

QUALITY COUNCIL MEETING MINUTES

9:00 a.m. – 4:00 p.m.

Thursday October 30, 2025

Type of meeting:

Quality Council Meeting

Facilitator(s):

Theresa Skidmore

Members:

John Collins, Self-Advocate

Michelle Tolini, Agency Provider

Veronica Gomez, Agency WSC/CDC+ Consultant

Jill MacAlister, Agency WSC/CDC+ Consultant

Brad Hunt, Disability Rights Florida

Jadene Ransdell, Family Member

Sandra Spann, Agency Provider

Barbara McSherry, Self-Advocate

Dawn Lewis, Agency Provider

Paula James, Family Care Council

Courtney Swilley, FARF

Dina Justice, The ARC of Florida

Linda Hackney, Family Member

Absent Members:

Kimberly Houston, Agency Provider

Adrienne Dissis, Family Member

Lissette Giovia, Family Member

Theresa Wyres, Small Agency Provider

APD Attendees:

Jeannette Estes

Meghan Torres

AHCA Attendees:

Meagan Owens

Tamara Sparks

Qlarant Attendees:

Theresa Skidmore
Charlene Henry
Kristin Allen
Christie Gentry
Dr. Katy Glasgow
Janet Tynes
Michelle Dean
Candice Ciesla
Caitlin Flannery
Bob Foley
Robyn Turlakis

Guests:

Joann Albritton
Trina Blackburn
Kathy Wojcik
Sara Owen
Debbie Phillips
Michelle Yawn

Scribes:

Charlene Henry, Qlarant

Acronyms:

ABC- Allocation, Budget and Control System
ADT- Adult Day Training
AHCA- Agency for Health Care Administration
ANE- Abuse, Neglect, and Exploitation
APD- Agency for Persons with Disabilities
CDC+-Consumer Directed Care
CMS- Centers for Medicare and Medicaid Services
CMS- Consumable Medical Supplies
DD- Developmental Disability
EVV-Electronic Visit Verification

FARF- Florida Association of Rehabilitation Facilities
FBI-Federal Bureau of Investigations
FCCF- Family Care Council Florida
FDDC- Florida Development Disabilities Council
FDLE- Florida Department of Law Enforcement
FMAP – Federal Medical Assistance Program
FSQAP - Florida Statewide Quality Assurance Program
HHS – Health and Human Services
HCBS-Home and Community Based Services
iBudget- Individual Budget
I/DD- Intellectual and Developmental Disabilities
ICA – Individual Comprehensive Assessment
ICMC – Intellectual and Developmental Disabilities Comprehensive Managed Care
II- Individual Interview
IR- Incident Report
LSD- Life Skills Development
LRC – Local Review Committee
LOC- Level of Care
MLI – My Life Interview
MWEW – Medicaid Waiver Eligibility Worksheet
NASDDS - National Association of State Directors of Developmental Disabilities Services
NGQSI – Next Generation Questionnaire for Situational Information
PCR - Person Centered Review
PDR - Provider Discovery Review
PS - Personal Supports
QQS - Qlarant Quality Solutions
QA-Quality Assurance
QAR-Quality Assurance Reviewer
QC-Quality Council
QI-Quality Improvement
QO- Qualified Organization
QSI- Questionnaire for Situational Assessment
SAN – Significant Additional Needs
SLC- Supported Living Coaching
SSRR -Service Specific Record Reviews
SC – Support Coordination

TRAIN FL-Training Finder Real-time Affiliate Integrated Network Florida
VR – Vocational Rehabilitation
WSC- Waiver Support Coordinator

Welcome & Introductions

Theresa Skidmore – Qlarant

Beginning at approximately 9:00 a.m., Theresa Skidmore opened the meeting and welcomed all members and guests. Theresa talked about the importance and purpose of the Quality Council. She reviewed the schedule for today's meeting.

Refresher with Approval of Minutes

Theresa Skidmore – Qlarant

Theresa Skidmore provided a refresher from the July 2025 meeting held in Tampa. Motion to approve the minutes made by Jadene Ransdell and seconded by Paula James. Please see July 2025 Minutes for details.

Qlarant Updates

Theresa Skidmore – Qlarant

Theresa shared Qlarant has one Quality Assurance Reviewer position open in the Southern region; candidate who fills the position must be bilingual. Qlarant is working to revise the Observation Tool and will request input from the members today. Other discussions with AHCA and APD are related to LSD3 and LSD4 rates and billing; tool updates have been made and sent to APD and AHCA to review. These updates likely won't go into effect until January 2026 at the earliest. Qlarant has been discussing duplicate Service Logs with the State. Theresa talked about the challenges of this facet of Service Logs and how Qlarant is looking to address this issue within the record review. Theresa talked about summary notes that are cut and paste each service time. Sandra talked about how she is instructing her staff, as they are prone to writing the same thing all the time, even though they talk to her about all the various things they are doing with people. Michelle shared that some staff are not comfortable writing, so they just write the exact same thing. Veronica gave a suggestion that maybe staff need a prompt like, *what was different about today*. Jeannette from Central APD, added that these guidelines must be in place because there are some, while not the majority, who do copy/paste. There are options for voice-to-text, but staff should proof-read before they go into the service record. Qlarant is discussing ,with APD and AHCA, about the impact of the billing discrepancy vs. the quality

of the service. Veronica mentioned discussions they had when iConnect was being formed about templates or prompts within the iConnect system to help staff when documenting services.

AHCA Updates

Meagan Owens - AHCA

Meagan provided an update on the Intellectual and Developmental Disabilities Comprehensive Managed Care Program (ICMC).

AHCA will be releasing a Request for Information to work with a 3rd party to evaluate the program. Language from statute 2025 FS 409.9855 will guide exactly what the entity will review for the program & the Agency will tap into FL Developmental Disabilities Council for additional items.

Michelle asked about Florida Community Care (FCC) contracting with QOs to assist with care coordination, there are still questions about documentation instructions and rates when working with FCC. Meagan said she will look at this.

Jadene asked about the purpose of the next 3 years and running the program.

AHCA plans to use the information gathered to improve services overall.

Veronica asked will families have a choice amongst several managed care programs or will there always only be just one. Meagan said she is not sure if there will ever be more than one but right now it is FCC for this current program.

Qlarant Observation Process & Tool Discussion Panel

Janet Tynes, Caitlin Flannery, Michelle Dean and Candice Ciesla – Qlarant

Janet Tynes led the discussion related to the current Observation tool section. Reviewers talked about their perspective on conducting the actual observation. The observations can be announced or unannounced at residential group homes or adult day training (ADT) locations. Challenges were noted including staging of the environment, and when people don't want to talk to the reviewer.

A guest talked about how even with announcement some organizations still aren't prepared, and this is becoming more prevalent. Jeannette from Central APD indicated she prefers unannounced visits to group homes. Michelle Tollini noted to be cognizant of entering behavioral homes for safety reasons. When touring ADT/group home, providers want to showcase their uniqueness, and friendships inside/outside the environment. There are organizations who have developed checklists for people to use when looking for providers, so having Qlarant's Observation Tool as another resource might be helpful.

Brad asked about restrictions in group homes. If the restriction is observable, Qlarant will look at the detail on it. Jill asked does APD and/or Qlarant have a way to check that WSCs are truly visiting homes. Qlarant makes a note in the

report and contacts APD if there are concerns surrounding that topic. Linda noted communication with WSCs is critical. Jeannette noted everyone must stay vigilant and be truthful in reporting to help avoid Medicaid fraud. Theresa noted Qlarant's role is challenging but we must do it to ensure people are not settling for less quality services because they don't want to upset the status quo.

Critical Incident Reporting and Management

Meghan Torres - APD

There has been an increase in reported incidents in line with increased enrollment.

Meghan reviewed data related to the incident count for 2024 and 2025 in general and by location. Higher reported incidents are in licensed home and family home; life threatening injury category are the highest type for critical. For reportable incidents, licensed home is highest followed by family home and emergency room visits show the highest spikes.

Redmane is the selected vendor for the new APD ANE, incident management system. This will be an online portal to directly input incident reports under the Single Sign On already in place with CyberArk. 65G2 will be updated and is awaiting rule promulgation. There will be roles for Support Coordinators to view incident reports for their caseloads and will receive auto-generated notifications. Providers will be able to view incident reports for those they serve. APD will be incorporating Power BI for reporting and use of AI. Redmane recently conducted provider interviews without APD presence so pain points, needs, and wants for this system could be shared about the incident management process. APD had a demo of the portal from Redmane earlier in the week. A Spring 2026 go live is anticipated.

APD Updates

Jeannette Estes – APD

Residential Placement starts at the State Office then gets moved back to the APD Regions.

APD is working to reduce the pre-enrollment list. 5,612 enrollment interest letters were mailed out, for iBudget waiver. Lighthouse has a contract to complete pre-enrollment contact with those who received letters about coming off pre-enrollment to the waiver; they have access to iConnect. This was separate from the ICMC letters. The APD letters have a QR code that people can use to get more information and to complete the process. There will be family forums in each region with DCF and APD pairing up to assist in completed enrollment. To be eligible people will need full Medicaid, updated/current QSI,

and the documentation required to complete the HCBS Medicaid Waiver Eligibility Worksheet for level of care required by CMS. APD is also working on increasing provider capacity. Recruitment fairs are coming for Providers and QOs to find new staff for providers, WSCs and CDC+ Consultants. There will also be family forums in conjunction with DCF to finish enrollment in November. APD is still completing the eligibility documentation to justify the medical diagnosis per 65G-4. Education about each program is critical. FCC is under AHCA's purview for educating people about the managed care program; caveat is that the person must stay on the program for a year before requesting a move to the iBudget waiver. APD can help people learn about the iBudget waiver program. Dina said both letters are lengthy and confusing; the APD letter has a reference in it linking to ICMC information. The AHCA letter doesn't state the person has the choice to select the iBudget waiver. Regions will be doing educational forums. Jeannette answered questions submitted by members. Questions were related to CDC+ Program, Medicaid Eligibility and Qualified Organization Training.

Qlarant Data Presentation

Dr. Katy Glasgow – Qlarant

Katy reviewed PCR Demographics, My Life Interview (MLI) Outcomes and Supports by FY and Life Area, MLI Outcomes by Residential Setting, Significant Health Events and Record Reviews from Qlarant review activities. Katy pointed out the percentages related to age of those interviewed, disability type and living setting.

Jaden asked questions about low scoring Safety Outcomes. An idea offered for a future presentation is to look at the Circle of Supports aspect related to interview responses. Related to the Health Summary, emergency room visit numbers showing higher across CDC+ and Waiver for the last data cycle. Katy discussed PDR Scores by Region, Administrative Review Trends, Service Specific Record Review Trends Observations and Alerts. There was a suggestion APD provide providers a list of training topics in TRAIN FL to meet the requirement for Annual In-Service Training.

Please see presentation slides for more details.

Quality Council Follow-Up & Next Steps

Theresa Skidmore – Qlarant

Next meeting will be in Tallahassee. Legislative session starts January 13, 2026, and ends on March 13, 2026. Available March 2026 dates after session ends: 3/19 & 3/26.

Attachments:

Meeting Agenda

Qlarant Data Presentation