



2013 Annual Awards Entry Form
(Complete one for each entry.)

Entry Name PHFA Certificate in Elder Service Coordination

HFA Pennsylvania Housing Finance Agency

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Entry form with description, check(s), and visual aids (optional) must be received by NCSHA by **Monday, July 1, 2013**.

Use this header on the upper right corner of each page.

HFA Pennsylvania Housing Finance Agency _____

Entry Name PHFA Certificate in Elder Service Coordination _____

Communications	Homeownership	Legislative Advocacy	Management Innovation
<input type="checkbox"/> Annual Report <input type="checkbox"/> Promotional Materials and Newsletters <input type="checkbox"/> Creative Media	<input type="checkbox"/> Empowering New Buyers <input type="checkbox"/> Home Improvement and Rehabilitation <input type="checkbox"/> Encouraging New Production	<input type="checkbox"/> Federal Advocacy <input type="checkbox"/> State Advocacy	<input type="checkbox"/> Financial <input type="checkbox"/> Human Resources <input type="checkbox"/> Operations <input type="checkbox"/> Technology
Rental Housing	Special Needs Housing	Special Achievement	Are you providing visual aids?
<input checked="" type="checkbox"/> Multifamily Management <input type="checkbox"/> Preservation and Rehabilitation <input type="checkbox"/> Encouraging New Production	<input type="checkbox"/> Combating Homelessness <input type="checkbox"/> Housing for Persons with Special Needs	<input type="checkbox"/> Special Achievement	<input checked="" type="checkbox"/> YES Attached in PDF <input type="checkbox"/> NO

Rental Housing: Multifamily Management

As a byproduct of the economic downturn that began in 2008, the Pennsylvania Housing Finance Agency recognized a trend within our multifamily portfolio. Due to budgetary shortfalls, our management agents and owners were experiencing more and more difficulty maintaining staffing levels related to the provision of services. A common response to these tight budgets was to “double up” on responsibilities among management staff or to hire less than qualified individuals for the service coordinator position. In a move to assure that high quality services were still delivered, PHFA designed and initiated a basic training/certificate program for individuals expected to fill the role of service coordinator in affordable housing for the elderly.

Need: Based on the previously described experience with our portfolio, PHFA began to research existing opportunities to achieve these goals. While various educational options existed, they either required significant travel and attendance time or were more expensive than many management agents or service coordinators had available to invest. We needed a program for which we could keep costs extremely low, had distance training options and/or used training opportunities in which potential program participants already attended.

The CESC program was designed to meet each of those needs. The cost to the program participant is only \$50; the program requires 20 hours of continuing education; and the content is delivered through a combination of distance learning and attendance at PHFA’s Annual Housing Services Conference.

Partnerships: PHFA regularly partners with colleges and universities throughout Pennsylvania on various initiatives. This effort, too, required a partnership with an educational institution and we found a ready partner with the California University of Pennsylvania, who assisted in the design and review of the curriculum and provides the Certificate to qualified participants. The Certificate in Elder Service Coordination (CESC) program is the result of this partnership and has as its basic goals to:

- Create an affordable training opportunity for new or experienced Service Coordinators.
- Improve Service Coordinator’s expertise in serving elders in residential settings.
- Establish a base level of knowledge in order to improve service delivery statewide.

In addition to our partnership with the University, many individuals and organizations agreed to be a part of the instructor corps. The PA Behavioral Health and Aging Coalition provided regular instruction for several of the curriculum modules, as did the PA Institute of Assistive Technology and professors from Temple University.

As part of the program design activity, PHFA invited a group of veteran Service Coordinators, Property Management companies, and HUD representatives to give feedback regarding course design and curriculum. A total of 15 people participated in the focus group design activity, assembled to refine topics related to continuing education requirements for the HUD Service Coordinator grant and content delivery strategies.

Effective Use of Resources: Final curriculum development and approval was accomplished in consultation with several professors of gerontology/social work with California University of Pennsylvania. Once the curriculum was established, the project was implemented by one staff person in PHFA’s Housing Services Department as a portion of her ongoing duties.

A cadre of qualified instructors was willing to be a part of the CESC instruction team with no remuneration. PHFA took advantage of our existing webinar capacity to deliver approximately half of the 20 hours via distance learning – making this very attractive to both employers and CESC students. The remaining content was incorporated into the annual PHFA Housing Services Conference, which many of these service coordinators already attended. In this way, there was no additional cost incurred by PHFA, the employer or the student.

By building on these opportunities, PHFA could structure a very affordable comprehensive baseline training program in the area of Elder Service Coordination.

Benefits that Outweigh Costs: As a result of the CESC, we have a system in place that allows management agents and service coordinators to be assured that:

- They have a baseline level of training and expertise in elder service coordination, despite inconsistent educational or experiential backgrounds.
- Management agents have a system to provide orientation, support and training to newly hired staff in a service coordination position or role.
- A system is in place to meet HUD Service Coordination grant continuing education requirements.

For the management agent/owner, these benefits are achieved with an insignificant budgetary impact and with minimal time required by the employee away from work. For PHFA, we benefit from having a system in place that assures the availability of a basic level of expertise by service coordinators across our elderly multifamily portfolio.

Track Record of Success: To date, we have had 165 participants complete all CESC requirements and receive their Certificate from California University of Pennsylvania. The implemented CESC content consists of 20 hours of training in the following core areas:

Aging Process	Service Coordination and Liability Issues
Elder Services	Mgr/SC Relationship and Confidentiality
Federal and State Entitlement Programs	Ethics and Boundaries for the SC
Medication and Substance Abuse	Documentation
Mental Health and Cognitive Impairments	Diversity
End of Life Issues	Technology in Supporting Elders
Abuse and Neglect	

Participants were surveyed after the completion of the program to solicit input about program improvement. With responses from more than two thirds of program graduates:

- 100% stated that the curriculum was relevant to their position;
- 99% reported that they benefited from the CESC program related to professional development and hiring capacity;
- More than 33% participated in the program as part of the training requirements for their current position (reflecting the value that employers/management agents place on the CESC program).

The Director of the School of Social Work at California University of Pennsylvania is enthusiastic and pleased to be associated with this continuing education program. As someone familiar with the impact of quality housing and access to services, Dr. Norma Thomas feels that by assuring a baseline of quality education for service coordinators, there is a direct impact on the quality of

life for elders living in affordable housing communities. The potential reach of these 165 participants is greater than 14,000 elder households in Pennsylvania.

Strategic Objectives/future: Based on these overwhelming approval ratings from participants and the continued buy-in from our University partner, plans are to continue the Certificate program.

PHFA will continue to solicit input from participants, management agents and other relevant parties. Curriculum updates will be made as important issues arise and the ways of doing service coordination are impacted by other forces. For example, given the recent guidance from HUD on LGBT issues, the CESC curriculum will be updated to assure that this issue is covered. As technology becomes a greater factor in providing services to our elders, that portion of the curriculum is continuously updated to broaden participants' perspective and make them aware of various opportunities to improve their service coordination.

As the demand for the program continues to be strong, PHFA will be responsive to the needs of the service coordinators and management agents in our offerings. While this has been a non-typical response to a recognized need in rental housing multifamily management, it is one that has been beneficial to CESC participants, their employing management agents, PHFA, and, ultimately to the elderly residents that are indirectly touched by CESC graduates.

Certificate in Elder Service Coordination Courses

Course: Aging Process

Delivery: 2010 Housing Services Conference Session 15, 2011 webinar, 2012 webinar

Instructor: Sharon Juli, MSW/LSW

Hours: 2

Objectives:

At the end of the course, participants will:

1. Understand the aging process according to bio, psycho and social functioning.
2. Be aware of various models of functional assessment tools and understand how to use them.
3. Recognize prevention and intervention opportunities to prevent functional decline.
4. Understand that assessment and evaluation are ongoing processes when assisting elderly residents.

Sharon B. Juli is a part-time faculty member with an expertise in gerontology. For the past 10 years she has taught classes in the social work and gerontology programs. A 1989 alumna from CAL's gerontology program Ms. Juli is the 1st recipient of the university's first Distinguished Gerontology Alumna Award which was presented in 2009. She is a licensed social worker and has practiced for 20 years with a focus on serving older adults. Ms. Juli has taught on the graduate level and the undergraduate level as well. In addition, Ms. Juli worked as Regional Coordinator for Presbyterian SeniorCare in their supportive housing network. She also coordinated the outreach project for the thirteen county Southwest Pennsylvania Region aimed towards persons impacted by both the Hurricane Ivan flooding and Katrina survivors migrating to Western Pennsylvania. Ms. Juli is an active member with the NASW-PA and is also a member of the Allegheny County Critical Incident Stress Management team.

Certificate in Elder Service Coordination Courses

Course: Elder Services

Delivery: 2010 Housing Services Conference Session 9 – Intervention with Formal & Informal Supports; Session 27 – Promoting Independence in Elders, 2011 Housing Services Conference Session 8 – Promoting Independence in Elders (1.5 hrs), 2012 webinar

Instructor: Sharon Juli, MSW/LSW

Hours: 3

Objectives:

At the end of the course, participants will:

1. Be familiar with the basic income supports, resources and services available for elderly individuals and how to access them
2. Know how to link older residents with these resources while minimizing confusion and supporting informed decision-making
3. Understand what informal supports are and how they can be used to maximize a person's quality of life.
4. Know how to utilize group interventions and educational strategies to provide elders with information related to health promotion and disease management.

Sharon B. Juli is a part-time faculty member with an expertise in gerontology. For the past 10 years she has taught classes in the social work and gerontology programs. A 1989 alumna from CAL's gerontology program Ms. Juli is the 1st recipient of the university's first Distinguished Gerontology Alumna Award which was presented in 2009. She is a licensed social worker and has practiced for 20 years with a focus on serving older adults. Ms. Juli has taught on the graduate level and the undergraduate level as well. In addition, Ms. Juli worked as Regional Coordinator for Presbyterian SeniorCare in their supportive housing network. She also coordinated the outreach project for the thirteen county Southwest Pennsylvania Region aimed towards persons impacted by both the Hurricane Ivan flooding and Katrina survivors migrating to Western Pennsylvania. Ms. Juli is an active member with the NASW-PA and is also a member of the Allegheny County Critical Incident Stress Management team.

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Certificate in Elder Service Coordination Courses

Course: Medication/Substance Abuse

Delivery: Webinar – September 15, 2010, 2011 webinar, 2012 webinar

Instructor: Linda Shumaker, RN, MA

Hours: 1.5

Objectives:

At the end of the course, participants will:

1. Understand how chemical dependency develops
2. Identify the barriers older adults face when seeking treatment
3. Understand intervention strategies that can be used to assist the older person
4. Identify how chemical abuse differs for older adults

Linda Shumaker, RN, MA is a registered nurse who is currently serving as Training Coordinator of the Pennsylvania Behavioral Health and Aging Coalition. She has previously been employed as the Executive Director of the Coalition where she advocated for funding and received over \$325,000 to outreach and educate older adults regarding behavioral health issues. She also has worked at the Central Pennsylvania Psychiatric Institute, Penn State College of Medicine in Hershey, PA. Ms. Shumaker has extensive clinical experience working in community mental health, geriatric assessment teams and in long-term care. In addition, she has been an instructor of psychiatry at the Pennsylvania State University, College of Medicine, co-chair and founding member of the Pennsylvania Mental Health and Aging Coalition. She has served as a member of the Older Adult Committee of Pennsylvania Office of Mental Health and Substance Abuse Planning Council and a member of the Long Term Care Subcommittee of the Medical Assistance Advisory Committee. She has served on the Board of Directors for the Pennsylvania State Alzheimer's Association and the Advisory Board for the Central Pennsylvania Chapter of the Alzheimer's Association. Ms. Shumaker's "special interests" include ethical and social policy issues in relation to the care of the elderly with behavioral health problems.

Certificate in Elder Service Coordination Courses

Course: Service Coordination and Liability: Ethics and Boundaries

Delivery: Webinar-February 16, 2011, 2012 webinar, 2013 webinar

Instructor: Ronald Costen, Ph.D.

Hours: 1.5

Objectives:

At the end of the course, participants will be able to:

1. Define ethics
2. Demonstrate the core values of the service coordination profession
3. Understand values and how they relate to ethics
4. Define appropriate service coordination boundaries

Ronald Costen is the Director of the Pennsylvania Institute on Protective Services at Temple University and Professor of Social Work in the College of Health Professions and Social Work at Temple. He is both an attorney and social worker specializing in the problems of elder victimization. Dr. Costen received his Doctor of Philosophy Degree from the University of Pittsburgh and his law degree from Temple University. He has been a graduate school faculty member for over 30 years and has practiced law for 20 years. Dr. Costen's law practice has focused on the prosecution of those who victimize people with special needs such as older Pennsylvanians, people with developmental disabilities and children. He served as an Assistant District Attorney in Lackawanna County and as a Pennsylvania Deputy Attorney General in the Criminal Law Division for 9 years. He also assists in the drafting and enactment of legislation designed to better protect populations that are at high risk of being victimized. He serves as consultant to numerous groups and organizations in Pennsylvania and serves on Hershey Medical Center's ethics committee.

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Core Course: Diversity

Delivery: Webinar-March 16, 2011, 2012 webinar, 2013 webinar

Instructor: Pat Gadsden, BS in Business Administration

Hours: 1

Objectives:

At the end of the course, participants will be able to:

1. Define diversity as it relates to cultural, racial and economic factors
2. Identify issues of prejudice, bias, or stereotypes
3. Explain why recognizing diversity is important in service coordination

Patricia L. Gadsden is the founder and President of Life Esteem; a personal and professional enrichment training, consulting and coaching firm. She is an entrepreneur and respected workshop and seminar leader who works with businesses, state agencies, colleges and universities, educational and human service organizations.

Pat has made numerous presentations and speeches at conferences and conventions. Her professional affiliations include the American Society for Training and Development, Inscape Publishing Company, and the National Council for Self-Esteem. She is also active on boards of directors and councils of a number of vital civic and community organizations.

Mrs. Gadsden was named one of the top 50 Pennsylvania Women in Business for 2006, by the Central Penn Journal. She co-hosts (with husband Nathaniel Gadsden) a weekly television program called *Life Esteem* focusing on community issues, airing Sunday mornings at 6:00 am on the CBS affiliate WHP-TV 21. She also launched in May 2008 a new quarterly women's magazine called, *Women-Connect* with a focus on highlighting women from diverse backgrounds and experiences.

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She has contracted with the University of Pittsburgh's PA Child Welfare Training Program since 1993 to provide diversity and others trainings for supervisors and new social workers in children and youth agencies and other providers of services to these agencies. Mrs. Gadsden co-wrote two diversity curriculums and train the trainer outlines. The first curriculum is a one-day training entitled, "Valuing Diversity and the second curriculum is, "Managing Diversity". She also trained auditors and other support staff for the Auditor General office staff a curriculum she wrote entitled, "Diversity: A Vision for Understanding."

Pat brings a lifetime of experience, professional training expertise and commitment to her work at Life Esteem as a motivation force for continuing personal change, growth and self-acceptance.

Certificate in Elder Service Coordination Courses

Course: Death & Dying – End of Life Issues

Delivery: Webinar – January 19, 2011, 2012 webinar, 2013 webinar

Instructor: Debra Manderwicz, MA CT

Hours: 1.5

Objectives:

At the end of the course, participants will be able to:

1. Identify their own belief about dying and how this affects their ability to talk with others about it
2. Understand different paths of dying
3. Discuss different ways families cope with limited life expectancy
4. Understand the role the service coordinator might play

Debra Manderwicz, MA CT, her interest in end of life issues began as a specially trained massage therapist and Reiki Master working with people who had serious life-threatening and terminal illnesses. Deb earned a B.A. in Psychology from Kutztown University in 1999 which included an internship in hospice. After graduation, Deb worked for 4 years at HCR ManorCare in social services and as a director of a dementia unit, often using her natural therapies to calm the nursing home residents on a daily basis as they neared death. It was during this time that she joined The Berks County End of Life Coalition. Deb went on to earn her M.A. in Thanatology (the academic study of death and dying) in 2005 from Hood College. She is currently employed by Heartland Hospice as a bereavement coordinator. She is a member of the Association for Death Education and Counseling and is certified in thanatology; death, dying, and bereavement by that organization. Deb is the current Vice-Chairperson on the Board of Directors for the Circle ofLife Coalition. She is passionately committed to the coalition's mission to educate and to bring awareness to the community regarding the importance of choosing one's plan for end of life care. Her personal wish is that we, in this society, can talk more openly about death and dying and accept it as a natural part of our

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circle of life; for if we understand that circle of life, we can truly live our lives to the fullest potential.

Course: Cognitive Impairments: Understanding Dementia

Delivery: 2011 Housing Services Conference Session 32, 2012 Housing Services Conference, 2013 Housing Services Conference

Instructor: Linda Shumaker, RN, MA

Hours: 1.5

Objectives:

At the end of the course, participants will be able to:

1. Appreciate the most common forms of dementia
2. Understand the difference between delirium and dementia
3. Appreciate the psychiatric symptoms of the individual suffering from dementia
4. Discuss common interventions that may be used with individuals who are suffering from dementia including communication skills, behavioral management, psychosocial interventions and medications
5. Learn about community resources available for professionals and family caregivers

Linda Shumaker, RN, MA is a registered nurse who is currently serving as Training Coordinator of the Pennsylvania Behavioral Health and Aging Coalition. She has previously been employed as the Executive Director of the Coalition where she advocated for funding and received over \$325,000 to outreach and educate older adults regarding behavioral health issues. She also has worked at the Central Pennsylvania Psychiatric Institute, Penn State College of Medicine in Hershey, PA. Ms. Shumaker has extensive clinical experience working in community mental health, geriatric assessment teams and in long-term care. In addition, she has been an instructor of psychiatry at the Pennsylvania State University, College of Medicine, co-chair and founding member of the Pennsylvania Mental Health and Aging Coalition. She has served as a member of the Older Adult Committee of Pennsylvania Office of Mental Health and Substance

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Abuse Planning Council and a member of the Long Term Care Subcommittee of the Medical Assistance Advisory Committee. She has served on the Board of Directors for the Pennsylvania State Alzheimer's Association and the Advisory Board for the Central Pennsylvania Chapter of the Alzheimer's Association. Ms. Shumaker's "special interests" include ethical and social policy issues in relation to the care of the elderly with behavioral health problems.

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Course: Abuse and Neglect

Delivery: 2010 Housing Services Conference Session 33/Webinar-November 17, 2011, 2013
webinar

Instructor: Ronald Costen, Ph.D., Esq

Hours: 1.5

Objectives:

At the end of the course, participants will be able to:

1. Define abuse and neglect
2. Recognize the different forms of abuse and neglect
3. Know what to do when abuse or neglect is suspected

Ronald Costen is the Director of the Pennsylvania Institute on Protective Services at Temple University and Professor of Social Work in the College of Health Professions and Social Work at Temple. He is both an attorney and social worker specializing in the problems of elder victimization. Dr. Costen received his Doctor of Philosophy Degree from the University of Pittsburgh and his law degree from Temple University. He has been a graduate school faculty member for over 30 years and has practiced law for 20 years. Dr. Costen's law practice has focused on the prosecution of those who victimize people with special needs such as older Pennsylvanians, people with developmental disabilities and children. He served as an Assistant District Attorney in Lackawanna County and as a Pennsylvania Deputy Attorney General in the Criminal Law Division for 9 years. He also assists in the drafting and enactment of legislation designed to better protect populations that are at high risk of being victimized. He serves as consultant to numerous groups and organizations in Pennsylvania and serves on Hershey Medical Center's ethics committee.

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Course: Technology in Supporting Elders

Delivery: Webinar-April 20, 2011, September 2011 webinar, 2012 webinar

Instructors: Ann Dolloff, BS & M.Ed. in Therapeutic Recreation

Jamie Prioli, RESNA ATP

Hours: 1.5

Objectives:

At the end of the course, participants will be able to:

1. Be aware of what technology options are available for elders
2. Define how the role of technology has changed the lives of elders
3. Identify available resources for affordable technology

Jamie Prioli is an Assistive Technology Professional with PIAT since 2010. She provides information and assistance related to funding assistive technology devices and services, as well as conducting AT device demonstrations, reuse activities and trainings. For over 17 years she has worked with individuals with disabilities of all ages in home, school, work, and community settings. Ms. Prioli received her bachelor's degree from West Chester University and holds an Assistive Technology Professional Certificate (ATP) from RESNA. An active member of the Rehabilitation Engineering and Assistive Technology Society of North America (RESNA), Ms. Prioli currently serves as Chairperson of the RESNA Special Interest Group Committee and member of the Government Affairs Committee.

Ann Dolloff is an Assistant Director with PIAT since 2005. In this position, she coordinates all the educational outreach of PIAT, helping people understand how AT devices and services can benefit them. In addition to this, Ann also teaches an undergraduate course on developmental disabilities at Temple University. Prior to her current position, Ann directed summer camps and year-round recreation programs for children with disabilities and their families, in Pennsylvania, New Hampshire and Connecticut. She has her undergraduate and graduate degrees in Therapeutic Recreation. In her spare time, she teaches adapted skiing.

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Course: SC and Liability: MGR/SC Relationship & Confidentiality

Delivery: Webinar – October 20, 2010, 2011 webinar, 2012 webinar

Instructor: Holly Bills, BS in Social Work, MS in Human Resource Management

Hours: 1.5

Objectives:

At the end of the course, participants will be able to:

1. Identify how the roles of the MGR/SC are similar and different
2. Discuss the components of a good working relationship
3. Define confidentiality and its importance for the SC
4. Identify specific strategies to maintain confidentiality

Holly Bills has 21 years experience working on social service issues as they relate to affordable housing for people with disabilities, and those with low incomes. Holly's main goal and objectives with employers has been to see that people have the supports they need to live as independently as possible in the housing of their choice. Presently Holly is employed as a part-time Service Coordinator with Elderly Housing Development Company. Holly currently co-hosts Pittsburgh Cable Television's Show "PJ-Talk" and resides in Etna, Pa.

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Course: SC and Liability: Documentation

Delivery: 2010 Housing Services Conference; Session 14, 2011 Housing Services Conference, 2012 Housing Services Conference

Instructors: Kimberly Fry, BS in Business, BS in Humanities

Sheila Rampolla, Associate in Applied Science Social Work

Hours: 1.5

Objectives:

At the end of the course, participants will be able to:

1. Have a better understanding of the importance of proper documentation
2. Define what information is required to be documented
3. Learn how to document efficiently

Kimberly A. Fry has over twenty-five years of professional experience in all aspects of housing and community development related activities. Having held leadership positions in public, private and non-profit organizations, Ms. Fry's experience includes: real estate finance and development, property management operations, marketing and lease-up strategies, supportive service provision, and corporate training and organizational development. Specializing in affordable housing, Ms. Fry has underwritten multi-family real estate deals across the country utilizing a myriad of financing programs, has managed substantial loan funds, delivered numerous presentations on real estate finance and the development process, property management and supportive services delivery. Currently, Ms. Fry is the part-time Executive Director for the Maryland Affordable Housing Coalition, a non-profit membership organization established to enhance affordable housing development opportunities throughout the state. In that role, Ms. Fry successfully lobbied the Maryland General Assembly for \$2M in additional funding to the Maryland Affordable Housing Trust.

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Additionally, Ms. Fry provides contracted services to various property management organizations, assists both for-profit and non-profit companies with training and organizational strategies to improve overall operations. She also teaches a Masters-level course for Rutgers University, School of Social Work - a curriculum designed by Ms. Fry in collaboration with Rutgers and the New Jersey Housing & Mortgage Finance Agency. Prior to creating her own consulting firm, Ms. Fry ran the property management operations for Penrose Management Company, a large, nationally-recognized property management firm with 450 employees consisting of 140 properties located in 10 states.

Ms. Fry's previous experience includes: Director of Supportive Services with Penrose Management Company; Manager of Housing Services for Homes for America, a nonprofit housing development corporation with properties throughout the mid-Atlantic region; Program Director, The Enterprise Foundation, providing capital and technical expertise to assist nonprofit housing organizations with the development strategies to build wealth and create economic opportunity; Enterprise Mortgage Investments, Inc., underwriting affordable rental housing developments nationwide; Senior Development Officer for multi-family housing programs and Senior Loan Closing Officer for single-family programs, Pennsylvania Housing Finance Agency (PHFA).

Ms. Fry has held Board positions for: the Pennsylvania Delaware Affordable Housing Management Association (PennDel AHMA); Advisory Committee to the Pittsburgh Affordable Housing Management Association (PAHMA). She belongs to the PHFA Housing Services Program Advisory Council and the Philadelphia District Council and is a member of the Maryland Affordable Housing Coalition and the Urban Land Institute. In addition to these activities, Ms. Fry is a Family Partner with Habitat for Humanity.

Ms. Fry graduated Summa Cum Laude from the Pennsylvania State University with a double major in Business and Humanities.

Sheila M. Rampolla is a Resident Service Coordinator with over 20 years experience in human services. She joined Elderly Housing Development & Operations Corporation (EHDOC) in 2001. Ms. Rampolla works with 122 elderly and disabled residents and is an active member of the

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American Association of Service Coordinators (AASC). She presented at the 2010 PHFA Housing Services Conference on the topic of "Service Coordination Basics" and in 2006 she presented on the topic of "Emergency Preparedness" at the AASC conference in Nashville, TN.

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Course: Federal and State Entitlement Programs

Delivery: 2010 Housing Services Conference Session 14, 2011 Housing Services Conference, 2012 Housing Services Conference

Instructor: Lynn Patrone, B.S.

Hours: 2

Objectives:

At the end of the course, participants will be able to:

1. Have a basic understanding of Medicare and how it works
2. Identify other Federal Programs that are available to their residents
3. Have a better understanding of Medicaid and waiver programs
4. Know where to find resources in order to get current information on Federal and State programs

Lynn Patrone is the Program Director for Behavioral Health Connection, an APPRISE Program which is hosted by the PA Behavioral Health and Aging Coalition. Lynn represents APPRISE on various statewide initiatives, serving as Co-Chair of the Office of Mental Health and Substance Abuse Services Older Adult Advisory Committee, a member of the Pennsylvania Statewide Steering Committee for Suicide Prevention, Governor's South Central Advisory Committee for People with Disabilities, Office of Mental Health & Substance Abuse Services Behavioral Health Clinical Committee Co-lead for Education, and Pennsylvania's President's New Freedom Summit Initiative Member for Mental Health. Lynn is the project liaison to the Department of Aging and the Office of Mental Health for special projects relating to the Medicare/Medicaid population living with behavioral health service needs with an emphasis on the Latino mental health community where she served as a project officer relating to a research study conducted in collaboration with the University of Pennsylvania Center for Mental Health Policy and Research. Lynn is a Certified Mental Health Educator, Certified Older Adult Peer Specialist Supervisor, and Certified Medicare Counselor with experience in mental health research and quality assurance. Through her work, she assisted in development of special projects including

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needs assessments and quality measurements for adults, older adults, and transitional age populations living with serious mental illness. Lynn holds a Bachelor of Science Degree in Behavioral Science, a minor in Gerontology, and a concentration in Anthropology.



**PHFA-California University of Pennsylvania
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48 of 165 CESC Graduates**