

Region Office Staff

TRAIN Florida

WSC Pre-Service Training Certification Guide



Agency for Persons with Disabilities

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Section 1

Introduction to the TRAIN Florida WSC Pre-Service Certification Guide

Welcome to the Region Office - TRAIN Florida – Wavier Support Coordinator (WSC) Certification Guide.

Although the roles and responsibilities vary, the WSC Pre-Service Certification process is a collaborative partnership between the WSCs, Qualified Organizations (QO), Region Offices and State Office; with a shared goal of meeting SB-82 requirements. This document provides the Region Office staff with the tools, information, and resources to manage and verify the APD Wavier Support Coordinator Pre-Service Training Certification process.

This is a fluid document and as a vital partner, APD encourage and supports innovative thinking and recommendations to help standardize and improve the WSC Certification business and training processes. Please feel free to share your ideas.

What is TRAIN Florida Learning Management System?

TRAIN.org is owned by the Public Health Foundation and the Florida Department of Health are the Site Administrators for the TRAIN Florida Learning Management System. APD is a TRAIN Florida partner, and we are required to follow the Public Health Foundation and the Florida Department of Health established administrative procedures. Therefore, APD must build our business and training processes **around** the TRAIN Florida functions and features.

Section 1.1 - Qualified Organizations and WSC Pre-Service Certification - TRAIN Florida Requirements

Qualified Organizations and WSCs are required to follow the established APD TRAIN Florida procedures for:

- Account creation
- Monitoring the individual WSC Pre-Service Certification process
- Completing the WSC Certification process

Qualified Organizations and WSCs should use the following resources located on the [APD Training Portal](#) to guide them in meeting the Wavier Support Coordinator Pre-Service Training Certification requirements.

- Curriculum Requirements for Level 1
 - Existing WSCs
 - New WSCs
- Curriculum Requirements for Level 2
- How to manage the Competency-Based Assessment
- WSC Level 1 Training FAQs
- Who to contact for Help and Support?
- WSC Mentorship Program (65G-14.0043) and completing the [Form](#)
- QO Rule: Chapter 65G-14.002
- Training Rule: Chapter 65G-10
- WSC In Service Credit Hours: Chapter 65G-10.005

Section 1.2 - Region Office – WSC Pre-Service Certification Requirements

Region Office staff supports the WSC Pre-Service Certification process by monitoring the WSC training activities, compliance, and certification:

- Assisting with the WSC account requirements
- Assignment to the Pre-Service Level 1 Training Plan
- Monitoring the WSC Level 1 training compliance
- Monitoring the WSC Level 2 training compliance
- Scheduling and hosting the Level 2 training sessions
- Monitoring the WSC Mentorship process
- Verifying and approving the WSC Mentorship [Form](#)
- Using the TRAIN Florida Region Office Reports to monitor the WSC Pre-Service Certification requirements
- Verifying the individual WSC Pre-Service Certification requirements

Section 3 provides the Region Office staff with an outline of the WSC Pre-Service Certification TRAIN Florida Process.

Sections 5 - 10 provides the tools and resources to help manage the WSC Pre-Service Certification TRAIN Florida Process.

Sections 11-12 provides additional information and resources to help manage the WSC Pre-Service Certification TRAIN Florida Process.

Section 2

Curriculum Requirements for the WSC Certification Process

The curriculum requirements for the WSC Certification are in Chapter 65G-10. The purpose and effect of the new rule is to ensure that Support Coordinators have the knowledge, skills, and training necessary to competently provide services to persons with developmental disabilities. [View Rule...](#)

65G-10.004(4) Persons interested in providing support coordination services who enrolled after the effective date of this rule, July 1, 2021, must complete both the Pre-Service Level 1 (“Level” 1) training and the In-Person Level 2 (“Level 2”) training which include the Level 1 and Level 2 competency-based assessments, as provided by the Agency.

Section 2.1 - Level 1 Curriculum Requirements

Pursuant to 65G-10.004(4) Support Coordinator Basic, WSC Pre-Service Level 1 Training, Persons interested in providing support coordination services who enrolled after the effective date of this rule, July 1, 2021, must complete the Pre-Service Level 1 (“Level” 1) training.

Curriculum Requirements for the WSC Level 1 Training.

Level 1 includes 14 self-paced online training that provides foundational concepts and requirements related to Waiver Support Coordination. WSCs are required complete the open-book WSC Pre-Service Level 1 Competency-Based Assessment with a passing score of 85 percent.

The WSC Pre-Service Level 1 Training Curriculum Requirements are located on the APD Training Portal / [WSC Training](#). (See Appendix I)

Curriculum Requirements for the Existing WSC.

The existing WSCs were given access to the Pre-Service Level 1 trainings on June 1, 2021 and must complete the Pre-Service Level 1 trainings by October 29, 2021.

The new WSCs were given access to the Pre-Service Level 1 trainings on July 1, 2021.

Section 2.2 - Curriculum Requirements for the WSC Level 2 Training

Pursuant to 65G-10.004(4) Support Coordinator Basic, WSC Pre-Service Level 1 Training, Persons interested in providing support coordination services who enrolled after the effective date of this rule, July 1, 2021, must complete the Pre-Service Level 2 (“Level” 2) training.

Level 2 Waiver Support Coordinator (WSC) Pre-Service training is available at the Region offices to provide hands on experience to practice key tasks related to Waiver Support Coordination and provides practical scenarios and experiences related to foundations learned in online training. This is a four day in-person training. Attendees must participate in all sessions each day and pass the competency-based assessment.

Trainees must attend all Level 2 training sessions before they may take the Level 2 competency-based assessment, which is documented by the trainee’s signature on a daily attendance sheet, maintained by the Agency during the Level 2 training, as proof of attendance.

The Level 2 competency-based assessment, which is administered at the end of the Level 2 training, must be passed with a score of 85% or higher to receive credit.

The WSC Pre-Service Level 2 Training Curriculum Requirements are located on the APD Training Portal / [WSC Training](#), (See Appendix II) and on the TRAIN Florida APD WSC Level 2 course registration page under the Resources tab. (See [WSC Level 2 Flyer](#)).

Section 2.3 – Mentorship Program

65G-14.0043 Qualified Organization Duties and Responsibilities – Mentoring Program.

In addition to completing required training as provided in the [iBudget Handbook](#) and Rule 65G-10.004, F.A.C., any person or Support Coordinator who has less than 12 months’ experience working as a Support Coordinator as of July 1, 2021, must complete an Agency-approved mentoring program offered by his or her Qualified Organization. Mentees will only receive credit for participating in a mentoring program approved by the Agency. The following qualifications and restrictions apply:

- (a) Any existing Waiver Support Coordinator who has an active Medicaid Waiver Services Agreement but less than 12 months’ experience working as a Waiver Support Coordinator

within the past 12 months of July 1, 2021, may receive credit for completing activities described in subsection (4) of this [rule](#) prior to joining the Qualified Organization.

(b) Mentees may serve clients during the mentoring program as long as their mentor supervises each activity described in paragraphs (4)(a) and (b) of this [rule](#).

(2) As described in paragraph (1)(a) of this [rule](#), mentees do not need to repeat activities described in subsection (4) of this [rule](#) that they have already performed within the past 12 months of July 1, 2021 and documented in case notes in iConnect. To receive credit, activities completed and documented during said period should be listed on APD Form 65G-14.0043 B, as described in subsection (10) of this rule. The mentee must participate in the mentoring program for no less than 30 days. Nothing in this section prohibits the Qualified Organization from electing to place or keep a Support Coordinator in mentee status due to concerns about competency or performance.

(3) Mentees who did not have an active MWSA upon joining a Qualified Organization must shadow or observe a mentor over the course of no less than 90 days. All mentees must complete all activities described in subsection (4) of this [rule](#).

The **Mentoring Program** Requirements are located on the APD Training Portal / [WSC Training](#), and on the TRAIN Florida APD WSC Pre-Service Level II course registration under the Resources tab.

Section 2.4 - APD Basic Required Training

Pursuant to [65G-10.004](#), the requirements for Basic Training are identified in the [iBudget Handbook](#).

The Basic Trainings are in TRAIN Florida and include:

1. APD Direct Care Core Competencies
2. APD Zero Tolerance Competencies
3. APD Health Insurance Portability and Accountability Act (HIPAA) Basics

APD Basic Required Training Requirements

- Existing WSCs must complete the APD Basic Required Training Requirements before receiving their WSC certification.
- New WSCs must completed the APD Basic Required Training Requirements prior to taking the WSC In-Person Level 2 competency-based assessment.

Section 3

Region Office WSC Certification Process

This section provides a [process flow map](#) that outlines APD Wavier Support Coordinator Pre-Service Training Certification process.

Section 3 – Region Office WSC Certification Process

This section provides the Region Office staff with matrix of the tools and resources to manage and verify the APD Wavier Support Coordinator Pre-Service Training Certification process.

WSC Process	Tools and Resources
Receives and approves WSC Application	
Assigns WSC Level 1 Training	WSC Training Plan
Monitors Region's WSC Level 1 Training	Master Training Plan (snapshot)
WSC fails Final Test: 3 attempts. QO & WSC notified. WSC waits 1 year	WSC Account Verification (transcript)
Schedules WSC Level 2 course session(s) in TRAIN Florida	Course Content
Host WSC Level 2 Trainings	
Monitors Level 2 Trainings	Master Training Plan, or Level 2 Course Roster Report
Monitors iConnect trainings by day 3 of Level 2 Training	Master Training Plan, or Level 2 Course Roster Report
Verifies WSC Level 2 Training with 85%	Master Training Plan, or Level 2 Course Roster Report
Verifies WSC Certification: Level 1, Level 2, Mentorship, Basic Trainings	QO course compliance report

Section 7 covers how to locate and run the WSC reports.

Section 4

How to Navigate TRAIN Florida

Before getting started, we recommend that you become familiar with the site navigation menus in Section 4; this will help you understand TRAIN Florida features and be able to answer the QO and WSC questions. This section covers how to navigate TRAIN Florida. By the end of this section, you will know how to do the following:

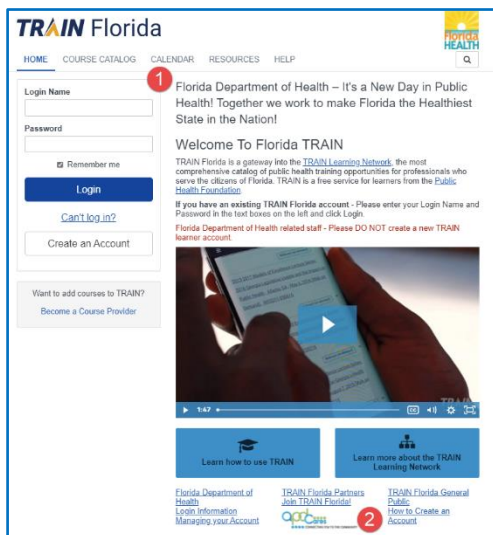
- Log in to [TRAIN Florida](#)
- Retrieve your login name and password
- Navigate the TRAIN Florida Learner Home Page
- How WSCs locate and manage the WSC Training Plan
- How WSCs register for the WSC course modules
- How WSCs launch and complete a WSC course module
- How WSCs locate and manage their TRAIN Florida Transcript

If you or the WSC have any questions, please refer to the [WSC TRAIN Florida Orientation Guide](#), Frequently Asked Questions. If you or the WSC have any problems, require technical assistance, please contact the TRAIN Florida APD LMS Support team by email: apd.lmssupport@apdcares.org.

Section 4.1 – The [TRAIN Florida](#) Login Page

The [TRAIN Florida](#) Login Page.

Key Points:



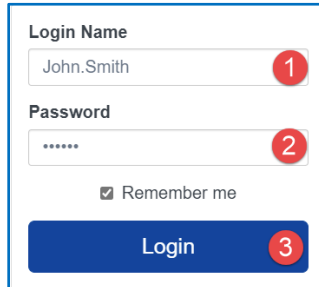
Follow the steps below to Log in:

1. Click on this link: [TRAIN Florida](#). It will open the TRAIN Florida login page.
2. Click on the APD Cares logo, it will open the [APD Training Portal](#) web page.

Section 4.2 - Login Name and Password and Forgot Your Password

TRAIN Florida Login Name and Password.

Key Points:



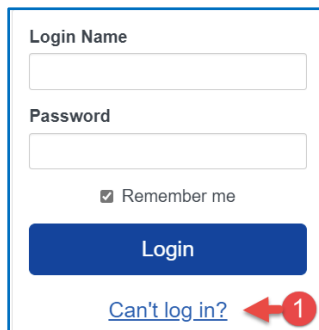
The screenshot shows a login form with the following elements: a 'Login Name' field containing 'John.Smith' with a red circle '1' next to it; a 'Password' field with masked characters and a red circle '2' next to it; a 'Remember me' checkbox; and a blue 'Login' button with a red circle '3' next to it.

Follow the steps below to Log in:

1. Enter your assigned Login Name into the Login Name box.
2. Enter your assigned Password. into the Password box.
3. Click the Login Button.
4. Forgot Your Password? See below.

Forgot Your Password?

Key Points:



The screenshot shows the same login form as above, but with a blue 'Can't log in?' link at the bottom left, highlighted with a red circle '1' and an arrow pointing to it.

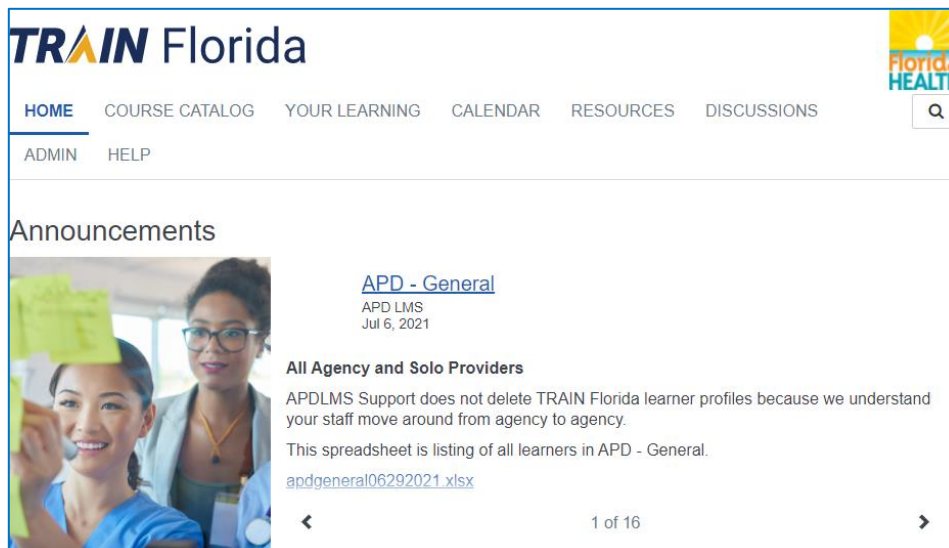
Follow the steps below to Log in:

1. If you do not remember your login name or password, click the Can't log in? link and follow the instructions.

Instructions:

Never create a second account, you will not have access to the APD courses or Admin functions. If you have any problems or questions, please contact us at apd.lmssupport@apdcares.org.

Once you have entered the correct login information, you will be on the TRAIN Florida Home page.

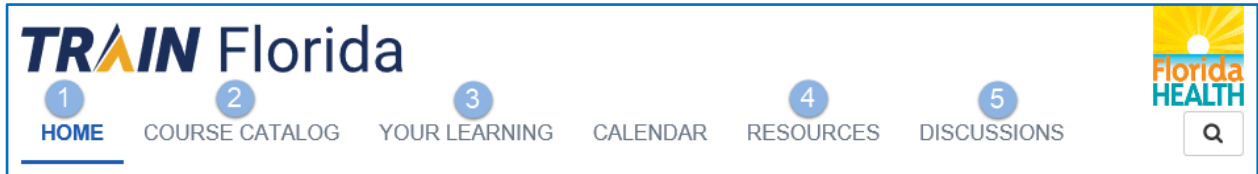


The screenshot shows the TRAIN Florida Home page. At the top left is the 'TRAIN Florida' logo. Below it is a navigation menu with links: HOME, COURSE CATALOG, YOUR LEARNING, CALENDAR, RESOURCES, DISCUSSIONS, ADMIN, and HELP. On the right is a search bar with a magnifying glass icon. Below the navigation is an 'Announcements' section. The first announcement is titled 'APD - General' and dated 'Jul 6, 2021'. It includes the text: 'All Agency and Solo Providers', 'APDLMS Support does not delete TRAIN Florida learner profiles because we understand your staff move around from agency to agency.', and 'This spreadsheet is listing of all learners in APD - General.' Below the text is a link to 'apdgeneral06292021.xlsx'. At the bottom of the announcement is a page indicator '1 of 16' with left and right arrows.

Section 4.3 - The TRAIN Florida Learner Home Page

This section covers how to navigate the TRAIN Florida Learner Home Page.

Key Links: You will use the following key links to help manage the WSC Level 1 Training.

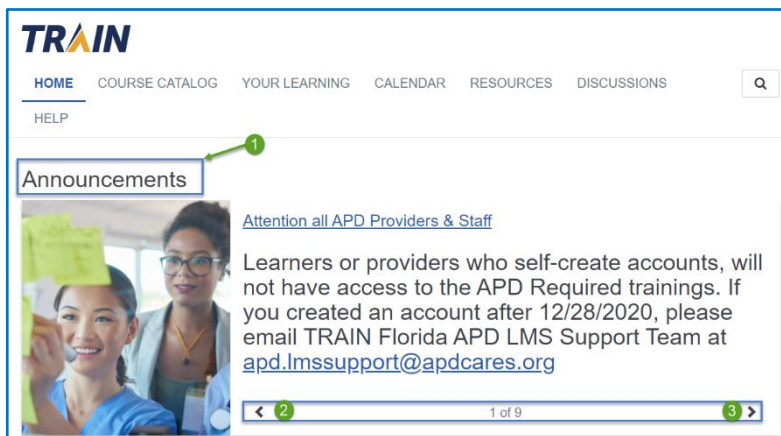


1. **Home:** This is the Home Page. You can return to the home page from any TRAIN Florida page.
2. **Course Catalog:** This is the Course Catalog link. Click this link to locate the APD Basic required trainings: the APD HIPAA course and other required or specific WSC courses. The Direct Care Core Competencies and Zero Tolerance are in Training Plans.
3. **Your Learning:** This is your personal Course Catalog link. Click this link to view your current courses, certificates, and transcript.
4. **Resources:** This is the Resources link. All applicable WSC resources are located here. Click this link. On the next page, enter APD into the search field and click the search icon. The APD resources will appear.
5. **Discussions:** APD State Office has posted some Frequently Asked Questions (FAQ's) on the Discussion Board. If you cannot locate an answer, please contact the APD LMS Support team at apd.lmssupport@apdcares.org.

Please refer to Section 2.6 of the [WSC TRAIN Florida Orientation Guide](#) for additional information.

Section 4.4 – APD Announcements

The APD LMS Support team posts critical APD training information here.

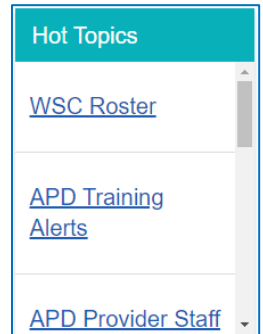


1. APD announcements are listed here.
2. Use the back arrow for previous announcements.
3. Use the forward arrow for the next announcements.

Section 4.5 – Hot Topics

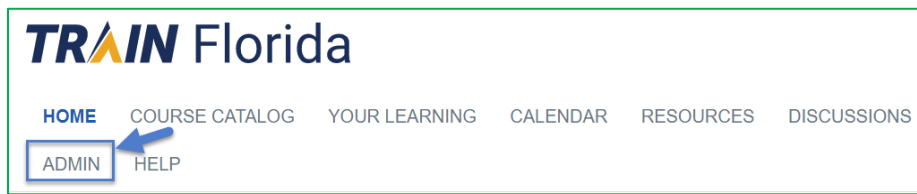
The TRAIN Florida Hot Topics are quick links to APD TRAIN Florida rosters, blogs, alerts and other APD training information. APD rosters are updated bi-weekly, however, the Region Office staff has access to real-time rosters and reports.

WSCs and QO's also have access to the Hot Topics feature. Please refer them here for their APD rosters.



Section 4.6 – Region Office - Administrator Role

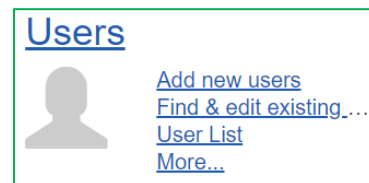
The Admin link gives the Region Office staff access to tools to help manage the WSC Certification process.



Region Office staff have the permissions to access their region's training information. Click on Admin link to view the tiles below.

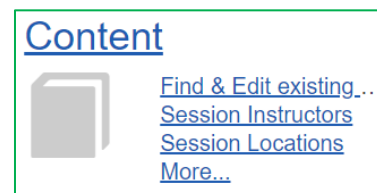
Users

- Locate and update an account
- View account verifications (transcript)
- Click on More... to view all Admin Tiles



Content

- Locate a WSC Course Module
- Run a course module roster
- Schedule Sessions
- Update Sessions
- Add WSC to a Classroom Session
- Run the Classroom Session roster
- Click on More... to view all Admin Tiles



Training Plans

- Assign WSC to a Training Plan
 - Zero Tolerance
 - DCCC
 - Existing WSC
 - New WSC
- Remove a WSC from a Training Plan
- Master Training Plan Report
 - Run and export the Existing and New WSC training plan report for your region

Training Plans



[Manage Your Traini...](#)
[Progress Summary...](#)
[Detailed Progress R...](#)
[More...](#)

Reports

- Assessment Results
- Pre & Post Assessment Completion Report

Ad-hoc Reports

- QO staff roster
- QO course compliance report

Reports



[Reports](#)
[Report Console](#)
[Ad-hoc reports](#)
[More...](#)

Section 5

TRAIN Florida WSC Learner Accounts

This section covers how to locate an account and the account profile requirements.

Section 5.1 – Locating an account

Search if requested learner has an established TRAIN Florida profile

- Admin
- Users
- Find & Edit Existing users
- Search field: enter name or email address

Users



[Add new users](#)
[Find & edit existing...](#)
[User List](#)
[More...](#)

Note:

See Section 5.2 for the Account Profile Requirements.

Technical Support: Email the APD LMS Support team with Subject Line: WSC Account.

1. If you are unable to locate the WSC account.
2. If the WSC has duplicate accounts
3. Please enter, Full name and email address in the email body.

Section 5.2 - Account Profile Requirements

The information in the WSC account profile is used to populate TRAIN Florida rosters and reports. It is critical that the WSC account profile is accurate.

Below are the account profile requirements:

- a). Login Name: Should have the first name, period, last name – Example: John.Smith
- b). Email: Should have a valid email address. NOTE: All staff members must have an email address - Staff cannot use/share the same email address.
- c). First Name: Should have the First Name, Example: John (Do not use Upper Case)
- d). Last Name: Should have the Last Name, Example: Smith (Do not use Upper Case)
- e). Time Zone: Should have (GMT-05:00) Eastern Time (US & Canada)
- g). Zip Code: Should have the work zip code
- h). Address City: Should have the work city
- i). Address Street: Should have the work street address
- j). Organization: Should have APD Providers (Exactly)
- k). Department: Should have the Assigned Region (Example: Agency – Central)
- l). Bureau/Section: Should have the agency's Provider ID Number (Example: Provider ID – 013086000 (**This field is used to run the rosters and reports**))
- q) Title: Should have Agency Name (As listed on Provider Agreement)

If the account profile is not correct, the Region Office can send these [instructions](#) to the QO and have them update the account, or the Region Office staff can update the WSC account profile. (See Section 5.4).

Section 5.3 – Group Assignment

This section covers the TRAIN Florida Group Assignment.

The account profile's group assignment is used to populate the TRAIN Florida rosters, reports and assigned the learner to courses and Training Plans. It is critical that the WSC account is properly assigned to the correct group structure.

All WSC's are assigned to the APD Providers group, an APD Region group and the 1-APD WSC group.

Groups

Selected groups

- ✘ Florida/APD Providers
- ✘ Florida/APD Providers/1-APD WSC
- ✘ Florida/APD Providers/Agency - Suncoast

Add More Groups

Search by any part of group name or by group ID

▼ APD Providers

- 1-APD WSC
- Agency - Central
- Agency - Northeast
- Agency - Northwest
- Agency - Southeast
- Agency - Southern
- Agency - Suncoast

The Region Office staff will assign the WSC to the 1-APD WSC group. This will allow you to assign them to the WSC Training Plan.

Section 5.4 - Updating the Account

This section covers Updating the Account.

Search for the learner TRAIN Florida profile

- Admin
- Users
- Find & Edit Existing users
- Search field: enter name or email address

Users

- [Add new users](#)
- [Find & edit existing...](#)
- [User List](#)
- [More...](#)

Below are the account profile requirements:

- a). Login Name: Should have the first name, period, last name – Example: John.Smith
- b). Email: Should have a valid email address. NOTE: All staff members must have an email address - Staff cannot use/share the same email address.
- c). First Name: Should have the First Name, Example: John (Do not use Upper Case)
- d). Last Name: Should have the Last Name, Example: Smith (Do not use Upper Case)
- e). Time Zone: Should have (GMT-05:00) Eastern Time (US & Canada)
- g). Zip Code: Should have the work zip code
- h). Address City: Should have the work city
- i). Address Street: Should have the work street address
- j). Organization: Name: Should have APD Providers (Exactly)
- k). Department: Should have the Assigned Region (Example: Agency – Central)
- l). Bureau/Section: Should have the agency's Provider ID Number (Example: Provider ID – 013086000 **(This field is used to run the rosters and reports)**)
- q) Title: Should have Agency Name (As listed on Provider Agreement)

Note:

If the account profile is not correct, the Region Office can send these [instructions](#) to the QO and have them update the account, or the Region Office staff can update the WSC account profile.

Section 6

TRAIN Florida WSC Training Plans

Training Plans are a group of required or recommended courses. For example, the Provider Basic training courses, and APD Wavier Support Coordinator Level 1 courses are listed in a training plan.

WSCs who are assigned to the 1-APD WSC group have access to the APD Wavier Support Coordinator training plans.

The following sections will show you how to locate, assign and remove a WSC from a training plan.

Note:

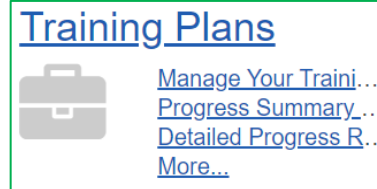
Please ensure that the WSC is assigned to the correct training plan, this helps your region and State Office provide accurate training data.

Section 6.1 – How to locate the APD WSC Level Training Plans and Courses

This section covers how to locate the APD WSC Level Training Plans and Courses. There are 2 WSC Training Plans:

Locate the WSC Training Plans

- Admin
- Training Plans
- Manage Your Training Plans
- Locate Training Plan



1. APD – Waiver Support Coordinator Level 1 Training Plan

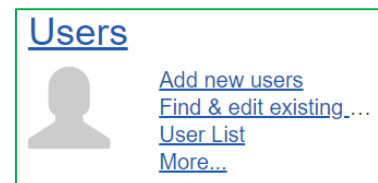
- This training plan is for the Existing WSCs
- It includes 14 course modules and the Competency-Based Assessment module, and the courses must be completed in order.
- Each module has Knowledge Check questions. The WSC has unlimited attempts to answer the questions and get a score. Module 2 does not have a score and module 5 max score is 80%. The Knowledge Check scores do not count towards the Competency-Based Assessment final score.
- The WSC must pass the Competency-Based Assessment in Module 15 with a score of 85%.

Note:

The Basic Required courses are in other Training Plans. Please use the steps below to verify completion:

For individual learner - Look up learner profile, view learner verifications & test score screen

- Admin
- User
- User List
- Advanced
- Type in learner's last name and first name
- Search
- Click on learner name or edit icon
- Go To Verifications




2. APD - Waiver Support Coordinator Certification Training Plan

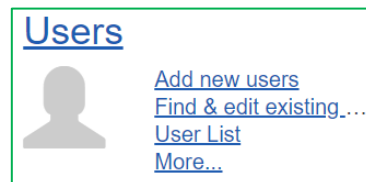
- This training plan is for the New WSCs
- The Level 1 portion includes 14 course modules and the Competency-Based Assessment module, and the courses must be completed in order.
- Each module has Knowledge Check questions. The WSC has unlimited attempts to answer the questions and get a score. Module 2 does not have a score and module 5 max score is 80%. The Knowledge Check scores do not count towards the Competency-Based Assessment final score.
- The WSC must take and pass the Competency-Based Assessment in module 15 with a score of 85% within 30 days of completing the first 14 course modules.
- The Level 2 Face to Face training portion is accessible after completion of Level I. TRAIN Florida will not allow the WSC to register for a Level 2 Classroom session until all level 1 components are completed and the WSC has passed the Competency-Based Assessment with a score of 85%.
- The iConnect courses are accessible at any time. The Self-Paced training modules must be completed in order, and by day 3 of the Level 2 Face to Face training.
- Mentorship - Accessible any time and must be completed within 90 days.

Note:

The Basic Required courses are in other Training Plans and the new WSC must complete the Basic Required courses prior to being assigned to the Training plan. Please use the steps below to verify completion:

For individual learner - Look up learner profile, view learner verifications & test score screen


- Admin
- User
- User List
- Advanced
- Type in learner's last name and first name
- Search
- Click on learner name or edit icon 
- Go To Verifications

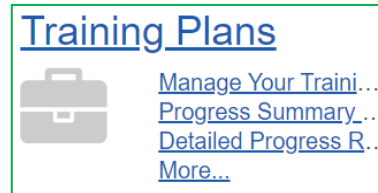


Section 6.2 - Assigning the WSC to a Training Plan

Use the steps below to assign the WSC to a Training Plan. The WSC will immediately be placed in the Master Training Plan, on the WSC roster and other TRAIN Florida reports.

Assign Training Plan

- Admin
- Training Plans
- Manage Your Training Plans
- Locate Training Plan
- Assign to Users Icon
 - Looks like book 
- Add More Users
- Search either by Simple or Advanced, narrow search by selecting group
- Check box for respective learner
- Enter desire completion date
- Add Selected Users



Section 6.3 – How to Verify the Existing WSC assignment to the Training Plan

The Existing WSC should be assigned to one Training Plan. Effective 06/01/2021, all identified **Existing WSCs** were assigned to the **APD – Waiver Support Coordinator Level 1 Training Plan**.

If an **Existing WSC** does not have access to the Level 1 Training Plan, please confirm the Existing WSC Learner account status.

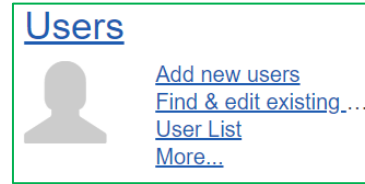
- If the **Existing WSC** has duplicate accounts, please notify the Training Unit via email and the accounts will be merged
- Verify that the **Existing WSC** is assigned the 1-APD WSC group
- If the **Existing WSC** has been assigned to the wrong Training Plan, please follow the steps in Section 6.5

Note:

If the existing WSC no longer works for the QO, complete the steps in Section 6.5.

For individual learner - Look up and view learner profile

- Admin
- User
- Find & Edit Existing users
- Search field: enter name or email address



Section 6.4 – How to Verify the New WSC assignment to the Training Plan

The New WSC should be assigned to one Training Plan. Effective 07/01/2021, all **New WSCs** are assigned to the **APD - Waiver Support Coordinator Certification Training Plan**.


The Region Office staff will assign the WSC to the **APD - Waiver Support Coordinator Certification Training Plan** after the WSC application has been approved.

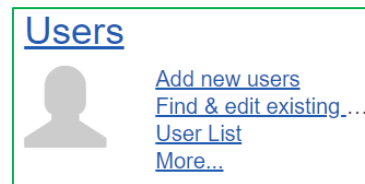
The New WSC must complete the Basic Required courses prior to being assigned to the Training Plan.

If a New **WSC** does not have access to the Level 1 Training Plan, please confirm the **New WSC Learner account status**.

- If the **New WSC** has duplicate accounts, please notify the Training Unit via email and the accounts will be merged.
- Verify that the **New WSC** is assigned the 1-APD WSC group.
- If the **New WSC** has been assigned to the wrong Training Plan, please follow the steps in Section 6.5

For individual learner - Look up learner profile, view learner Verifications & test score screen


- Admin
- User
- User List
- Advanced
- Type in learner's last name and first name
- Search
- Click on learner name or edit icon 
- Go to Verifications

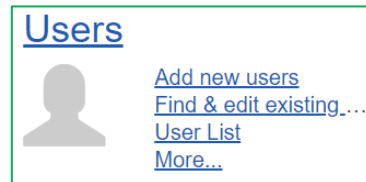


Section 6.5 – Removing a WSC from a Training Plan


This section covers removing a WSC from a Training Plan.

Look up learner profile, view learner verifications & test score screen

- Admin
- User
- User List
- Advanced
- Type in learner's last name and first name
- Search
- Click on icon below the TPS 
- Check the box next to the Training Plan you want to remove
- Click the Remove Selected Training Plan
- Click the back button
- In the Group Tab, uncheck the WSC from the 1-APD WSC group



If the existing WSC no longer works for the QO.

- Complete the steps above.
- Click on learner name or edit icon 
- Click on the Groups tab
- Uncheck the 1-APD WSC group

Section 7

TRAIN Florida Region Office Reports

The Region Office staff has access to real-time rosters and reports and the information in the WSC account profile and group assignment is used to populate TRAIN Florida rosters and reports. It is critical that the WSC account profile is accurate.

Section 7 provides the Region Office staff with the steps to navigate TRAIN Florida reports and manage the WSC Pre-Service Certification process.

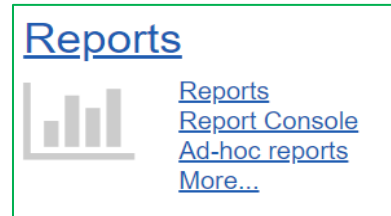
Section 7.1 – Master Training Plan Report

This section covers the steps to locate, run and export the Master Training Plan Report.

The Master Training Plan Report is an overall snapshot showing the WSC Training Plan completion status. The reports outputs an exception, meaning, it shows how many courses the WSC has remaining.

From your TRAIN Homepage:

- Click Admin
- Click Reports
- Click Report Console
- Click Master Training Plan Report link
- From drop down – Click on a Master Training Plan
- Click Selected Groups button
- Expand Groups - Choose APD Providers
- Check box next to appropriate group
- Click Create Report Button
- Once screen refreshes to show report
- Click Export icon – Export dropdown menu
- Choose Format - PDF, Excel, or Word
- Open or Save the report
- Close report window
- Continue reports, or leave menu screen



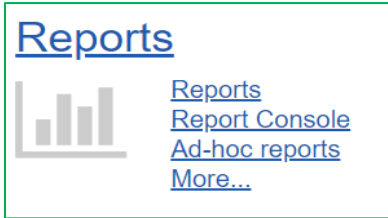
Quick navigational video (No audio) [How to run master training plan report](#)

Please note:

- All APD Master Training Plans begin with APD
- Do not use date parameters for these reports.
- Choose only your group, if you check the top tier box, you'll get all sub-groups under the tier.

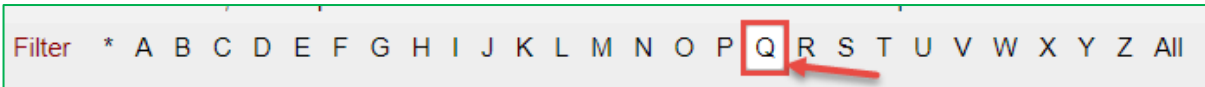
Section 7.2 – QO TRAIN Florida Roster Report

This section covers how to run the TRAIN Florida QO Roster Report. This report provides the TRAIN Florida roster for the QO and their staff. You will need the Provider ID number to run the report. When prompted, please use this format, and enter exactly: Provider ID – XXXXXXXXXX

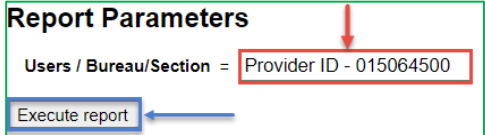


From your TRAIN Homepage:

- Click Admin
- Click ad-hoc reports
- Check the All-reports radio button and Only Active reports
- Scroll to the bottom of the page and click on the Letter Q



- Click the Qlarant - Provider Staff Roster link
- Enter the Provider ID number into the field
- Click the Execute report button
- The screen will refresh and show the report



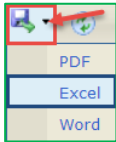
Report has been generated by Sandra Hill on 9/8/2021

Qlarant - Provider Staff Roster

Users / Bureau/Section = 'Provider ID - 015064500'

Title	Active	User ID	Login Name	Last Name	First Name
Bilingual Supports, Inc	True	1266343	Linda.Travis	Travis	Linda
Bilingual Supports Inc.	True	1264880	Glenda.Sheppard	Sheppard	Glenda
Bilingual Supports, Inc.	True	2472343	Marilyn.Collier	Collier	Marilyn

- Click Export icon – Export dropdown menu
- Choose Format - PDF, Excel, or Word
- Open or Save the report
- Close report window
- Continue reports, or leave menu screen



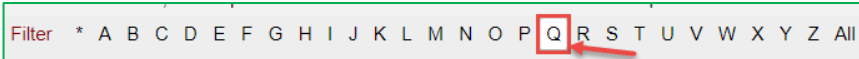
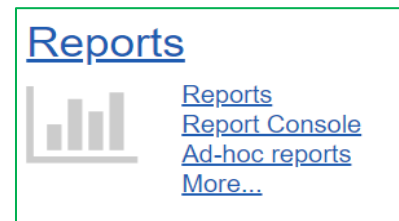
If the WSC is not listed on the report, the Region Office staff can send these [instructions](#) to the QO and have them update the account Provider ID number, or the Region Office can update the WSC account Provider ID number. (See Section 5.4).

Section 7.3 – QO TRAIN Florida Course Completion Report

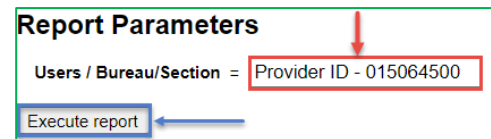
This section covers how to run the TRAIN Florida QO Course Completion Report. This report provides the TRAIN Florida Course Completions for the QO and their staff. You will need the Provider ID number to run the report. When prompted, please use this format, and enter exactly: Provider ID – XXXXXXXXXX

From your TRAIN Homepage:

- Click Admin
- Click Reports
- Click ad-hoc reports
- Check the All-reports radio button and Only Active reports
- Scroll to the bottom of the page and click on the Letter Q



- Click the Qlarant – APD Provider Staff Course Completion link
- Enter the Provider ID number into the field
- Click the Execute report button
- The screen will refresh and show the report



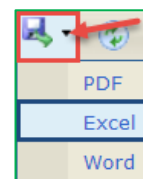
Report has been generated by Sandra Hill on 9/8/2021

Qlarant - Provider Staff Roster

Users / Bureau/Section = 'Provider ID - 015064500'

Title	Active	User ID	Login Name	Last Name	First Name
Bilingual Supports, Inc	True	1266343	Linda.Travis	Travis	Linda
Bilingual Supports Inc.	True	1264880	Glenda.Sheppard	Sheppard	Glenda
Bilingual Supports, Inc.	True	2472343	Marilyn.Collier	Collier	Marilyn


- Click Export icon – Export dropdown menu
- Choose Format - PDF, Excel, or Word
- Open or Save the report
- Close report window
- Continue reports, or leave menu screen

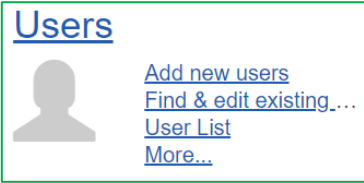


If the WSC is not listed on the report, the Region Office staff can send these [instructions](#) to the QO and have them update the account Provider ID number, or the Region Office can update the WSC account Provider ID number. (See Section 5.4).

Section 7.4 – WSC look up learner profile, view learner Verification & test score screen

This section covers the WSC look up learner profile, view learner verifications & test score screen. The verifications show all courses for the individual WSC.

- Admin
- User
- User List
- Advanced
- Type in learner’s last name and first name
- Search
- Click on learner name or edit icon 
- Click on Go To Verifications



Verifications for Linda Travis										
Click on course title to view course details										
Course	Registered	Completed	Session Date	Status	Format	Score	Credit	Verified	Withdrawn	
APD - Attain Health Insurance Portability and Accountability Act (HIPAA) Basics FY20-21	12/14/2020 6:43 PM	N/A	N/A	In Progress	Physical Media	N/A	N/A	<input type="checkbox"/>	<input type="checkbox"/>	
APD - Attain Health Insurance Portability and Accountability Act (HIPAA) Basics FY20-21	10/25/2020 1:24 PM	12/14/2020 6:36 PM	N/A	Completed	Physical Media	N/A	N/A	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
APD - Attain Health Insurance Portability and Accountability Act (HIPAA) Basics FY20-21	10/25/2020 1:01 PM	N/A	N/A	Withdrawn	Physical Media	N/A	N/A	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
APD - Attain Health Insurance Portability and Accountability Act (HIPAA) Basics FY20-21	10/25/2020 1:10 PM	N/A	N/A	Withdrawn	Physical Media	N/A	N/A	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

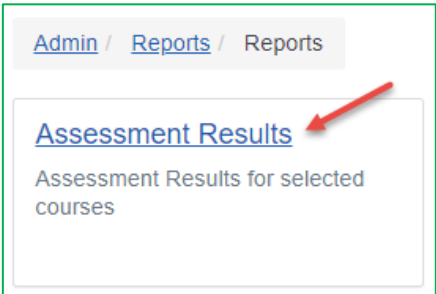
- Click on Back button to return to the Edit User screen.

Section 7.5 – WSC Assessment Results

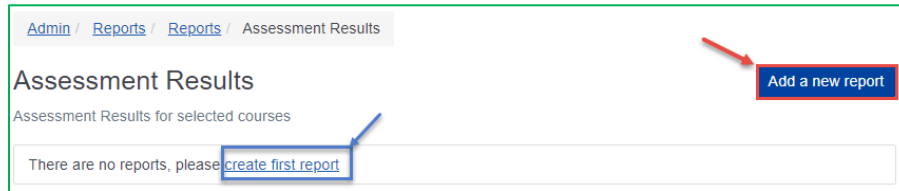
This section covers the WSC Assessment Results for the Competency-based assessments. Use this report to verify assessment final scores.

For Assessment results

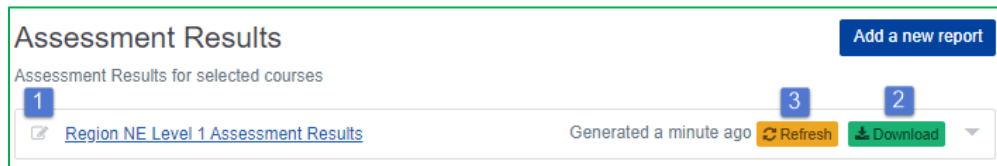
- Admin
- Reports
- Reports
- Assessment Results



- Click Add a new report or create first report



- Create the report
 - **Name the Report**
 - Enter APD WSC in the select a course field and click the search icon
 - Locate the APD –WSC Module 15 – Level I Competency Based Assessment, or APD –WSC Pre-Service Level II and click the plus sign (+).
 - Click the plus sign again
- Click the Save button.
- You will return to the screen below and the report will refresh.



1. You can edit the report
2. Download the report
3. The next time you need to run the report, simply click the Refresh button. The report will refresh with updated results.

Section 7.6 – WSC Course Rosters

The Region Office staff can run WSC course roster for any WSC course. Please do not run the Basic Required training course rosters.

For Course Roster

- Admin
- Reports
- Course Roster
- [Click Here to Generate Export](#)
- Select Single or Group of Courses
- Select Course (Helps if you have course ID #, All APD courses start with APD)
- Create Report

Section 8

WSC Level 2 Course Session

The Level 2 Waiver Support Coordinator (WSC) Pre-Service training is available in each APD Region office quarterly. This is a four day in-person training. Attendees must participate in all sessions each day and pass the competency-based assessment for credit.

This training is required for any new WSC who was enrolled after July 1, 2021, or any existing WSC who has not previously attended region specific training. Attendees must successfully pass the Level 2 assessment within 120 days of passing the Level 1 assessment for credit.

Additional Level 2 Waiver Support Coordinator (WSC) Pre-Service training resources:

- [Waiver Support Coordinator Pre-Service Level 2 Flyer](#)
- [Curriculum Requirements for Level 2](#)

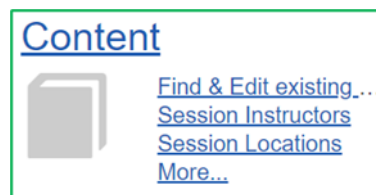
The following sections will show you how to schedule and manage a Level 2 course session.

Section 8.1 – Creating the Course Session

This section covers how to create the Course Session.

Create Course Session

- Admin
- Content
- Find & Edit Existing Content
- Locate course – APD WSC Level II
- Click Edit
- Select: Sessions
- Click Add Session
- Multiple Sessions
- Add Event
- Enter date, time, location
- Select Availability
- Enter Detail Information



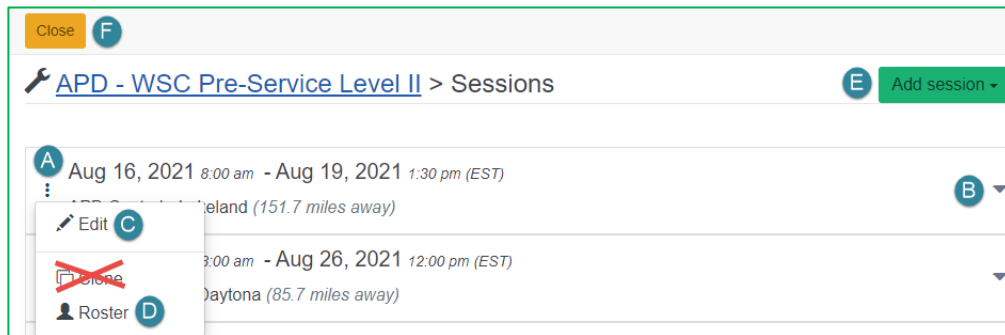
- Enter Contacts Information
- Create Session
- Click on Action Item (3 dots) for session
- Edit
- Schedules - Add Event for each date in multi-day session
- Save

Section 8.2 – Managing a Course Session

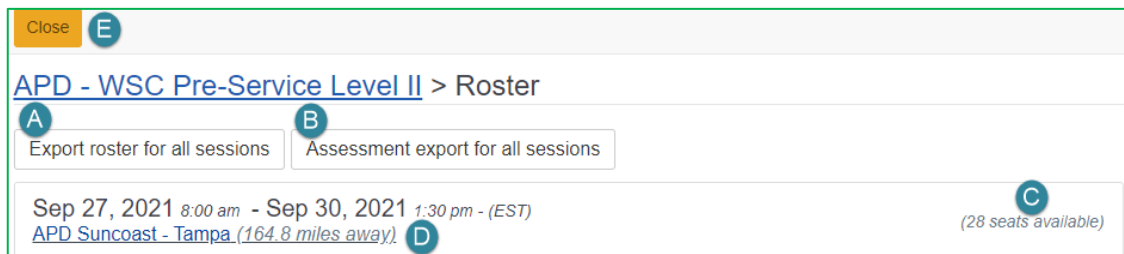
This section covers how to manage a Course Session.



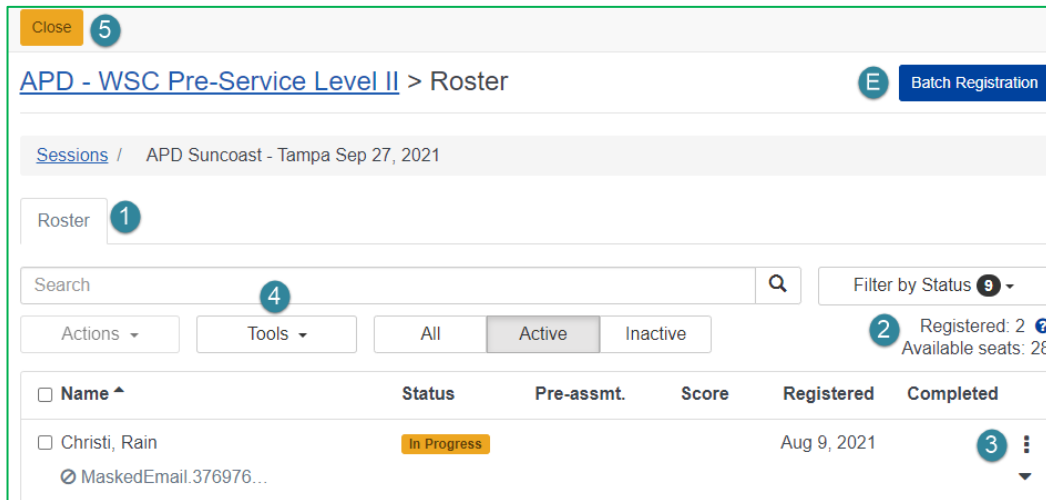
1. Click on the Edit icon to drop down the Sessions and Roster
2. Click on Sessions, re-direct to a new page
 - A. Click on the 3 dots to display the Edit feature and Roster
 - B. Click on the dropdown arrow to view the Sessions
 - C. Click the Edit icon to make changes
 - D. Click on Roster to view WSCs who have registered for the Level 2 Session.
 - E. Click the Add session button to add a new session
 - F. Click the Close button to exit



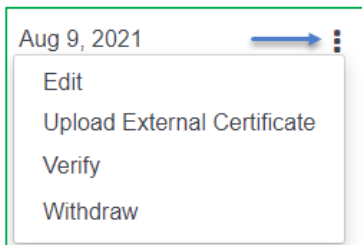
3. Click on Roster, it will display the Rosters for all future sessions.



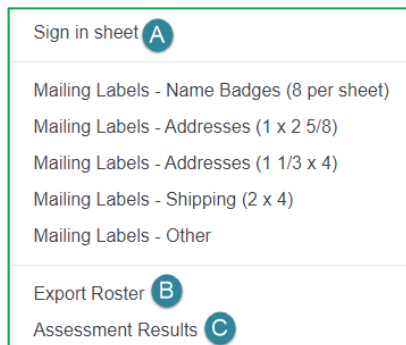
- A. Exports the roster for all future sessions
- B. Exports the assessment report for all sessions (See **Section 7.5 – WSC Assessment Results**)
- C. Displays the number of seat available
- D. Click on link to view WSCs who have registered for the Level 2 Session.



- 1. This is the current roster for the session
- 2. This is the number of WSCs who have registered and the number of available seats
- 3. Click the 3 dots to manage the WSC session activities



- 4. Click on Tools



- 5. Click the Close button to exit

Section 9

Mentorship

This section covers the WSC Mentorship Process. The process is driven by the QO and the WSC (Mentee), and the Region Office staff is responsible for verifying the Mentorship [form](#). Use the Mentorship course roster to help manage the process.

Content



[Find & Edit existing...](#)
[Session Instructors](#)
[Session Locations](#)
[More...](#)

Section 9.1 – The Mentorship Process

This section covers how to manage the Mentorship Process.

The WSC Mentorship Process.

1. The QO is responsible for assigning the mentor to the mentee (the mentor must be eligible – See Chapter [65G-14.0043](#) – [Mentorship Program](#))
2. The WSC registers for the APD Mentorship course and downloads the Mentorship [form](#) – located in the APD Mentorship course registration - Resource Tab
3. The WSC completes the course Pre-Assessment questionnaire
4. The WSC has 90 days to complete the Mentorship.
5. Upon completion, the WSC uploads the signed Mentorship [form](#) into their Transcript.

Section 9.2 – Managing and Verifying the Mentorship Form

Mentorship

- Admin
- Content
- Find & Edit Existing Content
- Locate course – APD WSC Mentorship
- Click Edit
- Roster
- Internet
- Filter by Status
- Check Pending box
- Apply

Content



[Find & Edit existing...](#)
[Session Instructors](#)
[Session Locations](#)
[More...](#)

- Locate learner
- Click on Action Item (3 dots)
- Upload External Certificate
- Title of Document – Mentorship Verification
- Drag your file here or click to upload
 - If you click to upload, go to file path and upload file
- Save
- Select Completion Date
- Ok

Section 10

Verifying the WSC Certification

The Region Office staff is responsible for verifying that each WSC meets the training requirements for WSC certification. The TRAIN Florida reports serves as official documentation for verifying WSC certification.

Verifying the Existing WSC Certification

The Existing WSC must complete and pass the courses in the **Waiver Support Coordinator Level 1 Training Plan**. They must also complete the Basic Training as identified in the [iBudget Handbook](#).

Use the following TRAIN Florida Ad-hoc report to help **verify the Existing WSC Certification**

- Qlarant – APD Provider Staff Course Completion (See **Section 7.3 – QO TRAIN Florida Course Completion Report**)

Verifying the New WSC Certification

The New WSC must complete and pass the courses in the **Waiver Support Coordinator Level 1 Training Plan**.

- WSC Level 1
- WSC Level 2 – Certificate is awarded
- Mentorship

They must complete the Basic Training as identified in the [iBudget Handbook](#), and per 65G-10.

Use the following TRAIN Florida Ad-hoc report to help **verify the New WSC Certification**

- Qlarant – APD Provider Staff Course Completion (See **Section 7.3 – QO TRAIN Florida Course Completion Report**)

Section 11

TRAIN Florida Region Office Tools, Information and Resources

The sections below provide the Region Office staff with the tools, information, and resources to help manage the WSC Certification process.

Section 11.1 – APD Support Coordination Web Page

This link will take you to the [APD Support Coordination Web Page](#).

Section 11.2 – APD Training Portal

This link will take you to the [APD Training Portal](#).

Section 11.3 – Region Office Staff Contact for TRAIN Florida Help and Support

APD LMS Technical Support and Communication



We are just an email away!

If you need help with a TRAIN Florida Learner Account, Training Plans, Course Rosters or giving access to the WSC Level 1 Training Plan, email the TRAIN Florida APD LMS Support team.

- The APD LMS Support team process emails in the order they are received. **Please allow a minimum of five business days to complete your request.**
- Please do not submit more than one email per request, or question. Your email will be addressed in the order it was received. (The WSC email request have priority)

- **Email Request Format:**

- Email request must have a Subject, (Include -WSC -Region Office at the end)
- Email body must have the WSC name and email address, Qualified Organization name and Provider ID number, and text regarding your inquiry, comment, or question.



Do not contact the Florida Department of Health or the Public Health Foundation for assistance.
Thank you for supporting TRAIN Florida APD.

Section 11.4 – Region Office TRAIN Florida WSC FAQs

This section covers the TRAIN Florida WSC Region Office FAQs.

The APD LMS Support team will collect your FAQs during our monthly Region Office WSC support call and post them here.

Section 12

Appendices

Section 12.1 – Curriculum Requirements for Level 1

This section covers the Curriculum Requirements for Level 1.

- Click this link to access the [Curriculum Requirements for Level 1](#).
- The Curriculum Requirements for Level 1 are also located on the [APD Training Portal / WSC Training](#).

Section 12.2 – Curriculum Requirements for Level 2

This section covers the Curriculum Requirements for Level 2

- Click this link to access the [Curriculum Requirements for Level 1](#).

- The Curriculum Requirements for Level 1 are also located on the [APD Training Portal / WSC Training](#).

Additional Level 2 Waiver Support Coordinator (WSC) Pre-Service training resources:

- [Waiver Support Coordinator Pre-Service Level 2 Flyer](#)

Section 12.3 – How to manage the Competency-Based Assessment

This section covers how to help the WSC manage the Competency-Based Assessment.

Completion of Level 1 training includes participation in online training and a completed competency-based assessment with a score of 85% or higher.

If the WSC has successfully completed modules 1 through 14. It is time to take the WSC Pre-Service Level 1 Competency-Based Assessment.

Things You Need to Know

- The Competency-Based Assessment is open book (the WSC can use the Learner Guides) and consist of 35 test questions.
- The WSC should download the Competency-Based Assessment instructions prior to taking the assessment.
- The WSC is required to complete the Competency-Based Assessment with a passing score of 85 percent.
- The WSC must pass the assessment within 30 days of completing the Level 1 training.
- The WSC is has 3 attempts to complete the Competency-Based Assessment within 30 days of completing the Level 1 training.
- WSCs who do not pass the Level 1 assessment within 30 days of the Level 1 training must retake the Level 1 training before they may retake the Level 1 competency-based assessment. – **(Please contact the APD LMS Support team)**
- In no instance shall a trainee be allowed to take the assessment more than 3 times within a 12-month period.
- Trainees must successfully pass the Level 1 competency-based assessment before taking the In-Person Level 2 training and signing a Medicaid Waiver Service Agreement with the Agency.

The requirements for Basic Training are identified in the [iBudget Handbook](#) and must be completed prior to taking the WSC In-Person Level 2 competency-based assessment.

Level 2 Competency-Based Assessment

Completion of Level 2 training includes participation in online training and a completed competency-based assessment with a score of 85% or higher. The assessment is administered in TRAIN Florida at the Region Office and the WSC has unlimited attempts to pass.

Trainees must successfully pass the Level 2 assessment within 120 days of passing the Level 1 assessment.

See **Section 7.5 – WSC Assessment Results** to run and manage your Region’s reports and Assessment Results reports.

Please refer the QO or WSC to page 15 of the [WSC TRAIN Florida Orientation Guide](#).

Section 12.4 – WSC Level 1 Training FAQs

The Frequently Asked Questions below are in the [WSC TRAIN Florida Orientation Guide](#). Please refer the QO or WSC to this resource.

Question	Answer
1. Will an existing WSC have to take the Level 2 training?	No! Per the Training Rule, an existing WSC will not have to take the Level 2 training.
2. Do I have to take all the APD required trainings again?	To receive your WSC certification, you must comply with the APD Basic Required Trainings: 1) Completed Direct Care Core Competency (one-time), 2). Zero Tolerance (every three years), and 3). APD HIPAA training (annually).
3. I have an account, but I do not see the WSC Training Plan.	Please see Appendix III. If you need help with your TRAIN Florida Learner Account, or do not have access to the WSC Level 1 Training Courses, please visit the APD Training Portal first, then contact your regional office.
4. I forgot my login name and password. What do I do?	You do not need to send an email to the APD LMS Support team. Please use the links below: How to Login Instructions New accounts - Login Instructions

	Existing accounts - Login Instructions
5. I am a new WSC and do not have an account. What do I do?	If you need help with a TRAIN Florida Learner Account, please refer to WSC Advisory #2020-45 .
6. I completed a course module, and it is not showing on my Training Plan or my transcript as completed. What do I do?	The system will not let you move to the next module until the course is completed. Go back to the module, launch it again. The course will pick up where you left off.
7. I failed the Competency Based Assessment 3 times. What do I do?	Please contact your Qualifying Organization for guidance.
8. Will I get a certificate for completing the 15 WSC courses?	There is no training certificate for this certification. Your TRAIN Florida transcript serves as proof of completion.
9. I accidentally clicked the Withdraw button. What do I do?	Please see Appendix III. If you need help with your TRAIN Florida Learner Account, or do not have access to the WSC Level 1 Training Courses, please visit the APD Training Portal first, then contact your regional office.
10. How do I get to the next module?	Please see pages 13 and 14. Section 2.7.2 and 2.7.3 provides the steps that will help you.

Section 12.5 – Who Does the QO AND WSC Contact for Help and Support?

Please refer the QO or WSC to page 27 of the [WSC TRAIN Florida Orientation Guide](#).

Section 12.6 – Region Office TRAIN Florida WSC – Quick Tips

This section covers TRAIN Florida WSC Region Office – Quick Tips

- Click this link to access the [Region Office TRAIN Florida WSC – Quick Tips](#).

Section 12.7 – WSC Mentorship Form

This section covers the [WSC Mentorship Form](#)

This section covers TRAIN Florida WSC Region Office – Quick Tips

- Click this link to access the [WSC Mentorship Form](#).

The WSC can access and download the [WSC Mentorship Form](#) when they register for the APD Mentorship course. The Mentorship form – located in the course registration Resource Tab.

Section 12.8 – QO List

This section covers the QO List which is a fluid document.

Click this [link](#) to access the List of agencies that currently meet the minimum qualifications for a Qualified Organization.

Section 12.9 – QO Rule

This section covers the [QO Rule](#).

- Click this link to access the [QO Rule](#).

Section 12.10 – Training Rule

This section covers the [Training Rule](#).

- Click this link to access the [Training Rule](#).

Section 12.11 – Mentorship Program

This section covers the [Mentorship Program](#).

- Click this [link](#) to access the Region Office WSC Pre-Service Certification TRAIN Florida Process.

Section 12.12 – WSC In Service Credit Hours

This section covers the WSC In Service Credit Hours.

65G-10.004 Support Coordinator Basic, WSC Pre-Service Level 1 Training, and WSC In-Person Level 2 Training.

(2) Any Basic Training that must to be taken on a periodic basis does not count toward in-service training requirements.

65G-10.005 Support Coordinator In-Service Training.

(1) All support coordinators must attend a minimum of 18 hours of job-related in-service training annually.

(2) Any and all training that is received by a support coordinator, in order to meet the annual 18-hour in-service requirement, must relate to services provided to individuals served by the support coordinator as referenced in Chapter 393, F.S.; Division 65G, F.A.C.; the iBudget Handbook, and, if applicable, the CDC+ Handbook.

The WSC may claim 8 hours of In-Service credit for the Pre-Service Level 1 trainings one time.

Section 12.13 – Region Office WSC Pre-Service Certification TRAIN Florida Process

This section covers the [Region Office WSC Pre-Service Certification TRAIN Florida Process](#)

- Click this [link](#) to access the Region Office WSC Pre-Service Certification TRAIN Florida Process.

Section 12.14 – Definitions

This section covers the TRAIN Florida WSC Certification Program definitions

A. Competency-Based Assessment: In accordance with Rule 65G-10.001(3), F.A.C., a test administered at the conclusion of a training course to determine if the trainee obtained the necessary knowledge, skill sets, and/or competencies to qualify as having successfully completed the participant's required training.

B. Learner Account: Credentials established by APD staff in the Training Unit which allow individuals to completing training courses in the Learning Management System.

C. Learning Management System (LMS): An automated system used by the agency to administer the learning process within an organization. Note: For the purpose of providing training to providers, the LMS System utilized is the TRAIN Florida system.

D. Level 1 Training: The WSC Pre-Service Level 1 training consists of self-paced, online training modules in the LMS that describe foundational concepts and requirements related to Waiver Support Coordination services. A Level 1 competency-based assessment is taken upon completion of the training modules.

E. Level 2 Training: The WSC Pre-Service Level 2 training consists of in-person training conducted by designated employees at the Region offices that includes practical scenarios and experiences related to the foundations learned in the online Level 1 training, and it is

taken after successfully completing the Level 1 competency-based assessment. A Level 2 competency-based assessment is to be taken in the LMS upon completion of the WSC Level 2 training.

F. Medicaid Waiver Services Agreement: In accordance with Rule 59G-13.070, F.A.C., the contract between APD and providers of waiver services for individuals with developmental disabilities.

G. Provider Enrollment Listing Letter: A letter issued by the Region office during the provider enrollment process that specifies the services that a provider applicant is eligible to provide contingent on the execution of a Medicaid Waiver Services Agreement.

H. Trainee: As defined in Rule 65G-10.001, F.A.C., refers to a person who receives training from Agency Staff.

I. Plan of Remediation (POR): A plan submitted by a provider to address the Quality Improvement Organization (QIO) review of “not met” citations, alerts, complaints, incident reports, audits, or other items cited as out of compliance. The POR is the action plan used by APD to track and ensure all citations and complaints identified are being addressed and resolved by the provider.

J. Qualified Organization: An organization which employs WSCs who serve clients that receive services under the HCBS Waiver and is determined by the Agency to have met all of the requirements of section 393.0663(2), F.S., the Developmental Disabilities Individual Budgeting Waiver Services Coverage and Limitations Handbook, and rule chapter 65G-14, Florida Administrative Code.

K. Waiver Support Coordinator (WSC): an employee of a qualified organization as defined in section 393.063, F.S., who is selected by the client- or the client’s legal representative to assist the client and family in identifying their capacities, needs, and resources; finding and gaining access to necessary supports and services; coordinating the delivery of supports and services; advocating on behalf of the client and family; maintaining relevant records; and monitoring and evaluating the delivery of supports and services to determine the extent to which they meet the needs and expectations identified by the client, family, and others who participated in the development of the support plan with person-centered planning.

L. WSC Pre-Service Training: “Pre-Service Training” includes service-specific courses that must be taken prior to becoming a WSC.

M. Organizational Unit: Any subdivision of APD, to include divisions, bureaus, sections, and/or subsections.

N. iBudget: Refers to the Developmental Disabilities Individual Budgeting (iBudget) Medicaid Waiver Coverage and Limitation Handbook.

O. Qlarant: Refers to the organization that is contacted to perform learning audit-readiness on the APD learning network by tracking, executing, and reporting on learning outcomes.

P. In Service Training: “In-Service Training” also known as Continuing Education in certain professions, includes courses provided or approved by the Agency that must be taken on an annual or biannual basis in order to maintain the provider’s status as a HCBS Waiver Direct Service Provider.

Q. In-Service Training Credit: Refer to the standard unit of measurement of coursework used for training and credential purposes

R. In Service Training Courses: Refers to learning activities that provide professional development or inter-personal growth within an assigned service area; that expands job-related competencies and knowledge about their jobs.