



# Training Opportunities On-Site & Online

## ➤ COMMUNITY INTEGRATION TRAINING

*3 Hour Training: In Person or Virtual*

This training is designed to provide an overview of the new community integrated services that can be provided under Adult Day Supports and Vocational Habilitation supports. The training addresses best practices in the community, an overview of how services are funded, and compliance considerations. Attendees will be able to identify strategies that lead to community membership, how to approach the county board to get funded for the service, and how to document and bill correctly for the service. With the recent ADS Quality Pilot Program, there will be a renewed focus on these services.

## ➤ SUPERVISING 360<sup>o</sup>

*5 Hour Training: In Person or Virtual*

As supervisors and leaders in the new age of business, it's critical to understand how your role works within your organization, what employees need from you to be successful, and how to get the most out of your day. Session topics include *Communication Skills, Managing People, Time Management, Accountability, HR Basics, and MORE!*

## ➤ PROGRAM LEADERSHIP AND THE CUSTOMER EXPERIENCE

*12 sessions, 1.5 hours each, virtual*

Take a deep dive into how your program interacts with your customers and learn some new ways of looking at the customer experience. Among the topics are identifying our customers, balancing the needs of stakeholders, the values and actions of leaders, leading by example, identifying your strengths as a leader, and effective communication strategies.

## ➤ COMMUNICATION PUZZLE

*1 to 3 hours, in person or virtual*

Professional communication has changed immensely over the past decade as we have moved to a more virtual world. This training is designed to help staff understand different communication styles, and how to navigate the complex world of different personalities and priorities. From nonverbal communication to emails, relationships make and break the services we provide every day.

## ➤ SUCCESSFULLY NAVIGATING THE DODD MEDICAID WAIVER BILLING SYSTEM AND PAWS

*2 hours, in person or virtual*

Learn what it takes for providers to bill DODD for their HCBS Waiver services from ISP development to audit, why it's so important for county boards and providers to be on the same page through the process, and common compliance issues. The second half of this training will be devoted to Adjusting PAWS, Add-Ons - Community Integration/Competency Based/Behavior/Medical, and common errors with PAWS.

## ➤ INCIDENT REPORT TRAINING FOR BOARDS

*1.5 hours, in person or virtual*

Learn what it takes for providers to bill DODD for their HCBS Waiver services from ISP development to audit, why it's so important for county boards and providers to be on the same page through the process, and common compliance issues. The second half of this training will be devoted to Adjusting PAWS, Add-Ons - Community Integration/Competency Based/Behavior/Medical, and common errors with PAWS.

## ➤ COMPLIANCE 101

*5 hours total, can be split up into 3 sessions or all at once, in person or virtual*

In this training, we discuss the basics of compliance in the DoDD waiver system. Among the topics are: What is a waiver? Understanding the different waivers. Services that can be provided under waiver billing and their rules, training requirements, documentation requirements, the ISP and service planning, and a brief introduction to how services are billed.

## ➤ CUSTOMIZED TRAININGS

*In person or virtual*

Capstone Business Solutions knows that each individual organization is different and has different needs. We are knowledgeable and experienced across the board in the I/DD industry and can create customized trainings for your organization on any topic not listed above. We strive to meet your needs and take pride in delivering exceptional R.O.I. on your training investment.

**REACH OUT WITH QUESTIONS OR TO SCHEDULE A TRAINING SESSION WITH CAPSTONE**  
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