Live Training Course Library

STAR Services offers a variety of training and education opportunities for entry-level staff to executives at our location in Saint Paul, through our Virtual Classroom series, and offsite venues. STAR's training courses are fully accredited by the National Alliance for Direct Support Professionals.

Orientation Courses

These courses are designed to meet the training and orientation requirements for all staff who support individuals with disabilities as outlined by MN Statutes, Chapter 245D and MN Rules, Chapter 9544.

Person-Centered Courses

Classes that review person-centered language, tools, and processes to put these ideas and values into action.

* Available On Demand
+ Available Online
Bold type denotes courses offered regularly at our St. Paul location.

Professional Development Courses

These courses are designed as supplemental classes for direct support professionals and supervisors to enhance their understanding and job performance.

Mental Health Courses

Training courses for all staff providing services in a prospective or current mental health certified home as designated by MN statutes. Additionally, these courses are great for anyone wanting training on mental health diagnoses, chemical dependency, and how to support individuals with these conditions.

Management Courses

These courses are designed for managers, Designated Coordinators (DC), Designated Managers (DM), Qualified Development Disability Professionals (QDDP), nurses, or lead staff who are serving individuals with disabilities in residential, in-home, or vocational settings.

Management Courses, Continued

These courses are designed for managers, Designated Coordinators (DC), Designated Managers (DM), Qualified Development Disability Professionals (QDDP), nurses, or lead staff who are serving individuals with disabilities in residential, in-home, or vocational settings.

Orientation Courses

These courses are designed to meet the training and orientation requirements for all staff who support individuals with disabilities as outlined by MN Statutes, Chapter 245D and MN Rules, Chapter 9544.

Course Name	Hours	CEUS Nurse/SW
American Heart Association Basic Life Support (BLS)	4.5	N/A

This American Heart Association Basic Life Support course trains participants to promptly recognize several life-threatening emergencies, give high-quality chest compressions, deliver appropriate ventilations and provide early use of an AED. This course meets the training requirements for CPR. American Heart Association BLS certification is valid for two years.

American Heart Association Heartsaver® Adult CPR AED	2	N/A

This American Heart Association CPR AED course provides employees with the ability to recognize and treat breathing and cardiac emergencies, administer first aid, perform CPR, call and work with emergency medical system staff, and avoid blood borne pathogen exposure. This course meets the training requirements for CPR. American Heart Association CPR certification is valid for two years.

American Heart Association Heartsaver® Adult, Infant, and Child CPR AED	4	N/A

This class is ideal for employees who are supporting infants, children, and adults. This American Heart Association course provides participants with the ability to recognize and treat breathing and cardiac emergencies, perform CPR, call and work with emergency medical system staff, and avoid blood borne pathogen exposure. This course meets the training requirements for CPR. American Heart Association CPR certification is valid for two years.

American Heart Association Heartsaver® First Aid	3	N/A

This American Heart Association course provides employees with the ability to identify, prevent, and respond to medical emergencies and situations requiring first aid. This course meets the training requirements of First Aid. American Heart Association First Aid certification is valid for two years.

Medication Administration+	7	8.4/7

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. This course is taught by STAR Services RNs. Participants complete a written test and demonstration of medication administration. Course meets 245D requirements for medication administration training.

Orientation to Providing Quality Services+	4.5	5.4/4.5

Orientation to Providing Quality Services will give its participants the initial tools they need to provide competent and quality services to the individuals they support. It includes orientation topics required under MN Statute 245D including: Service Recipient Rights, Vulnerable Adult Act, Maltreatment of Minors Act, MN Data Privacy Act, HIPAA, OSHA, fraud, incident and emergency responding and reporting, daily documentation requirements, and the principles of Person-Centered Planning.

Orientation Courses, Continued

These courses are designed to meet the training and orientation requirements for all staff who support individuals with disabilities as outlined by MN Statutes, Chapter 245D and MN Rules, Chapter 9544.

Course Name	Hours	CEUS Nurse/SW
Positive Supports Rule Core+	8	9.6/8

For direct care staff, managers, directors and any other staff responsible for developing, implementing, monitoring, supervising or evaluating positive support strategies (required for all people receiving 245D licensed services), positive support transition plans, or emergency use of manual restraints. Core training course for the Positive Supports Rule (MN Rules, Chapter 9544). This course provides staff the important knowledge of how to work with the individuals they support in a positive and supportive manner, especially when challenging behaviors may be present. It includes fundamentals in establishing trusting relationships, the importance of avoiding power struggles, positive de-escalation techniques, alternatives to restraints, the communicative intent of behaviors and causes of behavior including events and environmental factors. Positive support strategies including positive behavior supports, the relationship between staff interactions as well as the environment will be covered. The importance of providing person-centered service planning and delivery and how to discover the uniqueness of each person that is supported and their specific culture will be explored. This class includes the 245D training requirements on allowed, restricted, and prohibited behavioral interventions, including Emergency Use of Manual Restraint (EUMR), and situations in which staff need to call 911. Participants will also participate in simulated experiences of administering and receiving manual restraint procedures. *In order to meet the training requirements in MN Statute 245D.061 and 245D.09, staff must additionally demonstrate competency and be trained in their employer's specific EUMR policy and engage in simulated experiences of administering and receiving manual restraint procedures allowed by the license holder on an emergency basis.*

Course Name	Hours	CEUS Nurse/SW
Positive Supports Rule Core Refresher+	4	4.8/4

This course meets the annual core training requirements of the Positive Supports Rule (MN Rules, Chapter 9544) for direct support staff. Staff will expand their understanding of how to work with individuals in a positive and supportive manner. This course dives deeper in establishing trusting relationships and avoiding power struggles, using positive de-escalation techniques, finding alternatives to restraints, and exploring the communicative intent and causes of behavior. Positive support strategies including positive behavior supports, the relationship between staff interactions and the environment will be covered as well as situations in which staff must contact 911. The importance of providing person-centered service planning and delivery along with how to discover the uniqueness of each individual supported and their culture will be discussed. Staff will gain insight in personal staff accountability and self-care after emergencies. This class includes the 245D training requirements on allowed, restricted, and prohibited behavioral interventions, including emergency use of manual restraint (EUMR).

Course Name	Hours	CEUS Nurse/SW
Sexual Violence+	1	1.2/1

This course discusses the required 245D topic of strategies to minimize the risk of sexual violence including concepts of healthy relationships, consent, and bodily autonomy of people with disabilities.

Person-Centered Courses

Classes that review person-centered language, tools, and processes to put these ideas and values into action.

Course Name	Hours	CEUS Nurse/SW
The Foundations of Person-Centered Planning	21	25.2/21

All people interested in Person-Centered Planning should have a box full of planning tools. These tools can empower people to make change in their lives by putting them in charge of defining their direction. The Foundations of Person-Centered Planning is a six month series designed to teach important planning methods and skills. They include MAPS, PATH, Liberty Plans, Solutions Circles, building community capacity using Learning Journey, Person-Centered Thinking discovery, and more. The process starts with a three day extensive facilitation foundation and will continue to build momentum with monthly 1.5 hour skill enhancement sessions. Planning can be a bit intimidating in the beginning, and this series allows you to learn and practice, while receiving expert guidance from experienced planners. This course will also discuss how planning can provide direction to the team and help to meet your licensing requirements in a more meaningful way. Join us for this comprehensive person-centered planning program and fully realize your facilitation potential to help people define the direction of their lives.

Important To/For*	1	1.2/1

We all have choices throughout the day and we likely make our decisions by balancing what we want and like, while also considering our health and safety. When supporting others, helping people balance Important TO and Important FOR can be challenging. "It was her choice to eat 6 donuts," or "He can't hang out with her because she's a bad influence." This virtual class will give you the skills you need to support people in making an informed choice that balances TO and FOR.

Liberty Planning	7	8.4/7

Are you a person-centered planning facilitator looking for new ways to guide life-changing conversations in a natural but focused manner? The Liberty Plan is a person-centered planning process that helps people and teams create action steps on specific areas the person wants to focus on. This process celebrates the person and their success while identifying areas for growth. It can be the perfect process for people that have not identified a "big" dream or have a few areas in which they would like to move forward. This plan was developed by Beth Gallagher and Kirk Hinkleman from Life Works in California. It is a great addition any planners tool bag! Participation in a training on PATH and MAPS is a prerequisite for this training.

One Page Descriptions*	1	1.2/1

Imagine if you were introduced to others using your medical, psychological and behavioral information as the foundation of the introduction. It wouldn't be a true reflection of who you are but that is too often the case for the people we support. A one-page description is a positive introduction to a person. It always includes what is important to a person, what people like and admire about them and how they want to be supported. It can include much more and can be used for a variety of purposes to help ensure the people we support aren't defined by system based thinking. This virtual class will give you the skills you need to develop a great one-page description. Participation is expected so be prepared to engage with examples and hear from your fellow participants.

PATH and MAPS Person-Centered Facilitation Training	14	16.8/14

Are you interested in facilitating person-centered planning? PATH and MAPS are two established facilitation processes that can lead to significant life changes! As a PATHfinder, you search for practical ways to move toward a meaningful future. As a MAPmaker, you seek working agreements that allow gifts to flourish. Both of these formal planning tools emphasize a real and possible future with graphic recording to capture the vision and plan. This 2-day course will provide you with opportunities to learn the process for PATH and MAPS, develop your facilitation skills, explore graphic recording, and include devoted time to practice the methods. If you are committed to helping people realize what is most important to them and you want to help equip people and their team to make meaningful change happen, this course is for you! Continuing Learning Units (CLUs): 14 for MnCHOICES Assessors.

Person-Centered Courses, Continued

Classes that review person-centered language, tools, and processes to put these ideas and values into action.

Course Name	Hours	CEUS Nurse/SW
Person-Centered Practices	3	3.6/3

During this introductory class for managers and executives, we will review 245D person-centered language and requirements including staff training. You will be introduced to tools such as the One Page Profile and processes you can implement at your agency to put person-centered ideas and values into action.

Person-Centered Supports for DSPs	3	3.6/3

Daily, person-centered support, provided by direct support professionals is essential! Come learn the principles and beliefs at the core to person-centered thinking and see how to apply them to the individuals served. One key principle is using person-centered language, but this language can take time and knowledge to develop. This class will teach what that language is as well as using group activities to illustrate the principles around person-centered planning. These include using the Five Valued Life Experiences, Capacity Based Descriptions, Identifying Risks, Abilities and Strengths, Preferences, and Gifts and Talents.

Person-Centered Thinking	14	16.8/14

In this two-day interactive training, participants will learn the fundamental Person-Centered Thinking skills. Person-Centered Thinking gives participants the tools they need to incorporate person-centered philosophies in their organization. In addition, these tools put in to action why most of us chose the human services field: to help people live their best life. These skills provide specific approaches which teach us how to listen intentionally to the people we support and act on what we have learned. The tools respectfully address issues of health and safety, from a variety of perspectives, while empowering the person to maintain control. You will practice developing a Person-Centered Description, which communicates to us how the person wants to be supported and can help the person live the life they desire. If your organization has a 245D license, please note this course includes key tools that help meet some of the person-centered requirements for which licensors are monitoring. This training is designed for lead agency staff, staff at all levels in an organization as well as individuals who receive support and families. Continuing Learning Units (CLUs): 14 for MnCHOICES Assessors

Person-Centered Thinking and Actions	2	2.4/2

Participants in this course will learn how to make person-centered actions part of their everyday work while supporting people to lead safe, healthy, and happy lives. Participants will also learn about the empowerment of choice making, how to provide choice making opportunities for the individuals they support as well as promoting responsibility in choice making. This course can be customized for direct care staff or managers.

A Picture of a Life	14	16.8/14

If a picture is worth a thousand words, then what is A Picture of a Life worth? It is priceless, of course! Join us for an experience like no other while you spend two days learning an exciting person-centered planning method called Picture of a Life. During this unique course, you will not only learn the process from a trained facilitator, but a courageous individual who receives services will co-train using their life as the frame work for the learners to help develop their plan. You will apply the skills you learned in the Two Day Person-Centered Thinking class to discover what is important to and for the individual, how they balance in real life and how to best support the individual in having a life that is meaningful to them. By working directly with a person who receives support, participants are able to truly see the planning method in action and absorb the information. Participants leave the course feeling ready to offer this method to the people they support and facilitate meaningful change. Continued Learning Units (CLUs): 14 for MnCHOICES Assessors

Professional Development Courses

These courses are designed as supplemental classes for direct support professionals and supervisors to enhance their understanding and job performance.

Course Name	Hours	CEUS Nurse/SW
The Community Outside Your Front Door	2	2.4/2

Happiness, friendship, and a sense of belonging can develop when people are engaged in activities of interest and meaning to them. Providers often get overwhelmed with the rules and regulations that are involved with the service provision. Providing meaningful experiences and opportunities for the individuals we support is an important element of providing quality service. But how do we support people in exploring and finding these activities in their community? Participants in this course will learn about tools and approaches to use to support the people they work with in getting connected to people, places, and activities that matter to them.

Demystifying Sexuality: Promoting Rights and Education for People with Disabilities	3	3.6/3

Providers have a responsibility to provide care in accordance with the principle of normalization including providing opportunities for individuals with disabilities to learn about and express their sexuality. Participants will learn:
- Past and present views on sexuality and people with disabilities
- The stereotypes and barriers to sexual expression that people with disabilities encounter
- Guiding principles for staff on a day-to-day basis
- Proactive ways to address sexuality topics and types of sexual expression
- Dating and the Dignity of Risk
- The increased risk of sexual abuse and protection of sexual exploitation

Drama in the Workplace	3	3.6/3

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 interactive course will help participants identify and find proactive ways to address common on-the-job stressors and drama in the workplace.

Healthcare Management and Wellness for Individuals with Disabilities	3	3.6/3

Promoting health and wellness is a key element in increasing independence and quality of life for individuals with disabilities. This training will help providers learn how they can better meet the health and wellness needs of the individuals they are supporting as well as the health care management requirements of 245D. Participants will learn:
- How to promote health and wellness in our community, home and work environments
- How to build and expand cooperative working relationships with healthcare organizations
- Best practices for documentation and document review
- Healthcare/medication management requirements for 245D

Mindfulness: Little Changes, Big Impact	3	3.6/3

Mind Full or Mindful? In our field we are overworked and stretched to the limit. This course will introduce you to the principles and benefits of mindfulness. While we often can't change the stress around us, we can help manage our response and perceptions of stress through mindfulness. These scientifically proven skills are valuable daily habits anyone can implement. Break through the busy and invest a few hours in learning strategies that will impact your everyday life.

Professional Development Courses, Continued

These courses are designed as supplemental classes for direct support professionals and supervisors to enhance their understanding and job performance.

Course Name	Hours	CEUS Nurse/SW
Preventing Medication Errors	2	2.4/2

This is a great refresher course on medication administration and helpful for staff who have had a medication administration errors. This course provides staff with a detailed review of medication administration procedures to prevent errors in medication and treatment administration.

Professional Boundaries+	2	2.4/2

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. Participants will learn how to address boundary issues and demonstrate professionalism while still having positive relationships with the people they support.

Professional Writing, Objectively	2	2.4/2

Whether it's writing daily log notes, incident reports or explaining what is actually happening with a co-worker, writing and talking objectively are important skills to learn. Also, since our documentation is "legal documentation," we want to ensure we are giving the most accurate and objective picture. Join us for this two-hour interactive class, where we will learn to write and talk objectively using real life examples and even playing games like charades to illustrate the importance of objectivity in our work.

Promoting Healthy Lifestyles	1.5	1.8/1.5

This class provides a "big picture" view of health for individuals and help participants learn how to engage the individuals they support in leading a healthy lifestyle.

Psychotropic Medication Side Effect Monitoring with the DISCUS and the MOSES	5	6/5

Learn about the relationship between psychotropic medications and their possible side effects, including Tardive Dyskinesia, a disorder that causes involuntary movements. Participants will practice monitoring and learn how to detect Tardive Dyskinesia and understand the difference between other stereotypical behavior. Other topics for discussion will include:
- Medications that cause Tardive Dyskinesia and other abnormal, involuntary movement disorders
- Health care follow up for abnormal DISCUS scores
- How to use the MOSES in conjunction with the DISCUS
- Common traps and mistakes when completing the DISCUS
- How to complete the DISCUS examination procedure

Professional Development Courses, Continued

These courses are designed as supplemental classes for direct support professionals and supervisors to enhance their understanding and job performance.

Course Name	Hours	CEUS Nurse/SW
Putting the Person First in Personal Cares+	3	3.6/3

Personal cares are something most direct support professionals will have to perform as part of their job requirements. The importance of completing personal cares in a manner that supports the individual's personal preferences and dignity, while still successfully accomplishing the task, is a key skill that is often overlooked. This course discusses the personal cares a direct support staff may have to implement as part of their work with the individuals they support. It includes descriptions of the personal cares and some best practices regarding how staff may perform these tasks in a manner that promotes the dignity of the individuals they support and encourages independence. It includes the topics of Activities of Daily Living, Instrumental Activities of Daily Living, and what constitutes a healthy diet according to the CDC.

Course Name	Hours	CEUS Nurse/SW
Rekindle Your Professional Passion: Love Your Job Again	3	3.6/3

When you think back to your first started supporting individuals with disabilities, what drew you to this field? You probably hoped to make a difference in the lives of individuals with disabilities and find personal fulfillment in your career choice. But somewhere along the way, many of us find that our passion falters, and we are susceptible to burnout. We are constantly asked to do more with less, and this can be stressful. This session will provide a jolt of encouragement and excitement to bring you back to the days of possibilities and opportunities. Through motivational exercises and stories, attendees will be able to identify areas in their jobs and professional development that are successful and positive and areas that need more attention. You will leave with a personal "road map" for a change, idea, or plan that you want to make a reality and feel refreshed knowing that you are making a real and true difference.

Course Name	Hours	CEUS Nurse/SW
Staying Positive in a Challenging Job	1.5	1.8/1.5

Are the challenges you face in your day to day work becoming overwhelming? Often, those that provide support and services to individuals in need carry much of the burden. We'll discuss common workplace stressors in the social services field, introduce exercises and coping strategies that can be utilized in your daily work, and learn how to celebrate the small successes in each day.

Course Name	Hours	CEUS Nurse/SW
Supporting Individuals with Disabilities through the Aging Process	3	3.6/3

As the supported individuals age, the services provided need to adapt and change to support them. This class will help caregivers learn how they can provide effective services for their aging population. We will discuss the aging process, including common diagnoses such as dementia and Alzheimer's. Additionally we will discuss end of life changes and what can be expected throughout these changes.

Course Name	Hours	CEUS Nurse/SW
Understanding Alzheimer's Disease and Dementia	1.5	1.8/15

This introductory course is designed to help direct support professionals gain a better understanding of Alzheimer's and Dementia. Participants will learn common symptoms of Alzheimer's and Dementia, best practices in providing supports, as well as ways to help ease the individuals they support through this time in their lives.

Professional Development Courses, Continued

These courses are designed as supplemental classes for direct support professionals and supervisors to enhance their understanding and job performance.

Course Name	Hours	CEUS Nurse/SW
Understanding Autism Spectrum Disorder	3	3.6/3

Participants will learn foundational information on Autism Spectrum Disorder including creative methods to support individuals based on their varying needs and abilities. Additionally, participants will learn techniques for teaching new skills, positive social and community experiences, communication, and coping with sensory processing issues.

Understanding Fetal Alcohol Spectrum Disorders+	3	3.6/3

Fetal Alcohol Spectrum Disorders (FASD) occur in approximately one of every 100 births nationally and is one of the leading causes of intellectual disabilities in the United States. This three hour introductory course is designed to help participants learn more about Fetal Alcohol Spectrum Disorders as well as the behavioral, physical, and mental characteristics that are commonly associated with the diagnosis. Additionally, this class will discuss common misconceptions about FASD and provide insight into this diagnosis and its effect on the individual.

Understanding Syndromes	1.5	1.8/1.5

This course discusses the most frequently diagnosed syndromes: Down Syndrome, Fetal Alcohol Spectrum Disorder, and Autism Spectrum Disorder. Additionally, participants will learn how and why these syndromes occur and helpful methods for providing services to individuals with these diagnoses.

We Can Work It Out: Achieving Generational Harmony in the Workplace	3	3.6/3

Having four generations in the workforce that value different work and communicaiton styles can result in conflict and frustration. In a time of reduced resources to support indiviiduals with disabilities, it is critical that all professionals work collaboratively to provide the best possibel care. In this highly interactive session, participants will learn from each other what values each generation holds, what motivates employees of each generation, preferred styles and methods fo communication for each generation, and how to provide meaningful praise to each generation. The insight gained from this session can also be applied to interactions with the people they support, guardians, case managers, and other professionals. Participants will leave with a greater appreciation of the strengths and insights each generation brings to the workplace. Managers and directors will have practical steps to take in resolving (and hopefully preventing!) workplace conflict due to generational differences.

Mental Health Courses

Training courses for all staff providing services in a prospective or current mental health certified home as designated by MN statutes. Additionally, these courses are great for anyone wanting training on mental health diagnoses, chemical dependency, and how to support individuals with these conditions.

Course Name	Hours	CEUS Nurse/SW
Mental Health Fundamentals+	7	8.4/7

This class is divided into two sections: the first five hours will explore common mental health diagnoses, treatment strategies, and support strategies. As part of this section, participants will also learn about mental health crises and de-escalation techniques that apply to these diagnoses. The second section, lasting two hours, will cover evidence-based practices, addiction, suicide intervention, and psychotropic medications.

Course Name	Hours	CEUS Nurse/SW
Psychotropic Medication and Side Effects+	1	1.2/1

This class will provide participants with a basic understanding of psychotropic medications, their uses, and the common side effects that are associated with these medications.

Course Name	Hours	CEUS Nurse/SW
Understanding Anxiety Disorders+	1.5	1.8/1.5

Approximately 40 million adults experience a form of anxiety disorder in a given year making it the most common mental health diagnosis. There are several forms of anxiety including Generalized Anxiety Disorder, Phobias, Panic Attacks, and PTSD. This ninety minute class will help participants understand the characteristics and cycles of these disorders as well as how they can provide positive supports for individuals. Additionally, we will discuss treatment, symptom management, and how to utilize the resources that are available in providing supports to individuals with these disorders.

Course Name	Hours	CEUS Nurse/SW
Understanding Co-occurring Disorders: Mental and Chemical Health+	2	2.4/2

This two hour introductory course will provide participants with a brief overview of common mental health diagnoses and how they affect individuals who may also be experiencing chemical addiction challenges. Participants will discuss the unique challenges that arise with chemical dependency in individuals with a mental health diagnosis and what measures can be taken to address addiction. Common treatment and support solutions, recovery, and utilization of community resources will also be addressed.

Course Name	Hours	CEUS Nurse/SW
Understanding Mental and Chemical Health	4	4.8/4

This four hour course provides participants with an overview of common mental health diagnoses including Depression, Schizophrenia, Bipolar Disorder, personality disorders, anxiety disorders, and more. Participants will learn the common characteristics associated with these diagnoses as well as proactive and reactive measures that can be taken to support individuals in maintaining an optimal quality of life. Additionally, this class will discuss co-occurring substance abuse and mental health concerns as they apply to individuals with a mental health diagnosis. Topics covered include:
- Common mental health diagnoses
- Mental health diagnosis, cycles, and recovery
- Proactive and reactive supports for individuals with a mental health diagnosis
- Common support, rehabilitation and treatment options (including evidence-based practices) for individuals with a mental health diagnosis
- Recovery and symptom management of mental illness
- Co-occurring substance abuse and mental health concerns
- Identifying and utilizing community resources

Mental Health Courses, Continued

Training courses for all staff providing services in a prospective or current mental health certified home as designated by MN statutes. Additionally, these courses are great for anyone wanting training on mental health diagnoses, chemical dependency, and how to support individuals with these conditions.

Course Name	Hours	CEUS Nurse/SW
Understanding Mood Disorders+	1	1.2/1

Mood disorders are categorized as disturbances in mood as the predominant characteristics. Examples of these disorders include Depression and Bipolar Disorder. This one hour class will help participants understand the characteristics, cycles, symptoms, and treatment of these disorders as well as how they can provide positive supports for individuals. Additionally, we will discuss treatment and symptom management and how to utilize the resources that are available in providing supports to individuals with these disorders.

Understanding Personality Disorders+	1	1.2/1

This one hour class will help participants understand the characteristics, cycles, symptoms, and treatment of the ten primary personality disorders. Participants will learn how they can provide positive supports for individuals with a diagnosis such as Paranoid Personality Disorder, Obsessive-Compulsive Disorder, Borderline Personality Disorder, and more. We will identify symptom management and treatment options and how to utilize the resources that are available in providing supports to individuals with these disorders.

Understanding Schizophrenia and Other Psychotic Disorders+	1	1.2/1

According to the National Institute of Mental Health, over 2.4 million adults are diagnosed with Schizophrenia or other forms of psychotic disorders. This one hour class will help participants understand the characteristics, cycles, and symptoms of Schizophrenia, Paranoid Schizophrenia and other psychotic disorders as well as how they can provide positive supports for individuals affected by these conditions. Participants will learn about successful treatment options, symptom management, and how to utilize the available resources in providing quality services to people supported.

Management Courses

These courses are designed for managers, Designated Coordinators (DC), Designated Managers (DM), Qualified Development Disability Professionals (QDDP), nurses, or lead staff who are serving individuals with disabilities in residential, in-home, or vocational settings.

Course Name	Hours	CEUS Nurse/SW
245D Training Requirements*	1	1.2/1

This course covers the umbrella of current 245D staff training requirements, which encompasses many things including training hours, small details on how topics need to be documented, competency measures, frequency of training, what is required when a staff comes from another licensed program, and more. We will help ensure you have the information you need to get up-to-date on training standards and provide helpful tips to ensure your staff files are documented in an efficient and compliant manner.

Adult Day Services: An Overview of Rule 223 Standards	5	6/5

This five hour course is designed to instill confidence and knowledge in Adult Day Service providers. Participants will increase their understanding of Rule 223 (MN Rules, parts 9555.9600 through 9555.9730) as well as the other applicable regulations. We will explore critical topics pertaining to adult day services, including policies/procedures, participant and personnel requirements, qualifications of the center director and staff, staff ratios, requirements of individual service planning, safety and physical plant requirements. In addition, we will discuss other pertinent requirements providers must follow including maltreatment reporting, Individual Abuse Prevention Plans, Program Abuse Prevention Plan, background studies, and Emergency Use of Manual Restraints. Attendees will gain valuable information to help them achieve and maintain compliance with Adult Day regulations.

Assessments, Plans, and Addendums (IAPP, PAPP, SMA, CSSP Addendum)	5 or 3	6/5 or 3.6/3

For 245D providers, developing the Individual Abuse Prevention Plan (IAPP), the Program Abuse Prevention Plan (PAPP), the Self-Management Assessment (SMA), and the Coordinated Service and Support Plan (CSSP) Addendum can be overwhelming! Not to mention confusing! Come spend some time with us and learn the requirements for these documents including how to write them well and the timelines for their completion. We will delve into the details to ensure your documents meet 245D standards while offering a complete picture of the supports you provide to each individual. Be prepared to leave with a mind full of excellent details and a working knowledge of what steps you can take to write/re-write those documents moving forward! *Feel free to bring a template of the Self-Management Assessment, CSSP Addendum, or other plans your agency has so you can be more familiar with how to use it. Basic Providers: 3 hours/Intensive Providers: 5 hours

Avoid the Paperwork Pile-up! Creating Effective Organizational Systems	3	3.6/3

With all the documents and requirements under 245D, how does your company rise to the task of having systems in place to develop, maintain, and track information related to individual care and program administration? Do you sometimes wish that someone could help you "sort through and make sense" of all the paperwork? If so, then this basic introduction to creating organizational systems is for you! Come learn about and discuss ways to create effective organizational systems, including what to include in service recipient program and health records, personnel records, and staff training tracking. At this time, this class does not cover systems that incorporate advanced electronic records.

The Basics of DWRS, RMS, and Banding	1	1.2/1

A change in the rates for the people you support can have a great impact on your daily operations. Are you confident the rates you receive are accurate? Navigating the complexities of the Disability Waiver Rate System and the associated forms and current practices (such as RMS, 6790, Banding) can be very overwhelming. In this course, we will break down the jargon and help you understand how to confidently navigate these crucial but sometimes confusing systems.

Management Courses, Continued

These courses are designed for managers, Designated Coordinators (DC), Designated Managers (DM), Qualified Development Disability Professionals (QDDP), nurses, or lead staff who are serving individuals with disabilities in residential, in-home, or vocational settings.

Course Name	Hours	CEUS Nurse/SW
Behavioral Supports (Five Stages of Crisis Planning, FBA, EUMR, PSTP)	3	3.6/3

When a person is experiencing crisis, it is often a time of uncertainty for everyone involved. Having a solid crisis plan in place is a critical component to minimize the fear and maximize healing. In this class, you will learn the five stages of crisis planning which will allow the person to receive compassionate and capable support when it is most needed. Additionally, we will examine positive support strategies as a method to avoid reaching the crisis level. Finally, we will discuss how to avoid the use of an Emergency Use of Manual Restraint (EUMR), identify when an EUMR may be used, and when a Positive Support Transition Plan is required.

Blue Sky Thinking*	1	1.2/1

It is believed that Albert Einstein once said "We cannot solve our problems with the same level of thinking that created them." As a manager or director, you likely have quickly realized that a huge part of your day is spent "putting out fires" and other situations that require intense problem-solving. As problems arise we often see others respond by meeting the problem head on to solve or defeatedly stating "that is just the way things are" without even exploring other possibilities. Which method do you take? If you are tired with trying to problem-solve idea after idea, come and get a fresh perspective! We'll discuss creative approaches and give you tips on how to facilitate some different problem-solving processes with others to produce innovative solutions!

Building a Culture Where Staff Want to Stay	5	6/5

Turnover is not only stressful for everyone involved, but the hiring and training of new staff it is costly for your agency. Front line managers are a crucial component in promoting an organizational culture where direct care staff want to stay. What tools has your organization given your managers to ensure they are true leaders and not just putting out fires? In this course, managers will learn how to operationalize Gallup's 12 Questions. These questions can serve as the solid foundation your organization needs to ensure your managers are fostering an environment where staff choose to stay. Empower your managers with the skills they need to be the leaders you can depend on and the supervisor your direct care staff WANT to work for.

Building Effective Teams	1.5	1.8/1.5

Having productive teams that work well together is a vital part of any workplace. Through teambuilding activities and discussion, this class will help participants learn the steps to take to build a more cohesive and productive team.

Community Residential Setting Requirements and Emergency Planning	2	2.4/2

This class will give you the information you need to comply with the standards specific to 245D-CRS requirements and ensure these homes are compliant to regulations including physical plant requirements, health and safety rules, and emergency plans. In addition, this class will take those emergency plans and build upon them as you have the opportunity to learn more about emergency planning and the unique challenges residential providers face when disaster occurs.

Conflict Resolution	1.5	1.8/1.5

Conflict is an inevitable part of life but it doesn't have to be a constant in your workplace. This course will discuss common causes of conflict at work as well as how to proactively address issues as they arise. Conflict isn't usually considered a positive experience, but without conflict there is no change or innovation. Participants will learn how to address conflict in a productive manner and how to create a more positive working environment.

Management Courses, Continued

These courses are designed for managers, Designated Coordinators (DC), Designated Managers (DM), Qualified Development Disability Professionals (QDDP), nurses, or lead staff who are serving individuals with disabilities in residential, in-home, or vocational settings.

Course Name	Hours	CEUS Nurse/SW
Credible Coaching	1.5	1.8/1.5

Credible Coaches are genuine, respectful leaders who inspire their teams to be their best. This course will help participants learn how to infuse a credible leadership approach into their organization's everyday management practices.

Day Service Facility Requirements and Emergency Planning	2	2.4/2

This class will give you the information you need to comply with the standards specific to 245D-DSF requirements and ensure these sites are compliant to regulations including physical plant requirements, health and safety rules, and emergency plans. In addition, this class will take those emergency plans and build upon them as you have the opportunity to learn more about emergency planning and the unique challenges day service providers face when disaster occurs.

Day-to-Day Residential Manager	3	3.6/3

Being a manager in a residential program can be overwhelming with all the work that needs to be done! How do you meet the needs of the individuals while managing the staff and program? Every agency is different in processes and procedures. This class will offer tips, tools, and tricks for meeting the day-to-day needs of the program. We will explore topics such as staff scheduling and retention, menus and grocery shopping, budgeting and maintenance, activities and community engagement, routines and daily schedules, implementing personnel procedures, etc. This class is a great learning opportunity for new managers or a refresher for long-term managers who may want new ideas for their program!

Designated Coordinator and Manager Development Program	21	25.2/21

Any successful agency must have a DC or DM with a clear understanding of requirements in MN Statutes, chapter 245D and MN Rules, chapter 9544. The Designated Coordinator and Manager Development Program is an interactive course designed to foster the knowledge, confidence, and skills necessary to be a successful Designated Coordinator or Designated Manager. This program is ideal for managers supporting individuals in a 245D licensed setting who have Designated Coordinator or Designated Manager job duties. Learn More >>

Designated Coordinator Qualifications and Job Duties*	1.5	1.8/1.5

Does the Designated Coordinator(s) (DC) at your agency have the knowledge and competency to do their job according to 245D? Are they fulfilling their responsibilities as required? While many people think they know what a DC does, 245D has very specific responsibilities for a DC including professional oversight of the services being provided to each individual. Learn about these responsibilities, their implementation, and what licensors will be looking for to ensure your DC can be confident and competent in their role.

Designated Managers Qualifications and Job Duties*	1.5	1.8/1.5

A Designated Manager (DM) is an important member of your organization. They must be knowledgeable about regulations, your company's compliance, and oversight for evaluating program quality and improvements. There are specific responsibilities and requirements for a DM and often providers aren't ensuring the DM is adequately prepared for these duties. This important position has significant responsibilities to the individuals, staff, the program, and agency as a whole. Learn about these responsibilities, their implementation, and how to meet them head on and with confidence.

Management Courses, Continued

These courses are designed for managers, Designated Coordinators (DC), Designated Managers (DM), Qualified Development Disability Professionals (QDDP), nurses, or lead staff who are serving individuals with disabilities in residential, in-home, or vocational settings.

Course Name	Hours	CEUS Nurse/SW
Developing and Keeping Great Staff	3	3.6/3

With a staffing shortage in the field and high turnover rates we need to do everything we can to develop and retain skilled and compassionate staff. A Gallup poll of more 1 million employed U.S. workers concluded that the No. 1 reason people quit their jobs is a bad boss or immediate supervisor. Come sharpen your supervision skills, and in the process, we'll help you meet your annual Positive Supports Rule training requirement for training on "supervision, including how to train, coach, and evaluate staff and encourage effective communication with the person and the person's support team."

Disaster Planning and Emergency Preparedness	3	3.6/3

Fire, severe weather, natural disasters, terrorist attacks, evacuations, flu pandemic…catastrophes can happen anywhere, anytime. Are you prepared for that day? Through lecture, discussion, and disaster scenarios, you will expand your knowledge of disaster planning. Topics to be discussed also include how to develop and apply an emergency plan and the role of Public Safety in your company's mitigation, preparedness, response, and recovery from a disaster.

Do You Want to Get Paid Room and Board Monies?*	1	1.2/1

Are you getting the appropriate Room and Board payment from the people you support? The current rate is $922 and every person's budget is created by the county so that each has the funding to pay that full amount. It frequently is a combination of a few different sources – some of which are (but not limited to) personal earnings, SSDI, SSI, Housing Support (formerly GRH). Don't miss out on receiving this vital payment; learn how to ensure you are getting the payments your license allows by attending this course.

Encouraging Effective Communication with the Person and Their Support Team*	1	1.2/1

How do you really create genuine and effective means of communicating with each individual's support team members? Join us to discover ways to communicate well with everyone and build a sense of rapport! Also learn ways to handle situations where there are disagreements and communication breakdowns. Don't wait to learn confidence and knowledge as you endeavor to build trust back up, re-establish healthy relationships, and have better communication than ever!

Evaluating Effective Training*	1	1.2/1

Providing services that are licensed under Minnesota Statutes 245A or 245D requires that staff receive specific topics and hours of training. While we might be motivated to meet the quota of training hours or checking off the training topics list, that does not necessarily mean we are providing effective training. We want to train staff so they are competent to do their job and to provide the best possible support. In this course, we will cover different ways to evaluate the training your staff takes to see if it is resulting in behavior change and improved outcomes as well as continual quality improvement of the services you provide.

Finance and Billing for Social Service Providers	3	3.6/3

This course teaches participants how to use and understand MN-ITS. In addition to the completion of online billing forms, participants will learn how to organize the required data so that the error (denial) factor can be reduced, in turn, eliminating the denial of claims and the subsequent delay in payments.

Management Courses, Continued

These courses are designed for managers, Designated Coordinators (DC), Designated Managers (DM), Qualified Development Disability Professionals (QDDP), nurses, or lead staff who are serving individuals with disabilities in residential, in-home, or vocational settings.

Course Name	Hours	CEUS Nurse/SW
Fraud Prevention for the Designated Manager and Public Funds Compliance Officer	3	3.6/3

What does a Designated Manager and a Public Funds Compliance Officer need to do about fraud prevention? The designated manager (DM) has one job duty responsibility written in 245D.081 for maintaining a current understanding of the licensing requirements sufficient to ensure compliance of the Public Funds Compliance Officer (PFCO). The PFCO has six job duties to complete (written in 256B.04, subdivision 21). Participants will learn and discuss the following:
- The required "anti-fraud policy" content for your needed company policy
- Examples of fraud
- Evaluation techniques to monitor for compliance for public fund integrity
- Responding to allegations of improper conduct
- Reporting fraud and the recovery of payments

Audience: This course is intended for Designated Managers and Public Funds Compliance Officers and employees who are responsible for billing and anti-fraud practices at 245A licensed companies.

Functional Behavioral Assessment	3	3.6/3

Supporting individuals with challenging behaviors is a rewarding job, but it can be difficult at times. Developing thorough and effective support plans can help give more effective, efficient tools to your staff and enable the individual you support to live a more stable, fulfilling life. Join STAR to learn the basics of doing a Functional Behavioral Assessment to help you gain more understanding of the function of behaviors, how to discover and avoid triggers, and how adapting one's environment can play a role in reducing behaviors. This course will also include information on crisis planning, completion of the Behavior Intervention Reporting Form, Positive Support Transition Plan development, and how they all work together.

Growing Your Skills as a Supervisor*	1	1.2/1

Supervising is hard. Many staff report that the day-to-day challenges of supervising people leaves them perplexed and overwhelmed. Supervisors sometimes find solace in hiding behind projects or tasks, rather than figuring out how to navigate difficult and complex situations with people. In this class, we will look at 5 common challenges supervisors face, while looking for solutions that can work across teams as well as customized approaches for particularly difficult employee situations.

Heath Needs*	1	1.2/1

An often overlooked but vital aspect of the CSSP Addendum is the provider's responsibility in assisting with a person's health needs. Have you written your documentation to adequately address all of the required 245D components for each person you support? This isn't only about compliance, but also ensuring your responsibilities are clearly outlined to avoid liability for areas outside of your scope of service. Join our interactive virtual classroom training to ensure you are compliant and consistent in the area of health needs.

How Do We Get from Here to There?	3	3.6/3

The Centers for Medicare and Medicaid (CMS) Final Rule on Home and Community Based Settings and Minnesota's Olmstead Plan have given us a roadmap outlining the direction employment and housing supports will be moving in the future. How can we be innovators in this change? What are some person-centered actions that support team members can take to get there? In this course you will obtain a better understanding the expectations for service delivery and develop tools that can help prepare your organization for change.

Management Courses, Continued

These courses are designed for managers, Designated Coordinators (DC), Designated Managers (DM), Qualified Development Disability Professionals (QDDP), nurses, or lead staff who are serving individuals with disabilities in residential, in-home, or vocational settings.

Course Name	Hours	CEUS Nurse/SW
Human Services Manager Boot Camp	5	6/5

Are you new to this field? Maybe you've been recently promoted to a management role? Perhaps you have been a manager for quite some time but you find yourself asking, "Why do I have to do these things anyway?" This class is designed to give you the basics of the Human Services field while increasing your management skills. We will discuss a wide variety of topics including funding sources, waivers, and the state and federal rules and regulations you must follow. During this course, you will also learn some critical management skills to help you become an effective, fair, and fun leader. Although sometimes management can seem overwhelming, don't get discouraged! STAR's Human Services Boot Camp can help you understand the basics of providing and managing exceptional services.

Improve Your Communication, Project Management, and Supervisory Skills with Workplace Preferences	2	2.4/2

If the popularity of social media quizzes are any indication, many people enjoy taking brief quizzes to learn more about themselves. Whether it is to determine what state they should live in, what animal best represents their personality, or which famous actor they most resemble, people like learning and being validated that their preferences are great. The same is true in the workplace. Each of us have preferences that dictate the ways that we prefer to collaborate, execute and communicate at work. Successful supervisors need to understand the variety of different preferences and styles that are possessed by their team members in order to bring people together, assign tasks and ensure success. This session will use "Colorful Personalities" to help us determine our dominant style preferences, while helping us better understand how to work, collaborate and supervise people who approach work differently than we do. Through engaging exercises and activities, we'll learn how we can be better peers, co-workers and supervisors through improved understanding of the strengths and attributes each person brings to our team.

Improving Employee Retention, Engagement, and Happiness: Creating Workplace Cultures that Work	5	6/5

Everyone has seen the stories about these amazing companies where every employee seems to be happy 24/7. They have cafeterias with free food, video games and foosball tables, maybe even a playground in the lobby. Obviously, they don't work in social services. Our field may not be able to offer the perks found in Silicon Valley, but we can create agencies where our employees feel connected, empowered and happy. Whether you are in HR, management, or operations, this training day will give you tools and ideas that you can use with your staff to improve morale, make strategic planning and meetings more effective, and change your culture towards a more positive and happy place. We'll learn about the science behind Positive Psychology and how we can apply it in the workplace, we will have fun learning team building activities that you can bring back to your office, watch videos and clips that will inspire and reinforce the changes you can make, and you will leave with low/no cost, easy, new ideas that you can implement ASAP at your agency.

Incidents and Emergencies*	1.5	1.8/1.5

When Incidents and Emergencies occur, there is usually a lot of stress and confusion. As providers, amid this chaos, we also need to ensure we follow the required procedures for documentation, notification, and more. In this course we will discuss, what needs to be reported and when, and who is responsible for what. We will answer any questions you may have about Incidents and Emergencies.

Management Courses, Continued

These courses are designed for managers, Designated Coordinators (DC), Designated Managers (DM), Qualified Development Disability Professionals (QDDP), nurses, or lead staff who are serving individuals with disabilities in residential, in-home, or vocational settings.

Course Name	Hours	CEUS Nurse/SW
Incidents, Emergencies, and Maltreatment Reporting and Internal Reviews	3	3.6/3

There is so much that needs to be done when there are incidents, emergencies, and maltreatment! What needs to be reported and when? What are the five incidents that need to have internal reviews done? Why do I keep having incidents? What can be done to prevent incidents? What are the Designated Manager's (DM) job duties regarding incidents? By attending this workshop, you will get answers to these questions and much more! This workshop will provide management-level staff an interactive opportunity to learn the applicable 245D requirements, investigative techniques, and appropriate corrective actions and follow-up. Through interaction, participants will learn from each other about real incident and emergency reporting through discussion on different scenarios.

	Hours	CEUS Nurse/SW
Inclusion as the #1 Job Function of DSPs*	1	1.2/1

Often we think of our role in disability services is to provide supervision or caregiving. When we hold this belief, our main focus often becomes to ensure people with disabilities are safe, secure and well cared for. What happens when we change our beliefs about our role in supporting people with disabilities? What happens when we see our role, and we lead our staff, in believing their number one job function in supporting people with disabilities is to help them be fully involved in their community? What results will we get? What will life look like for the people we support? In this one hour webinar, we will explore how direct care staff, managers, and directors can shift their thinking in the support they provide and what specific activities they can take to help the people they support live fully engaged and involved lives!

	Hours	CEUS Nurse/SW
Individual and Program Finances	3	3.6/3

This course provides and in-depth look at individual and program funding, reporting requirements, forms, and timelines. Participants will gain in-depth knowledge of funding sources (SSI and SSDI, service agreements, Housing Support, etc), Medical Assistance (caps, spend downs, premium payments and renewals), reporting requirements and timeline, and individual funds.

	Hours	CEUS Nurse/SW
Individual Rights and Grievances	3	3.6/3

In this course we will examine the rights listed in 245D and develop a plan for compliance that your agency can follow to ensure individuals are informed of and know how to exercise their rights while understanding what it means for them. This class will also examine the requirements to restricting a person's rights as allowed by 245D as well as providing least restrictive alternatives. We will also cover the responsibilities a provider has in responding to grievances and how to complete a formal internal review and corrective action plan.

	Hours	CEUS Nurse/SW
Inspire, Motivate, and Appreciate - Build Your Team, Retain Employees, and Rejuvenate Staff	3	3.6/3

It will come as no surprise that many people in our field feel overwhelmed and stressed out. We juggle our schedules to balance our paperwork and regulatory requirements and to find solutions to staffing and operational issues, all while doing the amazing job of supporting individuals. This training is designed to refocus lead staff, managers, directors and executives on the impact culture and working styles have on productivity, staff retention, and satisfaction for the individuals we support. This isn't a "soft skills or fluffy" topic; it is critical that agencies find every possible way to support staff in their professional development, nurture employee satisfaction and loyalty, and create a culture that promotes the core mission and values. Skills learned during this training can make meetings more effective, inspire staff to think of big picture opportunities, and embrace (or at least be more comfortable with) the changes in our field.

Management Courses, Continued

These courses are designed for managers, Designated Coordinators (DC), Designated Managers (DM), Qualified Development Disability Professionals (QDDP), nurses, or lead staff who are serving individuals with disabilities in residential, in-home, or vocational settings.

Course Name	Hours	CEUS Nurse/SW
Managing Change	1.5	1.8/1.5

Change in the workplace is an unavoidable reality. Many times change can be difficult for employees and supervisors. This class focuses on how managers can positively prepare for change and keep a positive atmosphere by evaluating the different stages of change and the leadership role in each stage.

Maltreatment and Internal Reviews*	1.5	1.8/1.5

Did you realized internal reviews aren't only for maltreatment investigations? Are you completing them as required? This course will discuss the situations when internal reviews are needed, including the maltreatment investigation requirements, what is required in an internal review and more!

Navigating Individual Choice: Risks, Rights, and Responsibility	3	3.6/3

MN Statutes, Chapter 245D establishes that we are to support individuals' choices and dreams. Yet as a service provider, we sometimes feel like we are in conflict to support choices when they may have risk involved. This class will review these conundrums by examining critical questions to help navigate these situations including: Whose choice is it? How do we define risk? When is a 245D rights restriction truly appropriate? What are some person-centered tools that can help us calmly, navigate our way? Join us and gain insights to help untangle the sticky web of choice, rights, and responsibility.

The Nuts and Bolts of Chapter 245D Program Standards	7	8.4/7

This full day course is designed to instill confidence and knowledge in participants by learning about each major section in 245D involving program standards. We will explore topics including, types of services, rights and restrictions, health needs, protection standards, emergency use of manual restraints, assessment development and implementation, progress reports and meetings, staff training, and DC and DM qualifications and responsibilities. Through discussion, we will explore what each area means for service providers and how participants can be compliant to 245D standards in their companies.

Onboarding and Retention: Strategies for Success!	3	3.6/3

Are you like many other providers who are feeling the pressure of the workforce crisis? High turnover rates in our direct support professional positions negatively affect the people we support as they adjust to yet another person becoming involved in their life and sometimes even experiencing a delay in services because of the lack of staff. Are you sure you are doing everything you can to hire and retain great staff? With an estimated 45% turnover rate in our field at a cost of $4,872 in hiring and training each new direct support professional (DSP), this workforce crisis is costly not only to the people we support but to your agency as well. In this class, you will learn practical strategies to reduce staff turnover using innovative onboarding practices and specific retention efforts to build a culture of committed and competent staff.

Optimizing Customer Relations	1.5	1.8/1.5

This course will help participants identify the importance of providing good customer service in their workplace. Participants will learn to identify the different parties they are responsible to as service providers, the perspectives they may hold as customers, and how to work together to help better the lives of the individuals they support.

Management Courses, Continued

These courses are designed for managers, Designated Coordinators (DC), Designated Managers (DM), Qualified Development Disability Professionals (QDDP), nurses, or lead staff who are serving individuals with disabilities in residential, in-home, or vocational settings.

Course Name	Hours	CEUS Nurse/SW
Outcomes, Progress Reports, and Meetings	3	3.6/3

With so many requirements in 245D, it can be hard to keep track of them all! This class will focus on three pertinent, individual-based compliance pieces: outcomes, progress reports, and meetings. We will discuss what the 245D requirements are for these components and how to develop them appropriately.

A Person-Centered Approach to Progress Reports and Team Meetings*	1	1.2/1

Facilitating another dull support team meeting? Writing another dry progress report? It doesn't have to be this way, in fact it shouldn't be this way! Learn tips on how to facilitate engaging person-centered support team meetings and write meaningful progress reports that best reflect the wonderful things happening in the life of the person you support.

Person-Centered Outcomes*	1	1.2/1

Do you find yourself falling back on the same outcomes time and again? Are the people you support either unwilling to participate or unsuccessful in their outcomes? It may be time to change your outcome approach! 245D requires that people receiving services have outcomes related to acquiring, retaining, or improving skills and physical, mental, and emotional health and well-being. In this course, you will discover how to write outcomes that are person-centered and help people improve quality of life. Learn how to explore meaningful outcomes with the people you support and develop action steps to help them reach their goals, all while complying with 245D.

The Positive Supports Rule: An Overview of 9544 Requirements	5.5	6.6/5.5

Minnesota adopted the rules relating to positive support strategies, safety interventions, and emergency use of manual restraints in home and community-based services. The Positive Supports Rule, Minnesota Rule 9544, replaced the former Rule 40 and all providers licensed under 245D as well as providers licensed under 245A who provide services to people with a developmental disability must comply with these standards. We will walk through the rule language and cover information including:
- Who is a Qualified Professional
- Positive Support Strategies Requirements and Standards
- Functional Behavior Assessment Requirements
- Permitted Procedures
- Prohibitions and Restrictions
- Emergency Use of a Manual Restraint Notice
- Staff Qualifications and Training
- Documentation and Record Keeping Requirements
- Reporting Requirements
- Quality Assurance and Program Improvement
- External Program Review Committee

Management Courses, Continued

These courses are designed for managers, Designated Coordinators (DC), Designated Managers (DM), Qualified Development Disability Professionals (QDDP), nurses, or lead staff who are serving individuals with disabilities in residential, in-home, or vocational settings.

Course Name	Hours	CEUS Nurse/SW

Positive Supports Rule 2 hr Function-Specific | People, Purpose, Passion - Creating and Leading Organizations+ — 2 — 2.4/2

A two hour function-specific training for license holders, executives, managers and owners in nonclinical roles from the Positive Supports Rule. You started with a mission; a commitment to supporting individuals with disabilities. Somewhere along the way, we've seen that managing the challenges of our changing field has taken a larger percentage of our time and resources. Future success requires strong leadership, creative thinking, innovation and commitment to creating person-centered organizations. Our leadership teams need to communicate, advocate and participate in our organizational transformation. There is no memo to put out, there is no policy needed. Instead, if we refocus on our employees, our operations, and our philosophies, we not only meet the regulatory requirements, but more importantly, are creating an energized organization that radiates person-centered practices and organizational strength. This training will include topics required by Rule 9544:

- Creating Buy-In - including staff in organization decisions
- Leading with purpose and passion – creating leadership teams worth following
- Turning person-centered thinking and practices into organizational action
- Evaluating organizational training – measuring change and outcomes for persons receiving services

Positive Supports Rule 4 hr Function-Specific | Connecting the Dots: Using Information, Interactions, and Data to Create Person-Centerd Postiive Supports+ — 4 — 4.8/4

A four hour function-specific training for staff who develop positive support strategies and license holders, executives, managers, and owners in nonclinical roles. With the implementation of the Positive Supports Rule and person-centered planning, our organizations are going to be bustling with activity, interactions and data. How do we make the most of it? How do we incorporate and systematize what we learn to make things better for the individuals supported and for the organizations. This training will cover the Function-Specific requirements under 9544 while helping you learn how to create a framework within your organization to better support the needs and preferences of each individual receiving services. Topics include:

- Functional Behavior Assessments – Learn more about the required elements of the FBA including who is qualified to complete them, required elements, and understanding when they need to be done. Through understanding of what behaviors may be communicating, we can better create positive strategies to support the person in their positive skill development and coping mechanisms.
- How to Apply Person-Centered Planning – To create effective positive support strategies it is essential that person-centered planning process is used in the development. Tools and processes will be explored to create the individualized positive support strategies for each individual you support as well as how to build upon what you may already be doing.
- How to Design and Use Data Systems to Measure Effectiveness of Care – learn how to decipher the information that you are gathering and figure out how to use it to propel positive changes forward. We all know that data can be collected and sit on a shelf, instead put the data to work for you to create continued positive support for the people you support.
- Supervision – Creating a person-centered organization requires positive work cultures and effective supervisory relationships. Learn how to train, coach, and evaluate staff while creating an atmosphere that encourages effective communication with the person and the person's support team.

Management Courses, Continued

These courses are designed for managers, Designated Coordinators (DC), Designated Managers (DM), Qualified Development Disability Professionals (QDDP), nurses, or lead staff who are serving individuals with disabilities in residential, in-home, or vocational settings.

Course Name	Hours	CEUS Nurse/SW
Positive Supports Rule Combination Core and Function-Specific Refresher | Supports, Solutions, and Success+	4	4.8/4

We all learn from our past experiences. So what have you learned from your experience with the Positive Supports Rule (PSR)? In this course, we will take the PSR to the next level and explore how we can grow and expand our supports to ensure the best outcomes for the individuals we serve. Join us and strengthen your skills as we learn from success and struggle while discussing the required topic areas in the PSR. This course is designed to meet the annual refresher requirements for people whose job duties involve both developing positive support strategies and implementing them. It combines the information in the Positive Supports Rule 8 hour Core and 4 hour Function-Specific trainings.

Quality Improvement, Taking Your Company to the Next Level	3	3.6/3

Program improvement is a major job responsibility of the Designated Manager and developing quality systems will take you and your agency to the next level of support for individuals with disabilities. Come and explore ways to improve your quality in the following areas: individual feedback, systems, policies and forms, management qualifications and processes, staff development, and more.

Random Bits and Pieces: Commonly Missed Requirements*	1	1.2/1

Have you ever been curious if there are any bits and pieces of information in Statute or Rule that you may be missing? Have you wondered, "Am I doing everything that I need to?" This virtual classroom will cover commonly overlooked components of 245D and related regulations. Some of the topics covered include: admission and discharge register, policy revisions and notifications, discharge inventories, review of suspension and termination requirements, environment and safety standards, training for volunteers, and more! Hear directly from one of our consultants to ensure you aren't letting key requirements fall through the cracks.

Recruiting Staff in Today's Market	3	3.6/3

Are you on the recruitment treadmill and is it going faster than you are? In this class we will look at recruiting for social services in today's market. The current labor force is stretched thin and projected future growth indicates we will need to change our strategies and expectations to meet demand. Changing expectations does not mean lowering our standards. Please join us to learn value based and brand recognition recruitment strategies, get tips on evaluating your current practices, from ads to application and first contact, and how using matching support and one page profiles can increase hires that stay employed. Looking for feedback on your current practices? Feel free to bring in recent ads or promotional material potential applicants read, and let's see if they are really saying what you want them to say. Join us as we share ideas to slow down the recruitment treadmill and attract the applicants you desire.

Restricted and Prohibited Procedures*	1	1.2/1

As a manager, are you able to clearly explain what the two restricted procedures are as written in 245D and 9544? Can you name some of the 30 prohibited procedures? When EUMRs (Emergency Use of Manual Restraint) and PSTPs (Positive Support Transitions Plans) are done incorrectly, it may result in a maltreatment investigation. It is critical you have a complete understanding of your obligations. nsure your agency is well-versed in the definitions of Restricted and Prohibited Procedures and feels confident in the reporting and paperwork requirement.

Management Courses, Continued

These courses are designed for managers, Designated Coordinators (DC), Designated Managers (DM), Qualified Development Disability Professionals (QDDP), nurses, or lead staff who are serving individuals with disabilities in residential, in-home, or vocational settings.

Course Name	Hours	CEUS Nurse/SW
Rights and Rights Restrictions*	1	1.2/1

MN Statutes, Chapter 245D establishes rights for people receiving services. Learn what you are required to do regarding rights, how to protect people's rights and help them exercise their rights.This webinar will also examine the requirements needed if a restriction of someone's rights might be needed, as well as exploring other alternatives to a rights restriction.

Staff Accountability and Aftercare	3	3.6/3

Wouldn't it be nice if you were mandated to do something nice for yourself, especially in times of stress? We just got one step closer! MN Rules, Chapter 9544, known as the Positive Supports Rule, requires staff to receive training on, "personal staff accountability and staff self-care after emergencies," as part of the 8-hour core training. What does "staff accountability and self-care" mean to your agency? We will use person-centered tools, share stories, and stretch our learning as we examine: staff accountability, staff communication, and self-assessment of skills. Person-centered organizations hold the belief that their staff are key contributors to the success of those being served and the organization. Paramount to this is staff well-being. Join us and learn about the critical skill of self-care before and after emergencies.

Strategic Planning: Your Future Depends on It!	varies	varies

Do you have a strategic planning session coming up? With our busy schedules and operational duties, people aren't always excited, or prepared for, strategic planning sessions. It can be just another meeting on your calendar. Changing times require adaptation, new ideas and creativity. Invite STAR to kick start your strategic planning process with a 60, 90, 120 minute session, or half day option, designed to focus your team or board on creative thinking and get ideas flowing. We'll guide your group through interactive activities to start the creative thinking process and facilitate a collaborative, team focused environment. See the improvement in the effectiveness of your meetings and the ideas generated!

Supporting People in a Home of Their Own*	1	1.2/1

Many people receiving services would prefer to live in a home of their own. How do you as a provider find new ways to change your residential services to ensure the people you support are living where they want? In this course, we'll review the waiver services commonly used for people living in a home of their own. We will also explore some of the logistical aspects such as how a person might afford a place of their own on their current resources. Join us as we explain innovative and practical solutions to help your agency adapt in this ever changing field.

Time Management for Human Services Professionals	2	2.4/2

Do you ever ask yourself, "Where did the time go?" at the end of a busy day or week? You may be surprised to learn what commonly takes up our time and the amount of power you have to control how your time is spent. Learning time management techniques will help you and your team be better prepared to handle the unexpected hurdles we face in this field. In this training, you will learn valuable skills including:
- Planning and prioritizing your time and tasks
- How your personal work style and that of your team effects what is accomplished
- Identifying and avoiding disruptions

Join us and learn some tangible tools to increase your time management skills. If time is worth more than money, than this course is an investment you can't afford to miss!

Management Courses, Continued

These courses are designed for managers, Designated Coordinators (DC), Designated Managers (DM), Qualified Development Disability Professionals (QDDP), nurses, or lead staff who are serving individuals with disabilities in residential, in-home, or vocational settings.

Course Name	Hours	CEUS Nurse/SW

Understanding Background Studies and NetStudy 2.0 — Hours: 3 — CEUS Nurse/SW: 3.6/3

Minnesota Statutes, Chapter 245C defines the parameters of who must have Background Studies (BGS), when they should have it, and how often. This course is a general overview of the requirements for BGS for 245D staff and will help you better understand how 245C impacts your work as a manager. Topics to be discussed include:
- The who, what, when, why, and hows of BGS
- Employee disqualification criteria and company obligations for employee suspension or termination
- Reconsideration and due processes for appealing BGS decisions
- NETstudy 2.0

Understanding the Basics of Individualized Housing Options — Hours: 3 — CEUS Nurse/SW: 3.6/3

As the world of social services changes, so do the options that are offered by providers. Housing options have already begun to change and will continue to be transformed as housing within our state fluctuates and diversifies. This presentation addresses the basics of IHOs, types of IHO options, and provide additional resources to help individuals transition to more independent lives.

What Are Permitted Actions?* — Hours: 1 — CEUS Nurse/SW: 1.2/1

As a 245D provider, you must document permitted actions for each person you support. This often overlooked and misunderstood requirement indicates what you are allowed to do, and not do, for instructional techniques and intervention procedures for each person supported. Do your files reflect these requirements in their entirety? This course will discuss permitted actions while learning about commonly missed details of this requirement.

What's a DC and DM to Do? The Roles, Responsibilities, and Regulations for Designated Coordinators and Designated Managers — Hours: 3.5 — CEUS Nurse/SW: 4.2/3.5

Do your Designated Coordinator (DC) and Designated Manager (DM) have the knowledge and competency to do their job according to 245D? Are they fulfilling their responsibilities as required? How do you know what those are and if all is going according "to plan?" What is it exactly, in a legislative but also practical viewpoint, that they need to do? What does this look like in the real day-to-day operations of services? Consider the DC to be the professional oversight of the services being provided to each individual. The DM then provides the oversight for evaluating program quality and improvements. Both are important positions that have significant responsibilities to the individuals, staff, the program, and agency as a whole. Learn about these responsibilities, their implementation, and how to meet them head on and with confidence.

What's Due and When for DCs and DMs Offering Intensive Services?* — Hours: 1 — CEUS Nurse/SW: 1.2/1

As a Designated Coordinator or Designated Manager, it can be hard to keep everything straight! We will walk through all the requirements from intake to annual for the people you support as well as take a look at staff employment and training needs from date of hire through their first year anniversary. In addition to 245D, we will also discuss requirements in some regulations you may not be as familiar with, but still require your compliance, such as the Positive Supports Rule, Vulnerable Adult Act, and more. We will give tools you can use to help keep the requirements organized and help you to avoid missing the deadlines you are required to uphold.

Management Courses, Continued

These courses are designed for managers, Designated Coordinators (DC), Designated Managers (DM), Qualified Development Disability Professionals (QDDP), nurses, or lead staff who are serving individuals with disabilities in residential, in-home, or vocational settings.

Course Name	Hours	CEUS Nurse/SW
Writing Positive Support Strategies - Everyone Needs Them!*	1	1.2/1

Recent 245D correction orders are showing an increase in violations related to the requirements for Positive Support Strategies (PSS). Does your documentation reflect the PSS requirements in 245D and the Positive Supports Rule? You may be asking, what are they? What does my documentation need to include to adequately address PSS? Since everyone you support is required to have PSS in place, come and learn how to develop these strategies in a person-centered and practical way. In this interactive class, you will be introduced to tools and processes you can implement with the individuals you support to not only meet licensing requirements, but also positively impact the lives of the people you support.

Writing the CSSP Addendum: Basic Support Services*	1	1.2/1

The numerous requirements of the CSSP Addendum are critical for providers to understand. In this course, we will look at the specific requirements for 245D Basic Support Service Providers. You will learn how to complete documentation to adequately reflect all of the aspects needed to meet the CSSP Addendum requirements. You will also learn the timelines for when this documentation needs to be completed.

Writing the CSSP Addendum: Intensive Support Services*	2	2.4/2

The numerous requirements of the CSSP Addendum are critical for providers to understand. In this course, we will look at the specific requirements for 245D Intensive Support Service Providers. You will learn how to complete documentation to adequately reflect all of the aspects needed to meet the CSSP Addendum requirements. You will also learn the timelines for when this documentation needs to be completed.

Writing the Individual Abuse Prevention Plan*	1	1.2/1

The Individual Abuse Prevention Plan (IAPP) is a document many people write quickly upon admission but fail to properly update to adequately reflect a person's needs. An improperly written IAPP not only leaves the person more vulnerable to abuse, neglect and finance exploitation due to unprepared staff, but it can also increase liability for a provider if the written plans are considered inadequate during times of maltreatment investigations. In this class you will learn how to write thorough and compliant IAPPs to help adequately prevent and respond to potential maltreatment based on the unique needs for each individual you support.

Writing the Self-Management Assessment*	1	1.2/1

The Self-Management Assessment (SMA) tends to be one of the most incorrectly written documents in a person's file. Knowing how to write a compliant and thorough SMA is important not only to avoid licensing citations, but to also adequately reflect the person's skills, abilities, and areas where support is needed. This course will give you the skills you need to write an SMA as required for Intensive Services under 245D, including their required timelines. We will help you avoid common SMA errors and to feel confident in your documentation.