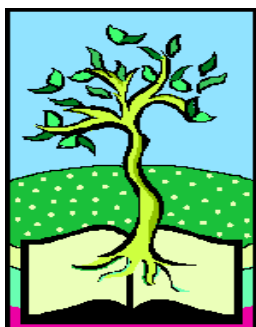


Training Bulletin

The Department for the Aging's Center for Organization Development & Strategic Initiatives is pleased to share with you this Bulletin describing training courses for staff in DFTA-funded community agencies for Fiscal Year 2010.



Inside this issue:

Program Management Training	1, 2
Supervisory Skills Training	1, 2
Workplace Effectiveness Skills Training	2
Fund Raising Skills Training	3
Case Management/Social Work Training	4
Aging and Mental Health Training	5
Computer Skills Training	6
DFTA's Client Database Training	7
Communication Skills Training	7
Benefit and Entitlement Training	8

Program Management Training

DFTA Standards for Case Assistance Tuesday, September 15, 2009

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

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

Application Deadline: Send or fax immediately

Creating a Positive Work Environment Wednesday, March 3, 2010

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

Recent research shows that work environments in which positive exchanges outnumber negative ones by at least 3 to 1 are significantly more successful in many ways. In this training participants learn how to encourage worker productivity, worker satisfaction and a stronger commitment to the organization and each other resulting in fewer work errors and less worker turnover.

Application Deadline: January 27, 2010

Safety and Fire Prevention in Congregate Programs

Wednesday, October 7, 2009

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 2, 2009

More Program Management & Supervisory Courses on page 2

Supervisory Skills Training

Supervising "Difficult" Staff Wednesday, September 23, 2009

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 bottleneck," "the passive-aggressive," and "the chronic absentee/late arrival."

Application Deadline: Send or fax immediately

Effective Supervision: Essential Knowledge and Skills

Wednesdays, October 21, 28 and Thursdays, November 12, and 19, 2009
9:30 a.m. to 4:45 p.m.

Participants in this comprehensive training learn how to give effective corrective feedback, manage time, plan effectively, manage workplace conflict and motivate staff for peak performance. Participants also learn skills to communicate assertively and practice techniques to delegate effectively.

Application Deadline: September 16, 2009

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>

Management & Supervisory Skills Training

Developing Yourself and Others Through Delegation

February 17, 2010, 9:30 a.m. to 4:45 p.m.

Delegating involves high levels of trust, self-awareness, and strategic thinking and is much more than simply “dumping” work on staff. In this training participants evaluate their delegation skills, identify barriers to delegation, practice the five-step delegation process, and develop strategies for assigning work and following up.

Application Deadline: January 13, 2010



DFTA Performance Standards (for Congregate Meals Programs)

Tuesday, February 2, 2010, 9:30 a.m. to 4:45 p.m.

This training details the Department for the Aging’s performance requirements regarding congregate meals, education and recreation services, and the General Senior Center (Site) Standards.

Application Deadline: December 29, 2009

Developing a Robust Volunteer Program

Wednesday, April 14, 2010, 9:30 a.m. to 4:45 p.m.

This training helps agency managers to increase their ability to recruit volunteers, design meaningful volunteer assignments, interview and match volunteers with appropriate assignments, train, supervise and motivate volunteers, and create the organizational policies and procedures needed to support successful volunteer activities and programs.

Application Deadline: March 10, 2010

Advanced Supervisory Skills for Established Managers

Wednesdays, May 5 and 12, 2010

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 review some critical skills involved in being an effective supervisor and hone their communication skills and team building skills. Participants examine the “work climate” that different teams experience and learn ways to improve it.

Application Deadline: March 31, 2010

Workplace Effectiveness Skills Training

Delivering Quality Customer Service

Wednesday, January 20, 2010, 9:30 a.m. to 4:45 p.m.

Agency staff are core to fostering superior customer service and to how the public perceives an agency. In this training participants increase their knowledge of what quality customer service is, learn excellent customer engagement skills/techniques and practice effective communication skills for managing challenging customer situations.

Application Deadline: December 16, 2009

Mindfulness-Based Stress Management

Friday, October 23, 2009, 9:30 a.m. to 1:00 p.m. or

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 18, 2009

Effective Time Management

Monday, November 16, 2009, 9:30 a.m. to 4:45 p.m.

Wednesday, May 19, 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 time.

Application Deadline for November: October 12, 2009;

Deadline for May: April 14, 2010

Critical Thinking for Effective Decision Making

Wednesday, April 7 and Thursday, April 8, 2010

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

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

Application Deadline: March 3, 2010



Fund Raising Skills Training

Program Planning

Wednesday, September 16, 2009

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

Great fundraising ideas succeed with thoughtful 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. They also learn how to evaluate their program's success and develop and present mission statements.

Application Deadline: Send or fax immediately

Identifying and Measuring Outcomes

Wednesday, September 30, 2009

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 fundraising proposals, program activities and/or organizational development. Participants also increase their knowledge of the different elements involved in developing an outcome measurement plan.

Application Deadline: Send or fax immediately

Introduction to Fundraising

Wednesday, October 14, 2009

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: September 9, 2009



Introduction to Proposal Writing

Wednesdays, November 4 and 18, 2009

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: September 30, 2009



Proposal Writing: How to Write with Influence

Wednesday, December 9, 2009

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: November 4, 2009



APPLICATION PROCESS

If you would like to attend one or more of the Professional Skills Development trainings use the **Professional Skills Training Application**. For Computer Skills complete the applicable **Computer Skills Training Application** and return it by the deadline indicated for that training.

Complete a separate application for each training you wish to attend. Please send in application form(s) today.

Introduction to Raising Money from Individuals

Wednesday, January 13, 2010

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: December 9, 2009



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.

Introduction to Aging: Myths, Facts & Perceptions Tuesday, September 29, 2009, 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: Send or fax immediately

Working with Older People with Impairments Tuesday, February 2, 2010, 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: December 29, 2009

Case Recording: Purpose and Skills

Tuesday, February 16, 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 to 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: January 12, 2010

Medications and Older Adults

Thursday, March 4, 2010, 9:30 a.m. to 1:00 p.m.

Because older people have a greater likelihood of living with chronic conditions that require 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: January 28, 2010

End-of-Life Issues and Decisions

Friday, March 26, 2010, 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 19, 2010

Preventing Falls in Older People: Assessing and Reducing Risk Date to Be Announced



More than one-third of people aged 65 and older fall each year, and, of those who fall, 20 to 30% suffer moderate to severe injuries such as hip fractures or head trauma that reduce mobility and independence and increase the risk of premature death. Participants in this half-day training learn which older people are at greatest risk of falling and what they can do to help reduce their risk, including home environment risk assessment and interventions, identifying exercise regimens appropriate to fitness and impairment levels and procuring training on assistive devices.

Working with the Angry/Difficult Older Client

Thursday, April 29, 2010, 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. They will also increase their ability to recognize the triggers for their own responses and attitudes to these behaviors, and practice intervention techniques and strategies to help engage the client who is angry.

Application Deadline: March 25, 2010

Aging and Mental Health Trainings

Alcoholism and the Older Person

Tuesday, October 13, 2009, 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: September 8, 2009

Dementia and Cognitive Impairments

**Wednesday, November 4, 2009, 9:30 a.m. to 4:45 p.m.
or Wednesday, April 21, 2010, 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 make referrals to appropriate service providers.

Application Deadline for November: Sept. 30, 2009;

Deadline for April: March 17, 2010

Compulsive Hoarding

Tuesday, January 26, 2010, 9:30 a.m. to 1:00 p.m.

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

Application Deadline: December 22, 2009

Grief and Loss in Older People

Wednesday, March 24, 2010, 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 17, 2010

Depression in the Elderly

Tuesday, May 25, 2010, 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: April 20, 2010

Suicide in the Elderly:

Risk, Response and Agency Protocols

Dates to Be Announced

Persons 65 and older comprise 12.4% of the population but disproportionately account for 16.7% of suicide deaths. In this training agency directors and supervisors learn how to assess the 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. Participants also create an agency protocol and course of action for working with potentially suicidal clients.

Elder Abuse Training

In August 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. That law went into effect on December 19, 2008.

In keeping with this legal mandate, the Department for the Aging’s Center for Organization Development and Strategic Initiatives began conducting elder abuse training in March 2009. Several hundred staff have already attended their City Council-mandated elder abuse training.

Over the course of the next fiscal year and beyond, all staff in all 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.

Computer Skills Training

Introduction to Windows

Wednesday, September 9, 2009

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 or fax immediately

Introduction to MS Word

Thursdays, September 10, 17 and 24, 2009

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: Send or fax immediately

Introduction to MS Excel

Thursdays, October 15, 22 and 29, 2009

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: September 10, 2009

MS Excel – Advanced Formulas and Functions

Tuesday, November 10, 2009

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: October 6, 2009

Introduction to MS Access

Thursdays, November 5, 12 and 19, 2009

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: October 1, 2009

MS Excel – Database Features

Tuesday, November 17, 2009

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: October 13, 2009

MS Outlook

Tuesday, November 24, 2009, 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 20, 2009

MS Excel – Charts

Tuesday, December 8, 2009

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: November 3, 2009

MS Excel – Linking Multiple Spreadsheets

Tuesday, December 15, 2009, 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: November 10, 2009

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.)

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 SPP trainings please submit a Computer Skills Training application. A class will be scheduled as soon as we have a sufficient number of applicants to fill a class.

Communication Skills Training

Action Grammar Wednesday, January 6, 2010 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: December 2, 2009

Effective and Confident Public Speaking Wednesday, January 27, 2010 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 23, 2009

Business Writing Basics for Professionals Wednesdays, February 10 and 24, 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: January 6, 2010

Write to the Point Thursday, April 22, 2009 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: March 18, 2010

Benefit and Entitlement Programs Training

Housing Rights

Wednesday, September 16, 2009, 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

ACCESS NYC

Monday, September 21, 2009, 1:00 p.m. to 4:30 p.m. or

Thursday, February 4, 2010 9:30 a.m. to 1:00 p.m.

ACCESS NYC is a web-based service that helps screen for publicly-funded entitlements and benefits. Participants learn about programs available through ACCESS NYC, how to enter client financial data, and how to view and print application forms thereby making the application process easier. Participants must be computer literate.

Application Deadline for September: Send or fax immediately; Deadline for February: December 31, 2009

Medicare: Parts and Rights

Thursday, October 8, 2009, 9:30 a.m. to 4:45 p.m. and

Friday, October 9, 2009, 9:30 a.m. to 1:00 p.m. or

Thursday, April 15, 2010, 9:30 a.m. to 4:45 p.m. and

Friday, April 16, 2010, 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 October: September 3, 2009; Deadline for April: March 11, 2010

Emergency Services for Seniors

Friday, November 13, 2009 or Tuesday, May 11, 2010

9:30 a.m. to 1:30 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 November: October 9, 2009; Deadline for May: April 6, 2010

Food Stamps

Thursday, December 3, 2009, 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: October 29, 2009

Housing Benefits and Entitlements

Tuesday, January 12, 2010

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 8, 2009

SSI

Tuesday, February 9, 2010

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 5, 2010

Medicaid

Thursday, March 11, 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 to 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: February 4, 2010

Social Security

Wednesday, June 2, 2010, 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: April 28, 2010

