



Department of
Disability & Aging

ISC AND CASE MANAGER TRAINING:

Addressing Lack of Services and Preparing for Disenrollment

If you provide case management or individual support coordination services for persons enrolled in DDA waiver services, this seminar is for you! While the goal is to provide services, sometimes situations arise that necessitate hard conversations about continued eligibility for waiver services. Register today and learn more about the following areas of case management:

- **Identifying and addressing barriers to service provision**
- **Notification letters for potential loss of services**
 - When are letters sent and to whom
 - Who is responsible for sending the letters
- **Preparing for the involuntary disenrollment process**
 - Overview of the process and interaction with DDA appeals staff and Office of General Counsel
 - What is a Declaration and what is the purpose
 - How to draft a thorough Declaration
 - How to reference exhibits and what should be included as an exhibit
 - *REVISED* and more streamlined templates that will yield faster turnaround time
 - Legal and ethical issues – document, document, document!

**FREE STATEWIDE
VIRTUAL TRAINING
OPPORTUNITY**

*The event link will be e-mailed to
attendees upon registration*

**PRESENTED BY
DDA PROGRAM OPERATIONS
&
OFFICE OF GENERAL COUNSEL**

SCAN TO REGISTER TODAY!



For registration questions, contact:

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(615) 770-1115**

**Tuesday, June 23rd, 2026
11:00 a.m. – 1:00 p.m. Central**

CEU Certificate of Attendance will be provided!

Attendees will be provided with a Certificate of Attendance to be submitted for CEU credit, if needed for proof of continuing education. It will be the attendee's responsibility to request credit with the applicable state licensing board. Credit may vary based upon professional discipline. ***Provide your e-mail address when registering*** for delivery of the electronic certificate.