

NCSHA 2015 Annual Awards Entry Form

(Complete one form for each entry)

Deadline: Wednesday, June 10, 2015

Visit ncsha.org/awards to view the Annual Awards Call for Entries.

Instructions: Type entry information into the form and save it as a PDF. Do not write on or scan the form. If you have any questions contact Matt Cunningham at mcunningham@ncsha.org or 202-624-5424.

Fill out the entry name *exactly* as you want it listed in the program.

Entry Name: _____

HFA: _____

Submission Contact: (Must be HFA Staff Member) _____ **Email:** _____

Please provide a 15-word (maximum) description of your nomination to appear on the NCSHA website.

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

HFA: _____

Entry Name: _____

Select the appropriate subcategory of your entry and indicate if you are providing visual aids.

Communications	Homeownership	Legislative Advocacy	Management Innovation
Annual Report	Empowering New Buyers	Federal Advocacy	Financial
Creative Media	Encouraging New Production	State Advocacy	Human Resources
Promotional Materials and Newsletters	Home Improvement and Rehabilitation		Operations
			Technology
Rental Housing	Special Needs Housing	Special Achievement	Are you providing visual aids?
Encouraging New Production	Combating Homelessness	Special Achievement	Yes
Multifamily Management	Housing for Persons with Special Needs		No
Preservation and Rehabilitation			

Special Achievement

Need: A lack of affordable supportive services training for housing services coordinators at elderly housing properties across Pennsylvania has been an ongoing struggle and a source of frustration for owners, management agents and housing services coordinators alike. Educational opportunities existed, but required either extensive travel and time commitment or financial commitment that exceeded supportive services budgets. Many Section 8 properties have received either minimal or no rent increases for years putting stress on supportive services budgets. Tax credit properties have also been struggling to either maintain or add a training expense for supportive service coordinators in their operating budgets. For those properties that have been able to afford supportive services coordinators, coordinators have lacked the necessary training, which ultimately impacts the services provided to elderly tenants. It was evident that elder supportive services coordinators were in search of a low cost supportive services program that combined distance training options and the ability to acquire continuing educational credits at existing training opportunities.

The Pennsylvania Housing Finance Agency (PHFA or the Agency) recognized the need to provide elder supportive services training at a reasonable cost to properties and created the Certificate in Elder Service Coordination Program (CESC) in partnership with California University of Pennsylvania Rural Communities Institute (California University of Pennsylvania). CESC is a program that requires participants to obtain 20 hours of elder educational training within one (1) year. Courses are directed at issues associated with the care of our elderly population. Participants may obtain the required educational courses through a combination of distance learning and attendance at PHFA's Housing Services Conference, which is an annual conference that provides educational opportunities to housing services coordinators. The distance learning consists of monthly webinars that are recorded. If a participant is unable to participate in a live webinar, he/she is required to watch the recorded webinar at his/her convenience and take a short quiz in order to receive credit. The cost to complete CESC and receive a certificate is \$50. To date, 209 participants have completed the requisite 20 hours of elder educational training coordinated by the Agency and received certificates through CESC from the California University of Pennsylvania.

Partnerships: PHFA regularly partners with colleges and universities throughout Pennsylvania on various initiatives. In this instance, it was evident that PHFA needed to partner with an educational institution and the California University of Pennsylvania was willing to assist in the design and development of the curriculum and to provide the CESC certificates to participants who satisfactorily complete the required 20 hours of educational training in one year. As a result of this partnership, the basic goals of CESC are 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 PHFA's partnership with the California University of Pennsylvania, many individuals and organizations agreed to participate as instructors in CESC. The Pennsylvania Behavioral Health and Aging Coalition, the Pennsylvania Institute of Assistive Technology, the Pennsylvania Office of Attorney General and professors from Temple University have provided regular instruction for several of the curriculum modules.

As part of the initial process to design the CESC curriculum, PHFA conducted a focus group and invited veteran service coordinators, property management companies and HUD representatives to provide input regarding course design and curriculum. A total of 15 people participated in a focus group to refine topics related to continuing education requirements for the HUD Service Coordinator grant and content delivery strategies.

Effective Use of Resources: Development of the curriculum was accomplished in consultation with several professors of gerontology/social work with the California University of Pennsylvania. The CESC curriculum consists of 20 hours of training in the following core areas:

- Assessment of an Older Adult
- Interventions for Elders
- Promoting Independence in Elders
- Abuse and Neglect
- Technology in Supporting Elders
- Combating Compassion Fatigue
- Ethics and Boundaries for the SC
- Medication and Substance Abuse
- End of Life Issues
- Diversity
- Service Coordination and Liability: Documentation
- Mental Health and Cognitive Impairments
- Manager/Service Coordinator Relationship and Confidentiality

Upon establishment of the curriculum, CESC was implemented by PHFA's Housing Services Department. PHFA took advantage of its existing webinar capacity to deliver approximately 85% of the 20 hours via distance learning – making it very attractive to both employers and CESC participants. The remaining content was incorporated into the annual PHFA Housing Services Conference, which is attended by many of these service coordinators. The result is that there was no additional cost incurred by PHFA, the employer or the participant. By building on these opportunities, PHFA has structured a very affordable comprehensive baseline training program in the area of elder service coordination.

Benefits that Outweigh Costs: The benefits of CESC to management agents and service coordinators are to ensure 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 service coordinators.
- 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 away from work by the service coordinator. For PHFA, the benefit is to have a system in place that ensures the availability of a basic level of expertise by service coordinators across its elderly multifamily portfolio.

Track Record of Success: To date, 209 participants completed all CESC requirements and received their certificates from the California University of Pennsylvania. CESC graduates provide supportive services at affordable elderly properties in Delaware, Maryland, New Jersey, New York, Ohio, Pennsylvania and Washington. The 209 successful participants directly provide supportive services to over 3,000 residents at their properties. The knowledge they gained by successfully completing CESC has enabled them to assist their residents in remaining independent and to age in place.

Upon completion of CESC, participants were surveyed regarding curriculum content, benefits and relevancy of CESC. With responses from more than two-thirds of CESC graduates:

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

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.

Strategic Objectives/Future: Based on these overwhelming approval ratings from participants and the continued participation of the California University of Pennsylvania, PHFA plans to continue CESC. PHFA has also received inquiries from interested parties in Arizona and Nevada.

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 was updated to include it as part of the Diversity session. As technology becomes a greater factor in providing services to our elders, the technology portion of the curriculum is continuously updated to broaden participants' perspective and make them aware of various opportunities to improve their service coordination. In 2014, a session entitled "Combating Compassion Fatigue" was added to the curriculum at the suggestion of the focus group.

As the demand for CESC continues to be strong, PHFA will be responsive to the needs of the service coordinators and management agents in the continuing development of the CESC curriculum. While CESC 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, the elderly residents who are directly impacted by CESC graduates.

PHFA believes CESC is not unique to Pennsylvania, but rather a universal concept and program that can be replicated in other states to better assist our elderly population. It is a program with an established record of success that can easily be adopted by other states at a minimal cost. PHFA is willing to assist other state housing finance agencies develop and implement this training.

Certificate in Elder Service Coordination Courses

Course: Aging Process: Assessment of an Older Adult

Delivery: webinar

Instructor: Dr. Janet Melnick, Ph.D., MSW, LSW

Hours: 1.5

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.

Dr. Janet Melnick holds a Ph.D. in Human Development with a specialization in Social Work. Prior to working on her doctorate, she was in clinical practice and administration in local agencies that specialize in work with the elderly for over fifteen years. Dr. Melnick was one of the original grantees for Robert Wood Johnson Dementia Care and Respite Services Project. After the end of that grant demonstration project she was invited to become a consultant for the RWJ Foundation Partners in Caregiving Program, which funded and mentored Adult Day Care Program across the country. Dr. Melnick was the Assistant Coordinator of the Social Work Field Program at Marywood University prior to moving to Penn State. She has been faculty member in Human Development and Family Studies (HDFS) at the Pennsylvania State University Worthington Scranton since 2000. She is a Senior Instructor and also the Program Coordinator and Field Coordinator for the HDFS and Psychology programs on the Worthington Scranton campus. Her primary teaching responsibility is in the gerontology and the internship components of the program. Dr. Melnick's research has been predominantly in the area of rural home and community based services to the elderly. She has been the primary investigator for 2 grants from the Center for Rural PA in this area of research.

Certificate in Elder Service Coordination Courses

Course: Elder Services: Interventions for Elders & Promoting Independence in Elders

Delivery: March 2015 webinar (1.5 hrs) – Interventions for Elders

May 2015 webinar (1.5 hrs) – Promoting Independence in Elders

Instructor: Dr. Janet Melnick, Ph.D., 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.

Dr. Janet Melnick bio is noted above.

Certificate in Elder Service Coordination Courses

Course: Abuse and Neglect

Delivery: Webinar – April 2015

Instructor: David Shallcross

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

David Shallcross joined the ranks of the Office of Attorney General as a Community Liaison in the Public Protection Division's Elder Abuse Unit in 2008. In this capacity he has conducted hundreds of seminars and senior expos throughout the state reaching thousands of people with vital information to protect the citizens of the Commonwealth. He was promoted to Senior Community Liaison and Coordinator of the Elder Abuse Unit (2011); as such Mr. Shallcross has handled Elder Abuse complaints that are received on a daily basis and has appeared three times on PCN Cable Television as a specialist on fraud against older adults and has testified before the Pennsylvania House of Representatives Aging and Older Adult Services Committee, as well as participating as a panelist on the State Senate Democratic Policy Committee's 'Safety & Wellness for Pennsylvania's Senior Citizens Roundtable'. Mr. Shallcross acts as an ambassador to governmental agencies, legislators, public organizations, schools, senior citizens and other community groups. He is responsible for presentations on various topics that include: Cybersafety, Anti-Bullying, Gun Violence, Prescription Drug Abuse, Identity Theft, Senior Crime Prevention, Financial Fraud and Consumer Concerns. He is now under the direction of the Education & Outreach Section of the office.

Certificate in Elder Service Coordination Courses

Course: Technology in Supporting Elders

Delivery: Webinar-December 2014

Instructors: 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.

Certificate in Elder Service Coordination Courses

Course: Combating Compassion Fatigue

Delivery: Webinar – August 2014

Instructor: Kristopher Halsey ThM, D.Div, PhD

Hours: 1.5

Objectives at the end of the course, participants will be able to:

1. Define compassion fatigue and describe contributing factors that lead to it
2. Identify the signs/symptoms and offer tools for assessing compassion fatigue
3. Explain ways to recover from compassion fatigue
4. Discuss ways to prevent compassion fatigue

Dr. Kristopher Halsey has worked in the healthcare industry for nearly 20 years. Starting off as a Registered Medical Assistant at a local community clinic in 1995 then moving onto working as a Clinical Coordinator and a Medical Practice Manager at Penn Surgery at Chestnut Hill Hospital in Philadelphia Pa. He currently works as a Clinical Chaplain for a local Hospice provider also in Philadelphia Pa. Dr. Halsey holds degrees in Theology and Biblical Psychology from Trinity Graduate School of Theology in Huntsville, AL. In 2011, Dr. Halsey was awarded an Honorary Doctor of Divinity degree from Saint Thomas Christian University in Jacksonville FL for his work within the religious community. He is a sought after conference speaker specializing in topics relating to End of Life Care, Compassion Fatigue and Spiritual Care in Healthcare. Dr. Halsey has also appeared as a guest on numerous radio broadcasts and has written articles for a national Hospice Care magazine.

Dr. Halsey has a passion to see lives change and to lend a helping hand to those in need. He lives with this life's principle: "If you love what you do, you will never work a day in your life!"

Certificate in Elder Service Coordination Courses

Course: Service Coordination and Liability: Ethics and Boundaries

Delivery: Webinar-April 2015

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.

Certificate in Elder Service Coordination Courses

Course: Medication/Substance Abuse

Delivery: Webinar –September 2014

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: Death & Dying – End of Life Issues

Delivery: Webinar – February 2015

Instructor: Debra Manderwicz, MA

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

Certificate in Elder Service Coordination Courses

Core Course: Sensitivity Awareness: Sexual, Cultural, & Spiritual Diversity

Delivery: In person at the Statewide Housing Services Conference

Instructor: Pat Gadsden, BS in Business Administration

Terri Clark, MPH

Hours: 2

Objectives at the end of the course, participants will be able to:

1. Define diversity as it relates to sexuality, 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. 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.

Terri Clark, MPH - Terri has been doing work in health education, training, and facilitation for nearly 25 years, and is currently the Coordinator of Prevention Services at ActionAIDS in Philadelphia, PA. Terri is a member of Widener University's Consortium on Sexuality and Aging, and an adjunct instructor at Arcadia University. She is a certified trainer with the National Resource Center on LGBT Aging and serves on the American Society on Aging's Leadership Council of their LGBT Aging Issues Network (LAIN) constituent group. She is also an advisory board member of Philadelphia Corporation for Aging's PrimeTime Health Committee. Terri is a Certified Health Education Specialist, and graduate of Hunter College with a Masters in Public Health, Community Health Education. She received her B.A. in Sociology and Communication from the University of Buffalo.

Certificate in Elder Service Coordination Courses

Course: Service Coordination and Liability: Documentation

Delivery: 2014 Housing Services Conference; Session 21

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

Shannon Mowery, BS in Biobehavioral Health

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

Shannon Mowery - Shannon R. Mowery is the Director of Supportive Services where she oversees all aspects of Supportive Services for Pennrose, including the development of Supportive Services plans, delivery of services at all properties, as well as coordinating any

Certificate in Elder Service Coordination Courses

activities and communications with company affiliates as they relate to supportive services. She started with Pennrose Management Company in June 2002 as Supportive Services Coordinator where she coordinated and facilitated supportive services activities and training including health and wellness, human service needs, as well as recreational activities.

Before joining Pennrose she was the Family Living Program Coordinator for Threshold Rehabilitation Services, where she was responsible for assigned family living providers and consumers to ensure all safety measures were being met, advocated on the behalf of persons with mental illness as well as conducted monthly pre-service trainings to assure compliance with all state and agency regulations.

Ms. Mowery holds a Bachelor of Science Degree in Biobehavioral Health with a minor in Human Development and Family Studies from Pennsylvania State University.

Certificate in Elder Service Coordination Courses

Course: Cognitive Impairments: Alzheimer's Dementia Update – Risk, Recognition and Treatment

Delivery: In person at the annual Statewide 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 bio is noted above.

Certificate in Elder Service Coordination Courses

Course: Service Coordination and Liability: Manager/Service Coordinator Relationship & Confidentiality

Delivery: Webinar – October 2014

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.

Certificate in Elder Service Coordination
A Partnership between PHFA and
California University of Pennsylvania Rural Communities Institute

Concept: PHFA has partnered with the Rural Communities Institute of California University of Pennsylvania to offer a certification for Service Coordinators that work with elders in affordable housing. Our goals are to:

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

Need: PHFA's interest in developing a Certificate in Elder Service Coordination was based on the following experience within the PHFA portfolio:

- Staff that fill Service Coordinator positions and the service coordinator role vary widely in their backgrounds and experiences.
- Employers/management agents don't always offer sufficient levels of support and training to newly hired staff in these positions and roles.
- Inexperienced staff is often asked to act in a service coordination role without any training and experience.
- Service Coordinators paid for through HUD Service Coordination grants are required to complete 36 hours of classroom/seminar time in specified subject areas prior to or within 12 months of hiring. Thereafter, they are required to complete 12 hours of continuing education annually.

Opportunity: PHFA coordinates an annual conference with 10.5 hours of educational sessions outside of the general sessions. The Housing Services Department also offers periodic web-based sessions and workshops on topics related to Service Coordination and affordable housing. By building on these opportunities, PHFA has structured a very affordable comprehensive training program in the area of Elder Service Coordination. While there are several other training opportunities available, for organizations that already utilize the PHFA Housing Services training systems, this Certificate provides an increased value to expenses already incurred.

Content: The curriculum 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 |
| Compassion Fatigue | • Ethics and Boundaries for the SC |
| Medication and Substance Abuse | • Documentation |
| Mental Health and Cognitive Impairments | Technology in Supporting Elders |
| End of Life Issues | Diversity |
| Abuse and Neglect | |

Certification Process: Registration for the certificate program will begin in January 2015 and must be received by June 1, 2015. There will be a minimum of 2 core courses at the 2015 conference with the remaining courses of content offered via monthly webinars following the conference. The additional courses will be offered at no charge. Once all 20 hours of content are completed, participants may apply for the Certificate by submitting a \$50 processing fee. In order to participate in the certificate program, enrollees are required attend the 2015 Housing Services Conference.

To Get Started: Contact Alicia Spencer at 610-270-1989 or aspencer@phfa.org.



and

California University of PA Rural Communities Institute

presents:



Certificate in Elder Service Coordination



- Affordable training opportunity for new or experienced Service Coordinators
- Cost is attending the Housing Services Conference and a \$50 filing fee upon completion. Webinars are FREE!
- 20 hours of training in 13 core areas
- Easy to work into your busy schedule...attend the conference and take monthly webinars

Visit www.phfa.org for more information or contact Alicia Spencer at: aspencer@phfa.org