

FOUNDATIONS FOR SUCCESS: QUALITY SERVICE INDICATORS

Foundations for Success, formerly called Back to Basics is a collaborative training series. This training will provide tips for developing, enhancing and measuring a successful service delivery model. Staff from the Department's Office of System Support and Standards will share essential information regarding:

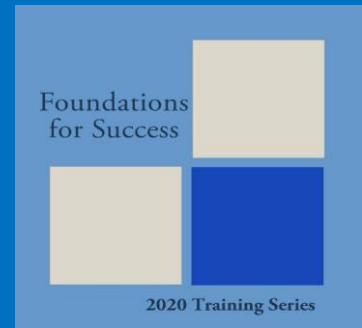
- Signs of a Quality Program
- Person Centered Services System
- Individualized Meaningful Day System
- Survey and Feedback System
- Staff Retention Plan
- Internal Compliance System

Speakers will include:

- Kyle Corbin, Employment & Community Life Engagement Project Manager with DODD
- Joe Kowalski, CEO of Empowered Community Services
- Diana Mairose, Advocacy Support Advisor with Hamilton CBDD

Training will benefit various provider entities (Agency, Independent & operators of ICFs)

**WE HOPE TO SEE YOU THERE...
VIRTUALLY!**



REGISTRATION INFORMATION:

November 5, 2020

10:00 am – 11:30 am

<https://attendee.gotowebinar.com/register/7583036336905850896>

3:00 pm – 4:30 pm

<https://attendee.gotowebinar.com/register/8512022507306842384>

November 17, 2020

10:00 am – 11:30 am

<https://attendee.gotowebinar.com/register/1590127318991910928>

3:00 pm – 4:30 pm

<https://attendee.gotowebinar.com/register/8966331915810920208>