# Agency Admin

From your Agency Admin portal, you can use the Reports dropdown menu to see a series of reports. For each report, this document contains a description of the report and an example image.



## Reports for Agency Admin

### Compliance Summary

Description: This report shows an overview of compliance by staff classification.

Example: (Typically compliance would be higher; this is an example agency that doesn't exist.)

**Overall Compliance Summary**
**Center for Development and Disability**

| Staff Classification | # Staff | Compliance |
|---|---|---|
| DDW Admin/Management | 4 | 0.0% |
| DDW Behavior Support Consultant | 5 | 11.7% |
| DDW Direct Support Professional | 2 | 30.0% |
| DDW Volunteer/Contractor | 1 | 0.0% |
| Mi Via Consultant | 5 | 22.9% |
| SW Community Supports Coordinator | 2 | 50.0% |
| Trainer | 1 | 0.0% |
| **OVERALL TOTAL:** | **20** | **16.6%** |

## Compliance Summary by Category (Excel)

Description: Prints an Excel file with compliance percent by position, broken down per course. The last column shows overall compliance percent per position.

Example:

## AGENCY COMPLIANCE SUMMARY BY CATEGORY

| Agency | Position | # Staff | Abuse, Neglect and Exploitation | Advocacy | Aspiration Risk |
|---|---|---|---|---|---|
| Center for Development and Disability | DDW Admin/Management | 4 | 0.0% | | |
| Center for Development and Disability | DDW Behavior Support Consultant | 5 | 0.0% | | |
| Center for Development and Disability | DDW Direct Support Professional | 2 | 50.0% | 100.0% | |
| Center for Development and Disability | DDW Volunteer/Contractor | 1 | 0.0% | | |
| Center for Development and Disability | Mi Via Consultant | 5 | 0.0% | | |
| Center for Development and Disability | SW Community Supports Coordinator | 2 | 0.0% | | |
| | | 19 | 5.3% | 100.0% | |
| | | | | | |
| **OVERALL TOTALS** | | **19** | **5.3%** | **100.0%** | |

(This carries on to the right, with one column for each course required by at least 1 staff at the agency. Below is the end of the rows:)

| Service and Support Plan | Standard Precautions | Subtle Signs and Symptoms of Illness and Injury | SW CSC Orientation | Position Compliance |
|---|---|---|---|---|
| | | | | 0.0% |
| | | 0.0% | | 11.7% |
| | 0.0% | | | 30.0% |
| | | | | 0.0% |
| 40.0% | | | | 22.9% |
| | | | 50.0% | 50.0% |
| 40.0% | 0.0% | 0.0% | 50.0% | 17.5% |
| | | | | |
| | | | | |
| **40.0%** | **0.0%** | **0.0%** | **50.0%** | **17.5%** |

## Compliance by Person

Description:

Shows compliance for each individual staff member in a specified staff category, by course. Shows when they took each course and whether or not they passed.

Example:

**Select Position:**

- DDW Case Management Supervisor
- DDW Case Manager
- DDW Community Integrated Employment
- DDW Crisis Response Staff
- **DDW Direct Support Professional**
- DDW Direct Support Supervisor
- DDW Human Rights Committee
- DDW Internal Service Coordinator
- DDW Military/Maternity/Furlough/Other L
- DDW Nurse
- DDW Nutritionist
- DDW Occupational Therapist
- DDW Physical Therapist

**End Date (As Of):** [          ]

[ Run Compliance Report ]   ◉ PDF   ○ EXCEL
[ View Compliance Graph ]

REMINDER: Agency Compliance Report now requires Legal Size Paper to Print!

Get Acrobat Reader
Adobe Acrobat Reader required.
If you don't have it, please download now.

Only one position can be selected at a time.

## Agency Compliance Report
### DDW Direct Support Professional
### Center for Development and Disability

| | | Introductory | | | | | | | | | | | | Orientation | | | Level 1 | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Abuse, Neglect and Exploitation | | HIPAA | | Introduction to Person Centered Planning | | Introduction to Waivers | | Keys to Health | | Standard Precautions | | Pass Lvl | ISP DSP/DSS | | Pass Lvl | Advocacy | | Communication Supports | | Positive Supports | | Pass Lvl |
| Name | Entry | Attend | Pass | Attend | Pass | Attend | Pass | Attend | Pass | Attend | Pass | Attend | Pass | | Attend | Pass | | Attend | Pass | Attend | Pass | Attend | Pass | |
| Greiff, Robert | 1/1/00 | | ☐ | 2/23/22 | ☑ | | ☐ | | ☐ | 4/13/22 | ☑ | | ☐ | | | ☐ | | 6/14/21 | ☑ | | ☐ | | ☐ | |
| Overman, Mandi | 3/10/21 | 9/10/24 | ☑ | | ☐ | | ☐ | | ☐ | | ☐ | | ☐ | | | ☐ | | 6/15/12 | ☑ | | ☐ | 2/15/13 | ☑ | |
| **TOTALS** | **2** | **1** | **1** | **1** | **1** | **0** | **0** | **0** | **0** | **1** | **1** | **0** | **0** | **0** | **0** | **0** | **0** | **2** | **2** | **0** | **0** | **1** | **1** | **0** |

## Courses Coming Due and Overdue

Description:

For each staff member with at least one course overdue, shows a list of all overdue courses. Will also show if staff have a course due within 30 days.

Example:

## Courses Coming Due and Overdue By Person
### Center for Development and Disability

**Overdue Courses**

| Name | DDSD ID | Position | Hire Date | Entry Date | Course |
|---|---|---|---|---|---|
| Baker, Lori | BAK-LO-1234 | DDW Behavior Support Consultant | 7/1/2021 | | Abuse, Neglect and Exploitation |
| | | | | | Aspiration Risk Management |
| | | | | | Beyond ABC |
| | | | | | Co-occuring Disorders |
| | | | | | Effective Individual Specific Training Techniques |
| | | | | | Human Rights Committee Training |
| | | | | | Intro to Supporting Sexuality for Persons with IDD |
| | | | | | Introduction to Waivers |
| | | | | | PCP for Therapists |
| | | | | | Psychotropic Meds |
| | | | | | Risk Management |
| | | | | | Subtle Signs and Symptoms of Illness and Injury |

## Mi Via and Supports Waiver Participants – Consultant Agency Report

Description:

Shows a list of participants managed by this agency, what waiver they belong to, and which consultant they are assigned to.

Example:



**Participant Consultant Agency Report**
**METRO REGION**

| Participant | Waiver | Consultant |
|---|---|---|
| **Center for Development and Disability** | | |
| Baggins, Bilbo | Mi Via | Galloway, Clinton |
| Boop, Betty | Mi Via | Cahill, Anthony |
| Bunny, Bugs | Mi Via | |
| Duck, Daffy | Mi Via | |
| Finnegan, Dorothy | Mi Via | |
| Holt, Kristian | Mi Via | Greiff, Robert |
| Parker, Peter | Mi Via | Galloway, Clinton |
| Sweeney, Mary Cate | Mi Via | Cahill, Anthony |
| 8 PARTICIPANTS | | |

**8 PARTICIPANTS IN METRO REGION**

## Mi Via and Supports Waiver Participants – Consultant Agency Report
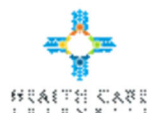
Description:

After selecting a consultant or several consultants, generates a report with compliance by participant for each participant managed by each consultant. Can be useful to help consultants know who to contact about training.

Example:



**Participant Service Provider Compliance**
**Mi Via Participants**
**Center for Development and Disability**

| **Consultant: Galloway, Clinton** | | | |
|---|---|---|---|
| Participant | Staff Classification | # Staff | Compliance |
| Baggins, Bilbo | Mi Via Employer of Record (EOR) | 1 | 0.00% |
| Parker, Peter | Mi Via Employer of Record (EOR) | 2 | 0.00% |
| | Mi Via Participant | 1 | 0.00% |

## Participants Service Providers

Description:

Shows a table of all people providing services to any Mi Via participants being tracked by your agency's Mi Via Consultants.

Example:

**Participant Service Providers by Agency**
**METRO REGION**

| Participant | Waiver | Consultant | Provider | Service | Hire Date | Left Date |
|---|---|---|---|---|---|---|
| **Center for Development and Disability** | | | | | | |
| Baggins, Bilbo | Mi Via | Galloway, Clinton | Baggins, Bilbo | Mi Via Participant | 11/2/2022 | 3/2/2025 |
| | | | Baggins, Frodo | Mi Via Employer of Record (EOR) | 5/20/2025 | |
| | | | Cahill, Anthony | Mi Via Physical Therapist | 10/27/2023 | 3/2/2025 |
| | | | Cahill, Anthony | Mi Via Nurse | 11/1/2022 | 3/2/2025 |
| | | | Osburn, Gayle | Mi Via Employer of Record (EOR) | 1/30/2025 | 3/2/2025 |
| Boop, Betty | Mi Via | Cahill, Anthony | Boop, Betty | Mi Via Participant | 10/24/2023 | |
| | | | Cahill, Anthony | Mi Via Employment Support | 10/24/2023 | |
| | | | Clark, Mandy | Mi Via Employer of Record (EOR) | 5/20/2025 | |
| | | | Clark, Mandy | Mi Via Employer of Record (EOR) | 10/24/2023 | 5/20/2025 |
| | | | Galloway, Clinton | Mi Via Employer of Record (EOR) | 5/20/2025 | 5/20/2025 |
| | | | Sanchez, Eloisa | Mi Via Direct Support | 10/23/2023 | 10/26/2023 |
| Bunny, Bugs | Mi Via | Cahill, Anthony | Bunny, Bugs | Mi Via Participant | 10/26/2023 | |
| | | | Cahill, Anthony | Mi Via Employer of Record (EOR) | 10/26/2023 | 10/27/2023 |
| | | | Cahill, Anthony | Mi Via Employer of Record (EOR) | 5/20/2025 | |
| | | | Watson, Mary Jane | Mi Via Employer of Record (EOR) | 5/20/2025 | 5/20/2025 |
| Duck, Daffy | Mi Via | Cahill, Anthony | Cahill, Tony | Mi Via Employer of Record (EOR) | 10/26/2023 | 4/7/2025 |
| | | | Duck, Daffy | Mi Via Participant | 10/26/2023 | |
| | | | Greiff, Robert | Mi Via Employer of Record (EOR) | 4/7/2025 | |
| Finnegan, Dorothy | Mi Via | Cahill, Anthony | Clark, Mandy | Mi Via Employer of Record (EOR) | 10/2/2023 | |
| | | | Finnrgan, Dorothy | Mi Via Participant | 4/29/2023 | |
| | | | Overman, Mandi | Mi Via Employer of Record (EOR) | 4/29/2023 | 9/30/2023 |
| Holt, Kristian | Mi Via | Greiff, Robert | Hernandez, David | Mi Via Agency Employee - Other | 6/30/2023 | |
| | | | Holt, Kristian | Mi Via Participant | 6/30/2023 | |
| | | | Holt, Kristian | Mi Via Employer of Record (EOR) | 6/30/2023 | |
| Parker, Peter | Mi Via | Galloway, Clinton | Galloway, Clinton | Mi Via Employer of Record (EOR) | 5/20/2025 | |
| | | | Parker, Peter | Mi Via Participant | 5/20/2025 | |

X = Inactive

7/28/2025     Participant Service Providers by Agency     Page 1 of 2

## Personnel List
Description:

This shows all personnel being tracked by your agency in the Training Hub. This is essentially only useful so you could have a PDF of the agency personnel screen that you see when logged in as an agency admin, otherwise it does not show any additional information.

Example:

# Personnel Listing For Center for Development and Disability
## As Of 7/28/2025

| Name | SSN | Position | Hire Date | In Compliance |
|------|-----|----------|-----------|---------------|
| Baker, Lori | BAK-LO-1234 | DDW Behavior Support Consultant | 7/1/2021 | X |
| Boehm, Mary | BOE-MA-6896 | No Training Required | 9/11/2023 | • |
| Burnett, Tanya | BUR-TA-2757 | No Training Required | 10/28/202 | • |
| Cahill, Anthony | CAH-AN-8031 | DDW Admin/Management | 1/1/2000 | X |
| | | SW Community Supports Coordinator | 6/1/2021 | X |
| | | Mi Via Consultant | 6/1/2021 | X |
| | | DDW Behavior Support Consultant | 7/1/2023 | X |
| | | DDW Behavior Support Consultant | 3/10/2023 | X |
| | | BSC for CEUs With Another Job | 1/1/2025 | • |
| | DOE-JO-1234 | DDW Behavior Support Consultant | 1/1/2016 | X |
| Galloway, Clinton | GAL-CL-4670 | DDW Admin/Management | 5/2/2022 | X |
| | | DDW Behavior Support Consultant | 5/1/2022 | X |
| | | Mi Via Consultant | 5/2/2022 | X |
| | | Trainer | 9/20/2023 | X |
| Greiff, Robert | GRE-RO-7679 | DDW Volunteer/Contractor | 1/1/1998 | X |
| | | Mi Via Consultant | 1/1/2000 | X |
| | | DDW Direct Support Professional | 1/1/2000 | X |
| | | SW Community Supports Coordinator | 1/1/2000 | X |
| Gutierrez, Angelica | GUT-AN-3961 | No Training Required | 1/15/2025 | • |
| Kalberg, Lisa | KAL-LI-5780 | No Training Required | 1/1/2024 | • |

## Position Requirements

Description:

Prints the training requirements for a specific staff position.  If you want to share the requirements with someone, it's recommended to share the link to this document:

Job Requirements By Job Classification

The difference is that if someone uses the link in 3 years, DDSD will have kept it up to date, vs. if someone has a PDF you printed out 3 years ago and sends it to a new hire, the info may no longer be accurate at that time.

So what's the use case?  Every now and then you may be suspicious that the Job Requirement doc or someone (A trainer, a member of DDSD, etc) may have told you an incorrect requirement.  This report shows the actual requirements that the Hub system is currently using, so regardless of anything else, this report will show the current metrics being used for compliance.

Example:

# Course Categories Required for DDW Direct Support Professional

| Course Category | Level | Days to Comply |
|---|---|---|
| Abuse, Neglect and Exploitation | Introductory Level | 30 |
| HIPAA | | 30 |
| Introduction to Person Centered Planning | | 30 |
| Introduction to Waivers | | 30 |
| Keys to Health | | 30 |
| Standard Precautions | | 30 |
| ISP DSP/DSS | Orientation Level | 60 |
| Advocacy | Level 1 | 90 |
| Communication Supports | | 90 |
| Positive Supports | | 90 |

## Recertification Requirements

Description:

For courses with an Annual requirement, this shows a list of personnel who are required to take that course, when they last took the course, and their current compliance standing. It is broken up into two halves: The initial requirement, and the recertification requirement.

Example:

Both staff have complied with the initial requirement (the first time they took ANE after being hired.)

Rob is shown as red because he is out of compliance having not taken the course this or last year.

Mandi is not red because she took the course in the 2024 calendar year. She has until the very end of 2025 to take this course again and is considered in good standing. That said, she has not yet taken the course in 2025 so her recertification 'Comply' checkbox is empty.

# Abuse, Neglect and Exploitation Compliance Report
## Center for Development and Disability

**DDW Direct Support Professional**  ----- **Recertification** -----

| Name | Entry | Required | Course Date | Pass | Comply | Needs Recert | Last Recert | Pass | Comply |
|---|---|---|---|---|---|---|---|---|---|
| Greiff, Robert | 1/1/2000 | ☑ | 6/1/2021 | ☑ | ☑ | ☑ | 6/1/2021 | ☑ | ☐ (red) |
| Overman, Mandi | 3/10/2021 | ☑ | 9/10/2024 | ☑ | ☑ | ☐ | 10/20/2024 | ☑ | ☐ |
| **TOTALS:** | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 0 |
| **COMPLIANCE :** | | | | | 100.0% | | | | 0% |
| **IN GOOD STANDING:** | | | | | | | | | 50.0% |

Recert Compliance % ........... % of people who need recertification who have successfully completed it
In Good Standing % .............. % of people originally certified who need and completed recertification PLUS people who do not yet need recertification

## Transcripts

Description:

Prints transcripts for selected staff members.  Transcripts show a training history as recorded in the Training Hub database.

Example:



## Training Status

Description:

Shows training status for employees for a specific set of courses.  The example below shows all Direct Support Professionals at our example agency and when they achieved ANE Awareness.  Useful for seeing has and has not yet satisfied the requirements for annual courses like ANE Awareness.

Example:

## Trainer Certifications

Description:

Prints a list of training certifications held by each trainer at your agency as recorded in the Training Hub database. These are the courses that these trainers are qualified to teach as far the training hub is aware.

Example:

(All example trainers…)



# *Trainer Certifications*

| Course | Course Date | Date Certified | Mentor | Mentor Date | Skill Level |
|---|---|---|---|---|---|
| **Cahill, Anthony** | | | | | |
| Trainer Code of Ethics Certification Fiscal Year 2023 | 6/1/2022 | 6/1/2022 | | | Statewide Trainer |
| Training Hub - TA Session | | | | | Statewide Trainer |
| TSAM Recertification-LTSD | | 7/18/1998 | Donovan, Deborah | | Statewide Trainer |
| TSAM-ARCA | | 7/18/1998 | Donovan, Deborah | | Statewide Trainer |
| TSAM-LTSD | | 7/18/1998 | Donovan, Deborah | | Statewide Trainer |
| TSAM-Recertification-ARCA | | 7/18/1998 | Donovan, Deborah | | Statewide Trainer |
| Tutorial on New Training Hub Features and Functions | 1/1/2012 | 1/10/2012 | | | Statewide Trainer |
| **Galloway, Clint** | | | | | |
| ANE Awareness | 9/20/2023 | 9/20/2023 | | | Agency Trainer |
| Assisting with Medication Delivery Part 2 | 9/20/2023 | 9/20/2023 | | | Statewide Trainer |
| How We Talk, Act, and Think About Disability | 9/20/2023 | 9/20/2023 | | | Statewide Trainer |
| **Greiff, Robert** | | | | | |
| 15 Passenger Van | 1/1/1999 | 1/1/1999 | | | Statewide Trainer |
| Advocacy 101 | 1/1/2000 | 1/1/2000 | | 1/1/2000 | Mentor |
| Advocacy 101  - Live Stream | | | | | Agency Trainer |
| Advocacy Strategies - Case Mgrs/Service Coordinators | | | | | Statewide Trainer |
| Albuquerque Pool Operators Certification | 1/1/9999 | 1/1/9999 | | | Statewide Trainer |
| Aspiration Risk Management | | | | | Statewide Trainer |

## No Show Report

Description:

Shows a list of No-Shows for training: Those who committed to a training but did not attend and did not cancel or otherwise notify the trainer that they would not be attending.

Example:



# No-Show Report
### From 07/30/2024 To 07/30/2025

| Person | Course | Date |
|---|---|---|
| **METRO REGION** | | |
| **Center for Development and Disability:  1 No-Show(s)** | | |
| Villegas, Mary Kay | Statewide Trainers Meeting | 2/10/2025 |