



Mentor Network of



**Bergen County Family Support Group
in association with
Neighbours-Inc. & Post 21 Club
presents
Services on Quality Improvement through the Division of
Developmental Disabilities**

Speaker: Heather Ciociola

Date: Monday, December 11th, 2017

When: From 6:30 to 8:30PM

**Where: Bergen County Special Services Admin. Bldg.
540 Farview Ave
Paramus, NJ 07652**

Please RSVP to ryanroy1230@yahoo.com or ckz152@gmail.com

Quality Improvement at DDD: Attendees will learn about the Quality Improvement initiatives currently underway at the Division of Developmental Disabilities. We will review the Division's Quality Measurement Framework, an example of how the framework is being applied to DDD initiatives, and other areas being explored for Quality Improvement, with the goal of improving the quality of services and supports.



Heather Ciociola, MSW, is the Director of Quality Improvement for the New Jersey Division of Developmental Disabilities. Heather earned a BA in History from Vassar College and an MSW in Management and Policy from Rutgers University, and completed her Interdisciplinary Traineeship at The Boggs Center on Developmental Disabilities. In 2016, she served as National Association of Social Workers-NJ Mercer/Burlington Unit Chair and currently serves on the Advisory Council for the Certificate Program in Developmental Disabilities at the Rutgers School of Social Work Office of Continuing Education. Prior to completing her MSW, Heather built her career in the corporate sector, with particular expertise in the development of communication strategies and the use of metrics and data for improved business results.