

## A Year in the Life of a Designated Coordinator

### Drama in the Workplace

## Quality Risk Management Plans

## Learn to Write Winning Outcomes

## A Year in the Life of a Designated Coordinator

Presented by Alison Nelson, Educational Services Manager/QDDP

Wednesday, April 4, 2012 ★ 9:00 am – 12:00 pm ★ \$55.00

From admission to annual, follow along as we go through the work of a Designated Coordinator. Not only will we cover what needs to be done, but we will cover why and how to do it according to 245B and best practices. Topics include Interdisciplinary Team (IDT) meetings (from preadmission to annual), suspension and termination responsibilities, progress reports, the basics of risk management plans, incident reporting, and the development of supports and methods. We'll have time to discuss your role as an IDT member as well as provide solutions to some of the difficult problems of your job.

In addition, participants will learn:

- How and when to schedule meetings required through out a year
- What documents are needed for each meeting
- Development and revision schedules required for documents and forms
- The various responsibilities of each IDT member
- IDT meeting follow up

**CEUs**  
3.6 for  
Nurses,  
3 for Social  
Workers

Audience: This class will benefit first time Designated Coordinators, managers, or staff looking to take on more responsibility at their agency.

**Sign up for both classes on April 4<sup>th</sup> for \$99  
and lunch is included! Save 10%!**

## Drama in the Workplace

Presented by Leane Brown, Program Services Consultant/QDDP

Wednesday, April 4, 2012 ★ 1:00 pm – 4:00 pm ★ \$55.00

Is drama in your workplace affecting job performance or morale? Are the challenges you face in your day to day work burning you out? Often times our job duties are overwhelmed by the amount of drama we need to overcome. From difficult employees, managers, individuals, families and teams, we often have to take on multiple layers of interpersonal dynamics in our work. This three hour interactive course will help participants identify and find proactive ways to address common on-the-job stressors and drama in the workplace. We will discuss how to positively address and cope with workplace drama and coping strategies that can be utilized in your daily work.

Audience: This course is an excellent resource for all employees in the disability field.

## PERSON CENTERED PLANNING SERVICES NOW AVAILABLE!

Person centered planning emphasizes the focus of life planning for the individual and their needs and wants, putting the individual in control of making decisions and deciding the direction for their life. STAR Services offers facilitation and training using several respected person centered models. We can help your agency assess your service design as a whole and help create a more person centered system from the bottom up. Services that are person centered are not new, but the demand and expectation that agencies incorporate these philosophies into practice is growing. National, state, and local government agencies are requiring disability providers to incorporate these principals into their services. Person centered planning and training can empower the individuals you serve to have more control of their lives and elevate your staff and your agency into a leader in the field. Visit [www.starsvcs.com](http://www.starsvcs.com) or contact Jennifer May at 651-644-3140 x257 or [jmay@starsvcs.com](mailto:jmay@starsvcs.com) for more information.

# We've Moved to a New Location!

In order to better serve our customers' needs, STAR Services has moved to a new location at The Atrium, next to Bandana Square, off Energy Park Drive in St. Paul.  
For directions or more info, visit our website at [www.starsvcs.com](http://www.starsvcs.com) or call 651-644-3140.

## Quality Risk Management Plans

Presented by Sarah Stein, Program Services Consultant/QDDP  
Wednesday, April 11, 2012 ★ 9:00 am – 12:00 pm ★ Cost: \$55.00

Do you want your Risk Management Plans to be so professional that they stand out above the rest? Do you want the quality of the services you provide to be reflected in the Risk Management Plans you write? Come and learn the skills to do just that! In addition to the presentation, participants will have opportunities to ask questions and share creative ideas on addressing and reducing individual risks.

Participants will learn:

- Consolidated Standards (245B) standards and requirements
- Detailed information on the “do’s” and “don’ts” of Descriptions of Risks and Plans to Reduce Risks
- Current field trends
- Common traps and mistakes of RMP writing and how to avoid and correct them

**CEUs**  
3.6 for  
Nurses,  
3 for Social  
Workers

This class will also address risk areas in the Risk Management Plan and discuss key elements to be included in the description and plans to reduce risk.

Audience: This class would benefit any manager, Designated Coordinator, or QDDP who is responsible for the development of Risk Management Plans.

**Sign up for both classes on April 11<sup>th</sup> for \$99  
and lunch is included! Save 10%!**

## Learn to Write Winning Outcomes

Presented by Alison Nelson, Educational Services Manager/QDDP  
Wednesday, April 11, 2012 ★ 1:00 pm – 4:00 pm ★ Cost: \$55.00

Often, individuals receiving services are required to participate in outcomes/goals that are unrealistic for them; that have unattainably high standards; that are written about them, but not with them; and that continue long after they have been met. How would you correct these issues? How do you ensure that the outcomes written for individuals you serve are person centered, realistic, and attainable? If you have asked yourself these questions, this class is for you! Participants are encouraged to bring one outcome to review and refine during the class. Through presentation and discussion, participants will learn how to write winning outcomes that encourage individual growth and the improvement of skills.

Other topics will include:

- 245B outcome content and standards
- Outcome documentation and tracking methods
- The differences between skill development and behavior reduction outcomes
- How to develop person centered outcomes

**CEUs**  
3.6 for  
Nurses,  
3 for Social  
Workers

Audience: This course, for new education or as a refresher, will build skills for managers and directors who are responsible for program development.

# ONLINE TRAINING IS HERE!

We've been in testing mode for the past several months, working hard to create a comprehensive, affordable, online training option for disability providers. Our initial course offerings include topics staff can use for both orientation training and annual review. We are also developing an extended library of topics that will be available at a later date to cover topics such as specific diagnoses, person centered philosophies, team building, supervisory skills as well as other topics that will cover rules and regulations in the disability field. Visit [www.starsvcs.com/onlinetraining](http://www.starsvcs.com/onlinetraining) or contact Jennifer May at 651-644-3140 x257

or [jmay@starsvcs.com](mailto:jmay@starsvcs.com) for pricing and detailed information.

## STAR'S GONE SOCIAL!



[twitter.com/starsvcs](https://twitter.com/starsvcs)  
[facebook.com/starsvcs](https://facebook.com/starsvcs)



### A Year in the Life of a DC

April 4, 2012 ★ 9:00 am - 12:00 pm ★ \$55.00

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Sign up for both classes on April 4<sup>th</sup> for \$99 and lunch is included! Please indicate if you would like a vegetarian meal.

### Drama in the Workplace

April 4, 2012 ★ 1:00 pm - 4:00 pm ★ \$55.00

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

### Quality Risk Management Plans

April 11, 2012 ★ 9:00 am - 12:00 pm ★ \$55.00

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Sign up for both classes on April 11<sup>th</sup> for \$99 and lunch is included! Please indicate if you would like a vegetarian meal.

### Learn to Write Winning Outcomes

April 11, 2012 ★ 1:00 pm - 4:00 pm ★ \$55.00

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Payment options include cash, check, and all major credit cards. Make checks payable to STAR Services. Please print clearly. All requested information must be completed for credit card transactions.

## REGISTER ONLINE @ WWW.STARVCS.COM

Company: \_\_\_\_\_

Contact : \_\_\_\_\_

Telephone: \_\_\_\_\_

Billing Address: \_\_\_\_\_

\_\_\_\_\_

Email: \_\_\_\_\_

Name: \_\_\_\_\_

(as it appears on card)

Credit Card #: \_\_\_\_\_

Exp. Date: \_\_\_\_\_ 3 Digit CSV Code: \_\_\_\_\_

(from back of card)

Amount Enclosed/To Be Charged: \$\_\_\_\_\_

Please submit completed registration with payment via phone: 651-644-3140 x257, fax: 651-641-0346, email: [jmay@starsvcs.com](mailto:jmay@starsvcs.com), or mail to:

STAR Services

Attn: Jennifer May

1295 Bandana Blvd N

Suite 135

Saint Paul, MN 55108

Like what you see but don't want to travel?

**WE CAN COME TO YOU!**

Contact Jennifer May at 651-644-3140 x257 or [jmay@starsvcs.com](mailto:jmay@starsvcs.com).