DDD Trainings for Support Coordination Agencies – July 2025

- Click on the training title to register – advance registration is required.
- Certificates of Participation will be issued to those attending a live training.

Date and Time	Training Title/Registration Link
July 7, 2025 **10 – 11:00 a.m.** Live via Go To Webinar	**NEW!** Overview of the Commission for the Blind and Visually Impaired (CBVI) (1 hour) *Presenter: Joy Atkin-Shark, Manager of the Joseph Kohn Training Center, Commission for the Blind and Visually Impaired*
July 7, 2025 **2 – 3:30 p.m.** Live via Go To Webinar	Quality Management: Plans, Processes and Reporting (1.5 hours) *Presenter: Dawn Cirilo, Quality Assurance Specialist, Education & Training, Support Coordination Unit, Division of Developmental Disabilities*
July 8, 2025 **10 – 11:30 a.m.** Live via Teams Webinar	**NEW!** Agency Organizational Governance: Requirements and Best Practice Considerations (1.5 hours) *Presenter: Lisa Eible, Senior Director of the Support Coordination Unit, Assistant Division Director, Division of Developmental Disabilities*
July 8, 2025 **2 – 3:00 p.m.** Live via Zoom	Corrective Action Plan (CAP) Quarterly Report (1 hour) **Registration link will be provided to the invited Support Coordination Agencies.** ***Required for Agency Heads and Support Coordination Supervisors in SCAs with New Corrective Action Plans.*** *Presenter: Adriana D'Souza, Quality Assurance Specialist, Education & Training, Support Coordination Unit, Division of Developmental Disabilities*
July 10, 2025 **10 – 11:30 a.m.** Live via Zoom	**NEW!** Technical Assistance Session for Policy and Procedures Manual Development (1.5 hours) **Registration link will be provided to the invited Support Coordination Agencies.** *Presenter: Lisa Eible, Senior Director of the Support Coordination Unit, Assistant Division Director, Division of Developmental Disabilities*

Date and Time	Training Title/Registration Link
July 14, 2025 **10 – 11:30 a.m.** Live via Zoom	**NEW!** Technical Assistance Session for Quality Management: Plans, Processes and Reporting (1.5 hours) **Registration link will be provided to the invited Support Coordination Agencies.** *Presenter: Lisa Eible, Senior Director of the Support Coordination Unit, Assistant Division Director, Division of Developmental Disabilities*
July 16, 2025 **10 – 11:30 a.m.** Live via Go To Webinar	[Measuring Customer Satisfaction: A Training for Support Coordination Agencies](#) (1.5 hours) *Presenter: David Podobed, Quality Assurance Specialist, Education & Training, Support Coordination Unit, Division of Developmental Disabilities*
July 17, 2025 **10 – 11:30 a.m.** Live via Go To Webinar	[Ensuring Waiver Documentation Compliance for Support Coordination Agencies (SCAs)](#) (1.5 hours) *Presenter: Elizabeth Barrow, Quality Assurance Specialist, Education & Training, Support Coordination Unit, Division of Developmental Disabilities*
July 23, 2025 **9 – 10:30 a.m.** Live via Zoom	**NEW!** Technical Assistance Session for Measuring Customer Satisfaction: A Training for Support Coordination Agencies (1.5 hours) **Registration link will be provided to the invited Support Coordination Agencies.** *Presenter: Lisa Eible, Senior Director of the Support Coordination Unit, Assistant Division Director, Division of Developmental Disabilities*
July 29, 2025 **2 – 3:30 p.m.** Live via Go To Webinar	[Planning Team Partnerships: Using the ISP Worksheet for Residential, Day Habilitation Providers and Support Coordinators](#) (1.5 hours) *Presenter: Adriana D'Souza, Quality Assurance Specialist, Education & Training, Support Coordination Unit, Division of Developmental Disabilities*
July 31, 2025 **10 – 11:30 a.m.** Live via Go To Webinar	**UPDATED JULY 2025!** [Policies and Procedures Manual Development: A Training for Medicaid/DDD Approved Providers](#) (1.5 hours) *Presenters: Rachquel Briggs, Assistant Director of Onboarding, Care Management and Provider Support Unit, and Cheryl Betz, Director, Communication, Administration and Regulation, Support Coordination Unit, Division of Developmental Disabilities*

Support Coordination Agencies are reminded that additional trainings are available through The Boggs Center on Disability and Human Development. To see training topics and dates, and to register, go to The Boggs Center's [Online Registration System](#).