

## ABOUT US

**Twogether Consulting** has served as consultants to HCS, ICF & TXHL (& now ISS) providers statewide (and nationally for ICF), assisting them in areas of personnel training, quality assurance, survey and audit preparation and recovery, assistance with plans of correction, development of policies and procedures, and more. We also assist providers in “start-up” of their program. We hold classes statewide for nurses, care coordinators, QIDP’s, program administrators, Quality Assurance staff, as well as “on-site only” classes for direct care. Most recently we have offered webinar training for many of our classes.



**Julie Blacklock Owner/Consultant-** is a graduate of Southwestern University with a BS in Psychology. She has over 30 years’ experience working with persons with disabilities, Julie began her career in IDD services in the OBRA program in 1992. She also worked as a Service Coordinator at Austin Travis County MHMR for 4 years. Julie then went on to work with various providers in the private sector in the Austin area as a QIDP for the ICF program, and as a Case Manager and Program Director for the HCS program. Julie was an HCS provider herself for 3 years. She has been an ICF & IDD Waiver Consultant since 1997.

### Marcus Denman/ IDD Consultant-

is a graduate of Stephen F. Austin with a BBA in Business Administration and he also has an MBA in Business Administration. Marcus has worked for a variety of facilities over the years in IDD services including HCS, TxHmL, ICF and other Programs. He was the Executive Director for The Village Co. Inc. for a little over 4 years. At MHMRA of Harris County, he served as the Department Director of HCS Services. Marcus was also the State Director of Arrow Child & Family Ministries for 7 years. He is extremely dedicated to providing quality services for individuals with IDD. Marcus has been providing consultation services to HCS/TxHmL/ICF & now ISS Providers with Twogether Consulting for over 6 years.



### Nursing Services

Twogether Consulting provides assistance with Nursing Services for HCS/TxHmL/ICF Providers.

We currently have 2 part-time nurse consultants. Our primary areas of assistance are as follows: *Survey Prep, Plans of Correction (POC’s), Policy & Procedure for Nursing and Infection Control, Developing Nursing Forms, Directive Inservice Trainings (ICF) and Nurse Trainings* (In-Person, Via Webinar & Pre-Recorded). We are also happy to provide **on-site trainings** upon request for nursing staff and assisting nurses to train their direct support staff.



### New Services:

- **Development of Policy & Procedures:**
  - Infection Control
  - Emergency Evacuation/Disaster
  - ISS Program P&P
- **New Provider Packages On-Site:**
  - RSS/SL GH-Set Up/ Staff Training
  - Assist with New Admission
- **Completion of HCS Provider Applications**
- **QA Monitoring & Mentoring**
  - Nursing Department
  - Case Managers/Care Coordinators



## Twogether Consulting, Limited

HCS/ICF/TXHL/ISS Consultants

### Our Mission since 2004:

*To help you as HCS, TxHmL, ICF and ISS providers build a more successful business while improving your quality-of-service delivery to the individuals in your program.*



“Helping you help those you serve through better business!”

**Phone: 512-294-8032**

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**[www.twogetherconsulting.com](http://www.twogetherconsulting.com)**

## SERVICES

### On-Site Services:

*(receive a 10% discount for initial on-site visit!)*

- Provide hands-on training to care coordinators, Q's, nurses, program administrators and quality assurance personnel
- Provide quality assurance by auditing charts and other records and providing written feedback regarding errors and/or omissions along with recommendations on how to make corrections
- Complete LON increase packets for submission to HHSC (including medical)
- Assist in preparing for annual or return surveys and audits
- Assist with plans of correction
- Identify and propose solutions for HCS billing errors and omissions
- Start-up: Develop or refine policies and procedures, orientation packets and customized forms for new and existing providers, new provider applications
- Provide resource information

### Off-Site Services

*Services via email, telephone and fax, video conference/webinar:*

- Hold Q&A sessions regarding rules, regulations and procedures as well as advice on handling specific, special situations
- Review annual/update IPP's, IP's, or staffings, as well as other records and provide recommendations.
- Assist with creating outcomes/goals, objectives, strategies/methodology.
- Develop or refine policies and procedures, new hire, orientation packets and customize forms
- Assist with plans of correction (POC's) & LON increases
- All Trainings Available Via Webinar

Please Contact us at:

[info@twogetherconsulting.com](mailto:info@twogetherconsulting.com) if you would like to receive our bi-monthly newsletter!!! Go to the following page to see our calendar of events. <https://events.time.ly/anatx6f>



Twogether Consulting is proud to be a representative for TaskMaster Pro! TMP is a web-based cloud computing system designed specifically for managing Waiver and ICF programs. TaskMaster Pro was created by a fellow HCS/ICF provider- Larry Hill (Hill Resources) and his team. Via the internet, you will be able to access information and monitor activity from wherever you are and whenever you want. Now when regulatory changes occur or required forms are updated, TaskMaster Pro is updated, so it will never be obsolete. Now this user-friendly, integrated system is available to you.

**Call Julie Blacklock at 512-294-8032 to Request a Taskmaster Pro Demo. Free!**

Manage your program anytime and from anywhere in the world with TaskMaster Pro! This comprehensive, easy-to-use system has a Secure Communication Center, and meets at least 85% of mandated SPI/DUA compliance needs. This program is the perfect tool for helpful QA Reports to assist the Q's, CM's, PM's and QA's.

### SE/EA Specialist

*(Supported Employment/Employment Assistance/  
Day Habilitation/YES Waiver Specialist)*

### Zernalyn "Lynn" Palmares/IDD Consultant

Lynn worked in California for 7 years doing a variety of jobs in social services for the IDD population. She worked mainly in Vocational Rehabilitation, Supported Employment and Dual Diagnosis Recovery in California and has worked in many of the same services in Texas. She has a lot of experience with Employment Assistance & Supported Employment.

She began working with IDD services in the state of Texas, as a QIDP for the ICF program. Lynn was also the DH Director for a provider of HCS/ICF services. Lynn is an expert at "staff retention".

For at least 15 years Lynn worked as case manager and later became an "interim" program director in the HCS & TXHML programs. She is available to assist persons with developing their ISS program: finding resources, developing policy and procedure, creating training for employees/staff and for the individuals in the program, assessing individuals for their needs and learning styles, so the staff can be more productive with the individual in meeting objectives.

Lynn has worked for the YES waiver for about the past 5 years and is available for Q&A consultation and assistance with the application process for becoming a YES waiver provider.

### HCS/TxHmL Consultant

### Sheila Hanson/IDD Waiver Consultant

Sheila Hanson has been an HCS Provider for almost 12 years and is our newest IDD waiver Consultant. She currently owns her own HCS Program in the San Antonio area and is the Program Manager as well. Sheila understands all aspects of the program and is a valuable member of our team.

Sheila is currently assisting us with Plans of Correction, Plans of Removal (for immediate threats). She is also Assisting Providers with LON Increase Request Packets, & Completing & Scoring ICAPS, Development of Policy and Procedure, and much more. She can also provide on-site consultation, including overall facility recommendations, chart reviews, billing audit and survey prep, mock audits, & survey follow-up including assistance with corrections. She will be available for on and off-site trainings and webinars, for example: on-site case management training.

Sheila is located in San Antonio, but is able to travel anywhere in the state.

### ISS Provider Needs

- We can assist with Applying to Become an ISS Provider
- We can develop ISS Policies & Procedures
- We can assist with Survey Prep and POC's

### TWOGETHER CONSULTING

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