



State of Idaho  
**DIVISION OF VETERANS SERVICES**  
*“Caring for America’s Heroes”*



**BRAD LITTLE**  
 Governor

**IDAHO STATE APPROVING AGENCY (SAA)**  
**PAUL J. SPANNKNEBEL - DIRECTOR**  
 351 Collins Road  
 Boise, ID 83702

**MARK TSCHAMPL**  
 Chief Administrator

**SCO TRAINING AND OUTREACH**  
**2024 Education Summit, Day 1**  
 OCTOBER 9<sup>TH</sup>, 2024

TIME (MST)	TOPIC	DESCRIPTION	PRESENTER
9 AM	2024 AY In Review	The numbers tell a story of service to Idaho's veterans and beneficiaries.	Paul Spannknobel Idaho (ID) SAA Director
9:30 AM	85/15 Updates	Discussion of the updated rules and forms, a focus on 38 CFR § 21.4201.	Kate Caruso NTT (VA)
10:15 AM	BREAK: BEVERAGES & LIGHT SNACKS PROVIDED		
10:30 AM	Enrollment Manager	Discussion of recent updates to EM, SCO pitfalls and how to correct certifications.	Fahtimah Mamdo NTT (VA)
11:15 AM	VR&E BASICS	Collaborative Best Practices	"Max" David Maxwell VREO
12:00 PM	Legislative Updates	Discussion on legislative changes on the Hill. How changes may impact beneficiaries and our work.	Joseph Garcia Executive Director (VA)
	WORKING LUNCH: MEAL & BEVERAGES PROVIDED		
1:00 PM	Approvals	101: Approval Modifications vs the Full Review 102: Basics of reporting a change to the SAA	Shannon Patenoude ID SAA Program Administrator
2:00 PM	License & Certifications; Prep Courses	The how, when, and why. An overview of the Prep Course Approval Pathway	Abby Edgar ID SAA Program Specialist
2:45 PM	BREAK: BEVERAGES & LIGHT SNACKS PROVIDED		
3:00 PM	FY25 Supervisory Visits	Overview of expectations, Prep Best Practices.	Shannon Patenoude ID SAA Program Administrator
3:45 PM	Marketing, Ads, SEO	Best Practices for reporting and compliance purposes.	
4:30 PM	Idaho's New Portal	Demonstration of our new interactive upload portal.	
5 PM	DINNER ON YOUR OWN		

*\*VA's Executive Director Garcia and the National Training Team will present virtually*

## Best Practice Collaboration: Day 2

SCO panel enlisting SCOs from OJT/APP, NCDs, and IHLs to discuss best practices on navigating complex regulations, effective communication, leveraging technology, and building collaborative networks by sharing insights, case studies, and real-world experiences.