

NYC Department for the Aging

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 2011.

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Social Work Skills Training

Working with the Angry/Difficult Client Tuesday, January 11, 2011

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

Participants in this 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. They also learn and practice intervention techniques and strategies to help engage the client who is angry/difficult in productive exchanges.
Mail or Fax Application Immediately

Home Falls Prevention Tuesday, November 9, 2010

9:30 a.m. to 1:00 p.m.

More than one-third of people aged 65+ fall each year and up to 30% suffer moderate to severe injuries. Participants in this half-day training learn what factors put an older person at greater risk of falling (including what to look for when doing a home environment risk assessment) and what are appropriate interventions and linkages to help their clients reduce the risk of falling in their homes.

Mail or Fax Application Immediately

Anxiety in Older People Wednesday, April 27, 2011

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

Although anxiety is not a normal part of aging, it is estimated that the prevalence of anxiety symptoms among older adults may be as high as 20%. Participants in this training learn: how to detect and assess for anxiety, how to conduct interviews with seniors who experience anxiety disorders, what the treatments are for anxiety, strategies for helping anxious clients and tips for linking clients with appropriate services.

Mail or Fax Application Immediately

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Leadership Skills Training

Unleashing the Power of Purpose: Creating and Implementing Your Vision, Mission, and Strategic Plans

Wednesdays, Feb. 23 & March 9, 2011

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

Organizations and the staff in them need a strategic framework to achieve success. Vision and Mission Statements are the inspiring and motivating words chosen by successful leaders to clearly and concisely convey the direction of their organizations. A carefully crafted Mission and Vision powerfully communicate intentions and motivate teams to realize a compelling vision of the future. Agency directors in this two-day training learn how to engage their stakeholders in a visioning process, to create or refine their agency's Vision and Mission Statements, and to lead their teams towards the vision. They also learn how to use the strategic planning tools SWOT and SOAR to develop action plans that link their Vision, Mission and Goals to their implementation.

Mail or Fax Application Immediately

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Message from the Commissioner

Dear Colleagues:

I am pleased to share with you this schedule of the Department for the Aging's training courses for Fiscal Year 2011. I am proud of the breadth and quality of the training courses we offer for our community partners. They are an essential component of realizing the Department's goal to ensure the provision of quality services for older New Yorkers in conjunction with your agencies.

In these challenging times, I feel it is especially critical that we provide these opportunities to develop and strengthen the knowledge and skills necessary to best manage your programs and provide services for older New Yorkers. Now, more than ever, is the time when leadership, productivity and quality of service are essential. I hope you will take full advantage of this valuable and limited resource.

Best wishes,

Lilliam Barrios-Paoli

Mission of the DFTA Center for Organization Development and Training

In support of the goals of the New York City Department for the Aging, the mission of the DFTA Center for Organization Development and Training is to enhance the quality of life for older New Yorkers and promote the provision of quality services for older people by:

Actively analyzing trends and issues in the field of aging, anticipating their impact on the needs of DFTA staff and staff and volunteers in DFTA-funded agencies for cutting-edge information and skills.

Providing the necessary learning opportunities for DFTA staff and staff and volunteers in DFTA-funded organizations to expand and enhance their knowledge, skills and awareness so they may more effectively, compassionately and completely address the diverse social, cultural and economic needs of older New Yorkers.

Managing the training processes (needs assessment, curriculum design, training delivery and facilitation, and evaluation) in an effective and user-friendly manner so as to sustain a high level of satisfaction among our stakeholders.

Space is limited. Please send your application(s) promptly.

Program Management Training

DFTA Standards for Case Assistance **Wednesday, September 15, 2010**

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

This training, for staff in DFTA-funded agencies contracted to provide case assistance services, details DFTA's performance requirements for this service.

Application Deadline: Send or fax immediately

Safety & Fire Prevention in Congregate Programs **Wednesday, October 13, 2010**

9:30 a.m. to 1:00 p.m.

Managers in sites where seniors gather must use precautionary measures to ensure their safety. In this half-day seminar, participants learn to identify and eliminate site fire and safety hazards and develop evacuation plans.

Application Deadline: September 8, 2010

Program Planning

Friday, November 5, 2010

9:30 a.m. to 1:00 p.m.

No great idea succeeds without thoughtful, systematic planning. In this half-day training, participants learn the basics of program planning, including how to do a needs assessment and define program goals and activities. Participants also learn how to evaluate their program's success and develop and present mission statements.

Application Deadline: October 1, 2010

DFTA Standards for Congregate Meals Programs **Wednesday, January 12, 2011**

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 1, 2010

Identifying and Measuring Outcomes

Friday, January 28, 2011

9:30 a.m. to 1:00 p.m.

A key component in program planning and fundraising is having measurable program outcomes. In this half-day training, participants learn how to identify outcomes for program activities, fundraising proposals, and/or organizational development. Participants also increase their knowledge of the different elements involved in developing an outcome measurement plan.

Application Deadline: December 16, 2010

Leadership Skills Training

The Key to Increasing Senior Center Meals Utilization: Getting First-Time Visitors Coming Back



Monday, September 27, 2010, 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 will learn: eight 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" and 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.

Mail or Fax Application Immediately

Strengths-Based Leadership **Tuesday, February 1, 2011**



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

Strengths-based leadership is an innovative and dynamic approach that is based on a decade of well-documented research and success. This approach identifies three keys to effective leadership: 1) knowing your strengths and investing in others' strengths, 2) getting people with the right strengths on your team, and 3) understanding and meeting the needs of those who look to you for leadership. Through this training, directors of DFTA-funded organizations will identify their personal leadership strengths, and they will learn how to manage their staff and lead their organizations using a strengths-based approach.

Application Deadline: December 1, 2010

Inspired Leadership: Creating a Motivational Environment and Culture



Wednesday, April 27, 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 can have a powerful influence on team members' motivation. In this training program leaders learn why people work, how to hire the right people and what a staff development conversation looks like. They will practice enriching a staff job, applying strategies that tap into staff's goals and motivated strengths, and using positive reinforcement and rewards.

Application Deadline: March 17, 2011

Aging and Mental Health Training

Suicide in the Elderly:

Risk, Response and Agency Protocols

Tuesday, February 22, 2011, 9:30 a.m. to 1:00 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 assess a client's degree of risk for self harm, how to respond appropriately to a potentially suicidal client and about resources available to aid the person at risk.

Application Deadline: January 18, 2011

Grief and Loss in Older People

Tuesday, March 29, 2011, 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 examine the aspects of loss, review various theories associated with the grief process and learn how to work with older people who are struggling with loss and grief.

Application Deadline: February 22, 2011

Alcoholism and the Older Person

Monday, November 8, 2010, 9:30 a.m. to 4:45 p.m.

Various circumstances (e.g., retirement, losses, pain) may prompt 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 4, 2010



Elder Abuse Training

In 2008 the New York City Council passed a law that requires "employees of agencies that contract with the Department for the Aging" and who have "significant and direct contact with senior citizens" to attend training on elder abuse.

In keeping with this legal mandate, the Department for the Aging's Center for Organization Development and Training has been conducting elder abuse training since March 2009. Several hundred staff have already attended their City Council-mandated elder abuse training.

Over the course of fiscal year 2011 and beyond, all staff in DFTA-contracted community agencies who have "significant and direct contact with senior citizens" will receive notice of their legally mandated elder abuse training date. Please respond promptly when you receive your notice to attend. Doing so will allow us to continue offering you a wide array of training courses.

Dementia and Cognitive Impairments

**Tuesday, October 26, 2010 or Tuesday, May 24, 2011
9:30 a.m. to 4:45 p.m.**

In this training participants learn the causes of dementia and cognitive disorders and the distinguishing characteristics and symptoms associated with each. Participants also learn how to work more effectively with clients and their caregivers and how to link clients/caregivers with appropriate service providers.

*Application Deadline for October: September 21, 2010;
Deadline for May: April 19, 2011*

Depression in the Elderly

Tuesday, January 25, 2011, 9:30 a.m. to 4:45 p.m.

Participants in this training learn the factors that put a person at higher risk for depression, the barriers to detecting depression and how to assess for depression in clients. Treatments and strategies for helping depressed clients and tips for communicating with medical professionals are also detailed in the training.

Application Deadline: December 21, 2010

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 an in-home assessment into PDS, produce computer-generated assessment forms & reports, and use the PDS Wait List, Referral and Worker Log.

Prerequisite: Introduction to Windows or equivalent

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 & forms.

Prerequisite: Introduction to Windows or equivalent

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.

Prerequisite: Introduction to Windows or equivalent

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.

Prerequisite: Introduction to Windows or equivalent

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 the Internet-based SPP software, view case management updates, search for and enter client information, enter statistics for routes, clients and meals, and generate program and demographic reports.

Prerequisite: Introduction to Windows or equivalent

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

Computer Skills Training

Introduction to MS Excel Tuesdays, September 14, 21 and 28, 2010 or Tuesdays, February 1, 8, and 15, 2011 9:30 a.m. to 4:45 p.m.

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

Application Deadline for September: Send or fax immediately; Deadline for February: December 28, 2010

MS Excel – Advanced Formulas and Functions Thursday, December 9, 2010 9:30 a.m. to 4:45 p.m.

This training covers logical, nested, conditional and lookup formulas and functions, such as how to create “if/then” statements.

Prerequisite: Introduction to Excel or equivalent

Application Deadline: November 4, 2010

MS Excel – Database Features Thursday, December 16, 2010 9:30 a.m. to 4:45 p.m.

This course covers the methods of sorting data, using the data form to view and edit records, using autofilter to find and compare values, and using subtotals to automatically summarize or tally values.

Prerequisite: Introduction to Excel or equivalent

Application Deadline: November 12, 2010

MS Excel – Linking Multiple Spreadsheets Thursday, February 3, 2011, 9:30 a.m. to 4:45 p.m.

Participants in this training learn how to navigate multiple worksheets and workbooks, group worksheets, create and use range names and create 3-D formulas.

Prerequisite: Introduction to Excel or equivalent

Application Deadline: December 30, 2010

MS Excel – Charts Tuesday, February 17, 2011 9:30 a.m. to 4:45 p.m.

This training covers creating, editing, and formatting basic and advanced charts.

Prerequisite: Introduction to Excel or equivalent

Application Deadline: January 13, 2011

Computer Skills Training

MS PowerPoint

Thursdays, October 14, 21 and 28, 2010

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, including how to use clip art, outline view, slide view and notes page.

Prerequisite: Introduction to MS Word or equivalent

Application Deadline: September 9, 2010

Introduction to MS Access

Wednesdays, November 3, 10 and 17, 2010

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

In this training participants develop a working knowledge of a database management system. Topics include how to design, create, and implement simple database tables, queries, forms and reports. Participants also receive an introduction to relational database concepts.

Prerequisite: Introduction to Excel or equivalent

Application Deadline: September 29, 2010

MS Outlook

Tuesday, November 16, 2010, 9:30 a.m. to 4:45 p.m.

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

Prerequisite: Experienced Windows users

Application Deadline: October 12, 2010

MS Publisher

Tuesdays, December 7, 14, and 21, 2010

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

This three-day course covers desktop publishing concepts and skills needed to design flyers, newsletters and brochures using wizard templates. Topics include advanced 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 2, 2010

Introduction to Windows

Tuesday, January 11, 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: December 7, 2010

Introduction to MS Word

Thursdays, January 13, 20 and 27, 2011

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

This three-day course introduces experienced Windows users to word processing. The training includes how to create a document (letters, memos, etc.) and how to format text, paragraphs and pages.

Application Deadline: December 9, 2010

MS Word – Mail Merge

Thursday, February 10, 2011

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

In this training participants learn to create main document and form files to be merged, modify and edit data sources, and sort records, mailing labels and envelopes.

Prerequisite: Introduction to Word or equivalent

Application Deadline: January 6, 2011

APPLICATION PROCESS

If you would like to attend one or more of the Professional Skills Development training courses use the **Professional Skills Training Application**. For Computer Skills training courses, complete the applicable **Computer Skills Training Application**

Complete a separate application for each training course you wish to attend.

Please send completed application form(s) 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.)

Case Management/Social Work Skills Training

DFTA-funded Case Management: Principles, Policies and Practice Skills (a 9-day series)

This nine-day series introduces DFTA-funded case management 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. Special emphasis is given to interviewing and engaging clients in a strengths-based case management process. Participants learn about publicly-funded long-term care services, and how to accurately complete the DFTA assessment forms, write case records and develop appropriate care plans. *To attend this training series contact Karyn Velez at (212) 442-3015.*

Case Recording: Purpose and Skills

Wednesday, December 1, 2010, 9:30 a.m. to 4:45 p.m.
Client records are used to document and retain information about clients and the process and progress of services. They are used in planning, implementing and evaluating services for clients. 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 27, 2010*

Introduction to Aging: Myths, Facts & Perceptions

Thursday, December 9, 2010, 9:30 a.m. to 1:00 p.m.
This training examines the myths and facts associated with aging and the aged. Participants explore their perceptions of aging and of the aged and how these images can profoundly influence their work with older people. They also learn about the normative changes associated with the body and mind as humans age and the influence social factors have on individual experiences in later life. *Application Deadline: November 4, 2010*

Working with Older People with Impairments

Friday, February 11, 2011, 9:30 a.m. to 1:00 p.m.
This training focuses on the experiences and problems of those older people who are coping with physical losses and impairments. Participants increase awareness of their attitudes about frail older people, their sensitivity to what it is like for those older people living with impairments, and tips and techniques for coping with impairments. *Application Deadline: January 7, 2011*

Cultural Competence for Senior Center & NORC Staff

Tuesday, May 3, 2011, 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: March 29, 2011*

End-of-Life Issues and Decisions

Friday, March 18, 2011, 9:30 a.m. to 1:30 p.m.
This half-day training details the major tasks and issues associated with end-of-life decision making. Participants learn about medical options associated with the end of life (i.e., advanced directives, living wills, health care proxies and other medical orders), wills and financial trusts, the system of formal care afforded through hospice and funeral arrangements (including pre-planned burial trusts). *Application Deadline: February 11, 2011*

DFTA-funded Case Management Training for Managers

Participants in this 7-day training for managers and supervisors of DFTA-funded case management agencies learn DFTA policies, standards and procedures for client eligibility, intake, assessment, care planning, service monitoring, waiting list management and service termination. Participants increase their knowledge of the purpose of DFTA-funded case management and their roles and responsibilities in the administration, support and education of those they supervise. Participants explore the supervisor-worker relationship, leadership styles and behavior and the management of information, resources, time and task. Finally, participants increase their ability to lead in a culturally competent manner. *To attend this training series contact Karyn Velez at (212) 442-3015.*

On-line Training Courses

End of Life Choices & Decisions:
Part I, Part II, and Part III

Caring for Someone with Alzheimer's Disease:
Part I, Part II, Part III, and Part IV

Visit us at: <http://nyc.gov/html/dfta/html/community/training.shtml>

Workplace Effectiveness Skills Training

Effective Time Management

Tuesday, September 14, 2010, 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: Send or fax immediately

Mindfulness-Based Stress Management

Friday, October 29, 2010, 9:30 a.m. to 3:30 p.m.

Current research shows that 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, stretches and meditation—and strategies to integrate these practices into their work lives.

Application Deadline: September 17, 2010

Constructive Conflict Resolution

Tuesday, April 26, 2011, 9:30 a.m. to 4:45 p.m.

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

Application Deadline: March 15, 2011

Improve Your People Skills

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

Increasing one’s skills in working with others increases one’s ability to succeed in work and life. In this training participants learn how they affect others, why people react the way they do, how to influence results when interacting with others, how to build harmonious relationships, and how to move quickly past pre-existing conflicts.

Application Deadline: April 27, 2011

Delivering Quality Customer Service

Thursday, June 16, 2011, 9:30 a.m. to 1:00 p.m.

Participants in this training identify the essential attributes of good customer service, learn proven strategies for dealing with challenging customer service situations and practice working with the customers they find most challenging.

Application Deadline: May 5, 2011



Communication Skills Training

Business Writing Basics for Professionals

Tuesday, September 21 and

Wednesday, October 6, 2010 9:30 a.m. to 4:45 p.m.

In this two-day training, participants learn to address common writing blocks and organize ideas more quickly. They also learn to plan and write within realistic time frames and revise and edit more successfully. In addition, each participant has a sample of his/her writing critiqued privately by the trainer.



Application Deadline: Send or fax immediately

Write to the Point

Wednesday, December 8, 2010

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: November 3, 2010

Effective and Confident Public Speaking

Wednesday, January 19, 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: December 15, 2010

Action Grammar I

Wednesday, March 30, 2011

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: February 23, 2011

Fund Raising Skills Training

Introduction to Fundraising

Friday, February 4, 2011, 9:30 a.m. to 1:00 p.m.

In this half-day workshop, participants learn why and how money is given, the six principles of effective fundraising and the importance of fundraising planning, program planning and budgeting. Participants also learn about different sources of funding as well as fundraising strategies. It is recommended that this training be taken with the Introduction to Proposal Writing workshop.

Application Deadline: December 30, 2010

Introduction to Proposal Writing

Fridays, February 18 and 25, 2011

9:30 a.m. to 1:00 p.m.

In this two (half)-day training, program managers learn what the essential components of a grant proposal are, what the proposal review process is, and the importance of effective program planning and budgeting. This training introduces proposal writing concepts and tools, including basic foundation research and the NY/NJ Common Application Form. In the second day of the training, participants apply these newly-learned proposal writing tools to their own proposals.

Application Deadline: January 14, 2011

Proposal Writing: How to Write with Influence

Friday, March 11, 2011, 9:30 a.m. to 1:00 p.m.

Strong, persuasive proposals get funded. In this half-day training, participants increase their ability to be more influential when writing funding proposals. They learn to structure sections and paragraphs, make stronger points, support arguments with evidence, and utilize writing tone to write effective and winning proposals.

Prerequisite: Participants must have already written a proposal.

Application Deadline: February 4, 2011

Introduction to Raising Money from Individuals

Friday, March 25, 2011, 9:30 a.m. to 1:00 p.m.

Nonprofit organizations that depend on foundation and government support can no longer overlook financial support from individuals. In this half-day workshop, program managers learn strategies for successfully raising money from individuals and practical ideas on how to start an individual giving program.

Application Deadline: February 18, 2011

Supervisory Skills Training

Supervising “Difficult” Staff

Thursday, September 16, 2010, 9:30 a.m. to 4:45 p.m.

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

Application Deadline: Send or fax immediately

Effective Supervision: Core Knowledge and Skills

Wednesdays, October 20, 27, November 3, and 17, 2010

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

Participants in this comprehensive four-day training learn how to broaden their management style to fit different supervisory situations and to increase core competencies including providing positive and corrective feedback, managing time, planning effectively, managing workplace conflict and motivating staff for peak performance. Participants also learn skills to communicate assertively and practice techniques to delegate effectively.

Application Deadline: September 15, 2010

Advanced Supervision for Established Managers

Wednesdays, February 9 and 16, 2011

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 motivate staff and foster employee initiative. Participants also hone their communication and team building skills, and examine the “work climate” that different teams experience and learn ways to improve it.

Application Deadline: January 5, 2011

Effective Delegation: Getting Good Results

Wednesday, March 16, 2011, 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, plan their own coming delegation conference, observe demonstrations of effective delegation, and practice delegating a real work assignment with feedback.

Application deadline: February 4, 2011



Benefit and Entitlement Programs Training

Housing Rights

Wednesday, September 29, 2010, 9:30 a.m. to 4:45 p.m.

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

Application Deadline: Send or fax immediately

Emergency Services for Seniors

**Friday, October 22, 2010 or Tuesday, April 12, 2011
9:30 a.m. to 4:45 p.m.**

Participants in this training learn what services are available for older people through HRA-administered emergency assistance programs, the American Red Cross, and the elderly crime victims' assistance programs. They also learn who is eligible for these programs and how to assist eligible older people/caregivers access these services.

Application Deadline for October: September 17, 2010;

Deadline for April: March 8, 2011

Medicare: Parts and Rights

**Thursday, December 2, 2010, 9:30 a.m. to 4:45 p.m. and
Friday, December 3, 2010, 9:30 a.m. to 1:00 p.m. or
Thursday, June 2, 2011, 9:30 a.m. to 4:45 p.m. and
Friday, June 3, 2011, 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 Medicare appeals processes and the Medicare Savings Programs. Participants also increase their ability to use Medicare Part D's interactive webtool to assist clients to select a plan.

Application Deadline for December: October 28, 2010;

Deadline for June: April 28, 2011

Housing Benefits and Entitlements

**Thursday, January 6, 2011
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 (SCRIE) Program, NYC Housing Authority and Section 8, including eligibility criteria for each of these programs and how to assist older people and/or their caregivers to apply for these programs.

Application Deadline: December 2, 2010

ACCESS NYC & Benefits Check Up

Friday, October 8, 2010, 9:30 a.m. to 3:00 p.m.

ACCESS NYC and Benefits Check Up are internet-based tools that help workers screen clients for eligibility for publicly-funded entitlements and benefits. Participants in this training learn how to access and navigate these screening tools, and how to view and print application forms thereby making the application process easier. Participants must be computer literate.

Send Application Immediately using Computer Application



Food Stamps

**Friday, November 12, 2010, 9:30 a.m. to 4:45 p.m. or
Tuesday, May 10, 2011, 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 Coupon allotment, and how to help eligible older people/caregivers obtain this entitlement.

Application Deadline for November: October 8, 2010;

Deadline for May: April 5, 2011

Medicaid

Thursday, December 16, 2010, 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: November 11, 2010

SSI

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

Participants in this training learn what Supplemental Security Income (SSI) is, what its 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 4, 2011

Social Security

Tuesday, March 15, 2011, 9:30 a.m. to 1:00 p.m.

In this training participants will learn who is eligible for and how to help older people/caregivers access Social Security retirement, disability and survivors benefits.

Application Deadline: February 8, 2011