

APD iConnect Powered by WellSky

Florida Agency for Persons with Disabilities
in partnership with WellSky



Agency for Persons with Disabilities

The Agency for Persons with Disabilities (APD) works in partnership with local organizations to support people with unique abilities in living, learning, and working in their communities by creating multiple pathways to possibilities. APD provides critical services and supports for individuals with developmental disabilities so they can reach their full potential.



Agency Focus

1. Embody and display a true servant's heart while demonstrating an ambition of constant pursuit to establish APD as a sought-after resource and navigator for Floridians with unique abilities.
2. Enrich the experience for individuals and families through efficient and meaningful service delivery to achieve greater program effectiveness.
3. Ensure a systematic approach towards transparency and accountability to achieve quality and operational excellence.



Who Do We Serve?

As of June 1, 2023, APD serves approximately 61,403 individuals with developmental disabilities.

- Currently over 35,000 Floridians are enrolled in the iBudget Florida waiver program.
- Services for individuals enrolled are customized to the individual and include a wide array of supports to assist with living, learning, and working in the community.
- APD provides employment and other supplemental services to an additional 26,000 individuals annually.



Service Offerings

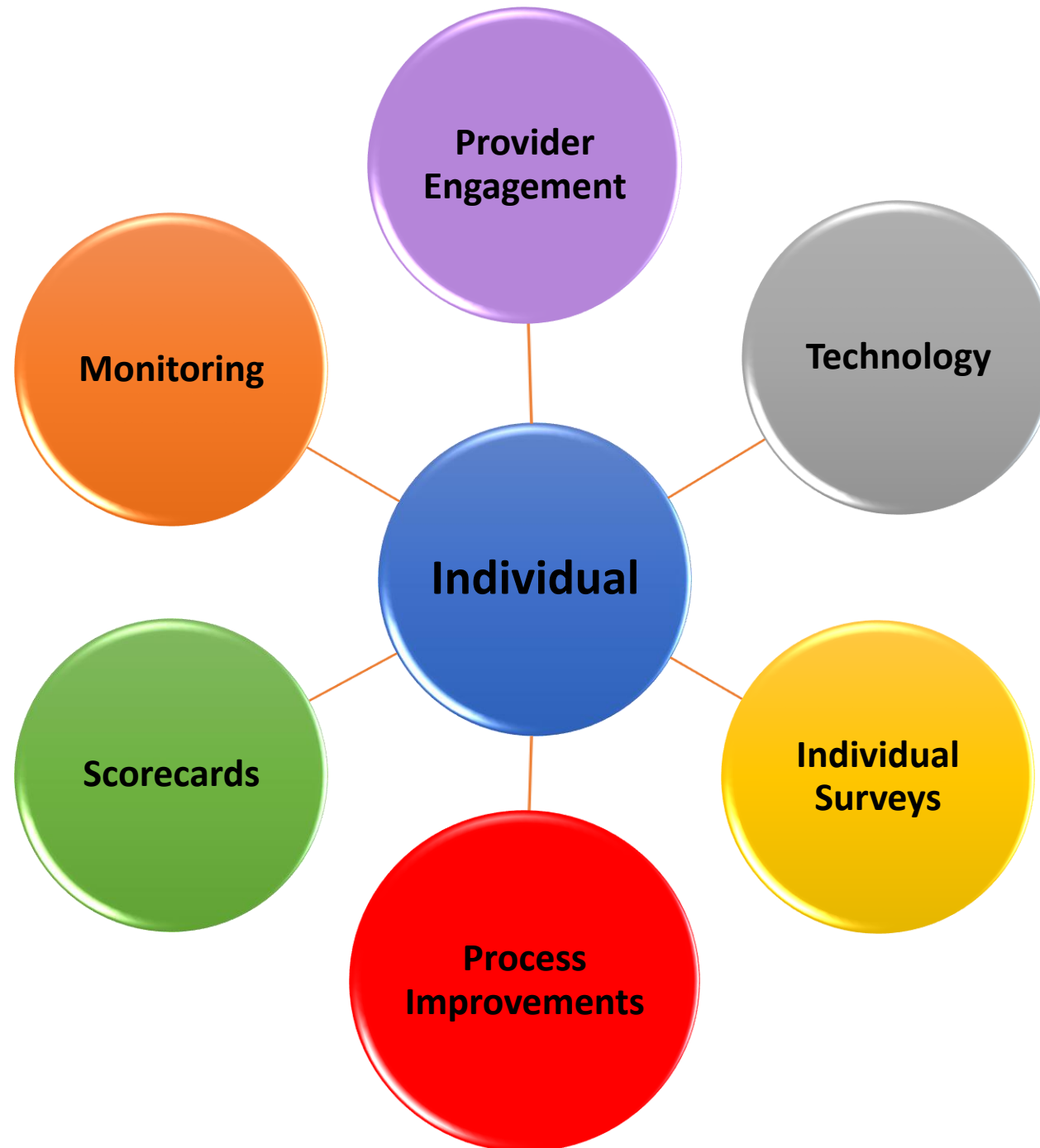
The iBudget Florida waiver offers 26 services that are grouped into the following 8 service categories:

- Life Skills Development
- Supplies and Equipment
- Personal Supports
- Residential Services
- Support Coordination
- Therapeutic Supports and Wellness
- Transportation
- Dental

Additionally, APD provides services like supportive employment and supportive living through other funding mechanisms.



Transparency and Accountability



iConnect for APD

- WellSky is the vendor that was selected, through a competitive procurement process, to design and implement a technology solution to create a single client record and Electronic Visit Verification.
- The iConnect system is utilized by both internal APD team members and external stakeholders including Waiver Support Coordinators and other APD providers.
- Provide a system that elevates the client by uncovering opportunities to increase quality engagements and service delivery, enabling the system of care to achieve a state of thriving.

iConnect Updates



Functionality Rolled out to Date – What we've accomplished so far...



Functionality on the Horizon – Where we're heading...

Functionality In Place Now

2018

- Incoming Calls
- Eligibility Determinations
- Pre-Enrollment (formerly Waiting List)
- WSC Assignments
- QSI
- Enrollments
- CDC+
- Support Plans
- Annual Reviews
- WSC Documentation
- Nursing Forms
- Reports
- Interfaces

2019

- Consumer Budgets
- Cost Plans
- Authorizations
- SAN
- Interfaces
- Cost Plan Rollover
- Rate Changes

2020

- Provider Documentation
- EVV
- Cost Plan Rollover
- Rate Changes

2021

- EVV
- Supported Living
- Cost Plan Rollover
- Rate Changes

2022

- EVV
- Forensic Services
- Cost Plan Rollover
- Rate Changes
- Enhancements – Build Update
- Interface Enhancements

Future Rollout Schedule

2023

- Plan Validation Rule Enhancements
- Intermediate Care Facility Transitions & Residential Planning
- Life Skills Development Services
- Provider Administrative Actions
- Behavioral Services
- Provider Service Level Designations
- Rate Changes

2024

- Licensing (New Applications, Renewals)
- Monthly Monitoring
- Roster Violations/Arrest Notifications
- Quality Assurance
- Worker Portal

To deliver on the remaining functionality and to ensure further system efficiencies are gained, APD and WellSky have made numerous adjustments to business processes, project management, and resource dedication.

2023 Functionality Review

- **Plan Validation Rule Enhancements**

- *Example: The iConnect system will incorporate legislative changes regarding Life Skills Development Services (Supported Employment).*

- **Intermediate Care Facilitates Transitions & Residential Planning**

- *Example: Group home providers will receive residential referrals for consumers seeking group home placement. Waiver support coordinators will coordinate choice selection of providers communicating interest.*
- **Projected Rollout Date: Fall 2023**

2023 Functionality Review

- **Life Skills Development Services (Supported Employment)**
- *Example: Waiver support coordinators will be able to request and track Supported Employment services for their consumers.*
- **Projected Rollout Date: Fall 2023**

The screenshot displays the iConnect web application interface. At the top, the logo 'iConnect' is visible on the left, and the user 'Carrie Abner' is logged in on the right, with the date '3/23/2023 12:50 PM' and a 'Forms' tab. Below the header, a 'File' section contains a dropdown menu for 'Please Select Type:' set to 'Individual Plan for Employment (IPE)'. The main form area is titled 'Consumer Forms' and includes fields for 'Review *' (set to 'As Needed'), 'Review Date *' (03/23/2023), 'Division *' (APD), 'Worker *' (Buck, Jennifer), 'Status *' (Draft), 'Provider/Program *' (1 CARE LLC), and 'Approved By' and 'Approved Date' fields. A blue banner below this section reads 'Individual Plan for Employment (IPE)'. A note states 'Please note this form is for Consumers on Waiting List ONLY.' Below this, there are fields for 'Date of IPE Meeting:', 'Annual:', and 'IPE Status Change:'. A green banner highlights the 'Provider/Support Coordinator/Employment Specialist Information' section, which contains fields for 'Provider Agency:', 'Waiting List Coordinator (WLC) Name:', 'WLC Phone:', 'WLC Email:', 'Employment Specialist (ES) Name:', 'ES Phone:', and 'ES Email:'. A final green banner highlights the 'Applicant Background Information' section, with a 'First Name:' field containing the text 'Carrie'.

2023 Functionality Review

- **Provider Administrative Actions (Expansions and Terminations)**
 - *Example: APD will be able to process actions or requests involving provider performance or status in iConnect.*
 - *Example: A provider will be able to apply for an expansion to render additional services through iConnect.*
- Projected Rollout Date: Fall 2023

The screenshot displays the 'Notes Details' form in the iConnect system. The form contains the following information:

- Notes Details**
- Division: APD
- Note By: Reed, Monica
- Note Date: 05/19/2023
- Note Type: Provider Expansion Request
- Note Sub-Type: Request Complete
- Associated Form ID#: 1256
- Description: Request Complete
- Note: (Empty text area)
- Status: Complete
- Date Completed: 05/19/2023

Below the form, there is an 'Attachments' section with an 'Add Attachment' button. A 'Document' table is shown with columns for 'Document' and 'Description', and a message stating 'There are no attachments to display'. At the bottom, there is a 'Note Recipients' section with an 'Add Note Recipient' button and a 'Clear' button.

2023 Functionality Review

- **Behavioral Services**
- *Example: A provider will be able to complete and submit their monthly Reactive Strategies report in iConnect.*
- **Projected Rollout Date:**
Fall 2023

The screenshot displays the iConnect web application interface for creating a 'BEHAVIOR ANALYSIS SERVICES PLAN'. The form includes the following fields and sections:

- Plan type:** A dropdown menu.
- Date of Plan:** A date selection field.
- Consumer's First Name:** A text input field.
- Consumer's Last Name:** A text input field.
- Author1 (Name and Credentials):** A text input field with a '100 characters remaining' indicator.
- Do you need to add a second Author?:** Radio buttons for 'Yes' and 'No'.
- Do you need to add a Supervisor?:** Radio buttons for 'Yes' and 'No'.
- Rationale for Plan:** A section header above a 'Medical Rule-Out Status' dropdown menu.
- Statement of medical necessity:** A rich text editor area with a toolbar showing 'B', 'I', 'U', '16px', and 'A'.

Below the form fields, a note states: "In each of the remaining sub-sections, please hover over each item with your cursor as some will display additional instructions on how to best answer the item."

2023 Functionality Review

- **Provider Service Level Designations**

- *Example: Licensed group home providers will be able to request behavioral designation for a home through iConnect.*

- **Projected Rollout Date: Fall 2023**

The screenshot displays the iConnect software interface. At the top, the 'opd iConnect' logo is visible. Below it is a 'File' menu bar. The main content area is titled 'SECTION A - REGION-TO-REGION & SERVICE EXPANSION ONLY'. It is divided into several sections, each with a green header bar:

- Region-to-Region (Check all Regions you intend to serve)**: This section contains a list of regions with corresponding dropdown menus: Central, Northeast, Northwest, Southeast, Southern, and Suncoast.
- Service Expansion (Check all new service(s) you are requesting to expand, then complete Section B)**: This section includes a dropdown menu for 'CDC Consultant (Limited, Full, Enhanced)'.
- Personal Supports**: This section includes dropdown menus for 'Personal Supports' and 'Respite (Under 21)'.
- Life Skills Development**: This section includes dropdown menus for 'Life Skills Development I (Companion)', 'Life Skills Development II (Supported Employment)', 'Life Skills Development III (Adult Day Training)', and 'Life Skills Development IV (Prevocational)'.
- Dental Services**: This section includes a dropdown menu for 'Adult Dental Services'.

2024 Functionality Review

- **New Provider Application**
- *Example: APD will be able to process initial applications for group home licensure in iConnect.*
- **Projected Rollout Date: Winter 2024**

Prospective Applicant Information Section

Provider Business Name **required**

First and Last Name if a Solo Provider

Enter response...

Provider Business Number **required**

Enter response...

Provider Email Address **required**

Enter response...

Provider EIN/SSN **required**

Include dashes

Enter response...

Provider Physical Address Section

Provider Street Address **required**

Enter response...

Provider Street Address 2

Enter response...

Provider City **required**

Enter response...

2024 Functionality Review

- **Licensure Renewal**
- *Example: Group home providers will be notified when their license is going to expire and will be able to submit their annual licensing renewal applications in iConnect.*
- **Projected Rollout Date: Winter 2024**

iConnect Welcome, Monica Reed 6/16/2023 2:42 PM **Preview ScreenDesign**

FACILITY APPLICATION FORM (APD 2014-01 Revised July 2019)

Instructions: Please ensure that all applicable parts of this form are completed legibly and in their entirety. If you have questions regarding this form or the application process, please contact your area APD office for assistance.

Indicate whether this an application for an initial license or an application for renewal of an existing license.

This application must be completed by the prospective licensee or the designated representative of a partnership, corporation or association. A letter of designation should accompany this application if the applicant is not a member of the partnership, association or corporation. When Provider organizations subcontract with individual live-in caregivers for the provision of residential services within those caregiver's homes, a representative of the contracting provider organization and the live-in caregivers should complete and sign this application

Hide Text

Is the facility operated by a subcontracted live-in caregiver?

Section II: Description of Services to be Provided and Types of Residents to be Served:

Requested Capacity*

Age Range to be Served*

Sex*

This facility would be willing and able to serve individuals with one or more of the following conditions (check all that apply):*

- Autism
- Cerebral Palsy
- Children in Foster Care
- Chronic medical issues (including those individual)
- Criminal Offenses
- Diabetes
- Dual Diagnosis (Mental Retardation and Mental Illness)

In addition to those categories that were not checked above, please describe any other types of residents whom you would not be willing to serve:

Check one or more of the following levels of support which the applicant would be willing and able to provide to residents

- Basic
- Minimal
- Moderate
- Extensive 1
- Extensive 2

For a definition of the Res Hab descriptors proceed to Page 9 in the following link - http://apd.myflorida.com/budget/docs/59G-13%20081_IBudget_Rate_Table_Adoption.pdf

Hide Text

2024 Functionality Review

- **Monthly Monitoring**
- *Example: APD Group home monitors will be able to complete the required monthly monitoring form in iConnect.*
- **Projected Rollout Date: Winter 2024**

The screenshot displays the 'iConnect' logo at the top left. Below it is a 'File' menu bar. The main content area is titled 'Residential Monitoring Checklist' in a dark blue header. The form includes several sections: 'Time Arrived:' and 'Time Left:' with dropdown menus; 'Type of Visit:' with radio buttons for 'Announced' and 'Unannounced'; 'Standard Monthly Monitoring?' with radio buttons for 'Yes' and 'No'; and four text input fields for 'Other reason for visit (please specify):', 'Names of residents present (at foster and group homes only):', 'Name(s) of resident(s) whose records/personal funds reviewed:', and 'Names of staff present (at foster and group homes only):'. A green header section titled '1.0 Resident Records' contains a sub-section '1.1 Name, address, phone # of client's resident physician and dentist is in record as well as current support plan'. This section includes a 'Hide Text' link, a citation '1.1 Citation: 65G-2.009(5)(b)(2)', and radio buttons for 'Met', 'Not Met', and 'Not Applicable'. At the bottom, there is a '1.1 Comments:' label followed by a large text area.

2024 Functionality Review

- **Roster Violations and Arrest Notifications**

- *Example: APD will communicate with providers in iConnect regarding background screening roster violations to help ensure compliance with requirements.*
- Projected Rollout Date: Spring 2024

- **Quality Assurance**

- *Example: APD Quality Assurance staff will receive and review Qlarant reports for providers and waiver support coordinators through iConnect. Providers will submit Plans of Remediation in iConnect.*
- Projected Rollout Date: Spring 2024

2024 Functionality Review

- **Worker Portal**
- *Example: Providers can complete forms from their mobile device. APD staff will be able to complete QSI assessments using the application from their mobile phone.*
- **Projected Rollout Date: Spring 2024**

The image shows two overlapping screenshots of a mobile application form titled "Central Admiss Cover Sheet". The form is displayed on a mobile device interface with a blue header and a purple "Save Close More" bar. The form contains several fields with green checkmarks indicating completion or validation:

- SSN #**: Social Security Number (XXX-XX-5175) with an "Unmask" link.
- Date of Birth**: 4/8/2010.
- Type of Current Residence**: Type of Current Residence and Name if Applicable (dropdown menu).
- Name of Residence If Applicable**: Type of Current Residence and Name if Applicable (text input field).
- Current Address**: Descriptive Address from Demographics (text input field).
- Primary Telephone**: (901)270-5244.
- Gender**: Unanswered (radio button).

Other fields include "Date Request Made", "Date Authorization Signed", and "Admissions Date", all with "Enter response..." prompts. The "Consumer Name" field is empty. The "First Name" field contains "Abigail".

What You Can Expect

- Additional opportunities to inform the process
 - Scheduled Provider Requirements Gathering Call
 - Townhalls
 - 1:1s
 - Helpdesk
 - Provider Technical Assistance Call
- Comprehensive testing
 - Extended timeframe
 - Additional Business Operations & Technology Support
 - Co-location w/Wellsky & APD testers
 - Robust Regression and User Acceptance Testing
- Multiple forms of communication
 - Emails
 - Videos
 - Townhalls
- Enhanced Training
 - In-person
 - Virtual
 - Videos
 - Onboarding
 - Refresher trainings

Thank You

- APD and WellSky appreciate the work you do each day to serve a very sacred population of Floridians.
- We are seeking your continued participation and partnership!



Questions and Answers

APDiConnectTownhalls@apdcares.org