

Training for Case Managers:

Home and Community-Based Services (HCBS)

Waiver Assurances to Improve Quality

Date:

Agenda

I. Introductions (15 minutes)

II. Waiver Basics (20 minutes)

III. Roles in Quality (20 minutes)

Break (10 minutes)

IV. Assurances in Action (170 minutes)

a) Level of Care

b) Service Plan

c) Qualified Providers

Break (10 minutes)

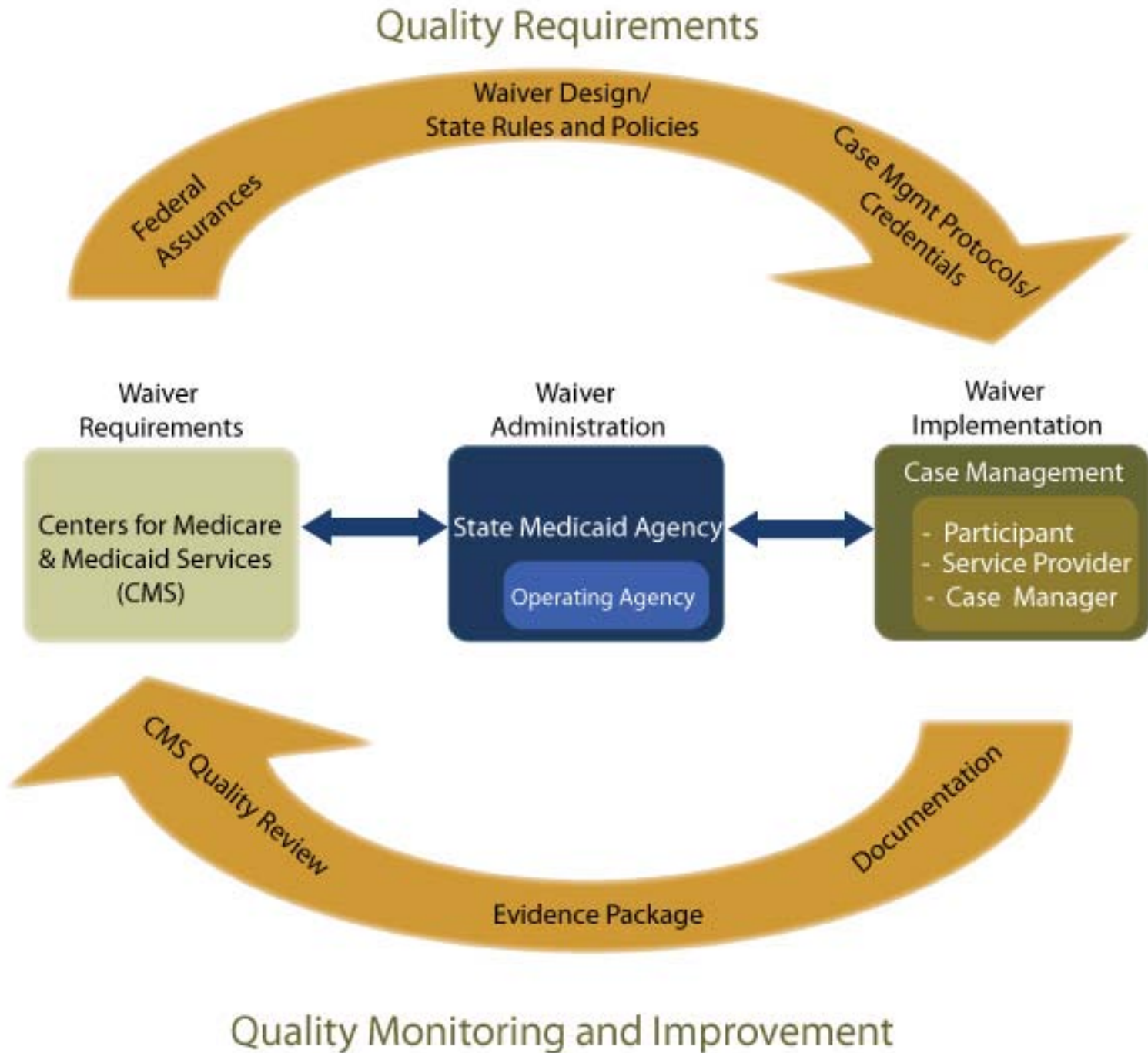
d) Health and Welfare

e) Financial Accountability

f) Administrative Authority

V. Wrap-Up and Evaluation (5 minutes)

HCBS ROLES IN QUALITY



Training Evaluation

Home and Community-Based Services (HCBS) Waiver Assurances to Improve Quality

Please indicate your reaction to the following statements:

Strongly Agree Agree Neutral Disagree Strongly Disagree

The training content:

- | | | | | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1. Covered useful information | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. Was practical to my job and interests | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. Was well organized | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. Was presented at the right level | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. Included effective activities | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. Included useful visual aids and handouts | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

The trainer:

- | | | | | | |
|-------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 7. Presented material clearly | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8. Invited participation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 9. Was knowledgeable | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

10. How do you rate the training overall?

Excellent Good Average Poor Very poor

Thank you!!