002)'. A black arrow points to the 'Notes' tab in the navigation menu. Below the search bar, there are filter options for 'Note Type' and 'Note Date'.

4. Click **File > Add Notes**

A screenshot of the 'File' menu. The 'Add Notes' option is highlighted in yellow. A black arrow points to the 'Add Notes' option. Other options in the menu include 'Add New Provider Search' and 'Print'.

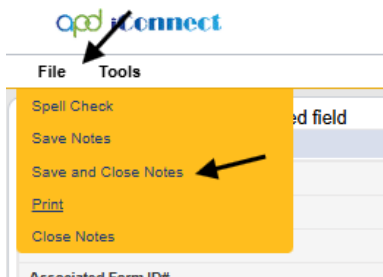
5. In the new Note record, update the following fields:
  - a. "Associated Form ID#" = Enter Form ID# if applicable
  - b. "Note Type" = Monitoring
  - c. "Note Subtype" = CAP Accepted
  - d. "Description" = CAP Accepted CAP ID #
  - e. "Note" = Enter Notes
  - f. "Status" = Complete
  - g. Click the **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.

The screenshot shows a web application interface for creating a note. The 'Notes Details' section includes the following fields:

- Division: APD
- Note By: Baer, Sylvia
- Note Date: 10/09/2025
- Associated Form ID#: 123
- Note Type: Monitoring
- Note Sub-Type: CAP Accepted
- Description: CAP Accepted CAP ID #
- Note: (Empty text area)
- Status: Complete
- Date Completed: 10/09/2025

Below the form are sections for Attachments, Attachments Grid, and Note Recipients. The Note Recipients section includes an 'Add Note Recipient' field and 'Lookup' and 'Clear' buttons.

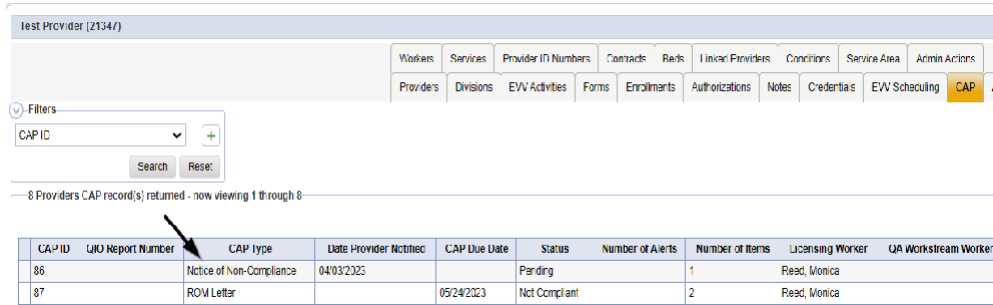
## 6. File > Save and Close Notes



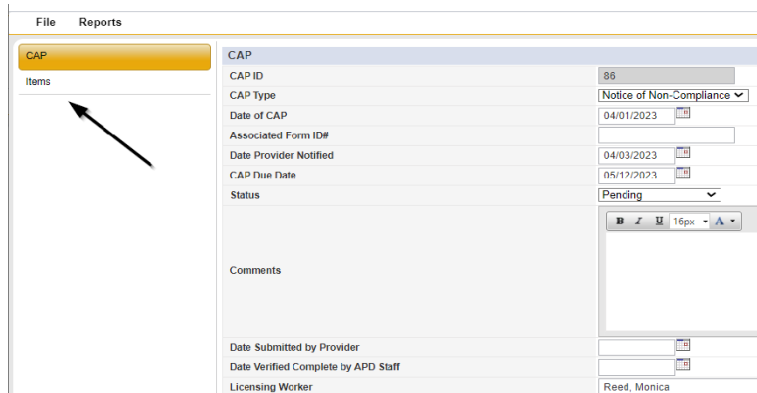
7. The Provider's facility record will display. Navigate to the **Providers > CAP** tab



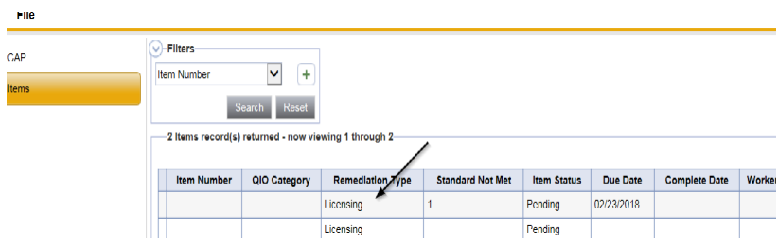
8. Select the appropriate CAP record via the hyperlink



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



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



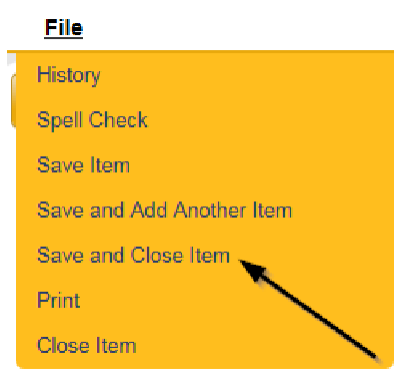
11. Update the following fields on the Item Details page:

- “Item Status” = Update to Complete
- “Complete Date” = Enter Date
- “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.

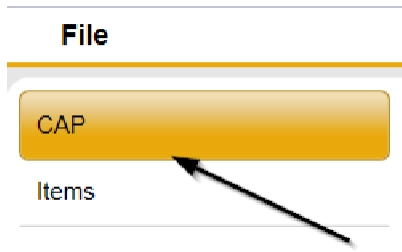
## 12. When finished, click **File > Save and Close Item**



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

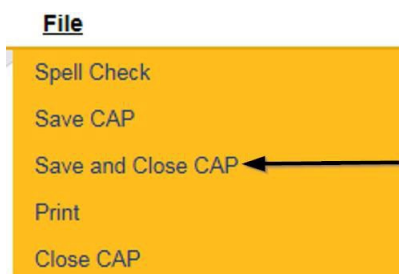


14. Update the following fields on the CAP Details Page:

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

CAP	
CAP ID	86
CAP Type	Notice of Non-Compliance ▾
Date of CAP	04/01/2023
Associated Form ID#	
Date Provider Notified	04/03/2023
CAP Due Date	05/12/2023
Status	Complete ▾
Comments	<div style="border: 1px solid #ccc; padding: 5px;"><p><b>B</b> <i>I</i> <u>U</u> 16px <b>A</b> ▾</p>          </div>
Date Submitted by Provider	08/29/2023
Date Verified Complete by APD Staff	08/30/2023
Licensing Worker	Reed, Monica <span>...</span> <span>Clear</span> <a href="#">Details</a>
QA Workstream Lead	<input type="text"/> <span>...</span> <span>Clear</span>

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 (or Monthly Quarterly/Supervisor Review) note and send it back to the Residential Monitor.

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

Role  
Region QA Workstream Worker [v] GO

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

MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS CLAIMS SCHEDULE

CONSUMERS INCIDENTS PROVIDERS

Notes 0 Inquiry Alert Notes List 0 Notes 3  
Unread Alert Notes 0 Complete 3  
Pending 11

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

Filters  
Status Equal To Pending AND X  
Note Type  
Search Reset

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

Provider	Note Type	Note Date	Description	Author	Status
Test Provider	Monthly Monitoring/Supervisor Review	05/22/2023	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 (or Monthly 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 – *Residential Monitor (Region QA  
Workstream Worker)*

**Notes Details**

Division \*

Note By \*

Note Date \*

Associated Form ID#

Note Type \*

Note Sub-Type

Description

Note 

B I 16px A
   
Notes

Status \*

Date Completed

---

**Attachments**

[Add Attachment](#)

---

**Attachments Grid**

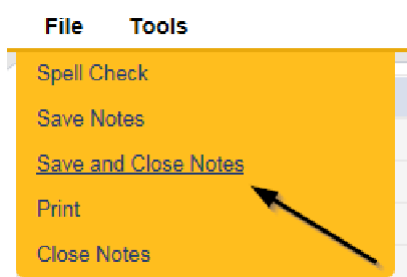
Document	Description	Category
There are no attachments to display		

---

**Note Recipients**

Add Note Recipient:

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



## As Needed: Requested Information



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

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

A screenshot of a web form with a label "Role" above a dropdown menu. The dropdown menu is open, showing the selected option "Region QA Workstream Worker". To the right of the dropdown is a grey button labeled "GO". An arrow points from the top right towards the "GO" button.

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

A screenshot of a dashboard with a top navigation bar containing "MY DASHBOARD", "CONSUMERS", "PROVIDERS", "INCIDENTS", "CLAIMS", and "SCHEDULE". Below this, there are three main sections: "CONSUMERS", "INCIDENTS", and "PROVIDERS". Under "CONSUMERS", there is a "Notes" widget with a count of 0. Under "INCIDENTS", there is an "Inquiry Alert Notes List" widget with a count of 0 and an "Unread Alert Notes" widget with a count of 0. Under "PROVIDERS", there is a "Notes" widget with a list of "Complete" (3) and "Pending" (11). Arrows point from the "MY DASHBOARD" tab to the "PROVIDERS" section, and from the "Notes" widget in the "PROVIDERS" section to the "Pending" item.

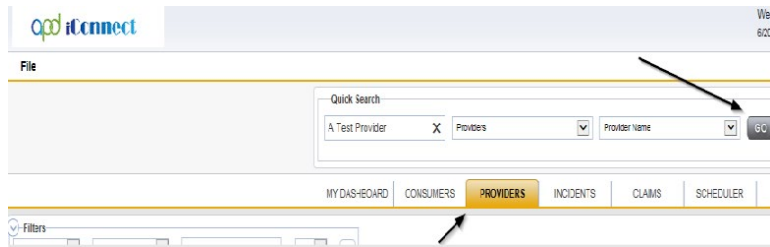
3. Select the **Note Type = Quarterly Monitoring/Supervisor Review (OR Monthly Monitoring/Supervisor Review)** and select the pending record via the hyperlink. Review the note for the requested updates from the Supervisor.

A screenshot of a search results page. At the top, there are filter options: "Status" set to "Equal To", "Pending", and "AND". Below the filters is a "Search" button and a "Reset" button. The main content area shows a table with the following data:

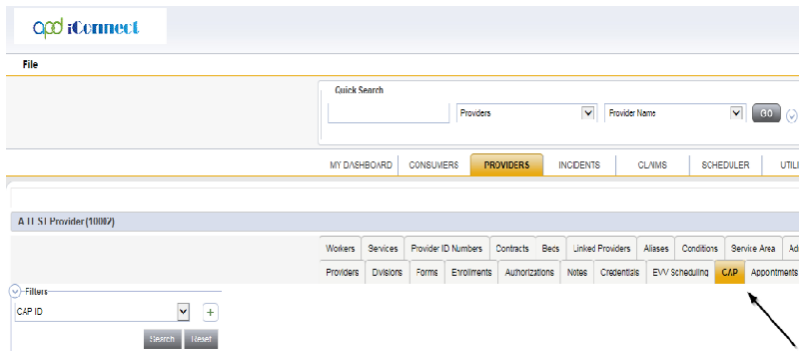
Provider	Note Type	Note Date	Description	Autor	Status
Test Provider	Monthly Monitoring/Supervisor Review	05/22/2023	Monthly Monitoring/Supervisor Review	Reed, Monica	Pending

Arrows point from the "Note Type" and "Description" columns to the corresponding values in the table row.

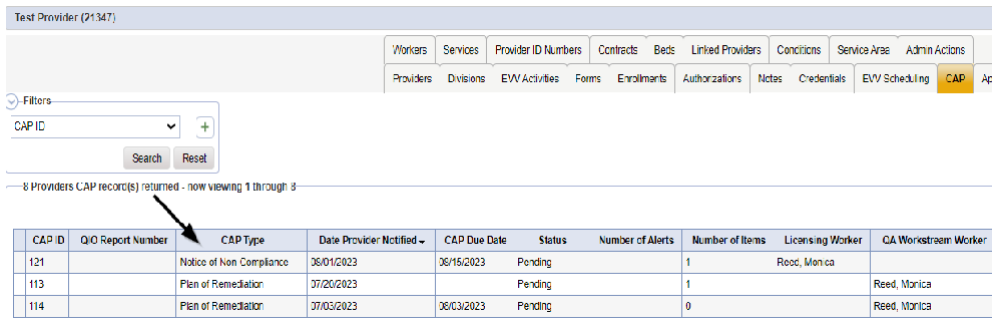
- To update the items in the CAP, navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click **Go**.



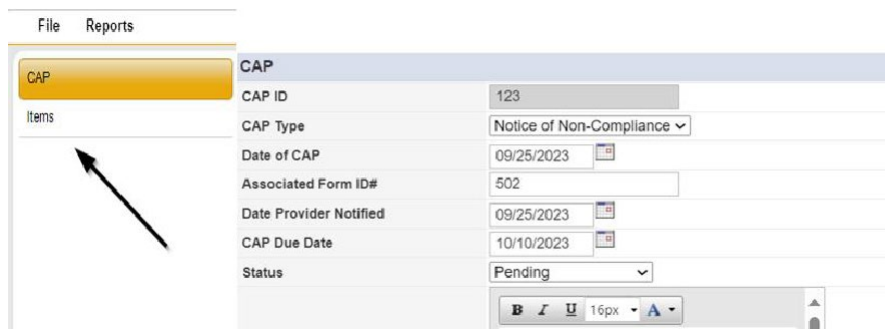
- The Provider's record will display. Navigate to the **Providers > CAP** tab



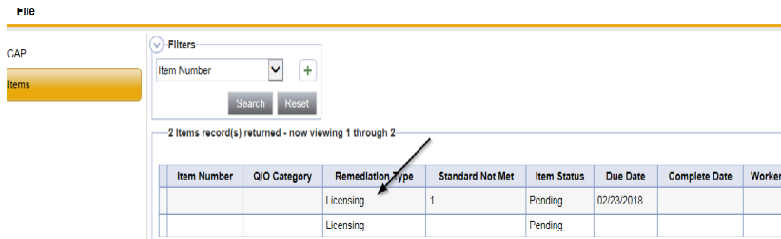
- Select the appropriate CAP record via the hyperlink



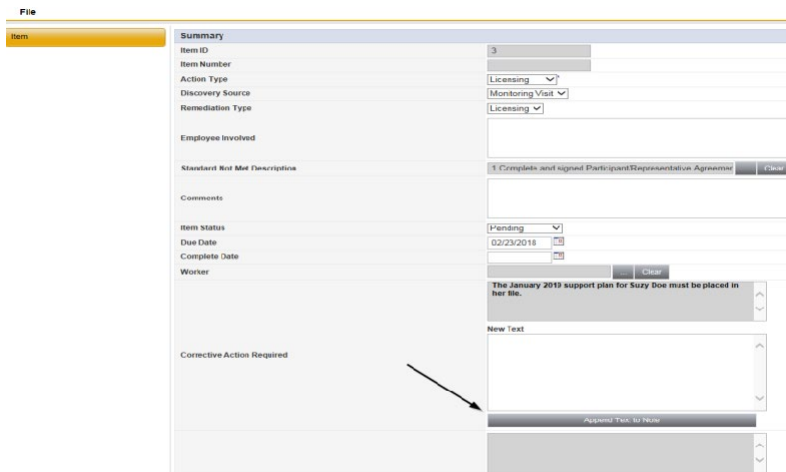
- Click the **Items** link on the left-hand navigation menu



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

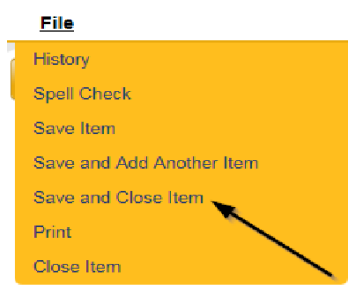


9. Enter the Corrective Action Required information and click **Append Text to Note**

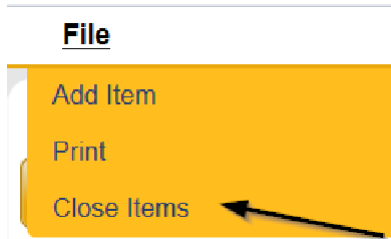


If the Supervisor does not agree with a violation added by the Residential Monitor, he/she may ask for it to be removed. The Item Status should be changed to Complete, and a Comment added that it was removed per the Supervisor's instruction.

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



11. Click **File > Close Items**



12. If changes are made to the CAP Items, a new NNC needs to be generated. Complete the steps in the [As Needed: Generate NNC](#) section of this manual. Save the new NNC to your device.
13. Return to the existing Monthly Monitoring/Supervisor Review note record from **My Dashboard > Provider > Notes** or the **Provider > Notes** tab. Update the following fields:
- "Division" = APD
  - "Associated Form ID#" = Enter Form ID# if applicable
  - "Note Type" = Leave as Monthly Monitoring/Supervisor Review
  - "Description" = Change to *Further Documentation Provided – CAP ID #*
  - "Note" = Enter notes as to what corrections/revisions have been made and what attachments have been provided
  - "Status" = Leave as Pending
  - Click "**Add Attachment**" and search for the copy of NEW NNC on the user's device. Click **Upload**.
  - Click "**Remove**" to delete the original NNC from the note. Only the most recent version needs to be attached.
  - Click the **Lookup** button on the "Add Note Recipient" to add an additional recipient – [QA Workstream Lead](#)

**Notes Details**

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

Status \* Pending

Date Completed

**Attachments**

[Add Attachment](#)

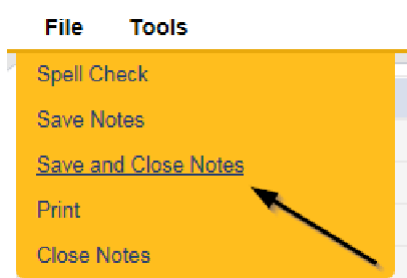
**Attachments Grid**

Document	Description	Category
There are no attachments to display		

**Note Recipients**

Add Note Recipient:

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



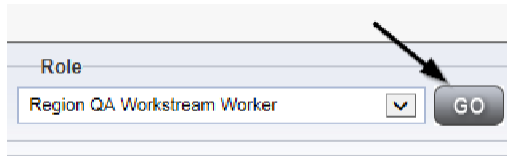
If all corrective actions are completed, proceed back to [Supervisor Approval](#).

### As Needed: CAP Rejected Note

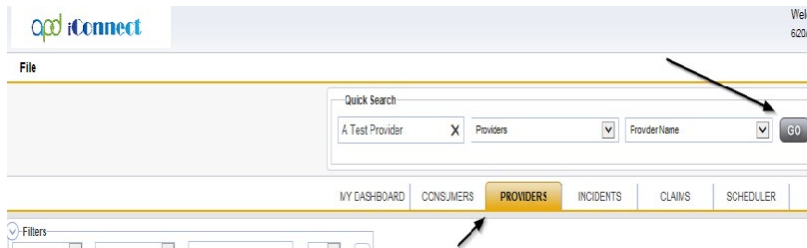


If all corrective actions are not completed, the Residential Monitor will create a note to advise the Provider of the outstanding items, along with updating the CAP items to Rejected. The Residential Monitor can use the [Provider CAP Report](#) to track the items that have been rejected and require follow-up.

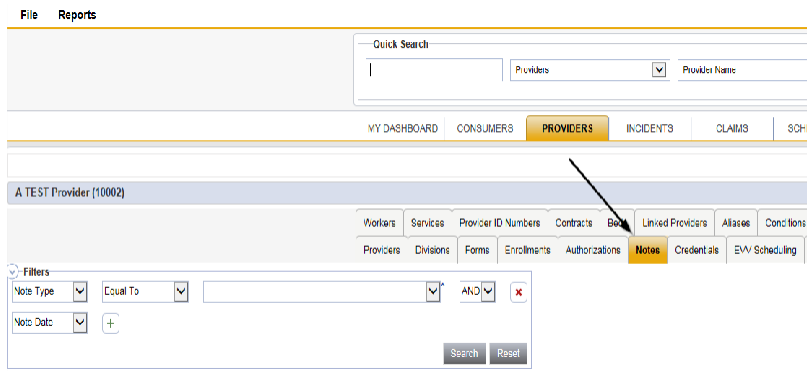
1. Set "Role" = Region QA Workstream Worker, then click **Go**



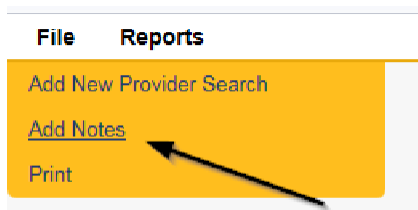
2. Navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click GO.



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



4. Click **File > Add Notes**



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

Notes Details

Division \* APD

Note By \* Baer, Sylvia

Note Date \* 10/09/2025

Associated Form ID# 123

Note Type \* Monitoring

Note Sub-Type CAP Rejected

Description CAP Rejected– CAP ID#

Note

Status \* Pending

Date Completed

Attachments

Add Attachment

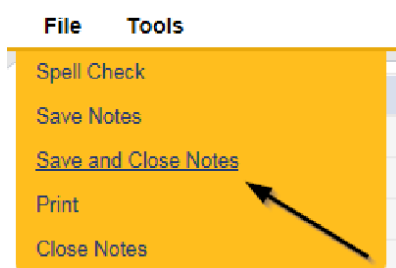
Attachments Grid

Document	Description	Category
There are no attachments to display		

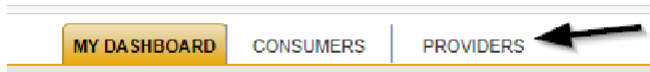
Note Recipients

Add Note Recipient:

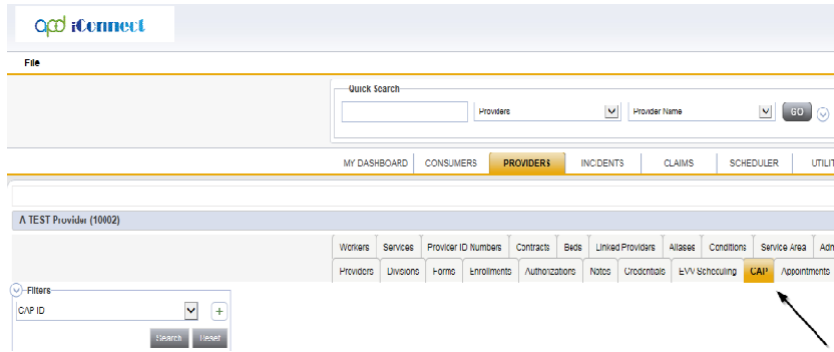
6. When finished, click **File > Save and Close Notes**



7. Navigate to the Provider's Chapter



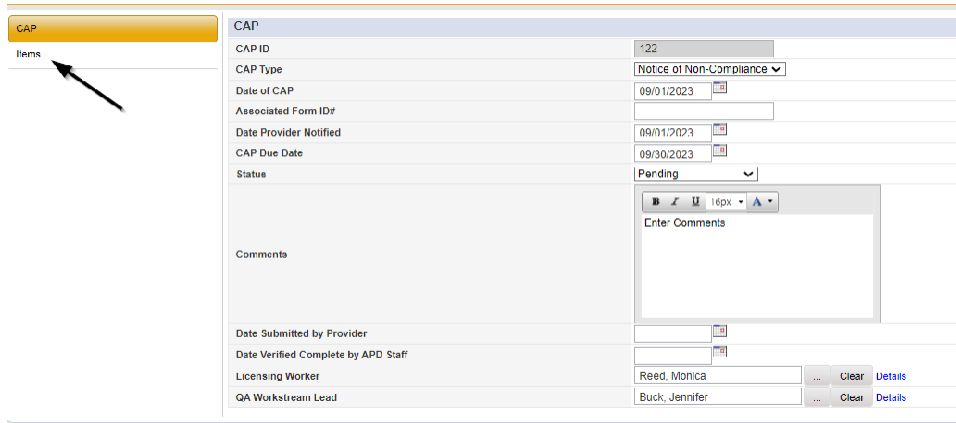
8. The Provider's record will display. Navigate to the **Providers > CAP** tab



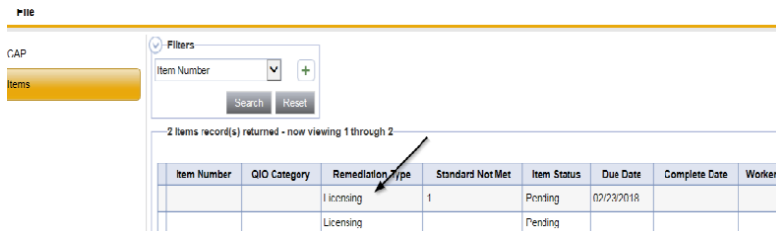
9. Select the appropriate CAP record via the hyperlink

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

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



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



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

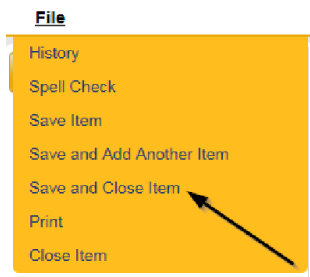
- a. "Item Status" = CAP Rejected
- b. "Corrective Action Required" = Enter notes on what is rejected and what needs to be done to resolve the deficiency

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



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

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



## As Needed: CAP Revised



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

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

A screenshot of a web form. At the top, the word "Role" is displayed. Below it is a dropdown menu with "Service Provider" selected. To the right of the dropdown is a grey button labeled "GO". A black arrow points from the top right towards the dropdown menu.

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

A screenshot of the QIP iConnect web application. The top navigation bar includes the logo and a "File" menu. Below the logo is a search bar with "Providers" selected. A secondary navigation bar contains tabs for "MY 13204403/043", "COUNCIL/PHN", "PROVIDER", "INSTR-NUM", "CLAIM", "NCH/REP-H", and "FILTER". The main content area shows a sub-header "A TEST Provider (10002)" and a series of tabs: "Workers", "Services", "Provider ID Numbers", "Contracts", "Bids", "License Providers", "Aliases", "Conditions", "Service Area", "Admin", "Providers", "Divisions", "Forms", "Enrollments", "Authorizations", "Notes", "Credentials", "DVI 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" field and "Search" and "Reset" buttons.

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		07/03/2018	Pending		1	Richardson, Regina

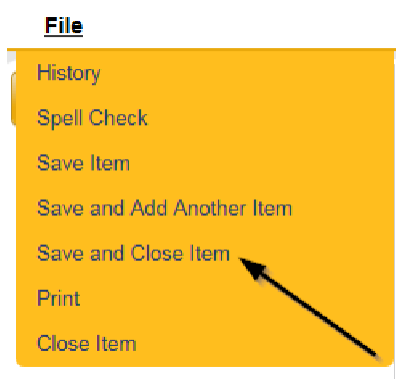
4. Click the **Items** link on the left-hand navigation menu

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

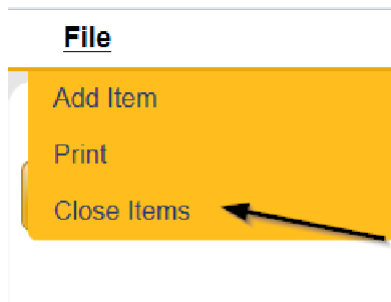
Item Number	QIO Category	Remediation Type	Standard Not Met	Item Status	Due Date	Complete Date	Worker
		Licensing	1	Pending	01/23/2018		
		Licensing		Pending			

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

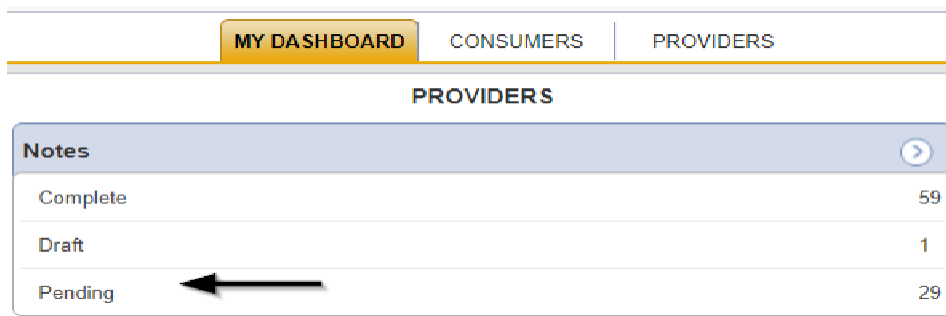
- When finished, click **File > Save and Close Item**



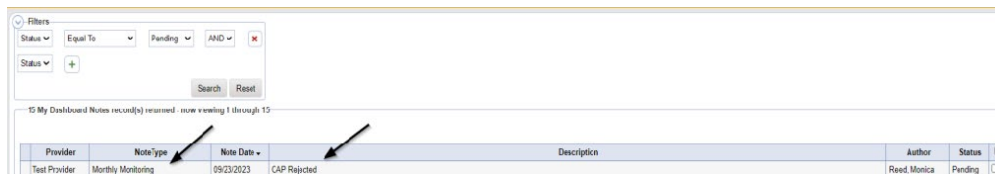
- Click **File > Close Items**



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



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



11. In the existing Note record, update the following fields:
  - a. "Associated Form ID#" = Enter Form ID# if applicable
  - b. "Note Type" = Leave as 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 the supporting documents on the user's device. Click **Upload**
  - h. Click the **Lookup** button on the "Add Note Recipient" to add the *Residential Monitor* as the Note Recipient
  - i. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note.

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

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

- Division: APD
- Note By: Provider, Sylvia
- Note Date: 10/09/2025
- Note Type: Monitoring
- Note Sub-Type: CAP Revised
- Description: CAP Revised CAP ID #
- 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
- Status: Complete
- Date Completed: 10/09/2025
- Attachments: Add Attachment
- Attachments Grid: (Empty)
- Note Recipients: Add Note Recipient (Lookup, Clear)

Arrows in the image point to the following fields:

- Note Sub-Type
- Description
- Note (text area)
- Status
- Add Attachment
- Lookup button



Proceed to [CAP Accepted](#)

## As Needed: CAP Missed Due Dates



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

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

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

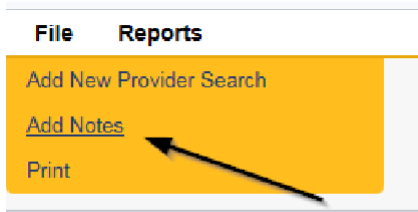
2. Navigate to the **Providers** chapter and enter the Provider’s Facility name in the Quick Search filter and click **Go**.

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

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

A screenshot of a provider record for 'A TEST Provider (10002)'. The 'Notes' tab is selected in the navigation bar. A black arrow points to the 'Notes' tab.

4. Click **File > Add Notes**

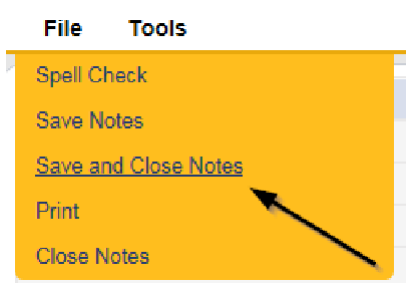


5. In the new Note record, update the following fields:

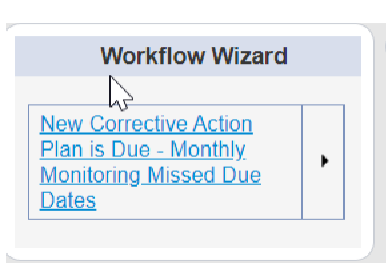
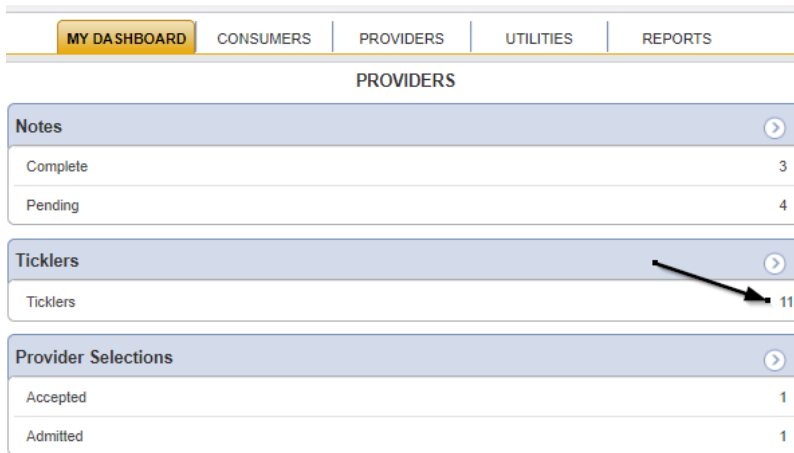
- a. "Division" = APD
- b. "Associated Form ID#" = Enter Form ID# if applicable
- c. "Note Type" = Monitoring
- d. "Note Subtype" = CAP Missed Due Dates
- e. "Description" = CAP Missed Due Dates – CAP ID#
- f. "Note" = Enter notes to advise of the missed due dates
- g. "Status" = Complete
- h. Click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

A screenshot of a web-based form titled 'Notes Details'. 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 '10/09/2025'), 'Associated Form ID#' (text input field with '123'), 'Note Type' (dropdown menu set to 'Monitoring'), 'Note Sub-Type' (dropdown menu set to 'CAP Missed Due Dates'), 'Description' (text area with 'CAP Missed Due Date- CAP ID#'), 'Note' (large text area with 'Missed due date'), 'Status' (dropdown menu set to 'Complete'), and 'Date Completed' (text input field with '10/09/2025'). Below the form are sections for 'Attachments' (with an 'Add Attachment' link), 'Attachments Grid' (a table with columns 'Document', 'Description', and 'Category', and the text 'There are no attachments to display'), and 'Note Recipients' (with an 'Add Note Recipient' text input field and 'Lookup' and 'Clear' buttons). An arrow points to the 'Lookup' button.

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



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



- a. Tickler - "New Corrective Action Plan is Due – Monthly Monitoring Missed Due Dates"
- b. Assigned to the Residential Monitor (Monitor 2)
- c. Due on the **11th** calendar day from the "Monthly Monitoring/Missed Due Dates" completed note



The Service Provider is notified that a new CAP is needed by being the recipient on the Monthly Monitoring > CAP Missed Due Dates note sent by the Residential Monitor. The Service Provider will need to

proceed to [Submit CAP](#) and update the CAP record after reviewing the CAP Missed Due Dates note.

### As Needed: Provider CAP Report



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

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

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

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

A screenshot of the iConnect My Dashboard. The 'Reports' menu is open, showing 'Provider CAP Report' selected. The dashboard includes a search bar, navigation tabs for 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS', and 'REPORTS', and a table with 'PROVIDERS' and 'TASKS' columns. The 'PROVIDERS' table has columns for 'Notes' and 'Links'.

PROVIDERS	TASKS						
<table border="1"><thead><tr><th>Notes</th><th>Links</th></tr></thead><tbody><tr><td>1 Complete</td><td>1 iConnect e-learning Library</td></tr><tr><td>1 Pending</td><td>1 APD Help Desk</td></tr></tbody></table>	Notes	Links	1 Complete	1 iConnect e-learning Library	1 Pending	1 APD Help Desk	
Notes	Links						
1 Complete	1 iConnect e-learning Library						
1 Pending	1 APD Help Desk						

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

CAP Begin Date:   NULL  CAP End Date:   NULL

QIO Report Number:   NULL

1 of 2 ? Find | Next

## Provider CAP Report

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

- XML file with report date
- CSV (comma delimited)
- PDF
- Excel**
- TIFF file
- Word
- MHTML (web archive)

Region	Provider County	ProviderID	Provider Agency	Provider Medicaid ID	CAP ID
NORTHEAST	Duval	21347	Test Provider	FL545454	86
NORTHEAST	Duval	21347	Test Provider	FL545454	87
NORTHEAST	Duval	21347	Test Provider	FL515151	87
NORTHEAST	Duval	21347	Test Provider	FL545454	92
NORTHEAST	Duval	21347	Test Provider	FL545454	103
NORTHEAST	Duval	21347	Test Provider	FL545454	113

## As Needed: Repeat Violations



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

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

If new violations are identified for the current month, the Residential Monitor will open a new CAP for the new violations. The Residential Monitor will generate the NNC for the new violations only.

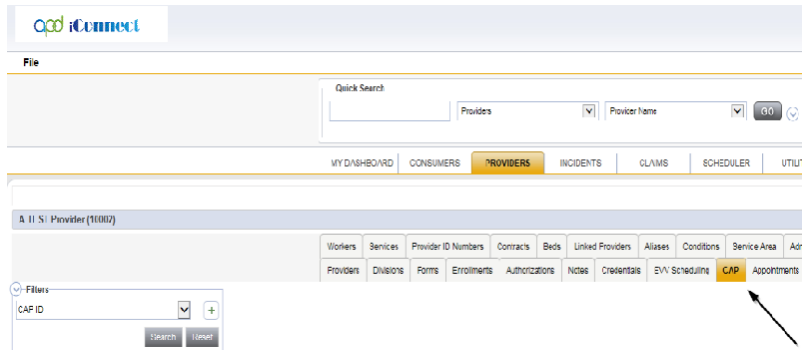
1. Set "Role" = Region QA Workstream Worker, then click **Go**.

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

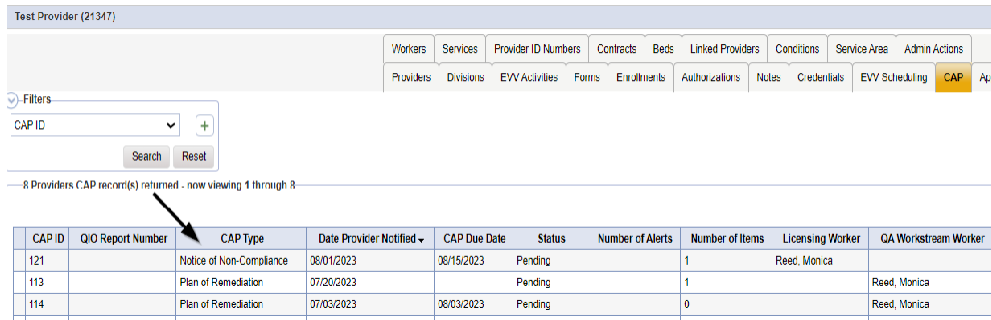
2. To update the items in the CAP, navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click **Go**.

A screenshot of the "Providers" page in the system. The "Quick Search" filter is set to "A Test Provider" and "Providers". A black arrow points to the "GO" button. The "PROVIDERS" tab is highlighted in the navigation bar.

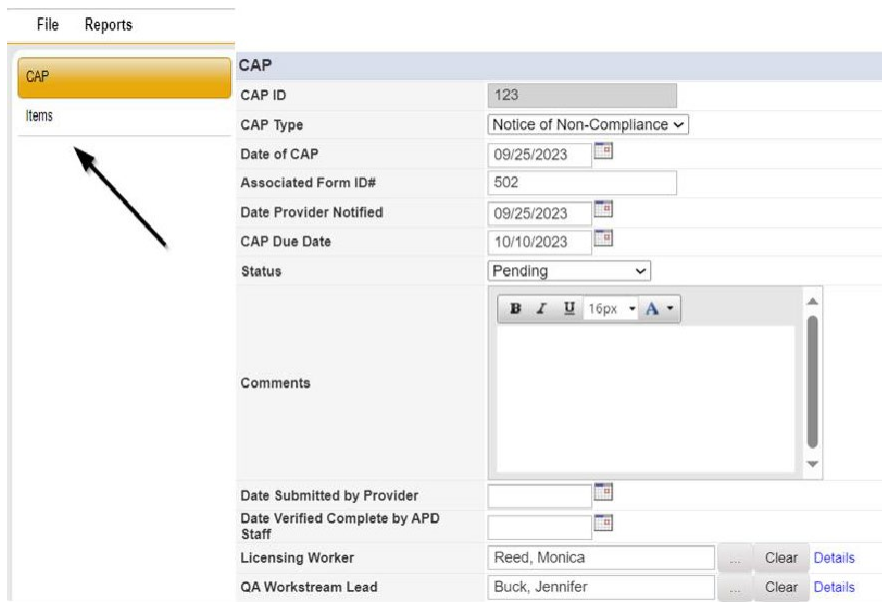
3. The Provider's record will display. Navigate to the **Providers > CAP** tab



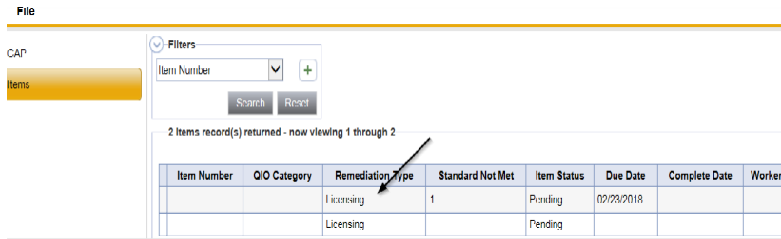
4. Select the appropriate CAP record via the hyperlink



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

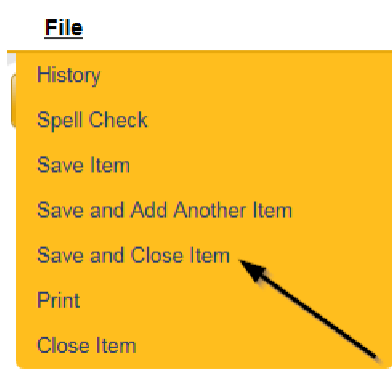


6. Select an Item via the hyperlink in the list view grid

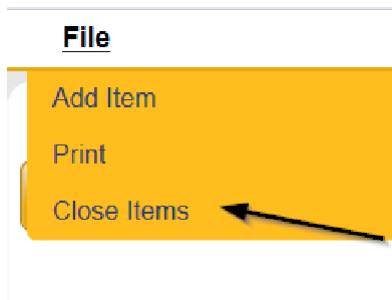


7. Update the following fields as applicable:
  - a. "Comments" = add information
  - b. "Due Date" = update due date if needed
  - c. "Corrective Action Required" = add information and click **Append Text to Note**

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

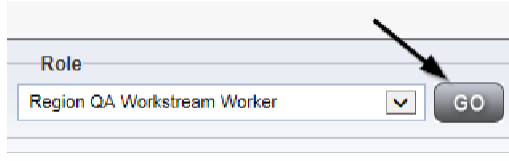


9. Click **File > Close Items**

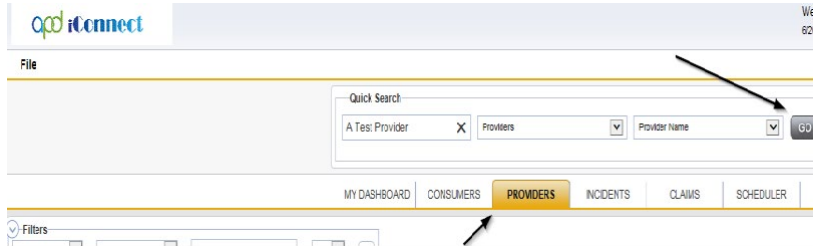


10. The Residential Monitor will complete the [As Needed: Add CAP for Violations](#) section of this manual if there are new violations identified during the current month's site visit.

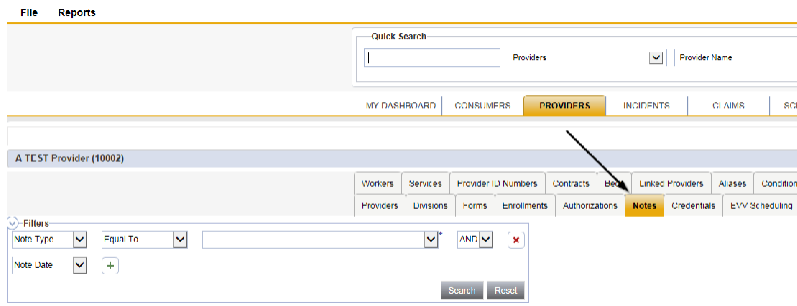
11. Set "Role" = Region QA Workstream Worker, then click **Go**.



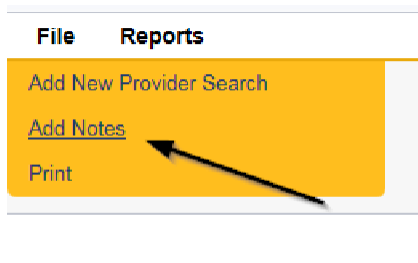
12. Navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click **Go**.



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



14. Click **File > Add Notes**



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

- a. "Division" = APD
- b. "Associated Form ID#" = Enter Form ID if applicable
- c. "Note Type" = Monthly Monitoring
- d. "Note Subtype" = Facility Site Visit
- e. "Description" = Facility Site Visit
- f. "Note" = Enter notes such as "signature page added"
- g. "Status" = Complete
- h. Click "**Add Attachment**" and search for the copy of the signed signature page on the user's device. Click Upload
- i. Click the **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: Reed, Monica
- Note Date: 08/23/2023
- Associated Form ID#: 352
- Note Type: Monthly Monitoring
- Note Sub-Type: Facility Site Visit
- Description: Facility Site Visit
- Note: Signature Page added
- Status: Complete
- Date Completed: 08/23/2023

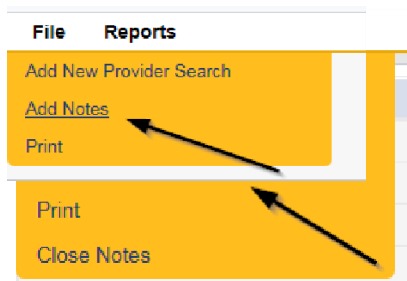
The 'Attachments' section contains one attachment:

Document	Description
Signature Page	

The 'Note Recipients' section shows a table with one recipient:

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

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

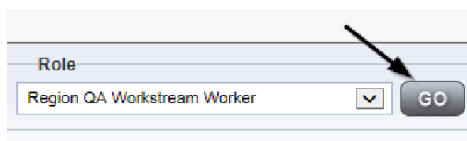


**NEW** - As Needed: Site Visit Outside of Quarterly Monitoring Note

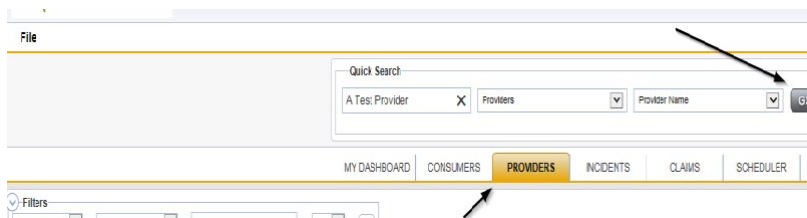


Upon returning to the office after a non-quarterly monitoring site visit, the Residential Monitor (Region QA Workstream worker) will then complete the online form in iConnect (if applicable) and scan an electronic copy of the Service Provider's signed signature page to their device and attach it to a note. Once this section is completed, proceed to [Supervisor Review and Approval](#).

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



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



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



4. Click **File > Add Notes**
5. In the new Note record, update the following fields:
  - a. "Division" = APD
  - b. "Associated Form ID#" = Enter Form ID if applicable

- c. "Note Type" = Monitoring
- d. "Note Subtype" = Facility Site Visit
- e. "Description" = Facility Site Visit
- f. "Note" = Enter notes such as “signature page added”
- g. "Status" = Complete
- h. Click "**Add Attachment**" and search for the copy of the signed signature page on the user's device. Click **Upload**
- i. Click the **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

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
There are no attachments to display		

**Note Recipients**

Add Note Recipient:

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

