



DFTA Center
for Organization
Development
and
Training

Announcing
Training
Opportunities for
the Period
September 2014
to January 2015

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TRAINING OPPORTUNITIES September 2014 to January 2015

Management and Supervision Training

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- [Practical Supervision: Essential Knowledge and Skills](#): October 22 and 29, 2014

Leading and Managing a Senior Center

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Management and Supervision Training

Supervising “Difficult” Staff

October 1, 2014, 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: August 27, 2014

Practical Supervision: Essential Knowledge and Skills

October 22 and 29, 2014

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: September 17, 2014

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Training for Leading and Managing a Senior Center

DFTA Standards for Congregate Meals Programs

October 15, 2014, 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: September 10, 2014

Successful Strategies for Increasing Center Meals Utilization

November 5, 2014, 9:30 a.m. to 4:45 p.m.

Key to increasing meals utilization at a senior center is knowing how to get first-time visitors and existing members coming back. Center directors in this training learn an extensive menu of simple and practical actions they can take that will both increase meal utilization quickly and make current and future center members feel more welcomed.

Application Deadline: October 1, 2014

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Case Management/Social Work Skills Training

Case Recording: Purpose and Skills

September 24, 2014, 9:30 a.m. to 1:00 p.m.

Participants in this training increase their knowledge of the purpose—including possible legal uses—of case records, their ability to identify which information should and should not be included in the record, and their skills in writing succinct, meaningful entries.

Application Deadline: August 20, 2014

Helpful Persuasion: Engaging the “Resistant” Client

December 3, 2014, 9:30 a.m. to 4:45 p.m.

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

Application Deadline: October 29, 2014

Helping Clients Prepare for *End-of-Life* Decisions**December 16, 2014, 9:30 a.m. to 4:45 p.m.**

This training details the major tasks associated with end-of-life planning and decision-making. Training participants learn about medical options (i.e., advanced directives, *living wills*, health care proxies and other medical orders), hospice, wills and financial trusts, and funeral arrangements including pre-planned burial trusts. Participants also learn best practices on approaching clients about and discussing with them this complex topic.

Application Deadline: November 12, 2014

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Benefit and Entitlement Programs Training**Client “Emergency” Services:*****Cash, Food, Medical and Housing Crisis Relief Programs*****September 23, 2014, 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: August 19, 2014

Social Security**October 7, 2014, 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: September 2, 2014

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Housing: Tenant Rights, Legal Papers & Evictions**October 21, 2014, 9:30 a.m. to 4:45 p.m.**

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

Application Deadline: September 16, 2014

Screening Tools: ACCESS NYC & *BenefitsCheckUp***November 14, 2014, 9:30 a.m. to 1:00 p.m.**

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

Application Deadline: October 10, 2014

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SNAP (Food Stamps)

December 2, 2014, 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 28, 2014

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SSI (Supplemental Security Income)**December 11, 2014, 9:30 a.m. to 4:45 p.m.**

SSI is a federal *cash* entitlement program providing help to older or disabled persons with little or no money to meet basic needs for food, clothing and shelter. In this training participants learn the SSI eligibility requirements and how to assist older people and/or their caregivers access this entitlement program. They also learn how to calculate a client's estimated SSI benefit.

Application Deadline: November 6, 2014

Housing Benefits and Entitlements**January 8, 2015, 9:30 a.m. to 4:45 p.m.**

Participants in this training learn what housing benefits are available 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 4, 2014

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Aging and Mental Health Training**Working With Clients Who Have Dementia****September 30, 2014, 9:30 a.m. to 4:45 p.m.**

Participants in this training learn what dementia is and what its risk factors, causes, diagnostic criteria and treatment options are. They also learn helpful communication techniques and intervention strategies to work more effectively with some challenging behaviors presented by people with dementia. These strategies can in turn be shared with caregivers to help them both communicate more effectively with their loved ones and reduce their stress.

Application Deadline: August 26, 2014

Depression in the Elderly**November 12, 2014, 9:30 a.m. to 12:30 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. 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.

Application Deadline: October 8, 2014

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Anxiety Disorders in Older People**January 6, 2015, 9:30 a.m. to 4:45 p.m.**

Anxiety is not a normal part of aging yet it is estimated that the prevalence of anxiety among older adults may be as high as 20%. Participants in this training learn to distinguish between "normal" anxiety and anxiety disorder, what evidenced-based treatment options are available, some strategies and techniques to help clients manage anxiety in the moment, and tips for linking clients with appropriate services.

Application Deadline: December 2, 2014

Grief and Loss in Older People

January 15, 2015, 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: December 11, 2014

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Workplace Effectiveness Skills Training

Action Grammar, Part 1

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

In this training participants review the rules of standard English grammar 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: August 13, 2014

Mindfulness-Based Stress Management

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

Chronic stress has negative impact on health, workplace attendance and performance. In this workshop participants identify their 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 4, 2014

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DFTA's Client Database Training

STARS (Senior Tracking, Analysis, and Reporting System) is the Department for the Aging's Internet-based client database system used 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.

STARS for Senior Centers

October 22, 2014, 9:30 a.m. to 4:45 p.m.

In this training, participants learn how to access and navigate STARS, search for and create new client records, enter client information, create and schedule center events, and access reports.

Application Deadline: September 17, 2014

STARS for Case Management

November 19, 2014, 9:30 a.m. to 4:45 p.m.

In this training, participants learn how to access and navigate STARS, search for and create new client records, enter client information, make a referral to another program, and access reports.

Application Deadline: October 15, 2014

Other STARS training by request to [Amy Lee](#).

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