

WSC ADVISORY #2025-011
NOTICE OF WSC/CDC+ CASELOAD INFORMATION AND
NEW WSC MENTEE ROLE IN ICONNECT

ACTION REQUIRED

EFFECTIVE DATE: 11/14/2025

The Agency for Persons with Disabilities (APD) is excited to announce new iConnect functionality that will go live on 12/1/2025. This functionality will allow Waiver Support Coordinators (WSCs) and Consumer-Directed Care Plus (CDC+) Consultants to have caseload information displayed in iConnect. This will assist APD in sending accurate and up-to-date WSC/CDC+ Selection Packets to clients and assist the WSCs and CDC+ Consultants in managing their caseloads.

Additionally, there will be a WSC Mentee role for WSC mentees to access iConnect directly. This role will allow the WSC mentee to complete the necessary mentorship tasks in iConnect, while also allowing the mentor to oversee and verify completion. These enhancements will allow mentees' caseloads to be appropriately assigned by the QO.

To prepare for these enhancements, QO owners or designees will need to take the following steps by November 20, 2025:

1. Compose a list of all Mentees within the QO by utilizing the [WSC Mentee List spreadsheet](#) and submit it to the APD Region [Provider Enrollment Liaison](#).
2. APD will send the QO owner or designee a Modified Security Access Request Form (SARF) for a signature.
3. If the WSC mentee does not have access to iConnect, please submit a new SARF so that access can be granted by contacting the Region [Provider Enrollment Liaison](#).

APD continues to appreciate the commitment from its partners, providers, and stakeholders to serve Floridians with disabilities. Should you have any navigation or training-related questions regarding the new functionality, please do not hesitate to reach out to your designated [iConnect trainer](#). For questions regarding caseloads, please reach out to your [Waiver Liaison](#).