Services we offer:

**On-Site Services:**

- **Provide hands-on training** to care coordinators, Q’s, nurses, program administrators and quality assurance personnel, Day Hab Providers & staff. *(Can be provided “on” or “off-site”)*
- **Live Trainings:** HCS, ICF, TXHmL & New Provider Training
  - Specializing in DIT (Directive In-service Trainings) for ICF programs: these are often mandated by DADS after Immediate Jeopardy (IJ’s) and/or A/N/E follow up surveys by DADS.
- **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 DADS or UR desk review requests. Assist with preparing for on-site utilization reviews.
- **Assist in preparing** for annual or return surveys and audit, as well as assisting with plans of correction
- **Identify and propose solutions for HCS billing errors and omissions.** Some assistance in CARE system
- **Start-up:** Develop or refine policies and procedures, orientation packets and customized forms for new and existing providers, day hab, or assistance with newly purchased program owned by previous provider (HCS/ICF).
- **Provide resource information-families & providers**
- **Referrals for staff:** (direct care, nurses, program directors, Q’s, CM/CC’s)
- **Available for subcontracting for grant projects or HUB contracts concerning IDD and MH services**

**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 staffing, 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** *(including some DIT trainings when allowed)*
- **Short Trainings Via Webinar or Private Assistance to a Facility Via Webinar**

**New Services:**

- **Taskmaster Pro Demo’s—Free!** & TMP Trainings- only for those currently receiving TMP services
- **Quality Assurance Services for Providers using Taskmaster Pro** (only for persons currently receiving services from TMP)
- **Coming soon! New Nursing Trainings:** “Developing The CNA & Nursing Care Plan”, “Improving Capturing of Billable Nursing Services”, “Preventing & Clearing Immediate Jeopardy Situation in ICF.”
- **New! “Using Person Centered Planning To Develop The Implementation Plan”** (HCS/TxHmL)