

QUALIFIED ORGANIZATION (QO) ADVISORY #2022-003
UPDATED-TRAIN FLORIDA ACCOUNTS AND LEVEL 1 PRE-SERVICE TRAINING FOR
WAIVER SUPPORT COORDINATORS

ACTION REQUIRED

EFFECTIVE DATE: IMMEDIATELY

The Waiver Support Coordinator (WSC) Level 1 Pre-Service Training is now available on TRAIN Florida. Qualified Organization (QO) employees (WSCs and CDC+ Consultants) must have a TRAIN Florida account to access the required Level 1 Pre-Service Training, as stipulated in the WSC Training Rule [65G-10.004](#), Florida Administrative Code.

It is expected that all QOs comply with TRAIN Florida's account creation process. The QO must complete the TRAIN Florida account creation spreadsheet to submit a request for a Learner Account as specified in the [WSC Advisory #2020-045](#).

Steps for requesting a Learner Account:

1. Please check to see if your employee has an account. [Click Here](#) for the instructions - [Video](#).
2. Download the Provider Upload Staff-template. [Click Here](#) for the spreadsheet.
3. Download the Provider Upload Staff-template instructions. [Click Here](#) for the instructions - [Video](#).
 - Please use the instructions provided to ensure the spreadsheet is correct.
 - An incomplete spreadsheet will be returned to the QO to complete.
4. Once complete, the QO should email the spreadsheet to apd.lmssupport@apdcares.org
 - Please include the Agency Name, Provider Contact name and QO Provider ID number in the body of the email.
5. Upon receipt, the APD Training Unit will upload the spreadsheet into TRAIN Florida.
6. The APD Training Unit will then immediately assign the QO employee to the Level 1 Pre-Service Training, as well as Direct Care Core Competencies (DCCC) and Zero Tolerance Trainings.
7. The QO employee will then receive an email with login information, along with instructions to review the WSC orientation prior to taking the WSC Pre Service Level 1 Training.

The QO shall inform the employee not to create their own account, a second account, or change the information in the account profile.

If QO employees have questions about their accounts or do not have access to the WSC Level 1 Pre-Service Training Plan, they should contact the APD Regional Office to verify that they are on the QO's roster to complete the training. If the employee is not on the QO's roster, the Regional Office should forward the request to apd.lmssupport@apdcares.org.

If you have a question or require further assistance, email the APD Training Unit at apd.lmssupport@apdcares.org.

TRAIN Florida APD Support Team Hours: Monday-Friday, 8am-5pm EST (excluding holidays)
Please allow a minimum of one business day to complete your request.