

**WSC ADVISORY #2021-035**  
**WORKER RECORD UPDATES**

**IMMEDIATE ACTION REQUIRED**

**EFFECTIVE DATE: OCTOBER 6, 2021**

It is the Qualified Organization's responsibility to keep accurate business contact information for Waiver Support Coordinators (WSCs) and CDC+ Consultants in APD iConnect. This information is found on the Worker Record. The record is the main source of information for each Waiver Support Coordinator and CDC+ Consultant. The Agency for Persons with Disabilities (APD) uses this information to communicate with all WSCs and CDC+ Consultants in a timely manner and shares it with clients who are in the process of choosing a WSC or CDC+ Consultant or needing their contact information.

Qualified Organizations should ensure that Worker Records are updated for all WSCs and CDC+ Consultants by using the **Service Provider role**. To update the Worker Record, review the information for accuracy, including the business address, business phone number, and business email, plus add the designated counties and languages spoken. This information must be unique to the WSC or CDC+ Consultant. Please do not enter QO information on the Worker Record. Failure to maintain accurate WSC or CDC+ Consultant contact information on the Worker Record may prevent a WSC or CDC+ Consultant from appearing on the list of options when a client is selecting a WSC or CDC+ Consultant.

Detailed instructions to complete these steps are listed on page 2 and 3 of this advisory.

Please refer to [APD iConnect FAQs](#) and [APD iConnect eLearning Library](#) for details and instructions on completing tasks in APD iConnect. For technical or navigation issues, please contact the APD iConnect Support Desk at 1-800-353-5168.

## How to Update a Worker Record

QO Owners will log into APD iConnect using the **Service Provider** role. Click the Providers chapter. In the Quick Search field at the top of the page, and search for your Provider Name. Please select your QO provider record.

Step 1: Select the Workers tab. Locate the Worker's Record and click to open it. On the Worker Record, update all fields related to the WSC's or CDC+ Consultant's business information. Including:

- A. Business Address – the address used for business mail, use the search features to select the address fields, do not type out the address
- B. Business Phone – the primary number to contact the WSC or CDC+ Consultant
- C. Business Email – a general inbox for the whole QO is not acceptable
- D. Designated Zip – this field will auto fill once you select Designated Counties
- E. Designated Counties – select all the counties in which the WSC or CDC+ Consultant serves clients

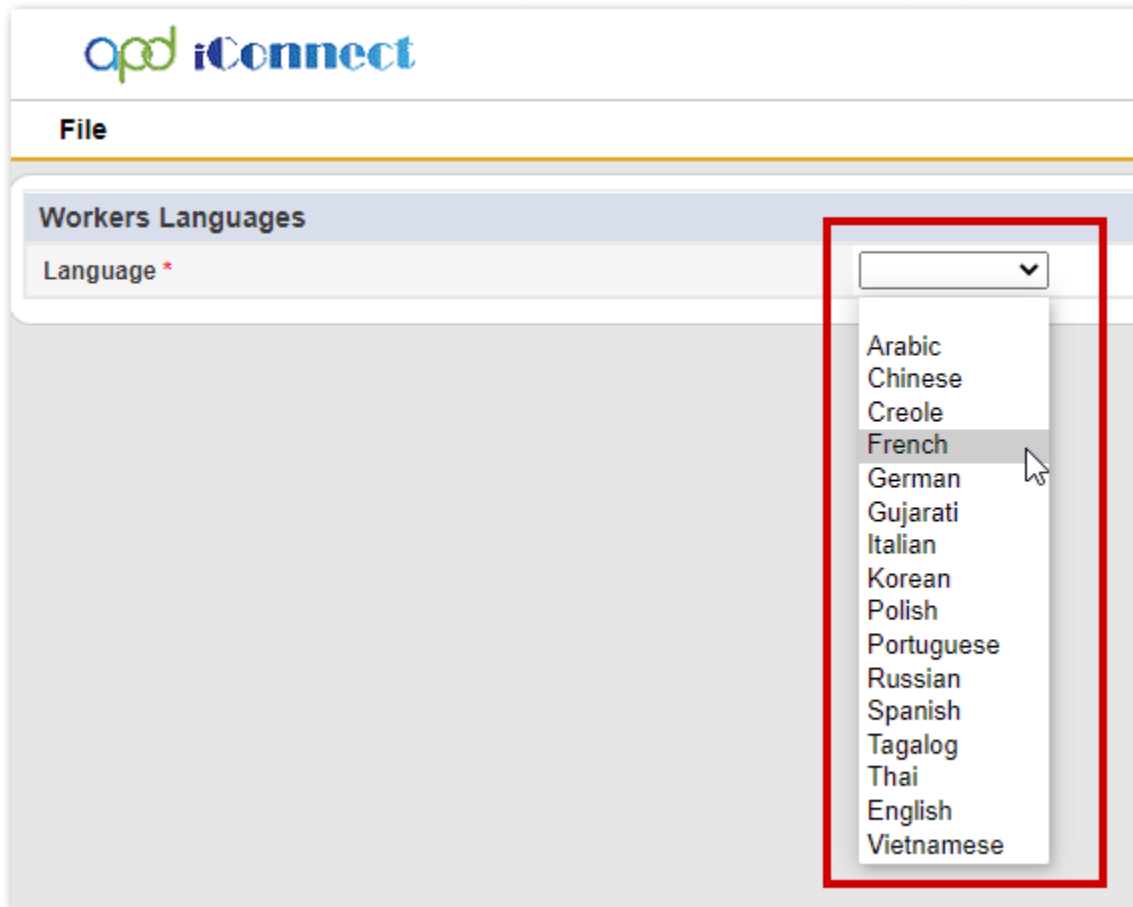
Then click File > Save and navigate to the Languages tab on the left side of the screen.

The screenshot shows the APD iConnect interface for updating a worker record. The left sidebar contains navigation tabs: Worker (Step 1), Providers, Supervisors, Background Check/Experience, Credentials, Positions, and Languages (Step 2). The main area is titled 'Workers' and contains the following fields:

Member ID	3134	
Last Name *	Mathews	
First Name *	Elizabeth	
Title		
Business Address	123 MAIN STREET	
Business Address 2		
City	TALLAHASSEE	Clear
State	FL	Clear
Zip Code	32308	Clear
County	LEON	Clear
Business Phone	(850)555-5555	
Home Phone		
Extension		
Cell Phone		
Fax Number		
SSO Email	Elizabeth.Mathews@apdcares.org	
Business Email	elizabeth.mathews@apdcares.org	
Start Date		
End Date		
Designated Zip Code(s)	00501, 00544, 00601, 00602, 00603, 00604, 00605, 32301, 32302, 32303, 32304, 32305, 32306, 32307	
Designated Counties	ABBEVILLE, ACADIA, ACCOMACK, ADA, ADAIR, ADAMS, LEON, FRANKLIN	

Step 2: Click File > Add New Languages. From the drop down menu, select the spoken language, and then click File > Save. If multiple languages are spoken, complete these steps until all languages are listed on the Languages tab.

Please complete this step even if English is the only spoken language.



Click File > Save and Close Worker Record when all information is updated.