



TRAINING CALENDAR

**January
2013**

Monday	Tuesday	Wednesday	Thursday	Friday	COMMENTS
	1. Holiday!	2.	3.	4.	
7.	8. 9:00am-11:00am “Medication Administration Competency Review”-Train the Trainer” Call Katy ext. 4595 or 734-722-4595 Radcliff Center, Garden City Room 280	9.	10.	11. 9:00am – 4:00pm “CPR and First Aid” Call: Katy ext. 4595 Radcliff Center, Garden City	
14.	15.	16. 3:00pm-4:15pm Helen Long-Eady “Customer Services” Call Katy ext. 4595 or 734-722-4595 Conference Room E	17.	18.	
21. Holiday!	22.	23.	24.	25. 9:00am – 4:00pm “CPR and First Aid” Call: Katy ext. 4595 Radcliff Center, Garden City	
28.	29.	30.	31.		

Contact John Sigworth x4594 to schedule small group sessions of **Spirit of Support**. The presentation is 1½ hours in length.
Contact Chris Kaller x4297 for specific group computer needs/problems and individualized sessions.



TRAINING CALENDAR

**February
2013**

Monday	Tuesday	Wednesday	Thursday	Friday	COMMENTS
				1.	
4.	5. 9:00am-1:00pm Cathy Turner/Julie Kraemer “Annual Medication Administration Review for Direct Hire Staff” Room 280 Radcliff Center, Garden City Call: Katy 734-722-4595	6.	7.	8. 9:00am – 4:00pm “CPR and First Aid” Call: Katy ext. 4595 Radcliff Center, Garden City	
11.	12.	13.	14.	15.	
18. Holiday!	19.	20. 3:00pm-4:15pm Helen Long-Eady “Customer Services” Call Katy ext. 4595 or 734-722-4595 Conference Room E	21.	22. 9:00am – 4:00pm “CPR and First Aid” Call: Katy ext. 4595 Radcliff Center, Garden City	
25.	26. 10:00am – 12:00pm “CLS Workplace Safety” Evacuation-Take Shelter Plans for CLS Call: Katy ext. 4595 CLS Auditorium	27.	28. 10:00am – 11:00am Tina Forman “Residential Provider Transfer Process” Call: Tina ext. 7693 or 734-722-7693 Conference Room F		

Contact John Sigworth x4594 to schedule small group sessions of **Spirit of Support**. The presentation is 1½ hours in length.
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TRAINING CALENDAR

**March
2013**

Monday	Tuesday	Wednesday	Thursday	Friday	COMMENTS
				1.	
4.	5. 9:00am-1:00pm Cathy Turner/Julie Kraemer "Health Care Coordinator" Call: Katy at 734-722-4595. Radcliff Center, Garden City Room 280	6.	7.	8. 9:00am – 4:00pm "CPR and First Aid" Call: Katy ext. 4595 Radcliff Center, Garden City	
11.	12.	13.	14.	15.	
18.	19.	20. 3:00pm-4:15pm Helen Long-Eady "Customer Services" Call Katy ext. 4595 or 734-722-4595 Conference Room E	21. 10:00am – 11:00am Tina Forman "CLS Contract Compliance Concerns Resolution Process" Call: Tina ext. 7693 or 734-722-7693 Conference Room F	22. 9:00am – 4:00pm "CPR and First Aid" Call: Katy ext. 4595 Radcliff Center, Garden City	
25.	26.	27.	28.	29.	

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Synopses of presentations are listed in alphabetical order by title of the presentation. Following each, lists the audience to whom the information is directed and/or would be of benefit.

CLS Contract Compliance Concerns Resolution Process

Training reviews the process in place to resolve concerns, problems or issues related to contractual CLS Network Providers. Learn what roles and responsibilities CLS staff and Providers have in working toward timely resolutions. This training is for CLS staff and CLS Network Providers. It is especially recommended for Personal Agents.

Customer Services

Often we have only one chance to create a good first impression with our customers. Sharpen your skills in regards to communicating and addressing your customers' needs in an efficient, culturally sensitive and satisfactory manner. Learn about the options that exist for formally resolving customer complaints and grievances and the important role you play in this competitive world of managed care. Training will focus on the basics including: communication, respect, problem solving, referrals and customer satisfaction. This training is intended for CLS staff, CLS Network Provider representatives and people enrolled with CLS/MCPN particularly those who may be involved in a Micro-Enterprise business. Also provided will be tips and suggestions for improving customer service particularly when working with children and their families.

Residential Provider Transfer Process

Training reviews the process in place when a contractual home in which individuals supported by CLS live changes Residential Providers. Learn what roles and responsibilities CLS staff, Liberty Hill staff and Residential Providers have regarding a change in Residential Provider. This training is for CLS, Liberty Hill and Residential Provider staff. It would be especially helpful to CLS Personal Agents, Coaches, Contract Managers and Liberty Hill Property Management Specialists.

Annual Medication Administration Review for Direct Hire Staff

This review class is designed for Direct Hire Staff/Personal Assistants that do not have a designated person available to them for completion of the annual medication administration review. To attend this review, the participants must have successfully completed a DCH approved Basic Medication class.

Participants will be expected to have completed the Medication Administration Refresher training on the Virtual Center for Excellence website (vceonline.org). They are to bring a copy of the certificate indicating successful completion of this training.

Participants will be allowed practice time if desired. Each participant will complete the transcription for and a return demonstration of two common forms of medication. This demonstration will be similar to the return demonstration performed in the Basic Medication class.

Train the Trainer: Medication Administration Competency Review

All staff that administers medications is required to have an Annual Medication Competency Review. CLS requires that every Provider Corporation/Staffing Agency has one person designated as the Primary MACR Trainer. Provider Corporations/Staffing Agencies can send up to two individuals for the training as their agency designated Trainer. This training prepares the Trainer to train designated staff in the process for the Annual Medication Competency Review.

Guidelines for Social Workers to follow to receive Continuing Education Credits for course attendance.

- ◆ To allow enough time for registration and refreshments, participants should arrive 15 to 30 minutes prior to the scheduled start of the program
- ◆ “Grace period” up to 10 minutes after program starts. Anyone arriving more than 10 minutes after program starts may stay for the program, but will not receive CEC. **No exceptions.**
- ◆ Participants must have signed in, attended the entire course, completed an evaluation and signed out in order to receive a Certificate of Course Attendance that will verify the attainment of CEC for the program.
- ◆ Every Continuing Education Program will be monitored and participants not fulfilling the requirements listed above will not receive a certificate.
- ◆ Failure to sign in or sign out, OR being absent for more than 10 minutes per hour/60 minutes of scheduled programming, will result in forfeiture of credit for the entire course.
- ◆ We are unable to make exceptions and partial credit is not available.
- ◆ Attendance Certificates will be distributed at the end of the program when Course Evaluations are turned in.

NOTE: Feel free to detach this page to keep as a reference.