



Course Directory

Education for Social Service Professionals

Learn, Grow, Excel!



Lighting the Way For Your Success

STAR takes pride in meeting the training and educational needs of our customers by offering a complete line of orientation, training, and professional development courses for direct support professionals and management level staff.

We understand that getting staff through required training in a timely manner is important. Classes are offered at various times each month including weekend, evening, and daytime options. Orientation courses meet the requirements of the 245B Consolidated Standards and Foster Care. In addition, STAR has developed special interest classes that challenge staff to develop professionally.

Affordable training is available at our location or yours. On-Site Training is available for single classes and half or full day trainings. Have our trainers come to you to maximize your training dollars, reduce staff inconveniences, and allow for personalized training and team building to occur.

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A Day in the Life

3.5 hours

Learning Objectives

Upon completion of this course participants will:

- Understand Consumer Rights as required by 245B
- Be able to identify, report, and document alleged maltreatment as required by 245B and the Vulnerable Adult Act
- Be able to complete a Daily Log Note, Health Progress Note, Incident/Accident Report, and an Individual Funds Record
- Be able to document objectively and within the confines of the Minnesota Data Privacy Act and the Health Insurance Portability and Accountability Act

Rationale

Learn about the history of disabilities and basic program procedures and documentation requirements for compliance with Rule 245B, Adult & Child Foster Care programs.

Audience

This course is regularly offered to all individuals who provide support to people with disabilities.

Alternative Intervention Techniques (AIT)

4 hours

Learning Objectives

Upon completion of this course participants will:

- Gain confidence in dealing with situations that are thought of as “dangerous” or “challenging”
- Be able to reduce the chances of injury to people who receive services and to staff
- Be able to develop skills for stress/tension reduction and for de-escalation
- Recognize Rule 40 definitions for exempted, prohibited, and controlled procedures
- Understand Emergency use of Controlled Procedures and how to correctly document the incident
- Be able to demonstrate appropriate techniques for manual restraints

Rationale

This course provides employees with alternative actions to take with potentially violent situations. AIT provides demonstrations of some sanctioned physical intervention techniques. This course meets the requirement for 245B training on aversive and deprivation procedures.

Audience

This course is regularly offered to all individuals who provide support to people with disabilities.

First Aid

2.5 hours

Learning Objectives

Upon completion of this course participants will:

- Be able to identify, activate, and access the Emergency Medical System
- Be able to follow the three emergency action steps in any emergency
- Be able to provide basic care for injuries and illnesses

Rationale

This course provides employees with the ability to identify, prevent, and respond to medical emergencies and situations requiring first aid. This is an approved course by the Department of Human Services.

Audience

This course is regularly offered to all individuals who provide support to people with disabilities.

American Red Cross Adult CPR

4 hours

Learning Objectives

Upon completion of this course participants will:

- Be able to recognize a respiratory or circulatory emergency
- Be able to demonstrate rescue breathing
- Be able to identify, describe, and perform first aid for airway obstructions
- Be able to perform one-rescuer CPR
- Understand when and how to activate the Emergency Medical System

Rationale

This course provides employees with the ability to recognize and treat breathing and cardiac emergencies, administer first aid, perform Adult CPR, call and work with the emergency medical system, and avoid blood borne pathogen exposure.

Audience

This course is regularly offered to all individuals who provide support to people with disabilities.

American Red Cross Infant & Child CPR

4 hours

Learning Objectives

Upon completion of this course participants will:

- Be able to recognize a respiratory or circulatory emergency
- Be able to demonstrate rescue breathing for infants and children
- Be able to identify, describe, and perform first aid for airway obstructions for infants and children
- Be able to perform one-rescuer CPR for infants and children
- Understand when and how to activate the Emergency Medical System

Rationale

This American Red Cross course provides employees with the knowledge and skills necessary to prevent, recognize, and provide basic care for breathing and cardiac emergencies in infants and children.

Audience

This course is regularly offered to all individuals who provide support to people with disabilities.

American Red Cross Adult CPR Review

2 hours

Learning Objectives

Upon completion of this course participants will:

- Be able to recognize a respiratory or circulatory emergency
- Be able to demonstrate rescue breathing
- Be able to identify, describe, and perform first aid for airway obstructions
- Be able to perform one-rescuer CPR
- Understand when and how to activate the Emergency Medical System

Rationale

This course provides employees with the ability to recognize and treat breathing and cardiac emergencies, learn to administer first aid for choking, perform Adult CPR, call and work with EMS, and avoid blood borne pathogen exposure.

Audience

This course is regularly offered to all individuals who have an American Red Cross Adult CPR card issued within the past year.

Lifting and Transferring

1 hour

Learning Objectives

Upon completion of this course participants will:

- Know how to preserve dignity and independence when assisting people with disabilities
- Learn the three types of costs associated with improper lifting
- Practice and learn proper warm up and stretching exercises
- Know the proper body mechanics for lifting
- Be able to follow the eight commandments of proper lifting

Rationale

This course provides employees with the information and skills needed to lift properly and prevent back injuries.

Audience

This course is regularly offered to all individuals who provide support to people with disabilities.

Medication Administration Basics

7 hours

Learning Objectives

Upon completion of this course participants will:

- Be able to identify and understand the purposes of many different categories of medications, including psychotropic and seizure medications, as well as common side effects
- Be able to identify, define, and use the different types of medical abbreviations
- Be able to identify, define, and recognize some of the signs and symptoms of an adverse or allergic reaction
- Be able to identify, define, and apply the procedures for specific medication administration

Rationale

This course provides employees with the skills needed to administer medication properly and safely; document medical cares correctly in order to maintain an adequate, legal health record; and understand different categories and types of medications and their side effects.

Audience

This course is regularly offered to all individuals who provide support to people with disabilities.

Mental Illness

3 hours

Learning Objectives

Upon completion of this course participants will:

- Learn the history of mental illness and the effects on present day services
- Recognize and understand the most prevalent forms of mental illness
- Understand how mental illness affects individuals who also have a developmental disability
- Know how to develop and implement programming to help effectively control symptoms of mental illness

Rationale

This course provides individuals with the information necessary to successfully work with persons with mental illness and implement person centered programming.

Audience

This course is offered to all individuals serving people with disabilities or mental illness.

Preventing Medication Errors

2 hours

Learning Objectives

Upon completion of this course participants will:

- Know some common types of errors in medication administration and how to avoid them
- Be able to identify the difference between a medication error and a discrepancy
- Know what should be done if an error or discrepancy is found
- Review scenarios that are high-risk potential for making a medication error

Rationale

The purpose of this course is to provide employees (primarily direct support professionals) with a detailed review of tools to prevent errors in medication administration.

Audience

This course is for all individuals who provide service and supports to people with disabilities.

Healthcare Management

2 hours

Learning Objectives

Upon completion of this course participants will know:

- The function of each of the various medical documents found in an individual's file
- How to follow through with health care related orders
- When staff training from a health care professional is required
- How to ensure medication records remain accurate from month to month
- General principles of medication storage and packaging of leave-of-absence medications

Rationale

The purpose of this course is to teach participants how to effectively and accurately evaluate, track, and record health progress and on-going individual health conditions.

Audience

This course is for all management individuals who provide support to people with disabilities.

Medical Terminology

2 hours

Learning Objectives

Upon completion of this course participants will know:

- Some medically related prefixes, suffixes, and their meanings
- Some medical terms and their meanings
- How to find terms in context
- How to apply learned medical terminology when reading a health and physical report

Rationale

The purpose of this course is to help employees decipher medical terminology and to understand a medical history and physical.

Audience

This course is offered to all individuals who provide support to people with disabilities.

ABC's of Hepatitis

1.5 hours

Learning Objectives

Upon completion of this course participants will:

- Understand the differences of the types of Hepatitis
- Understand the various forms of transmission of different types of Hepatitis
- Be introduced to symptoms and treatment for Hepatitis
- Understand how Hepatitis can be prevented

Rationale

The purpose of this course is to provide employees with updated information on how different forms of Hepatitis are contracted, associated symptoms, prevention, and treatment.

Audience

This course is regularly offered to all individuals who provide support to people with disabilities.

Vital Signs

1.5 hours

Learning Objectives

Upon completion of this course participants will:

- Be able to define vital signs
- Be able to identify reasons for taking vital signs
- Be able to take vital signs including pulse, respirations, blood pressure, and temperature

Rationale

The purpose of this course is to teach all unlicensed employees how to take vital signs.

Audience

This course is regularly offered to all individuals who provide support to people with disabilities.

Self Motivation

2 hours

Learning Objectives

Upon completion of this course participants will:

- Be able to increase their motivation at work and in their personal life
- Identify and follow practical steps to meet dreams and goals
- Be able to recognize how their job is helping them meet their dreams and goals

Rationale

This course is designed to provide employees with practical steps that will enable them to improve their sense of well being, increase their energy, and enhance their job performance.

Audience

This course is offered to all individuals who provide support to people with disabilities.

Optimizing Customer Relations

2 hours

Learning Objectives

Upon completion of this course participants will:

- Understand aspects of direct and indirect customers
- Establish a framework on the core values of positive customer service
- Understand and acknowledge each staff person's role and contribution to the benefits of positive customer service
- Be able to problem solve with angry or upset customers and determine appropriate solutions

Rationale

This course introduces employees to who their direct and indirect customers are, the importance of customer service, and how to provide excellent customer service.

Audience

This course is offered to all individuals who provide support to people with disabilities.

Professional Boundaries

2 hours

Learning Objectives

Upon completion of this course participants will:

- Understand what boundaries are and their importance
- Be able to recognize boundary crossings
- Be able to identify professional behavior
- Be able to use proper body language and voice control in dealing with boundary crossings
- Have learned and practiced specific ways to address boundary crossings

Rationale

This course provides individuals with the ability to recognize boundary issues that can occur in the workplace and equip them with the tools and skills needed to address boundary crossings.

Audience

This course is offered to all individuals who provide support to people with disabilities.

You as a Mandated Reporter

2 hours

Learning Objectives

Upon completion of this course participants will:

- Understand the Vulnerable Adult Act
- Know when to report suspected maltreatment
- Be able to collect information regarding incidents
- Be able to call in reports to the supervisor and the Common Entry Point
- Understand how the Adult Protection and Child Protection systems work and how information is communicated

Rationale

Explore the role and responsibility of the mandated reporter within the system and company, and enhance a company's reputation for cooperation, responsiveness, and openness with the vulnerable adult and child protection systems.

Audience

This course is offered to all individuals who provide support to people with disabilities.

Team Building

3 hours

Learning Objectives

Upon completion of the course participants will:

- Recognize and identify foundational aspects of a strong team
- Understand team dynamics
- Learn the 5 dysfunctions of a team and their warning signs
- Understand the four “new team” phases
- Share in activities to bolster team thought and awareness

Rationale

Team building will help your agency identify ways to solidify working teams, improve communication, and promote positive interactions over negative.

Audience

This course is offered to all individuals who are part of team to serve people with disabilities.

Conflict Resolution

2 hours

Learning Objectives

Upon completion of this course participants will know:

- The four ineffective conflict styles and the most effective conflict style
- How conflict can be a positive experience
- A manager’s role in de-escalating conflict
- How to create a positive work environment in order to motivate staff

Rationale

This course is designed to demonstrate effective conflict styles and define the “pitfalls” of ineffective conflict styles. How to de-escalate a conflict, create a positive environment, and motivate staff are also examined.

Audience

This course is offered to all staff who provide services to people with disabilities with a focus on managers and supervisors.

Methods of Reinforcement

2 hours

Learning Objectives

Upon completion of the course participants will:

- Understand the four different types of reinforcements
- Recognize and utilize the most successful methods of reinforcement
- Be able to develop new methods to reinforce adaptive behavior
- Understand what ‘can’ and ‘cannot’ be done in individual programming

Rationale

This course will provide key insights into how staff can effectively implement programming to enhance an individual’s learning of new skills.

Audience

This course is designed for all individuals supporting people with disabilities.

Autism and Spectrum Disorders

3 hours

Learning Objectives

Upon completion of the course participants will:

- Review key factors of Autism and Spectrum Disorders
- Understand various aspects of Autism
- Understand the theoretical causes of Autism
- Recognize dominant autistic characteristics
- Discuss strategies for teaching individuals with Autism new skills, positive social and leisure time experiences, communication, and coping with sensory processing problems

Rationale

The purpose of this course is to provide employees with knowledge about Autism and Spectrum Disorders.

Audience

This is an excellent class for direct support professionals and managers who want to further their understanding about working with individuals with Autism.

Understanding and Applying Rule 40

3 hours

Learning Objectives

Upon completion of the course participants will:

- Understand the differences between exempted, controlled, and prohibited procedures
- Understand the development process to writing a BMP with Controlled Procedures
- Recognize the limits of a Rule 40 program
- Learn proper documentation techniques

Rationale

This course will provide an in depth look into MN Rule 40, which governs the use of aversive and deprivation procedures and how a Behavior Management Plan (BMP) with Controlled Procedures is developed.

Audience

This course is designed for all management level individuals who provide support to individuals with disabilities.

Chemical Dependency

3 hours

Learning Objectives

Upon completion of this course participants will know:

- Definitions and causes of chemical dependency
- Signs and symptoms of chemical dependency
- Addictive substances
- Chemical dependency and dual diagnoses
- Treatment levels, models, and other considerations

Rationale

This course defines chemical dependency and how it affects individuals with developmental disabilities and/or mental illness. It will provide staff with the knowledge and understanding to effectively assist others to find help and to follow through with recovery.

Audience

This course is offered to all levels of staff providing support to people with disabilities.

Stress Management

1.5 hours

Learning Objectives

Upon completion of this course participants will:

- Recognize the ABCs of stress
- Be able to identify personal and professional life stressors
- Identify symptoms of stress
- Have acquired various techniques to help relieve tension and increase energy

Rationale

Discover how to relax, rejuvenate, and bring the stress in your life under control. The purpose of this course is to provide employees with an understanding of stress management and the current tools to reduce stress.

Audience

This course is offered to all personnel who are looking for ways to manage stress and revitalize their energy.

Writing Winning Outcomes

3 hours

Learning Objectives

Upon completion of this course participants will understand:

- Rule 245B requirements for developing outcomes
- Their role as a Designated Coordinator in implementing outcomes
- The process for writing effective outcomes
- The importance of accurately training staff to best assist the individual in achieving outcomes

Rationale

The purpose of this course is to provide managers with a sense of their role in assisting individuals in developing and attaining their personal goals.

Audience

This course is for all management personnel responsible for individual program planning.

Understanding the Consolidated Rule

4 hours

Learning Objectives

Upon completion of this course participants will:

- Learn all protection, management and service standards
- Understand the requirements specified in the Consolidated Rule including: staff training requirements, requirements of an individual's file, Risk Management Plans, Incident/Accident Reports, and Consumer Rights
- Understand their role as a Designated Coordinator in implementation of the Individual Service Plan
- Understand the licensing review process
- Be introduced to other rules that govern their program

Rationale

The purpose of this course is to provide managers with an understanding of the Consolidated Rule and an introduction to other rules that govern services.

Audience

This course is for managers, Designated Coordinators (DC), and Qualified Mental Retardation Professionals (QMRP).

Designated Coordinator Development Program (DCDP)

40 hours (32 hours class time with 8 hours of applied learning)

Learning Objectives

Upon completion of the course participants will:

- Understand MN state rules and regulations
- Develop procedures for writing outcomes, Risk Management Plans, Progress Reports, and Behavior Management Plans (with and without controlled procedures)
- Be able to coordinate and facilitate an interdisciplinary team meeting
- Understand psychotropic medication monitoring
- Ensure proper mandated reporting policies and procedures
- Be able to effectively manage staff and the program
- Learn management and leadership skills

Rationale

This eight week course will provide individuals with detailed information about the many roles and responsibilities of a Designated Coordinator. Rules, regulations, policies and procedures will be examined in applicability to each topic area.

Audience

This course is designed for individuals who meet the DC qualifications listed in the Consolidated Rule or new, aspiring managers who want to learn more details about the work and responsibilities of a Designated Coordinator.

Individual and Program Finances

3 hours

Learning Objectives

Upon completion of this course participants will have further knowledge and skills in the following areas:

- Funding Sources: SSI and SSDI, Program rates (service agreements), Room and Board, Group Residential Housing, CDS, and Private Pay
- Medical Assistance: MA “caps”, spend downs, MA monthly premium payments, verifications, and MA renewal forms
- Reporting requirements and time lines: Combination Application Form (GRH), Household Report Form, and Social Security reporting
- Individual Funds: Asset limits, pre-pay versus post-pay GRH clients, and personal needs

Rationale

The purpose of this course is to provide management personnel with an overview of funding and associated requirements for individual and program finances.

Audience

This course is for all management personnel.

Effective Coaching & Counseling

2 hours

Learning Objectives

Upon completion of this course participants will understand:

- Effective listening skills
- How to set and communicate employee standards
- The importance and impact of praising employees
- How to give positive and corrective feedback
- When and how to counsel employees

Rationale

The purpose of this course is to enhance a manager’s supervisory skills and to give practical tools for effective communication with employees.

Audience

This course is for supervisors who support employees in the human services.

Writing Risk Management Plans

3 hours

Learning Objectives

Upon completion of this course participants will:

- Recognize commonly made mistakes
- Be able to clarify RMP areas that can cause confusion
- Learn the proper language to use when writing these plans
- Specifically address action plans to reduce risk areas
- Differentiate areas for which an individual is or is not at risk
- Be able to use both RMP formats
- Understand the requirements for combining information with other licensed providers

Rationale

This course will teach foundational principles to effectively writing a Risk Management Plan that is in compliance with the Consolidated Rule.

Audience

This course is offered to managers, Designated Coordinators (DC), or Qualified Mental Retardation Professionals (QMRP).

Tardive Dyskinesia Monitoring and the DISCUS*

4 hours

Learning Objectives

Upon completion of this course participants will have gained knowledge on:

- Symptoms and characteristics of Tardive Dyskinesia and how to distinguish them from behavioral stereotypes and mannerisms
- Medications that cause these disorders
- The prevalence and prognosis of TD
- Conducting the DISCUS exam
- Properly completing and scoring the DISCUS
- Health care follow up for abnormal DISCUS scores
- The MOSES assessment used in conjunction with the DISCUS

Rationale

The purpose of this course is to develop employee skills to monitor psychotropic medication side effects, specifically Tardive Dyskinesia (TD), by using the DISCUS.

Audience

This course is for Designated Coordinators, managers, and nursing professionals who are involved in individual psychotropic medication monitoring for the individuals they support.

**This course uses lecture, discussion, demonstration, and video presentation to further experience and knowledge of the DISCUS.*

Writing Positive Behavior Management Plans

3 hours

Learning Objectives

Upon completion of this course participants will:

- Understand the content and development standards
- Be able to write positive and effective Behavior Management Plans
- Know documenting and reporting processes
- Distinguish between a Behavior Management Plan and Behavior Support Plan

Rationale

This course is designed to enhance knowledge in developing positive and effective Behavior Management Plans that meet the requirements of 245B, the PMUC, and the Best Practices manual.

Audience

This course is offered to Designated Coordinators (DC), Qualified Mental Retardation Professional (QMRP), and managers serving people with disabilities.

Steps to Success in Human Resources*

4 hours

Learning Objectives

Upon completion of this course participants will have more understanding about:

- The Department of Labor requirements including wages and hours, FMLA, FLSA, calculating overtime, volunteers, and sleep time considerations
- Employee file requirements including necessary forms, how to complete these forms, and tips for file maintenance
- General new employee interviewing, hiring, and selection strategies
- Disciplinary action and termination guidelines

Rationale

Learn how to set and maintain high standards in your HR practices to avoid future issues.

Audience

This course is ideal for small company owners, Executive Directors, Managers, and Human Resource personnel.

**This course may be offered as one class or divided into separate topics.*

Psychotropic Medication Monitoring

3 hours

Learning Objectives

Upon completion of this course participants will learn:

- Psychotropic medication classifications and their associated side effects
- Assessment, documentation, and tracking of side effects through the DISCUS and MOSES forms
- Emergency and non-emergency initiation of psychotropic medication
- Oral and written informed consent
- Behavioral Support Plan content and development
- Data review of medication effectiveness
- Completion of the Psychotropic Medication Use Checklist (PMUC)
- The relationship between medical professionals, license holders, and IDT members

Rationale

This course provides individuals with the knowledge to properly monitor the use of psychotropic medications and observe for side effects in individuals who take this type of medication.

Audience

This course is offered to all management level individuals who provide support to people with disabilities.



**STAR
SERVICES**

STAFFING • TRAINING • ALTERNATIVE RESOURCES INC.

STAR Trainers

John Walton ~ *Training Manager*

John has over 15 years of experience working with people with developmental disabilities and has spent the past 13 years teaching a wide variety of classes at STAR. He is a certified American Red Cross instructor in First Aid and CPR, and is an approved Physical Intervention Instructor. John's style of teaching and his personal stories add interest and realism to his classes. Over the years, John has had the privilege of training thousands of new and experienced Direct Support Professionals.

Angie Hart ~ *Training and Consulting Services Director*

Angie has over 10 years of experience working with people with developmental disabilities in such positions as Direct Support Professional, QMRP, Manager of an ICF-MR, and Director over seven programs. She is a certified American Red Cross instructor in First Aid and CPR, and has a Bachelors of Science degree from the University of Minnesota Duluth. With her extensive program and training experience, Angie greatly enriches all of her training classes.

Sarah Stein ~ *Educational Services Manager*

Sarah has a BA in Psychology and an AA in Medical Administrative Assistance. She has worked as a Direct Support Professional and Designated Coordinator in the residential setting, as well as a manager in a vocational program. With eight years of experience working in the field of developmental disabilities, Sarah fully understands the training requirements and needs of direct care and management level staff. Sarah has a natural talent for creating meaningful and useful training systems and is committed to helping students improve their skills.

Mel Cathcart ~ *Training and Educational Services Assistant*

Mel has been teaching a variety of subjects for over 6 years. Her 14 years of direct experience working with people with disabilities has given her a good understanding of the skills and knowledge required to provide quality support services. Mel is an American Red Cross instructor in First Aid and CPR, as well as a midwife. She received a BA from the University of Minnesota in International Relations and Chinese and a Masters in Traditional Chinese Medicine.

Mark Winters ~ *Senior Program Services Consultant*

Mark has direct care and management experience working in Intermediate Care Facilities, Supported Living Services, and vocational settings. A graduate of the College of St. Scholastica, Mark applies his study of psychology and organizational behavior and experience acquired in social services to his work as a Senior Consultant/Trainer at STAR Services. Mark is known for his ability to take complex information and teach it in a way that is easy to understand and apply.

Robyn Frechette ~ *Program Services Consultant*

Robyn has a BA in Sociology from Hamline University. She has worked with adults with development disabilities and traumatic brain injury for 5 years in residential programs. Additionally, she has significant experience developing and implementing programs for children with autism and mental illness. Robyn has worked with in home programs and started the first Independent Living Skills and respite care programs for this area. In her classes, Robyn uses her vast experience, creativity, and initiative to expand participants' knowledge and skills in serving individuals with disabilities.

Kristine Erickson ~ *Trainer*

Kristine has over 25 years of service working with people with disabilities and has been a trainer at STAR for over 8 years. Kristine has extensive training from the American Red Cross and has a degree in Human Services.

Directions to STAR Services

**475 Cleveland Ave. N. Suite 130
St. Paul, MN 55104**

From the East: Take 94 West to Cretin/Vandalia. Make a right (North) on Vandalia. Go one block to Wabash and make a right (East). Follow to Cleveland and make a right (South). Go one block and make a right into the parking lot of Ivy League Place (red brick building with green awnings) Enter through entrance marked STAR Services at the far West end of the building.

From the West: Take 94 East to Cretin/Vandalia. Make a left (North) on Vandalia. Follow directions above.

From South: Take 35 W North to 94 East **OR** 35 E North to 94 West **OR** 52 North to 94 West, then follow directions above.

From the North: Take 169, 494 or 100 South to 394 East to 94 East **OR** 35W South to 94 East, exit on Cretin/Vandalia. Make a left (North) onto Vandalia, then follow directions above.

Want a class that isn't listed?

STAR can develop and tailor curriculum to meet your educational needs! For class requests or registration, schedules, and pricing, please call Jennifer May at 651-644-3140 x257 or email her at jmay@starsvcs.com