

WSC ADVISORY #2025-013
WSC/CDC+ CASELOAD SIZE, NEW WSC MENTEE ROLE, AND UPDATES TO WSC
PROGRESS NOTES IN iCONNECT
ACTION REQUIRED

EFFECTIVE DATE: 12/01/2025

The Agency for Persons with Disabilities (APD) is excited to announce that effective December 1, 2025, Waiver Support Coordinators (WSCs) and Consumer-Directed Care Plus (CDC+) Consultants can indicate their caseload size in iConnect. This feature will assist APD in sharing accurate and up-to-date WSC/CDC+ Selection Packets with clients and assist the WSCs and CDC+ Consultants in managing their caseloads. This new feature was announced in the [WSC Advisory #2025-011 Notice of WSC/CDC+ Caseload Limit and New WSC Mentee Role in iConnect](#).

- It is the responsibility of APD to input any agency-imposed caseload size into iConnect.
- WSCs or CDC+ Consultants that need to request an update to their agency-imposed caseload size may contact the Region [Waiver Liaison](#).
- For more information on how to update self-imposed caseload limits in iConnect, please see the updated [Update the Worker Record Job Aid](#).

This enhancement also launches the WSC Mentee role, which includes:

- WSC Mentee Access:
 - WSC Mentees now have access to iConnect to complete required mentorship tasks.
- Division Tab Updates:
 - The WSC Mentee will now appear as the WSC Mentee for clients on their caseload.
 - The mentor will be listed as the Primary Worker.

For information on how to perform WSC tasks using the new WSC Mentee role, please refer to the following resources:

- [WSC Mentee Role and Tasks for QOs and Mentors job aid](#)
- [WSC Mentee and Caseload Limits video](#)

Additionally, this enhancement includes updates to the WSC Progress Notes Screen which includes an enhanced screen layout for improved usability and documentation.

APD continues to appreciate the commitment from its partners, providers, and stakeholders to serve Floridians with disabilities. For assistance with navigation or training-related questions regarding the new functionality, please reach out to your designated [iConnect trainer](#).