

WSC ADVISORY #2026-007
NEW APD INCIDENT MANAGEMENT SYSTEM (IMS) WEBINAR

ACTION REQUIRED

EFFECTIVE DATE: IMMEDIATELY

The Agency for Persons with Disabilities (APD) is implementing a new Incident Management System (IMS) for providers to report reportable and critical incidents to APD. The IMS provides an electronic, user-friendly way to submit incident reports.

The IMS will go live on May 14, 2026. To support this transition, APD will offer in-service training through live webinar sessions. The training will be offered on multiple dates and times, and participants are only required to attend one session. Waiver Support Coordinators, direct service providers and staff who may witness, discover, and report incidents while providing services are encouraged to attend. Training details are below.

Course Title: APD – Incident Management System (IMS) Provider Portal

Description: This training explains how to use the new IMS Provider Portal to enter incident reports and complete required follow-up actions.

Session Dates and Times:

Session 1: Monday, April 27, 10:00 AM to 11:00 AM EDT

Session 2: Monday, April 27, 2:00 PM to 3:00 PM EDT

Session 3: Tuesday, April 28, 10:00 AM to 11:00 AM EDT

Session 4: Tuesday, April 28, 2:00 PM to 3:00 PM EDT

Session 5: Wednesday, April 29, 10:00 AM to 11:00 AM EDT

Session 6: Wednesday, April 29, 2:00 PM to 3:00 PM EDT

Session 7: Thursday, April 30, 10:00 AM to 11:00 AM EDT

Session 8: Thursday, April 30, 2:00 PM to 3:00 PM EDT

Session 9: Monday, May 4, 12:00 PM to 1:00 PM EDT

Session 10: Tuesday, May 5, 12:00 PM to 1:00 PM EDT

Target Audience: Waiver Support Coordinators, Direct service providers and staff

In-service Credit: 1 hour

Registration Deadline: Registration for all sessions closes on Friday, April 24, at 12:00 PM EDT.

How to Register

1. Log in to [TRAIN Florida](#).
2. In the upper-right search field, enter the course title: [APD – Incident Management System \(IMS\) Provider Portal](#) (or select the course link provided).

3. Select the course from the search results.
4. Follow on-screen prompts to complete registration.
5. Registered participants will receive an email from the webinar platform with access and join instructions.

How to Receive In-Service Credit

To receive in-service credit, each webinar participant must complete a follow-up assessment in TRAIN Florida. The assessment will remain open until **Tuesday May 5, at 5:00 PM EDT**.

If you are unable to attend one of the scheduled training sessions, the presentation will be available in TRAIN Florida as a self-paced course on or before May 29, 2026. A follow-up assessment will be required for in-service credit.

Contact Information

- For questions regarding webinar registration, please contact Opal.Ringo@apdcares.org.
- For questions about your TRAIN Florida account, please contact apd.lmssupport@apdcares.org.