

## **QUALITY COUNCIL MEETING MINUTES**

*9:00 a.m. – 4:00 p.m.*

*Thursday March 26, 2026*

### **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

Brad Hunt, Disability Rights Florida

Sandra Spann, Agency Provider

Barbara McSherry, Self-Advocate

Paula James, Family Care Council

Courtney Swilley, FARF

Dina Justice, The ARC of Florida

Linda Hackney, Family Member

Kimberly Houston, Agency Provider

Adrienne Dissis, Family Member

### **Absent Members:**

Jadene Ransdell, Family Member

Dawn Lewis, Agency Provider

Jill MacAlister, Agency WSC/CDC+ Consultant

### **APD Attendees:**

Bob Asztalos

Meghan Torres

Lorena Fulcher

Pat Morse

### **AHCA Attendees:**

Meagan Owens

**Qlarant Attendees:**

Theresa Skidmore  
Charlene Henry  
Kristin Allen  
Christie Gentry  
Dr. Katy Glasgow  
Janet Tynes  
Robyn Turlakis  
Marion Olivier  
Amy Riesedel

**Guests:**

Amy Atwell  
Anabel Diaz  
Tyler Sununu

**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 agenda for today's meeting.

## **Refresher with Approval of Minutes**

Theresa Skidmore – Qlarant

Theresa Skidmore provided a refresher from the October 2025 meeting held in Orlando, Florida. Motion to approve the minutes made by Michelle Tolini and seconded by Paula James. Please see October 2025 Minutes for details.

## **Special visit with APD Director Bob Asztalos**

Qlarant welcomed APD Director Bob Asztalos to the meeting and thanked him for taking the time to speak with the Quality Council membership. The Director shared an update on the pre-enrollment list/waitlist. He began by noting there were 21,000 on the list when he started, and now it is at approximately 16,000. When contacted there were some people who said, no, they did not want to receive services, some were already in Intermediate Care Facilities, and there is other clean-up occurring. Reducing the pre-enrollment list/wait list is his #1 priority. Customer service is the next priority for him and APD. He said APD must be ready to assist parents, self-advocates and those receiving services. There are APD teams going around the state to provide better customer service. The Director said they are also looking at systems and how to make these more friendly so everyone can navigate better. APD is looking at the algorithm; this was created in 2014. This is attached to the amount of money a person receives for their annual service budget. He is looking to update the algorithm to be more in line with current environment. This will take the pressure off the SANS processing system but will take approximately 18 months. The Director wants to address iConnect. The Legislature will have APD complete a full procurement process, and they are committed to doing this to have the best client data management system (CDMS). This could take years to implement. He mentioned the importance of Family Care Council in sharing information with families. He has worked with Qlarant and APD IT departments to have Qlarant scores available on the APD website. Director indicated Qlarant does a good job for the part Qlarant is assigned. In the future he is looking to bring the quality scores to the Florida Health Finder site through AHCA. He said quality is important and he wants to look at quality at a macro level in the future. This could encompass creation of a more comprehensive system eventually leading to a star system to empower stakeholders with more information.

The Director answered member questions. John asked how he manages individuals versus bureaucracy. APD must listen to people and figure out how to identify the rough edges to fix, be a good steward over the money given by the legislature and spend it well. Barbara talked about issues in dealing with CDC+ reimbursement. He said Lorena will connect with Barbara to get this resolved. He talked about staff vacancies; he acknowledged staff who are doing 2-3 jobs. Veronica talked about looking at ways to streamline things so there doesn't need to be duplicate effort that takes a lot of time to do things; she noted that iConnect is now erasing entries. He said iConnect needs to be fixed and it'll take approximately 3 years to do so, if there is legislative cooperation. Sandra commented about the algorithm and those who get services needing additional services but are unable to get them approved. He hopes the existing algorithm will be updated by July 1, once the legislature passes the budget. One of the downsides of the 11/7/2025 ISF ILS report is it did not provide an implementation ready model. APD now must come up with that plan. Brad asked about the algorithm and its inability to realistically reduce the SANs process because the reporting on it is from use of historical information. Director said the algorithm will be updated in a 2-step process. Lorena noted APD will always need a human touch when it comes to allocating money for services; it will not only be calculated by computer. Brad asked what people are being told regarding the pre-enrollment list/waitlist. Director shared once a letter is mailed, a company called Lighthouse makes phone calls to discuss the information with people. When they reach some people, they decline services for various reasons. However people remain on the list even though they may be getting services via other means. There is also an annual check-in that happens. Brad asked are parents able to enroll their kids without going in under the crisis category. Director said yes; he also noted there are parents who still don't know about APD. John asked how many people that work at APD have a disability. Lorena said they don't have that data in hard numbers or by percentages. Kimberly asked about helping clients with the onboarding process because they don't know about the financial process or about getting the budget they need to pay for their services. Director said that is why Family Care Council (FCC) is critical in this part of the process. FCC utilizes parents as mentors to help in the process of educating people. Adrienne commented that there should be education on the APD website of what to do in the various stages of life, so people will have the information handy. The Director asked for people to send him ideas for things to add to the website. John asked about information being available in different languages. Veronica asked about the bill to look at WSC Oversight. The Director said the bill is intended to look at the WSC process for what is and is not working. The aim is for the entity to make recommendations on how to improve this service under the iBudget. The legislature will still have to fund the study and APD will have to complete the procurement process. Legislature has not completed the Fiscal Year budget yet. He is interested in seeing the comparison between ICMC and iBudget regarding case management

vs WSCs. In the future, he would like to see improvements in scoring, quality indicators, and better support for those who are doing a good job. A guest commented about the WSC Training & Mentoring process and the difficulties of doing that and carrying a full caseload of 43. Veronica said the current process doesn't work well and suggested a process that is like a college course along with a field piece to reinforce the concepts learned. It takes a lot longer to learn the concepts. The Director acknowledged most providers are small business owners and not corporations unlike the medical/hospital/nursing home sector. Adrienne asked about CDC+ Handbook and the visit requirement. Lorena said CDC+ program is getting ready to open the Handbook; she doesn't have a timeframe for the Handbook to be opened yet but stated there would be public meetings when it is. Adrienne expressed concerns about losing the WSC and CDC+ Consultant workforce due to changes in requirements. A guest asked what is being done about providers who repeatedly don't perform well. Director said first step is to publish the Qlarant scores for the public to see; this will help that score to matter more – hopefully this will spurn providers to do better in the work. Then there needs to be thoughtful action taken against repeated poor scoring providers. Michelle Tolini talked about other service types being looked at more closely like Residential Habilitation and Day Program providers. John asked about getting and keeping Directly Hired Employees with inflation in mind as paying people more only works for so long, but what do you do to maintain them and offer benefits. Director acknowledged this is a concern. Brad offered insight into the State of Maryland as a good place to look for an example of a state that is providing benefits packages to those who are considered subcontractors. Kimberly asked for Transportation to be considered as a service that would not have to be entered in iConnect. The data entry on this service has been burdensome.

### **AHCA Updates**

Meagan Owens - AHCA

Meagan estimated that as of April 1<sup>st</sup> there will be over 1000 people enrolled in the ICMC. Regarding the evaluation of the Intellectual and Developmental Disabilities Comprehensive Managed Care (ICMC), the Request for Quote (RFQ) has not been released yet; still waiting for the final approval. The vendor will be looking at setting up something to evaluate the program's quality of care and service outcomes. AHCA will still look at contractual compliance for the vendor. HB 1103 has 3 phases – getting ready to start phase 3 effective July 1. Everyone will be able to enroll in the 3<sup>rd</sup> phase regardless of LTC (Long Term Care) waiver or iBudget waiver. Only catch is once on ICMC the person must stay in it for a year.

Brad asked can a person go from the LTC waiver to the ICMC or do they have to be enrolled in the iBudget pre-enrollment list. Meagan will check. Kimberly asked

about Providers in ICMC. APD said these providers would be treated like private pay folks but still do monthly monitoring for licensing but no Qlarant reviews. Veronica asked if all the clients are on ICMC would the residential home have to be licensed. The answer is yes. Barbara asked those who must stay at the ICMC for a year if their needs are not met. Meagan offered the person should file a complaint. Filing the complaint will allow for tracking as to whether it's a one-off situation or systemic issue. Meagan to send the information for making a complaint. Veronica asked about Medicaid renewals – is there any progress on getting a point person to assist with eligibility approval at DCF? Paula said not all regions have a DCF contact but there is one in Central and Suncoast. Adrienne asked if eligibility letters are being sent out to APD still? She further commented that information about upcoming renewals on the portal site being inaccurate.

### **APD Updates**

Meghan Kirkley, APD

APD residential monitoring staff are working on figuring out what can and can't be reviewed to not overlap their process with those in ICMC. All the ADTs that were on the list to be licensed have gone through the licensing process. 65G-2 has been promulgated. There should be no effect on the Qlarant review process. APD staff are looking at standards within the rule to provide information on what has changed within the rule (working on a cheat sheet) to providers. Insulin administration related to 65G-7 is promulgated now. Michelle indicated this creates an issue that will make current staff out of compliance and the implementation of this needs to be addressed. There have been other changes such as capacity-related items. Kristin asked about video monitoring. Meghan to check on this.

The new Incident Management System should be launched on 5/15. There will be a portal for providers to submit reports. She noted there is a plan for Qlarant to have access to the portal to view. Will the system allow everyone who is involved with the person to see the report in the system? Meghan said yes, she believes this is the case. There will be a live statewide demo on 4/1. Adrienne asked if the system would force the entry person to auto copy the WSC. Meagan will check. Meagan talked about WSCs and dual employment as it pertains to caseloads. APD will look at the reasons and related issues such as brand new or seasoned staff, how many days they work the other job, and how many people are on the caseload. The goal is to look at this to ensure WSC success. WSCs are not currently allowed to do this job under both ICMC and iBudget waivers. Veronica asked why since Service Providers can do both and are pulling people over to ICMC when the provider renders e under ICMC. Michelle noted the ease of working under ICMC right now; this is a major positive draw for providers. Meghan said she will take this information back. Veronica commented that the current APD system has a lot of piecemeal processes that now don't work well.

The whole APD system needs to have a step back look to fix itself. She stated ICMC is a new system and thus works well as it was thought out in a different way before it started. Sandra asked about TRAIN FL having courses there to satisfy annual in-service requirements for providers. Meghan explained APD is looking at creating their own Learning Management System since TRAIN FL is run by Department of Health. They are also looking at creating an in-house training department to support providers; there is no timeline for roll-out as funding would be needed. Susan Nipper to provide responses to member questions not answered during the session.

### **Qlarant Data Presentation**

Dr. Katy Glasgow – Qlarant

Katy presented data related to Qlarant review activity completed July 2025 – December 2025. The data covered Person Centered Reviews (PCR) including PCR Demographics, My Life Interview (MLI) Outcomes and Supports by FY and Life Area, Significant Health Events, and Record Reviews. Katy discussed data about Provider Discovery Reviews (PDR) including PDR Scores by Region, Administrative Review Trends, Service Specific Record Review Trends, Observations and Alerts.

Regarding PCR interview data, there was discussion regarding possible reasons for decline in Health Outcomes. Some possible reasons include changes in insurance and health service offerings.

Brad asked if there is a correlation between the aging of the caregiver within the Outcomes coming in lower for MLI. Is there a way to look at CDC+ data to see diagnosis, and aging of those within the program to see the effect on their needs? This could be looked at for the next meeting.

Barbara asked if there is a way to support new providers in a review situation. Theresa explained that Qlarant had proposed a technical-assistance style review for new providers, but APD/AHCA did not approve moving it forward.

Please see presentation slides for more details.

## **Qlarant Updates**

Theresa Skidmore – Qlarant

Theresa talked about potential changes with the review process considering where things are with the iConnect system. iConnect grace period has been in place for 2 years and the Qlarant Interim Guidance came out of the grace period. Theresa discussed removal of iConnect language in tools and procedures, including Operations Manual. There may also be tightening up of review timeframes for submissions.

Sandra Span said shorter timeframes work better for smaller agencies and Michelle Tollini said bigger agencies being given a little longer as they must pull documents from other entities for their review would be preferred. Members talked about not forgetting the quality/person-centered piece of providing services while still reviewing for compliance. Dina indicated APD Regions are still telling providers they must use iConnect and are required to still take the iConnect courses. Michelle asked what is being done to address issues where other providers haven't submitted documentation to certain providers who need documents and now it is time for the Qlarant review. Theresa shared Qlarant has not met/no fault reasons if it is an issue more about APD and the provider is awaiting determination and information is submitted timely to them with due diligence documented.

## **Quality Council Follow-Up & Next Steps**

Theresa Skidmore – Qlarant

Spring Training 2026 – possible topic - changes to review procedures and person-centered process/circle of supports that drives goals and documentation. Theresa talked about the FL DD Council workgroup that has created tools and will send the link to this information to members. Next meeting 7/23/2026 in Tampa or Orlando.

## **Attachments:**

Meeting Agenda

Qlarant Data Presentation