

Training Bulletin

The Department for the Aging's Center for Organization Development and Training is pleased to share with you this Bulletin describing training courses for staff in DFTA-funded community agencies for Fiscal Year 2012.

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Training for Leading and Managing a Senior Center

Promoting an LGBT-Safe and Inclusive Senior Center 
February 8, 2012, 9:30 a.m. to 1:30 p.m.

New York City is home to over 100,000 older lesbian, gay, bisexual and transgender (LGBT) people. Still, this huge group remains a largely hidden population whose particular needs are generally not well understood or addressed by most senior service providers. Senior center directors in this training learn the barriers LGBT seniors face to receiving services and best practices for making their center more welcoming and accessible to LGBT seniors in their communities.

Application Deadline: January 4, 2012

Working with Difficult Client Behaviors
January 12, 2012, 9:30 a.m. to 4:45 p.m.

Participants in this training *for senior center staff* learn what motivates the member/client who is angry or exhibits other challenging behaviors and to recognize the triggers for their own responses to these behaviors. Participants also learn and practice intervention techniques and strategies to help engage the older person who is angry/difficult in productive exchanges.

Application Deadline: December 8, 2011

First Aid & Response to Client Emergencies
October 26, 2011, 1:00 p.m. to 4:30 p.m.

Senior center staff who attend this training learn critical skills to respond to and manage an emergency in the first few minutes until medical services arrive. Participants learn how to treat bleeding, sprains, broken bones, shock and other first aid emergencies. Participants are required to bring the first aid kit from their center to the training.

Application Deadline: September 21, 2011

More Senior Center Trainings on Page 3

Leadership Skills Training

Leadership Communication 
March 29 and 30, 2012
9:30 a.m. to 4:45 p.m.

Leadership communication uses the full range of communication skills and resources to create and deliver messages that guide, direct, motivate and inspire a person, a group, an organization or a community. Managers who attend this training learn to deliver powerful messages that are short, strong, credible and tailored to their audience. They also learn to handle challenges from delivering bad news to increasing team motivation.

Application Deadline: February 16, 2012

Inspired Leadership: Creating a Motivational Environment and Culture
November 17, 2011, 9:30 a.m. to 4:45 p.m.

Leaders can't force people to want to learn new jobs, work harder or care more, but they have a powerful influence on team members' motivation. Managers in this training learn to analyze what makes a job "good," how to hire the right people and how to conduct a staff development conversation. They will also practice enriching a job, applying strategies that tap into staff's goals and strengths, and using reinforcement and rewards.

Application Deadline: October 6, 2011

New Training Courses Inside

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Workplace Effectiveness Skills Training

Critical Thinking for Effective Decision Making

January 13, 2012, 9:30 a.m. to 4:45 p.m.

Participants in this training learn the different styles of thinking and how to distinguish the elements in the critical thinking process. They learn how to apply critical thinking to workplace issues/challenges and to use these skills to find more effective approaches to problems, search for alternative solutions, and create successful action plans.

Application Deadline: December 9, 2011



Effective Time Management

September 21, 2011, 9:30 a.m. to 4:45 p.m.

In this training participants identify personal time wasters, learn the dynamics of effective time management, develop strategies and techniques for managing time effectively and create a personal action plan for better managing their time.

Application Deadline: August 17, 2011

Mindfulness-Based Stress Management

October 19, 2011, 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 sources of stress, learn how to release stress through a series of practices including breath techniques, body awareness, and stretches, and ways to integrate these practices into their work lives.

Application Deadline: September 14, 2011

Constructive Conflict Resolution

November 16, 2011, 9:30 a.m. to 4:45 p.m.

In this training participants learn to use an interest-based process for resolving one-on-one conflicts in a win-win way. They learn the difference between intention and impact and between “truth” and perception. Participants in the training also practice using these tools on their own situations and receive practical feedback.

Application Deadline: October 12, 2011

Streamlining Your Work Style

May 2 and 9, 2012, 9:30 a.m. to 4:45 p.m.

Participants in this training learn proven methods for being more creative and resourceful when performing daily tasks including eliminating unnecessary steps or designing a new approach to a project. Participants learn to analyze a stretch goal, define the limits of required resources, create new streamlined methods for achieving results and reducing errors, and practice mapping tasks.

Application Deadline: March 28, 2012



Communication Skills Training

Write to the Point

November 2, 2011, 9:30 a.m. to 4:45 p.m.

In this training participants learn to write more logically, cohesively, and “to the point.” Participants also learn to determine the content necessary to maintain clarity and focus, review fundamental sentence structure and edit writing for conciseness and precision.

Application Deadline: September 28, 2011

Effective and Confident Public Speaking

December 7, 2011, 9:30 a.m. to 4:45 p.m.

In this training participants develop the skills and confidence to deliver effective presentations. They learn strategies for appearing more confident before an audience and eliminating nervous mannerisms and filler words. They also learn how to organize a presentation and have the opportunity to make a brief presentation and receive constructive feedback.

Application Deadline: November 2, 2011

Action Grammar Part 1

February 15, 2012, 9:30 a.m. to 4:45 p.m.

Participants in this training review the rules of standard English grammar and enhance their use of grammar skills. Among other things, participants learn the principles of subject-verb agreement, applying the rules of grammar to writing, and using punctuation.

Application Deadline: January 11, 2012

APPLICATION PROCESS

If you would like to attend one or more of the Professional Skills Development training courses described in this brochure, use the **Professional Skills Training Application**. To apply for a Computer Skills training course, complete the **Computer Skills Training Application**.

Complete a separate application for each training course you wish to attend. Please send completed application forms) as soon as possible but no later than the deadline indicated for that course.

For Training Bulletin Updates and additional application forms visit us on the web at:
<http://nyc.gov/html/dfta/html/community/training.shtml>

(Scroll down and click the desired material in the middle column.)

Supervisory Skills Training

Effective Supervision: Essential Knowledge and Skills **October 5 and 12, 2011, 9:30 a.m. to 4:45 p.m.**

Participants in this two-day introduction to supervision course learn essential theory and philosophy about supervising others including five foundation principles for effective supervision. Participants also learn how to broaden their style to fit different supervisory situations and to increase core competencies including giving positive and corrective feedback, delegating effectively, assessing staff's strengths and capacity to grow, and confronting and managing performance problems.

Application Deadline: August 31, 2011

Supervising "Difficult" Staff

December 13, 2011, 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: November 8, 2011

Advanced Supervision for Established Managers

March 14 and 21, 2012, 9:30 a.m. to 4:45 p.m.

This two-day training is designed for supervisors who want to tackle some of the tougher challenges involved in supervising others, including how to manage more difficult performance problems, how to resolve conflict through "win-win conferences" and how to "manage up." Participants also identify their signature strengths as supervisors and hone their communication and team building skills.

Application Deadline: February 8, 2012

Effective Delegation: Getting Good Results

April 18, 2012, 9:30 a.m. to 1:00 p.m.

The measure of effective delegation is, "did you get the results you intended?" In this half-day training, participants learn critical delegation principles, observe demonstrations of effective delegation, plan their own upcoming delegation conference, and practice delegating a real work assignment with feedback.

Application deadline: March 14, 2012

Training for Leading and Managing a Senior Center

The Key to Increasing Senior Center Meals Utilization: Getting First-Time Visitors Coming Back **Date To Be Announced**

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 will learn proven strategies that will help them serve more seniors, a menu of simple and practical things they can do to increase meals count quickly, tips and tactics for improving the "meal experience," moving beyond food to fun, and how to increase the odds that a first-time visitor will turn into a daily participant. Directors will leave this training with a customized "to do" list that will make a difference in their meals count and in the welcoming experience of their current and future members.



Safety & Fire Prevention Measures for Senior Centers **October 26, 2011, 9:30 a.m. to 12:00 p.m.**

Managers in senior centers must use precautionary measures to ensure the safety of their seniors. In this half-day training participants learn how to identify and eliminate fire and safety hazards in their centers, and to develop evaluation evacuation plans and ensure they are followed.

Application Deadline: September 21, 2011

DFTA Standards for Case Assistance

February 29, 2012, 9:30 a.m. to 4:45 p.m.

This training details DFTA's performance requirements for case assistance for staff in senior centers and other community agencies that provide this service.

Application Deadline: January 25, 2012

DFTA Standards for Congregate Meals Programs **March 28, 2012, 9:30 a.m. to 4:45 p.m.**

This training details DFTA's performance requirements regarding congregate meals, education and recreation services, and the General Senior Center (Site) Standards.

Application Deadline: February 22, 2012

Aging and Mental Health Training

Depression in the Elderly

September 15, 2011, 9:30 a.m. to 4:45 p.m.

Participants in this training learn the factors that put an older person at higher risk for depression, the barriers to detecting depression in older people and how to assess for depression in clients. Treatment options, practice strategies for engaging depressed clients in dialogue and how to link clients with physicians and counselors are also detailed.

Application Deadline: August 11, 2011

Dementia

October 6, 2011, 9:30 a.m. to 4:45 p.m.

In this training, participants learn what dementia is and its risk factors, causes, diagnostic criteria and treatment options. Participants also learn helpful communication techniques and intervention strategies to work more effectively with challenging behaviors presented by people with dementia. Participants can then share these techniques with caregivers to help them reduce their stress.

Application Deadline: September 1, 2011

Alcoholism and the Older Person

November 10, 2011, 9:30 a.m. to 4:45 p.m.

Various circumstances (e.g., retirement, losses, pain) may prompt some older people to turn to alcohol. In this training participants learn what the risk factors are 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: October 6, 2011

Elder Abuse Training

The New York City Council passed a law in 2008 requiring “employees of agencies that contract with the Department for the Aging (DFTA)” who have “significant and direct contact with senior citizens” to attend training on elder abuse.

As a result, the DFTA Center for Organization Development and Training has been conducting elder abuse training since March 2009. Over one thousand staff have already attended.

In Fiscal Year 2012, staff in DFTA-contracted agencies who are legally required to attend this training but have not yet done so will receive notice of their elder abuse training date. Responding promptly when you receive your notice will allow us to continue offering you a wide array of training courses.

Anxiety Disorders in Older People

December 1, 2011, 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%. Training participants learn how to detect and assess for anxiety disorders, how to conduct interviews with seniors who experience anxiety disorders, what the treatments are for anxiety, and tips for linking clients with appropriate services.

Application Deadline: October 27, 2011

Grief and Loss in Older People

January 24, 2012, 9:30 a.m. to 4:45 p.m.

Some of the more profound changes an individual can experience—retirement, loss of a loved one, physical impairment—are more likely to occur in one’s later years. In this training participants 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 20, 2011

Suicide in the Elderly: Risk Assessment & Response

February 23, 2012, 9:30 a.m. to 4:45 p.m.

Persons 65 and older comprise 12.4% of the population but disproportionately account for 16.7% of suicide deaths. In this training participants learn how to conduct a risk assessment for self harm, and how to initiate and continue a dialogue with a potentially suicidal older adult. Participants also learn how to determine appropriate next steps and become more knowledgeable about resources available to older persons at risk for suicide.

Application Deadline: January 19, 2012

Compulsive Hoarding

March 15, 2012, 9:30 a.m. to 1:00 p.m.

Participants in this training learn when “collecting” turns into “hoarding,” what can be done when a senior lives with so much “stuff” that it interferes with activities of daily living and creates a safety hazard, and how to balance the need to intervene with client self-determination. Participants also learn what the mental health issues involved in compulsive hoarding are and practical tips on how to work with these situations in a way that causes the least harm to the client.

Application Deadline: February 9, 2012

Case Management/Social Work Skills Training

DFTA-funded Case Management: Principles, Policies and Practice Skills

This seven-day series introduces case management agency staff to the core theories, policies and practice skills needed to provide quality case management service. Participants in the training learn the purpose of and eligibility for DFTA-funded case management and their roles and responsibilities as geriatric case managers. Particular 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) 442-3015.

Advanced Engagement Skills: Working with the Angry, Challenging or “Resistant” Client

Participants in this training for case managers *who have previously attended the “DFTA-funded Case Management” training* learn what motivates the client who is angry or exhibits other challenging behaviors and to recognize the triggers for their own responses to these behaviors. Participants also learn about the purpose of “defenses” and practice a variety of interventions to help engage the client who exhibits angry, challenging and/or “resistant” behavior in productive ways.

Application Deadline: October 11, 2011

Case Recording: Purpose and Skills

November 29, 2011, 9:30 a.m. to 4:45 p.m.

This training increases participants’ knowledge of the purpose, including possible legal uses of case records, ability to identify which information should or should not be included in the record, and skills in writing succinct, meaningful entries.

Application Deadline: October 25, 2011

Helping Clients Prepare for *End-of-Life* Decisions

December 2, 2011, 9:30 a.m. to 1:30 p.m.

This half-day training details the major tasks associated with end-of-life decision making. Participants learn the medical options associated with the end of life (i.e., advanced directives, living wills, health care proxies and other medical orders). They also learn about hospice, wills and financial trusts, and funeral arrangements (including pre-planned burial trusts).

Application Deadline: October 28, 2011

Social Work Supervision: Developing a Teaching-Learning Environment

April 17 and 24, 2012, 9:30 a.m. to 4:45 p.m.

Participants in this training broaden their understanding of the goals and tasks of social work supervision, assess their own supervisory styles and learn how to establish or enhance a supervisory structure that incorporates educational and supportive functions of supervision. They also learn how to assess the practice/learning styles of self and workers and collect a “tool” kit of teaching techniques to enhance individual supervision and group meetings.

Application Deadline: March 6, 2012

Cultural Competence for Social Work Staff

January 10, 2012, 9:30 a.m. to 4:45 p.m.

Using the diversity of the training group, participants in this training will gain insight into their own cultural background and those of others. This insight will in turn help them develop a greater awareness of and competence in working with issues of race, religion, ethnicity and sexual orientation among their clients.

Application Deadline: December 6, 2011

Better Managing Your Client and Organizational Responsibilities

April 20, 2012, 9:30 a.m. to 1:00 p.m.

Participants in this half-day training for case managers *who have previously attended the “DFTA-funded Case Management” training* learn to identify which clients may be at higher risk and with whom they potentially need to spend more time. They also learn how to better utilize their agency and neighborhood’s resources to expand their capacity, how to better balance their day-to-day responsibilities to maximize their time, and how to empower their clients/caregivers through education to better advocate for themselves.

Application Deadline: March 9, 2012

Medications and Older Adults

June 7, 2012, 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, conduct a medication assessment for older adults, and identify common drug-related problems seen among older people.

Application Deadline: May 3, 2012

Computer Skills Training

Introduction to Windows

September 8, 2011

9:30 a.m. to 4:45 p.m.

This course is required for *new computer users* before admission to other computer training. Participants learn how to work in a Windows environment.

Application Deadline: August 4, 2011

Introduction to MS Excel

September 13, 20, and 27, 2011

9:30 a.m. to 4:45 p.m.

This three-day training introduces experienced Windows users to electronic spreadsheets. Participants learn the fundamentals of spreadsheet development including creating, editing and saving a spreadsheet, constructing simple formulas and functions, formatting, and printing.

Application Deadline: August 9, 2011

Introduction to MS Word

October 11, 18, and 25, 2011

9:30 a.m. to 4:45 p.m.

This three-day training course introduces experienced Windows users to word processing. Participants learn basic document skills such as creating letters, memos, etc. They also learn how to: work with document views, format text, paragraphs and pages, work with styles, and use spell check, online help and the "Office Assistant."

Application Deadline: September 6, 2011

MS PowerPoint

November 15, 22, and 29, 2011

9:30 a.m. to 4:45 p.m.

In this three-day training, participants learn how to create, enhance and print PowerPoint presentation slides. They also learn how to use clip art, outline view, slide view and notes page.

Prerequisite: Introduction to MS Word or equivalent

Application Deadline: October 11, 2011

MS Outlook

November 17, 2011

9:30 a.m. to 4:45 p.m.

Participants in this training learn the functions of Outlook and the features of E-mail, Calendar and Tasks.

Participants must be experienced computer users.

Application Deadline: October 13, 2011

Computer training courses are currently offered in Office 2003.



If you are interested in computer training for Office 2007 (or later) applications, contact George Sorell at the Training Center. Computer training conducted in Office 2007, in addition to Office 2003, will begin in January 2012.

MS Publisher

December 6, 2011

9:30 a.m. to 4:45 p.m.

Participants in this training learn the desktop publishing concepts and skills needed to design flyers. Topics include formatting and features, using graphics, applying layout design and styles.

Prerequisite: Introduction to Word or equivalent and MS Publisher software on your computer.

Application Deadline: November 1, 2011

MS Word – Advanced Features

Tuesdays, December 13 and 20, 2011

9:30 a.m. to 4:45 p.m.

In this two-day training, *participants who have previously attended "Introduction to Word" training*, learn how to customize toolbars, use templates and headers/footers, format pages for large documents, create tables of contents and indexes, and utilize graphic tools.

Application Deadline: November 8, 2011

MS Word – Mail Merge

December 15, 2011

9:30 a.m. to 4:45 p.m.

In this advanced Word training, *staff who have previously attended "Introduction to MS Word" training* learn to create form and main-document files to be merged, modify and edit data sources, and sort records, mailing labels and envelopes.

Application Deadline: November 10, 2011

Advanced MS Excel Training

MS Excel – Basic Formulas

November 3, 2011, 9:30 a.m. to 4:45 p.m.

In this advanced Excel training, participants *who have previously attended “Introduction to MS Excel” training* learn the fundamentals of formulas and functions: entering formulas, the AutoFill and AutoSum features, relative and absolute formulas, and order of precedence. *Application Deadline: September 29, 2011*



MS Excel – Advanced Formulas and Functions

December 8, 2011, 9:30 a.m. to 4:45 p.m.

In this advanced Excel training, participants *who have previously attended “Introduction to MS Excel” training* learn formulas including logical, nested, conditional and lookup, and functions such as how to create “if/then” statements.

Application Deadline: November 3, 2011

MS Excel – Database Features

January 31, 2012, 9:30 a.m. to 4:45 p.m.

In this advanced Excel training, participants *who have previously attended “Introduction to MS Excel” training* learn the methods of sorting data. They also learn how to use: the data form to view and edit records, autofilter to find and compare values, and subtotals to automatically summarize or tally values.

Application Deadline: December 27, 2011

MS Excel – Linking Multiple Spreadsheets

February 9, 2012, 9:30 a.m. to 4:45 p.m.

In this advanced Excel training, participants *who have previously attended “Introduction to MS Excel” training* learn how to navigate multiple worksheets and workbooks, group worksheets, create and use range names and create 3-D formulas.

Application Deadline: January 5, 2012

MS Excel – Charts

February 23, 2012, 9:30 a.m. to 4:45 p.m.

In this advanced Excel training, participants *who have previously attended “Introduction to MS Excel” training* learn how to create, edit, and format basic and advanced charts.

Application Deadline: January 19, 2012

DFTA’s Client Database Training

Introduction to Provider Data System (PDS) for Case Management Agencies Scheduled as Needed

In this two-day training, participants learn how to enter client information from a completed assessment into PDS, produce computer-generated assessment forms and reports, and use Wait List, Referral and Worker Log.

Introduction to Senior Participant Profiles (SPP) for Senior Centers Scheduled as Needed

In this half-day training, participants learn how to access and navigate SPP, search for and enter client information, view inactive clients, and generate reports and forms.

Introduction to Provider Data System (PDS) for NORC Programs Scheduled as Needed

In this one-day training, participants learn how to enter client information, work with Case Notes, use the Worker Log and generate forms and reports.

Introduction to Senior Participant Profiles (SPP) for Caregiver Programs Scheduled as Needed

In this half-day training, participants learn how to access and navigate SPP, search for and enter client information, and generate reports and forms.

Introduction to Senior Participant Profiles (SPP) for Home Delivered Meals Programs Scheduled as Needed

In this half-day training, participants learn how to access and navigate SPP, view case management updates, search for and enter client information, enter statistics for routes, clients and meals, and generate program and demographic reports.

To attend PDS and/or SPP training you must be an experienced computer user.

To apply for PDS and/or SPP training, please submit a Computer Skills Training application. A class will be scheduled and applicants notified as soon as there are a sufficient number of applicants to fill a class.

Benefit and Entitlement Programs Training

Housing: Tenant Rights, Legal Papers & Evictions September 16, 2011, 9:30 a.m. to 3:30 p.m.

In this training participants learn about legal rights of older tenants, legal papers for housing courts, the protections for older people in evictions—including the APS Eviction (Protection) Unit—and landlord harassment situations.

Application Deadline: August 12, 2011

Client “Emergency” Services: Cash, Food, Medical and Housing Crisis Relief Programs & Adult Protective Services October 13, 2011 or April 5, 2012, 9:30 a.m. to 4:45 p.m.

Participants in this training learn what an emergency situation is and the services available to help stabilize a client in an emergency. Participants learn about HRA emergency assistance programs, assistance provided by the American Red Cross and how Adult Protective Services works to protect seniors in crisis—particularly those facing eviction.

Application Deadline for October: September 8, 2011

Application Deadline for April: March 1, 2012

Screening Tools: ACCESS NYC & BenefitsCheckUp Nov. 4, 2011 or June 6, 2012, 9:30 a.m. to 1:00 p.m.

ACCESS NYC and *BenefitsCheckUp* are internet-based tools that help workers screen clients for eligibility for publicly-funded entitlement and benefit programs. Participants in this half-day training learn how to access and navigate these screening tools, and how to view and print completed forms thereby making the application process easier.

Participants must be experienced navigating the Internet.

Application Deadline for November: September 30, 2011

Application Deadline for June: April 25, 2012

Food Stamps

Nov. 22, 2011, or May 8, 2012, 9:30 a.m. to 4:45 p.m.

In this training participants learn what the Food Stamp benefit is, who is eligible, how to calculate a client’s estimated Food Stamp allotment, and how to help eligible older people/caregivers obtain this entitlement.

Application Deadline for November: October 18, 2011

Application Deadline for May: April 3, 2012

Social Security

March 16, 2012, 9:30 a.m. to 1:00 p.m.

Participants in this half-training learn who is eligible for and how to help older people/caregivers access Social Security retirement, disability and survivors benefits.

Application Deadline: February 10, 2012

Medicare: Parts and Rights

December 8, 2011, 9:30 a.m. to 4:45 p.m. and

December 9, 2011, 9:30 a.m. to 1:00 p.m. or

May 31, 2012, 9:30 a.m. to 4:45 p.m. and

June 1, 2012, 9:30 a.m. to 1:00 p.m.

Participants in this training learn what medical benefits and services are provided through Medicare Parts A, B, C, and D (the prescription drug benefit) and who is eligible for these benefits. This training also 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 plan.

Application Deadline for December: November 3, 2011

Application Deadline for May: April 26, 2012

Housing Benefits and Entitlements

January 5, 2012, 9:30 a.m. to 4:45 p.m.

Participants in this training learn what housing benefits are available for older people 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 1, 2011

SSI (Supplemental Security Income)

February 14, 2012, 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 what the SSI eligibility requirements are and how to assist older people and/or their caregivers access this entitlement program. Participants also learn how to calculate a client’s estimated SSI benefit amount.

Application Deadline: January 10, 2012

Medicaid

June 21, 2012, 9:30 a.m. to 4:45 p.m.

In this training participants learn what benefits/services are provided through Medicaid (including the Medicaid Surplus Program), who is eligible, and how to assist eligible older people/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 budgets for Medicaid.

Application Deadline: May 10, 2012