

01. What is LEADS?

A: The **Licensing Enforcement and Designation System (LEADS)** will replace PLADS as the licensing and designation system for Substance Abuse and Mental Health (SAMH) providers in Florida.

02. What can I do in LEADS?

A: Providers can apply for **Substance Use Disorder (SUD)** licenses, submit Receiving Facility Designation applications, upload required documents, track inspections, manage corrective action plans, and view invoices and payments (*as applicable*).

03. Why is the Department moving to LEADS?

A: LEADS simplifies licensing by allowing electronic submissions, real-time status tracking, document storage, and easier renewals—all in one system.

04. Do I use my PLADS login to access LEADS?

A: No. LEADS requires you to activate your account through **Okta**, our identity and access management system. If you already use Okta to access other DCF applications, you will still need to request access to LEADS using the same email address. If you have not set up Okta yet, you will need to complete the self-registration process to access the system.



05. Is my LEADS account tied to me or my organization?

A: Your account is individual, but it is linked to your provider organization.

06. When do I need to create a new application?

A: You must create a new application when applying as a new provider. Existing providers must create an application when adding a new site, adding components to an existing site, or renewing a license.

07. What if I can't find my provider when setting up my account?

A: If your provider is not already in the system, you can add it by selecting **"Create New Provider"** and follow the prompts to add your organization.

08. What information do I need to create an account?

A: To create a LEADS account, you will need your name and email address, the provider's name, the provider's Entity Unique Identifier, and your role within the organization. If you are already an existing provider in PLADS, your role will automatically transfer to LEADS, and you will receive an email from Okta with instructions to complete the access verification process. If you were not in PLADS, you will need to select "**Create a New Account**" in LEADS and request the **Entity Unique Identifier** from your **Profile Administrator** before registering. After you submit your information, you will receive an email from Okta (noreply@okta.com) with steps to finish setting up your account.

09. When will the provider accounts be created?

A: • Provider Accounts will receive their Okta emails accounts stagger emails to go out starting April 13th and ending April 15th. This will allow the providers to complete their Okta account setup.
• The Okta emails will be valid for 7 calendar days. Ex: email sent 04/16/2026 7:16am and will expire 04/23/2026 7:16am.



10. How will the provider accounts be created?

A: Active provider email addresses and their current roles will be migrated into the LEADS data Base. The Okta team will add the users first name, last name, and email address into Okta for the LEADS application via spreadsheet.

11. Which provider accounts will be created?

A: Only users who have an active email address in PLADS.

12. How will the provider receive their Unique ID if the provider is migrated from PLADS?

A: The initial load of provider from PLADS will receive an email to setup their Okta accounts. Their Unique Identifier will appear on their Provider Profile page.

13. How will providers add someone new to an existing provider?

A: Providers can add new users in the Employee Change Quick Links or the Create New Account

14. How should the provider contact the Department if they are unable to sign into their account?

A: It is recommended that providers use channels listed on the Substance Use Disorder Licensing and Regulation that includes the Regional Change Champion email addresses.

15. What email notifications will be sent to providers when their accounts are created?

A: Non-DCF Employees (Universal Directory Users) will receive an email from noreply@okta.com when their account has been configured.

16. How are providers expected to respond to email notifications?

A: Users will click the “Activate Okta Account” button in the Welcome to Okta email and follow the instructions to complete the setup of their Okta account.

17. What information do I need to create an account?

A: To create a LEADS account, you will need your name and email address, the provider’s name, the provider’s Entity Unique Identifier, and your role within the organization. If you are already an existing provider in PLADS, your role will automatically transfer to LEADS, and you will receive an email from Okta with instructions to complete the access verification process. If you were not in PLADS, you will need to select “Create a New Account” in LEADS and request the Entity Unique Identifier from your Profile Administrator before registering. After you submit your information, you will receive an email from Okta (noreply@okta.com) with steps to finish setting up your account.



18. Who can sign and submit an application?

A: The Chief Executive Officer (CEO) or CEO designee must complete and sign the final attestation. Once signed, the application cannot be edited. The CEO Designee is a role in LEADS that allows a designated individual to act on behalf of the CEO within the system.

19. How do I check the status of my application?

A: Your application status appears on your homepage and updates in real time (Draft, Submitted, Under Review, or Returned).

20. What happens if my application is returned?

A: You will receive an email with instructions. Log in to LEADS, make the requested updates, and click **“resubmit”**.

21. What does “licensing by site” mean?

A: Licenses are issued by **site** rather than by individual services. All components offered at a site are included under a single license.

22. What is a "Component"?

A: In the state of Florida, a *“component”* refers to a specific category of substance abuse treatment service authorized under your license. Rather than licensing an entire building for one purpose, Florida licenses providers for individual **Licensable Service Components**, such as Detoxification, Residential Treatment, or Outpatient. A single provider may hold one license that includes multiple components, provided each meets the specific regulatory standards set forth in **Rule 65D-30, F.A.C.**

