QUALITY COUNCIL MEETING MINUTES

9:00 a.m. – 4:00 p.m.
Thursday July 23, 2026

Type of meeting:
Quality Council Meeting

Facilitator(s):
Theresa Skidmore

Members:
John Collins, Self-Advocate
Michelle Tolini, Agency Provider
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
Jadene Ransdell, Family Member
Dawn Lewis, Agency Provider

Absent Members:
Jill MacAlister, Agency WSC/CDC+ Consultant
Veronica Gomez, Agency WSC/CDC+ Consultant
Dina Justice, The ARC of Florida
Brad Hunt, Disability Rights Florida

APD Attendees:
Eddie Castro
Meghan Kirkley
Meghan Torres

Qlarant Attendees:
Theresa Skidmore
Charlene Henry
Kristin Allen
Christie Gentry
Dr. Katy Glasgow
Janet Tynes
Robyn Tourlakis
Marion Olivier

Guests:
Jason Khan, Disability Rights Florida
Anabel Diaz
Sandy Dayton
Trina Blackburn
Twanda G.
Hattie Williams
Thais Gonzalez
Elizabeth Gollihue
Teresa Hubbard
Rebeca Freeman
Michelle Yawn

Scribe:
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 March 2026 meeting held in Orlando, Florida. Motion to approve the minutes made by Michelle Tolini and seconded by Paula James. Please see March 2026 Minutes for details.

Federal Updates
Marion Olivier – Qlarant

Marion provided updates from the National Association of State Directors of Developmental Disabilities Services (NASDDDS) Conference. The presentation offered key takeaways shared by conference speakers related to Centers for Medicare & Medicaid Services (CMS), Administration for Community Living (ACL), as well as State and Legislative priorities. Marion discussed the Settings Rule and the heightened scrutiny reviews that were done nationwide. Most states ended up with a Corrective Action Plan, which people can find on the CMS site. Marion also covered the Access Rule and the current implementation timeline. She rounded out the presentation with a discussion on the Department of Justice's Olmstead Opinion and the Behavior Analysis Service Scrutiny, that is going on in Wisconsin and Colorado.
Jadene Ransdell, Sandra Span and Barb McSherry all expressed concerns regarding topics related to staffing cuts. John Collins asked if there were any indications on how long proposed changes might take.
Barbara noted concern that the move to not enforce Olmstead could set people up for re-institutionalization. Eddie Castro, APD offered that the opinion doesn't overturn the law. John asked what the average numbers were that Florida spends on HCBS services versus institutionalization.

APD Updates
Eddie Castro – APD

Eddie gave updates on recent provider advisories. He reviewed APD Advisory 2026-016 about Service Authorizations, 2026-013 APD Advisory about EVV, and 2026-012 APD Advisory WSC about sending Service Authorizations.
He noted the 1% rate increase for services and said an advisory will come out soon. Courtney commented the rate increase will be across the board, applied to all services and be implemented Sept 1st. AHCA/APD will issue a retroactive payment for July and August. John asked about Companion services not being provided on the CDC but on the waiver. Eddie responded that Companion is still offered they just named it something else.
There was a question about iConnect Provider Documentation being separated by WSC and other Providers? If an employee leaves an agency, is there a way to remove them from the providers' iConnect listing? Kristin mentioned providers being able to pull their own provider documentation report. Still finding items are missing in iConnect. Michelle talked about the ICMC program and the communication going out, there is a lot of misinformation being shared; it would be helpful if APD could share some official information to assist.
John asked about clarification on ICMC caseload max vs waiver caseload max; he said he hopes the program can put out simpler information as those who are getting services that receive the letter may not understand the letter as it is now.

Incident Reporting & Management
Meghan Torres & Meghan Kirkley – APD

The new incident management system is working well; there are a few bugs, and they are working out some issues. Currently there are 1500 users; approximately 150 incidents submitted daily. They are adding more users daily and they trained over 2000 providers to use the system. The quality of reporting has also improved. For larger provider agencies who submit a lot there may be capability of seeing trends soon. There was a question about medication error reports being submitted in this system? Presenters said, not at this time. The setting for family home is not present right now; they are working to adjust this. There is now a 4-hour timeframe for reporting critical incidents, it used to be 1 hour. There was a question as to whether there was an advisory about the new timeframe. Presenters to share. Presenters said they are working on a 360-degree snapshot feature for the future.

Qlarant Data Presentation
Dr. Katy Glasgow – Qlarant

Katy provided data updates related to FY26: July 2025 - March 2026 for Person Centered Reviews, and Provider Discovery Reviews for Qualified Organizations & CDC+ Representatives. She also covered Provider Discovery Review Trends by Review Component for July 2023 – March 2026.
Michelle asked about looking at the effect managed care assignments might have had on Emergency Room and Urgent Care visits. She noted it possibly could have an impact on their healthcare services if they did not opt out in time. Others commented that there could've been some ripple effects showing up here.
There was discussion related to Behavior Assessment figures and WSC/CDC Consultant scores. John asked what number we looked for to say whether something is acceptable or not. Katy replied that minimum score for passing is 85%.
Katy talked about the data related to existing versus new providers. With regard to the data on Observations, a common item showing for residential and day settings is related to transportation training. There was discussion about documenting why a person would be at risk for using public transportation, as applicable. Alerts were discussed. It was noted that a provider can have multiple alerts in a review.

Please see presentation slides for more details.

Qlarant Updates
Theresa Skidmore – Qlarant

Theresa gave updates about review tools and new submission timeframes that went into effect July 1st. She also talked about deemed status for providers, CDC+ Rep, and WSCs. Qlarant's Operational Policy & Procedures Manual was also updated. Janet Tynes, Qlarant shared the draft Observation Tool and talked about the changes made. The tool still needs APD and AHCA approval. Tentative implementation date for this tool is Oct 1st.

Quality Council Follow-Up & Next Steps
Theresa Skidmore – Qlarant

Next meeting will be late October 2026 in Tampa; specific date to be determined.

Attachments:

Meeting Agenda

Qlarant Data Presentation