

# 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 2014.

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## Training for Leading and Managing a Senior Center

### Using Life Review to Enhance Senior Center Programming and Community April 3, 2014, 1:30 to 4:45 p.m.

Life review plays an important part in the older person's psychological health. In addition, when life review is done in a "structured" way, it can not only increase the health and resilience of individual center members but also the social connections between individuals and between different ethnic, racial and generational groups in the center. Senior center staff who participate in this training learn more about life review and develop strategies for using life review to enhance programming and to build community.

*Application Deadline: February 27, 2014*

*More Senior Center Trainings on Page 3*

## Case Management Training

### Medicaid Managed Care Update September 25, 2013, 9:30 to 1:00

Most seniors in NYC who need home care and are eligible for both Medicare and Medicaid (i.e., "dual eligible" seniors) are now required by law to enroll in a Medicaid Managed Long Term Care (MLTC) program to receive that assistance. Participants in this training—who are experienced in working with Medicaid—review the MLTC process from application to enrollment to service delivery for both new and existing Medicaid recipients. They also learn strategies for being better advocates for their clients (including at Fair Hearings) on various issues including lags in service, inadequate services, and inappropriate or undesirable nursing home placement.

*Application Deadline: August 21, 2013*

*More Case Management Trainings on Page 5*

## Program Management Training

### Strengths-Based Management October 9, 2013, 9:30 a.m. to 4:45

Strengths-based management is an innovative leadership approach based on a decade of quality research. In this training, directors of DFTA-funded organizations 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 engagement and productivity by investing in the strengths of the individual members.

*Application Deadline: September 4, 2013*

### Resilient Leadership May 20, 2014, 9:30 a.m. to 4:45 p.m.

Resilience is a hallmark of effective leaders and every manager can learn how to be more resilient. In this training, managers in DFTA-funded agencies take an inventory of their current resilience skills, and not only learn how to become more resilient themselves but also how to help their staff become more resilient. Participants also learn what situations present them with the greatest emotional and mental challenges to resilience and why resilience and happiness are linked.

*Application Deadline: April 14, 2014*

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## Communication Skills Training

### Case Recording: Purpose and Skills

**September 24, 2013, 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: August 20, 2013*

### Action Grammar, Part 1

**January 14, 2014, 9:30 a.m. to 4:45 p.m.**

In this training participants 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: December 10, 2013*

### Write to the Point

**March 4, 2014, 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: January 28, 2014*

### Action Grammar, Part 2

**May 27, 2014, 9:30 a.m. to 4:45 p.m.**

In this training participants take the basic rules of standard 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 22, 2014*

#### APPLICATION PROCESS

To attend one or more of the Computer Skills training courses described in this brochure, complete the:

**Computer Skills Training Application.**

To apply for any of the other training courses described in this brochure, use the:

**Professional 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>**

## Workplace Effectiveness Skills Training

### Mediating Workplace Conflict

**April 11, 2014, 9:30 a.m. to 4:45 p.m.**



Participants in this training learn to help resolve conflict between two others when they are not a party to the conflict themselves. Participants learn a four-step, collaborative process for resolving conflict, practice applying this process to a situation they are currently facing, and receive feedback from others. Participants then learn two “third party” roles for helping others resolve their conflict—supportive coach and facilitator. *Note: The parties in conflict might be two center members, two direct reports, two colleagues, or two “camps,” BUT this training does not deal with conflict between staff and seniors.*

*Application Deadline: March 7, 2014*

### Mindfulness-Based Stress Management

**December 17, 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 and learn how to release this stress through a series of practices including breath techniques, body awareness and stretches. They also learn to integrate these practices into their work lives.

*Application Deadline: November 12, 2013*

### Critical Thinking for Effective Decision Making

**January 22 and 29, 2014, 9:30 a.m. to 4:45 p.m.**

Participants in this two-day training learn how to analyze different styles of thinking and distinguish the elements in the critical thinking process. They also learn how critical thinking can be applied to workplace issues and challenges and how to find more effective approaches to problems, search for alternative solutions, and establish successful action plans.

*Application Deadline: December 18, 2013*

### Preventing/Reducing Worker Burnout

**March 18, 2014, 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: February 11, 2014*

## Management and Supervisory Skills Training

### **Succeed: How to Reach Your Goals** November 6, 2013, 9:30 a.m. to 4:45 p.m.



The last decade has seen significant new research on how to reach one's own and one's team's goals which *managers and supervisors* in this training learn about in detail. Specifically, training participants learn about the interdependence of goals and self and team motivation, strategies for improving one's ability to achieve one's goals and for improving one's team's goal achievement, and the keys to why we succeed and fail in achieving our goals—including techniques for increasing willpower and automatically getting started on going after your goals.

*Application Deadline: October 2, 2013*



### **Practical Supervision: Essential Knowledge and Skills** February 11 and 18, 2014, 9:30 a.m. to 4:45 p.m.

Participants in this *two-day* course learn essential theory and skills about supervising others including 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: January 7, 2014*

### **Improving Staff's Performance through Coaching** April 10, 2014, 9:30 a.m. to 4:45 p.m.

Using their own staff situations as case studies, managers and supervisors in this training will learn how to analyze performance problems, deliver constructive criticism, listen for motives and feelings, state expectations, and put creative options on the table. Participants also learn how to positively influence resistant staff who are locked into fixed and ineffective patterns.

*Application Deadline: March 6, 2014*

## Training for Leading and Managing a Senior Center

### **Working with Angry/Difficult Center Members** January 8, 2014, 9:30 a.m. to 4:45 p.m.

Senior center staff in this training 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 4, 2013*

### **DFTA Standards for Congregate Meals Programs** October 16, 2013, 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 11, 2013*

### **DFTA Standards for Case Assistance** February 26, 2014, 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 22, 2014*

### **Safety, Fire Prevention & Emergency Preparedness** March 31, 2014, 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, 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 24, 2014*

### **Increasing Senior Center Meals Utilization Quickly** 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 learn a robust menu of simple and practical actions they can take that will both increase meal utilization quickly and make current and future center members feel more welcomed.

## Aging and Mental Health Training

### **Working with Clients Who Have Dementia** **September 12, 2013, 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: Send/Fax immediately*

### **Alcoholism and the Older Person** **October 2, 2013, 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: August 28, 2013*

### **Grief and Loss in Older People** **October 23, 2013, 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: September 18, 2013*

#### **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 2014, 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.

### **Anxiety Disorders in Older People** **November 12, 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 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: October 8, 2013*



### **Compulsive Hoarding** **April 30, 2014, 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 mental health issues are involved in compulsive hoarding and practical tips on how to work with these situations in a way that causes the least harm to the client.

*Application Deadline: March 26, 2014*

### **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's 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 different levels of risk and become more knowledgeable about resources available for older persons at risk for suicide.

## Case Management/Social Work Skills Training

### Working with Vision Impaired Seniors: Best Practices October 8, 2013, 9:30 a.m. to 1:00 p.m.

Nearly 80,000 NYC seniors identify as blind or unable to read print. Thousands more experience deteriorating vision due to age-related eye diseases. In this training participants learn how to identify seniors with vision loss, engage them in services, recruit them to programs, and make services and programs socially and physically welcoming and accessible to seniors with vision loss.

Also, adaptations and equipment will be demonstrated.

*Application Deadline: September 3, 2013*

### Helpful Persuasion: Engaging the “Resistant” Client November 26, 2013, 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 22, 2013*

### Cultural Competence for Social Work Staff June 13, 2014, 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 backgrounds 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: May 9, 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) 442-3015.*

### Helping Clients Prepare for *End-of-Life* Decisions March 27, 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: February 20, 2014*

### Medications and Older Adults

#### April 2, 2014, 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, 2014*

### Developing and Leading Groups

#### May 6 and 13, 2014, 9:30 a.m. to 4:45 p.m.

This two-day training for workers who develop, organize and lead groups for older people and/or their caregivers provides participants with real-time group work experience. Using the training group as a laboratory, participants experience and reflect upon the stages of group development, the establishment and maintenance of group norms, the role of the leader, the development of trust and the productive handling of conflict.

*Application Deadline: April 1, 2014*

### Oral Health and Older Adults

#### Date to be Announced

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 half-day training, participants increase their oral health literacy and ability to assess for oral health needs. Resources to link older adults to dental services is also provided.

## MS Office 2010 Training

### Introduction to MS Excel 2010

**October 3, 10 and 17, 2013**

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

This three-day training introduces experienced Windows users to electronic spreadsheets using MS Excel 2010. 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 29, 2013*



### Introduction to MS Word 2010

**November 6, 13 and 20, 2013**

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

This three-day training introduces experienced Windows users to word processing. Participants will create, manage, and enhance standard business documents using MS Word 2010. They also learn how to work with document views, paragraphs and pages, and work with styles.

*Application Deadline: October 2, 2013*



### Introduction to MS PowerPoint 2010

**Dates to be Announced**

In this three-day training, participants learn how to create, enhance and print presentation slides using MS PowerPoint 2010. They also learn how to use clip art, outline view, slide view and notes page.



## MS Word Training

### Introduction to MS Word 2003

**February 4, 11 and 18, 2014**

**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 and use spell check.

*Application Deadline: December 30, 2013*

### MS Word 2003 – Mail Merge

**November 7, 2013, 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: October 3, 2013*

### MS Word 2003 – Advanced Features

**May 1 and 8, 2014, 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 utilize graphic tools.

*Application Deadline: March 27, 2014*

## General Computer Training

### Introduction to Windows

**September 10, 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: Send/Fax immediately*

### MS Publisher 2003

**November 26, 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, design options and graphics.

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

*Application Deadline: October 22, 2013*

### Introduction to MS PowerPoint 2003

**January 7, 14 and 21, 2014, 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.

*Application Deadline: December 3, 2013*

### MS Outlook 2003

**March 11, 2014, 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: February 4, 2014*

## MS Excel Training

### Introduction to MS Excel 2003

**December 3, 10 and 17, 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: October 29, 2013*

### MS Excel 2003 – Database Features

**January 9, 2014, 9:30 a.m. to 4:45 p.m.**

Participants who have attended “Introduction to MS Excel” learn methods of sorting data., how to use the data form to view and edit records, autofilter to find and compare values, and subtotals to summarize or tally values.

*Application Deadline: December 5, 2013*

### MS Excel 2003 – Charts

**February 6, 2014, 9:30 a.m. to 4:45 p.m.**

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

*Application Deadline: January 2, 2014*

### MS Excel 2003 – Advanced Formulas and Functions

**March 20, 2014, 9:30 a.m. to 4:45 p.m.**

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: February 13, 2014*

### MS Excel 2003 – Linking Multiple Spreadsheets

**April 17, 2014, 9:30 a.m. to 4:45 p.m.**

Participants who have attended “Introduction to MS Excel” learn to navigate multiple worksheets and workbooks, create and use range names and create 3-D formulas.

*Application Deadline: March 13, 2014*

### MS Excel 2003 – Basic Formulas

**June 10, 2014, 9:30 a.m. to 4:45 p.m.**

Participants who have attended “Introduction to MS Excel” training learn the fundamentals of formulas and functions: AutoFill and AutoSum features, relative and absolute formulas, and order of precedence.

*Application Deadline: May 6, 2014*

## DFTA’s Client Database Training—STARS

**STARS (Senior Tracking, Analysis, and Reporting System)** is the Department for the Aging’s new Internet-based client database system that will soon be in use by all DFTA-contracted agencies. STARS allows contracted programs to share information more accurately and easily with DFTA and with each other when so doing is in the best interests of the older person.



**New**

### STARS for Senior Centers

Scheduled as Needed (see below)

### STARS for Transportation Programs

Scheduled as Needed (see below)

### STARS for Senior Centers with Transportation

Scheduled as Needed (see below)

### STARS for Case Management

Scheduled as Needed (see below)

### STARS for NORC Programs

Scheduled as Needed (see below)

### STARS for Caregiver Programs

Scheduled as Needed (see below)

### STARS for Elder Abuse Programs

Scheduled as Needed (see below)

### STARS for Home Delivered Meals Programs

Scheduled as Needed (see below)

### STARS for Home Care Programs

Scheduled as Needed (see below)

STARS trainings will be scheduled and applicants notified as soon as there is a sufficient number of applicants to fill the class.

To apply, please submit a Computer Skills Training application and indicate your program type, e.g., senior center, case management, etc.

To attend STARS training, *you must be an experienced computer user.*

## Benefit and Entitlement Programs Training

### Client “Emergency” Services: *Cash, Food, Medical and Housing Crisis Relief Programs*

**October 15, 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: September 10, 2013*

### Housing: Tenant Rights, Legal Papers & Evictions

**October 29, 2013, 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 24, 2013*

### Food Stamps (*now SNAP*)

**November 19, 2013, 9:30 a.m. to 4:45 p.m.**

Participants in this training learn what kind of assistance 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/caregivers obtain this benefit.

*Application Deadline: October 15, 2013*

### Screening Tools: ACCESS NYC & *BenefitsCheckUp*

**November 22, 2013, 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 18, 2013*

### Social Security

**February 4, 2014, 9:30 a.m. to 1:00 p.m.**

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

*Application Deadline: December 31, 2013*

### Medicaid

**January 9, 2014, 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 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 budgets for Medicaid.

*Application Deadline: December 5, 2013*

### SSI (Supplemental Security Income)

**February 25, 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: January 21, 2014*

### Medicare: Parts and Rights

**March 13, 2014, 9:30 a.m. to 4:45 p.m. and**

**March 14, 2014, 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: February 6, 2014*

### Housing Benefits and Entitlements

**April 29, 2014, 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: March 25, 2014*