

Residential Licensing Renewals in iConnect – Provider Process – Quick Reference Guide – UPDATED February 2026

Introduction

This quick reference guide is a condensed set of instructions for residential facility owners and operators completing a **Licensing Renewal**. For detailed instructions, utilize the [Licensing Renewals Training Manual](#).

Licensure renewals occur annually. To ensure timely processing, providers must submit renewal applications **45 days prior** to the license expiration date.

- **Notifications:** Both the Service Provider and the Licensing Specialist (Region QA Workstream Worker) will receive a tickler message advising of the need for renewal due to pending license expiration.
- **Actions Required:** The Service Provider must complete a new Facility Application and notify the Licensing Specialist via a Note in iConnect.
- **Signatures:** Wet signatures are not required; typing the name in the Attestation section of the iConnect form serves as official signature.

This quick reference guide will review the following steps in the Licensing Renewal process in iConnect to be completed by providers:

- Complete the Facility Application Form
- Complete the Licensed Capacity Form
- Add Other Qualifying Documentation
- Complete the Application Submitted Note
- Steps for completing a Corrective Action Plan (CAP) as it pertains to licensing can be found in the [Licensing Renewals Training Manual](#).

Complete Facility Application Form

The Service Provider will complete the Facility Application Form.

1. Set "Role" = Service Provider, then click **GO**.
2. From My Dashboard, navigate to the Provider's licensed (Group Home) facility record by completing a Quick Search.
3. Locate the Provider's record, click on the **Forms** tab.
4. Click **File > Add Forms**
5. Select **Facility Application Form (APD 2025-09)** from the dropdown options:
6. Update the following Header fields:
 - a. "Division" = APD
 - b. "Review" = Annual
 - c. Complete all fields on the Facility Application Form
 - d. "Status" = Pending
7. When finished, click **File > Save and Close Forms**

Complete License Capacity Form

The Service Provider will fill out the License Capacity Form in iConnect.

1. Set "Role" = Service Provider then click **GO**.
2. Navigate to the Licensed Facility (Group Home) Providers > **Forms** tab
3. Click **File > Add Forms**
4. In the "Please Select Type" drop-down, select "Use for after 2014 – Calculation of License Capacity" OR "Use prior to 2014-Calculation of License Capacity"
Note: If the home was licensed prior to July 1, 2014 and has been continually licensed since then, the form "use prior to 2014" should be selected. If the home was licensed after July 1, 2014, the "use for after 2014" should be selected.
5. Update the following Header fields:
 - a. "Division" = APD
 - b. "Review" = Annual
 - c. Complete all fields on the License Capacity Form
 - d. "Status" = Update to Pending when all required fields have been completed.
6. When finished, click **File > Save and Close Forms**

Add Qualifying Documentation

The Service Provider will add a note and attach any supporting documentation.

1. Set "Role" = Service Provider then click **GO**.
2. Navigate to the Licensed Facility (Group Home) Providers > **Notes** tab
3. Click **File > Add Notes**
4. In the new Note record, update the following fields:
 - a. "Division" = APD
 - b. "Note Type" = Licensing Renewal
 - c. "Note Subtype" = Select a category below
 - i. Background Screening (for Owner/Licensee, which could be one or more of the following)
 1. Attestation of Good Moral Character
 2. Employment History Check
 3. Local Criminal Record Check
 4. Level II Background Screening
 - ii. Business Information (which could be one or more of the following from the Additional Documentation Section of the application)
 1. Articles of Incorporation
 2. Documentation of Financial Ability (bank statements, credit lines, etc.)
 3. Promo Materials
 4. Current Board Members Names/Phone Numbers
 5. Names of all controlling Entities
 - iii. Facility (which could be one or more of the following)
 1. Facility Floor Plan
 2. Fire Inspection
 3. Signed Lease, if property is not owned by licensee

4. Vehicle Registration/Insurance
 5. Zoning Documents
 6. Current Facility Staff Schedule
 - iv. Personnel Information (which could be one or more of the following)
 1. Driver's License (*Licensee/Facility Operator*)
 2. Education (*Licensee/Facility Operator*)
 3. Operator Experience (*Licensee/Facility Operator*)
 4. References (*Licensee/Facility Operator*)
 5. Resume (*Licensee/Facility Operator*)
 6. Summary of Employee (Education and Experience)
 - v. Policies and Procedures (which could be one or more of the following)
 1. Admission and Termination of Services Policy
 2. Sexual Activity Policy
 3. Behavior Interventions and Responses Policy
 4. Comprehensive Emergency Management Plan
 5. Video Monitoring Criteria and Protocols (if video monitoring will be utilized)
 6. Professional Liability Insurance (for Medwaiver Service Providers)
 - d. "Description" = Same as subtype
 - e. "Note" = Enter notes to include list of documents
 - f. "Status" = Pending (Licensing Specialist will update the Note to Complete once all items have been verified.)
 - g. Click "Add Attachment" and search for the copy of supporting documents on the user's device. Click Upload.
- NOTE: Each attachment can be up to 18mb in size*
- h. Click the Lookup button on the "Add Note Recipient" to add the Licensing 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.
5. When finished click **File > Save and Close Notes**

Application Submitted Note

The Service Provider will also add a note advising the Licensing Specialist (Region QA Workstream Worker) that the application has been submitted.

1. Set "Role" = Service Provider then click **GO**.
2. Navigate to the Licensed Facility (Group Home) Providers > **Notes** tab
3. Click **File > Add Notes**
4. In the new Note record, update the following fields:
 - a. "Division" = APD
 - b. "Note Type" = Licensing Renewal
 - c. "Note Subtype" = Application Submitted
 - d. "Description" = Application Submitted
 - e. "Note" = Enter notes

- f. "Status" = Pending
 - g. Click the Lookup button on the "Add Note Recipient" to add the Licensing Specialist (Region QA Workstream Worker) 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.
5. When finished click **File > Save and Close Notes**
 6. Upon saving the note, a Workflow Wizard triggered the reminder tickler that is due in 30 calendar days
 - a. The tickler has been assigned to the Licensing Specialist who will retrieve it from My Dashboard > Ticklers

Once the application is submitted, the Licensing Specialist (Region QA Workstream Worker) will be notified of the Pending note via the My Dashboard to begin the review.

- If corrections are required: The Licensing Specialist (Region QA Workstream Worker) will respond to the note. The note will remain in **Pending status** until the Service Provider addresses all necessary corrections. If a Corrective Action Plan (CAP) is required, refer to the [Licensing Renewal Manual](#) for specific instructions.
- If the Licensing Renewal is approved: The Service Provider will receive a Complete note with a Note Type = **Licensing Renewal** and a Note Subtype = **Application Form Review Complete**.

NEW: As Needed: Printing the Word Merge of the Facility Application Form

After a form is saved, the user may want to print the Word Merge of the **Facility Application Form** in iConnect. A physical signature is not required on the printed document; the name typed into the Attestation section of the iConnect form serves as the official signature.

To print the Word Merge of the Facility Application Form, follow the steps below.

1. Set "Role" = Service Provider then click **Go**
2. Navigate to the Facility Record that contains the Facility Application Form that is being printed.
3. Navigate to the **Forms** tab and select the appropriate Facility Application Form from the list view grid.
4. Once opened, select **Word Merge > Facility Application Form**
5. The form will be on the computer's downloads. Open the file.
6. The form will display. Click **Enable Editing**.
7. Print the form from the device.