



Annual Certification Testing and Proficiency Training Agenda

- Location:** 2700 Middlebrook Pike #100, Knoxville, 37921 (Tennessee Career Center, Second Floor, Department of Human Services Conference Room)
- Important Note:** Please bring CFR Title 38 Parts 0 to 17, Parts 18 to End and Federal Benefits for Veterans, Dependents & Survivors to class.
- Reminder:** All participants must sign in to receive credit for attendance.

Wednesday, October 26, 2016 (Department of Human Resources Conference Room)		
9:00 – 9:10	Administrative Remarks	Regional Director Tim Forte
9:10 – 9:30	Opening Remarks	Assist. Commissioner Lorenza Wills
9:30 – 10:00	Group Training Exercise - Communication	Training Division
10:00 – 10:45	Understanding TDIU	Training Division
10:45 - 11:00	Scenario 1: What would you do?	Training Division
11:00 – 11:15	Break	
11:15 – 11:45	CHAMPVA	Regional Director Tim Forte
11:45 –12:00	Scenario 2: What would you do?	RD Scott and TO McPherson
12:00 –1:00	Networking Lunch	Lunch provided by TDVS
1:00 – 1:30	Overpayments and Options	Veteran Resource Coordinator William Houser
1:30 – 2:00	Understanding the Debt Management Center	Training Division
2:00 – 2:15	Break	
2:15 – 3:00	Group Training Exercise – VA Systems	RD Forte and TO McPherson
3:00 – 3:30	Scenario 3: What would you do?	Training Division
3:30 – 4:00	Closing Remarks and Dismissal	AC VanEpps an RD Ziegler

Thursday, October 27, 2016 (Department of Human Resources Conference Room)		
9:00 – 9:15	Exam Review	Training Division
9:15 – 11:15	Certification Testing	Attendee participation
11:15 – 11:30	Closing Remarks & Dismissal	AC Wills an RD Forte