I believe training is essential for all of us in aging services to develop and retain the knowledge and skills we need to manage our programs effectively, supervise our staff wisely, and provide services for older New Yorkers responsibly and compassionately. We need training not only when we are new to our positions, but also consistently throughout our work lives. Training, along with good supervision, is how we continue to develop our skills and retain our vitality for our work.

For these reasons, I am proud to share with you this schedule of the Department for the Aging’s training courses for Fiscal Year 2015. I am also proud that DFTA provides the most comprehensive number and array of training courses for its community partners. Limited resources mean we cannot address all of the learning needs that you and your staff have, but our contribution to meeting your training needs is significant now as it has been for the past 25 years.

As a manager for many years in a not-for-profit organization, I found the DFTA training courses a valuable resource for helping me and my staff provide quality services for seniors and their families. I hope you too will take full advantage of what is offered.

My best wishes for the coming fiscal year.

Donna Corrado, PhD, LCSW
Workplace Effectiveness Skills Training

Effective Time Management
October 31, 2014, 9:30 a.m. to 4:00 p.m.
In this training participants identify personal time wasters, develop strategies and techniques for managing time effectively and create a personal action plan for better managing their time.
Application Deadline: September 26, 2014

Mindfulness-Based Stress Management
December 9, 2014, 9:30 a.m. to 4:45 p.m.
Chronic stress has negative impact on health, workplace attendance and performance. In this workshop participants identify their personal sources of stress and learn how to release this stress through several practices including breath techniques, body awareness and stretches.
Application Deadline: November 4, 2014

Preventing/Reducing Worker Burnout
March 18, 2015, 9:30 a.m. to 1:00 p.m.
Burnout reduces workers’ productivity and can leave them feeling exhausted, hopeless, cynical and disengaged. In this half-day training, participants learn the difference between stress and burnout, the effects burnout can have on their work and personal lives, and effective coping skills to be more productive workers.
Application Deadline: February 11, 2015

Vicarious Trauma: What Is It, How to Protect Yourself from It
Date to Be Announced
Elder abuse workers who listen to clients tell their personal stories of trauma and may even witness effects of physical abuse on older people can be secondary victims of trauma. Over time this “vicarious trauma” can negatively affect them physically, psychologically, and emotionally. In this training, staff in DFTA-contracted Elder Abuse programs learn to distinguish between vicarious trauma, compassion fatigue, and burnout, recognize the signs of each and identify how each can impact them personally and professionally. Interventions, treatment options, and strategies for self care will also be explored.

Communication Skills Training

Action Grammar, Part 1
September 17, 2014, 9:30 a.m. to 4:45 p.m.
In this training participants review the rules of standard English grammar. Among other things, participants learn the principles of subject-verb agreement, applying the rules of grammar to writing, and using punctuation.
Application Deadline: Send/Fax Immediately

Preparing and Making Effective Presentations
February 11, 2015, 9:30 a.m. to 4:45 p.m.
Those who attend this training develop the skills and confidence to deliver effective presentations. They learn strategies for being more confident before an audience and eliminating nervous mannerisms and filler words. Training participants also learn how to organize a presentation, have the opportunity to make a presentation, review a video recording of it, and receive constructive feedback from the trainer.
Application Deadline: January 7, 2015

Write to the Point
March 24, 2015, 9:30 a.m. to 4:45 p.m.
Participants in this training learn to write more logically, cohesively, and succinctly. Participants also learn to determine the content necessary to promote clarity and focus, review fundamental sentence structure and edit writing for conciseness and precision.
Application Deadline: February 17, 2015

Action Grammar, Part 2
May 13, 2015, 9:30 a.m. to 4:45 p.m.
In this training participants take the basic rules of English grammar they learned in “Action Grammar, Part 1” a step further by exploring the use of pronouns, modifiers, parallel sentence structure and sentence additions for more articulate writing.
Application Deadline: April 8, 2015

Assertiveness Training
April 21, 2015, 9:30 a.m. to 4:45 pm.
Assertiveness is a set of skills and techniques that can be learned and used to great effectiveness at work. Participants in this training learn to distinguish between aggressive, non-assertive and assertive communication, identify the emotional obstacles to being assertive and learn various assertive techniques and responses.
Application Deadline: March 17, 2015
Management and Supervisory Skills Training

Supervising “Difficult” Staff
October 1, 2014, 9:30 a.m. to 4:45 p.m.
Program managers and supervisors attending this training identify those behaviors they find difficult to manage in their direct reports, learn the principles involved in dealing with difficult behaviors and have the opportunity to apply problem-solving techniques to these situations. Among the classic behavioral problems examined are “the bully,” “the exploder,” “the sniper,” “the self-centered,” “the passive-aggressive,” and “the chronic absentee/late arrival.”

Application Deadline: Send/Fax Immediately

Practical Supervision: Essential Knowledge and Skills
October 22 and 29, 2014, 9:30 a.m. to 4:45 p.m.
Participants in this two-day training course learn essential foundation principles for effective supervision, how to broaden their management style to fit different supervisory situations, and how to balance attention to the demands of getting the work done, working effectively as a team, and meeting individual needs. Participants also learn and practice core supervisory competencies including giving positive and corrective feedback, delegating effectively, and confronting and managing performance problems.

Application Deadline: September 17, 2014

Selecting the Right Staff
March 25, 2015, 9:30 a.m. to 1:00 p.m.
Hiring the right staff is the most important factor in a successful program. Proven hiring principles, careful planning, and good interviewing makes the selection process profoundly more reliable. In this half-day training, participants learn the required steps in structuring the interview, how to gather information during the interview and practical strategies for making good hiring decisions.

Application Deadline: February 18, 2015

Strengths-Based Leadership
May 19, 2015, 9:30 a.m. to 4:45 p.m.
Strengths-based management is an innovative leadership approach based on a decade of quality research. In this training, program directors learn their own managerial strengths, the three keys to effective strengths management, and how to use a strengths-based management approach to maximize their team’s productivity and engagement.

Application Deadline: April 7, 2015

Training for Leading and Managing a Senior Center

Successful Strategies for Increasing Senior Center Meals Utilization
November 5, 2014, 9:30 a.m. to 4:45 pm.
Key to increasing meals utilization at a senior center is knowing how to get first-time visitors and existing members coming back. Center directors in this training learn an extensive menu of practical, straightforward actions they can take that will both increase meal utilization quickly and make current and future center members feel more welcomed.

Application Deadline: October 1, 2014

DFTA Standards for Congregate Meals Programs
October 15, 2014, 9:30 a.m. to 4:45 p.m.
Participants in this training learn DFTA’s performance requirements for congregate meals, education and recreation services, and the General Center (Site) Standards.

Application Deadline: September 10, 2014

DFTA Standards for Case Assistance
February 19, 2015, 9:30 a.m. to 4:45 p.m.
In this training staff in agencies that provide case assistance learn in-depth information on DFTA’s performance requirements for case assistance service.

Application Deadline: January 17, 2015

Safety, Fire Prevention & Emergency Preparedness
April 28, 2015, 9:30 a.m. to 1:00 p.m.
In this half-day training, center managers learn how to identify and eliminate fire and safety hazards (including hazardous substances and environmental toxins) in their centers. They also learn how to prevent seniors and staff from falling and other injuries (e.g., strains/sprains/repetitive stress injuries). Additional topics include proper ventilation, preparing for and handling center emergencies and community-wide disasters (including DFTA’s Emergency Protocols), and how to develop and operationalize evacuation plans.

Application Deadline: March 24, 2015
Aging and Mental Health Training

Working with Clients Who Have Dementia
September 30, 2014, 9:30 a.m. to 4:45 p.m.
Participants in this training learn what dementia is and what its risk factors, causes, diagnostic criteria and treatment options are. They also learn helpful communication techniques and intervention strategies to work more effectively with some challenging behaviors presented by people with dementia. These strategies can in turn be shared with caregivers to help them both communicate more effectively with their loved ones and reduce their stress. 
*Application Deadline: August 26, 2014*

Grief and Loss in Older People
January 15, 2015, 9:30 a.m. to 4:45 p.m.
Some of the more profound losses and changes an individual can experience are more likely to occur in one’s later years. Participants in this training learn about different kinds of loss, various theories associated with the grief process and how to work with older people who are struggling with loss and grief. 
*Application Deadline: December 11, 2014*

Alcoholism and the Older Person
May 27, 2015, 9:30 a.m. to 4:45 p.m.
Various circumstances—retirement, loss of loved ones, chronic conditions, etc.—may prompt some older people to turn to alcohol. Participants in this training learn what the risk factors are for and how to detect alcohol abuse problems. They also learn strategies that can be used in working with the older person who has a drinking problem and where seniors can get help. 
*Application Deadline: April 22, 2015*

Depression in the Elderly
November 12, 2014, 9:30 a.m. to 12:30 p.m.
Participants in this training will learn to recognize the signs/symptoms and risk factors for depression in older people. They will also increase their skill at talking with clients about depression—most specifically their ability to introduce the topic of depression with a client and to encourage clients who may be depressed to get appropriate health and mental health care. Participants will also learn where they can link clients to get help for their depression. 
*Application Deadline: October 8, 2014*

Anxiety Disorders in Older People
January 6, 2015, 9:30 a.m. to 4:45 p.m.
Anxiety is not a normal part of aging yet it is estimated that the prevalence of anxiety among older adults may be as high as 20%. Participants in this training learn to distinguish between “normal” anxiety and anxiety disorder, what evidenced-based treatment options are available, some strategies and techniques to help clients manage anxiety in the moment, and tips for linking clients with appropriate services. 
*Application Deadline: December 2, 2014*

Suicide: Risk Assessment and Required Response
January 26, 2015, 1:30 p.m. to 4:00 p.m.
Older people receiving DFTA-funded case management services have many of the risk factors that put them at greater risk for depression. In turn, people with depression are at greater risk of suicidal ideation. Appropriate screening of clients receiving case management services, therefore, is essential. In this training, participants will learn to recognize the signs/symptoms and risk factors for suicidal ideation and how to conduct a professional, thorough and compassionate assessment for suicide risk. They will also learn what DFTA’s required protocol is when a client presents at risk for suicide. 
*Application Deadline: December 8, 2014*

Elder Abuse Training

“Employees of agencies that contract with the Department for the Aging (DFTA) who have “significant and direct contact with senior citizens” are required by City Law to attend training on elder abuse.

In keeping with this City Law, the DFTA Center for Organization Development and Training has been conducting elder abuse training since March 2009.

In Fiscal Year 2015, the Center will continue to conduct elder abuse training for staff in DFTA-contracted senior centers and case management agencies who have not yet attended or who must attend their three-year legally-mandated “refresher” training.
Case Recording: Purpose and Skills  
September 24, 2014, 9:30 a.m. to 1:00 p.m.
Participants in this training increase their knowledge of the purpose—including possible legal uses—of case records, their ability to identify which information should and should not be included in the record, and their skills in writing succinct, meaningful entries.  
*Application Deadline: Fax Immediately*

Helpful Persuasion: Engaging the “Resistant” Client  
December 3, 2014, 9:30 a.m. to 4:45 p.m.
In this training case managers who have attended the “DFTA-funded Case Management” training, learn what motivates the client who is angry or exhibits other challenging behaviors and how to “embrace” this behavior and moderate their own responses. Participants also learn the purpose of “defenses” and practice a variety of interventions to help engage the client who exhibits challenging and/or “resistant” behavior in productive exchanges.  
*Application Deadline: October 29, 2014*

DFTA-funded Case Management: Principles, Policies and Practice Skills  
This eight-day “Foundation” course introduces case management staff to the core theories, policies and practice skills needed to provide quality case management service. Training participants learn the purpose of and eligibility for DFTA-funded case management and their roles and responsibilities as geriatric case managers. Emphasis is given to interviewing and engaging clients in a strengths-based case management process. Participants also learn to accurately complete the DFTA assessment forms and to develop appropriate care plans.  
*To attend, contact Karyn Velez at (212) 602-6928.*

Helping Clients Prepare for End-of-Life Decisions  
December 16, 2014, 9:30 a.m. to 4:45 p.m.
This training details the major tasks associated with end-of-life planning and decision-making. Training participants learn about medical options (i.e., advanced directives, living wills, health care proxies and other medical orders), hospice, wills and financial trusts, and funeral arrangements including pre-planned burial trusts. Participants also learn best practices on approaching clients about and discussing with them this complex topic.  
*Application Deadline: November 12, 2014*

Medications and Older Adults  
April 1, 2015, 9:30 a.m. to 1:00 p.m.
Because older people generally take more medications, they are at a higher risk for medication-related problems. Participants in this half-day training learn to identify specific classes of medications that require special consideration in the elderly, identify common drug-related problems seen among older people, and learn tips and techniques to help older people avoid drug-related issues.  
*Application Deadline: February 26, 2015*

Oral Health and Older Adults  
May 6, 2015, 9:30 a.m. to 11:30 a.m.
While oral health is vital to overall health and well-being, preliminary data indicates 38% of home delivered meals recipients report difficulty eating due to oral health problems (e.g., missing teeth, poor fitting/missing dentures). Poor oral health not only results in nutritional decline but also impacts speaking and smiling, which are crucial for social functioning. In this training, participants increase their oral health literacy and ability to assess for oral health needs. Resources to link older adults to dental services are also provided.  
*Application Deadline: March 31, 2015*

Cultural Competence for Social Work Staff  
May 29, 2015, 9:30 a.m. to 4:45 p.m.
Using the diversity of the training group, participants in this training gain insight into their own cultural backgrounds and those of others. In turn, this insight helps them develop a greater awareness of and competence in working with issues of race, religion, ethnicity and sexual orientation among their clients. With this greater awareness, participants then have the opportunity to practice working more effectively with people from different cultural backgrounds.  
*Application Deadline: April 30, 2015*
Benefit and Entitlement Programs Training

Housing: Tenant Rights, Legal Papers & Evictions
October 21, 2014, 9:30 a.m. to 4:45 p.m.
In this training participants learn about the legal rights of older tenants, the legal papers used for housing courts, the protections for older people in evictions, including the APS Eviction (Protection) Unit and client options in responding to landlord harassment situations.
Application Deadline: September 16, 2014

Screening Tools: ACCESS NYC & BenefitsCheckUp
November 14, 2014, 9:30 a.m. to 1:00 p.m.
ACCESS NYC and BenefitsCheckUp are internet-based tools to help workers screen clients for publicly-funded benefits. Participants in this half-day training learn to navigate these screening tools, and to print completed forms thereby making the application process easier.
Application Deadline: October 10, 2014

Food Stamps (now SNAP)
December 2, 2014, 9:30 a.m. to 4:45 p.m.
Participants in this training learn what kind of assistance the SNAP program provides, who is eligible for it, how to calculate a client’s estimated SNAP allotment, and how to help eligible older people/caregivers obtain this benefit.
Application Deadline: October 28, 2014

Housing Benefits and Entitlements
January 8, 2015, 9:30 a.m. to 4:45 p.m.
Participants in this training learn what housing benefits are available through the Senior Citizen Rent Increase Exemption Program (SCRIE), NYC Housing Authority and Section 8. They also learn eligibility criteria for each of these programs and how to assist older people and/or their caregivers to apply for each.
Application Deadline: December 4, 2014

Medicaid for Experienced Workers
March 26, 2015, 9:30 a.m. to 4:45 p.m.
In this training participants—who are experienced in helping older people access Medicaid—review eligibility for the Medicaid Surplus Program, learn pertinent updates to Medicaid stemming from changes made by the Affordable Care Act, and learn to evaluate a person’s financial eligibility for the Medicaid Surplus Program by calculating additional and more challenging budgets.
Application Deadline: February 19, 2015

SSI (Supplemental Security Income)
December 10, 2014, 9:30 a.m. to 4:45 p.m.
SSI is a federal cash entitlement program providing help to older or disabled persons with little or no money to meet basic needs for food, clothing and shelter. In this training participants learn the SSI eligibility requirements and how to assist older people and/or their caregivers access this entitlement program. They also learn how to calculate a client’s estimated SSI benefit.
Application Deadline: November 5, 2014

Medicare: Parts and Rights
April 23, 2015, 9:30 a.m. to 4:45 p.m. and
April 24, 2015, 9:30 a.m. to 1:00 p.m.
Participants in this training learn what medical benefits are provided through Medicare Parts A, B, C, and D (the prescription drug benefit) and who is eligible for these benefits. This training details the rights of Medicare recipients who are hospitalized, the different Medicare appeals processes, and the Medicare Savings Program. Participants also learn how to use Medicare Part D’s interactive web tool to assist clients to select a drug plan.
Application Deadline: March 19, 2015

Medicaid: Introduction
May 12, 2015, 9:30 a.m. to 4:45 p.m.
In this training participants—who have not previously attended Medicaid training—learn what benefits/services are provided through Medicaid (including Medicaid Surplus), who is eligible, and how to assist eligible older people and/or their caregivers access this entitlement, including tips on how to complete the Medicaid application. Participants also learn to evaluate a person’s financial eligibility by calculating basic budgets for Medicaid.
Application Deadline: April 7, 2015

APPLICATION PROCESS
To attend one or more of the training courses described in this brochure, use the enclosed:
Professional Skills Training Application.

For Training Bulletin updates and additional application forms visit us on the web at: