

**HUNTER** | Brookdale Center  
for Healthy Aging

**2020**

**LEARNING**

**&**

**DEVELOPMENT**

**CATALOG**

## MISSION STATEMENT

**The core mission of the Brookdale Center for Healthy Aging remains unchanged since its founding in 1974—to support people as they grow older, through research, professional development, and improvements in policy and practice.** We work to ensure that aging is framed not as a disease but as another stage in the life course. We know that the way we age is influenced by the way we live. A good old age is a life with purpose and meaning, social engagement, a positive attitude toward aging and life, sufficient financial resources, and physical and mental wellness. People enjoying a good old age are assets to their communities. Our challenge is to better understand how to foster conditions for a good old age for people who experience hardship and inequality in their later years due to cumulative disadvantage across the life course.

Our work crosses disciplines with an emphasis on community-based participatory research and the development and evaluation of new policy and practice solutions. We communicate what we learn to the people with the power to transform the lives of older adults: our colleagues in the field of aging and policymakers. We focus especially on our academic home, Hunter College; our diverse neighborhood of East Harlem; and our hometown of New York City.

## THE BROOKDALE LEARNING AND DEVELOPMENT UNIT

In keeping with the Center's core mission, the Brookdale Learning and Development Core offers frontline service providers' expertise in learning: professional development, implementation, and evaluation planning. The Center also provides strategies to inform and understand aging, and in developing innovative strategies for working with diverse and intergenerational populations. We design training or learning strategies to provide operational tools and theoretical understandings to provide participants with knowledge, skills, and resources, to work with diverse populations, build a motivated workforce, and succeed in their work. We help organizations create effective, efficient, and safer work environments that promote worker wellness and safety to equip participants to meet the ever-evolving needs of their clients.

*The New York State Education Department's State Board recognizes Brookdale Center for Healthy Aging at Hunter College, CUNY, for Social Work as an approved provider of continuing education for licensed social workers (#SW-0161).*

**For further information, please contact: Geoff Rogers at [grogers@hunter.cuny.edu](mailto:grogers@hunter.cuny.edu)  
Go to our website at [www.brookdale.org](http://www.brookdale.org)**

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*The New York State Education Department's State Board recognizes the Brookdale Center for Healthy Aging at Hunter College, CUNY, for Social Work as an approved provider of continuing education for licensed social workers (#SW-0161).*

SWCEU 101: Clinical Assessment: Treatment Planning and Interventions with Older Adults - **open to public**

SWCEU 102: Introduction to Gerontology - **open to public**

SWCEU 103: Social and Psychopathologies of Aging - **open to public**

SWCEU 104: Linking Lifetimes – Building Intergenerational Programs through Art - **open to public**

SWCEU 105: Has la Paz: Using Peacemaking to Create Community in New York - **open to public**

SWCEU 106: Clinical Perspective: How to Work with Elder Abusers - **open to public**

SWCEU 107: Post-Traumatic Stress Disorder & Dementia: The Psychology of Trauma & Aging - **open to public**

SWCEU 108: WorkWell USA: Self-Care for Frontline Organizations - **open to public**

SWCEU 109: Substance Use Disorders in Older Adults: Effective Screening, Interventions, & Referral Techniques - **open to public**

SWCEU 110: Alzheimer's disease and Related Dementias - **open to public**

SWCEU 111: Benefits & Entitlements for Older Adults - **open to public**

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SWCEU 113: Past, Present & Future of Enhanced Multidisciplinary Teams (E-MDT's) in New York - **open to public**

SWCEU 114: Spirituality and Aging Techniques - **open to public**

SWCEU 115: Culturally- Informed Responses to Abuse in Later Life among Asian Populations: Working with Asian Elderly Survivors of Abuse in Later Life - **open to public**

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LAA 105: Elder Justice: Current Practices and Exploring the Utility of Restorative Justice - **open to public**

How to Make a Law Enforcement Referral (What does Law Enforcement & the DA's Office Need) - **open to public**

LAA 106: The Golden Rules: Prosecuting Elder Abuse - **open to public**

LAA 107: Elder Abuse and Criminal Justice - **open to public**

LAA 108: The Practical Application of Ethical Considerations in APS Casework: How To Stay On Course When the Rubber Hits the Road - **open to public**

LAA 109: Legal Aspects of Adult Protective Services (annual update) - **open to public**

## COMMUNICATION

### **COM 101: Improving Communication Effectiveness - not open to public**

Participants learn supervisory communication skills. This workshop focuses on an integrated set of principles and specific skills for supervision, including feedback skills, problem-solving skills, and conflict resolution skills. The Five-Step Productive Conversation model is the framework for this workshop.

#### ***Key Topics:***

- Defining what constitutes an awkward conversation
- Deciphering the underlying structure of difficult conversations
- Managing the emotional footprints of tough conversations- yours and theirs
- Implementing the five-step productive conversation model
- Understanding motivational & formative feedback
- Learning how to use descriptive and evaluative language

### **COM 102: Improving Presentation and Public Speaking Skills - not open to public**

This course assists participants in improving their presentation and public speaking skills. Participants learn vital strategies and techniques to help them develop professional presentations, manage stage fright, and deploy the visual and vocal elements of communicating effectively with maximum impact.

#### ***Key Topics:***

- Understanding your audience and yourself
- Involving through seeing
- Involving through doing

### **COM 201: Assertive Communication Skills - not open to public**

Many people find it difficult to say what they mean. The inability to assert yourself can damage relationships, decrease productivity, and increases stress. Productive confrontations are awkward. Participants learn how to use communication techniques to help them address issues, assertively, and productively. It also provides tools to resolve communication issues, build self-confidence, set boundaries, and enhance personal empowerment.

#### ***Key Topics:***

- Understanding the relationship between interpersonal skills and assertive communication skills
- Assessing individual behavior in given situations
- Comparing passive, aggressive, and assertive styles of self-expression
- Evaluate the personal level of assertiveness
- Identifying the characteristics of assertive communication skills
- Planning and practicing confident communication methods

## COM 202: Interacting Effectively with Consumers and Clients - **not open to public**

Excellent customer service is at the heart of any successful organization. This course provides the tools to deal with distressed consumers respectfully. Practical strategies for managing challenging behaviors form the core of this training. Session topics include communication skills development, techniques for defusing anger, and specific guidelines for dealing with emotionally charged situations. The workshop format includes discussions, case scenarios, and role-plays that will connect the learned skills to a set of stressful situations and conditions. Practical customer service skills allow co-workers and customers to feel that they are valued, increases their productivity, and sets the stage for a positive work environment.

### **Key Topics:**

- Learning methods of customer/consumer treatment, including:
  - Internal/external communication
  - Communicating clearly
  - Attentive listening
  - Handling uncomfortable situations
  - Problem-solving skills
- Identifying the mental, physical, and emotional causes of challenging customer/consumer behaviors
- Recognizing behavioral triggers
- Understanding essential skills for engaging customers, consumers, or clients
- Examining personal responses and attitudes toward client behaviors
- Practicing techniques that reduce emotional confrontations that are barriers to effective service delivery

## COM 203: Using the Productive Conversation Model: Managing Difficult Conversations - **not open to public**

Many supervisors and managers face the need to confront an underperforming employee, co-worker, or deal with challenging situations. These conversations usually are uncomfortable. Some supervisors procrastinate and then stumble through the conversation/confrontation. This course presents a systematic approach for handling these unpleasant communications in a manner that reduces anxiety and accomplishes their objective. The course will include strategies to prepare conversations without being defensive and how to make these communications productive and focused.

### **Key Topics:**

- Learning methods of giving 'bad news' with maximum effectiveness and minimum offensiveness
- Providing practical communication skills for people under pressure
- Turning opposition into understanding
- Incorporating the "Seven Attitudes" for dissolving conflicts
- Knowing when to engage and disengage
- Learning the art of agreement
- Deciphering what lies 'beneath' difficult conversations
- Managing the emotional footprints of tough conversations - yours and theirs
- Understanding and utilizing the 5-step productive conversation model

## **COM 204: Implementing the Theory & Practice of Motivational Interviewing - **not open to public****

Motivational Interviewing (MI) is an evidence-based communication and counseling model used for evoking and enhancing people's intrinsic motivation to change unhealthy behaviors that are inconsistent with their values and goals. During this three-part training, participants receive an in-depth overview of this practice model. They will also have the opportunity to refine and use the skills of MI during mock client worker scenarios.

### ***Key Topics:***

- Reviewing the essential elements of Motivational Interviewing and their application to behavior change by utilizing the four components of MI Spirit
- Negotiating change through the use of the OARS (Open questions, Affirmation, Reflective listening & Summary reflections) skills-based model & evoking change talk

## **COM 301: Introduction to Basic Writing/Emailing Skills - **not open to public****

This workshop will introduce participants to the basic principles of effective writing and the use of email.

### ***Key Topics:***

- Using the basic rules of grammar
- Understanding the need for proper word usage in email vs. letters
- Familiarization with the issues of confidentiality
- Knowing when not to use email
- Determining if the use of Emoji's and use of email "shortcuts" such as lol are professionally accepted
- Understanding the legal implication of using emails, social media with clients
- Proofreading & editing letters and emails
- Focusing your writing style and your audience
- Writing clinic (review and critique)

## **DIFFERENCE**

### **DIFF 101: Cultural Competency for Caseworkers - not open to public**

This highly interactive two-day session is an introduction to very basic concepts of diversity. The course provides participants with an understanding of how to elicit the clients' cultural experiences to enhance service delivery and case planning. Participants will explore issues of self-identity in areas such as race, gender, sexual orientation, age, physical ability, religion, job levels, and other factors. Participants will leave with a personal plan including what they need to value the diversity among their clients.

#### ***Key Topics:***

- Understanding the reasons for exploring diversity in the workplace
- Recognizing workers' cultural lenses
- Discussing the impact of 'isms' in the workplace
- Defining what cultural obstacles exist that block effective service delivery
- Building bridges across cultural divides; personal and professional action planning
- Addressing the effects of culture on organizational and interpersonal interactions
- Understanding barriers that diverse groups experience
- Creating an action plan for valuing diversity

### **DIFF 102: Looking at Change as Opportunity: Restructuring, Downsizing, Relocation - not open to public**

The workplace of the 21st century is changing rapidly. Some of the changes are beyond one's control: restructuring, downsizing, and relocation. Developing the skill-set of viewing change as an opportunity rather than a catastrophe is essential for professional and personal success.

#### ***Key Topics:***

- Preparing for change
- Reacting to change
- Developing the principles for success
- Creating positive change

### **CTPS 101: Critical Thinking & Casework - not open to public**

This full-day course provides participants with a foundation of skills and techniques to learn and implement critical thinking. Participants will engage in a variety of activities that will enhance their ability to make effective decisions in their work. Critical thinking is that mode of thinking - about any subject, content, or problem - in which the thinker improves the quality of his or her thinking.

#### ***Key Topics:***

- Learning critical thinking and decision-making skills
- Understanding the values and decision-making techniques involved in critical thinking
- Distinguishing assumptions, inferences, and facts
- Knowing the elements of the critical decision-making process

### **CTPS 201: Managing Conflict & Creative Problem-Solving - not open to public**

Participants will learn how to collaborate effectively. The course highlights the importance of removing and reducing barriers, which interfere with collaborative efforts and creative problem-solving strategies. The participants will learn techniques for creative problem solving to help reduce, manage, or resolve conflicts in the workplace.

#### ***Key Topics:***

- Learning and applying strategies to build and maintain relationships
- Understanding how to manage conflict and negotiate solutions that achieve goals
- Understanding how to:
  - Define a problem
  - Set goals
  - Brainstorm strategies
  - Discuss the advantages/disadvantages of identified strategies
  - Develop an action plan
  - Evaluate a work plan

### **CTPS 202: The Model for Superior Facilitation - not open to public**

This course assists participants in understanding The Model for Superior Facilitation. Participants become familiar with the six competencies of the Superior Facilitation Model and provide opportunities to practice facilitation and receive feedback.

#### ***Key Topics:***

- Providing the meaning of superior facilitation
- Presenting the Model for Superior Facilitation for successful meetings
- Understanding how to utilize team evaluations and feedback
- Learning quality communication
- Implementing the unique functions of facilitation

**WW 101: Surviving & Transforming Negativity in the Workplace - not open to public**

Negativity takes a toll on many aspects of the workplace. It affects everything from engagement to productivity, and even impacts employee retention and wellness. No one likes to work in a toxic work environment. This course also addresses how the use of social media and other technology enables workplace negativity to go viral, causing more significant work disruptions while potentially setting up additional issues of worker and employer liability.

**Key Topics:**

- Learning how to diagnose “Negativity”
- Obtaining powerful tools to turnaround Negativity in themselves and others
- Understanding how to “educate” and not “criticize”
- Teaching participants how to transform negative behaviors in a positive way

**WW 102: Managing Stress & Thriving in the Workplace - not open to public**

There are many causes of workplace stress. This workshop will provide the participants with opportunities to examine identified stressors and ways to cope in stressful situations. This course will assist participants in determining the changes they can make to alleviate their stress levels. Participants will develop a personal toolbox of stress management techniques and strategies. Key topics presented in the course are:

- Understanding Stress
- Creating an individual stress assessment
- Uncovering sources of stress in social services
- Learning methods for preventing and managing stress
- Developing connections between appreciative inquiry and stress management

**WW 103: Reducing Stress by “Holding on & Letting Go” - not open to public**

This full-day session will explore the topic of job stress and its relationship to the supervisory role.

**Key Topics:**

- Assisting participants in identifying their “go-to” coping skills in stressful job settings while encouraging the participants to build upon those strengths and successes
- Creating healthier work environments
- Learning practical stress management techniques to use as coping mechanisms with the increasing demands of their jobs

**WW 104: Avoiding Emotional Traps at Work - not open to public**

This course will focus on the importance of healthy interpersonal relationships at work. Destructive work relationships negatively influence productivity, creativity, and team collaboration. Participants will learn how to mitigate destructive patterns that contribute to undesirable behaviors at work.

**Key Topics:**

- Learning symptoms of toxic workplace relationships
- Setting and maintaining boundaries
- Unhooking self from difficult situations.

## **WW 105: Understanding Compassion Fatigue & Self-Care Strategies - **not open to public****

Compassion fatigue is one of the secondary traumas that result from emotional and physical stressors occurring from long-term exposure to the struggles of others. Front line service providers experience repeated exposure to this unique type of stress. Compassion Fatigue causes the erosion of compassion and the ability to tolerate strong emotions and handle the problematic stories retold by clients. Repeated exposure to these traumatic or painful stories can negatively change one's world-view. Compassion fatigue also may cause nightmares, difficulties letting go of images or stories, and may induce an intense preoccupation with a particular event or story, influencing one's ability to move on in a healthy, productive way.

### ***Key Topics:***

- Developing the techniques and tools to address the level of compassion fatigue at the workplace
- Creating strategies that minimize this type of stress for the team and the clients

## **WW 201: Identifying the Link between Critical Thinking, Emotional Intelligence, Emotions, Reason, Feelings & Thoughts (Part I & II) - **not open to public****

Research shows an active link between emotion and reason, feelings, and thoughts. This course is a two-day study of Daniel Goleman's work on Social Intelligence, author of the blockbuster Emotional Intelligence.

### ***Key Topics:***

- Learning critical thinking and decision-making skills
- Developing appropriate values
- Distinguishing assumptions, inferences, and facts
- Knowing how one's experiences and emotions shape one's brains and affect one's lives from birth through adulthood
- Understanding stress through easy to apply illustrations from the latest research in brain science and social psychology
- Utilizing Daniel Goleman's theories to help managers and leaders elicit positive outcomes through behavior and emotional awareness in groups

## **CLINICAL SKILLS: WORKING WITH CLIENTS**

### **CW 101: Understanding Nutrition & Hydration for Older Adults - open to public**

This course identifies the changes that people experience as they age and how these changes relate to dietary needs and hydration. Participants learn the role of certain nutrients, including water, and the role they play to specific disorders and diseases. Participants also learn the warning signs of dehydration as well as how to help avoid it within the population you serve.

#### **Key Topics:**

- Discovering the role of vital nutrients and their relationship to health
- Implementing the essential aspects of the connection between physiology and nutrition
- Identifying the link between aging, malnutrition, and disease
- Knowing the importance of water in the diet (hydration)
- Becoming familiar with the signs, symptoms, and risks of dehydration
- Learning how to help older clients meet nutrition and hydration needs

### **CW 201: Health Coaching - A Patient-Centered Approach - open to public**

This course will help to increase participants' conceptual and practical understanding of 'Health Coaching' and will consider the benefits of incorporating this approach as a process toward achieving shared health goals.

#### **Key Topics:**

- Defining the role of health coaches in areas of nutrition, diet, physical activity, and wellness
- Assisting participants in uncovering their clients' ideal health goals
- Learning the tools to create a customized plan and guide them in putting the plan into action

### **CW 202: Creating and Sustaining Productive Relationships with Clients - open to public**

This course offers practical strategies for managing challenging behaviors. Session topics include Communication skills development, techniques for defusing anger, and specific guidelines for dealing with emotional situations. The class consists of discussions about the applications of skills and techniques to particular conditions.

#### **Key Topics:**

- Identifying the mental, physical, and emotional causes of aggressive or threatening language or actions
- Recognizing behavioral triggers
- Identifying essential skills for engaging clients
- Examining personal responses and attitudes toward client behaviors
- Practicing techniques to reduce emotional confrontations as barriers to effective service delivery

### **CW 203: Mental Health & Wellness for Formal and Informal Caregivers - open to public**

This workshop focuses on workers who are in the caregiving profession, such as home health aides and hospital aides. The purpose of this workshop is to identify caregiver needs and provide useful tools and techniques to manage stress, loss, and grief.

#### **Key Topics:**

- Understanding the needs of formal/informal caregivers
- Prioritizing the need for caregivers to focus on their health and wellness needs
- Defining the concepts of stress and sources of stress
- Learning that stress as an ordinary life occurrence and impact people in different ways.
- Understanding the need to develop and implement a stress management strategy
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## PSA (PROTECTIVE SERVICES FOR ADULTS) TRAININGS

### PSA 100: New Worker Institute - **not open to public**

These courses are the New York State Office of Children and Family Services **mandated** training for all **new PSA caseworkers**. This learning experience provides new caseworkers with a comprehensive understanding of the core fundamentals of PSA casework. During this 8-day interactive learning experience, participants will focus on knowledge and skills building that will provide them with a solid foundation for success as a PSA caseworker.

*Please note: it highly recommended that all NWI participants (all new PSA caseworkers) complete the Online New Worker Orientation Manual before attending the NWI. The Online New Worker Orientation Manual is accessible via the OCFS intranet at <http://ocfs.state.nyenet/PSA/>*

#### **Key Topics:**

- **Assessment & Interviewing** – Through casework analysis and experiential exercises that emphasize critical thinking and critical decision-making, participants will learn the vital aspects of the PSA assessment process, the principles of engagement, and successful interviewing and information gathering
- **Legal Aspects** – Participants will learn the basic concepts of PSA, the range of PSA services and interventions, and the laws and regulations that govern PSA. This training provides a foundation for understanding legal responses that PSA use to safeguard clients. Participants will also learn about the fundamentals of healthcare decision-making and more
- **Ageing, Dementia, and Developmental Disability** – In this module, participants are asked: what is aging? What is healthy aging? What are the challenges to healthy aging? What is elder abuse and neglect? Moreover, what are the problems and pitfalls in providing care for the elderly?
- **Mental Health Addiction and Dual Diagnosis Assessment** – This training provides guidance about which information to take into the field and how to be safe in the area. Also included will be an overview of psychotropic medications, a summary of substance abuse and dependence, and screening tools for alcohol use problems, and more
- **Investigating Adult Abuse and Financial Exploitation** – The information in this module is critical to all who work with abused and at-risk adults. Participants will learn risk factors and signs of abuse, the laws, and regulations governing abuse and exploitation, interviewing skills for victims of abuse, and more

### PSA 201: The Fundamentals of Supervision - **not open to public**

PSA Supervisors need to communicate effectively and to learn how and when to coach their supervisees. They also need to be decisive and flexible to adjust to evolving operational challenges and expectations. This training is a two-day, highly experiential training that focuses on casework and personnel issues as they relate to the fundamental competencies of supervision and leadership.

#### **Key Topics:**

- Teaching new supervisors how to identify decision-making styles that will help improve their critical thinking skills and critical decision-making processes
- Providing clear expectations regarding the administrative, educational, and supportive roles/responsibilities of PSA supervision
- Exposing participants to various styles of supervision so that they will learn how a supervisor's style influences decision-making and productivity
- Providing a comprehensive understanding of the fundamentals of the purpose, principle, and process of performance evaluation
- Incorporating methods of learning how to interact and work successfully with all types of personalities
- Developing the skill of team building and team functioning

## **PSA 202: Advanced Supervision: Critical Thinking and Decision Making for Experienced Supervisors - **not open to public****

Pressure, complexity, and uncertainty are hallmarks of the challenge of supervision and management in PSA. Supervisors and managers need to improve their current skill sets, and they must add new tools and techniques to meet continually evolving demands and expectations. This highly experiential learning experience focuses on expanding existing skills while exposing participants to new and different systems of supervision and management that arise from implementing emotional intelligence, critical thinking, and essential skills of decision-making.

### ***Key Topics:***

- Improving the quality of a supervisor's decision-making skills
- Learning how to coach to improve worker performance
- Developing tools and techniques to achieve better service outcomes for clients
- Understanding how to work with difficult workers and avoid being "emotional hijacked"

## **PSA 203: Aging with Chronic Mental Illness - **not open to public****

This training provides insight into the challenges that PSA/APS workers face when interacting with clients who are aging with mental illness, such as depression, schizophrenia, bipolar disease, obsessive-compulsive disorders, and other mental health diagnoses.

### ***Key Topics:***

- Learning to identify signs and symptoms of aging with mental illness
- Developing techniques for successful interaction with clients who are aging with chronic mental illness
- Understanding best practices for documenting interactions with aging clients who are diagnosed with mental illness

## **PSA 204: Elder Abuse: Is Someone Hurting my Client? - **not open to public****

This workshop assists workers who perform home visits and other front-line workers in building relationships with aging clients and their families to help them recognize elder abuse. In situations where a client may be at risk, it is essential to work with the agency and supervisor to formulate a plan that addresses the risks to the client.

### ***Key Topics:***

- Identifying the behaviors that abusers use to physically, mentally, financially and emotionally abuse elders
- Understanding the numerous conscious and unconscious beliefs, and that perpetuates the cycle of family violence
- Using observation and critical communication skills to engage with clients
- Learning fundamental communication skills with people who have dementia
- Developing a cross-cultural understanding of a variety of responses to family violence
- Identifying behaviors and procedures which increase worker safety during home visits
- Assessing abuse and use structured decision-making instruments
- Increasing awareness of the vulnerabilities

## **PSA 205: Relating to Dementia: Engaging Clients and their World of Care - not open to public**

Dementia is a general term for a decline in mental capacity severe enough to interfere with completing activities of daily living, which worsens over time. This course helps participants identify the essential tasks and important goals involved in competent and compassionate dementia care.

### ***Key Topics:***

- Understanding the interdisciplinary nature of the role of the home health aide
- Identifying the signs, symptoms, and stages of dementia
- Utilizing communication skills and techniques to engage and build relationships with clients with dementia and their care partners
- Learning about agitation, aggression, and other challenging behaviors in clients with dementia and address them with the client safely, effectively, and compassionately
- Determining activities that provide quality of life, including stimulation and pleasure, for clients with dementia

## **PSA 206: Buried Alive: Working Effectively with Compulsive Hoarders - not open to public**

This full-day program provides front-line service providers with an understanding of the various causes of hoarding that has severe safety and public health consequences for both the people who hoard and the community at large. This highly interactive training utilizes cases and casework, values clarification, and small problem-solving groups designed to assist participants in assessing and documenting the severity of a hoarding situation. Participants will receive instruction in formulating service plans that are therapeutic and least restrictive, in identifying inter-agency linkages and maintaining worker safety and health.

### ***Key Topics:***

- Examining the different psychiatric conditions linked to hoarding
- Learning about the clinical features of this syndrome
- Participating in a demonstration of client engagement techniques
- Developing insight into interventions that are effective in gaining the client's participation and cooperation

## **PSA 207: Case Management and Legal Liability - not open to public**

This four-hour training focuses on the complexity of providing case management services to vulnerable populations. Overseeing and managing the life of a vulnerable person is the essence of the APS work. Thus, the case manager acts as the primary source of responsibility for the well-being of the client. The parameters of this job arise from the NYS Social Services Law, regulations, and agency directives as well as case law. A worker needs to understand these concepts and be able to incorporate them into their job performance to avoid liability in the event of a lawsuit.

### ***Key Topics:***

- Understanding Legal principles and theories of liability
- Discovering techniques capacity issues, the personal injury case, group activities, and risk management techniques to ensure safe, professional practice

## **PSA 208: Financial Exploitation - **not open to public****

This full-day training examines the various forms of financial and material exploitation. Participants will receive an overview of a successful prosecution or exploitation and the criminal and civil remedies to address economic abuse that is available to PSA staff in New York State. ***Participants are encouraged to bring case examples from their caseloads for discussion.***

### **Key Topics:**

- Learning ways to manage exploitation when court action is not possible
- Receiving an overview of what constitutes Power-of-Attorney abuse, and how the changes in the Power-of-Attorney laws can benefit a client
- Examining the increasing phenomenon of fraud, telemarketing fraud, and identity theft that targets older and vulnerable people

## **PSA 209: Guardianship of Youth/Young Adults Aging out of Foster Care - **not open to public****

This course is a full-day training covering New York State's two guardianship laws: Article 81 of the Mental Hygiene Law and Article 17-A of the Surrogates Court Procedure Act (for persons who are mentally retarded or developmentally disabled). The course is presented in two modules and covers the legal standard, petitioning process, exclusive remedies available and the responsibilities of the guardian. This training focuses on young people who are 18-21, are in the custody of the Commissioner, and remain in the foster care system until the age of 21. This population does not have the goal of returning home to their parents.

### **Key Topics:**

- Understanding the role of decision-making and mental illness in the guardianship process
- Assisting PSA workers in making the critical decision: is Article 81 or Article 17- necessary and appropriate for their clients from this population

## **PSA 210: Meeting the Challenge: Understanding and Intervening in Self-Neglect - **not open to public****

Adult self-neglect is the inability to practice essential self-care and include personal grooming and cleanliness, maintaining a safe and comfortable living environment, managing money and bills, and having social or family contacts. The Public Policy Institute of AARP estimates that self-neglect represents 40 to 50 percent of cases reported to Adult Protective Services in the United States.

### **Key Topics:**

- Learning to navigate the different definitions of self-neglect
- Providing the physical, social, behavioral, and psychological factors that underlie self-neglecting behaviors
- Developing skills to plan successful interventions
- Knowing how to be comfortable when interviewing clients and other related people, by using empathic techniques that build trust and establish rapport
- Incorporating the concept of due diligence which helps participants to learn how to evaluate the progress of their self-neglecting cases and learn to work on productive outcomes

## **PSA 211: Mental Health Assessment Skill Building - **not open to public****

This program is a full-day course for Protective Services for Adults workers to learn how to assess clients who may be a risk to self and others due to psychiatric disorders.

### **Key Topics**

- Learning to recognize and assess the behavioral manifestations and functional deficits of mentally impaired PSA clients
- Providing participants with a method for describing and documenting a client's mental health status.
- Gaining an understanding that worker safety is paramount: a worker cannot perform well when they do not feel safe.
- Offering fundamental techniques that will assure a worker's safety during assessments

## **PSA 212: Working with Post Traumatic Stress Disorder (PTSD) and Traumatized Clients**

- **not open to public**

This seminar is a full-day course focusing on helping participants understand and recognize clients who may be suffering from Post-Traumatic Stress Disorders (PTSD)

### **Key Topics:**

- Learning how to recognize the triggers, signs, and symptoms of PTSD
- Developing strategies to engage clients who have PTSD
- Understanding the various contexts in which PTSD manifests: domestic violence, disaster survivor syndrome, and military and sexual trauma

## **PSA 213: Opening the Door to Engagement - not open to public**

This full-day training for PSA and APS caseworkers explores the dynamics of engaging clients and others in the process of responding to allegations of elder abuse. Through in-depth discussions of case examples, role-play, and self-reflection, participants learn what engagement means in the context of their work with older adults. They will practice engagement strategies that will help them work with older clients and alleged abusers. This training is based on the active learning model. Therefore, the leader will do most of their work in advance of the workshop, and during the seminar, facilitates the learning process by guiding the participants through small group discussions and exercises. Each module in this training opens with a list of the training objectives and closes with a set of training points that summarizes what the group has learned.

### **Key Topics:**

- Teaching the importance of and how to make an excellent first impression
- Developing strategies for establishing the positive rapport that lays the groundwork for follow-up meetings and conversations.
- Establishing practical techniques for cultivating trust and eliciting information about a situation broadly (beyond a particular abusive event that might have occurred).
- Learning the concepts of V-E-R-B (Validate, Explore/Explain, Reflect/Respect and Build) model of engagement

## **PSA 301: Preventing Secondary Trauma Stress - not open to public**

This full-day course will help Protective Services for Adults staff recognize, cope with, and significantly reduce the inevitable negative impact of clients' traumatic material on both their professional and personal lives.

### **Key Topics:**

- Encouraging participants to find and build upon their strengths and positive ways to handle stress.
- Setting boundaries while remaining empathic, and
- Managing stress and build confidence on and off the job

## **PSA 401: Article 81 Guardianship for PSA Clients - not open to public**

This full-day training provides an in-depth examination of the Mental Hygiene Law Article 81 Guardianship. The focus of this learning experience is on the role of Protective Services for Adults (PSA) in the Guardianship process.

### **Key Topics:**

- Understanding the roles of the pre-Guardian stakeholders: PSA as the petitioner, the role of the court evaluator, the part of attorney for the Alleged Incapacitated Person (AIP), and the AIP (client)
- Providing an overview of the different pleadings in the Article 81 process: Order to Show Cause, Notice, & Petition Offer
- Learning the Guardian's responsibilities & exclusive remedies available under Article 81

## **MANAGEMENT AND SUPERVISION**

### **M&S 100: Coaching and Counseling Skills for Supervisors - not open to public**

Giving feedback to employees is an essential part of supervision. Such encounters, if handled correctly, can be a tremendous help in closing the gap between what employees do and what is mandated. Managed ineffectively, they can undermine working relationships.

#### **Key Topic:**

- Strategizing with supervisors who are dissatisfied with their coaching and counseling performance or who are afraid of bruising employees' self-esteem

### **M&S 101: Developing an Inter-Generational Management Focus - not open to public**

Today's manager must understand the needs, wants, tastes, and motivations of the four generations that populate today's workplace if they are to succeed. This course helps managers understand the issue of age diversity. Managers will learn how to resolve conflict generated by this new diversity challenge

#### **Key Topics:**

- Learning the primary differences between the four generations
- Making the business case for understanding generational differences
- Developing the key motivators, values, preferred management style of each generation
- Understanding the principles of cross-generational management and how to apply them in the workplace

### **M&S 102: Improved Performance Using Self-Directed 360 - not open to public**

The self-directed 360 is a full-circle evaluation involving self-evaluation and feedback from other people about one's performance with predetermined competencies. It differs from the standard "360" as it has the potential of being initiated by the employee or supervisor. It also personalizes the categories of feedback. Participants will learn how to use the self-directed 360 assessment to receive and use specific feedback to improve performance

#### **Key Topics:**

- Planning self-directed 360 assessments
- Receiving critical feedback with an open mind
- Conducting the interview
- Developing skills for self-talk
- Creating personal development plans

### **M&S 103: Dealing Effectively with Unacceptable Employee Behavior - not open to public**

Supervisors often feel helpless and ill-equipped to deal with and change ineffective employee behavior. Consequently, it is common for them to avoid or put off addressing unacceptable employee behaviors until the situation seems out of control. This course will offer practical tools for supervisors when confronting a behavior, giving feedback, or conducting a counseling session. Participants will explore the roles of the organization and labor unions when addressing the unsatisfactory response of direct reports.

#### **Key Topics:**

- Understanding the typical personal and organizational factors that contribute to why employees act the way that they do
- Utilizing positive intervention technique for confronting the unacceptable behavior
- Examining a process for documenting employee performance issues
- Recognizing how one's supervisory style may help or hinder a change in the employee's behavior
- Identifying specific strategies for handling employee reactions that may occur during counseling sessions
- Understanding when and how to initiate the progressive discipline process

- Clarifying organizational and labor union issues that supervisors' encounter when handling employee behavior problems

**M&S 104: Managing Common People Problems - A Clinic - not open to public**

This course focuses on eliminating communication issues with each other and customers to create a more positive work environment.

***Key Topics:***

- Examining real workplace issues to be analyzed and dissected in group discussions
- Developing plans for resolving some of the worst communication issues highlighted in the training

**M&S 105: Coaching: The Key to Performance Improvement - not open to public**

Coaching is a method for developing individuals and enhancing performance. This course is designed to help supervisors take a more positive and proactive role in the development of their direct reports.

***Key Topic:***

- Focusing on learning practical skills and techniques of performance coaching

**M&S 106: Hiring the Best Candidate through Skills-Based Interviewing - not open to public**

In this one day, training participants will understand the negative impact of an inappropriate employee hire on the organization, other employees, and the overall work setting and will learn the steps to get the best person for the job. Learn how to conduct a legal interview and discover the benefits and elements of structured/behavioral interviewing, taking the process beyond Civil Service exams.

***Key Topics:***

- Conducting a job analysis
- Identifying skills needed for the position
- Creating the best questions to solicit the experiences & skills required to do an effective interview
- Building an evaluation strategy and using it

**M&S 201: Advanced Supervisory Training Program: The Coaching Clinic - not open to public**

This workshop will include how organizations respond to the demands for increasing expectations regarding their employees' levels of performance; how organizations help their staff react positively and effectively to these growing demands. Many progressive leaders are choosing coaching strategies as a fundamental part of their response. Coaching is the leadership process for the new millennium. The Coaching Clinic is a 3-day intensive for supervisors to experience and learn performance coaching. Performance coaching is a process that creates a powerful commitment to open communication, mutual learning, and a partnership in achieving individual and agency goals. The Clinic, a learning lab, provides participants with varied opportunities to practice and receive feedback on the mastery of their coaching skills using self-selected work situations.

***Key Topics:***

- Developing coaching as a domain of supervision and learning how to set priorities and goals
- Understanding which skills and characteristics are needed to be successful coaches
- Assessing interpersonal dynamics in the coaching relationship
- Learning and utilizing the continuous performance improvement model
- Implementing action plan strategies for real-world application

### **M&S 301: The Art of Project Management - not open to public**

Project management focuses on the skills that supervisors need when successfully planning, managing, and implementing projects. Effective project management optimizes the necessary skills and resources that encompass project management skills, individual and team creativity, and group formation, use of equipment and information systems, communication techniques, and financial support. Participants will learn how to apply and practice these skills and techniques to work project management.

#### ***Key Topics:***

- Focusing on the skills that managers need when successfully planning and implementing all projects.
- Applying project management skills and techniques to an identified work project
- Understanding the phases of a project's life cycle
- Planning project parameters
- Controlling work in progress
- Completing project evaluations

### **M&S 302: Advanced Project Management - not open to public**

In Today's world of work, managers continually have to contend with "unfunded mandates" that require additional work along with the stated duties of a manager's job with ever-shrinking resources and time. They often take on extra assignments to get that assignment done effectively and cost-efficiently. This course will help project managers to understand how to address the unfunded mandates or additional work without additional support, resources, or financial assistance.

#### ***Key Topics:***

- Familiarizing the participants with the tools, techniques, and most up to date research and trends relating to project management
- Utilizing the workshop in applying their learning to their 'real-life on-the-job' projects
- Identifying proven techniques and tools for planning and tracking projects
- Developing methods to keep the team focused and motivated
- Promoting trust and rapport by exploring individual 'team player style' and how it affects task assignments and team dynamics
- Enhancing the ability to sell ideas and make presentations

### **M&S 303: Adult Learning Theory & Techniques for Staff Developers - not open to public**

This workshop focuses on training the agency/program's trainer on adult learning theory and techniques. It is designed for staff development personnel who prepare and coordinate staff training but lack knowledge and experience teaching adult learners (andragogy). Utilizing curriculum topics that are relevant to work in social services, registrants walk through the design, delivery, and evaluation of a training program. There are multiple opportunities to experience various teaching techniques and to practice platform skills throughout the session.

#### ***Key Topics:***

- Understanding how adult learners learn new information
- Developing training and personnel needs assessment
- Writing training objectives
- Creating instructional plans and modules
- Implementing multiple training methods and delivery styles
- Knowing how to teach and work with adult groups
- Designing and implementing evaluation tools
- Providing an introduction to the art of technical training

## **M&S 401: Making the Transition from Worker to Supervisor - not open to public**

This workshop assists non-managerial employees in managing their career paths to become front-line supervisors. When an employee is contemplating the role of supervisor, they must prepare themselves to face a whole set of unique issues not encountered in their role as a worker.

### **Key Topics:**

- Differentiating between the supervisor's and the employee's role
- Addressing the challenges and pitfalls of transitioning to a new role
- Completing a self-assessment and an individual action plan
- Identifying the liability issues, duties, and responsibilities of first-line supervisors
- Learning and incorporating the four leadership styles
- Assessing personal attitudes and beliefs when embarking on change

## **M&S 402: Understanding How to Stop a Boss from Preventing Employee Success - not open to public**

Managing the boss is the most critical single task on an employee's agenda. An employee can perform only to the extent to which a boss allows him, her or them to become active. Knowing how to manage one's boss can increase personal effectiveness; prevent the boss from, knowingly or unknowingly, blocking progress; or restrict the accomplishment of objectives.

### **Key Topics:**

- Understanding the benefits and risks of boss management
- Learning the steps in managing the dysfunctional but operational boss
- Managing the three most common types of difficult bosses
- Managing conflict with your boss
- Creating a win-win environment

## **M&S 403: Managing Workplace Survivors - not open to public**

This full-day training helps supervisors, and other organizational leaders understand the critical role they play in their organizations and identifies multiple strategies for increasing quality and productivity among survivor employees.

### **Key Topics:**

- Understanding the employee's perspective, why they feel traumatized, or consider themselves as "work-survivors," what were the conditions or circumstances they came from, and what their experiences have been.
- Introducing and utilizing the Survivor Management Model, which is a commonly used approach by Human Services Organizations to focus, recommit and realign their "work-survivors"
- Providing the tools to help the organizational leadership not only see the necessity of taking an active leadership role but, how to be better equipped to do so.
- Reviewing the 'Manager's Toolkit' which contains several instruments and exercises that have proved useful in implementing the Survivor Management Model

## **M&S 501: Succession Planning - not open to public**

A critical transition is taking place in human services organizations, as vast resources of knowledge and experience are lost as larger groups of older workers retire. However, through strategic planning and well-designed action steps, the potentially negative impact of this transition is minimal.

### **Key Topic:**

- Familiarizing the participants with the strategies and tools to help their organizations reduce the impact of demographic shifts or other anticipated changes in workforce composition

## Clinical Practice- Continuing Education Units (SW) eligible

### **SWCEU 101: Clinical Assessment: Treatment Planning and Interventions with Older Adults** **- open to public**

This course examines normative and “pathological” responses to events in the life of the aging person as s/he/they interact with the psychosocial environment. Individual, family, and societal demands are addressed, Vis a Vis clinical assessment, treatment planning, and interventions.

#### **Key Topics:**

- Describing components of successful aging
- Explaining the key elements of a gero-assessment
- Demonstrating the use of specific tools useful in understanding normative and pathological aspects of aging
- Discussing how assessments can be used and how information should be reported to older adults and their families

### **SWCEU 102: Introduction to Gerontology - open to public**

This course examines the field of gerontology and the many ways that aging is defined. This course focuses on the impact of ageism across all aspects of society and how it affects those who work with older adults. This course focuses on the use of an active aging model, highlights maintaining one’s independence and lifestyle. Other issues addressed in this workshop include understanding the aging process (typical vs. atypical), how fast the older adult population is growing, looking at the disparities between different cohorts of older adults and understanding the implications of an aging society.

#### **Key Topics:**

- Evaluating the terminology used to describe the adult aging process
- Analyzing the active aging framework
- Outlining significant demographic trends as they relate to the older populations
- Recognizing the impact of ageism and bias in society, in our culture, and within all systems that work with older adults
- Developing a basic understanding of the dynamic and complex aspects of the aging process
- Understanding the factors that may account for why different cohorts of older adults age differently
- Promoting awareness and advocacy for the health and well-being of aging adults
- Learning about new and innovative technology

### **SWCEU 103: Social and Psychopathologies - open to public**

This course reviews psychological, social, and physical factors as they contribute to mental wellness and mental illness in aged persons. Participants will hone their clinical skills by detailing relationships between diagnosis and treatment options. Case material for study and discussion will be provided in the class.

#### **Key Topics:**

- Identify and recognized common psychiatric and mental illnesses among older adults.
- Identify treatment and intervention options.
- Recognize the importance of working with families

## **SWCEU 104: Linking Lifetimes: Building Intergenerational Programs through Art Arts - open to public**

America is a uniquely age-segregated society. Extended family members often live apart, and opportunities for contact are frequently limited. The lack of intergenerational communication contributes to ageism and stereotypical beliefs. Research, however, continues to demonstrate that, when generations come together, the results are overwhelmingly positive for young and old alike. This course reviews a range of “best practice” intergenerational arts programming ideas and designs. It also provides critical ingredients for creating successful intergenerational programming.

### **Key Topics:**

- Discussing the field of intergenerational programming and the role of the Arts in building reciprocal respect and understanding between the generations.
- Identifying the basic “nuts and bolts” of intergenerational program design.
- Describing warm-ups and non-threatening beginning activities for use in intergenerational programming.
- Developing how to develop a basic intergenerational arts program at your agency

## **SWCEU 105: Haz la Paz: Using Peacemaking to Create Community in New York - open to public**

Peacemaking to create a community is an approach to justice that seeks to do more than process cases. Peacemaking deals with underlying problems that bring people to court, use alternative responses, emphasize collaboration with community stakeholders, and build on community strengths.

### **Key Topics:**

- Understand Peacemaking as a restorative justice practice
- Learning the six Peacemaking principles that
  - Focusing on healing damaged relationships
  - Understanding that the community peacemakers lead the Peacemaking process
  - Developing a plan that welcomes broad participation by a diverse group of community stakeholders
  - Learning how to provide victims the tools to improve their voice
  - Teaching strategies to hold offenders accountable for their actions
  - Implementing policies that empower the community stakeholders and the community peacemakers

## **SWCEU 106: Clinical Perspective: How to Work with Elder Abusers - open to public**

This workshop will provide a framework for understanding who is at most risk for abuse and the associated vulnerability factors for abuse. The program uses the **S.E.A.M. MODEL (Stop Elder Abuse Mistreatment Program)** to prevent further abuse by challenging the behaviors, beliefs, and attitudes of perpetrators of elder abuse. SEAM is a 12-week intensive curriculum that offers education and opportunity to explore practices & ideas that stem from a sense of entitlement. The final component includes that the perpetrator needs to demonstrate insight into their criminal behavior for successful completion of the program.

### **Key Topics:**

- Understanding the prevalence of elder abuse in New York State
- Addressing the factors around the vulnerability of older adults
- Exploring the characteristics and categories of elder abusers
- Discovering the research on perpetrators of elder abuse
- Discussing the clinical interventions in working with perpetrators
- Understanding the **SEAM program- Stop Elder Abuse and Mistreatment Program**

## **SWCEU 107: Post-Traumatic Stress Disorder & Dementia: The Psychology of Trauma & Aging** **- open to public**

This course introduces the concepts and definitions of the psychological effects of trauma, bringing in the elder abuse context as often as possible. There will also be a class discussion regarding trauma-relevant interviewing. The facilitators will review the literature on trauma and aging and addresses recent studies specifically relevant to dementia. The course includes the use of film segments that cover the effect on emergency workers in witnessing multiple scenes of terror and destruction.

### ***Key Topics:***

- Understanding the concept of Learned Helplessness (Dr. Sandra Bloom) which occurs when a victim is attached to or dependent upon an abuser AND perceives that there is nothing he or she can do to affect the outcome of what is happening
- Discussing what happens when the abuse and neglect are normalized
- Providing the tools to help clients overcome learned helplessness, mastery and empowerment require recognizing the how, when and why of the abuse—at whatever level the client can grasp it

## **SWCEU 108: WorkWell USA: Self-care for Frontline Organizations** - open to public

This course will help participants identify the occupational hazards faced by those who work with vulnerable populations. The workshop will also explain the effect of stressors and the stress response upon the physical and mental health of those who work with vulnerable adults. The participants will be provided with multiple wellness interventions that may protect workers against the effects of stress and they will leave the workshop with a strategic plan to promote their health and think about organizational changes. Participants can have their blood pressure taken and will go with concrete self-care tools. A follow-up survey will be provided to see whether the participants implemented the interventions and how well they helped.

### ***Key Topics:***

- Identifying occupational hazards faced by those who work with vulnerable populations.
- Explaining the effect of stressors and the stress response upon the physical and mental health of those who work with vulnerable adults
- Describing wellness interventions that may protect workers from the impact of stress.
- Drafting a strategic plan for improving worker wellness in a front-line organization

## **SWCEU 109: Substance Use Disorders in Older Adults: Effective Screening, Intervention & Referral Techniques** - open to public

This course will include class discussions on the significance and prevalence of older adults with addiction issues. This workshop will address the current theoretical framework and approaches in treating substance use disorders with older adults. The course includes the use of case summaries, treatment overviews, and all participants will have hands-on experience using the most current substance use screening assessments and evaluation tools.

### ***Key Topics:***

- Gaining an understanding of the prevalence and significance of late-life addiction in New York State and nationally.
- Developing insight into critical elements of age-specific services targeting older addicted and mentally ill adults by exploring patient-level characteristics to outcomes.
- Providing useful theoretical frameworks and approaches to identify and respond to the needs of this high-risk population

## **SWCEU 110: Alzheimer's disease and Related Dementias - open to public**

This course provides learners with knowledge of the types, prevalence, stages, and characteristics of dementia. Necessary instruments for assessing cognitive impairment will be reviewed. The class will explore the experiences of a person with dementia, as well as the experiences of that person's friends, family, and caregivers. Participants will learn more about existing resources and techniques that they can employ in engaging with people with dementia, and in addressing challenging behaviors. Person-centered approaches to coordinate care will be a primary focus. Lecture, skills practice, case studies, video vignettes illustrate, and reinforce learning objectives. Participants will have opportunities to interact and reflect on their learning.

### ***Key Topics:***

- Recognizing the characteristics of dementia & the stages of progressive forms, such as Alzheimer's disease
- Utilizing necessary assessment instruments to screen for cognitive impairment
- Describing the everyday experiences of people with dementia and others that provide care for people with dementia
- Understanding person-centered approaches to engage with someone with dementia
- Identifying resources available to people with dementia and their families/caregivers
- Understanding the role of care managers in working with someone with dementia

## **SWCEU 111: Benefits & Entitlements for Older Adults - open to public**

This course will cover a range of topics including Medicare basics (eligibility and enrollment periods, cost-sharing and benefit design, etc.), Medicaid health insurance (categories and ability, a fee for service vs. managed care, etc.), and financial benefits and exemptions (cash benefits, non-cash benefits, etc.).

### ***Key Topics:***

- Understanding eligibility for common benefits and entitlements
- Describing common benefits provided by Medicare and Medicaid
- Learning to apply knowledge of benefits and entitlements in working with older adults

## **SWCEU 112: Understanding and Addressing Client Needs in the Home and Community Settings - open to public**

In this workshop, participants explore how to understand and assess their client's needs. This workshop focuses on the needs of home health care aides and companions. This course includes a comparison of residential settings, how to negotiate the systems of care in different types of environments, and financial options. This course will conclude with an exploration of ways to recognize and address end of life issues, custody, and settings.

### ***Key Topics:***

- Discussing the significance of independence for adult seniors
- Understanding "Living at home": When All is okay.
- Understanding resistance and strategies for effectively dealing with in-home care
- Exploring Private Pay, Medicaid, Medicare, Long Term Health Insurance Policy
- Discussing whether to pay on the books or off the books? Employment pitfalls
- Uncovering Private Pay Options/Discovering Public Funding for Housing
- Learning how to assess & develop a care plan
- Exploring different types of homecare: companion, licensed, registry
- Coming together: cultural sensitivity to the senior adult and the caregiver
- Completing an In-Home DNR (Do Not Resuscitate) Order

### **SWCEU 113: Past, Present, & Future of Enhanced Multidisciplinary Teams (E-MDT's) in N.Y.** **- open to public**

This course will focus on how to bring together agencies to provide improved and effective system collaboration. Participants will also familiarize ways to bridge system gaps to offer prompt and holistic responses while learning how to work with scarce resources. The outcome for E-MDT's is to provide relief to the older adult in need at the earliest point, stop the abuse, prevent further inappropriate use of funds, and restore a sense of safety and security.

#### ***Key Topics:***

- Defining elder abuse
- Understanding the impact of elder abuse on victims and other family members
- Learning how prevalent elder abuse is in New York State
- Discussing the power of elder abuse multidisciplinary teams (E-MDTs)
- Exploring NYS's E-MDT Initiative
  - Current status
  - Primary features
- Understanding how this process works: Case consults, E-MDTs, specialty services, and technical assistance

### **SWCEU 114: Spirituality & Aging - open to public**

This workshop will address spirituality as it centers around people's inner resources, including their ultimate concern for the fundamental value around which all other benefits are focused. The central philosophy of life, whether religious, anti-religious or non-religious guides a person's conduct to the supernatural and non-material dimensions of human nature.

#### ***Key Topics:***

- Exploring the difference between religion and spirituality
- Surveying the impact of spiritual beliefs and practice on the well-being of older adults
- Learning how to introduce the concept of spiritual care with clients
- Utilizing spirituality assessment tools
- Learning how to help clients/family members build a spiritual care team

### **SWCEU 115: Culturally-Informed Responses To Abuse in Later Life among Asian Populations: Working with Asian Elderly Survivors of Abuse in Later Life - open to public**

Due to the rapidly growing number of Asian older adults in the U.S., the number of elder abuse in this population is also increasing. However, due to a lack of cultural sensitivity as well as a lack of knowledge about Asian cultures, there is often a disconnect when trying to understand older Asian adults' attitudes about abuse. To support Asian older clients in a culturally-informed manner, it is critical to understand the history and types of trauma they have experienced. This workshop provides the knowledge and tools to help clinicians and front-line workers understand some cultural factors that are important when working with older Asian adults who did not grow up in the U.S.

#### ***Key Topics:***

- Understanding the occurrence of elder mistreatment in Asian Pacific Islander (API) groups
- Learning how to provide appropriate services to diverse elders
- Highlighting the importance of intervening professionals to learn about the impact of culture on behavior and the practice environment.
- Familiarizing the participants with types of trauma that Asian older adults are often exposed to including:
  - Historical trauma
  - Immigration trauma & second-language Trauma

**Legal Aspects of Aging - CLE Education Units eligible  
(For Lawyers & Judges)**

**LAA 100: Article 81 Guardianship Training for Guardians, Court Examiners & Attorneys for the Alleged Incapacitated Person - open to public**

Article 81 Guardianship Training takes a functional approach to determine whether an alleged incapacitated person needs a guardian and places a premium on the least restrictive intervention to preserve independence and self-determination. Article 81 requires the appointment of a court evaluator in all cases to determine the functional strengths and weaknesses of the alleged incapacitated person, to explain the court proceedings, and to advise the person of his or her rights, including the right to counsel. Court evaluators may be attorneys, physicians, psychologists, social workers or nurses. The authority and powers of the guardian are then tailored to the specific needs of the incapacitated person. They may be reduced or increased over time, as the person's needs change. This workshop is the 7-hour training approved by the Office of Court Administration (OCA) and is **designed for both professionals and lay-people.**

**Key Topics:**

- Identifying the laws on Article 81 Guardianship within New York State
- Learning the process of how to petition for guardianship in New York State
- Recognizing the critical parties in the guardianship petitions
- Understanding the role of the court evaluator in the guardianship process
- Becoming familiar with the essential responsibilities for newly assigned/appointed guardians

**LAA 101: Powers of Attorney (POA's): Uses, Abuses, and Prosecution - open to public**

This workshop provides the tools to implement and use a Power of Attorney (POA) for clients. The instructor discusses common misuses of POAs, the process of civil review of the Power of Attorney, as well as accounting standards, and the threshold for prosecution if a POA is misused.

**Key Topics:**

- Learning about common misuses of POA's
- Understanding the process of civil review of POA's
- Becoming familiar with the accounting standards for attorneys
- Knowing the threshold for prosecution if the POA is misused

**LAA 102: Civil Remedies in Financial Abuse Cases (Alternatives to Criminal Prosecution) - open to public**

Financial exploitation can result in both criminal and civil wrongs. Criminal prosecutions punish the wrongdoer. Civil remedies help victimized individuals recover from the abuse. Civil remedies include common law claims for fraud, undue influence, or duress, and statutory claims under the Power of Attorney law and Guardianship law.

**Key Topics:**

- Examining the elements of each type of civil claim
- Understanding acceptable types of proof necessary for claims
- Learning potential barriers to the recovery of assets.

### **LAA 103: Elder Law Risk Detector in Practice - open to public**

The 'Legal Risk Detector App' is a free program developed with Pro Bono Net to enable service providers to conduct comprehensive assessments of seniors' potential legal issues. Importantly, The 'Legal Risk Detector App' can help identify a full range of problems, not merely the difficulty with which the client presents. The App, a web-based legal health check-up tool, allows medical personnel, social workers, and other allied professionals to screen older adults, including home-bound people, for common legal issues, including abuse and financial exploitation

#### ***Key Topics:***

- Helping legal aid programs use the App to collaborate with various disciplines
- Identifying a client's comprehensive legal needs from the outset
- Providing a holistic approach to senior care
- Providing opportunities to replicate the App's use

### **LAA 104: Real Estate Crimes - open to public**

This workshop includes an introduction to the various crimes against older adults that relate to real estate, including deed theft and mortgage fraud.

#### ***Key Topics:***

- Discussing issues involved in identifying these types of crimes
- Understanding how to intervene in these cases
- Developing creative approaches to prosecute and resolve these cases for older property owners

### **LAA 105: Elder Justice: Current Practices and Exploring the Utility of Restorative Justice - open to public**

This workshop will introduce recent research, ideas for innovative practices, And a pilot project for addressing elder abuse and financial exploitation in the Central New York region and the state of Maine. Included will be a summary and discussion of the current state of research on restorative justice and its potential uses in addressing elder abuse; review and discuss findings from a recent interview study of service providers working with abused and exploited older adults in Central New York area; and share their perspectives on using restorative practices to address elder abuse.

#### ***Key Topics:***

- Learning about CAPSTONE- a recently launched statewide intervention research project grounded in the principles of restorative justice
- Discussing the applicability of restorative practices in addressing elder abuse and exploitation.

### **LAA 106: The Golden Rules: Prosecuting Elder Abuse - open to public**

The investigation and prosecution of cases involving older victims involve specific issues and require particular considerations. Learn how elder abuse cases are handled and what specific criminal laws and rules may apply, including regulations specific to impaired or vulnerable victims, the grand jury process, and evidence rules at trial.

#### ***Key Topics:***

- Introducing the participants to innovative techniques and practices
- Discussing restorative approaches and strategies to ensure that justice is served

## **LAA 107: Elder Abuse & Working with the Criminal Justice System - open to public**

This workshop includes discussions of the types of abuse experienced by older adults that include the signs of abuse, the profile of an abuser, and the impact of ageism.

### ***Key Topics:***

- Teaching suggested interviewing techniques
- Describing how to complete the recommended documentation and preserve evidence
- Understanding essential safety planning tips and use of law enforcement
- Discussing what happens with a criminal case after the alleged perpetrator has been arrested.

## **LAA 108: The Practical Application of Ethical Considerations in APS Casework: How to Stay On Course When the Rubber Hits the Road - open to public**

APS workers and attorneys working with APS must learn the principles of APS casework and the legal standards that apply to APS work. Yet things are not always clear-cut when it comes to applying principles and standards to real cases. This workshop will explore some real-life dilemmas that come up every day in APS cases.

### ***Key Topics:***

- Addressing the different issues that these situations present using an ethical framework and applicable law
- Teaching how to provide a reasoned basis for case decisions
- Utilizing actual challenging cases to discuss potential ethical quagmires and issues

## **LAA 109: Legal Aspects of Adult Protective Services (annual update) - open to public**

This workshop provides the most current review of the legal directives that govern the provision of Adult Protective Services in New York State. These directives grant broad operational parameters for APS administrators, supervisors and front line service providers with eligibility criteria, risk factors, schedules for initial and ongoing eligibility and more. Additionally, some of the directives provide guidelines and blueprints for collaboration with other key service providers who work with vulnerable adults. In every case where protective services are provided, a client gives up or loses self-determination to some degree; it is, therefore, essential to weigh the extent of intervention involved. The professional must balance his/her/their desire to help against the client's right to be left alone. As each legal protective device is presented, its advantages and disadvantages will be discussed. This workshop provides the background for the weighing process, which must be performed on a case-by-case basis.

### ***Key Topics:***

- Understanding the basic structure of the State and Federal Court systems and the difference between federal and state laws
- Becoming familiar with the flow of NYS Agency mandates such as laws, regulations, administrative directives, and Informational Letters
- Learning to observe and engage the client to determine the level of decision-making ability and consequently, what legal remedies may be appropriate for both short term and long-term needs. Understand how to work within the constraints of these laws to protect and advocate for clients
- Following the mandatory reporting requirement of the APS caseworker