

NYC Department for the Aging

DFTA 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 2013.

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Training for Leading and Managing a Senior Center

Promoting a Safe and Inviting Center for Seniors with Vision Loss

May 1, 2013, 9:30 a.m. to 12:30 p.m.

New York City is home to 88,000 older people who have severe vision loss yet many senior centers are unaware of how to meet the specialized needs of these seniors. In this training *senior center directors* learn how to make their centers socially and physically accessible for visually impaired seniors in their communities. They will also hear from other center directors who have successfully included seniors with vision loss into the life of their centers (at little or no cost) how they did so. Additionally, VISIONS will detail its program of pairing mentoring centers with mentee centers and the best practices that are achieved by doing so.
Application Deadline: March 27, 2013

Mental Health "First Aid:" Assisting Members to Get Help with Mental Health Concerns

November 30 and December 7, 2012
9:30 a.m. to 4:45 p.m.

In this two-day training, *staff of senior centers* learn to respond appropriately and meaningfully to seniors who are experiencing a mental health problem or crisis, including learning to identify the warning signs of depression, anxiety disorders, substance abuse, eating disorders and other mental health conditions. Training participants also learn how to use a five-step action plan to assess a situation, engage a senior in a helpful conversation about his/her situation, provide initial help, and get him/her to make a connection with a mental health professional who can help address the mental health issue.
Application Deadline: Fax application ASAP

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Program Management Training

Leadership Communication

April 10, 2013
9:30 a.m. to 4:45 p.m.

Leadership communication involves a targeted set of communication skills and techniques designed to create and deliver messages that guide, motivate and inspire a person, a group, an organization or a community. *Program directors* 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: March 6, 2013

Creating and Managing a Motivational Environment and Culture

March 21, 2013, 9:30 a.m. to 4:45 p.m.

Managers can't force people to want to learn new jobs, work harder or care more, but they can have a powerful influence on their team members' motivations. 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 also practice enriching a job, applying strategies that tap their staff's goals/strengths, and using reinforcement and rewards.
Application Deadline: February 14, 2013

New Training Courses

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Workplace Effectiveness Skills Training

Constructive Conflict Resolution

March 22, 2013, 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 also practice using these tools on their own conflict situations and receive practical feedback from others.

Application Deadline: February 15, 2013

Effective Time Management

April 11, 2013, 9:30 a.m. to 4:45 p.m.

Participants in this training identify their own time inefficiencies, learn the principles of effective time management, develop personal strategies and techniques for managing time effectively and create an action plan for better managing their time.

Application Deadline: March 7, 2013

Mindfulness-Based Stress Management

May 9, 2013, 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 individual sources of stress, learn how to release stress through a series of practices including breath techniques, body awareness and stretches, and how to integrate these practices into their work lives.

Application Deadline: April 4, 2013

Case Recording: Purpose and Skills

Date to be Announced

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 PROCESS

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.

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

<http://www.nyc.gov/html/dfta/html/community/training.shtml>

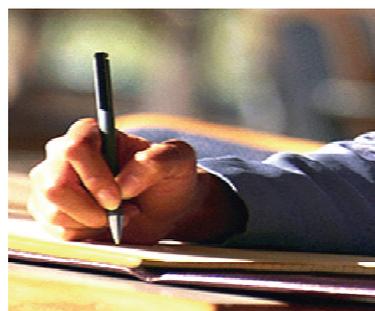
Communication Skills Training

Action Grammar, Part 1

November 14, 2012, 9:30 a.m. to 4:45 p.m.

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

Application Deadline: Fax application immediately



Write to the Point

February 28, 2013, 9:30 a.m. to 4:45 p.m.

In this training participants 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: January 24, 2013

Action Grammar, Part 2

May 2, 2013, 9:30 a.m. to 4:45 p.m.

In Action Grammar Part 1 participants reviewed the basic rules of standard English grammar. In this training participants take these basic principles a step further by exploring the use of pronouns, modifiers, parallel sentence structure and sentence additions for more articulate writing.

Application Deadline: March 28, 2013

Effective and Confident Public Speaking

Date to be Announced

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 and have the opportunity to make a brief presentation and receive constructive feedback.

Supervisory Skills Training

Supervising “Difficult” Staff

January 8, 2013, 9:30 a.m. to 4:45 p.m.

Program managers and supervisors attending this training identify the behaviors they find difficult to manage in their direct reports, learn the management 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.”
Application Deadline: December 4, 2012

Advanced Supervision for Established Managers

March 7 and 14, 2013, 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 complex performance problems, resolve conflict through “win-win conferences” and “manage up.” Participants also identify their signature strengths as supervisors and hone their communication and team building skills.
Application Deadline: January 31, 2013

Selection Interviewing

February 6, 2013, 9:30 a.m. to 1:00 p.m.

Program managers simply cannot afford mistakes when selecting a candidate for a position. Based on proven hiring principles and careful planning, 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: January 2, 2013

Practical Supervision: Essential Knowledge and Skills Dates to be Announced

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 management 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.

Training for Leading and Managing a Senior Center

DFTA Standards for Congregate Meals Programs

January 15, 2013, 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: December 11, 2012

Working with the Angry Older Person

January 23, 2013, 9:30 a.m. to 4:45 p.m.

Participants in this training *for senior center staff* learn what motivates the senior who is angry or exhibits other challenging behaviors and how to moderate their responses to these behaviors. Participants also learn and practice intervention techniques that help engage the older person who is angry/difficult in productive exchanges.
Application Deadline: December 19, 2012

DFTA Standards for Case Assistance

February 5, 2013, 9:30 a.m. to 4:45 p.m.

This training provides in-depth information on DFTA’s performance requirements for case assistance service for staff in centers and other agencies that provide this service.
Application Deadline: January 2, 2013

Safety, Fire Prevention & Emergency Preparedness

March 8, 2013, 9:30 a.m. to 12:00 p.m.

In this half-day training, *senior 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, safe use of video display terminals, 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: February 1, 2013

First Aid & Response to Client Emergencies

March 8, 2013, 1:00 p.m. to 4:30 p.m.

Participants in this training learn basic skills to respond to and manage a client emergency in the first few minutes until medical services arrive—including how to treat bleeding, sprains, broken bones, shock, etc. In addition, first aid kits are reviewed for completeness.
Application Deadline: February 1, 2013

Aging and Mental Health Training

Alcoholism and the Older Person

February 13, 2013, 9:30 a.m. to 4:45 p.m.

Various circumstances—retirement, loss of loved ones, etc.—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: January 9, 2013

Grief and Loss in Older People

March 13, 2013, 9:30 a.m. to 4:45 p.m.

Some of the more profound changes an individual can experience including retirement, loss of a loved one and physical impairment 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: February 6, 2013

Depression in the Elderly

Date to be Announced

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. Participants also learn about treatment options, strategies for engaging older people who are depressed in a conversation and how to link clients with physicians and counselors. Participants have the opportunity to practice engaging depressed clients in a dialogue.

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 2013, 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.

Working with Clients Who Have Dementia

May 8, 2013, 9:30 a.m. to 4:45 p.m.

In this training, participants learn what dementia is and what its risk factors, causes, diagnostic criteria and treatment options are. 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 strategies with caregivers to help them communicate more effectively with their loved ones and thereby reduce their stress.

Application Deadline: April 3, 2013



Anxiety Disorders in Older People

June 6, 2013, 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 how to detect and assess for anxiety disorders, how to conduct interviews with seniors who experience anxiety disorders, what the treatment options are for anxiety, and tips for linking clients with appropriate services.

Application Deadline: May 2, 2013

Suicide in the Elderly: Risk Assessment and Effective Response

Date to be Announced

People 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 assess an older person for risk of harming him/herself and how to initiate and continue a dialogue with a potentially suicidal older person. Participants also learn what the appropriate next steps are when a senior seems at some level of risk and become more knowledgeable about resources available to older persons at risk for suicide.

Case Management/Social Work Skills Training

Home/Nursing Home: Helping Families Negotiate Long Term Care Options

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

This training details the variety of long term care options for elderly clients and their caregivers including publicly funded home care, caregiver respite programs, adult day care services, and residential and institutional care alternatives. Participants learn the eligibility criteria for these services and increase their ability to help eligible older people and/or their caregivers obtain these services.

Application Deadline: Fax application immediately

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

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

Participants in this training for 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 recognize and moderate their responses to these behaviors. Participants also learn 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 exchanges.

Application Deadline: November 8, 2012

Working With Clients Who Have Bed Bugs

April 3, 2013, 9:30 a.m. to 1:00 p.m.

This training is for staff *who conduct home visits*. The workshop addresses the myths and realities of bed bugs and details what workers need to know to help their clients resolve their infestations while at the same time protecting their own homes from invasion.

Application Deadline: February 27, 2013

Social Work Supervision: Developing a Teaching-Learning Environment

April 18 and 25, 2013, 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 14, 2013

Preventing/Reducing Worker Burnout

January 9, 2013, 9:30 a.m. to 1:00 p.m.



Burnout reduces workers’ productivity and can leave them feeling exhausted, hopeless, cynical and resentful. 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 learn effective and immediate coping skills to be more productive workers.

Application Deadline: December 5, 2012

Helping Clients Prepare for End-of-Life Decisions

January 25, 2013, 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 (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: December 21, 2012

Medications and Older Adults

May 30, 2013, 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: April 25, 2013

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

This eight-day series introduces case management agency 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) 442-3015.

General Computer Training

Introduction to Windows

January 8, 2013

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: December 4, 2012



MS Publisher 2003

April 25, 2013

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

Participants learn the desktop publishing concepts and skills needed to design flyers. Topics include working with templates, Task Pane options and graphics.

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

Application Deadline: March 21, 2013

Introduction to MS PowerPoint 2003

March 7, 14, and 21, 2013

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: January 31, 2013

MS PowerPoint 2003 – Advanced Features

May 15, 2013

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

This training, *for participants who have previously attended “Introduction to PowerPoint” training*, covers advanced features of PowerPoint such as multiple design templates, slide orientations, working with multiple presentations, and advanced graphics.

Application Deadline: April 10, 2013

MS Word Training

Introduction to MS Word 2003

February 5, 12, and 19, 2013

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

This three-day training introduces experienced Windows users to word processing. Participants learn basic document skills. They also learn how to work with document views, format text, paragraphs and pages, work with styles, use spell check, and access the “Office Assistant.”

Application Deadline: January 2, 2013

MS Word 2003 – Mail Merge

November 15, 2012

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

In this advanced Word training, *staff who have attended “Introduction to MS Word” training* learn to create main documents and data sources to be merged, modify and edit data sources, and sort records, mailing labels and envelopes.

Application Deadline: Fax application immediately

MS Word 2003 – Advanced Features

December 11 and 18, 2012

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 use graphic tools.

Application Deadline: Fax application immediately



MS Word 2003 – Columns and Tables

May 8, 2013

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

This training, *for participants who have attended “Introduction to Word” training*, covers creating, formatting and editing tabs, tables and columns.

Application Deadline: April 3, 2013

MS Excel Training

Introduction to MS Excel 2003

January 15, 22, and 29, 2013

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: December 11, 2012

MS Excel 2003 – Advanced Formulas and Functions December 5, 2012

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

In this advanced Excel training, participants *who have 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: Fax application immediately

MS Excel 2003 – Database Features

January 10, 2013

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

In this advanced course, participants *who have attended “Introduction to MS Excel”* 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 6, 2012

MS Excel 2003 – Charts

February 7, 2013

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

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

Application Deadline: January 3, 2013

MS Excel 2003 – Linking Multiple Spreadsheets

April 11, 2013

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

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

Application Deadline: March 7, 2013

DFTA’s Client Database Training

PeerPlace Client Data System for Senior Centers Scheduled as Needed

In this one-day training, participants learn how to access and navigate the PeerPlace Client Data System, enter and search for client information, track services delivered, and generate reports on this web-based system.

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 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 any of DFTA’s Client Database training, *you must be an experienced computer user.*

To apply, 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

Medicare: Parts and Rights

**January 17, 2013, 9:30 a.m. to 4:45 p.m. and
January 18, 2013, 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 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: December 13, 2012

Medicaid

January 31, 2013, 9:30 a.m. to 4:45 p.m.

In this training participants learn what benefits/services are provided through Medicaid (including Medicaid Surplus), 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: December 27, 2012

SSI (Supplemental Security Income)

February 27, 2013, 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 22, 2013

**Screening Tools: ACCESS NYC & BenefitsCheckUp
April 4, 2013, 9:30 a.m. to 1:00 p.m.**

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

Participants must be experienced navigating the Internet.

Application Deadline: February 28, 2013

Housing Benefits and Entitlements

February 14, 2013, 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: January 10, 2013

Social Security

March 15, 2013, 9:30 a.m. to 1:00 p.m.

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

Application Deadline: February 5, 2013

Client "Emergency" Services: *Cash, Food, Medical and Housing Crisis Relief Programs*

March 18, 2013, 9:30 a.m. to 4:45 p.m.

Participants in this training learn how an emergency situation is defined and what services are available to help stabilize a client in an emergency situation. In particular, 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: February 11, 2013

Supplemental Nutrition Assistance Program (SNAP) (Formerly Known As Food Stamps)

May 10, 2013, 9:30 a.m. to 4:45 p.m.

In this training participants learn what the SNAP (formerly known as Food Stamps) entitlement program provides, who is eligible for it, how to calculate a client's estimated SNAP allotment, and how to help eligible older people or their caregivers obtain this entitlement assistance.

Application Deadline: April 5, 2013

Housing: Tenant Rights, Legal Papers & Evictions Date to be Announced

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.