



STAFFING • TRAINING • ALTERNATIVE RESOURCES INC.

# January 2011

## Writing Risk Management Plans

## Understanding the Consolidated Standards

## Learn to Write Winning Outcomes

## Professional Boundaries

## Writing Risk Management Plans

Presented by Sarah Stein, Program Services Consultant/QMRP/QDDP  
Wednesday, January 12, 2011  
12:30 pm – 4:00 pm  
Cost: \$55.00

CEUs  
3 for Social  
Workers

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) Risk Management Plan requirements
- Consolidated Standards (245B) development and review timelines
- Proactive and reactive measures to reducing individual risk
- Misconceptions about Risk Management Plans and the real facts
- Common mistakes made in writing Risk Management Plans and how to avoid and correct them

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 is would benefit any manager, Designated Coordinator or QMRP who is responsible for the development of Risk Management Plans.

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## Professional Boundaries

Presented by Alison Nelson, Educational Services Manager/QMRP/QDDP  
Wednesday, January 26, 2011  
12:30 pm – 3:30 pm  
Cost: \$55.00

CEUs  
3.6 for  
Nurses,  
3 for Social  
Workers

Maintaining professional boundaries while working directly with people with disabilities can be difficult as you try to develop a relationship built on trust. This course will provide you with the ability to recognize boundary issues that can occur in the work place and equip you with the tools and skills needed to address boundary crossings with confidence. Participants will learn how to address boundary issues and demonstrate professionalism while still having positive relationships with the people they support. Additionally, we will discuss professional boundaries between co-workers, supervisors and the family members/team members of the people we support.

Audience: This course is ideal for anyone who provides direct services to individuals with disabilities.

***The STAR Services training facility is located on the 2<sup>nd</sup> floor of the Ivy League Place building in Suite 200 at 475 Cleveland Ave. N. in Saint Paul. For directions or more information, visit our website at [www.starsvcs.com](http://www.starsvcs.com) or call 651-644-3140.***

## Understanding the Consolidated Standards

Presented by Robyn Frechette, Program Services Consultant/QMRP/QDDP  
Wednesday, January 19, 2011  
9:00 am – 12:00 pm  
Cost: \$55.00

CEUs  
3 for Social  
Workers

The Consolidated Standards (245B) establishes methods to ensure quality of services for individuals with developmental disabilities and related conditions. Licensed providers must be in compliance with the protection, management, and service standards established by 245B. This three hour class will help participants identify what is expected of a provider in maintaining compliance with the Consolidated Standards.

Topic discussed include:

- Staff training requirements
- Designated Coordinator responsibilities and ISP implementation
- Individual rights and right restrictions
- Risk Management Plans, Outcomes and Progress Review criteria and standards
- Incident/Accident reporting, reviewing and tracking methods
- Individual records and financial management
- DHS licensing reviews and audits

Audience: This class will benefit first time managers, Designated Coordinators or employee looking to gain a better understanding or a refresher of the Consolidated Standards.

**Sign Up for Both Classes On January 19<sup>th</sup> for \$99 And Lunch Is Included!**

## Learn to Write Winning Outcomes

Lindsey Kimber, Research and Development Coordinator/QMRP/QDDP  
Wednesday, January 19, 2011  
1:00 pm – 4:00 pm  
Cost: \$55.00

CEUs  
3 for Social  
Workers

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

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

# Participant Registration Information

## Writing Risk Management Plans

January 12, 2011, 12:30 pm - 4:00 pm \$55.00

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

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

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

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

## Professional Boundaries

January 26, 2011, 12:30 pm - 3:30 pm \$55.00

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

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

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

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

## Understanding the Consolidated Standards

January 19, 2011, 9:00 am - 12:00 pm \$55.00

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

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

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

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

**Sign Up for Both Classes on January 19<sup>th</sup>  
for \$99 and Lunch Is Included!**

## Learn to Write Winning Outcomes

January 19, 2011, 1:00 pm - 4:00 pm \$55.00

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

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

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

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

*Like what you see but don't want to travel? We can come to you!  
Call Jennifer today at 651-644-3140 x257.*

# Company and Payment Information

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

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

Contact Person: \_\_\_\_\_ Telephone: \_\_\_\_\_

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

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

Type of Card: \_\_\_\_\_ 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, or mail to:

STAR Services, Attn: Jennifer May, 475 Cleveland Ave N, Ste. 130, Saint Paul, MN 55104

**Register Online @ [www.starsvcs.com](http://www.starsvcs.com)**